QUICK START
BUSINESS ONLINE

Use this handy reference as a guide to some of the most commonly used features of Business Online.

Account Summary

1. Select the **Accounts** tab.
2. Select the **Overview** menu.
3. Click the account names to view **Previous Day** account and transaction information.
4. Click **View Report** to the left of the transaction or the **Display Details** link in the upper right corner of the **Transactions** section to show details of each transaction listed on the report.

Reports

1. To view or export a report, select **Accounts** tab.
   a. Select the **Reports** menu.
   b. Select a report to view from the **Select a Report** drop-down menu.
   c. Select account(s) that you would like to view on the report, or **Export,** to export the report.
   d. Select a date range to view.
   e. If you have access to export, select the desired **Export** format from the dropdown (CSV, BAI2 Quicken, or QuickBooks).
   f. Click the **View Report** button to view the details of the report, or **Export,** to export the report.
2. To create a report, select the **Manage My Reports** button (Select and Premier Packages only).
   a. Click the **Create New** button at the bottom of the screen.
   Note: *You can also create a new report using an existing report as a template by clicking the* **Copy as New** *button at the bottom of the screen.*
   b. Enter a unique report name.
   c. Select to view **Previous Day** or **Current Day** transaction information.
   d. Elect to view the report in an exportable format or in a Web page format.
   e. Select the accounts you want to view on the report.
   f. Check the box to **Allow Others to View** if you would like to share this report with other users.
   g. Select the **Reporting Categories,** such detail Debits, detail Credits, and **Transaction Types** such as ACH or Bill Pay.
   h. Click **Save,** to save the details of this report.
   i. To view the created report, select the **Reports** menu, then select your report from the **Select a Report** drop-down menu.
3. Advanced Reporting (Select and Premier Reporting Packages only).
   a. Select **Accounts.**
   b. Select **Advanced Reporting** to view your **Personalized Dashboard.**
   c. View account detail by clicking the account number from either the **Bank Summary** widget on the **Personalized Dashboard** or by selecting **Menu, Bank Accounts Summary.**
   d. View additional reports by selecting **Menu, Report Management.**
      1. After selecting the desired report, enter filter criteria such as date range and transaction type.
      2. To save the filter criteria, click **Save.**
      3. To view the report, click **View Results.**

Statements/Invoices

1. Select **Accounts, Statements Invoices.**
   Note: *If this is the first time accessing this screen, an administrator must accept the Account Analysis disclaimer before proceeding.*
2. The **Statements/Invoices** screen will display. Using the drop-down menu, select either **Deposit Account Statement** or **Account Analysis Statement (Detail of Charges).** Depending on the services that you use, other statement/invoice types, such as your **Commercial Card Statement,** may be available as well.
   Note: *Paperless statement preferences were migrated from FirstMerit. If you previously received a paperless statement, you will continue to do so.*
3. Select the Statement/Invoice Type from the dropdown: **Deposit Account Statement** or **Account Analysis Statement** (Detail of Charges).
4. Click **Display Available Dates.** Select the statement date from the dropdown to view the statement.

Transaction Search

1. Select the **Accounts** tab.
2. Select the **Transaction Search** menu.
3. Select an account from the **Account** drop-down menu.
4. Select a **Date** or **Date Range** to view.
5. 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.**
6. If choosing to export, select the export format (CSV or BAI2).
7. Click **Search** to view the results or **Export** to export the results to the desired format.

Account Transfers

1. Select the **Payments and Transfers** tab.
2. Select the **Account Transfers** menu.
3. In the **Transfer From Account** drop-down menu, select an account to transfer money from.
4. In the **Transfer To Account** drop-down menu, select an account to transfer money to.
5. Enter an amount to transfer in the **Amount** field.
6. Select the **Frequency** in which the transfer should occur.
   Note: *Previously established recurring transfers at FirstMerit will need to be reestablished.*
7. Select the **Date** you wish the transfer to occur.
8. Click **Schedule Transfer** to initiate the transfer.

Note: *From* ***Accounts, Overview,*** *you can click the* ***Actions Icon*** *to the right of the account and be taken to the* ***Initiate Transfer*** screen with the account populated in the ***Transfer From*** dropdown.

Bill Pay

1. Select the **Payments and Transfers** tab.
2. Select the **Bill Pay** menu.
3. Select the **Pay Bills** sub-tab.
4. From the **Funding Account** drop-down menu, select an account you wish to pay from.
5. For each payee you wish to pay, enter the:
   a. **Payment Amount.**
   b. **Memo,** if desired.
   c. **Send On** date.
6. 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).*

Check Inquiry

1. Select the **Checks** tab.
2. Select the **Check Inquiry** menu.
3. Select an account from the **Account** drop-down menu.
4. Enter individual check numbers to view, or a range of up to 50 check numbers to view.
5. Click **Search** to retrieve check information.
6. In the results section, click the **Action Icon** to the right of the check if you would like to be taken to the **Stop Payment** or **Photocopy** request screen with the account and check number populated.

Stop Payment

1. Select the **Checks** tab.
2. Select the **Stop Payment** menu.
3. Select the **Place Stop** sub-tab.
4. Select an account from the **Account** drop-down menu.
5. In the **From Check** field, enter individual check number, or a range of check numbers, to stop payment for.
6. Enter optional information, such as **Amount, Date Issued, Payee, Replacement Check** number, or **Reason.**
7. Click **Place Stop** to submit the stop-payment request for processing.

Photocopy Request

1. Select the **Checks** tab.
2. Select the **Photocopy Request** menu.

3. Select an account from the **Account** drop-down menu.
4. Enter a check number in the **Check Number** field.
5. Enter optional information, such as **Amount** and **Payee.**
6. Enter the date of the item in the **Paid Date** field.
7. 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.*
8. Click **Send Request** to view the image or submit the request for processing.

Check/Deposit Orders

1. Select **Checks** tab.
2. Select **Check/Deposit Orders** menu.
3. A pop-up window will appear.
4. Click **Continue** to be redirected to the **Harland/Clarke** check ordering site, and follow the prompts from there.

Setting up a New User (For Administrators only)

1. Select the **Administration** tab.
2. Select the **User** menu, then the **List** sub-tab.
3. To add a new user, select the **Add User** button.
4. To update an existing user, select **User ID.**
5. 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.
6. 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 access to.
   - **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).
7. Select a **Token Serial #** from the drop-down list that you would like to assign to the user.
   Note: *To order additional Security Tokens, select* ***Administration, Order Security Tokens.***
8. Click the **Add User** button (click **Update User** if updating an existing user).
9. Select the **Service Permissions** sub-tab to update or assign service permissions.
   a. Select the **User Name** from the dropdown.
   b. Check the box for each entitlement.
   c. Click **Update Permissions** when finished.
10. Select the **Service Matrix** sub-tab to update or assign specific accounts to services/non-reports..
    a. Select the **User Name** from the dropdown.
    b. 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.*
    c. Click **Update Service Matrix** when finished.
11. Select the **Function Matrix** sub-tab to update or assign specific accounts to services/non-reports.
    a. Select the User Name from the dropdown.
    b. Check the box for each account under the report column you wish the user to have access to.
       Note: *To select all accounts for a specific report, click the all box in the column header.*
    c. Click **Update Function Service Matrix** when finished.
12. Select the **Settings** sub-tab to update or assign transaction/daily limits.
    a. Select the **User Name** from the dropdown.
    b. Enter the maximum amount for each field.
    c. 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* ***Remote Deposit Capture*** *within the service module.*

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