

Cash Manager Direct Quick Start Guide

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Large enough to help you.®

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Cash Manager Direct Quick Start Guide

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INTRODUCTION

Our Cash Manager Direct solution offers your company leading features to easily manage your daily collections, disbursements, and liquidity needs whether you are transacting regionally or worldwide through any device and at any time.

This Quick Start Guide provides assistance and covers important steps and functions to get you started, including:

- Login
- Dashboard
- Accounts
- Administration
- Payments
- Check Services
- Reports

If needed, additional online assistance for each function is available in the system by simply using the “? HELP” button. You can also contact Cash Management Support at **800.516.8603** to speak with a representative.

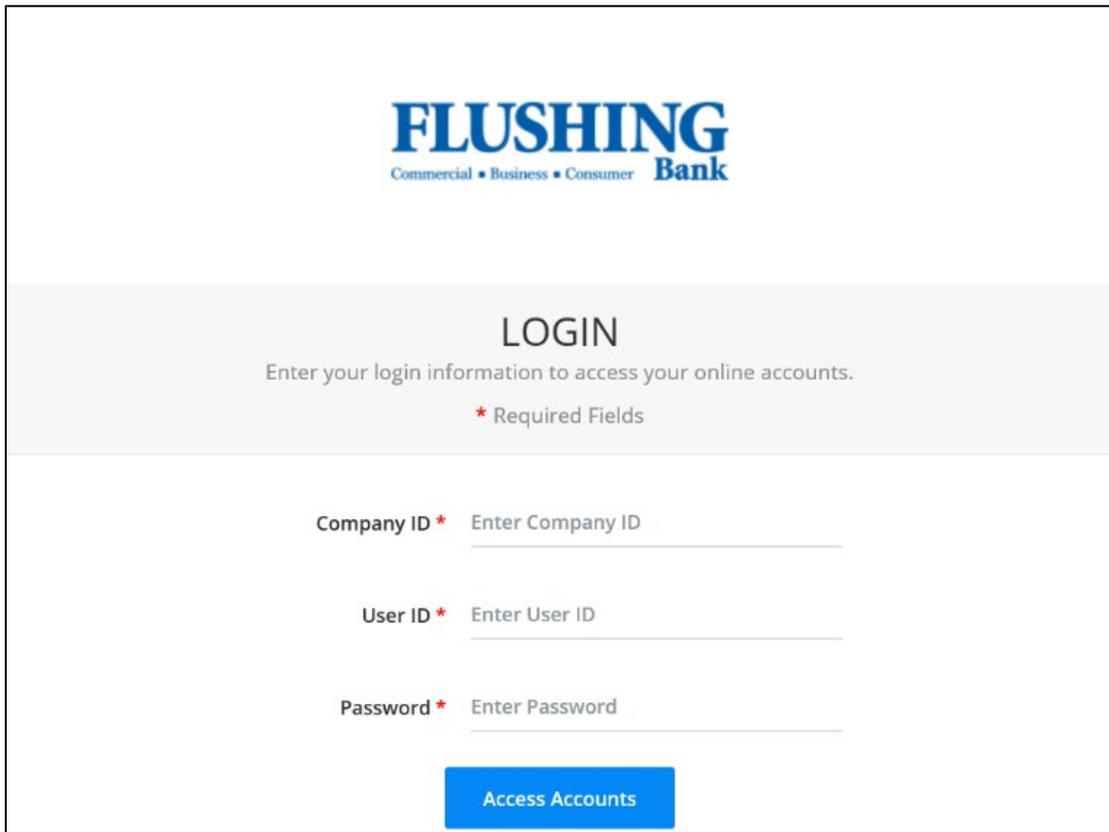
LOGIN

Required fields:

- Company ID
- User ID
- Password – after initial sign-on you will be required to change your temporary password

Password requirements:

- Minimum Password Length: 8 characters
- At least one of each: Alpha/Numeric/Special character (no uppercase required)



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LOGIN

Enter your login information to access your online accounts.

* Required Fields

Company ID * Enter Company ID

User ID * Enter User ID

Password * Enter Password

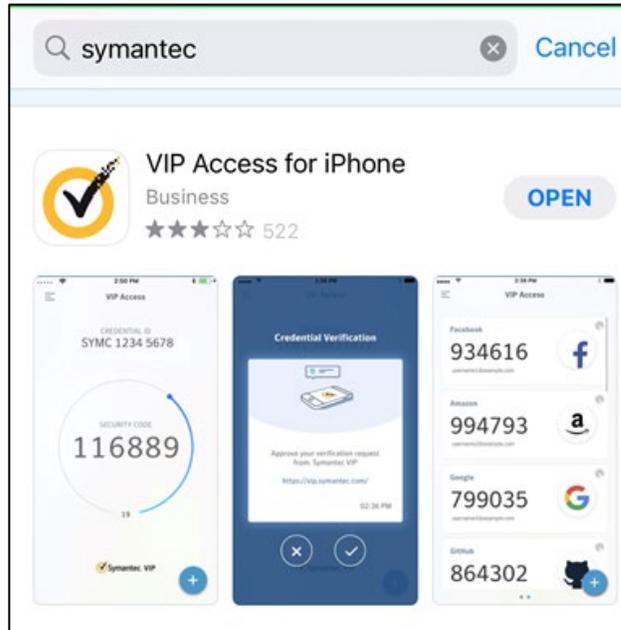
[Access Accounts](#)

ACTIVATE TOKEN DEVICE

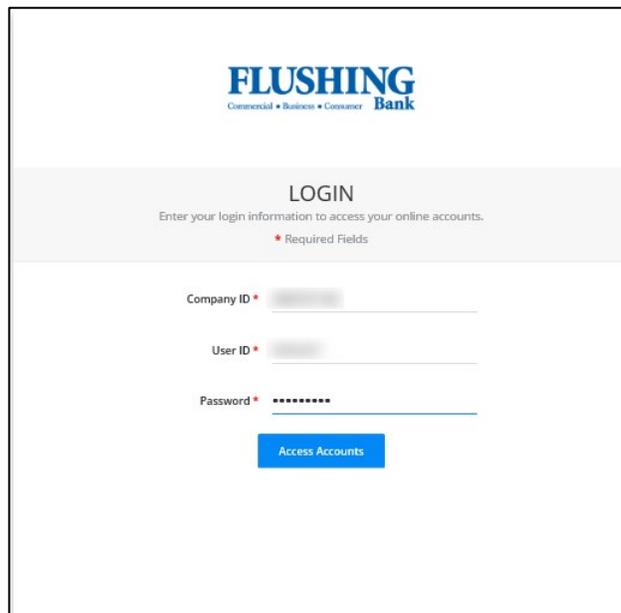
Soft Token Device

In the *Activate Token Device* section you can activate the token, using the token device and the information provided by Flushing Bank.

Step 1: For Soft Token, download the Symantec app (VIP Access)



Step 2: Log into Cash Manager Direct

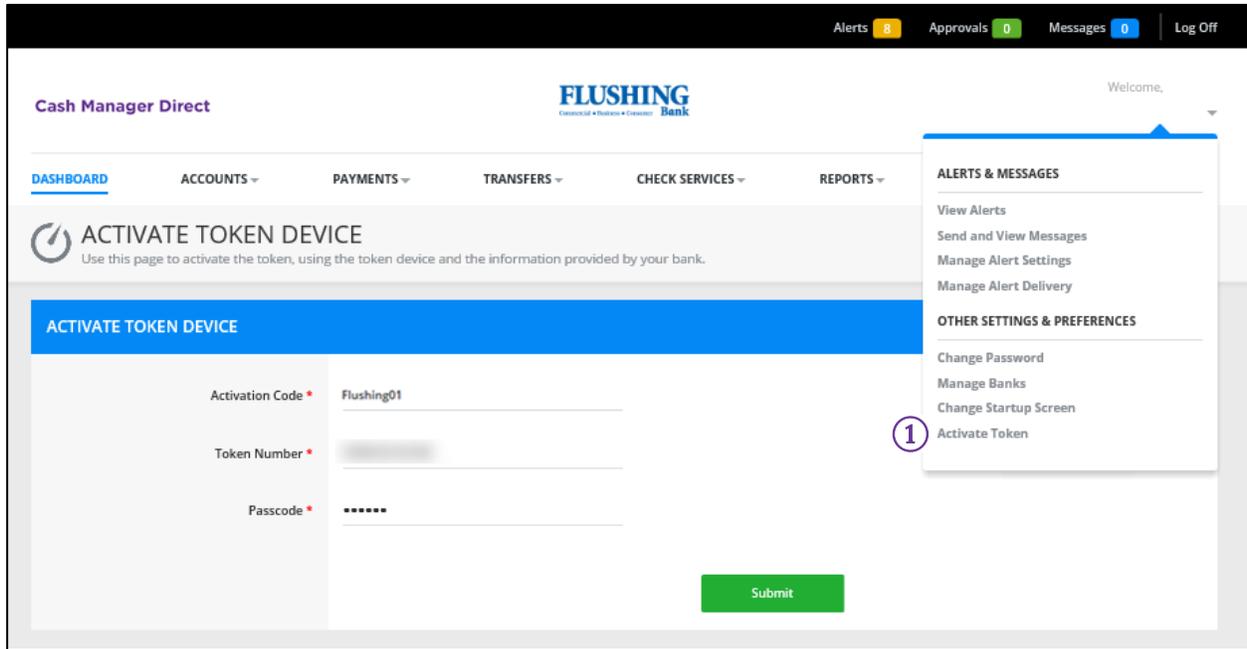


Use the “? HELP” button for additional assistance.

ACTIVATE TOKEN DEVICE

Soft Token Device

Step 3: Go to your user name and select *Activate Token*.



① Activate Token

Use the “? HELP” button for additional assistance.

ACTIVATE TOKEN DEVICE

Soft Token Device

Step 4: Enter the *Activation Code* which is Flushing01, *Token Number* which is the Credential ID (SYMC number shown with no spaces), and the *Passcode* that populates.

