



BUSINESS ONLINE BANKING USER GUIDE

Q2 DIGITAL BANKING

844-MVB-BANK
ClientSupport@MVBBanking.com



Business Online Banking User Guide

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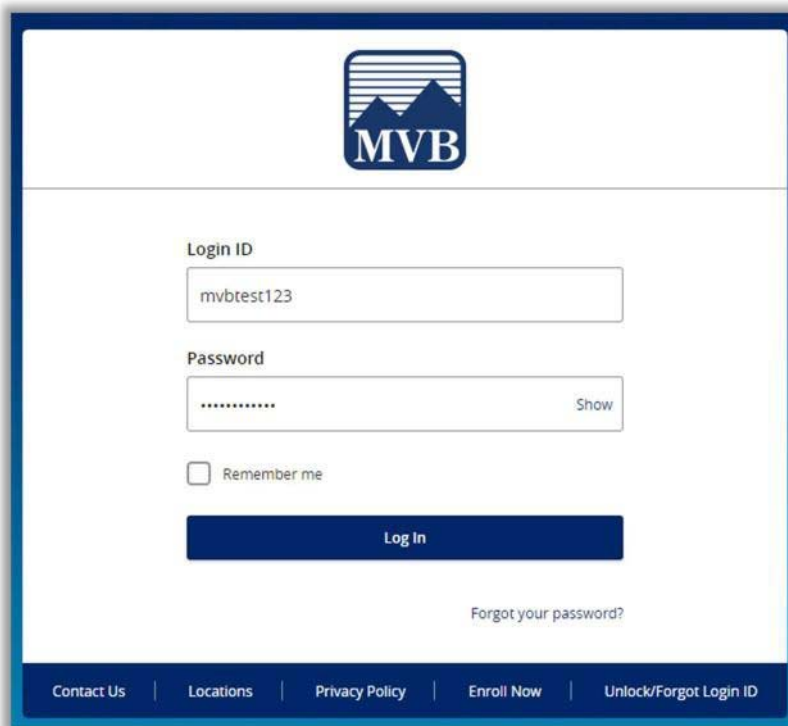
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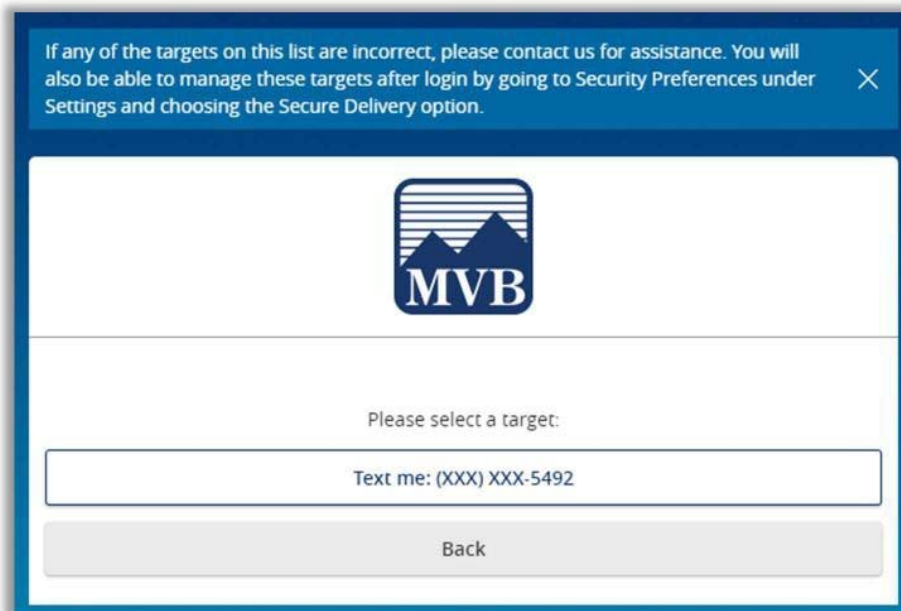
First Time Login

1. Enter your login credentials and click Log In.



The screenshot shows the MVB Business Online Banking login page. At the top center is the MVB logo, which consists of a blue square with a white mountain range and the letters 'MVB' in white. Below the logo, there is a 'Login ID' field containing the text 'mvbtest123'. Underneath that is a 'Password' field with a masked password '.....' and a 'Show' button to its right. Below the password field is a checkbox labeled 'Remember me'. At the bottom of the form is a dark blue 'Log In' button. To the right of the 'Log In' button is a link that says 'Forgot your password?'. At the very bottom of the page, there is a dark blue navigation bar with white text links: 'Contact Us', 'Locations', 'Privacy Policy', 'Enroll Now', and 'Unlock/Forgot Login ID'.

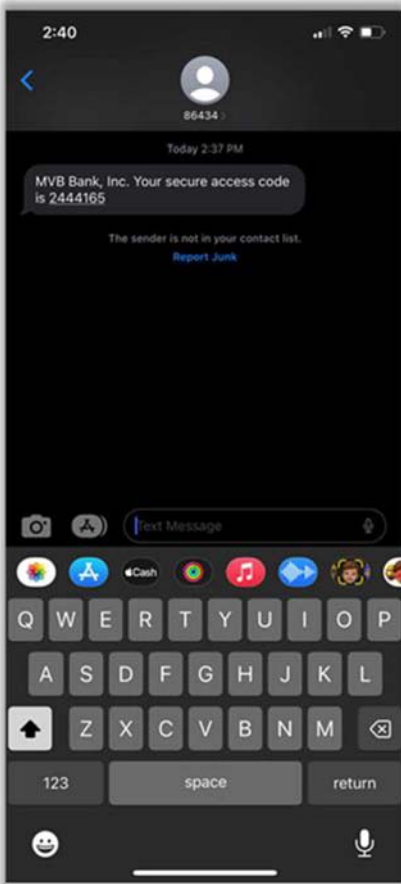
2. After logging in, you will be required to select the method for you to receive a 6-digit secure access code. If you do not see your phone number listed, please call us at 844-682-2265. If your business utilizes Secure Tokens, please skip to Step 4.
 - Note: Secure Access Codes cannot be delivered by email.



The screenshot shows a screen for selecting a target for receiving a secure access code. At the top, there is a blue banner with white text that reads: 'If any of the targets on this list are incorrect, please contact us for assistance. You will also be able to manage these targets after login by going to Security Preferences under Settings and choosing the Secure Delivery option.' To the right of this banner is a white 'X' icon. Below the banner is the MVB logo. Underneath the logo, the text 'Please select a target:' is displayed. Below this text is a white input field containing the text 'Text me: (XXX) XXX-5492'. At the bottom of the screen is a grey button labeled 'Back'.

