



TREASURY MANAGEMENT... **ON ANOTHER LEVEL.**

A **NEW & IMPROVED** BUSINESS ONLINE BANKING SYSTEM
IS COMING FOR FIRST COMMUNITY BANK USERS!

PREVIEW PERIOD & USER SET-UP GUIDE FOR **CONNECTED FINANCIAL OFFICE (CFO)** COMPANY ADMINISTRATORS

PREVIEW PERIOD & USER SET-UP PERIOD: **SEPTEMBER 11- SEPTEMBER 21**

GO LIVE: **SEPTEMBER 25**

firstcommunity.net
888.422.1886



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CONNECTED FINANCIAL OFFICE (CFO) ONLINE SYSTEM

Connected Financial Office (CFO) online solution will deliver the power and convenience you need to help manage your money and your business more quickly, easily, and securely than ever before.

We have an Interactive Demo. The link is

<https://fisl.outsystemsenterprise.com/DemoStudio/PublicDemoAccess?PublicKey=3e4727aa-1242-424b-a409-94016e414950>

SOME ENHANCEMENTS INCLUDE:

- Advanced Reporting
- New Business Mobile App*
 - Mobile Deposits**
 - ACH/Wire Transfer Approvals
 - Positive Pay Exception Decisioning
- Customizable Dashboard
- Create Users for Your Company including Entitlements
- Alert Capabilities
- e-Statements Access
- E-Z Business Card System Access
- Lockbox Access

Balances as of 07/11/2023		Available Balance
Business Money Market ABA/TRC - 793041004 *3646		\$58,763.23
Business Money Market ABA/TRC - 793041004 *3646		\$58,863.23

Issues		
*3002 - PRESTIGE OPERATING ACCOUNT	50021	\$818.34
*3001 - PRESTIGE PAYROLL ACCOUNT	34494	\$913.34

ACH Payments and Collections		
Yearly Bonus with Approvals	PPD Payment	*3001 - PRESTIGE PAYROLL ACCOUNT
Monthly Bonus	PPD Payment	*3001 - PRESTIGE PAYROLL ACCOUNT

Wires		
Wire Template 3	Construction Supply Inc.	*3002
Biweekly Template	Johnson Industries	*3001
Approval Template For Wire	ABC Inc.	*0740

Template Multiple Account Transfers		

Alerts and Messages

- ACH Transaction Returned for Edit (07/11/2023)
- User Telephone Number Changed (07/11/2023)
- Issue File FTP Successful (07/11/2023)
- Password Change (07/11/2023)

Saved Reports

- Operating Account ACH/WT Credits
- Operating Account Checks Paid

Got Questions? We can help! +

While we are thrilled to offer this new digital banking experience, we understand and appreciate the effort that will be required by you, our valued Treasury Management customers, during this conversion.

*Your mobile carrier's web access charges may apply. **Mobile check deposit is subject to eligibility and further review. Deposits are subject to verification and may not be available for immediate withdrawal. Deposit limits and other restrictions apply. All terms applicable to Connected Financial Office (CFO) apply to Business Mobile Banking.

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THE COMPANY ADMINISTRATOR GUIDE

The purpose of this guide is to provide Company Administrators with important dates and steps to take during the Preview & User Setup Period (09/11/23-09/21/23) to prepare for the transition on September 25, 2023. While this guide is not intended to be a complete user guide for Connected Financial Office (CFO), please note that a "How Do I" link will be located on the bottom left of each screen. This link will take you to pertinent information related to the section of Connected Financial Office (CFO). For further inquiries, you may call TM Support at 888-422-1886.

RESOURCES

- View a Full Interactive Demo
 - Setting Up Your Dashboard
 - Adding a New User
 - Using Reports
 - Making ACH Payments
 - Making Wire Payments
 - Positive Pay: Check Exceptions

CONTACT INFORMATION

Treasury Management has a dedicated support team to help you with your conversion and day-to-day questions.

Phone: 888-422-1886

Monday-Friday, 8:00 a.m. - 5:00 p.m.

Email: tmsupport@firstcommunity.net

Preview CFO link: <https://firstcommunity.ebanking-services.com/>

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IMPORTANT DATES

AUGUST 25

Note: If you make any changes within the Cash Management system between August 25, 2023, and September 21, 2023, these changes should also be made during the Preview and User Set-Up Period (such as updating ACH templates).