The screenshot shows the 'ACTIVATE TOKEN DEVICE' page in the Cash Manager Direct interface. The page header includes 'Cash Manager Direct', the Flushing Bank logo, and a 'Welcome,' message. The navigation menu includes 'DASHBOARD', 'ACCOUNTS', 'PAYMENTS', 'TRANSFERS', 'CHECK SERVICES', 'REPORTS', and 'ADDITIONAL CASH MANAGEMENT SERVICES'. The main content area is titled 'ACTIVATE TOKEN DEVICE' and includes a 'Help' button. The form has three input fields: 'Activation Code' with the value 'Flushing01', 'Token Number' with a blurred value, and 'Passcode' with masked characters. A green 'Submit' button is located below the fields. A green success message at the bottom states 'Successful Submit: The token has been activated successfully.' Numbered callouts 1, 2, and 3 are placed over the input fields.

- ① Activation Code – Flushing01
- ② Token Number – Credential ID (SYMC number shown with no spaces)
- ③ Passcode

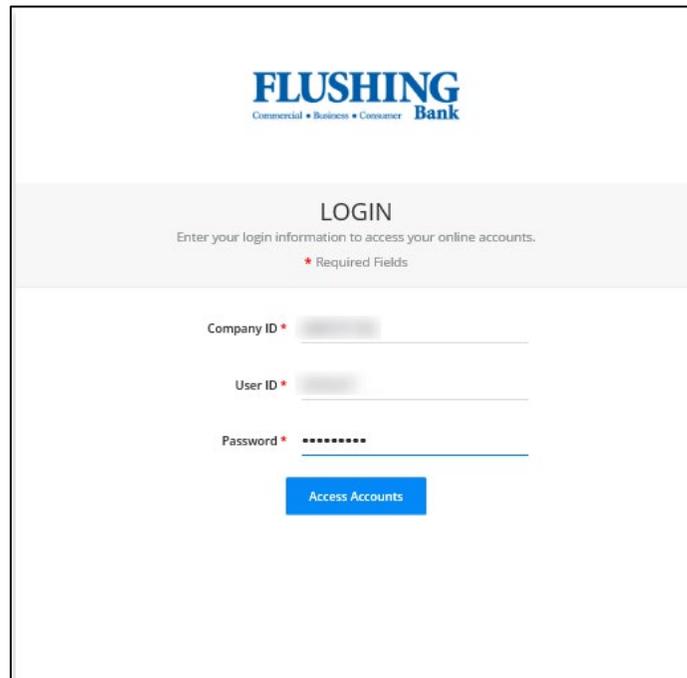
Use the “? HELP” button for additional assistance.

ACTIVATE TOKEN DEVICE

Hard Token Device

In the *Activate Token Device* section you can activate the token, using the token device and the information provided by Flushing Bank.

Step 1: Log into Cash Manager Direct



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LOGIN
Enter your login information to access your online accounts.
* Required Fields

Company ID *

User ID *

Password *

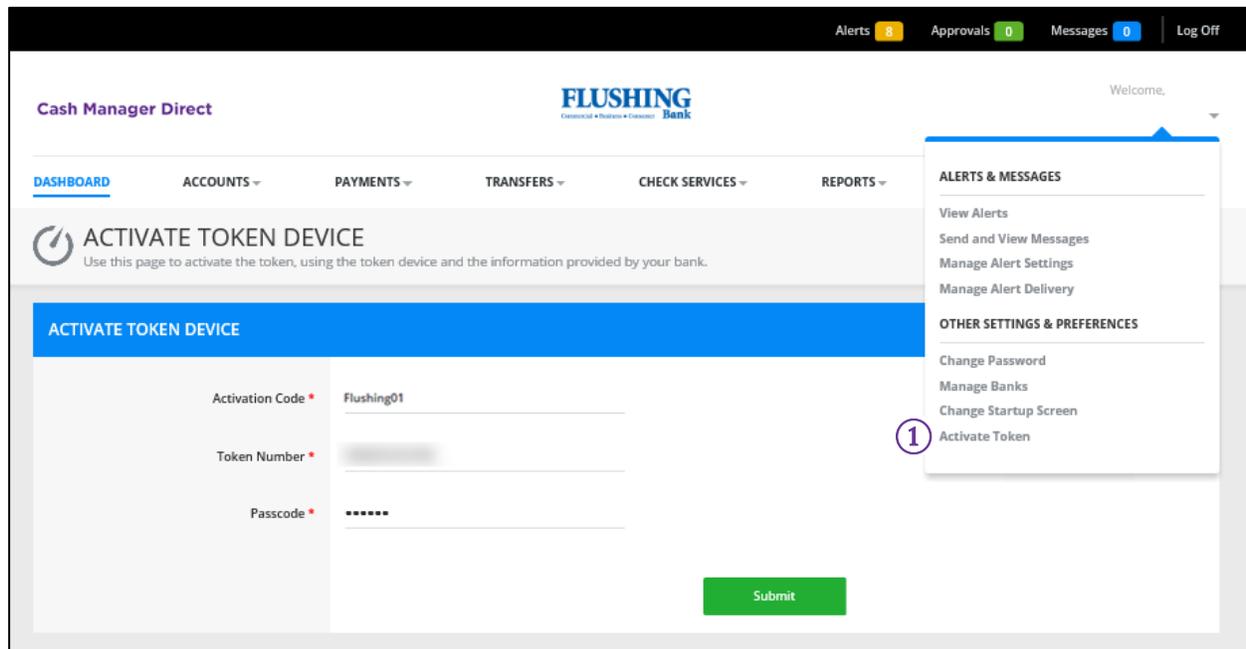
[Access Accounts](#)

Use the “? HELP” button for additional assistance.

ACTIVATE TOKEN DEVICE

Hard Token Device

Step 2: Go to your user name and select *Activate Token*.



① Activate Token

Use the “? HELP” button for additional assistance.

ACTIVATE TOKEN DEVICE

Hard Token Device

Step 3: Enter the *Activation Code* which is Flushing01, *Token Number* which is on the back of the hard token, and the *Passcode* by pressing the button on the token.

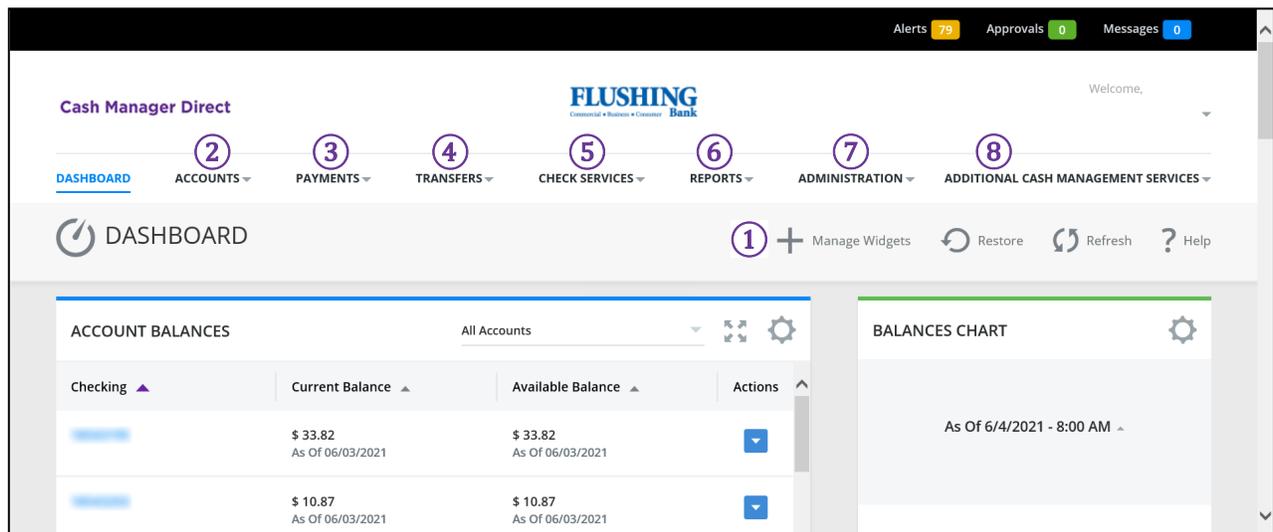
The screenshot shows the 'ACTIVATE TOKEN DEVICE' page in the Cash Manager Direct interface. The page header includes 'Cash Manager Direct', the Flushing Bank logo, and a 'Welcome,' message. The navigation menu includes 'DASHBOARD', 'ACCOUNTS', 'PAYMENTS', 'TRANSFERS', 'CHECK SERVICES', 'REPORTS', and 'ADDITIONAL CASH MANAGEMENT SERVICES'. The main heading is 'ACTIVATE TOKEN DEVICE' with a sub-heading 'Use this page to activate the token, using the token device and the information provided by your bank.' and a 'Help' button. The form contains three required fields: 'Activation Code' (Flushing01), 'Token Number' (blurred), and 'Passcode' (masked with asterisks). A green 'Submit' button is located below the fields. A success message at the bottom reads 'Successful Submit: The token has been activated successfully.' Numbered callouts 1, 2, and 3 are placed over the Activation Code, Token Number, and Passcode fields respectively.

- ① Activation Code – Flushing01
- ② Token Number – On the back of the hard token
- ③ Passcode

Use the “? HELP” button for additional assistance.

