



Huntington Bank

Business Online Quick Start Guide

1. ACCOUNT SUMMARY

- a. Select the **Accounts** tab.
- b. Select the **Overview** menu.
- c. Click the account names to view account and transaction information.
- d. Click on the Information Reporting tab you would like to view, select your criteria and hit **Run Report**.

2. REPORTS

- a. To view or export a report, select **Reports** tab.
 - 1) Select the **Activity Report or Current Day Report** menu under Reports
 - 2) Select a report to view from the **Reports** drop-down menu.
 - 3) Select account(s) that you would like to view on the report.
 - 4) Select a date range to view.
 - 5) If you have access to export, select the desired Export format from the drop-down (CSV, BAI2, Quicken®, or QuickBooks®).
 - 6) Click the Run Report button to view the details of the report.
- b. To create a report, select the **Manage My Reports** button.
 - 1) Enter a unique report name.
 - 2) Select to view **Previous Day** or **Current Day** transaction information.
 - 3) Elect to view the report in an exportable format or in a Web page format.
 - 4) Select the accounts you want to view on the report. Select the show accounts with no activity if you wish to include them
 - 5) Check the box to **Allow Others to View** if you would like to share this report with other users.
 - 6) Select the **Reporting Categories**, such as Detail Debits, Detail Credits, and **Transaction Types** (i.e., ACH or Bill Pay).
 - 7) Click **Save** to save the details of this report.
 - 8) To view the created report, select **Activity Report** under the **Reports** menu. Select the report name under **Reports** and click Run.
- c. Advanced Reporting (Comprehensive reporting package only).
 - 1) Select **Reports**.
 - 2) Select **Advanced Reporting**.
 - 3) View account detail by hovering over the Advanced Reporting tab, then select the **Balance and Transaction Reporting** link. Next, click the **Previous** or **Current Day** reporting tab. For viewing, select the desired account (in green) from the list.
 - 4) View predefined reports via the dashboard by utilizing the **Report Management** widget.
 - a) After selecting the desired report, enter the filter criteria, then select **Run Report**.
 - b) To save the filter criteria, click **Save**.
 - c) To view the report, click **View Results**.

3. STATEMENTS/INVOICES

- a. Select **Accounts, Statements and Invoices** under Statements.
Note: If this is the first time accessing this screen, an administrator must accept the Account Analysis disclaimer before proceeding.
- b. The **Statements/Invoices** screen will display. Select either **Deposit Account Statement** or **Account Analysis Statement**. Depending on the services that you use, other statement/invoice types, such as your **Commercial Card Statement**, may be available as well.
- c. Select the **Accounts** from the drop down.
- d. Click **See available statements**. Select the statement date from the list to view the statement.

4. TRANSACTION SEARCH

- a. Select the **Accounts** tab.
- b. Select the **Transaction Search** menu under **Item Search**.
- c. Select an account from the **Account** drop-down menu
- d. Select a **Date** or **Date Range** to view.
- e. Narrow your search by entering optional search criteria, such as **Amount From, Amount To, Transaction Type, Customer Reference, Bank Reference Information, Only Debits** or **Only Credits**.
- f. If choosing to export, select the **Export** format (CSV or BAI2).
- g. Click **Search** to view the results or **Export** to export the results to the desired format.

5. ACCOUNT TRANSFERS

- a. Select the **Payments & Transfers** tab.
- b. Select the **Make a Transfer** menu (deposit accounts only).
- c. In the **Transfer From Account** drop-down menu, select an account to transfer money from.
- d. In the **Transfer To Account** drop-down menu, select an account to transfer money to.
- e. Enter an amount to transfer in the **Amount** field.
- f. Select the **Frequency** in which the transfer should occur. **Note:** Previously established future-dated and recurring transfers at TCF will need to be reestablished.
- g. Select the **Date** you wish the transfer to occur.
- h. Click **Review Transfer** to review the transfer.
- i. Click **Schedule Transfer** to initiate the transfer.

6. BILL PAY

- a. Select the **Payments & Transfers** tab.
- b. Select the **Bill Pay** menu.
- c. On the Pay Bills Tab select the Payee you wish to Pay.
- d. From the **Funding Account** drop-down menu, select an account you wish to pay from and the payee you wish to pay, then enter the:
 - e. **Payment Amount**
 - f. **Memo**, if desired
 - g. **Send On** date
- h. Click **Pay Bills** to submit the payment(s) for processing.
Note: The icon next to each Payee lets you know whether payments will be sent electronically (schedule these payments two days before the payment is due), or via U.S. Mail (schedule these payments five days before the payment is due).