SEPTEMBER 11

- CFO Company Administrators will receive a new Company ID via email on September 11.
- A separate email will be sent the same day with a temporary password.
- Your User ID will remain the same (minus any special characters and spaces).
- Log into "Preview-CFO" and complete your checklist items.

SEPTEMBER 21

"Preview-CFO" will be unavailable beginning at 3 p.m. CST and will remain unavailable until September 25 at 8:00 a.m. CST.

SEPTEMBER 22 (Prepare for downtime with Cash Management system, Bill Pay, and "Preview-CFO.")

- "Preview-CFO" will continue to remain unavailable.
- Bill Pay in the Cash Management system will be unavailable. All scheduled one-time and recurring payments will process normally.
- The Cash Management system will be unavailable beginning on Friday, September 22, at 5:00 p.m. CST and will remain unavailable until 8:00 a.m. on Monday, September 25.

SEPTEMBER 25

- At 8:00 a.m. you can log into Connected Financial Office (CFO) and begin using it for your transactions!
- The Cash Management system will be unavailable and will no longer be used for transactions.
- If you are a mobile app user, download the First Community Bank Business Mobile App.

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COMPANY ADMINISTRATOR TASKS TO COMPLETE DURING THE PREVIEW & USER SET-UP PERIOD (SEPTEMBER 11 - SEPTEMBER 21, 2023)

NOTE: If you make any changes within Cash Management during the Preview & User Set-Up Period (such as updating ACH templates) you should make the same change(s) in Connected Financial Office (CFO).

Admin	You will receive a NEW Company ID and temporary Password via email on September 11.
Admin	Your temporary Password is D1b1XXXX, where XXXX is the first four characters of your existing Cash Management User ID IN UPPER CASE (e.g. D1b1TEST).
Admin	Login to "Preview-CFO" using the NEW Company ID, your existing Cash Management User ID (minus any special characters and spaces), and temporary Password.
Admin	Create a new password and customize your Dashboard. You can also setup your email alerts and reestablish account nicknames if needed.
Admin	Verify your Wire and ACH templates were converted correctly. Validate that the ACH Origination IDs as well as the funding account and recipient accounts are correct. NOTE: Wire templates with invalid recipient ABA numbers will not convert to the CFO system.
Admin	Update Wire templates to include Beneficiary address (new requirement).
Admin	Create entitlements for users so they can access the system. Exceptions: Bill Pay, eStatements, ACH Positive Pay, Remote Deposit Capture, Autobooks, EZ Business Card, Lockbox and Mobile Banking which need to be entitled when the CFO system goes live on September 25.
Admin	Out-of-band-authentication (OOBA) will be used at login; review and update user phone numbers. (This should be verified in current system prior to final file cut on 8/25.)
Admin	Create your Check Positive Pay file import definition as required.
Admin	Print and download your on-demand bill pay history; 90 days of history will transfer to the new CFO system.

COMPANY ADMINISTRATOR TASKS TO COMPLETE AFTER CONVERSION (SEPTEMBER 25, 2023)

Admin	Entitle users for eStatements, Bill Pay, ACH Positive Pay, Remote Deposit Capture, EZ Business Card, Autobooks, Management Lockbox, and Mobile Banking.
Admin	Follow important time-sensitive instructions to connect to Quickbooks or Quicken to CFO.
Admin	If you have requested soft or hard tokens, set up the PIN for the token you received during the Preview Period.
All Users	Log into CFO using your new credentials. You should also set up your text and/or email alerts.
All Users	Uninstall the Cash Management Mobile Banking app. Download the new Business Mobile app from the Apple App Store or Google Play store.