DASHBOARD

From the **Dashboard** you can access your assigned functions:

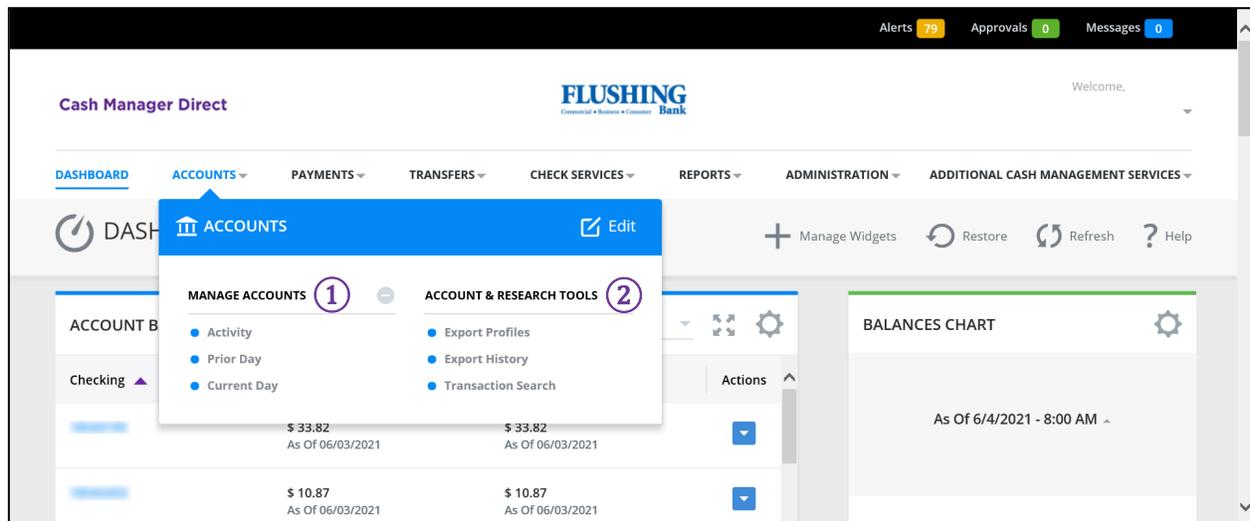


- ① **Manage Widgets**
- ② **Accounts** – View account balance and transaction activity
- ③ **Payments** – Initiate Wire and ACH transaction
- ④ **Transfers** – Transfer funds between accounts
- ⑤ **Check Services** – Initiate stop payments and check image inquiry
- ⑥ **Reports** – View specific account reports
- ⑦ **Administration** – Establish and manage users
- ⑧ **Additional Cash Management Services** – Access additional subscribed services

Use the “? HELP” button for additional assistance.

ACCOUNTS

In the **Accounts** section you can access account information, including *Manage Accounts* and *Account & Research Tools*.

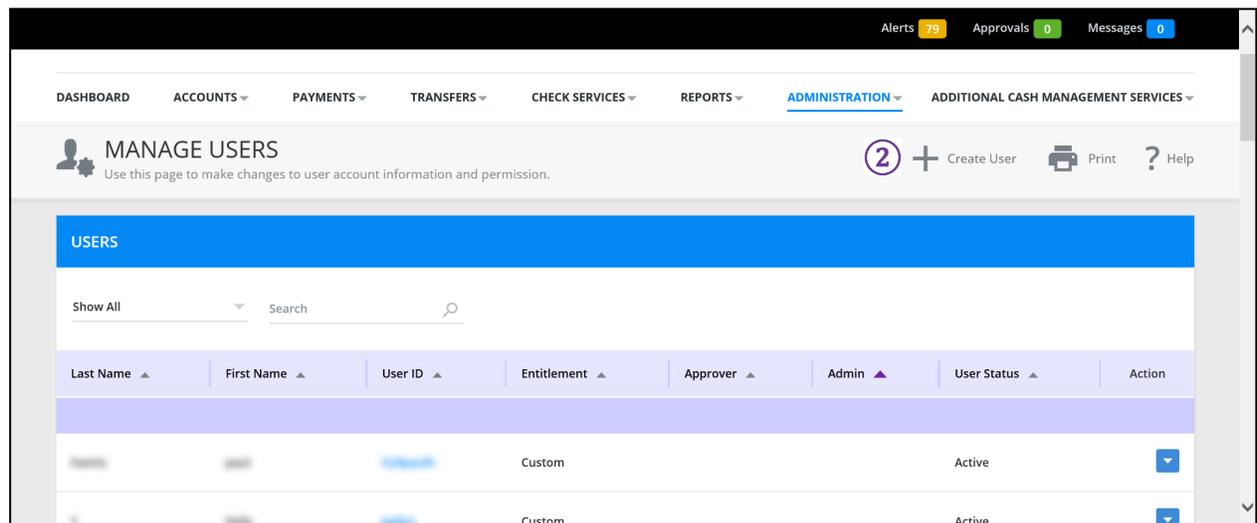
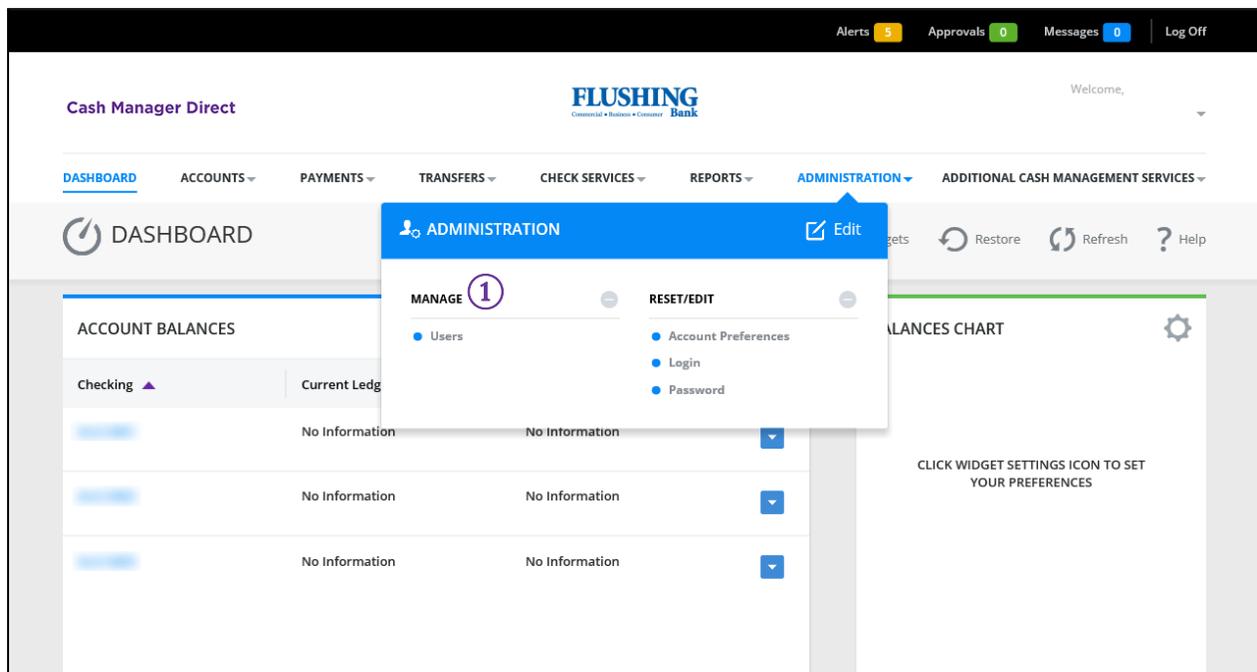


- ① Manage Accounts
- ② Account & Research Tools

Use the “? HELP” button for additional assistance.

ADMINISTRATION

In the **Administration** section you can *create* and *manage users* and their assigned functions.



- ① Manage User
- ② Create User

Use the “? HELP” button for additional assistance.

ADMINISTRATION

Create a New User

Step 1: Add user contact information

The screenshot shows a web application interface for creating a new user. At the top, there is a blue header bar with the text "CREATE NEW USER" and a "Required Fields" indicator. Below the header, a purple banner indicates "Step 1 of 3: Use this page to add user contact information". The form is divided into several sections:

- User Status:** Two radio buttons are present, with "Active" selected.
- User Name:** This section includes three text input fields: "Enter First Name", "Enter Middle Name", and "Enter Last Name".
- Suffix:** A dropdown menu labeled "Select a Suffix" is located to the right of the last name field.
- Email Address:** A single text input field labeled "Enter Email Address".
- Primary Phone Number:** A dropdown menu for "United States (+1)" and a text input field with a placeholder "###-###-####".
- Mobile Number:** A dropdown menu for "United States (+1)" and a text input field with a placeholder "###-###-####".

At the top right of the form, there are navigation links for "Alerts 79", "Approvals 0", and "Messages 0". A help icon (question mark) and a close icon (X) are also visible in the top right corner of the form area.

Use the “? HELP” button for additional assistance.

ADMINISTRATION

Create a New User

Step 2: Add user login and credentials

CREATE NEW USER Required Fields ? X

Step 2 of 3: Use this page to add user login and credentials

User ID *	Enter User ID	
Temporary Password *	Enter Temporary Password	Generate
Confirm Temporary Password *	Enter Temporary Password	
External Authentication ID	Enter External Authentication ID	?
Default Language	English	

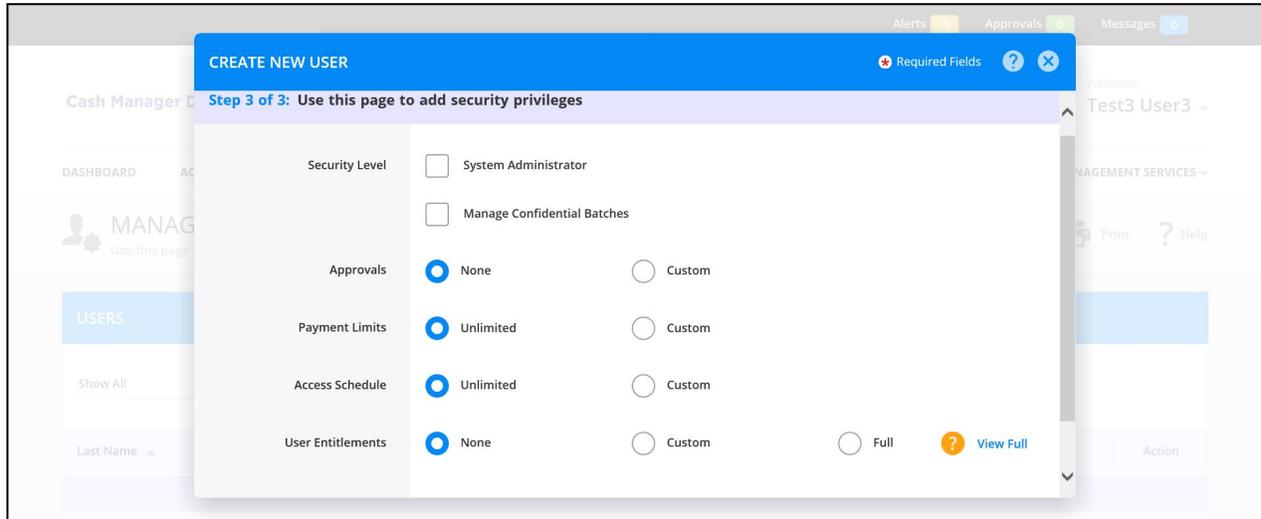
[Cancel](#) [Back](#) [Next](#)

Use the “? HELP” button for additional assistance.

