

## **NET EXPRESS Cash Management Frequently Asked Questions**

### **Q: Why use Cash Management?**

**A:** Simply put, time is money. As a business, you understand how important it is to make your money work as hard for you as possible. With cash management, you have access to your accounts 24 hours a day, 7 days a week. As with our retail product, you have the ability view your account balances, transfer funds between accounts, pay bills and print statements. The real power of cash management lies in the ACH features. Automated Clearing House or ACH, uses the Fed Line or Federal Government to transfer funds between institutions. With this feature you can pay your employees and credit their accounts, pay your vendors or even debit your customers' accounts all electronically.

### **Q: How do I know that online banking is secure?**

**A:** Our online services lead the industry with advanced security measures: 1) Secure log-in and user authentication; 2) Industry-standard SSL encryption to protect confidential information in transit, 3) Secure firewalls to prevent compromise from the Internet; and 4) Advanced security configuration of Internet servers to provide local as well as remote protection from break-in attempts. In addition, the cash management piece has an added feature for security. The system uses a "cookie" or code to the first computer you sign on with. It then remembers that computer and will only allow you to sign on from that computer. If you wish to sign on from home or a laptop, we have the ability to assign you additional user names and passwords.

### **Q. What will I need to get started?**

**A:** Most Internet-enabled devices such as a computer can interface with Net Express online banking. A home computer which runs on Windows® 3.1 operating system or a newer version (such as Windows 95® or 98®), with a minimum modem baud speed of 14.4 is sufficient. For your web browser, we recommend Netscape Navigator 4.0 or higher, Internet Explorer 4.01 or higher, or AOL 4.0 for PC Banking use, but the site has been built to work with most major browsers.

### **Q: How do I enroll?**

**A:** First, your business needs to complete an enrollment form. You will need to list all of the accounts you would like access to. Additionally, you will need to list each person that will need access to the system so that user names and passwords can be established. If you choose to use the ACH origination features, you will also need to receive approval for a line of credit and sign ACH contracts.

**Q: How do I access Internet Banking?**

**A:** After we have reviewed and approved your application, we will send you a userID and a temporary password for each of your employees which you requested access for. To access Net Express, simply go to our web site at WWW.UBMICH.COM and enter your login I.D. and password. The first time you sign on you will be forced to change to a permanent password. You will also have to change your password every 90 days.

**Q: What accounts will be available or enabled?**

**A:** You will have access to any Union Bank deposit or loan account which you request online access to. The owner of the business will have full access to each of the listed accounts. The owner will also be the administrator of the system and will give access levels to other employees. For example, the owner might be able to transfer funds, but his assistant might only have access to view the accounts or transfer up to certain dollar amounts.

**Q: Can I use the online Banking with MS Money® or Quicken®?**

**A:** Yes, your history can be exported to personal software such as MS Money® and Quicken® or even into most spreadsheet software.

**Q: How frequently is account information updated?**

**A:** The system is updated multiple times throughout the day on business days.

**Q: How long can I view history on my account?**

**A:** Your account history will begin being archived once you enroll to use Net Express. Any account information from dates before you enrolled will not be available for you to view. Once you enroll, your account history will begin to build. You will be able to view 90 days of history, however, previous statement snapshots will be stored indefinitely and you will be able to view those as far back as the time you originally enrolled.

**Q: Do I have 24x7 access to my accounts?**

**A:** Yes, our web site is available 24x7 for your convenience. There will be periodic times when the system is down for routine maintenance, but this is usually done late at night. You will receive an e-mail notice of any down time or a message when you try to sign on to the system.

**Q: What is the cut-off time each day for transfers or bill payments?**

**A:** All transactions before 3:00 p.m. on a business day will be processed that day. Transactions after 3:00 p.m. will be processed on the next business day. If you make a transfer for example, at 4:00 p.m. on Friday, it will not be processed until Monday. The only exception is Wire Transfers which must be submitted by 2:00 p.m. to be processed the same day.

**Q: Can I give access to my employees?**

**A:** Through the Supervisor functions, you can give full or limited access to any employee or even to a third party you may choose. For instance, you may give limited access to your accountant to process only payroll, or to your office manager only to pay bills.

**Q: How do I change access for my employees or cancel access?**

**A:** We will provide you with a Change Form to use in the event you need to make any updates to your account. The form will allow you to add/delete users, change user limits or access, or add/delete accounts you wish to have access to. If you wish to make any changes to the services you utilize within Net Express, we will make revisions or an addendum to your contract.

**Q: Can I see a demonstration before signing up?**

**A:** Yes, open your Web browser, [go to our website](#) at [WWW.UBMICH.COM](http://WWW.UBMICH.COM), then select "Demonstration" on the home page. Click on the "Test Drive" button for Business Banking to enter the demonstration.

**Q: How much does it cost to use Net Express Cash Management?**

**A:** There are three different plans available; basic, small business, and cash management.

Basic online banking is free. It includes viewing your account balances, transferring funds, ordering checks, changing your address etc. There are one-time fees associated with certain functions such as a stop payment, otherwise, the monthly access to Net Express is no charge to you.

The Small Business plan is the same as Basic and includes 10 bill payments for \$5.95 per month and \$0.50 per item thereafter. The first month is free.

Cash Management includes everything from the Basic plan, as well as ACH capabilities and wire transfer. Please see the Cash Management pricing sheet for more details.