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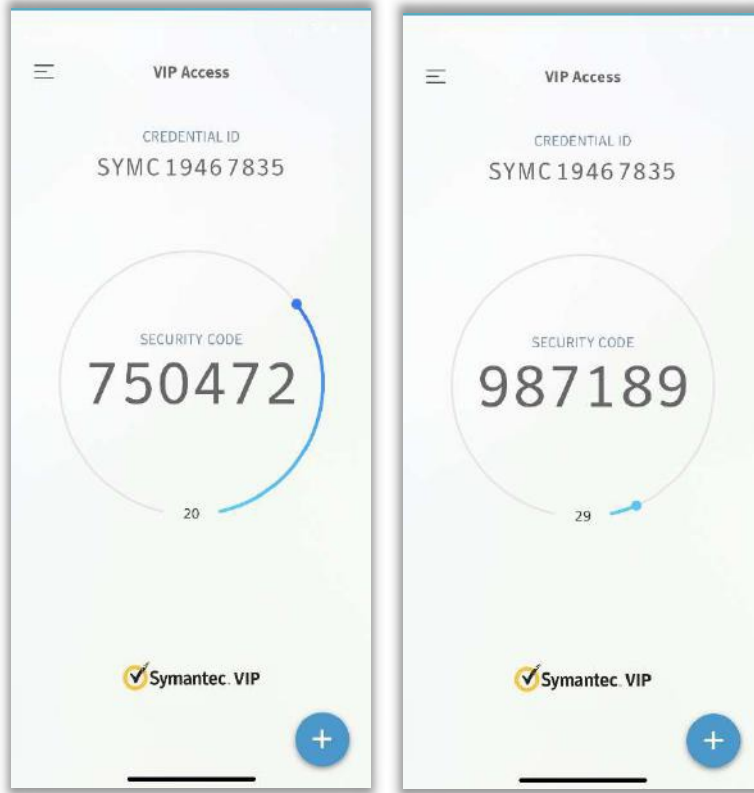
3. Enter the 6-digit code that you have received and click Submit.

A screenshot of the MVB online banking login page. At the top, there is a blue banner with white text: "Secure Access Codes are temporary, one time use codes and are active for 15 minutes after they have been requested. If you haven't yet received your code, please contact us for assistance." Below the banner is the MVB logo. Underneath the logo, it says "Enter your Secure Access Code". There is a text input field containing the code "2444165". Below the input field are two buttons: "Back" and "Submit".

4. If your business utilizes Secure Tokens, you will be prompted to enter 2 Verisign Tokens. This will be 2 different security codes provided by your VIP Access App on your cellular device.

A screenshot of the MVB online banking login page. At the top, there is a blue banner with white text: "Secure Access Codes are temporary, one time use codes and are active for 15 minutes after they have been requested. If you haven't yet received your code, please contact us for assistance." Below the banner is the MVB logo. Underneath the logo, it says "Enter your Secure Access Code". There are two text input fields. The first field contains the text "Enter Verisign Token" and the second field contains the text "Enter Second Verisign Token". Below the input fields are two buttons: "Back" and "Submit".

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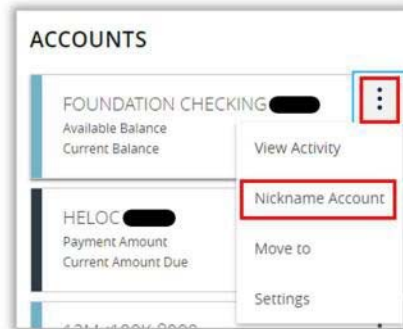
5. Enter both security codes and click Submit.

A screenshot of the MVB online banking interface. At the top, a blue banner contains the text: 'Secure Access Codes are temporary, one time use codes and are active for 15 minutes after they have been requested. If you haven't yet received your code, please contact us for assistance.' with a close button (X) on the right. Below the banner is the MVB logo. Underneath the logo, the text 'Enter your Secure Access Code' is displayed. There are two input fields: the top one is empty and contains six dots; the bottom one contains the code '987189' and has a visibility toggle icon on the right. At the bottom of the form are two buttons: 'Back' and 'Submit'.

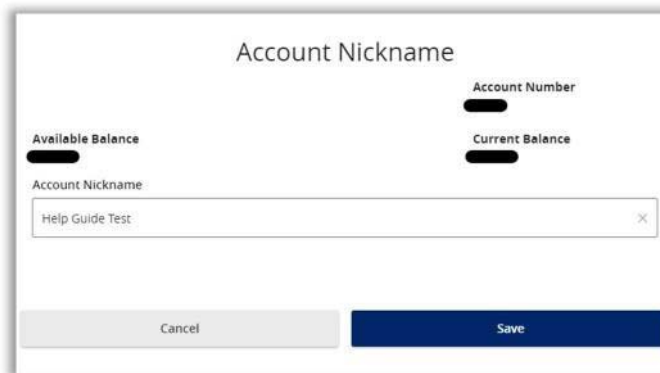
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Nicknaming Accounts

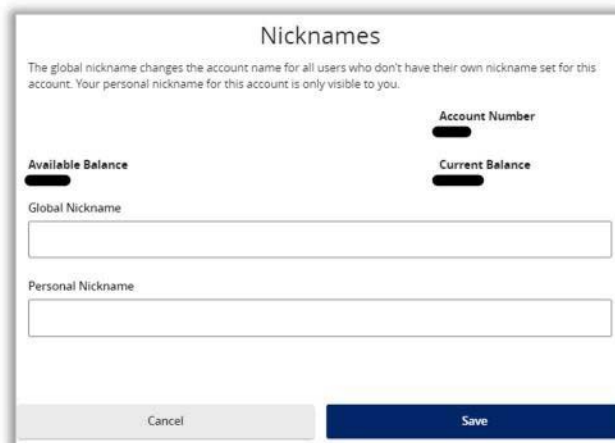
1. To assign a nickname to an account, click the ellipsis to the right of the account and select Nickname Account.



2. Enter the nickname you wish to assign to this account. Click Save.
 - Note: The nickname you assign to the account will only reflect on the login that assigned the nickname. All users will need to nickname their accounts for their own profile.

A screenshot of the 'Account Nickname' form. At the top, it displays account details: 'Available Balance', 'Account Number', and 'Current Balance', each followed by a redacted value. Below this is a text input field labeled 'Account Nickname' containing the text 'Help Guide Test'. At the bottom of the form are two buttons: 'Cancel' and 'Save'.

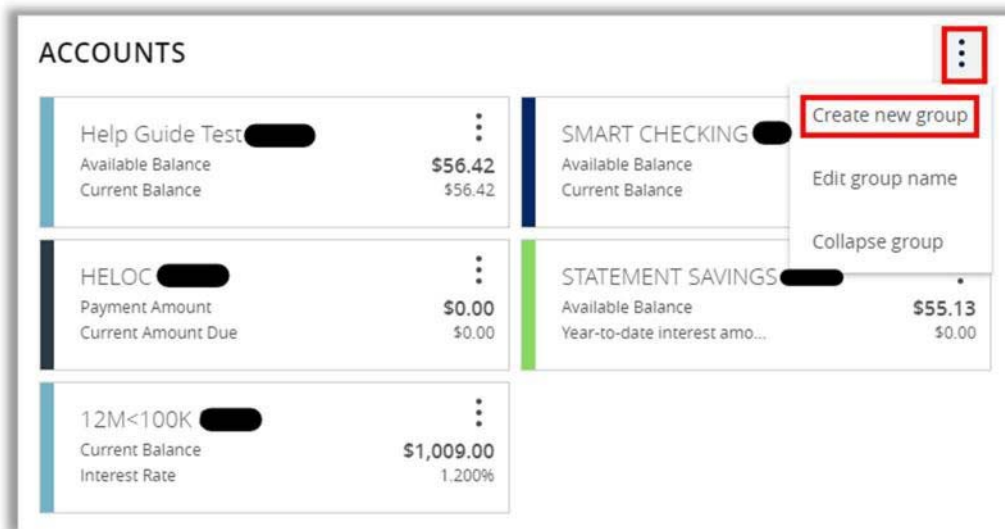
- Note: Admins can assign a nickname that will reflect across all users by changing the Global Nickname. Non-admins will not have this option.