ADMINISTRATION

Create a New User

Step 3: Add security privileges

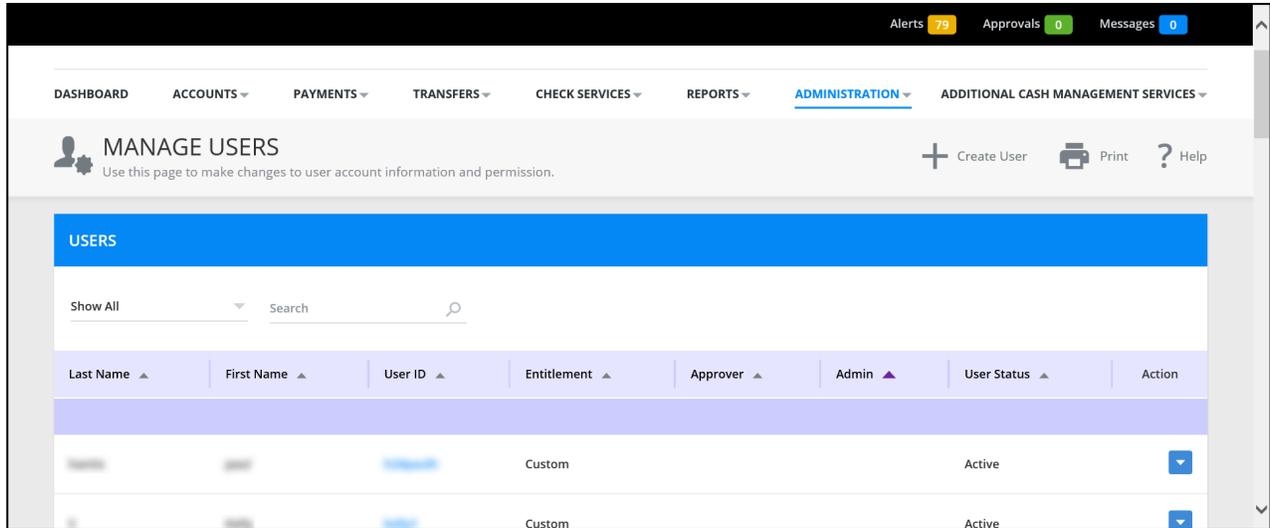


Use the “? HELP” button for additional assistance.

ADMINISTRATION

Manage Users

From the **Manage Users** page you can perform a variety of tasks.



Filter Limits

- **Show All** – View all the users created for the company
- **Last Name** – View only users with this last name
- **First Name** – View only users with this first name
- **User ID** – View only users with this User ID

Last Name – The last name assigned to each user when a user is created

First Name – The first name assigned to each user when a user is created

User ID – The User ID assigned to each user when a user is created

- The User ID is a hypertext link which can be used to access the View User page. From the View User page, you can access the Edit User page

Entitlement – Shows one of these access levels for the user

- **None** – The user has no entitlements granted
- **Custom** – The user has specific entitlements
- **Full** – The user has all current and future entitlements

Approver – If this option is checked, the user can approve transactions processed by other users

Admin – If this option is checked, the user can manage other user's entitlements

User Status – The user's Active or Inactive status

- **Active** – The user is entitled to access system features
- **Inactive** – A user is not entitled to access system functions

Use the “? HELP” button for additional assistance.

ADMINISTRATION

Manage User

Approval Status – Indicated where the user account is currently in the approval status. This column only appears when approvals are required

View Last Modified by – Information pertaining to the last change to the user account

Action – Provide a menu that enables you to do the following actions:

- **View User** – Opens the View User page. You can access the Edit User and Copy user pages from the View User page
- **Copy to New User** – Create a new user using the entitlements defined for the selected user
- **Copy to Existing User** – Copy the entitlements from the selected user account and use them to modify the entitlements of an existing user
- **Delete User** – to delete the selected user

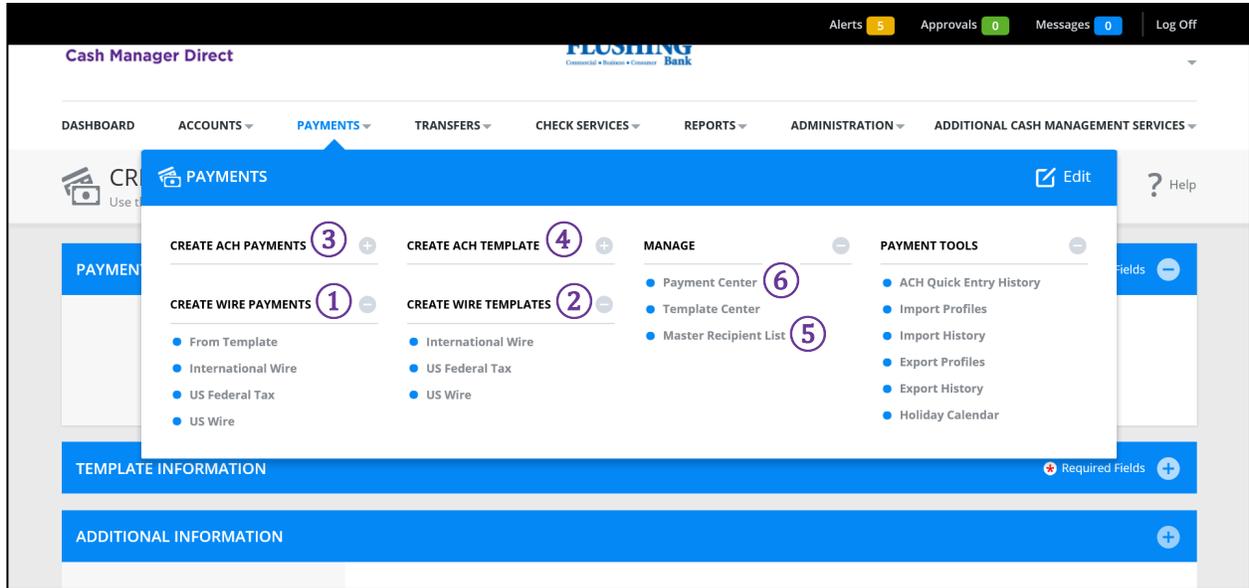
NOTE: The following items on this page appear only when Enrollment Parameters for User have been configured in SAM to display them:

- Create User button
- Copy to New User link in the Action column
- Delete User link in the Action column
- Pending Add User link (in case of Dual Authorization ON)

Use the “? HELP” button for additional assistance.

PAYMENTS

In the **Payments** section you can create *US Wire or USD International Wire Payments, US Wire or USD International Wire Templates, ACH Payments, ACH Template*, establish a *Master Recipient List*, and approve wire and ACH payments in the *Payment Center*.



- ① Create Wire Payments
- ② Create Wire Templates
- ③ Create ACH Payments
- ④ Create ACH Templates
- ⑤ Master Recipient List
- ⑥ Payment Center

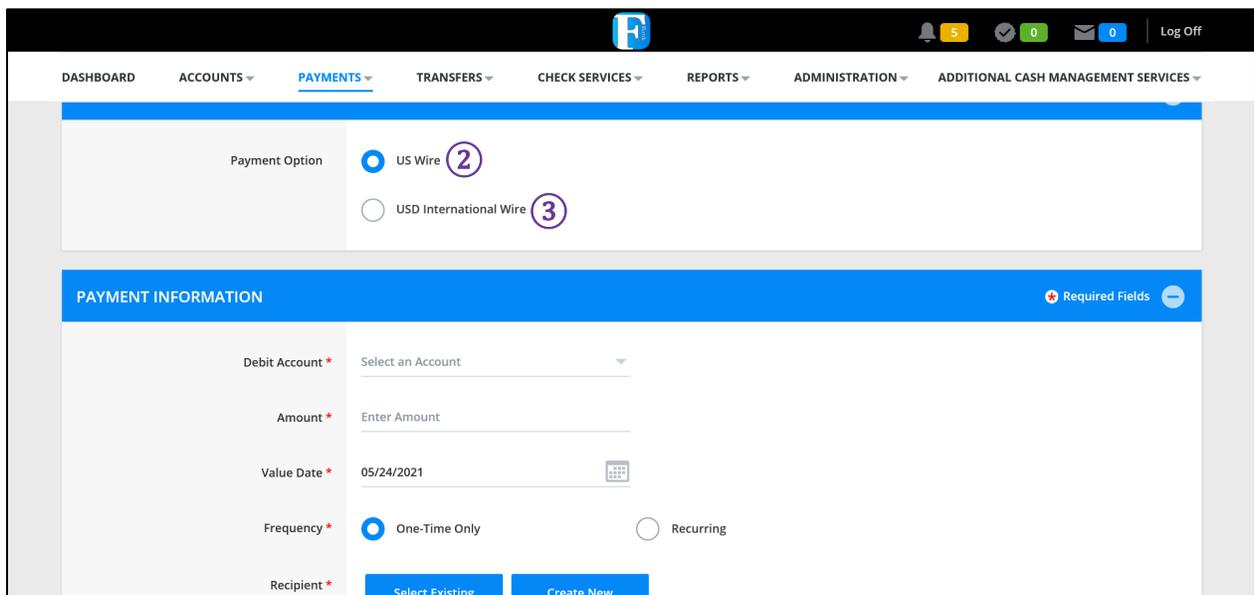
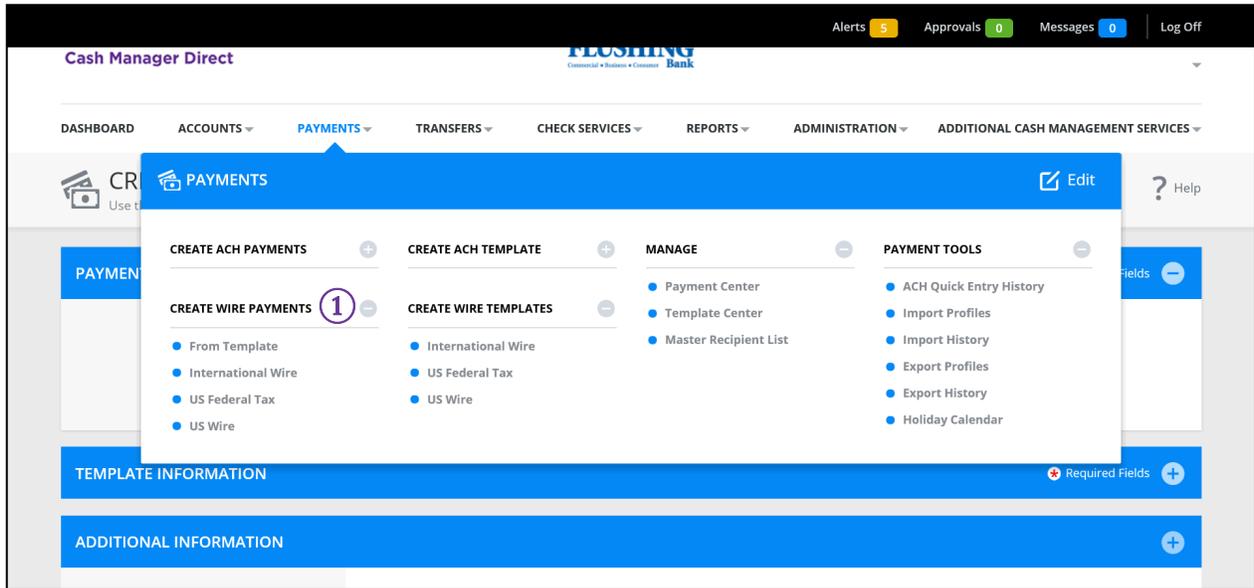
NOTE: It is recommended to create the Master Recipient List for ACH payments prior to creating a live ACH payment.