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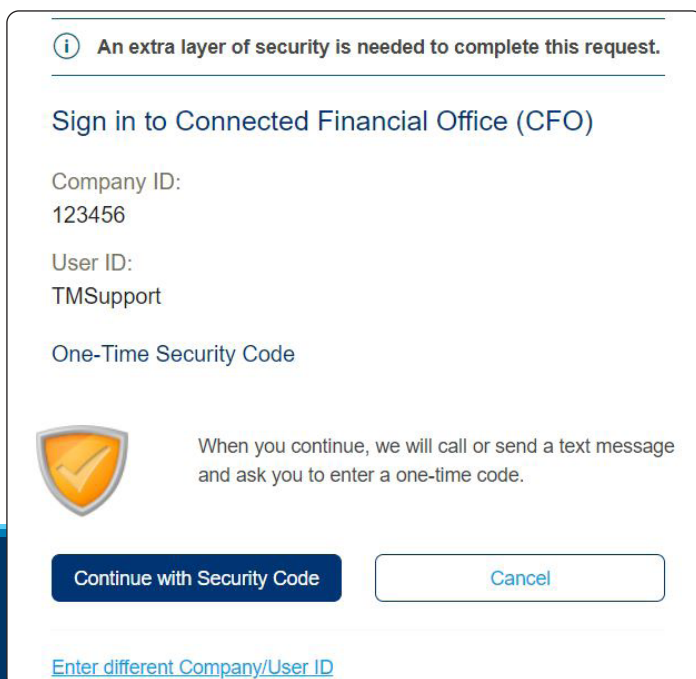
HOW TO LOG IN TO THE NEW CONNECTED FINANCIAL OFFICE (CFO) SYSTEM DURING THE PREVIEW & USER SET-UP PERIOD

During the two-week Preview & User Set-Up Period (9/11/23-9/21/23) of Connected Financial Office (CFO), you must take the following New Login and Access Requirement Actions to set-up the system and access your accounts after the conversion.

1. Go to the link below on September 11:
<https://firstcommunity.ebanking-services.com/>
2. Enter the New Company ID provided to you via email on September 11 and the User ID you used for the Cash Management system (minus any special characters and spaces). Then, select "Login."



3. If you are logging in from an unrecognized device, you may be prompted to go through the Security Code authentication. Click "Continue with Security Code."



4. A pop-up will appear that includes your phone numbers. Select the best option to receive a Security Code via voice or text message. NOTE: If you do not see a phone number that you recognize, please make sure you entered the correct Company and/or User ID. If the incorrect phone numbers continue to display, you need to contact TM Support at 888-422-1886.

5. **Steps for Voice Call:** You will receive a phone call, and you will be asked to enter the Security Code that appears on the screen using your telephone keypad. Then select "Phone Call Completed" on this screen.



- Steps for Text:** Choose the mobile phone number that is already associated with CFO profile. You will receive a Security Code via text and enter it in the field displayed.

6. Enter the temporary password (D1b1XXXX, where XXXX is the first four characters of your existing Cash Management User ID) in upper case provided to you via email on September 11. (For security reasons, your existing Cash Management password will not be transferred to the new Connected Financial Office. You will be prompted to choose and confirm a new password.)
7. Click "Sign In" and continue to Connected Financial Office.



After you have successfully logged in to the system, you should set up your User Dashboard View.

WHAT IS THE DASHBOARD?

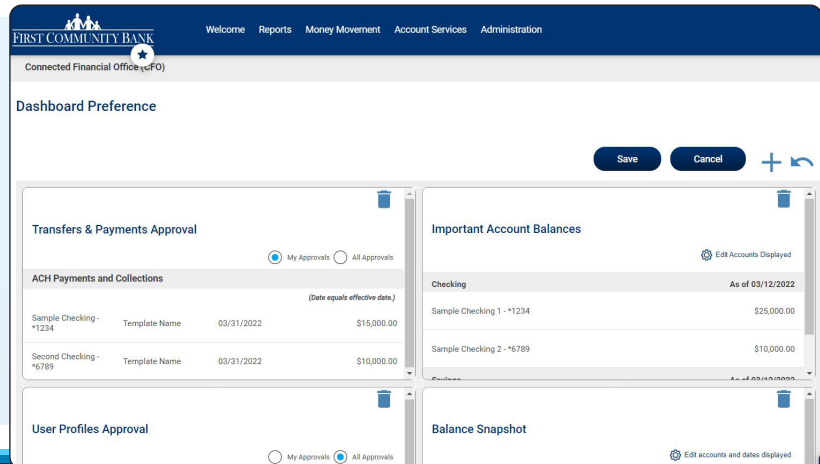
The Dashboard provides company users with information from various pages in small moveable panels.

Dashboard Setup

The dashboard provides quick and easy access to information and is customizable for your personal view. When accessing Connected Financial Office, you will see the Dashboard setup tool, Display Options. The panels provide you information about accounts, messages, and alerts. The dashboard panels that are available are determined by the entitlements of the user.

