Cash Manager Direct Quick Start Guide

Small enough to know you.
Large enough to help you.®

FLUSHING Bank
Commercial ▪ Business ▪ Consumer

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:

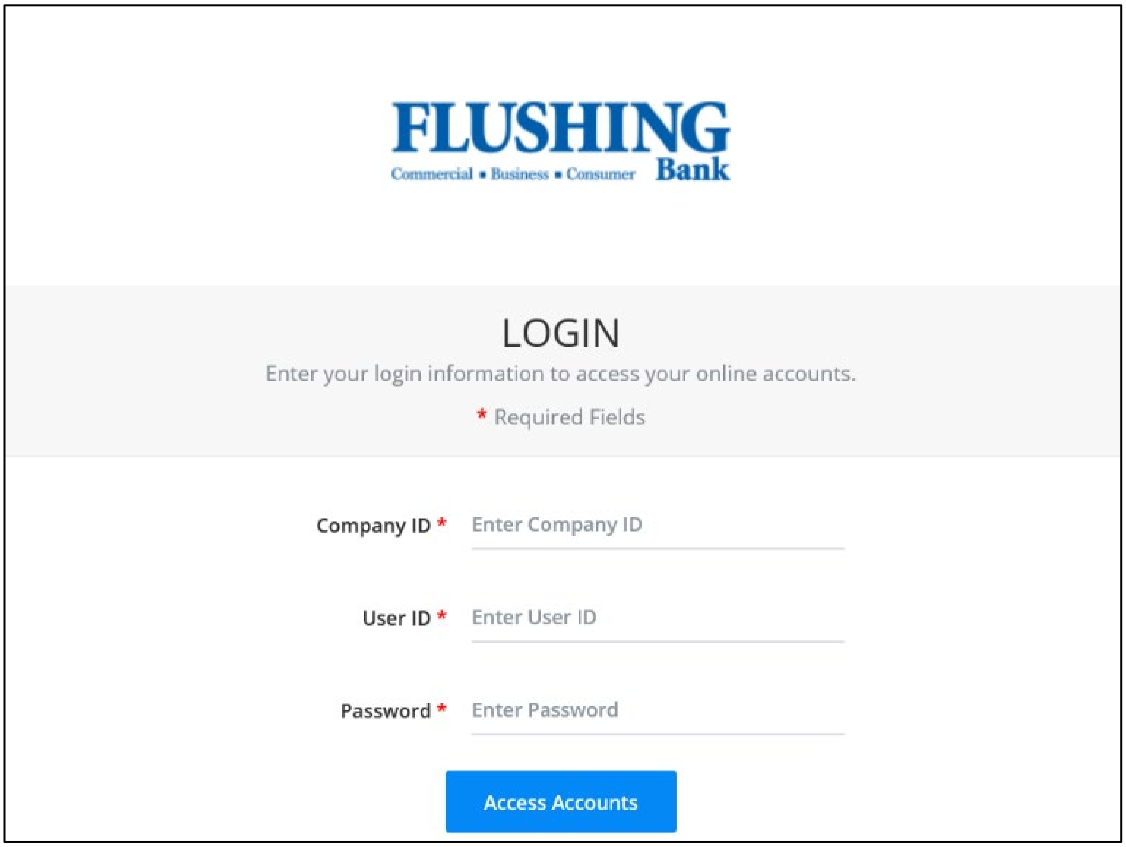
- Login
- Dashboard
- Accounts
- Administration
- Payments
- Check Services
- Reports

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)

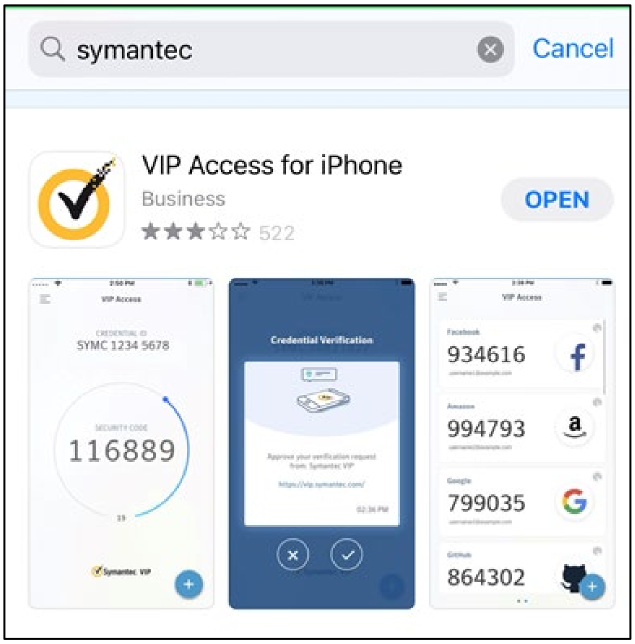


ACTIVATE TOKEN DEVICE

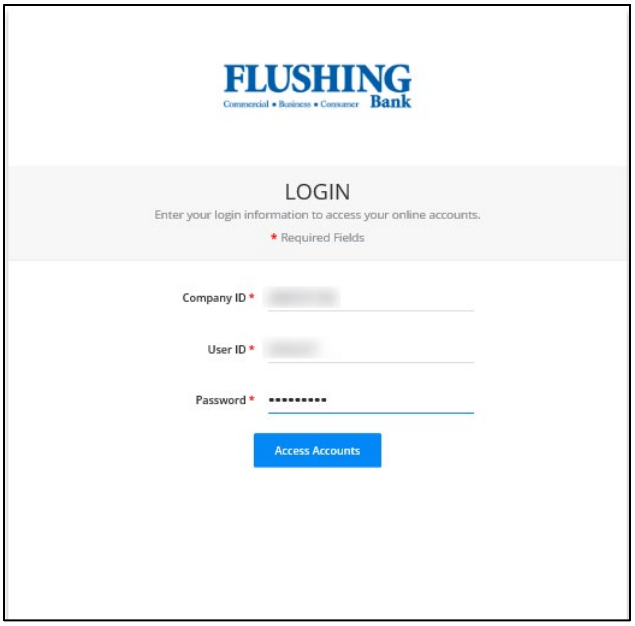
Soft Token Device

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)



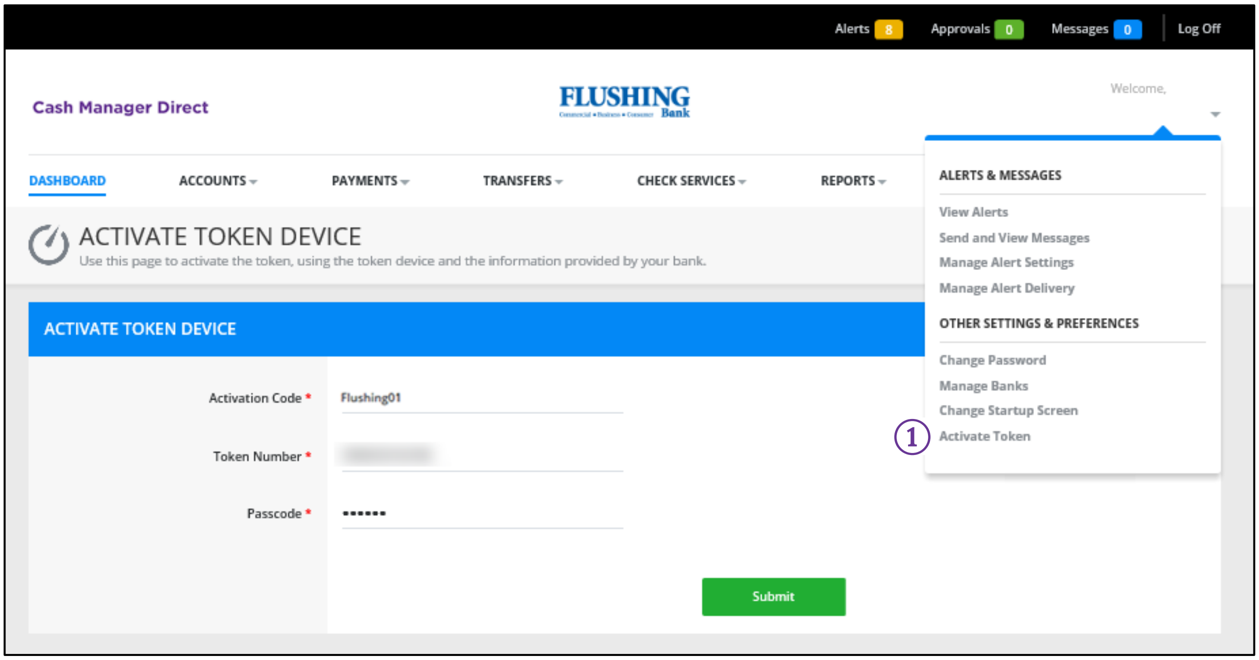
Step 2: Log into Cash Manager Direct



ACTIVATE TOKEN DEVICE

Soft Token Device

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



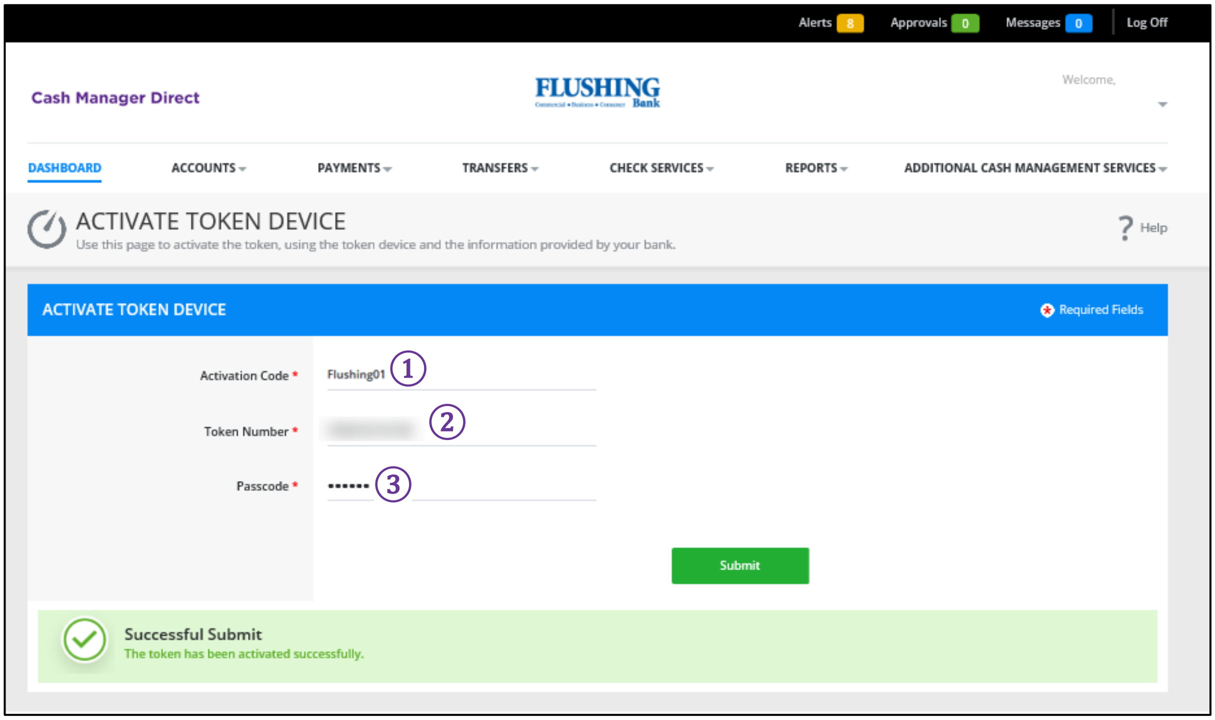
1 Activate Token

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.