A screenshot of the 'Nicknames' form. It includes a header and a descriptive paragraph: 'The global nickname changes the account name for all users who don't have their own nickname set for this account. Your personal nickname for this account is only visible to you.' Below the text are two text input fields: 'Global Nickname' and 'Personal Nickname'. At the bottom are 'Cancel' and 'Save' buttons.

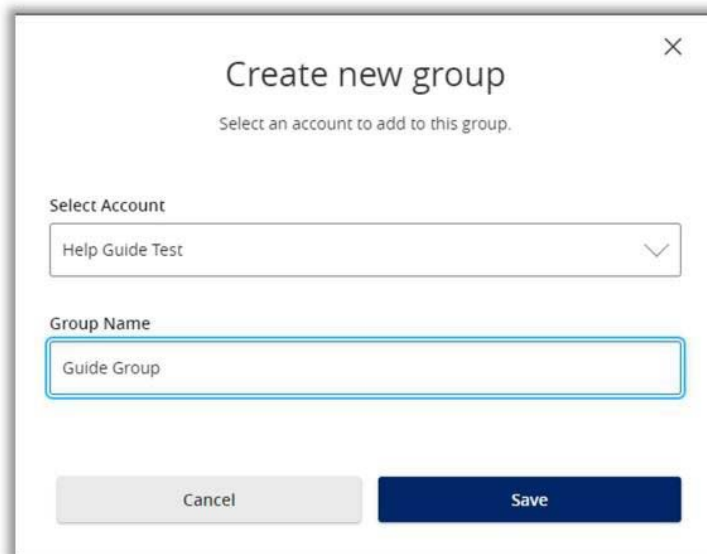
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Grouping Accounts

1. To create a Group, click the ellipsis to the right of the group and click Create New Group.



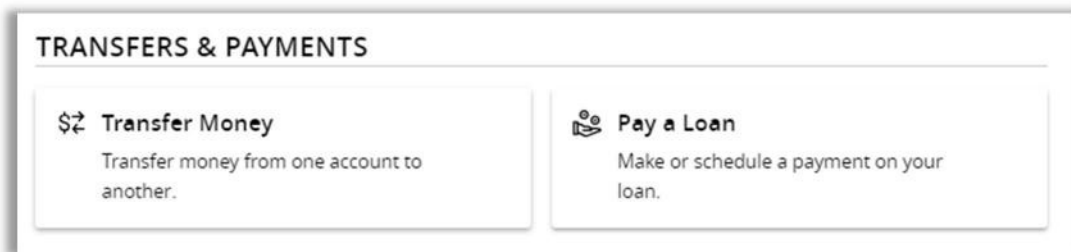
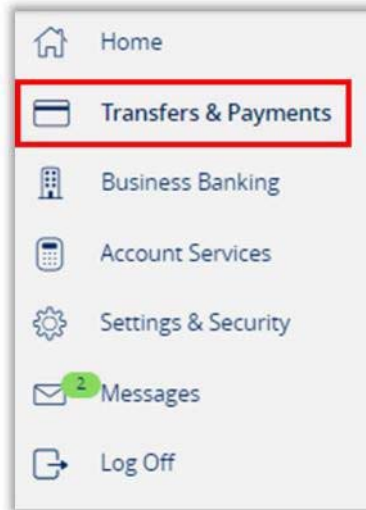
2. Select the accounts you want to add to the group, add a name for the group, and click Save. To add additional accounts to the group, select the account and drag it into your group.



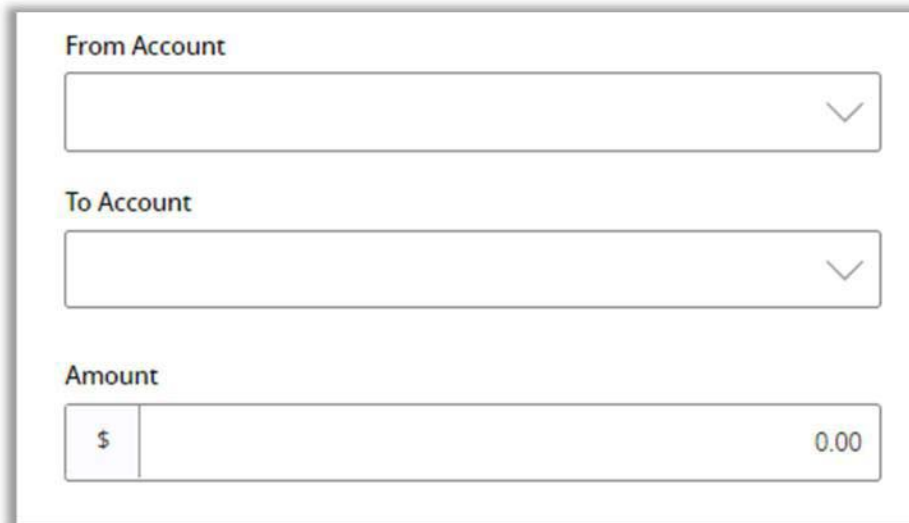
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Funds Transfer

1. To initiate a one-time or recurring internal transfer, please locate the Transfers & Payments tab to the left of your screen. Click Transfer Money.



2. Select the 'From' and 'To' account from the drop-down menus. Enter your transfer amount.



3. For a single transfer, leave the 'Frequency' as One Time Transfer.
For a recurring transfer, select your desired frequency from the drop-down menu.

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Frequency

One time transfer

✓ One time transfer

1st of the month

Last day of the month

1st & 15th of the month

15th & last day of the month

Weekly

4. Select your desired transfer date and click Transfer Funds.

Transfer Date

1/10/2024

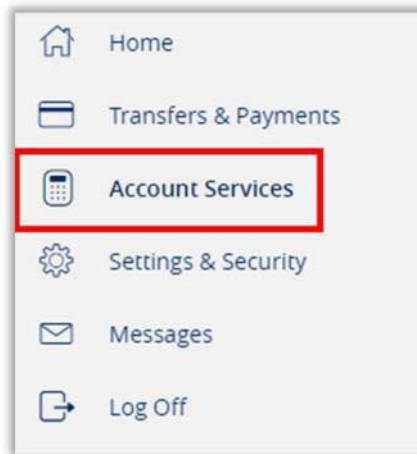
Memo (optional)

Transfer Funds

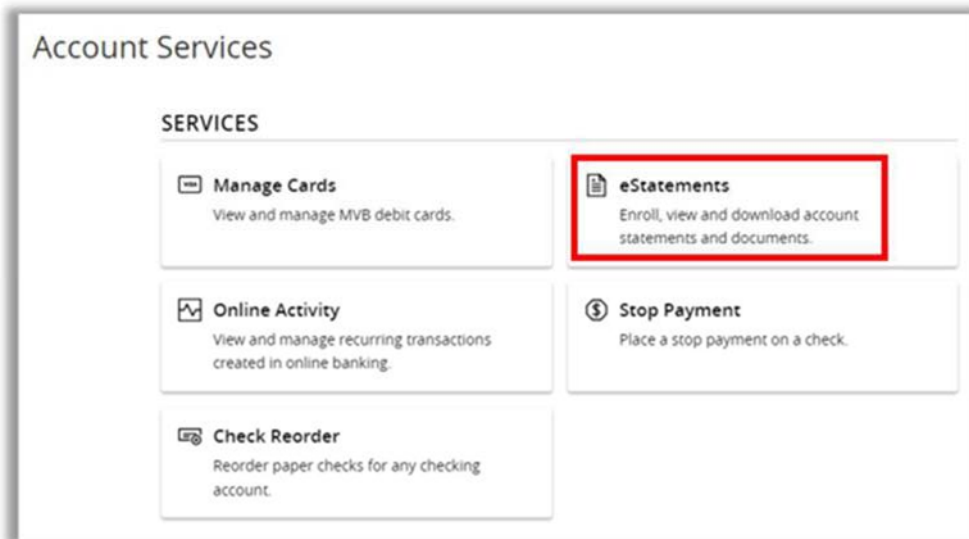
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Enroll/Pull eStatements