Panels include:

- Transfers & Payments Approval
- Important Account Balances
- User Profiles Approval
- Balance Snapshot
- Exceptions Decision
- Issues & Issue Files Approval
- Next Scheduled Requests
- Recent Transactions
- Templates Approval

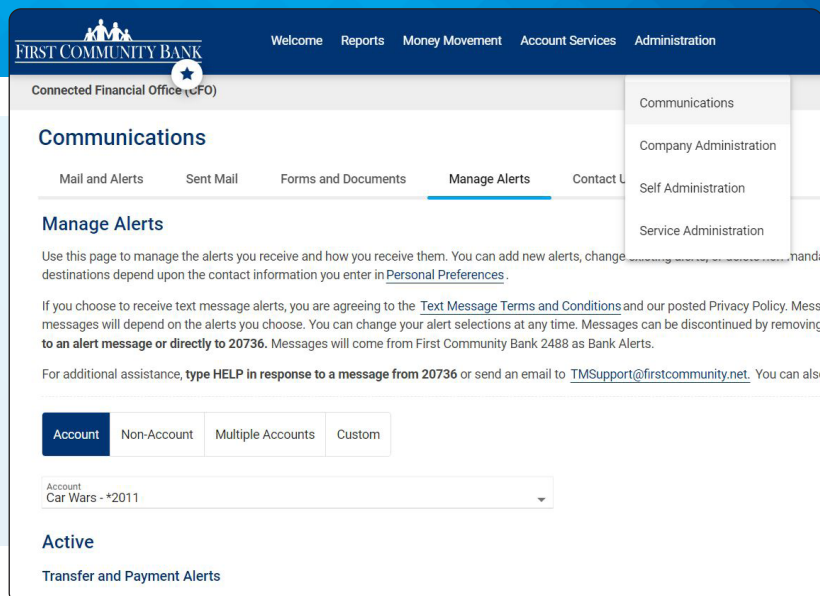


You can arrange the panels as you want by clicking and dragging them to another location on the Welcome Page. If your company has more than seven accounts that you would like to see on the Dashboard, you can add additional panels for those accounts. To delete a panel, click the garbage can image in the top right corner of the panel.

SETTING UP ALERTS

You can manage account related alerts, non-account related alerts, and customer alerts by selecting Administration > Communications > Manage Alerts.

NOTE: Text alerts are available to be set up during the Preview & User Set-Up Period, but you will not begin to receive them until our new system is live on 9/25/23.



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AVAILABLE SERVICES DURING THE PREVIEW & USER SET-UP PERIOD

Tab	Will it Appear in Menu?	Is Data Available?	Can I Create/ Submit Transactions?	What Happens if I Attempt a Transaction?	Recommended Activities	Additional Information
Welcome	Yes	No	N/A	N/A	Setup Dashboard	Detail Account Information will not be available until live date: 9/25
Reports	Yes	No	No	N/A	Verify accounts loaded to CFO	Account transaction history will be available on launch date: 9/25
Scheduled Requests	Yes	No	No	Error Msg: "Required setup for this service is incomplete"	None	Service is not available until launch date: 9/25
Internal Transfer	Yes	No	No	Error Msg: "Required setup for this service is incomplete"	None	Service is not available until launch date: 9/25/23
Loan Payments & Advances	Yes	No	No	Error Msg: "Required setup for this service is incomplete"	None	No loan details or services available until Tuesday of launch date: 9/26
ACH Transfers	Yes	Yes – template information only	No	Transaction will not be processed	Review, add, update, delete templates (as necessary)	ACH transactions cannot be sent until launch date: 9/25
Upload ACH	Yes	No	No	Transaction will not be processed	None	Do not upload files to CFO until launch date: 9/25
Wire Transfers	Yes	Yes – template information only	No	Transaction will not be processed	Review, add, update, delete templates (as necessary)	Wire transactions cannot be sent until launch date: 9/25
Stop Payment	Yes	No	No	Transaction will not be processed	None	Do not send stop payment requests until launch date: 9/25
ACH Positive Pay	No	No	No	N/A	None	Review ACH transaction rules on launch date: 9/25
eStatements	No	No	No	N/A	None	Enabled for access on launch date: 9/25
Bill Pay	No	No	No	N/A	None	Enabled for access on launch date: 9/25

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ADDITIONAL USER SET-UP

The screenshot shows the 'Administration' section of the First Community Bank system. A dropdown menu is open under 'Administration', listing 'Communications', 'Company Administration', 'Self Administration', and 'Service Administration'. The 'Company Administration' section is active, showing options like 'Manage Users', 'Account Information', 'Express Account Management', and 'Approval Settings'. Below this, the 'User Administration' section is visible, including a 'New User' button and a table of existing users.