1 Activation Code – Flushing01

2 Token Number – Credential ID (SYMC number shown with no spaces)

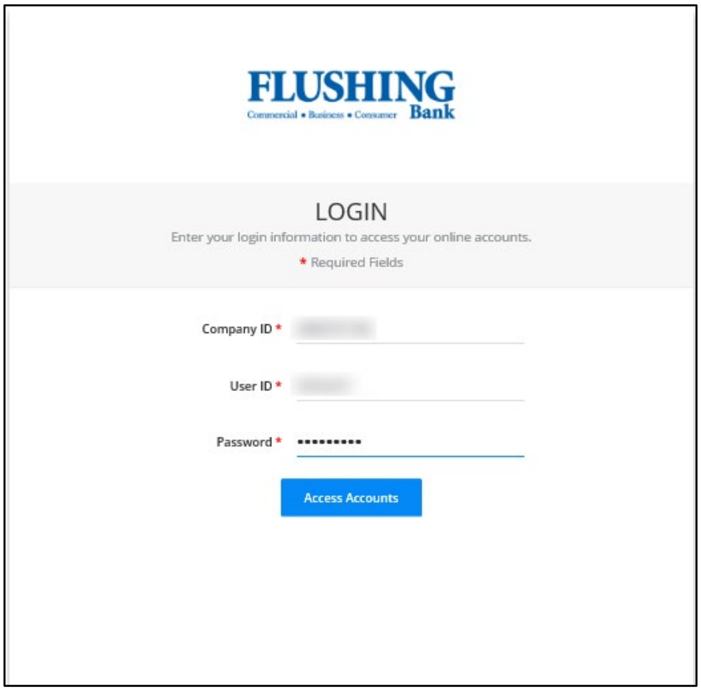
3 Passcode

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

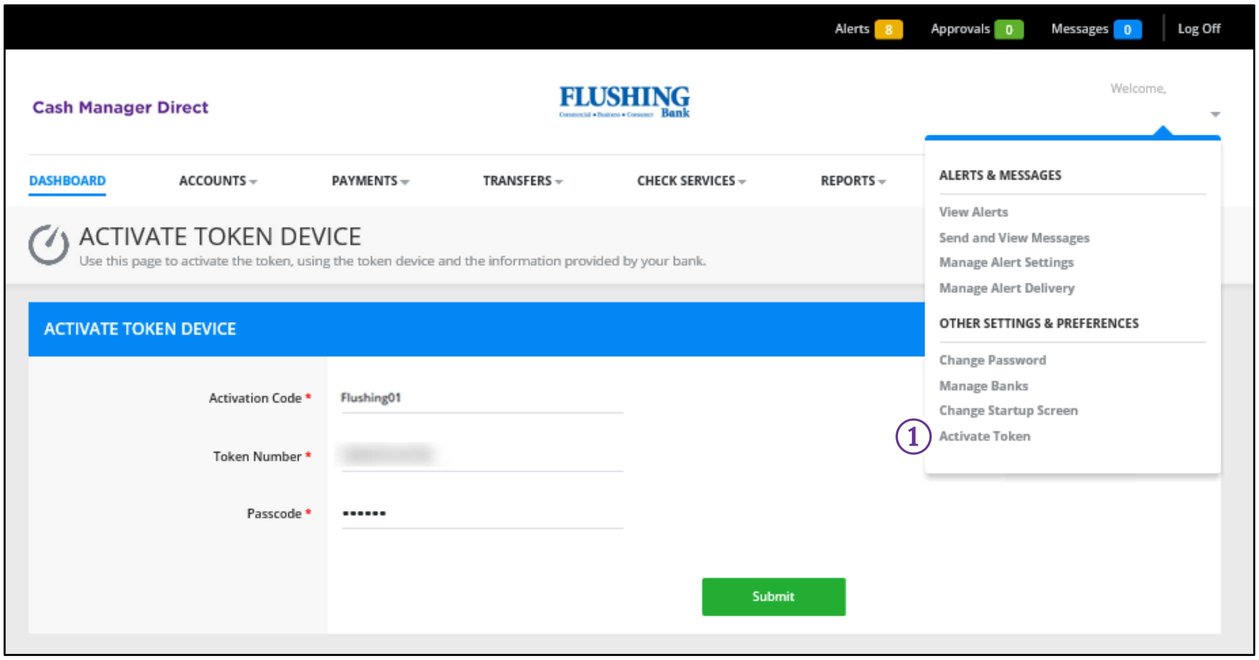


Use the "? HELP" button for additional assistance.

ACTIVATE TOKEN DEVICE

Hard Token Device

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



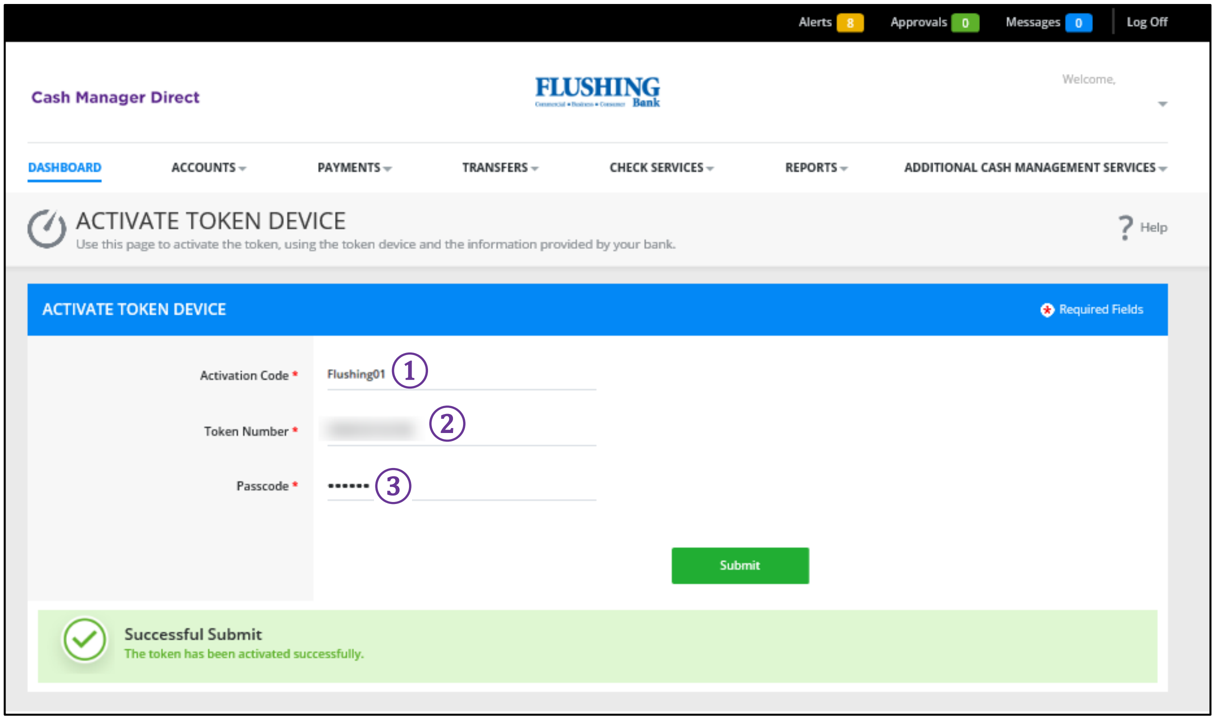
1 Activate Token

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.

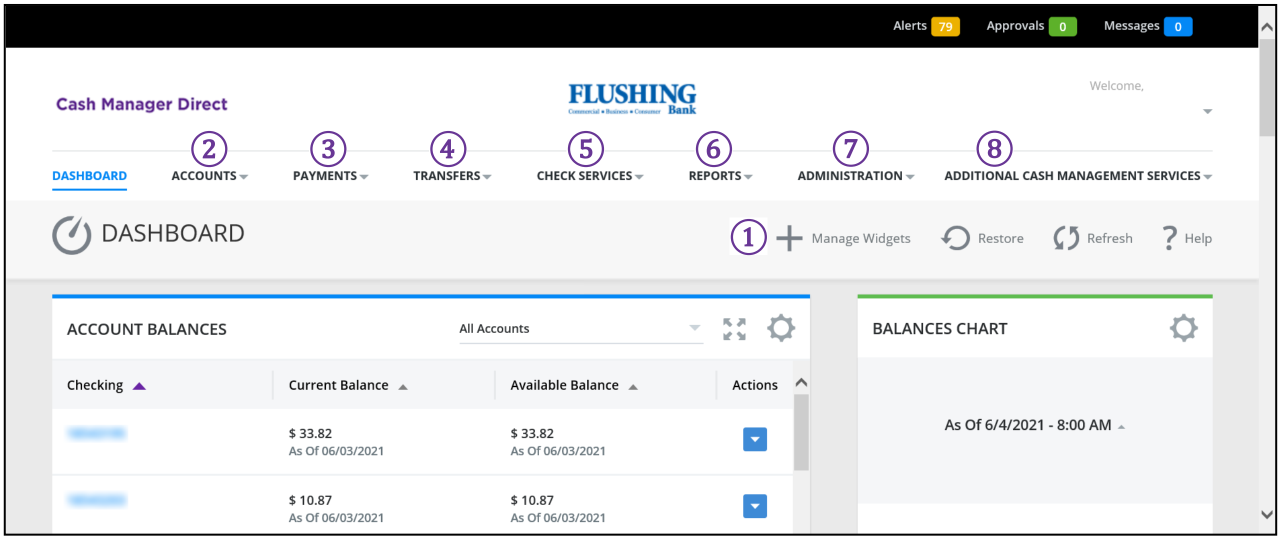


1. Activation Code – Flushing01
2. Token Number – On the back of the hard token
3. Passcode

Use the "? HELP" button for additional assistance.

DASHBOARD

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

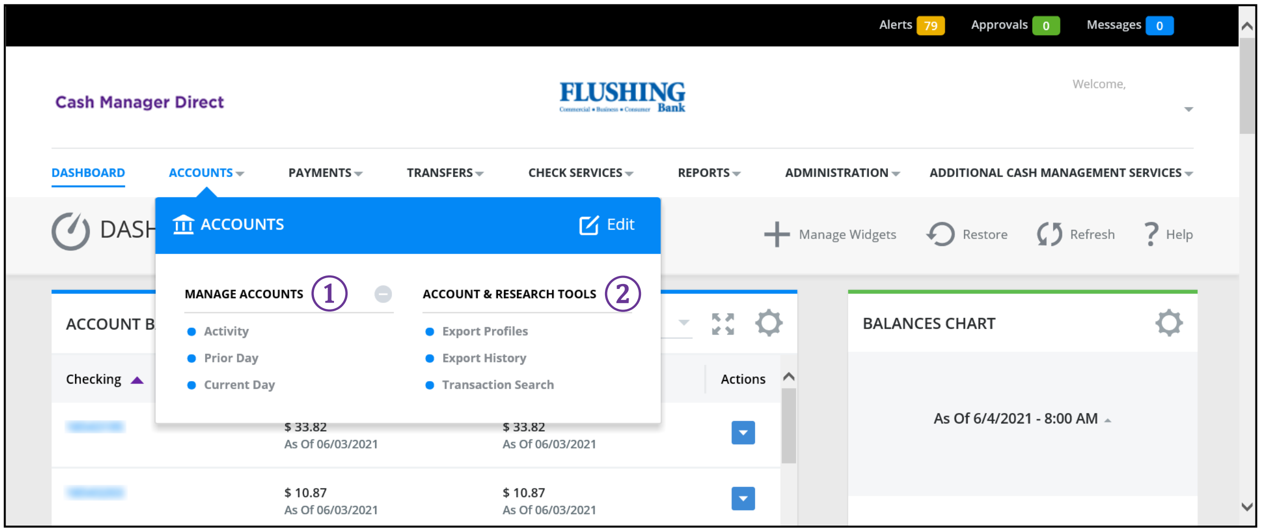


1. **Manage Widgets**
2. **Accounts** – View account balance and transaction activity
3. **Payments** – Initiate Wire and ACH transaction
4. **Transfers** – Transfer funds between accounts
5. **Check Services** – Initiate stop payments and check image inquiry
6. **Reports** – View specific account reports
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*.