1. To locate your e-statements, please click on the Account Services tab to the left of your screen.



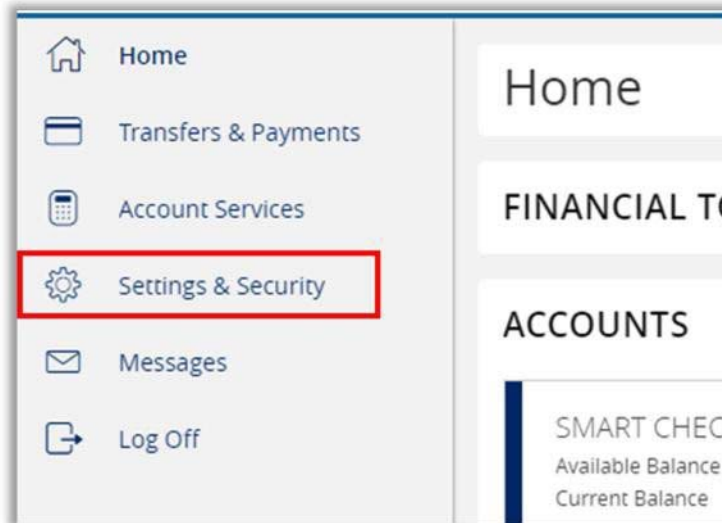
2. Click eStatements under Services.



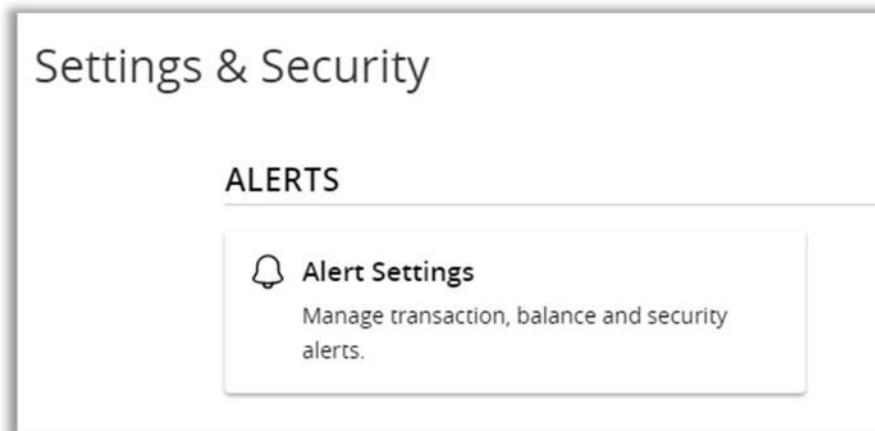
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Creating Alerts

1. To manage existing alerts or to create new alerts, click Setting & Security to the left of your screen.

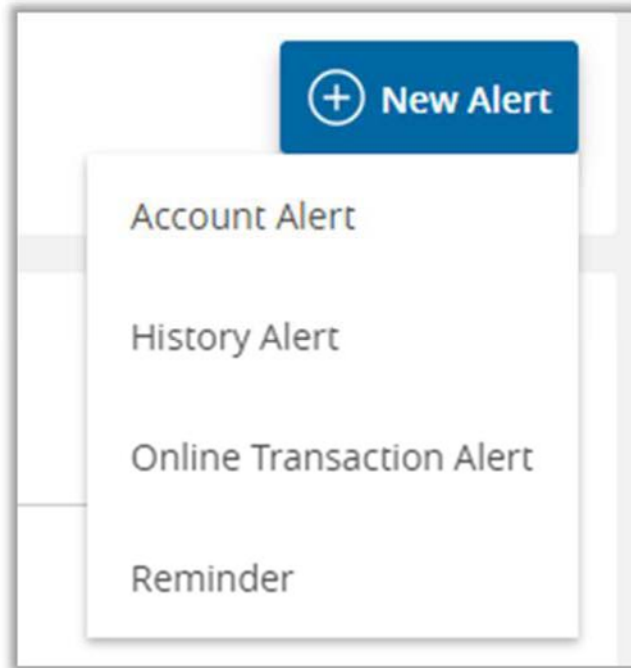
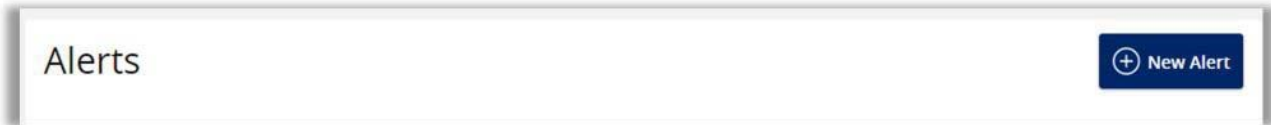


2. Click Alert Settings under Alerts.

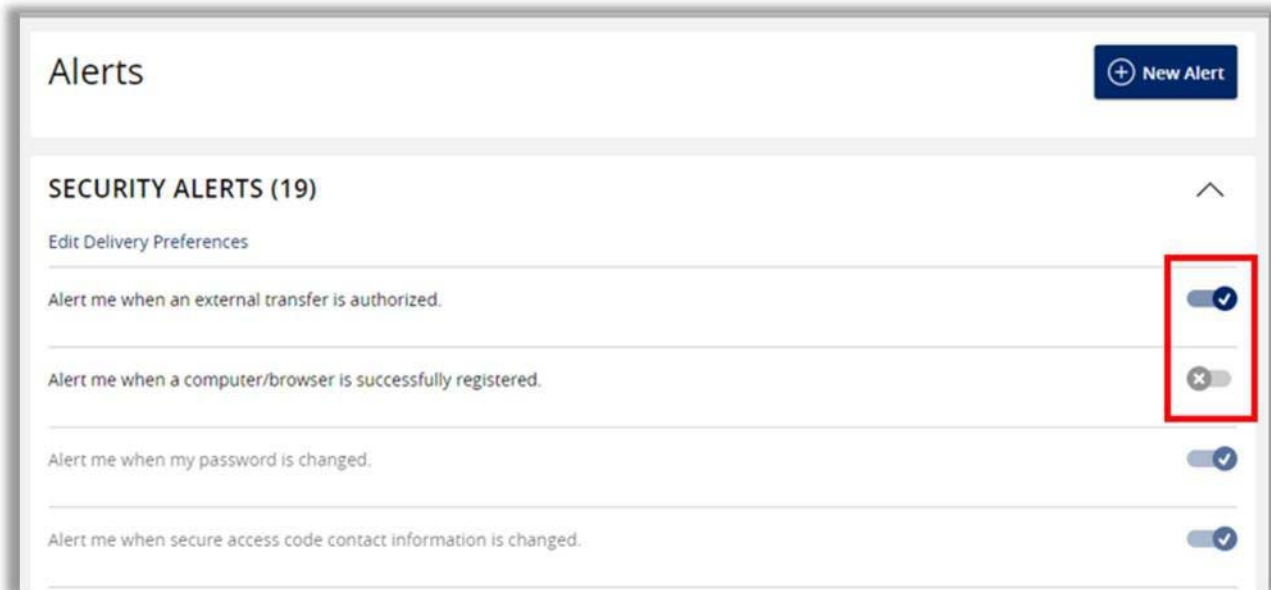


3. To create a new alert, click New Alert.
Account Alerts: High/low balance alerts, debit card alerts, loan payment alerts, transfer initiation alerts, deposit/withdraw alerts and more. Please see section Account Alerts for more.
History Alerts: debit/credit transaction alerts, alerts for a specific check number, and more. Please see section History Alerts for more information.
Online Transaction Alerts: Related to transactions created in Online Banking. Please see section Online Transaction Alerts for more information.
Reminders: Can be set for birthdays, meetings, appointments, and more.