## What is Cash Management?

Cash Management is a suite of online services specifically designed to help commercial customers easily and efficiently meet their financial management needs. The tools in this suite range from file transfer capabilities to bill pay; but the real power of Cash Management lies in its ability to allow users to initiate funds transfers between financial institutions. Plus, Cash Management uses all of the current popular methods to move funds between financial institutions: check writing, wire transfer and ACH.

**Pay Bills** is the Cash Management equivalent of check writing. While some Bill Payments occur electronically, others are processed as paper drafts. (For further understanding of these terms, see the section entitled *Understanding Electronic Payments versus Paper Draft.*) The advantage of paper draft payments is that they are relatively inexpensive to initiate. However, two disadvantages are involved when using paper drafts: 1) they can be slow and 2) the Originator does not control when the check actually clears.

**Wire Transfers** move funds very rapidly, posting payments to the receiving account on the same day if performed within valid business hours.

**ACH**, or Automated Clearing House, combines the cost-effectiveness of writing checks with the timely posting of wire transfers. Like wire transfers, ACH payments move through the Federal Reserve System; therefore, the Originator controls when a payment will post to the receiving account—either one or two days. Unlike wire transfers, ACH is relatively inexpensive.

Another distinguishing feature of ACH is that it is a two-way street: originators can use ACH to both put money into receiving accounts, as well as to take money out of those accounts.

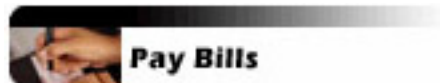
**Fast Pay**, allows businesses to receive online payments from customers through the Bill Pay system. Your business is listed as a vendor and customers enrolled in Bill Pay can schedule payments online. Your business receives a daily report of all deposits made eliminating the need for you to handle check payments. Your only labor is to mark the customer's account as being paid.

A complete listing of Cash Management features and instructions on how to use each follows.

## An Overview of the Cash Manager Menu

You may review the different features of the Cash Manager Menu by visiting our web site at [www.ubmich.com](http://www.ubmich.com) and clicking on

Each icon represents a cash management service. If you have not been granted permission to perform the specific service, you must contact UNION BANK to add that feature. The services currently incorporated to this menu are listed below:



Pay Bills is the same feature found in the basic Internet Banking system for retail users. It allows you to submit bill payments online. These bill payments will be made either electronically (taking two business days to process) or as paper drafts (which take five to eight business days). Bill Pay instructions are included in a separate Bill Pay Guide. Your account is debited the same day you submit a bill for payment.



ACH Payments allows you to transfer funds to an account at another financial institution. Because we use the ACH payment network for this service, you reap the control benefits of sending money via ACH, such as specifying when the recipient actually receives the funds.



Payroll is the ability to credit multiple recipient accounts, regardless of where those accounts are held. This feature is most commonly used to pay employees electronically so that no paychecks need to be issued. One of the most efficient features of this service is that you can split a payroll amount between two different accounts at two different financial institutions, giving you better control of your resources.



### **View EDI Information**

This feature is similar to Positive Pay or Lockbox, taking you to another screen where you can request account details. When you press *Submit* on this screen, you are presented with a list of history-like lines that also have ACH EDI addenda attached to them (much like the list of viewable checks screen). Clicking on a hyperlink will bring up the EDI addenda to a separate screen. That screen will include a button allowing you to export the EDI addenda to a text file.



### **ACH Receipts**

ACH Receipts is the opposite of ACH payments. You may use this feature to collect funds owed to you from commercial end-users outside your financial institution.



### **Collections**

Collections is a useful tool for collecting recurring dues or fees from members or clients, such as health clubs, churches or utilities. While ACH Receipts debit one account at a time, Collections allows you to debit multiple accounts outside the financial institution at the same time, and credits your account inside the financial institution for the sum total of those debits.




### **EFTPS Tax Payments**


EFTPS (Electronic Federal Tax Payment Service) allows you to send funds for federal and state tax payments straight to the Internal Revenue Service. Note: You cannot use the EFTPS unless you have first enrolled with the IRS. You may do so by calling (800) 945-8400.

 **Wire Transfer Requests**

Wire Transfer Requests allows you to place wire transfers over the Internet. The recipient will receive the credit that same day as long as you place the wire transfer request by 2:00 p.m. on business days.

 **Intl. Wire Requests**

When the oval International Wire button is pressed, the user is presented a screen for data input. These fields enable us to produce a SWIFT MT 100 message. The “Set Up Wires” oval will contain a section for International Wires and a section for Domestic Wires.

 **FastPay Inclearings**

FastPay Inclearings is a unique feature related to the bill payment service. Using this feature you are able to view online records of bill payments made to your company by other end-users.

 **Authorize Transactions**

Authorize Transactions is a security feature specially designed to provide dual control for Cash Management services. It allows you to establish different security levels within a company. For example, a larger company can empower a clerk to create transactions, but may require a manager to approve them before they are processed. In smaller companies, the staff settings can be structured to establish dual controls as an internal control. It is also possible to grant only the sole owner the power to create and authorize transactions.

 **Supervisor Functions**

Supervisor Functions allows you to establish individual user rights for a list of companies and subsidiaries. Individual users of the system can be granted rights to accounts and payment categories, as well as access to features such as Bill Payments, ACH Payments and EFT Tax payments.