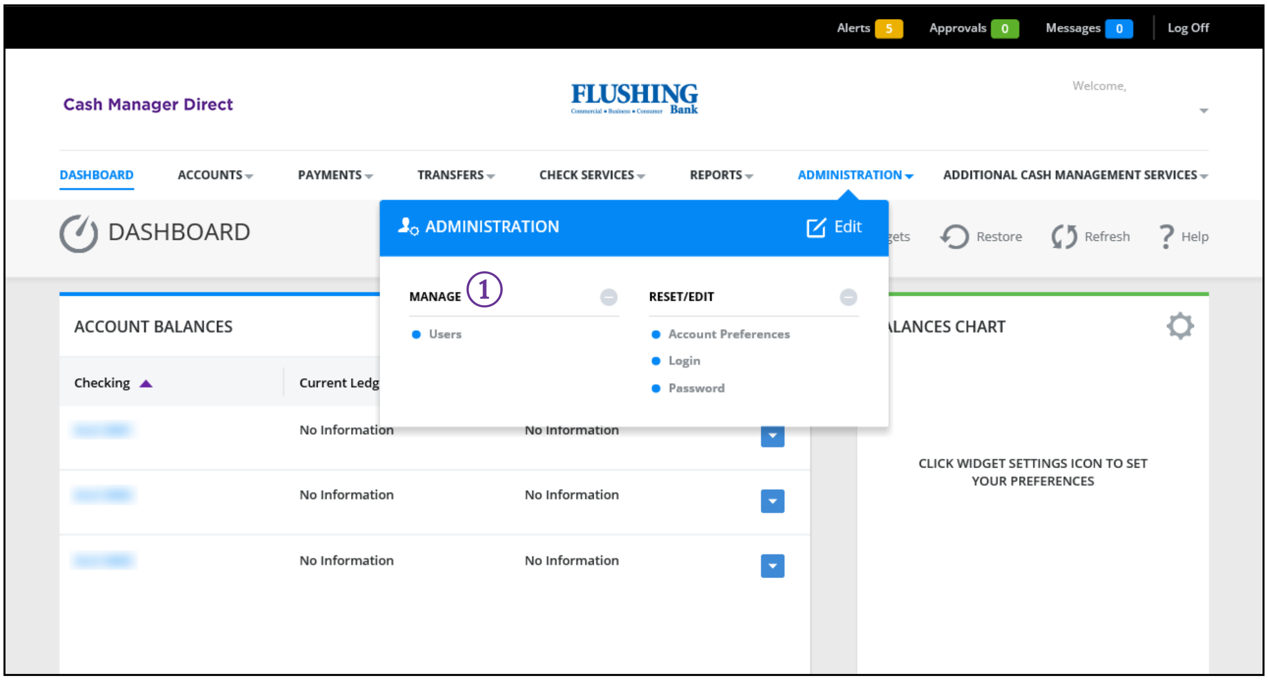
1 Manage Accounts

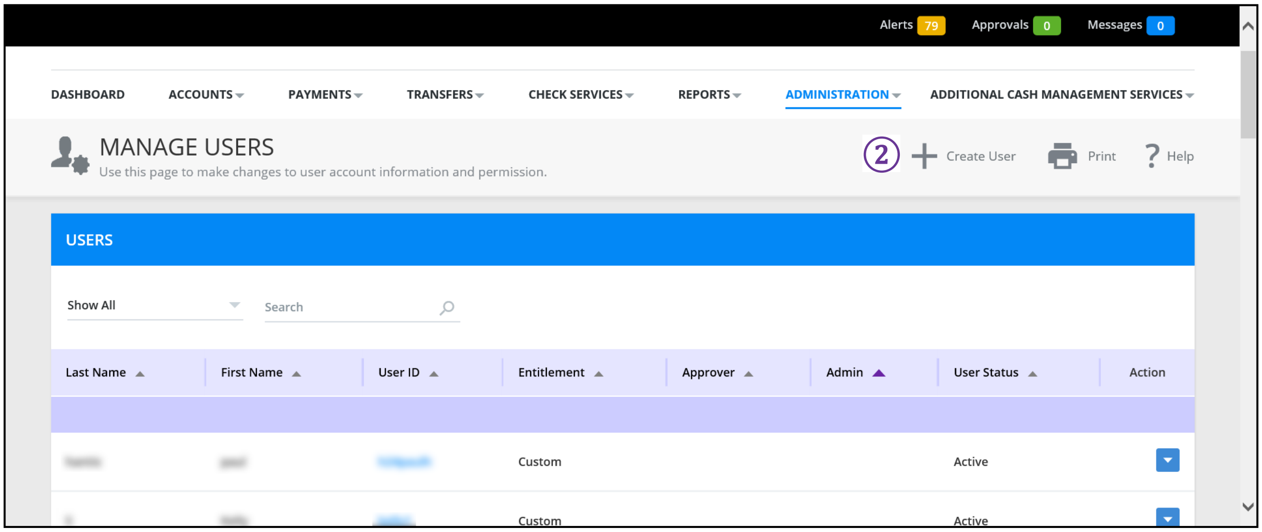
2 Account & Research Tools

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

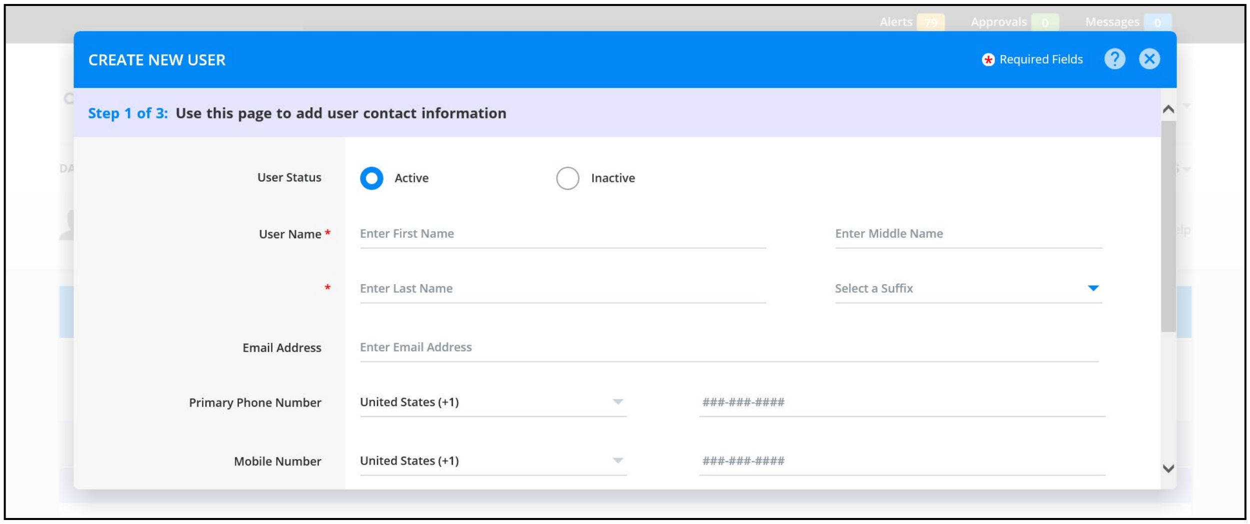
2 Create User

Use the "? HELP" button for additional assistance.

ADMINISTRATION

Create a New User

Step 1: Add user contact information

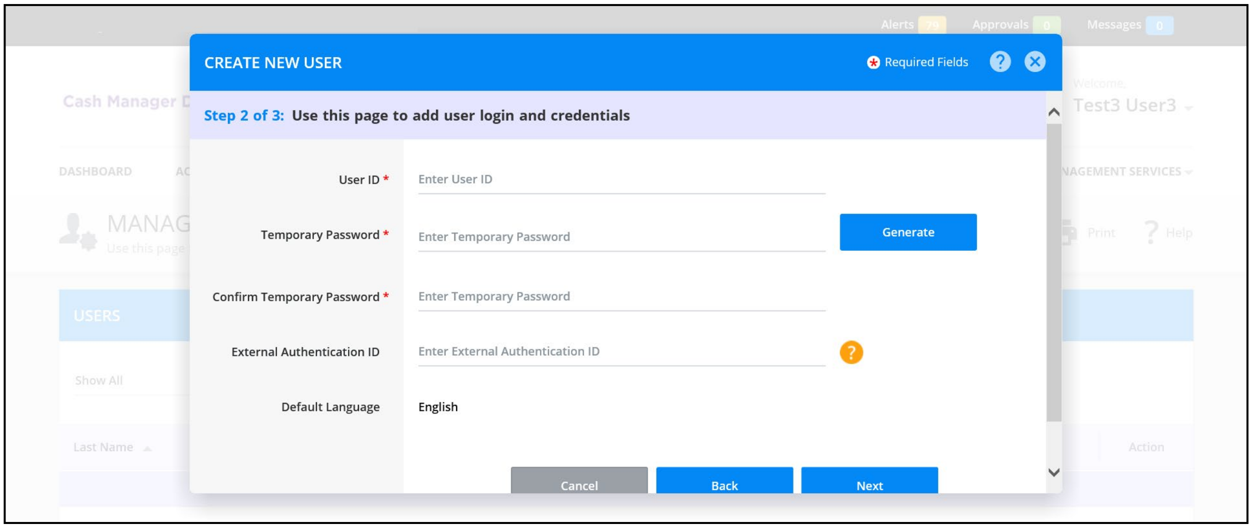


Use the "? HELP" button for additional assistance.

ADMINISTRATION

Create a New User

Step 2: Add user login and credentials

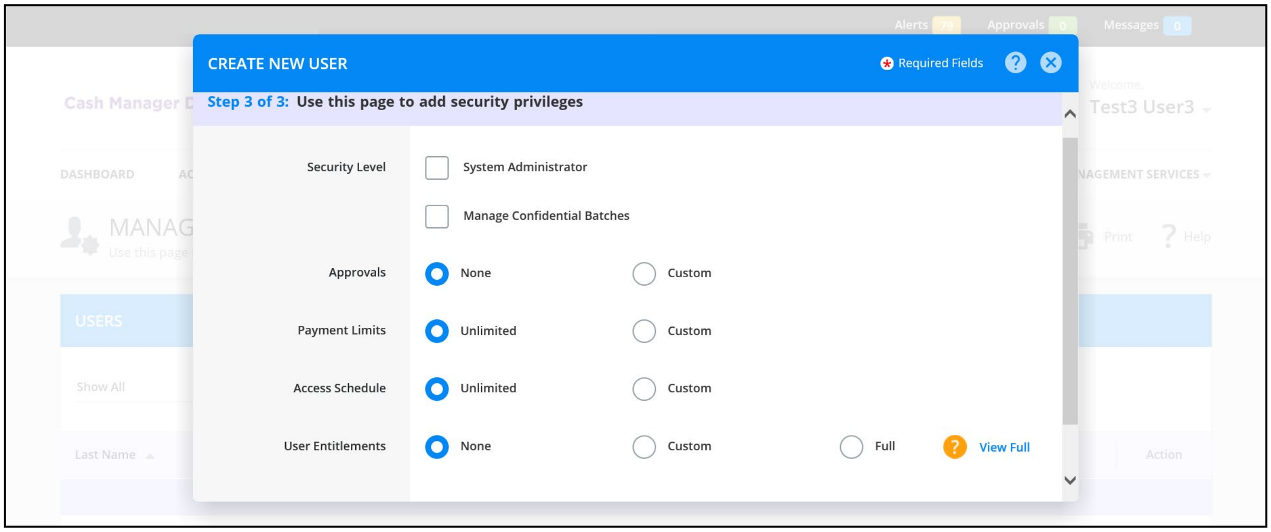


Use the "? HELP" button for additional assistance.

ADMINISTRATION

Create a New User

Step 3: Add security privileges

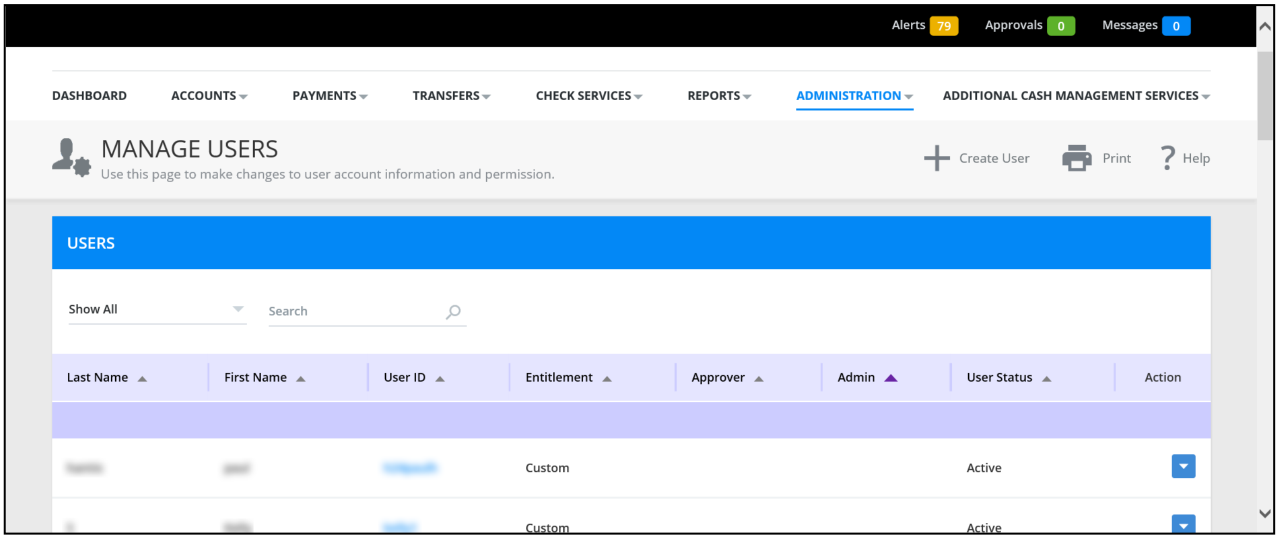


Use the "? HELP" button for additional assistance.