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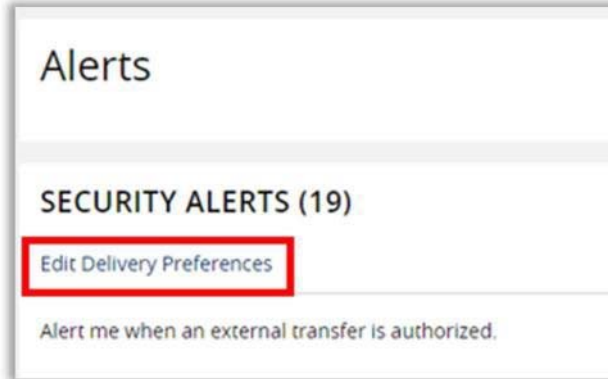


4. On the Alerts Settings screen, you can also modify your Security Alerts. If there is a blue check icon to the right of the alert, it has been enabled. If there is a grey X icon to the right of the alert, it has been turned off. Click on the icon to change the alert to On or Off.

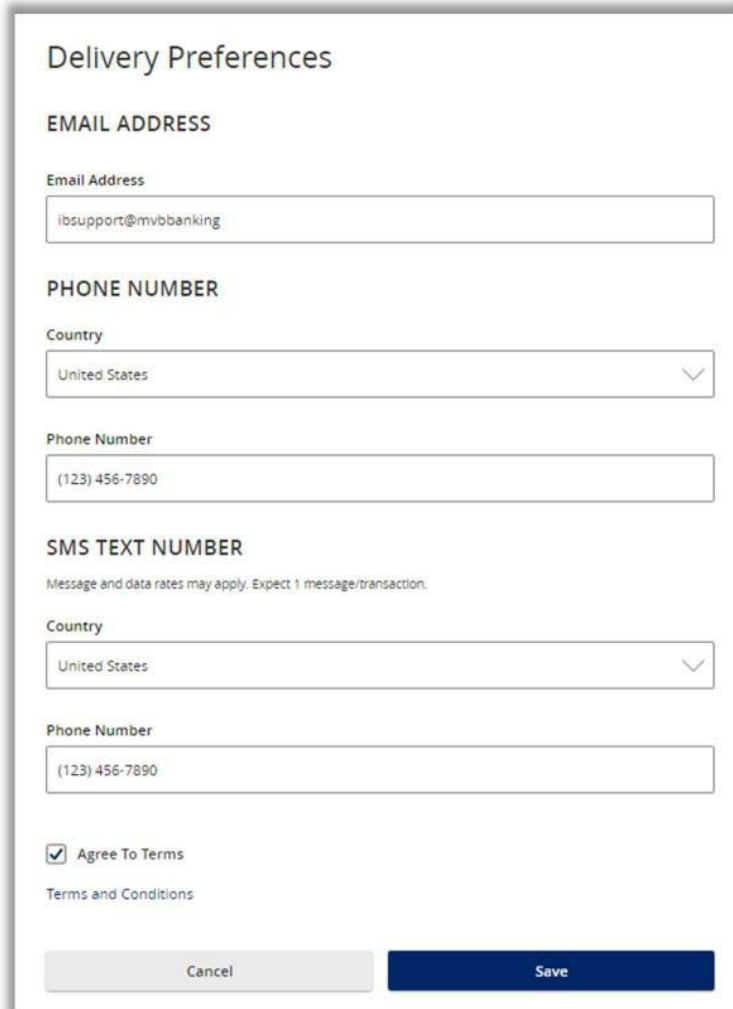


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5. You can edit the Delivery Preferences of the Security Alerts, by clicking Edit Delivery Preferences.



6. You can edit the email address, phone number, and SMS text number for Security Alerts. If you have edited any Delivery Preferences, agree to the Terms and click Save.



The screenshot shows a "Delivery Preferences" form. It is divided into three main sections: "EMAIL ADDRESS", "PHONE NUMBER", and "SMS TEXT NUMBER".

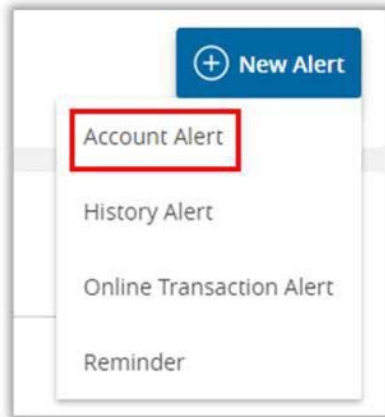
- EMAIL ADDRESS:** A text input field labeled "Email Address" containing the text "ibsupport@mvpbanking".
- PHONE NUMBER:** A dropdown menu labeled "Country" with "United States" selected. Below it is a text input field labeled "Phone Number" containing "(123) 456-7890".
- SMS TEXT NUMBER:** A note states "Message and data rates may apply. Expect 1 message/transaction." Below it is a dropdown menu labeled "Country" with "United States" selected. Below that is a text input field labeled "Phone Number" containing "(123) 456-7890".

At the bottom of the form, there is a checkbox labeled "Agree To Terms" which is checked. Below the checkbox is the text "Terms and Conditions". At the very bottom, there are two buttons: a grey "Cancel" button and a blue "Save" button.

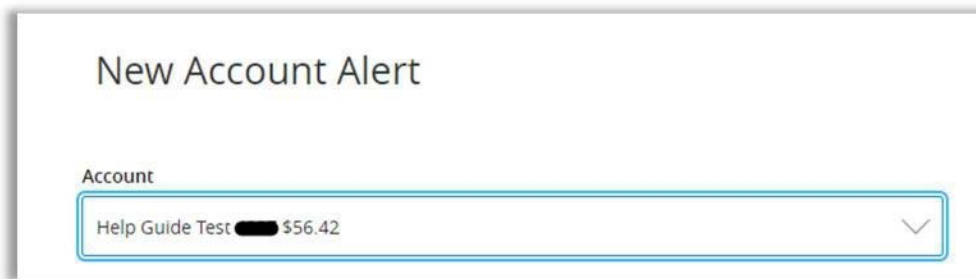
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Account Alerts