7. CHECK INQUIRY

- a. Select the **Accounts** tab.
- b. Select the **Check Inquiry** menu under **Checks**.
- c. Select an account from the **Select an Account** drop-down menu.
- d. Enter individual check numbers to view, or a range of up to 50 check numbers to view.
- e. Additional search criteria are based on a specific Date or Date Range (up to 24 months in the past), Payee Name, Amount, and Status.
- f. Click **Search** to retrieve check information.
- g. Selecting the **Check Image** icon will retrieve an image of the front and the back of the check.
- h. In the results section, if the item has been paid, click the **Photocopy** link to be taken to the Photocopy request screen with the account and check number populated.

8. STOP PAYMENT

- a. Select the **Payments and Transfer** tab.
- b. Select the **Stop Payment** menu under **Fraud Prevention**.
- c. Select an account from the **Account** drop-down menu.
- d. In the **From Check** field, enter the individual check number, or a range of check numbers, that you wish to stop payment for.
- e. Enter optional information, such as Amount, Date Issued, Payee, Replacement Check number, or Reason.
- f. Click **Place Stop** to submit the stop-payment request for processing.

9. PHOTOCOPY REQUEST

- a. Select the **Support** tab.
- b. Select the **Photocopy Request**.
- c. Select an account from the **Account** drop-down menu.
- d. Enter a check number in the **Check Number** field.
- e. Enter optional information, such as Amount and Payee.
- f. Enter the date of the item in the **Paid Date** field.
- g. Select the method in which to view the item: **Image** (if available), **Mail**, or **Fax**. If Mail or Fax are selected, supply information on where documents should be sent.
Note: Changing information on this page does not change overall contact information stored in Business Online
- h. Click **Send Request** to view the image or submit the request for processing.

10. CHECK/DEPOSIT ORDERS

- a. Select **Account Services** tab.
- b. Select **Check/Deposit Orders** menu under **Order Supply**.
- c. Click **Continue** to be redirected to the **Harland Clarke** check ordering site and follow the prompts from there.

11. SETTING UP A NEW USER (FOR ADMINISTRATORS ONLY)

- a. Select the **Administration** tab.
- b. Select the **User Administration** menu under Company Permissions.
- c. To add a new user, select the **Add User** button.
- d. To update an existing user, select **User ID**.
- e. Enter or update the user's information, such as **First Name**, **Last Name** or **Email**, **Date of Birth**, and **Home Address**. You can also use this screen to **Unlock** or **Create New Password** for this user by clicking the appropriate button at the bottom of the screen.
- f. When adding a new user, from the **Entitlements & Tokens** section at the bottom of the **Add a New User** page, select one of the following from the **Copy Entitlements** drop-down menu:
 - **None** – allows you to customize the services and functions for a particular user.

- **Give User Full Access** – allows you to grant the user access to all the functions and services the company has available.
 - **User's Name** – allows you to grant the new user the exact same permissions as another user that has already been set up (previously added).
- g. If you want your users to use a hard token, select a **Token Serial #** from the drop-down list that you would like to assign to the user.
Note: To order Security Tokens, select **Administration, Order Security Tokens**.
- h. Click the **Add User** button (click **Update User** if updating an existing user).
- i. Select the **Permissions** tab to update or assign service permissions.
- i. Select the **User Name** from the drop-down.
 - ii. Select the **Permissions** from the drop-down and select Filter. (Repeat for all permissions)
 - iii. Check the box for each entitlement.
 - iv. Click **Save** when finished.
- j. Select the **Account Permissions** tab to update or assign specific accounts to services/non-reports.
- i. Select the User Name from the drop-down.
 - ii. Check the box for each account under the service column you wish the user to have access to.
Note: To select all accounts for a specific service, click the all box in the column header.
 - iii. Click Update Service Matrix when finished.
- k. Select the **Settings** tab to update or assign transaction/daily limits.
- i. Select the **User Name** from the drop-down.
 - ii. Enter the maximum amount for each field.
 - iii. Click **Update Settings** when finished.
Note: If your company requires dual approval of administrative tasks, an approver will need to approve these changes under **Administration, Approvals**.
Note: Don't forget to complete user administration for other services such as Payment Center or ACH Risk Manager within the service module.

12. TOKEN ORDERS

- a. Select the **Administration** tab.
- b. Select the **Security Token** menu under Ordering Equipment.
- c. Complete the form and click **Submit Order**.