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 entailments 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

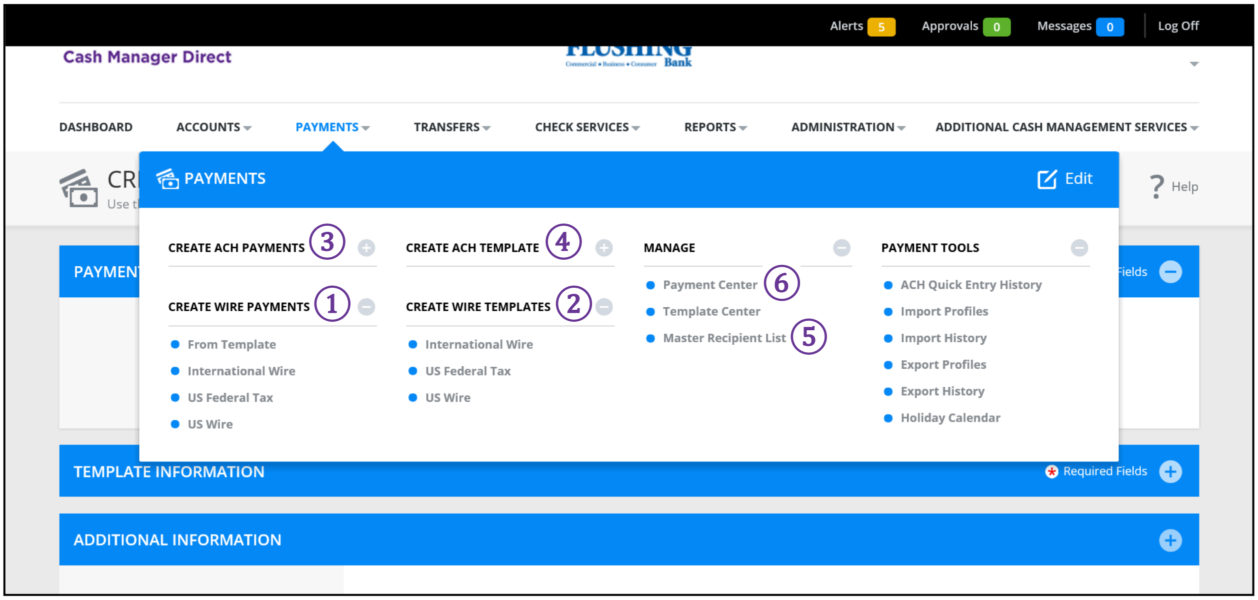
NOTE: The following items on this page appear only when Enrollment Parameters for User have been configured in SAM to display them:

- Create User button
- Copy to New User link in the Action column
- Delete User link in the Actin 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*.



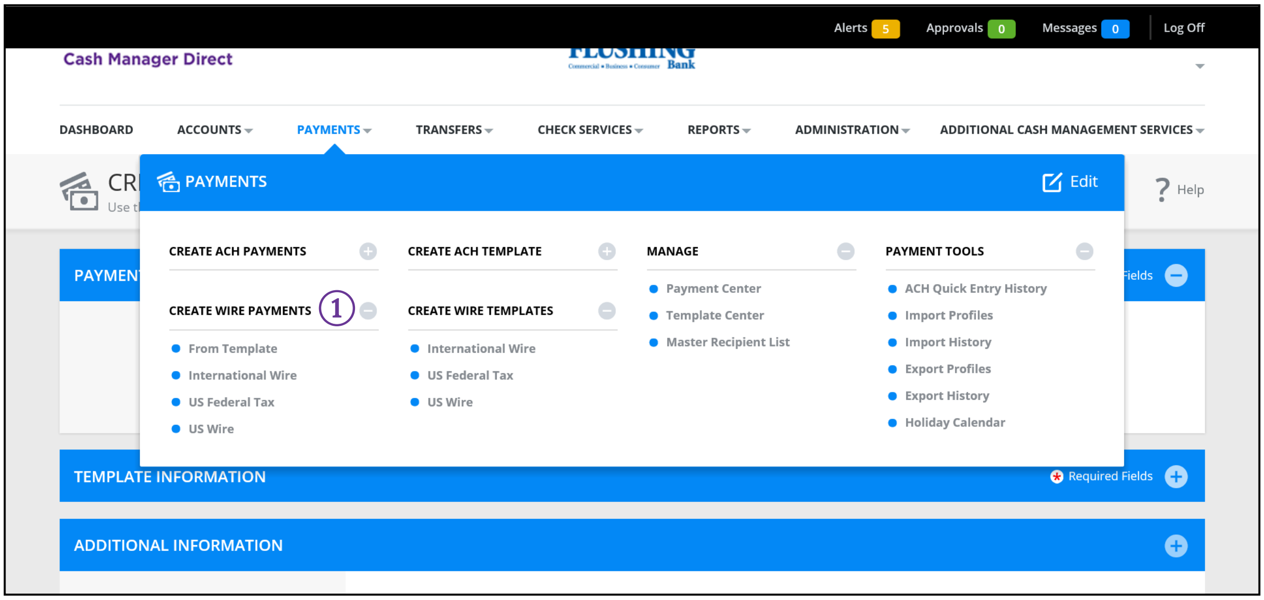
1. Create Wire Payments
2. Create Wire Templates
3. Create ACH Payments
4. Create ACH Templates
5. Master Recipient List
6. Payment Center

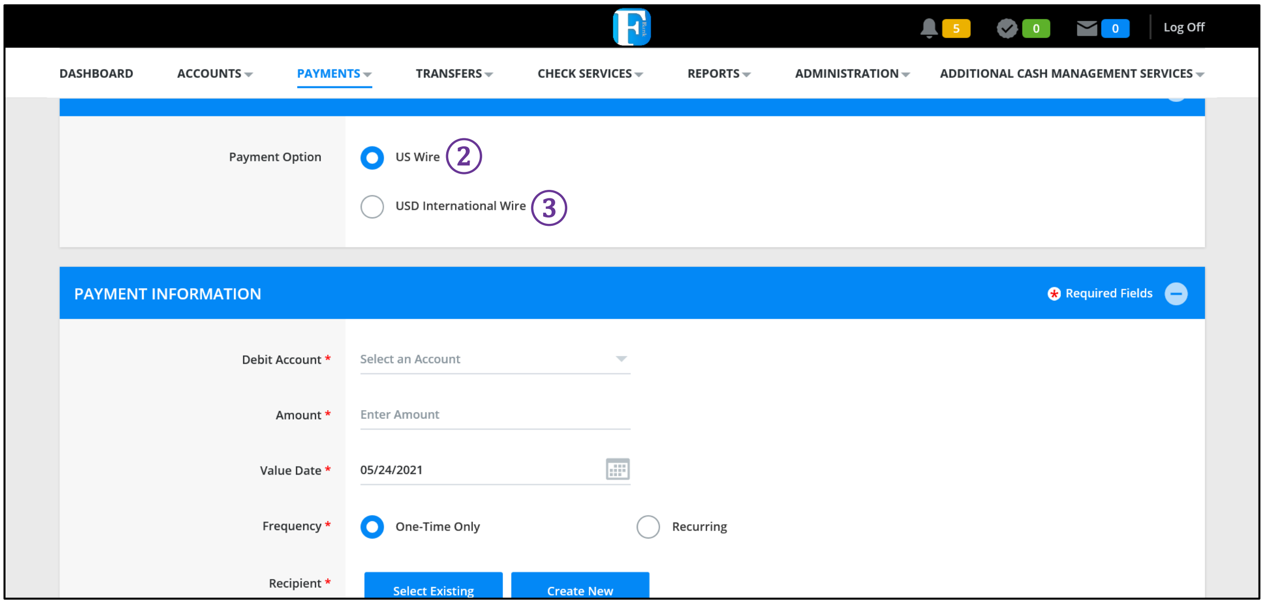
NOTE: It is recommended to create the Master Recipient List for ACH payments prior to creating a live ACH payment.

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.



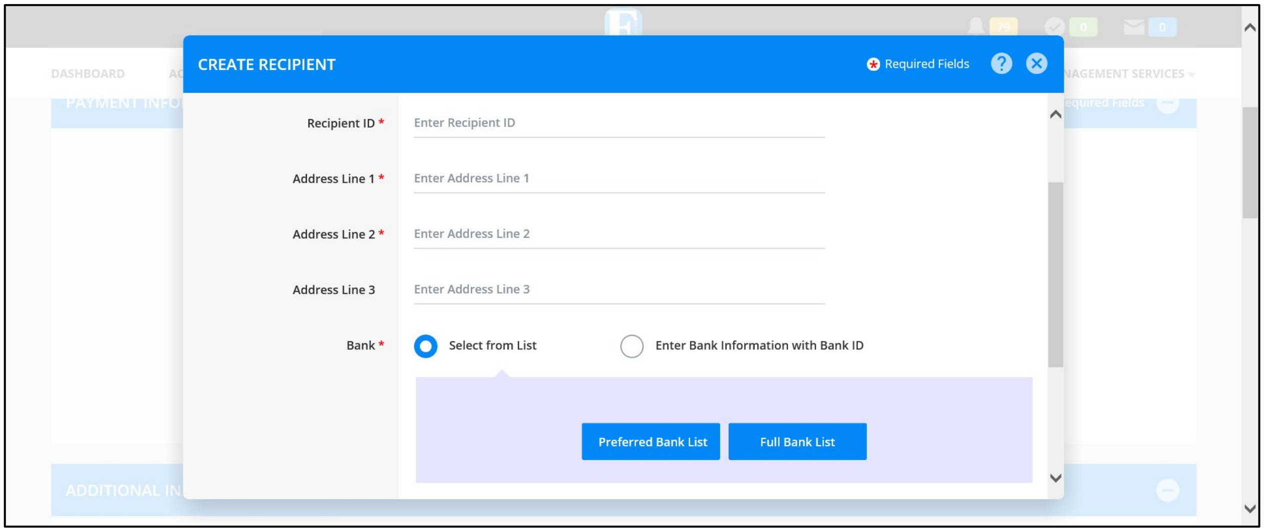


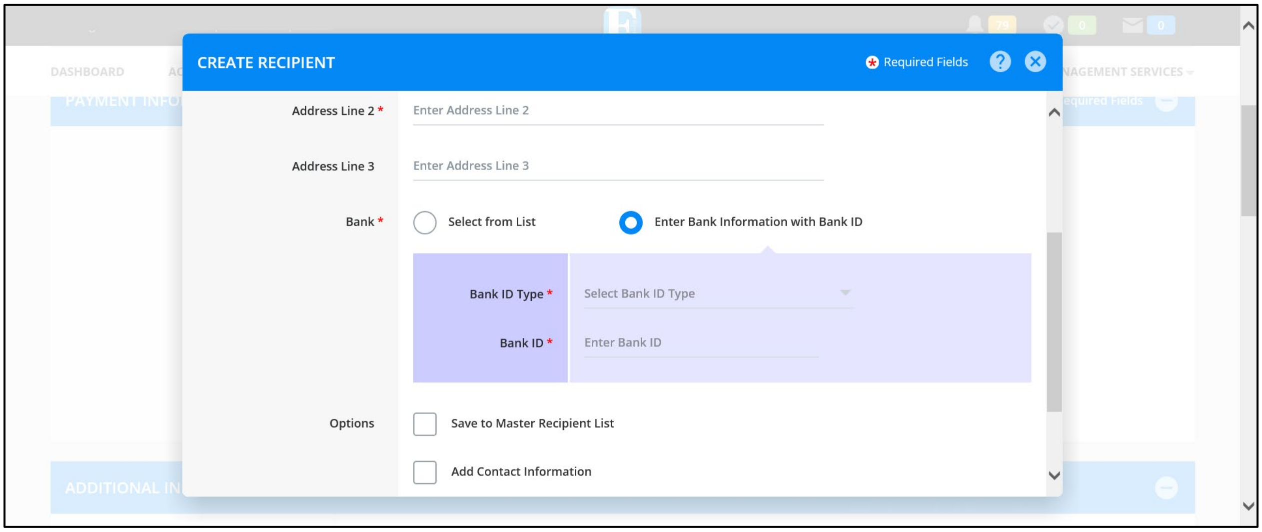
1. Create Wire Payments
2. US Wire
3. USD International Wire

Use the "? HELP" button for additional assistance.

Create US Wire or USD International Wire Payments

Enter the following information to create a new recipient.