Use the “? HELP” button for additional assistance.

PAYMENTS

Create US Wire or USD International Wire Payments

The **Create Wire Payments** page enables you to create a *US wire* payment or *international wire* payment in USD.



- ① Create Wire Payments
- ② US Wire
- ③ USD International Wire

Use the “? HELP” button for additional assistance.

PAYMENTS

Create US Wire or USD International Wire Payments

Enter the following information to create a new recipient.

The screenshot shows the 'CREATE RECIPIENT' form with the following fields and options:

- Recipient ID ***: Enter Recipient ID
- Address Line 1 ***: Enter Address Line 1
- Address Line 2 ***: Enter Address Line 2
- Address Line 3**: Enter Address Line 3
- Bank ***:
 - Select from List
 - Enter Bank Information with Bank ID

Below the bank selection options are two buttons: **Preferred Bank List** and **Full Bank List**.

The screenshot shows the 'CREATE RECIPIENT' form with the following fields and options:

- Address Line 2 ***: Enter Address Line 2
- Address Line 3**: Enter Address Line 3
- Bank ***:
 - Select from List
 - Enter Bank Information with Bank ID

When 'Enter Bank Information with Bank ID' is selected, the form displays:

- Bank ID Type ***: Select Bank ID Type
- Bank ID ***: Enter Bank ID

At the bottom, there are two options:

- Save to Master Recipient List
- Add Contact Information

Use the “? HELP” button for additional assistance.

PAYMENTS

Create US Wire or USD International Wire Payments

After all information is entered correctly, click *Submit Payment*.

The screenshot displays a web application interface for creating a payment. At the top, there is a navigation bar with a logo and several menu items: DASHBOARD, ACCOUNTS, PAYMENTS (highlighted), TRANSFERS, CHECK SERVICES, REPORTS, and ADDITIONAL CASH MANAGEMENT SERVICES. Below the navigation bar, the interface is divided into three main sections: PAYMENT OPTION, PAYMENT INFORMATION, and ADDITIONAL INFORMATION. The PAYMENT OPTION section shows 'Payment Option' as 'US Wire'. The PAYMENT INFORMATION section contains fields for Debit Account, Amount (\$ 2.00), Value Date (06/29/2021), Send Date (06/29/2021), Frequency (One-Time Only), Recipient (Flushing Test, 220 RXR Plaza, Uniondale NY 11556), and Bank (FLUSHING BANK, ABA (Wire) 226070474, UNIONDALE NY United States). The ADDITIONAL INFORMATION section shows 'Sender's Reference' as 'Wire Test' and 'Approve on Submit' as 'No'. At the bottom of the form, there are three buttons: 'Cancel', 'Edit Payment', and 'Submit Payment'. A circled '1' is placed next to the 'Submit Payment' button.

PAYMENT OPTION	
Payment Option	US Wire

PAYMENT INFORMATION	
Debit Account	[REDACTED]
Amount	\$ 2.00
Value Date	06/29/2021
Send Date	06/29/2021
Frequency	One-Time Only
Recipient	Flushing Test 220 RXR Plaza Uniondale NY 11556
Bank	FLUSHING BANK ABA (Wire) 226070474 UNIONDALE NY United States

ADDITIONAL INFORMATION	
Sender's Reference	Wire Test
Approve on Submit	No

Buttons: Cancel, Edit Payment, **Submit Payment** (1)

1 Submit Payment

Use the “? HELP” button for additional assistance.

PAYMENTS

Create US Wire or USD International Wire Payments

A *Successful Submit* message will be displayed, if successfully created.

The screenshot shows a web application interface for creating payments. At the top, there is a navigation bar with a logo and several menu items: DASHBOARD, ACCOUNTS, PAYMENTS (selected), TRANSFERS, CHECK SERVICES, REPORTS, and ADDITIONAL CASH MANAGEMENT SERVICES. Below the navigation bar, there are two main sections: 'PAYMENT INFORMATION' and 'ADDITIONAL INFORMATION'. The 'PAYMENT INFORMATION' section contains a table with the following details:

Debit Account	[Redacted]
Amount	\$ 2.00
Value Date	06/29/2021
Send Date	06/29/2021
Frequency	One-Time Only
Recipient	Flushing Test 220 RXR Plaza Uniondale NY 11556
Bank	FLUSHING BANK ABA (Wire) 226070474 UNIONDALE NY United States

The 'ADDITIONAL INFORMATION' section contains a table with the following details:

Sender's Reference	Wire Test
Approve on Submit	No

At the bottom of the interface, there is a green banner with a checkmark icon and the text: 'Successful Submit' followed by 'Payment 2DLWQWACOS has been successfully created. Total amount \$ 2.00.' To the right of this text is a circled '1' icon. Below the banner are three buttons: 'Save as Template', 'Create Another', and 'Payment Center'.

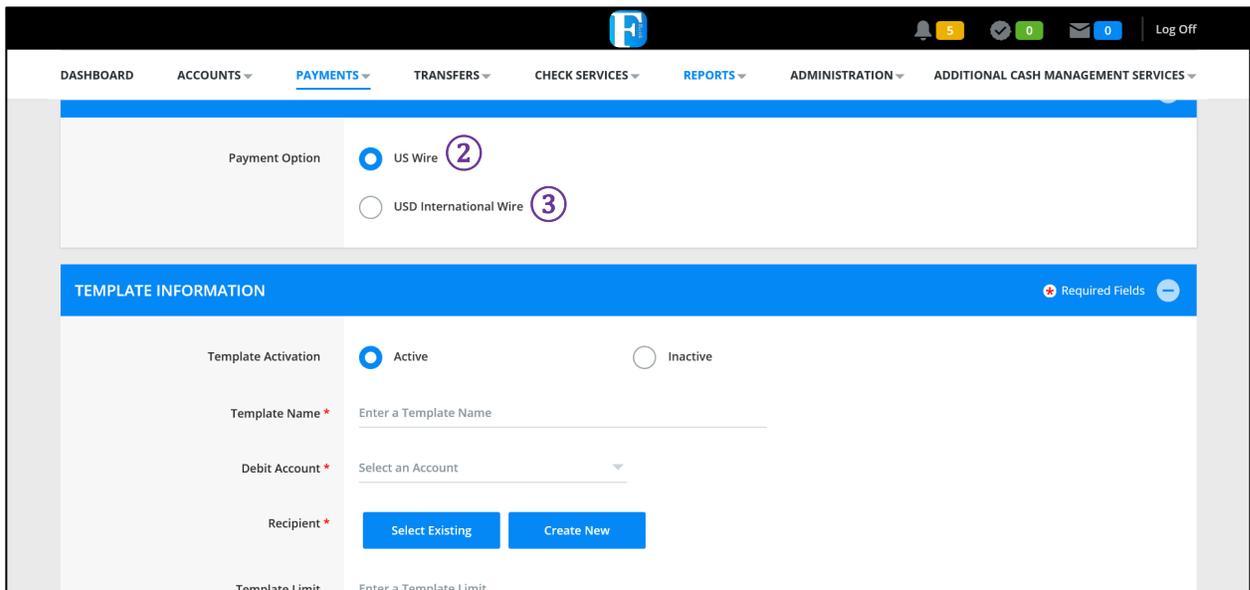
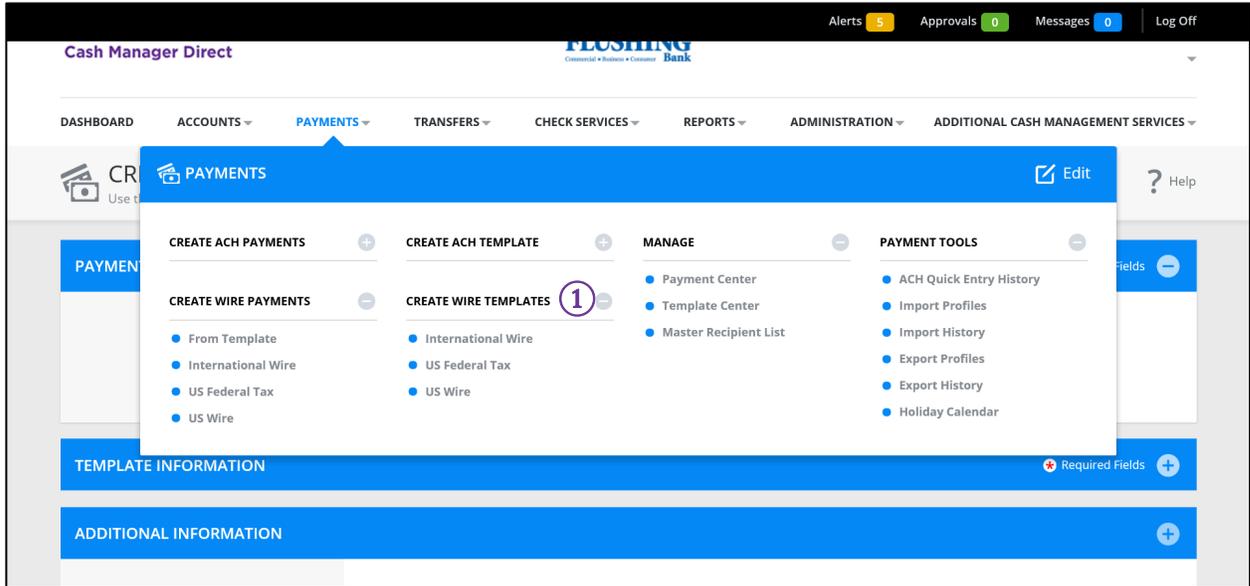
① Successful Submit message