User ID	First Name	Last Name	Status	
FISD1BSUPPORT	FIS	User	Active	System Access
TMSUPPORT	TM	Support	Active	System Access

Your additional Cash Management system users and their contact information will transfer over to the new CFO system, but entitlements and approval limits will NOT transfer over. It is recommended that you log into the new system during the Preview & User Set-Up Period to create entitlements and verify that all contact information is correct for your users. These items can be completed in Administration > Company Administration > Manage Users. If telephone numbers need to be updated, the Company Administrator will be able to make the necessary changes.

Please familiarize yourself with the various Connected Financial Office "roles" and capabilities of each user.

- **The Setup Role will allow this user to setup templates.** This entitles the user to the template setup capabilities for only those services and accounts to which the user has been entitled.
- **The Approval Role will allow this user to approve transactions.** This entitles the user to transmit transactions for those services to which the user has been entitled.
- **The Administration Role will grant this user administration privileges.** This allows the user to add, modify, copy and delete users, modify their roles, services and account access, rename account, and modify the number of approvers required for requests.

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CREATE ENTITLEMENTS FOR USERS

Once you have confirmed your Cash Management users have converted to the new Connected Financial Office (CFO) system and their contact information is correct, you will need to establish their entitlements. There are two types of entitlements: Service and Account. Follow the steps below in CFO.

- Administration > Company Administration > Manage Users
 - Click on the individual user to launch the User Profile
 - Ensure user information, including contact information and User Role(s) are correct
 - Allow setup
 - Allow approval
 - Grant administration
 - Click the "Edit Service and Accounts" link
- Click the "Add" link beside each service to entitle and if applicable, select the account to be entitled to the user. If user has approval role, click "Allow Transmit" to applicable accounts/ services
- Click "Save Changes"
- If applicable, change the ACH initiation limits and click "Continue"
- If applicable, change the Bill Pay limits and click "Continue"
- If applicable, change the Wire initiation limits and click "Continue"
- Verify the user's profile as needed and then click "Submit"
- Select "Edit Contact Information" from the User Profile Page to make changes to the primary and/or secondary email address as well as update the phone number
NOTE: A mobile phone number is required to use CFO as well as the new mobile app

COPYING COMPANY USERS

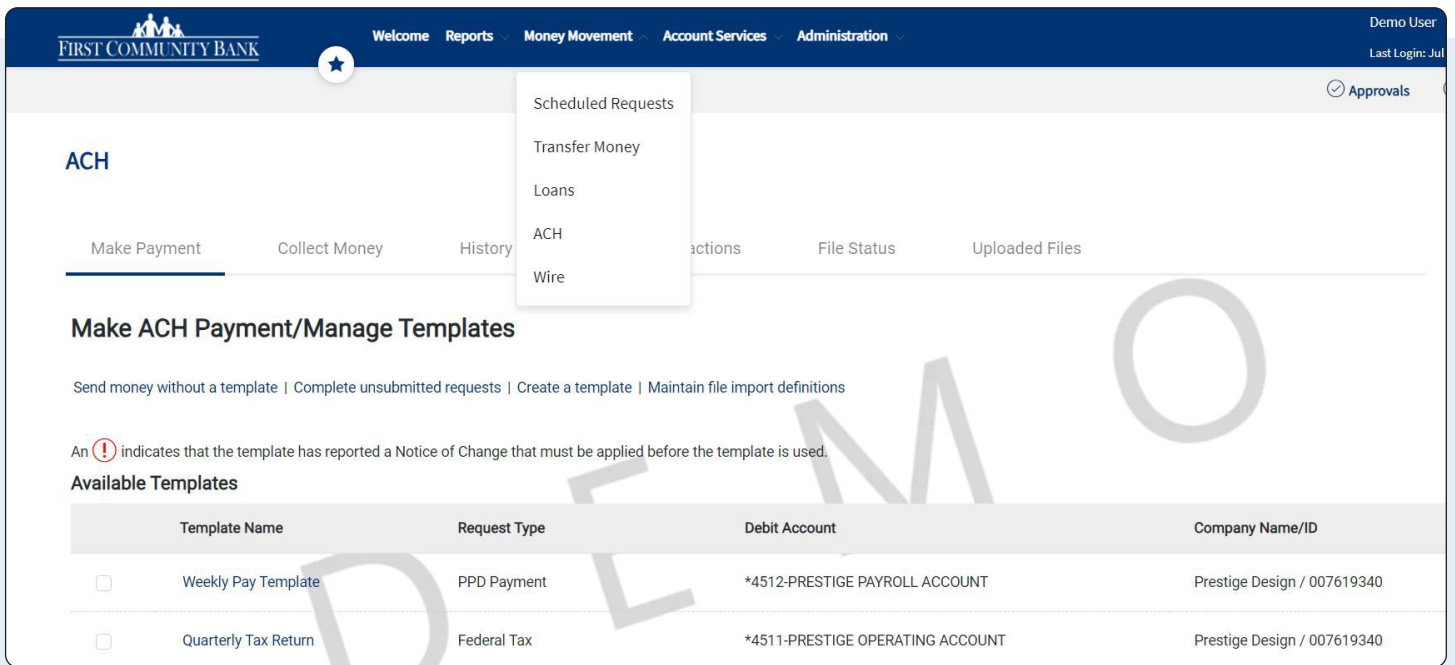
You can copy an existing user's entitlements for another user.