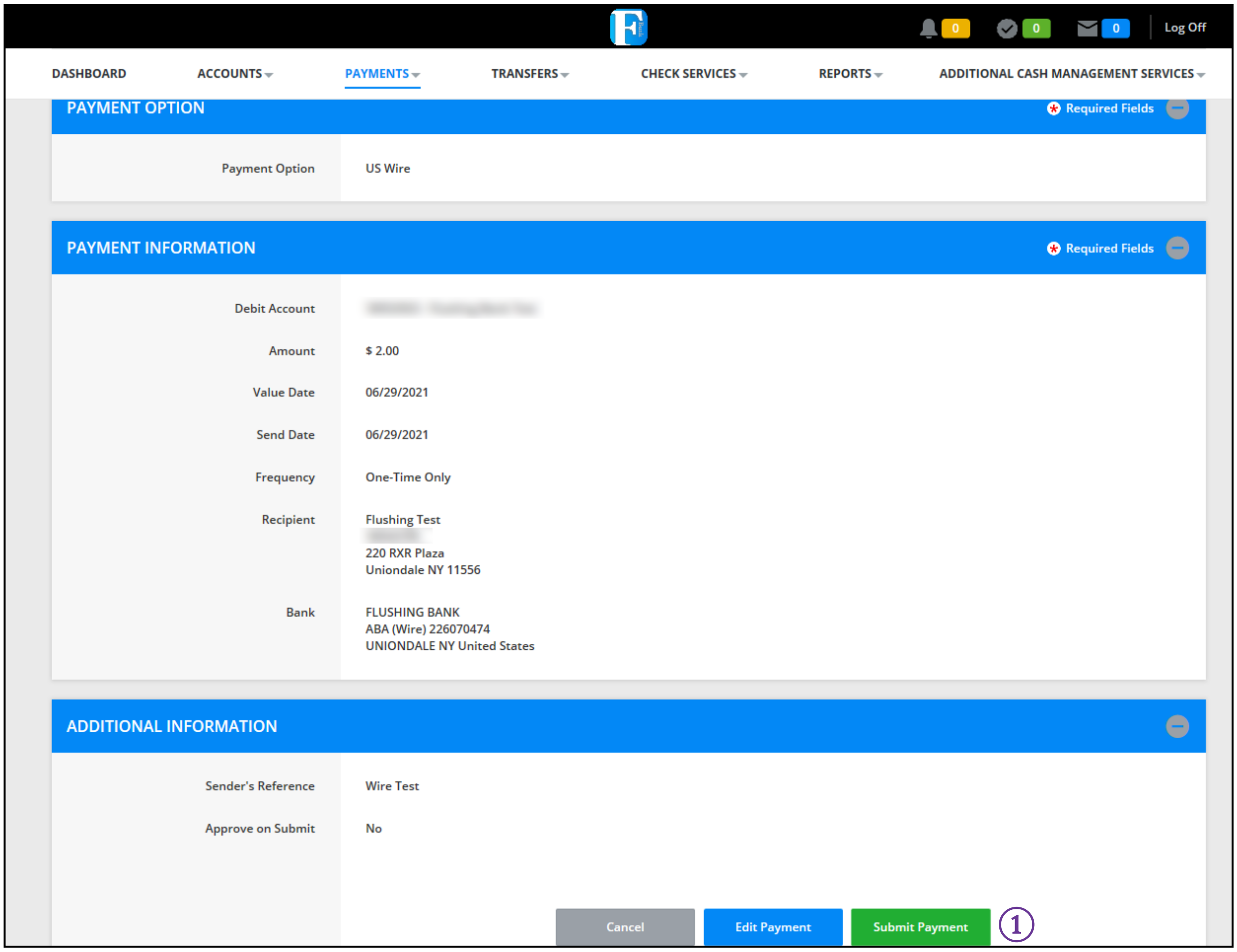


Use the "? HELP" button for additional assistance.

PAYMENTS

Create US Wire or USD International Wire Payments

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



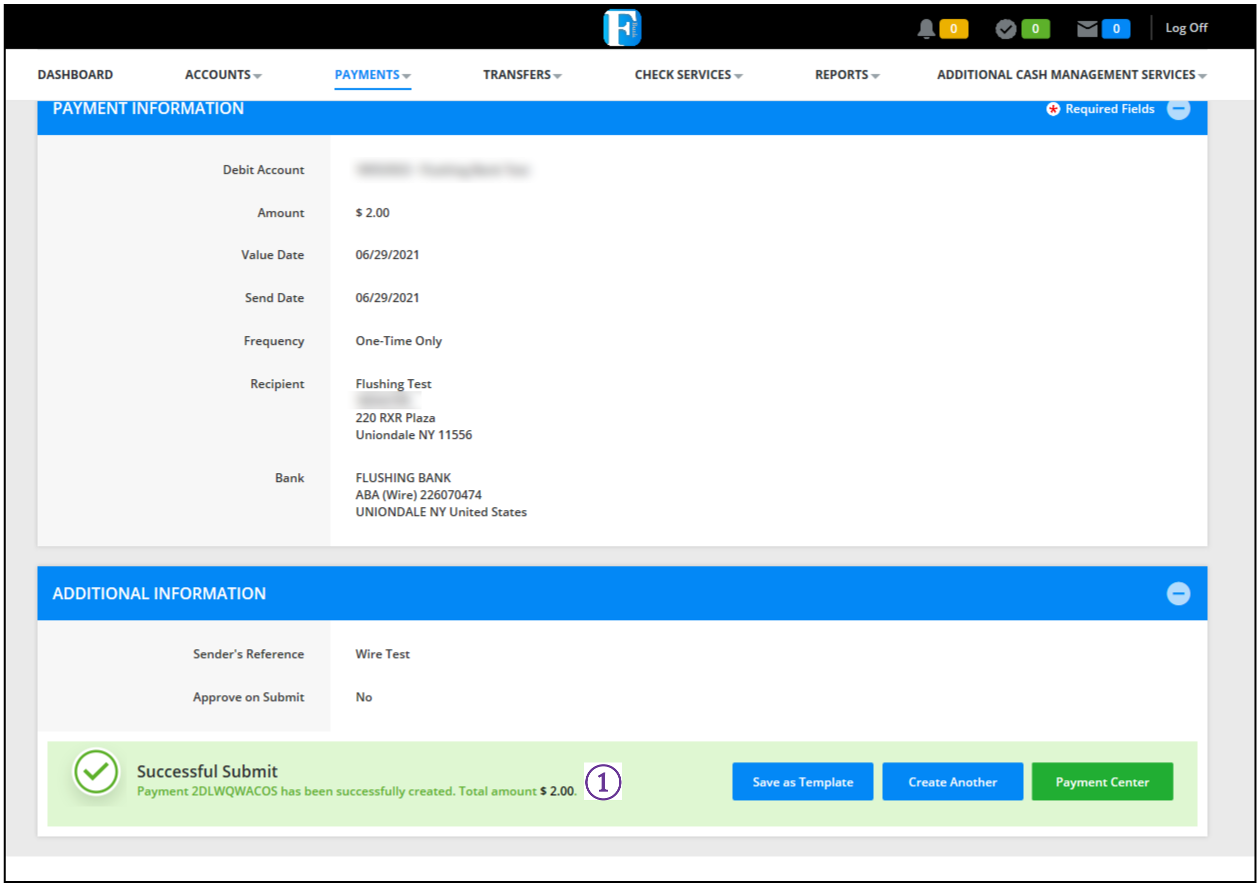
1 Submit Payment

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.



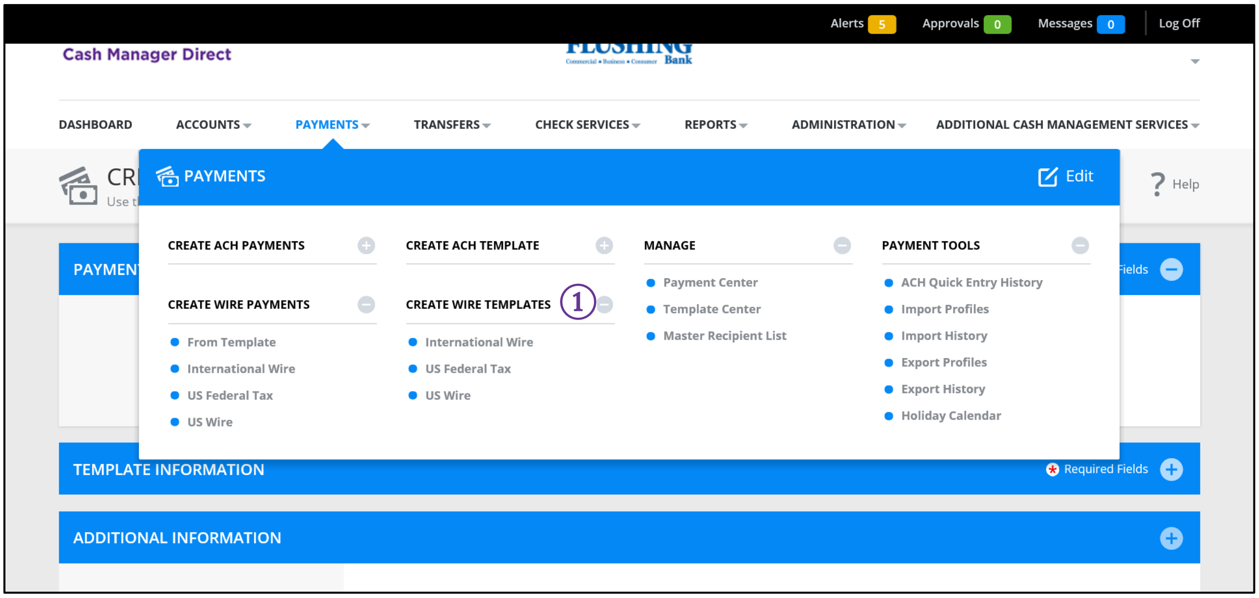
1 Successful Submit message

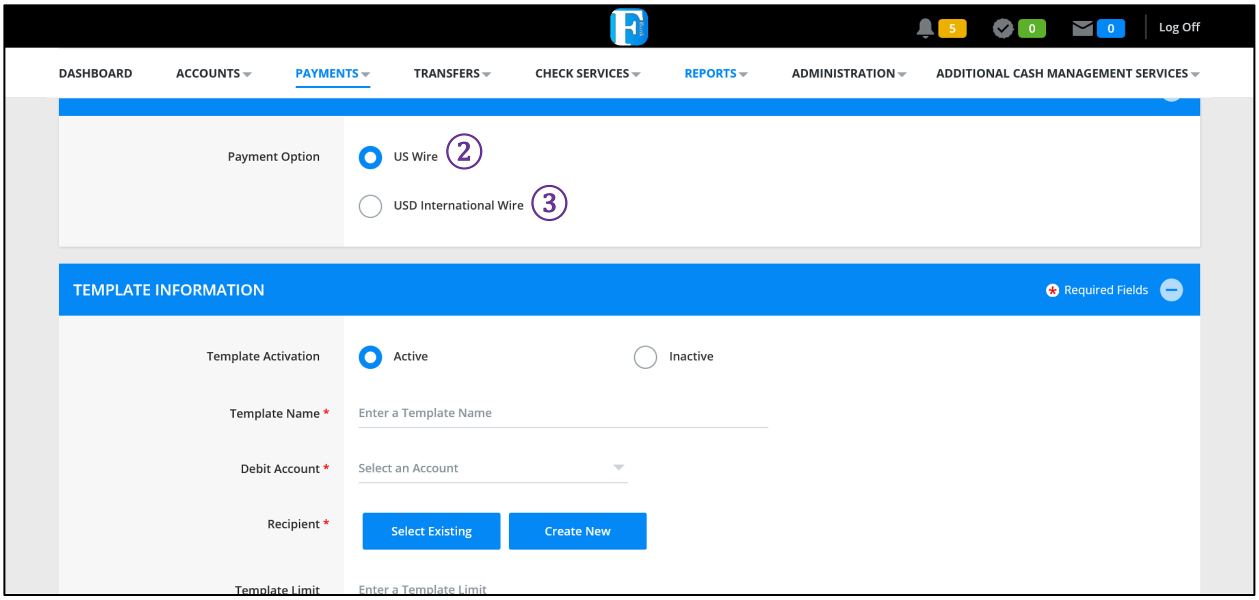
Use the "? HELP" button for additional assistance.

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.