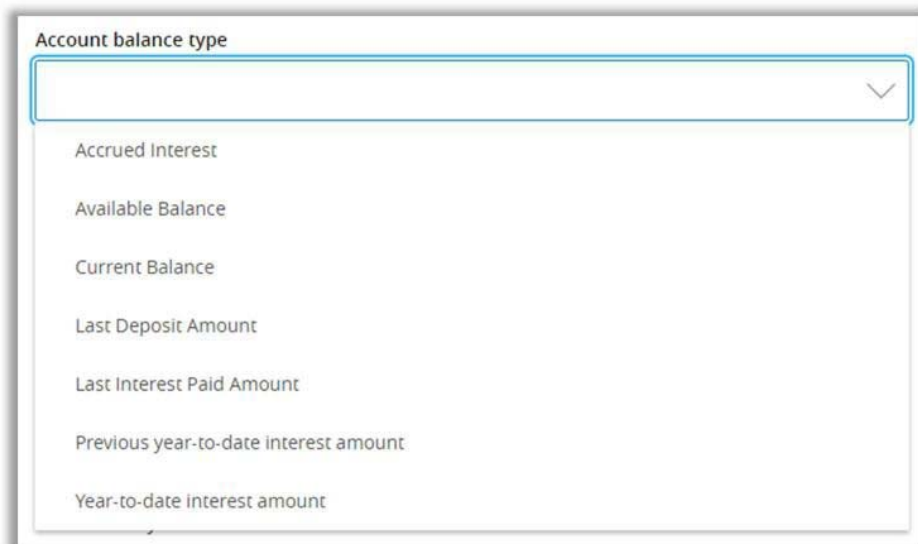
1. To create a New Account Alert, click New Alert on your Alert Setting screen and click Account Alert.



2. Select the account you wish to set up the alert for from the Account dropdown menu.



3. Select the Account Balance Type, Frequency, Amount criteria, and Alert Delivery Method. Click Create Alert.



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Frequency

When alert criteria is met

Every day

Every week

Every month

Every year

Amount

More than Less than Exactly

\$ 0.00

Alert Delivery Method

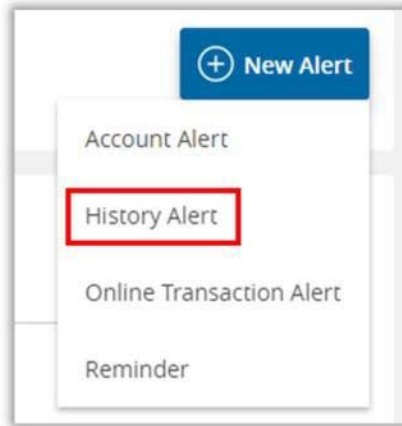
Email Voice SMS Text Message Secure Message Only

Go back Create Alert

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History Alerts

1. To create a New Account Alert, click New Alert on your Alert Setting screen and click History Alert.



2. Select the transaction type you wish to create the alert for. Enter the Amount criteria, select the account number from the dropdown menu, and select the Alert Delivery Method. Click Create Alert once you have finished.

New History Alert

Transaction Type

Amount

\$

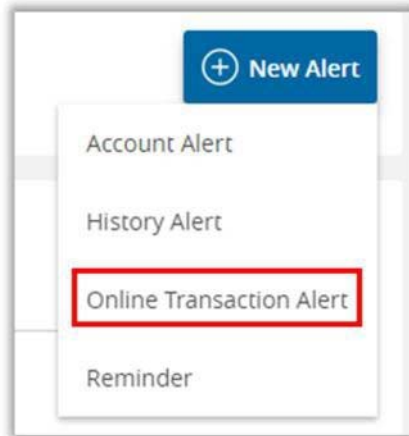
Account

Alert Delivery Method

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Online Transaction Alerts

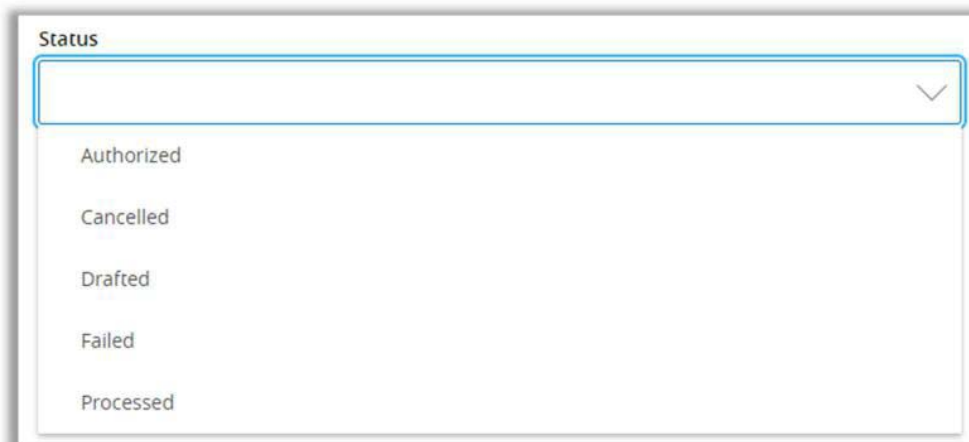
1. To create a New Account Alert, click New Alert on your Alert Setting screen and click Online Transaction Alert.



2. Select the transaction type you wish to set the alert for from the drop down menu.



3. Select the Status from the drop-down menu and select your Alert Delivery Method. Click Create Alert once you have finished.



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Alert Delivery Method

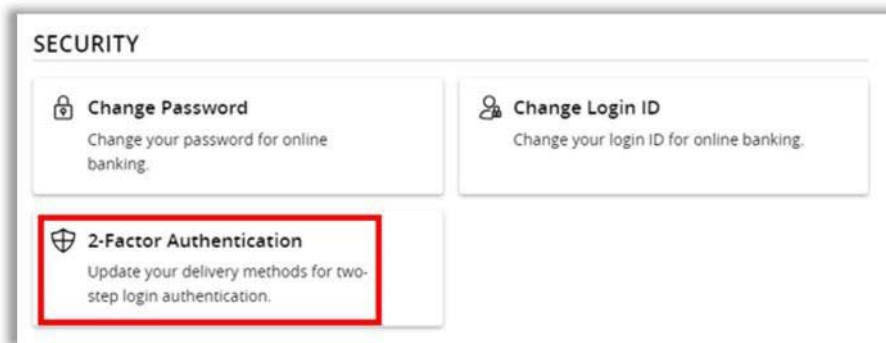
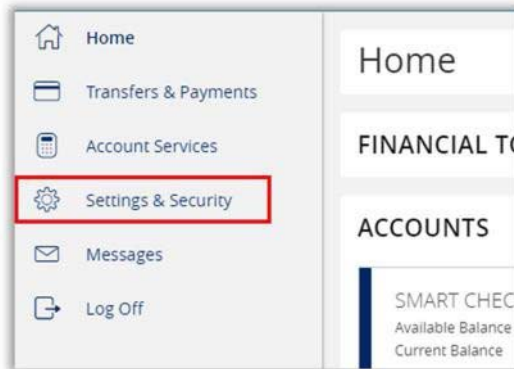
Email	Voice	SMS Text Message	Secure Message Only
-------	-------	------------------	---------------------

Go back Create Alert

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2-Factor Authentication

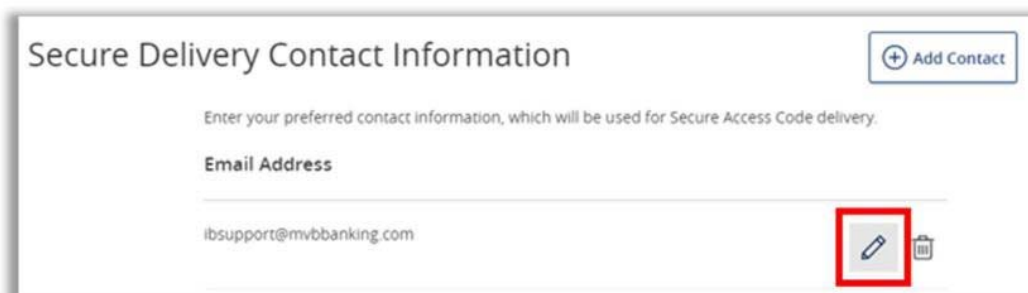
1. To update or change your 2-Factor Authentication delivery method, locate the Settings & Security tab to the left of your screen and click 2-Factor Authentication under Security.