- Administration > Company Administration > Manage Users
 - Select "Create New User"
 - Complete the User Information and User Telephone Number and click "Continue"
- Select the User to Copy
 - Click "Copy User" and then click on the "Select User" link
 - Select the User ID of the user you want to copy and then click "Copy User"
 - Click "Continue"

ACH TEMPLATES

It is important to verify that your ACH Templates have converted to Connected Financial Office correctly. Please note that you cannot execute an ACH transaction until September 25.

1. Select "Money Movement" from the main navigation and then select the "ACH" option.




ACH

Make Payment Collect Money History Upload Transactions File Status Uploaded Files

Make ACH Payment/Manage Templates

Send money without a template | Complete unsubmitted requests | Create a template | Maintain file import definitions

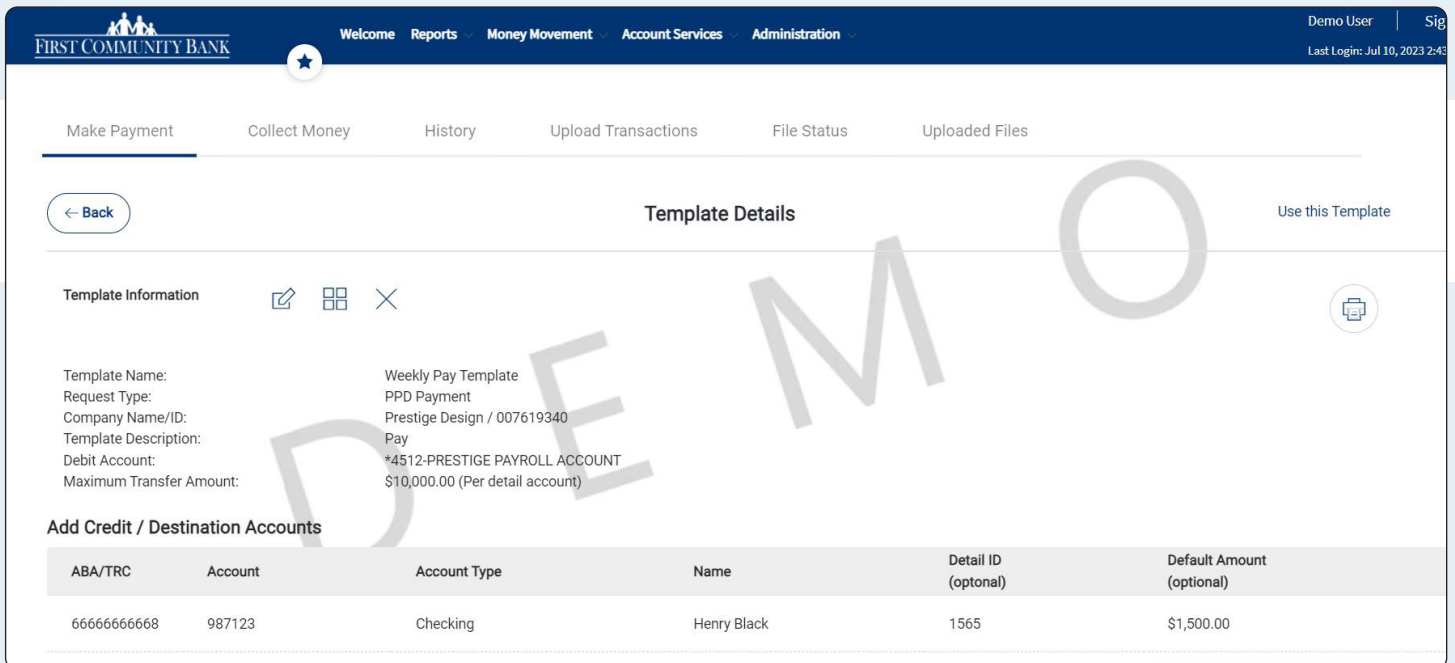
An  indicates that the template has reported a Notice of Change that must be applied before the template is used.