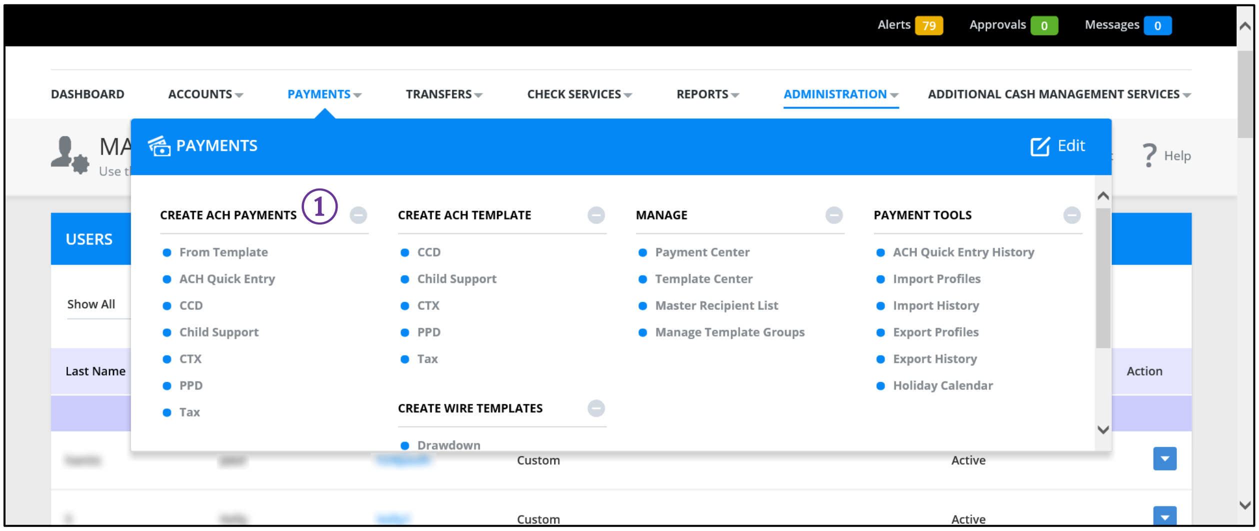
1. Create Wire Templates
2. US Wire
3. USD International Wire

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.

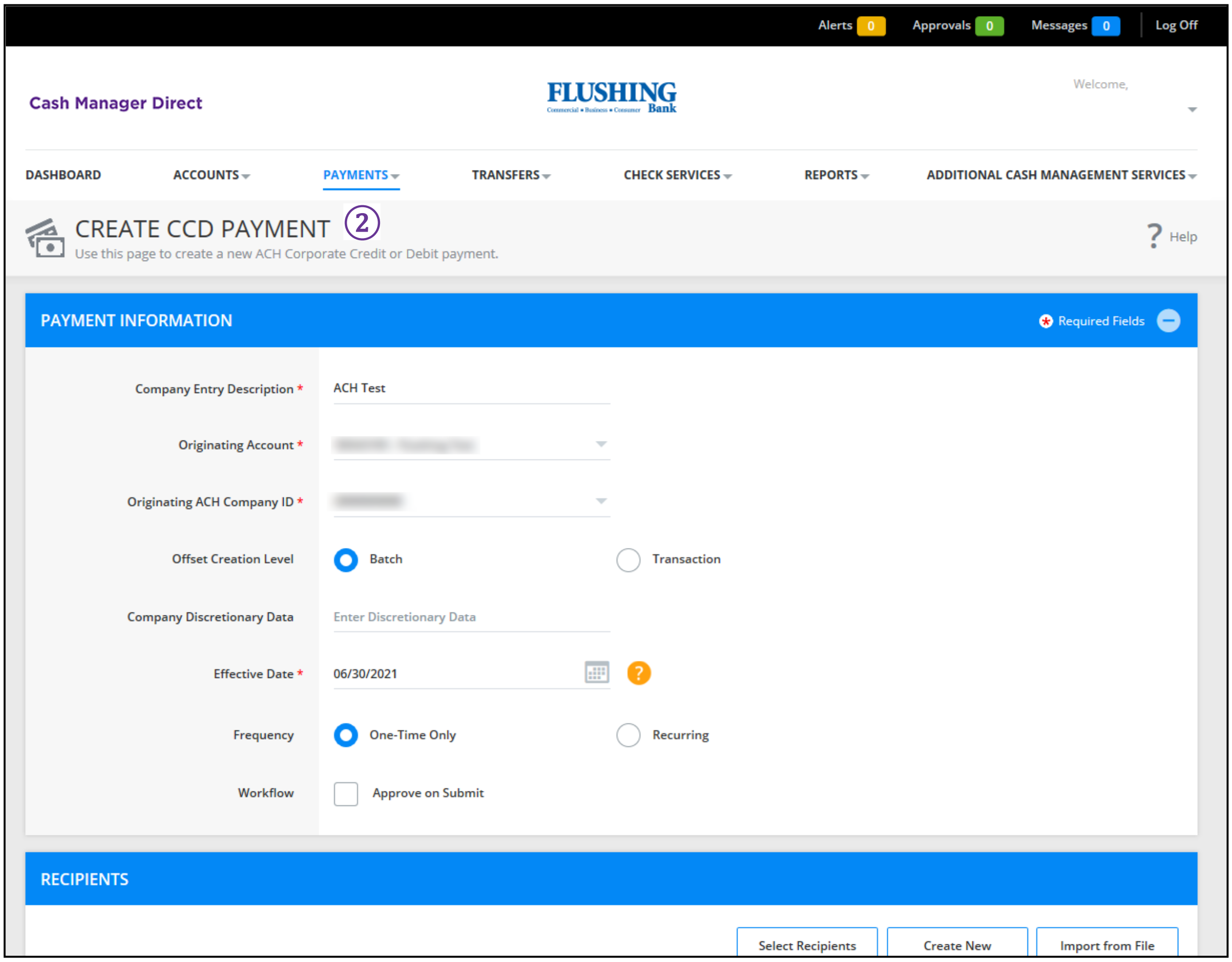


1 Create ACH Payment

Use the "? HELP" button for additional assistance.

PAYMENTS

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



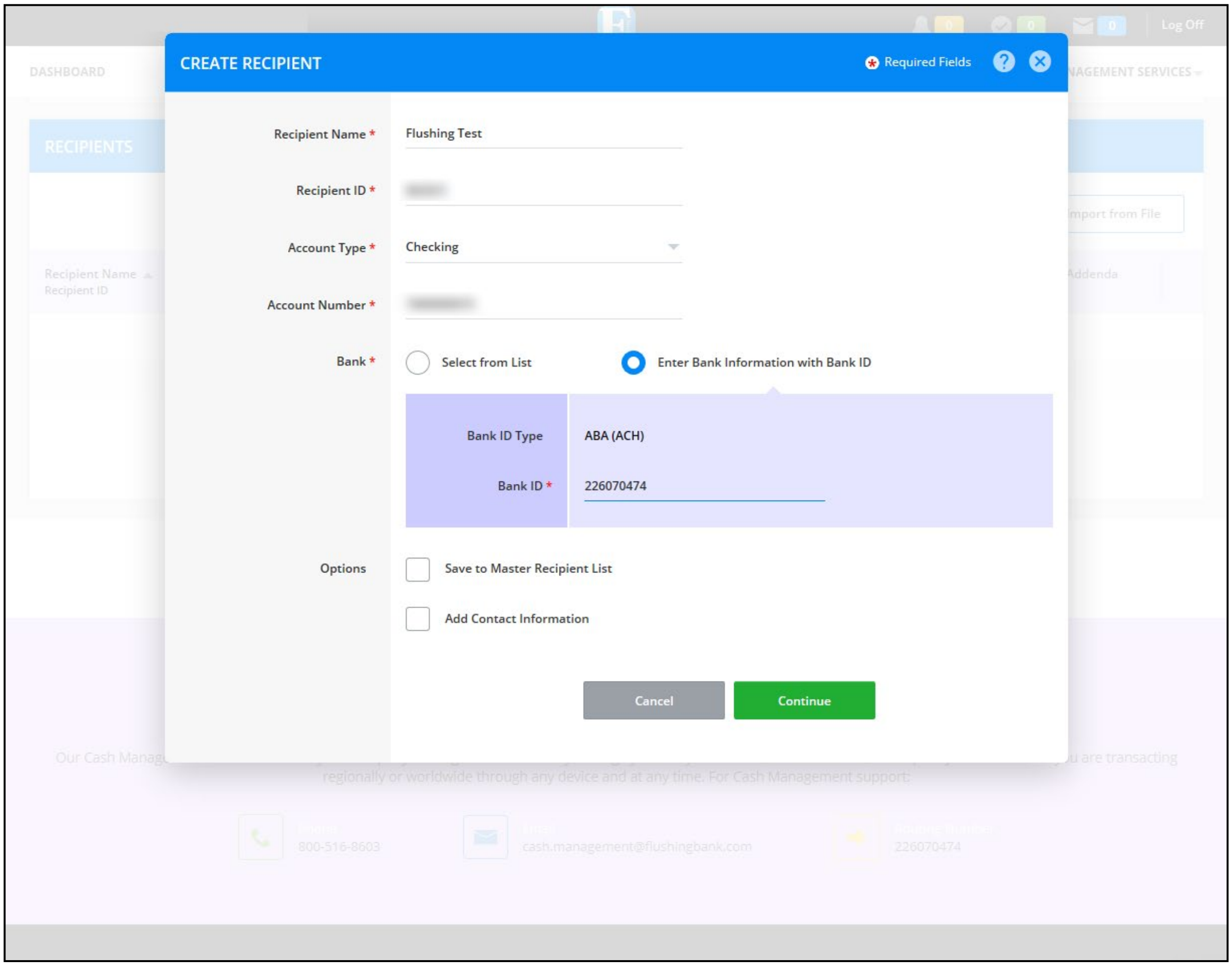
② ACH Corporate Credit or Debit payment

Use the "? HELP" button for additional assistance.

PAYMENTS

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

Enter the following information to create a new recipient.

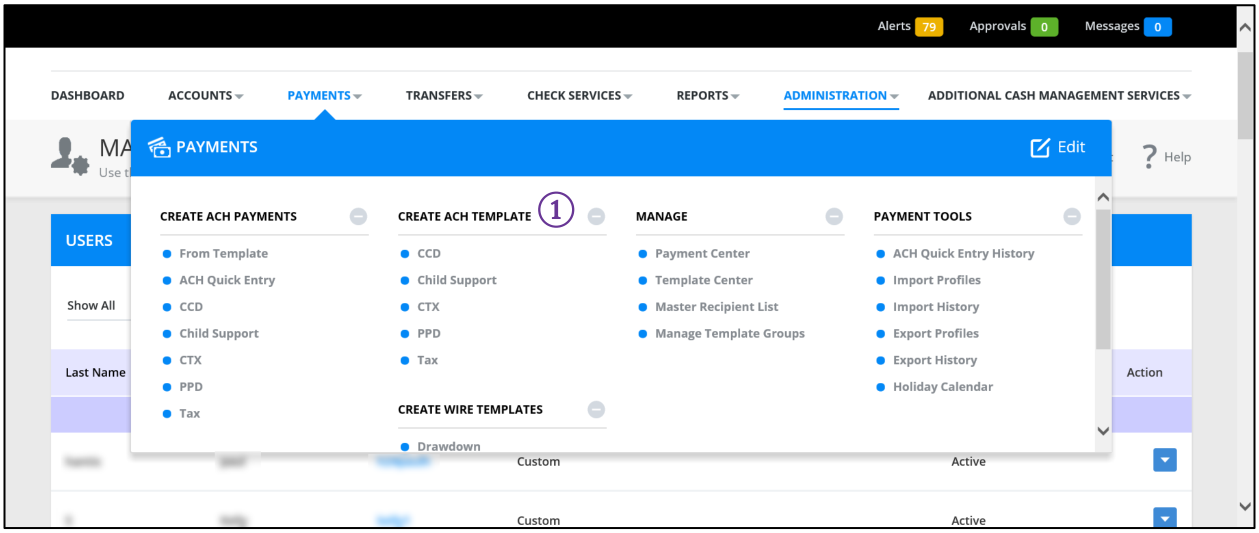


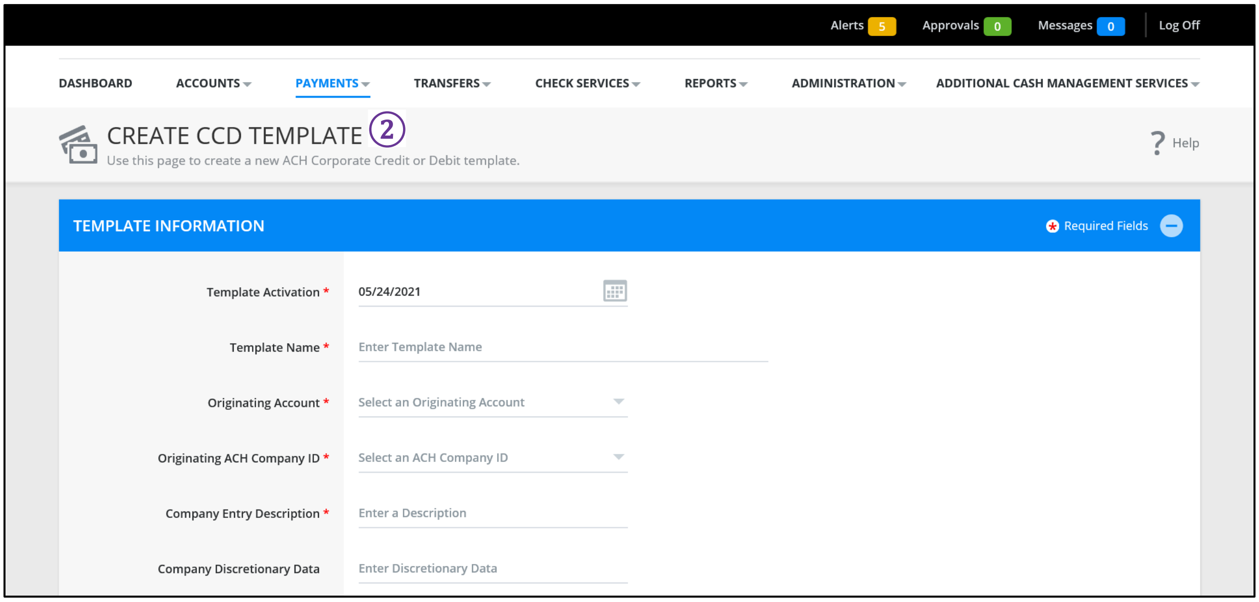
Use the "? HELP" button for additional assistance.