2. Select Add Contact to add an email or phone number to your delivery methods. Please make sure that you have a valid email address and phone number if you do not already.



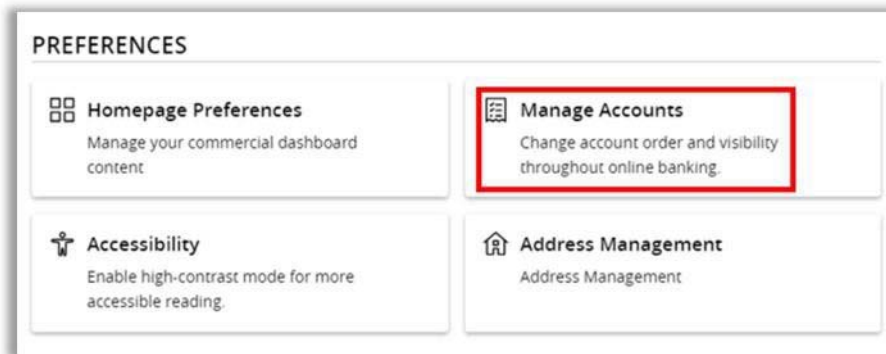
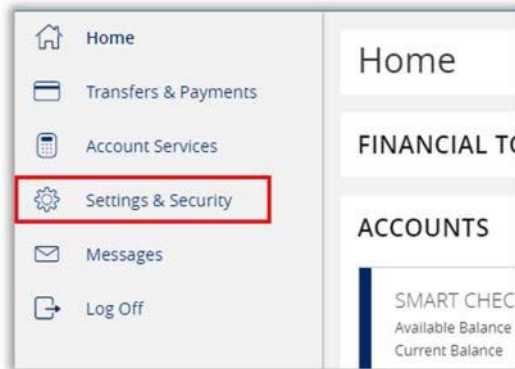
3. Click the pencil icon to the right of any of your existing delivery methods to edit.



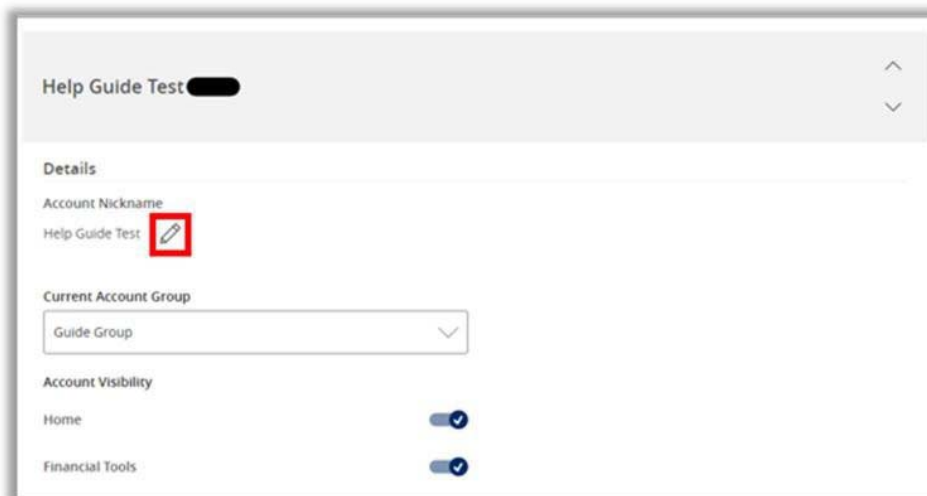
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Manage Accounts

1. To edit the order or visibility of your accounts in your Online Banking, locate the Settings & Security tab to the left of your screen. Then click on the Manage Accounts tab under Preferences.



2. Click on the name of the account to reveal Account Nickname, assigned group, and Account Visibility. To edit, click the toggles to the right of visibility, change the group from the dropdown menu, or click the pencil icon to change the nickname.



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3. Click the up or down arrows to the right of the account to edit the order they are shown on the landing page.

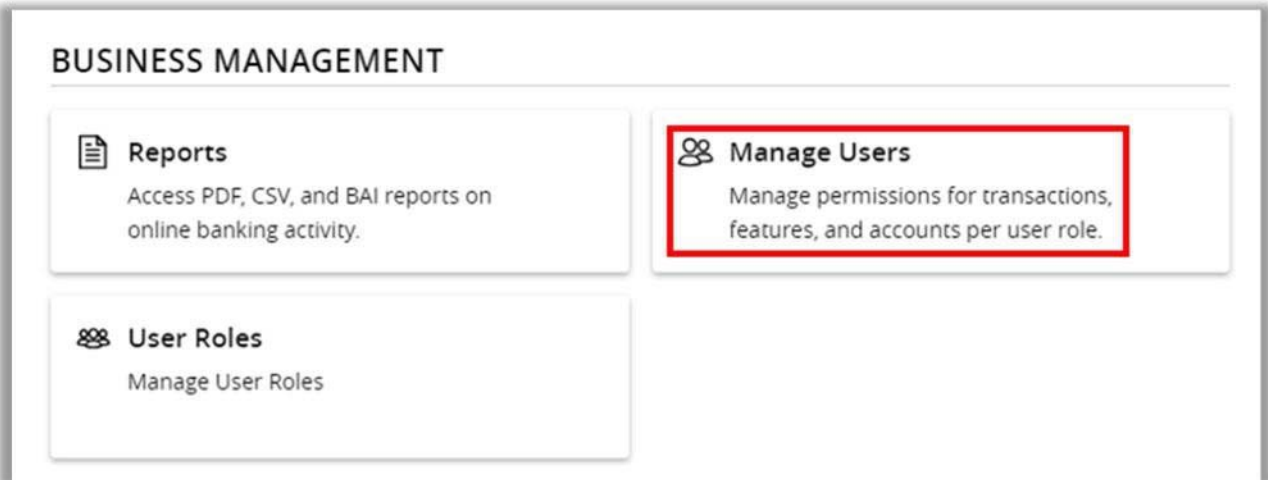
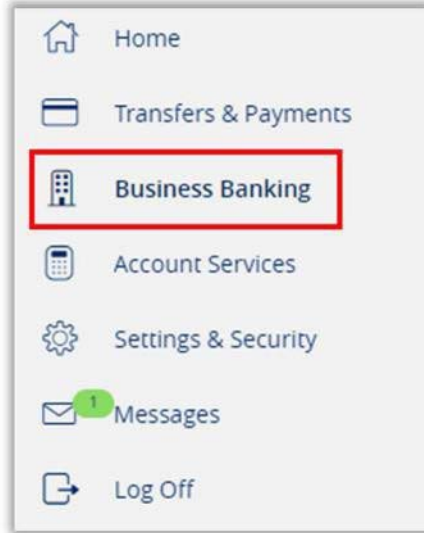


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Adding or Managing a User

□ Note: To have access to this privilege, the user must be an Admin user.