Use the “? HELP” button for additional assistance.

PAYMENTS

Create US Wire or USD International Wire Templates

The **Create Wire Templates** page enables you to create a *US wire* template or *international wire* template in USD.



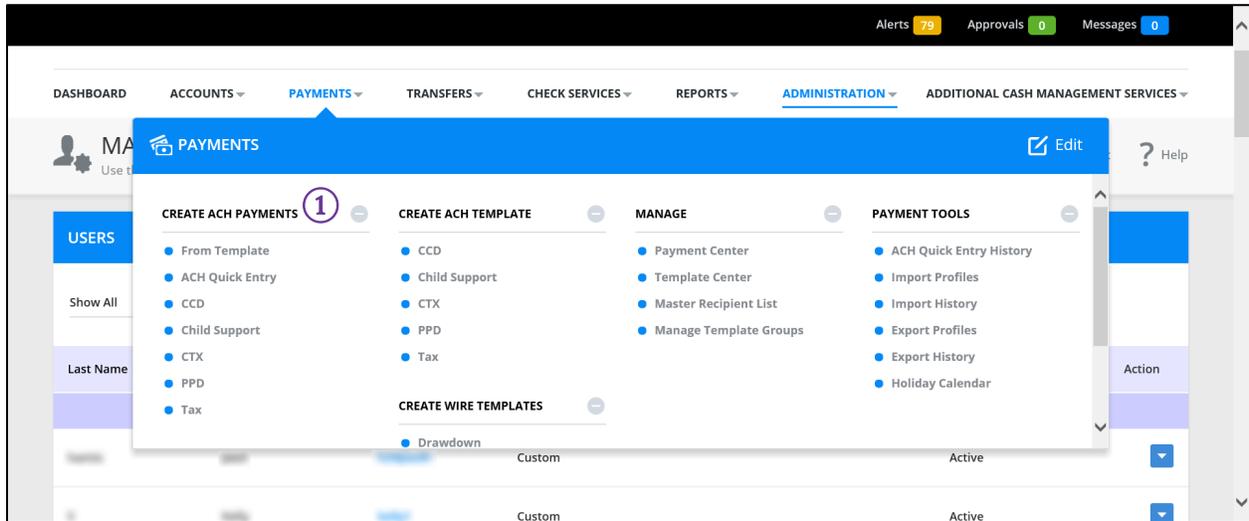
- ① Create Wire Templates
- ② US Wire
- ③ USD International Wire

Use the “? HELP” button for additional assistance.

PAYMENTS

Create ACH Payments (CCD, PPD, CTX, etc.)

The **Create ACH Payments** page enables you to create a new *ACH Corporate Credit* or *Debit* payment.



① Create ACH Payment

Use the “? HELP” button for additional assistance.

PAYMENTS

Create ACH Payments (CCD, PPD, CTX, etc.)

The screenshot shows the 'CREATE CCD PAYMENT' form in the Cash Manager Direct interface. The form is titled 'CREATE CCD PAYMENT' with a circled '2' next to it. Below the title is a subtitle: 'Use this page to create a new ACH Corporate Credit or Debit payment.' The form is divided into two main sections: 'PAYMENT INFORMATION' and 'RECIPIENTS'. The 'PAYMENT INFORMATION' section contains the following fields and options:

- Company Entry Description *: ACH Test
- Originating Account *: [Redacted]
- Originating ACH Company ID *: [Redacted]
- Offset Creation Level: Batch Transaction
- Company Discretionary Data: Enter Discretionary Data
- Effective Date *: 06/30/2021
- Frequency: One-Time Only Recurring
- Workflow: Approve on Submit

The 'RECIPIENTS' section is currently empty. At the bottom of the form, there are three buttons: 'Select Recipients', 'Create New', and 'Import from File'. The top navigation bar includes 'Alerts 0', 'Approvals 0', 'Messages 0', and 'Log Off'. The 'FLUSHING Bank' logo is visible in the top right corner.

② ACH Corporate Credit or Debit payment

Use the “? HELP” button for additional assistance.

PAYMENTS

Create ACH Payments (CCD, PPD, CTX, etc.)

Enter the following information to create a new recipient.

CREATE RECIPIENT Required Fields ? X

Recipient Name * Flushing Test

Recipient ID * [Redacted]

Account Type * Checking

Account Number * [Redacted]

Bank * Select from List Enter Bank Information with Bank ID

Bank ID Type	ABA (ACH)
Bank ID *	226070474

Options

Save to Master Recipient List

Add Contact Information

Cancel Continue

Our Cash Management... regionally or worldwide through any device and at any time. For Cash Management support: you are transacting

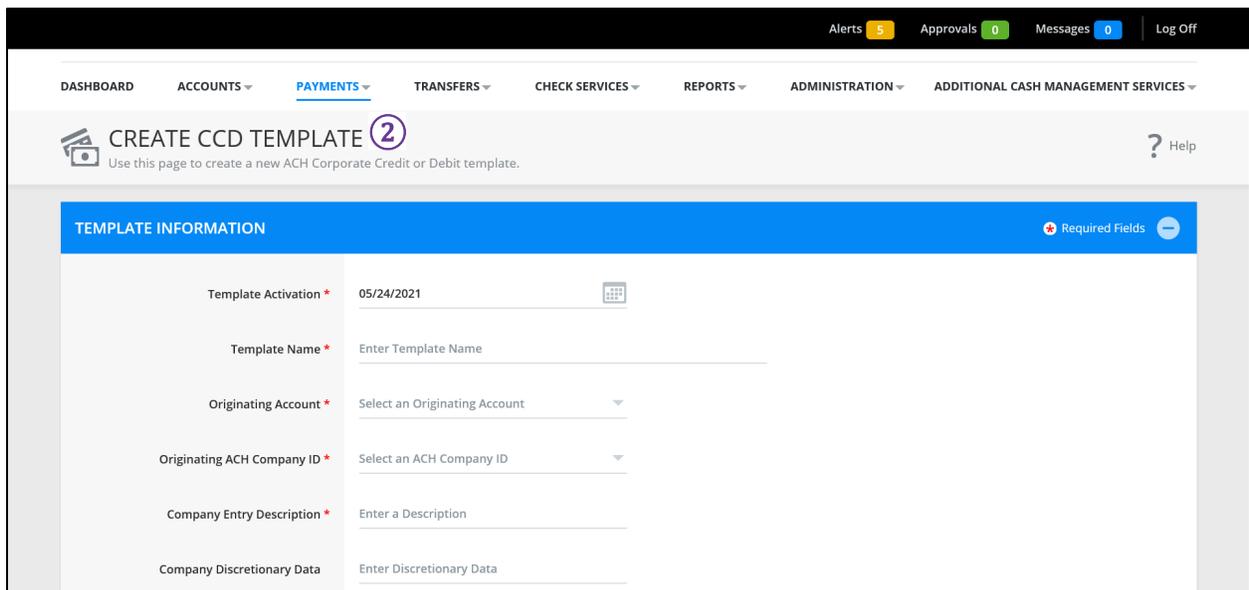
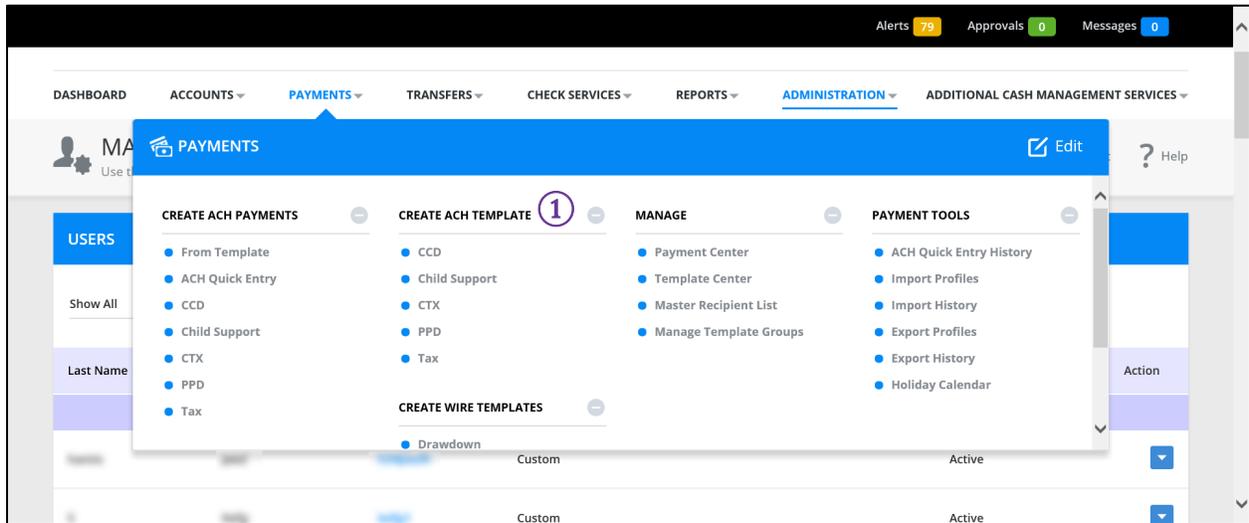
800-516-8603 cash.management@flushingbank.com 226070474

Use the “? HELP” button for additional assistance.