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.





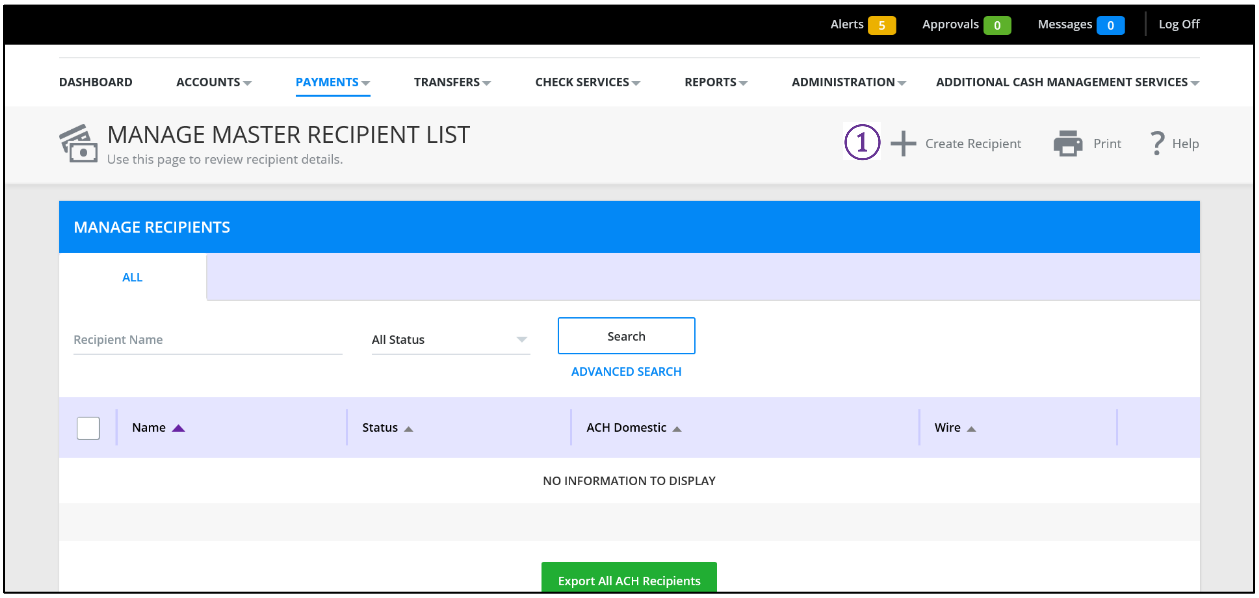
1. Create ACH Templates
2. ACH Corporate Credit or Debit template

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*.



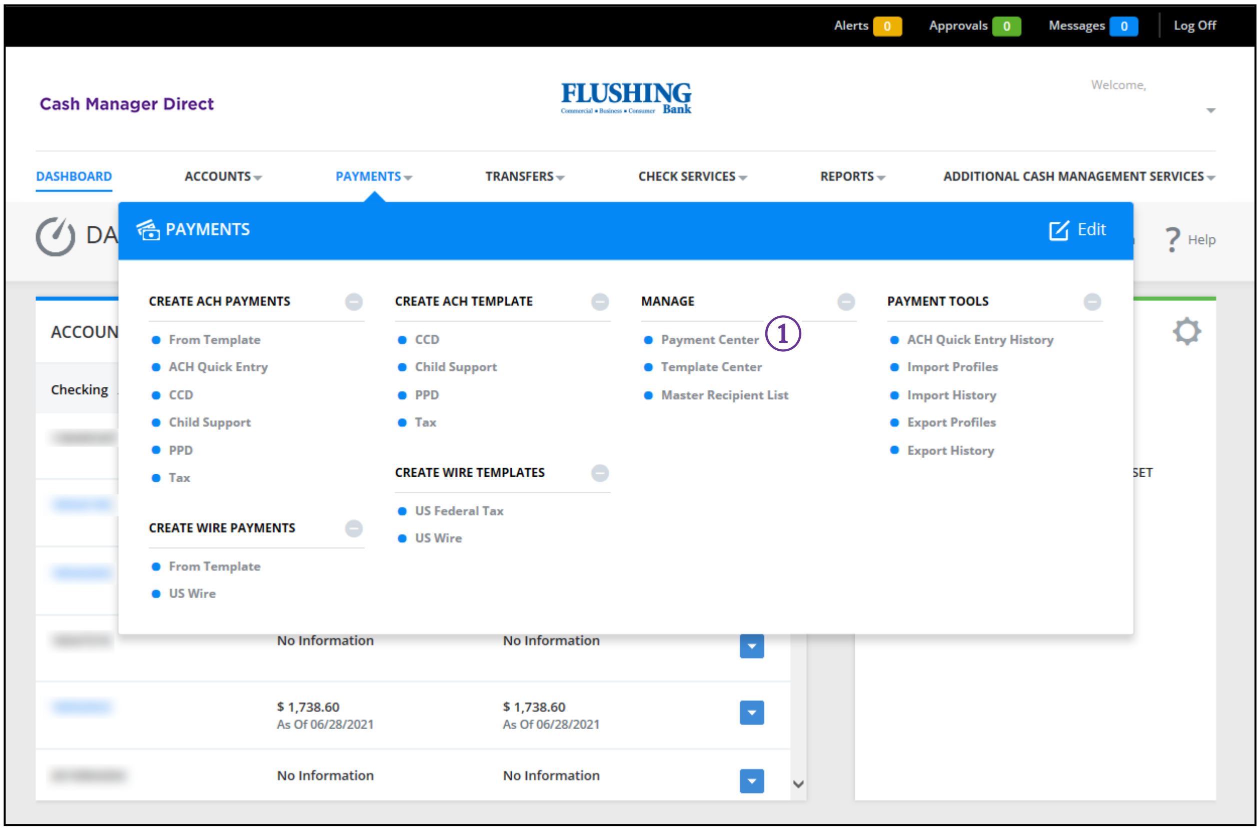
1 Create Recipient

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.



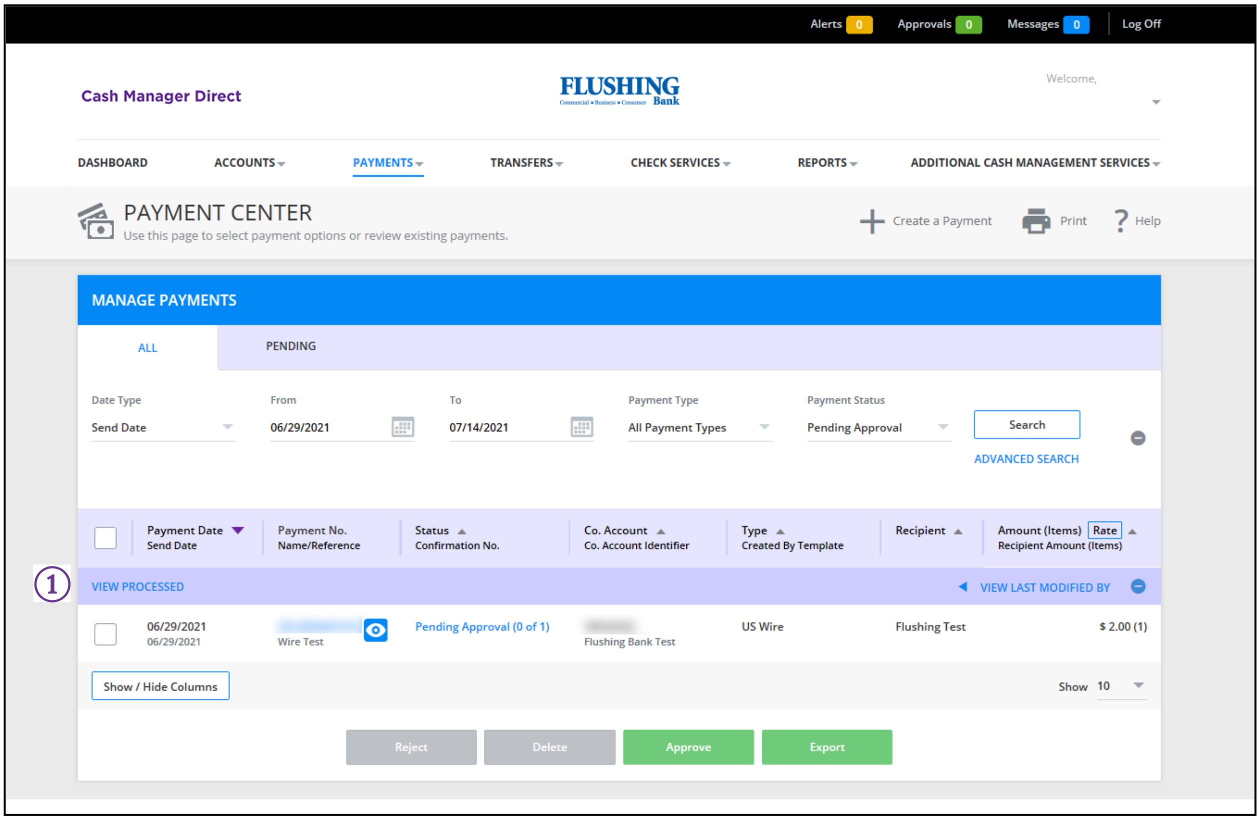
① Payment Center

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.

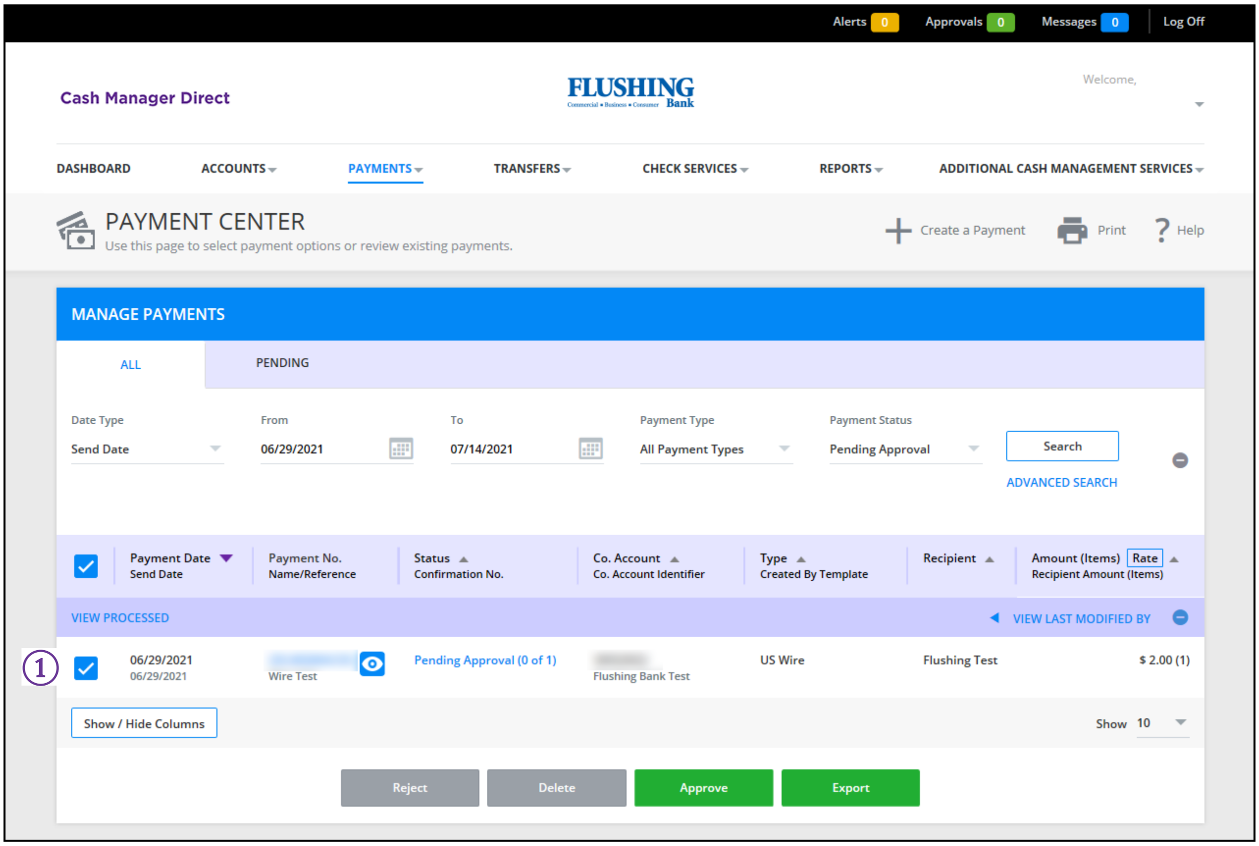


① Pending payments

PAYMENTS

Payment Center – Approve Wire and ACH Payments

Select the specific payment(s) to approve.

