Huntington

**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 the **Expand** icon 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 **Standard** menu under Reports.
   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.
   d. Select a date range to view.
   e. If you have access to export, select the desired Export format from the drop-down (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.
   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 as Detail Debits, Detail Credits, and Transaction Types (i.e., ACH or Bill Pay).
   h. Click **Save** to save the details of this report.
   i. To view the created report, select the **Standard or Customized** menu under Reports, then select your report from the **Select a Report** drop-down menu.

3. Advanced Reporting (Comprehensive reporting package only).
   a. Select **Accounts**.
   b. Select **Advanced Reporting**.
   c. 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.
   d. View predefined reports via the dashboard by utilizing the **Report Management** widget.
      1. After selecting the desired report, enter the filter criteria, then select **Run Report**.
      2. To save the filter criteria, click **Save**.
      3. To view the report, click **View Results**.

STATEMENTS/INVOICES

1. 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.

2. The **Statements/Invoices** screen will display. Using the drop-down menu, 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.

   Note: Paperless statement preferences for deposit accounts were migrated from TCF. If you previously received a paperless statement, you will continue to do so.

3. Select the Statement/Invoice Type from the drop-down: **Deposit Account Statement** or **Account Analysis Statement**.

4. Click **Display Available Dates**. Select the statement date from the drop-down to view the statement.

TRANSACTION SEARCH

1. Select the **Accounts** tab.

2. Select the **Transaction Search** menu under **Item Search & Action**.

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, O nly 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.

8. Advanced Reporting (Comprehensive reporting package only).

   a. Select **Accounts**.

   b. Select **Advanced Reporting**.

   c. View account detail by hovering over the Advanced Reporting tab, then select the **Balance and Transaction Reporting** link. Next, click the **Transaction Search** tab.

      1. You can select the account(s) for searching, select a **date range**, then you can select additional criteria by clicking on the **greater than sign (>)** next to Transaction Criteria which includes Debit/Credit, Transaction Type, BAI Transaction Code, SWIFT Transaction code, Transaction Amount, Bank Reference and Customer Reference. After selecting the desired filter criteria, select **Submit**.

      2. The report will render at the bottom of the screen (you may have to scroll down).

      3. Once the report is viewable, you can drop/drag columns to another desired location as well as print via the printer icon or export via the paper icon.

      4. If choosing to export, you can export the information from the standard grid shown on the screen into CSV.

ACCOUNT TRANSFERS

1. Select the **Payments & Transfers** tab.

2. Select the **Account Transfers** menu (deposit accounts only).

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 future-dated and recurring transfers at TCF 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** drop-down.

BILL PAY

1. Select the **Payments & Transfers** tab.
2. Select the **Bill Pay** menu.
3. Select a Bill Pay Account from the **Select a Bill Pay Account** drop-down menu if you have more than one Bill Pay Account.
4. 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:
   a. **Payment Amount**
   b. **Memo**, if desired
   c. **Send On** date
5. 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 **Accounts** tab.
2. Select the **Check Inquiry** menu under **Item Search & Action**.
3. Select an account from the **Select an Account** drop-down menu.
4. Enter individual check numbers to view, or a range of up to 50 check numbers to view.
5. Additional search criteria are based on a specific Date or Date Range (up to 24 months in the past), Payee Name, Amount, and Status.
6. Click **Search** to retrieve check information.
7. Selecting the **Check Image** icon will retrieve an image of the front and the back of the check.
8. 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.
9. If you have Check Positive Pay and a check has been issued, but not cleared, you can select **Place Stop** and you will be linked to the Stop Pay page.
10. If your check item already has a stop in place, you will be able to select **Remove Stop** to link to the Remove Stop page.

STOP PAYMENT

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

PHOTOCOPY REQUEST

1. Select the **Accounts** tab.
2. Select the **Photocopy Request** menu under **Item Search & Action**.
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 **Accounts** tab.
2. Select **Check/Deposit Orders** menu under **Order Supplies**.
3. 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.
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. 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).
7. 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 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** tab to update or assign service permissions.
   a. Select the **User Name** from the drop-down.
   b. Check the box for each entitlement.
   c. Click **Update Permissions** when finished.
10. Select the **Service Matrix** tab to update or assign specific accounts to services/non-reports.
    a. Select the **User Name** from the drop-down.
    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** tab to update or assign specific accounts to services/reports.
    a. Select the **User Name** from the drop-down.
    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 Matrix** when finished.
12. Select the **Settings** tab to update or assign transaction/daily limits.
    a. Select the **User Name** from the drop-down.
    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 ACH Risk Manager within the service module.