PAYMENTS

Create ACH Template (CCD, PPD, CTX, etc.)

The **Create ACH Template** page enables you to create a new *ACH Corporate Credit* or *Debit* template.



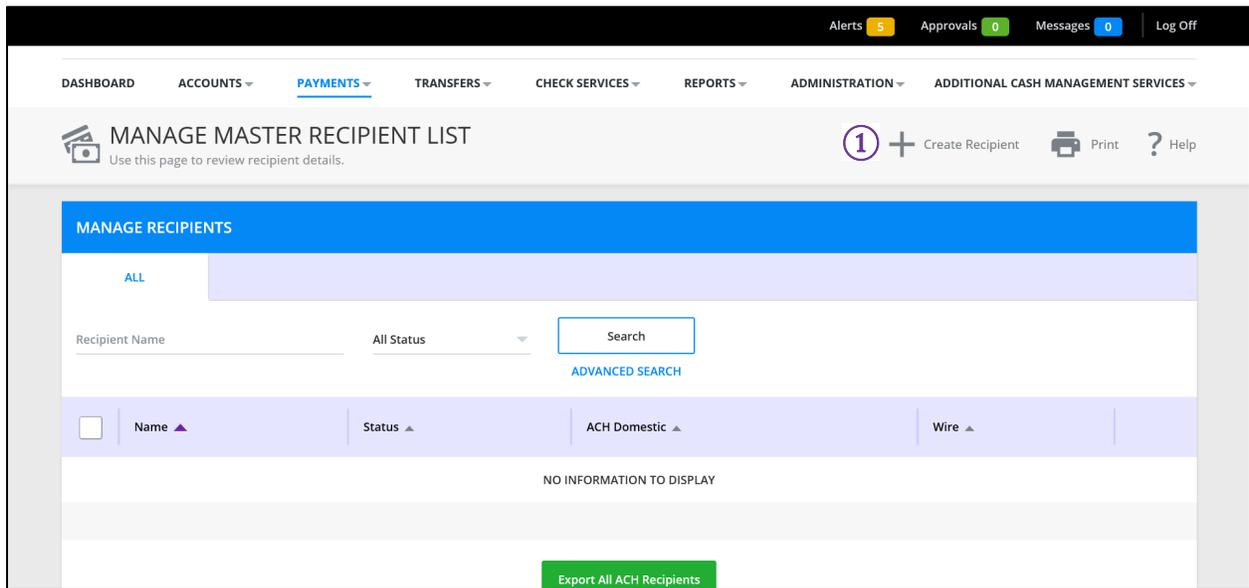
- ① Create ACH Templates
- ② ACH Corporate Credit or Debit template

Use the “? HELP” button for additional assistance.

PAYMENTS

Master Recipient List

The **Manage Recipient List** page enables you to maintain a list of individuals, businesses, and their bank account data. Select *Create Recipient*.



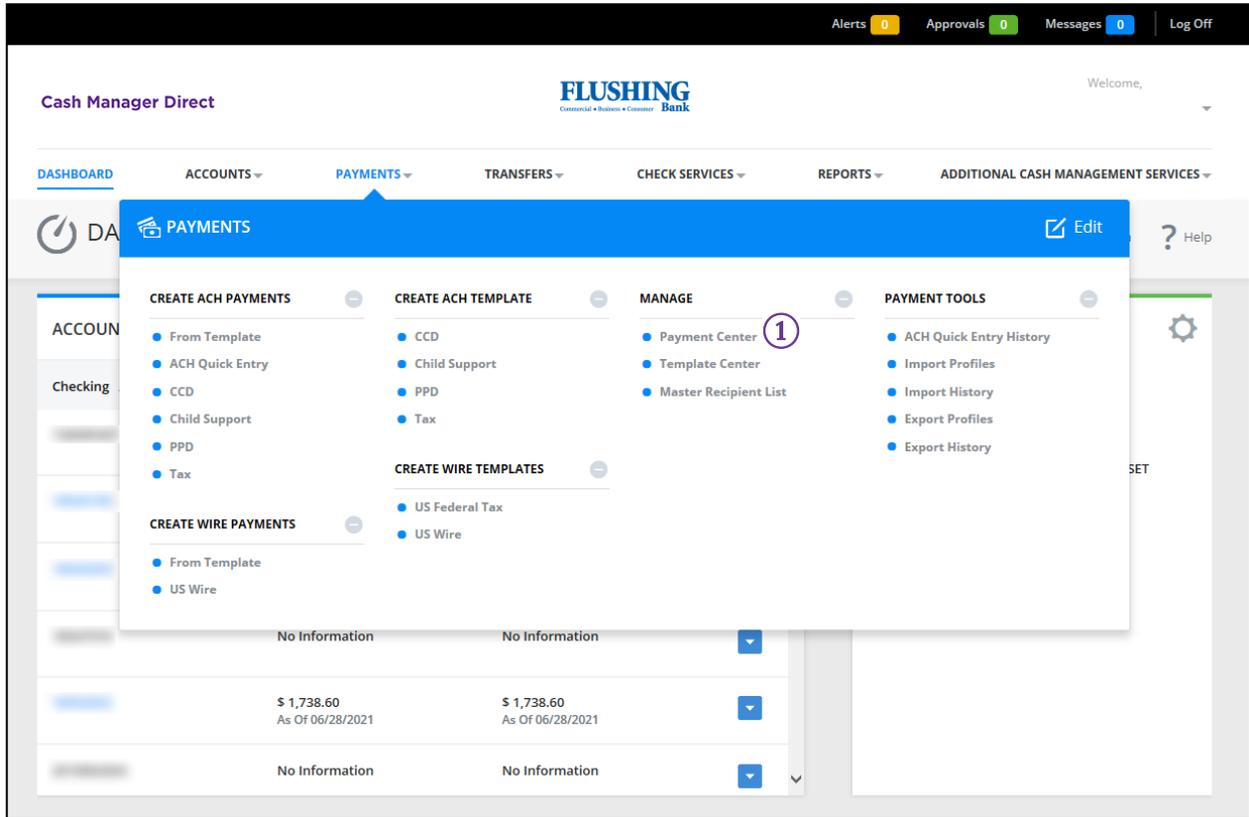
① Create Recipient

Use the “? HELP” button for additional assistance.

PAYMENTS

Payment Center – Approve Wire and ACH Payments

The **Payment Center** page allows you to approve wire and ACH payments for processing.



① Payment Center

Use the “? HELP” button for additional assistance.

PAYMENTS

Payment Center – Approve Wire and ACH Payments

A list of pending wire and/or ACH payments will be shown.

The screenshot displays the 'Cash Manager Direct' interface for 'FLUSHING Bank'. The 'PAYMENTS' tab is selected in the navigation menu. The 'PAYMENT CENTER' section includes a '+ Create a Payment' button, a 'Print' icon, and a '? Help' button. The 'MANAGE PAYMENTS' section has tabs for 'ALL' and 'PENDING', with 'PENDING' selected. Search filters include 'Date Type' (Send Date), 'From' (06/29/2021), 'To' (07/14/2021), 'Payment Type' (All Payment Types), and 'Payment Status' (Pending Approval). A table lists one pending payment: a US Wire for \$2.00 (1) sent to 'Flushing Test' on 06/29/2021. The table has columns for checkboxes, dates, names, statuses, accounts, types, recipients, and amounts. At the bottom, there are buttons for 'Reject', 'Delete', 'Approve', and 'Export'. A circled '1' is placed next to the 'VIEW PROCESSED' link in the table header.

① Pending payments

Use the “? HELP” button for additional assistance.

PAYMENTS

Payment Center – Approve Wire and ACH Payments

Select the specific payment(s) to approve.

The screenshot displays the 'Cash Manager Direct' interface for 'FLUSHING Bank'. The 'PAYMENTS' tab is selected in the navigation menu. The 'PAYMENT CENTER' section includes a search bar and filters for 'Date Type', 'From', 'To', 'Payment Type', and 'Payment Status'. A table of pending payments is shown with columns for 'Payment Date', 'Payment No.', 'Status', 'Co. Account', 'Type', 'Recipient', and 'Amount (Items)'. A circled '1' highlights the first row, which is a 'Wire Test' payment of \$2.00. Below the table are buttons for 'Reject', 'Delete', 'Approve', and 'Export'.