Available Templates

Template Name	Request Type	Debit Account	Company Name/ID
<input type="checkbox"/> Weekly Pay Template	PPD Payment	*4512-PRESTIGE PAYROLL ACCOUNT	Prestige Design / 007619340
<input type="checkbox"/> Quarterly Tax Return	Federal Tax	*4511-PRESTIGE OPERATING ACCOUNT	Prestige Design / 007619340

2. Choose "Manage Templates" and select a template name from the list to review.

3. You have the option to Edit, Copy or Delete the template.



Template Details

Template Information

Template Name: Weekly Pay Template
Request Type: PPD Payment
Company Name/ID: Prestige Design / 007619340
Template Description: Pay
Debit Account: *4512-PRESTIGE PAYROLL ACCOUNT
Maximum Transfer Amount: \$10,000.00 (Per detail account)

Add Credit / Destination Accounts

ABA/TRC	Account	Account Type	Name	Detail ID (optional)	Default Amount (optional)
6666666668	987123	Checking	Henry Black	1565	\$1,500.00

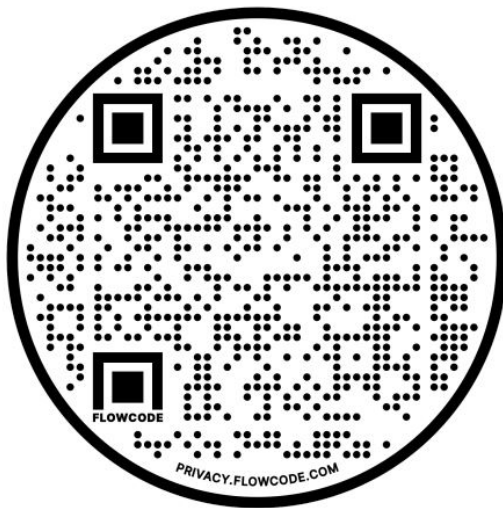
4. If you choose to "Edit" the template, do not forget to "Save Changes" at the bottom of the screen to retain any updates you have made.

WIRE TEMPLATES

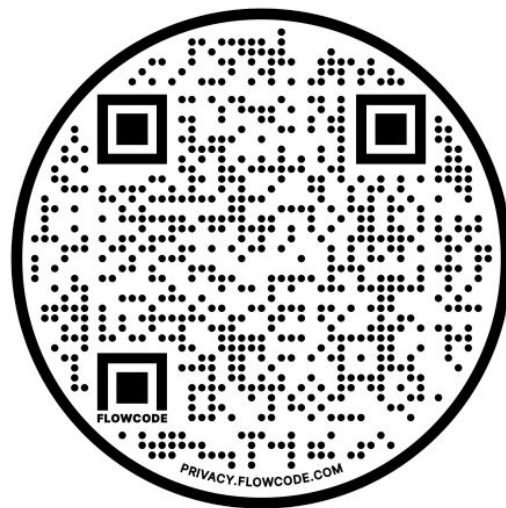
It is important to verify that your Wire Templates have converted to Connected Financial Office (CFO) correctly. Please note that you cannot execute a Wire Transfer transaction until September 25.

1. Select "Money Movement" from the main navigation and then select the "Wire Transfer" option. Choose "Manage Templates" and select a template name from the list to review.
2. **NOTE: All Wire Transfers require a beneficiary address. This includes Wire Transfer Templates.**
3. You have the option to Edit, Copy or Delete the template.
4. If you choose to "Edit" the template, do not forget to "Save Changes" at the bottom of the screen to retain any updates you have made.

On September 25, download the New First Community Bank Business Mobile Banking App!
NOTE: A mobile phone number will need to be associated with your profile to use the mobile app, and users will need to be entitled by the Company Administrator to use the mobile app.



iOS Mobile App



Android Mobile App

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