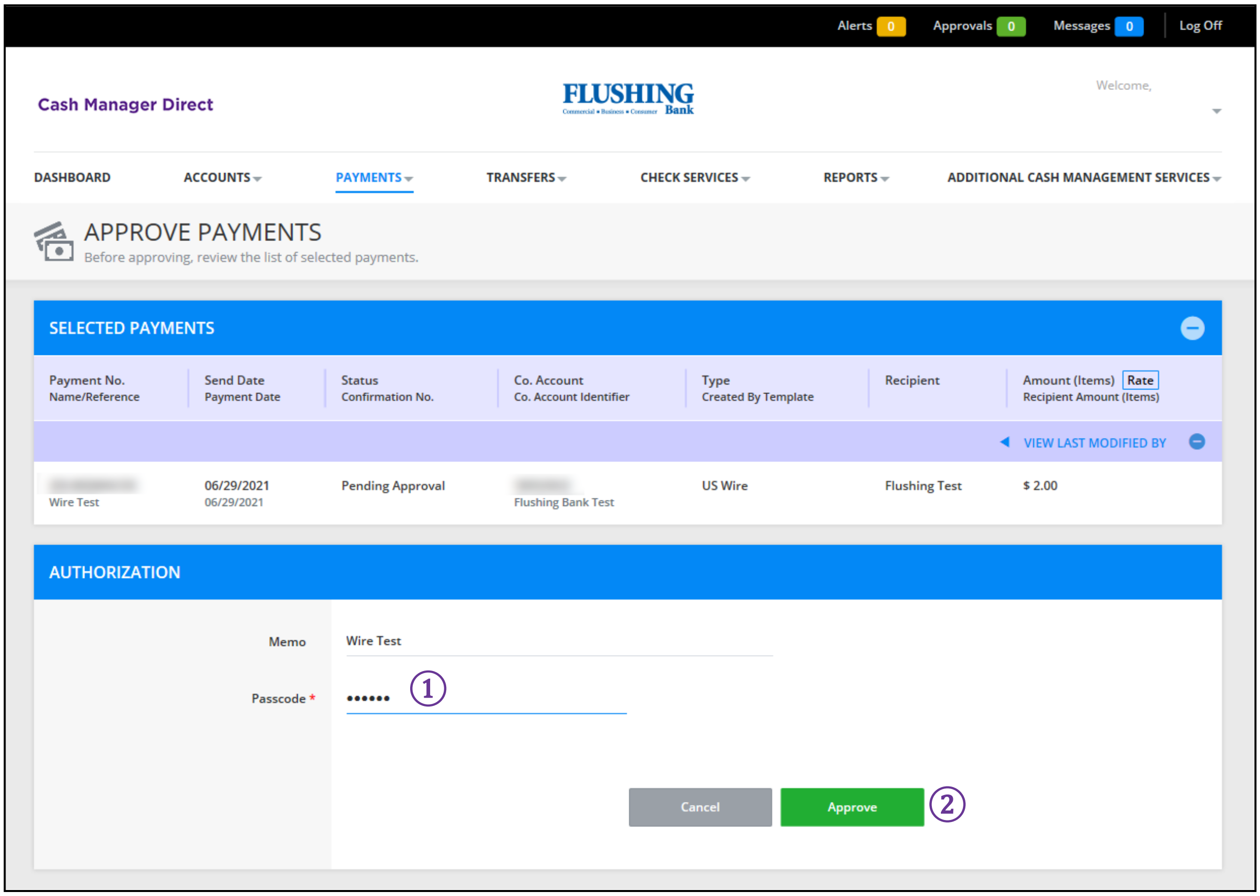


① Select payment(s)

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*.

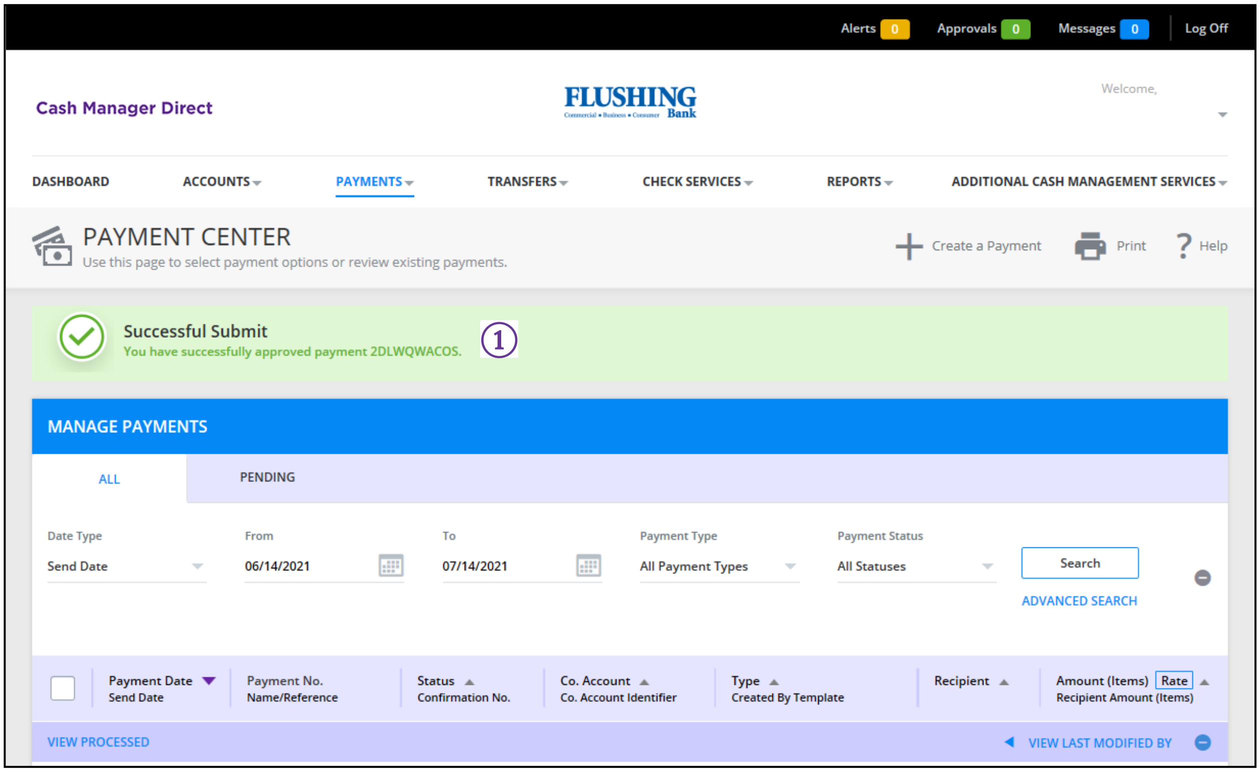


1. Passcode
2. Approve

PAYMENTS

Payment Center – Approve Wire and ACH Payments

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

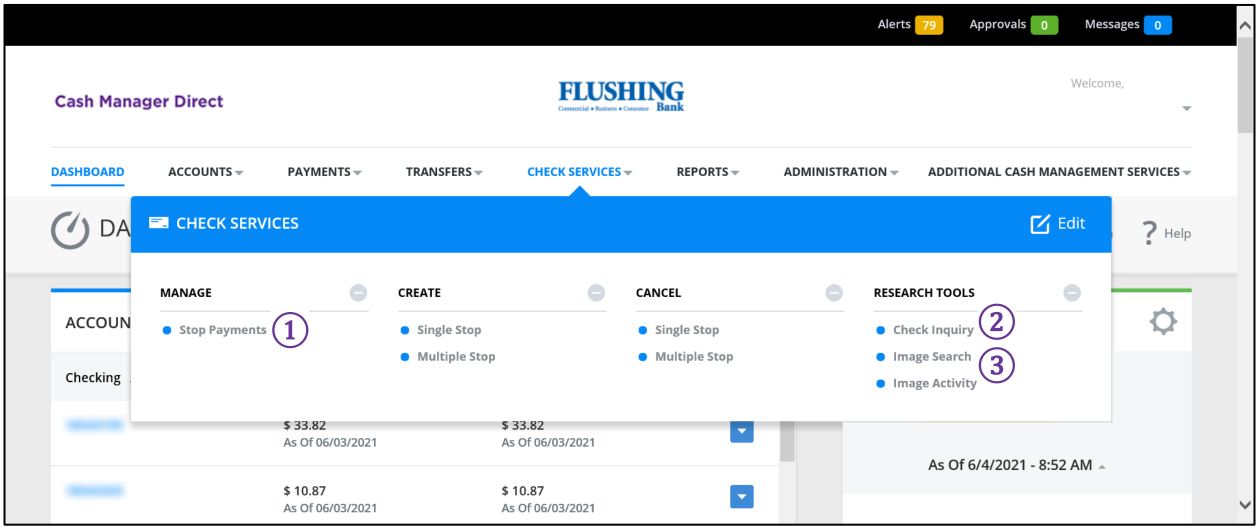


1 Successful Submit message

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

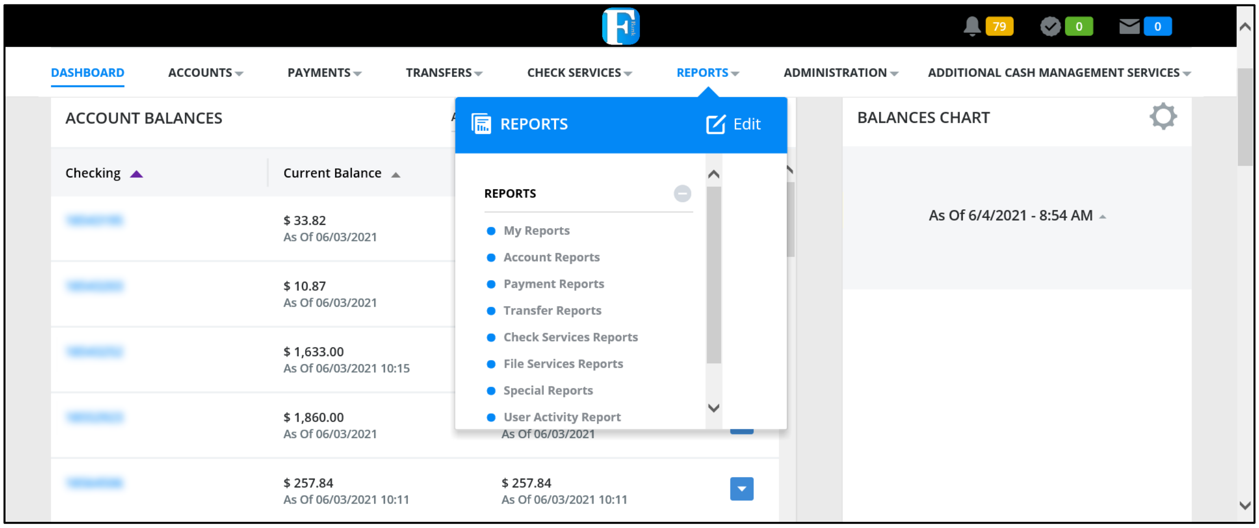
2 Check Inquiry

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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MEMBER FDIC EQUAL HOUSING LENDER