Payment Date	Payment No.	Status	Co. Account	Type	Recipient	Amount (Items)
06/29/2021 06/29/2021	Wire Test	Pending Approval (0 of 1)	Flushing Bank Test	US Wire	Flushing Test	\$ 2.00 (1)

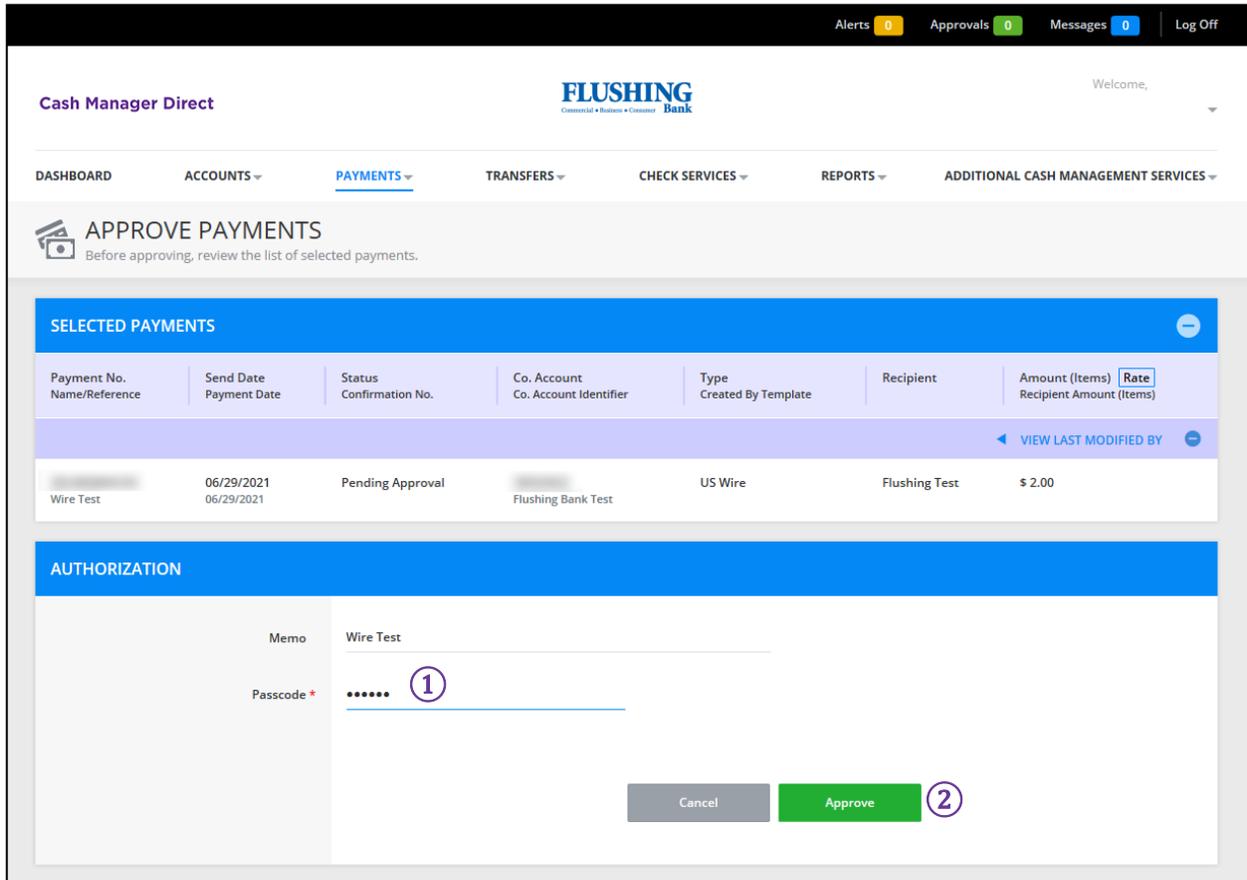
① Select payment(s)

Use the “? HELP” button for additional assistance.

PAYMENTS

Payment Center – Approve Wire and ACH Payments

After selecting the specific payment(s) to approve, you will be prompted to enter your passcode (created from your secure token) and select *Approve*.



① Passcode

② Approve

Use the “? HELP” button for additional assistance.

PAYMENTS

Payment Center – Approve Wire and ACH Payments

A *Successful Submit* message will be displayed, if successfully approved.

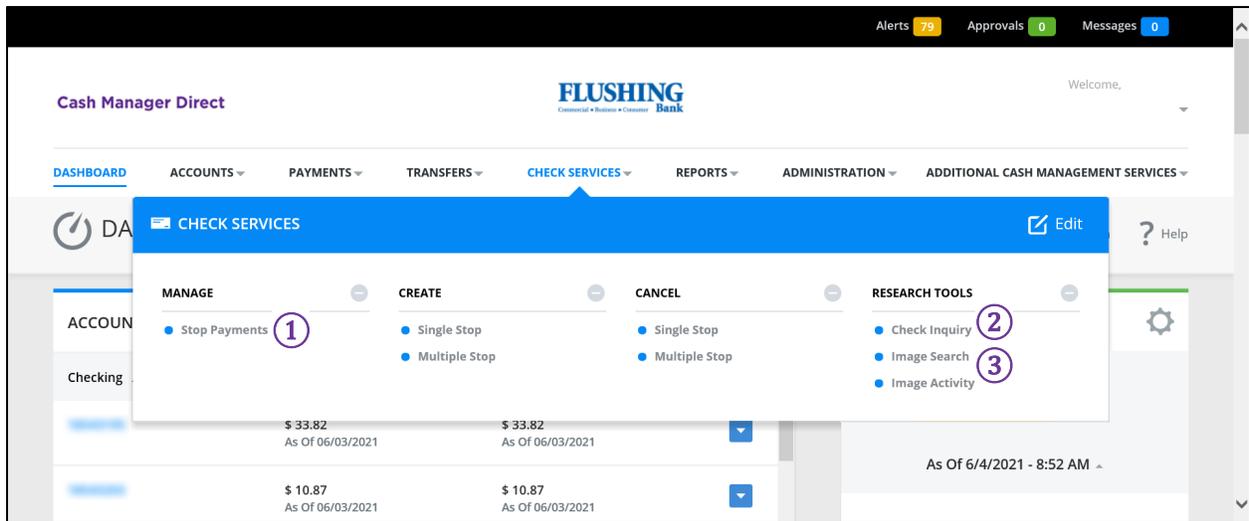
The screenshot displays the 'Cash Manager Direct' interface for Flushing Bank. At the top, there are navigation tabs: DASHBOARD, ACCOUNTS, PAYMENTS (selected), TRANSFERS, CHECK SERVICES, REPORTS, and ADDITIONAL CASH MANAGEMENT SERVICES. Below the navigation is the 'PAYMENT CENTER' header with a sub-header 'Use this page to select payment options or review existing payments.' and buttons for '+ Create a Payment', 'Print', and '? Help'. A green notification banner at the top of the main content area reads 'Successful Submit' with a checkmark icon and the text 'You have successfully approved payment 2DLQWACOS.' A circled '1' is placed next to the notification. Below the notification is a 'MANAGE PAYMENTS' section with tabs for 'ALL' and 'PENDING'. The 'PENDING' tab is active. Below the tabs are search filters for 'Date Type' (Send Date), 'From' (06/14/2021), 'To' (07/14/2021), 'Payment Type' (All Payment Types), and 'Payment Status' (All Statuses). A 'Search' button and 'ADVANCED SEARCH' link are also present. At the bottom of the search filters is a table header with columns: Payment Date (Send Date), Payment No. (Name/Reference), Status (Confirmation No.), Co. Account (Co. Account Identifier), Type (Created By Template), Recipient, and Amount (Items) (Rate/Recipient Amount (Items)). A 'VIEW PROCESSED' link is on the left and a 'VIEW LAST MODIFIED BY' link is on the right.

① Successful Submit message

Use the “? HELP” button for additional assistance.

CHECK SERVICES

In the **Check Services** section you can place *Stop Payments*, and search for specific checks using *Check Inquiry* or *Image Search*.

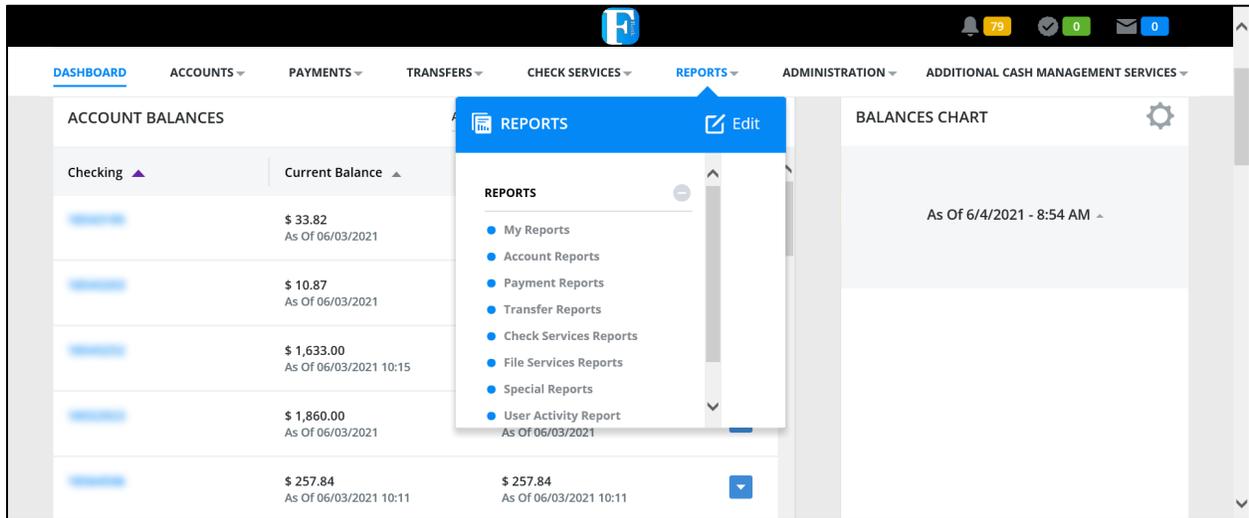


- ① Stop Payments
- ② Check Inquiry
- ③ Image Search

Use the “? HELP” button for additional assistance.

REPORTS

In the **Reports** section, you can view, customize, and print account reports. There are a variety of standard account reports, including a detail and a summary version of each report type.



NOTE: Your ability to view a particular report depends on a combination of system entitlements. These include the configuration of reports for your company, your individual user entitlement and also your access to relevant accounts.

Use the “? HELP” button for additional assistance.

ADDITIONAL ASSISTANCE

For existing services, such as ACH, Wires, Remote Deposit, contact the Cash Management Support Team:



800.516.8603



CashManagementSupport@FlushingBank.com

For new service requests or modifications to existing services contact:



CashManagementSales@FlushingBank.com

Please include your name and contact information in the email.

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