1. To edit or add a new user to your company. Locate the Business Banking tab to the left of your screen. Then click Manage Users under Business Management.



2. To add a new User, click New User.
Enter all of the user's information and click Save New User Details.



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New User Details

PERSONAL DETAILS

First Name Last Name Email Address

Phone Country Phone

LOGIN DETAILS

Login ID Password Confirm Password


User Role

- Unassigned
- Admin
- Accounting
- ACH/Wire
- Copy of Payables Admin
- Copy of Company Admin
- LPT User
- Test Non Rights
- Testing View Only

3. To modify an existing user, click the pencil icon to the right of the user.

User Management

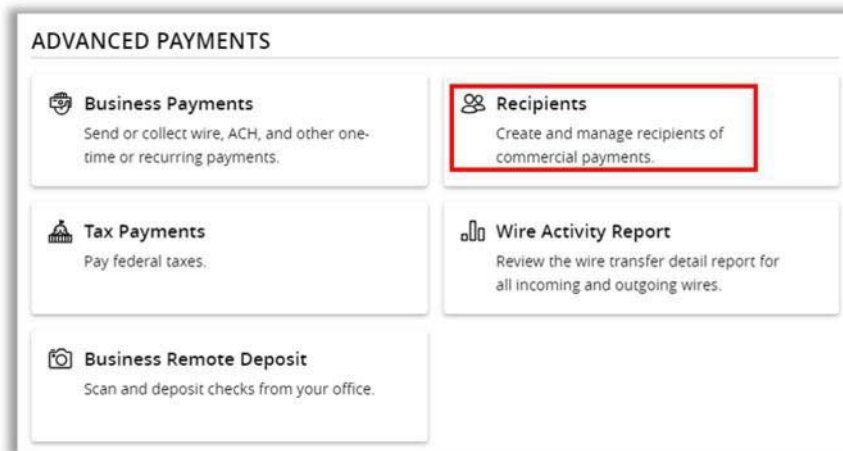
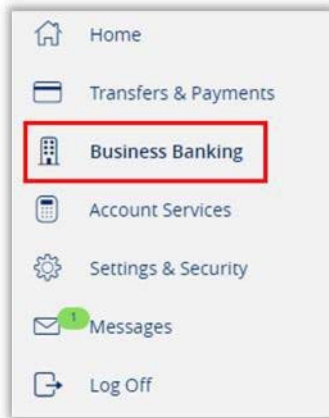
User ^	Email Address ^	Role	Status ^	Last login ^
AA Help Guide User	ibsupport@mvpbanking.com	Unassigned	Login Disabled	



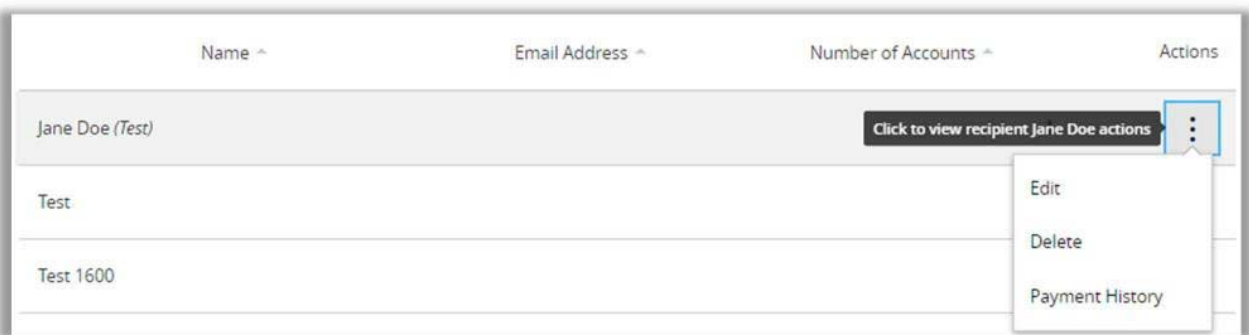
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Adding/Managing Recipients

1. To add a new recipient, locate the Business Banking tab to the left of your screen. Click Recipients under Advanced Payments.



2. To add a new recipient, please skip to Step 4
To edit an existing recipient, click the ellipsis to the right of the recipient and click Edit.



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Edit Jane Doe

Display Name * Email Address Send email notifications for template payments

Accounts (1) [+ Add account](#)

Account	Payment Type	Financial Institution (FI)	Routing Number
Checking - *3791	ACH Only		051504597

Recipient Details

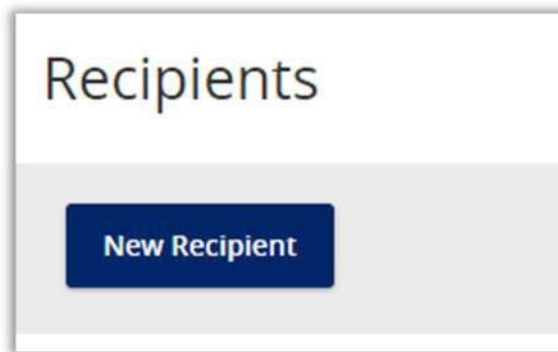
Wire Name ACH Name * ACH ID

Country Address 1 Address 2

City State ZIP

Templates (0)

3. Edit any information needed and click Save Recipient.
4. Click New Recipient.



5. Enter the recipient's Display Name.
 - Note:** If you would like this recipient to receive email notification that a payment has been completed, click the checkbox, and add their email address. Recipients will not receive notification until the payment has been processed.

Add Recipient

Display Name * Email Address Send email notifications for template payments

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- Select the recipient's payment type and enter their account information.
 - Note: If the recipient has multiple accounts, click the + Add Account.

The image shows two dropdown menus side-by-side. The first is labeled 'Payment Type' and has 'ACH and Wire' selected. The second is labeled 'Account Type *' and has 'Select Account Type' selected. The 'Account Type' dropdown is open, showing options: 'Select Account Type', 'Checking', 'Savings', and 'Loan'.

The screenshot shows the 'Accounts (1)' section. At the top right is a '+ Add account' link. Below is a table with columns: Account, Payment Type, Financial Institution (FI), and Routing Number. The table contains one row: 'Account - New', 'ACH and Wire', and 'N/A'. Below the table are several form fields: 'Payment Type' (ACH and Wire), 'Beneficiary Type' (Domestic), 'Account Type *' (Select Account Type with a warning icon), 'Account *' (empty), 'Financial Institution (FI)' (Search by name or routing #), and 'ACH Routing Number *' (empty).

- Enter the beneficiary financial institution and intermediary financial institution (if applicable) information for Wire payments. Click the Check icon once all information has been entered.

The screenshot shows the 'Beneficiary FI' and 'Intermediary FI' forms. The 'Beneficiary FI' section includes fields for Name, Country (United States), FI ABA Number, Address 1, Address 2, City, State (Select State), and Postal Code. The 'Intermediary FI' section includes fields for Name, Country (United States), Wire Routing Number, Address 1, Address 2, City, State (Select State), and Postal Code. At the bottom right are 'X' and checkmark buttons.

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8. Enter recipient details, assign a template (if applicable) and click Save Recipient once all information has been entered.

Recipient Details

Wire Name *	ACH Name *	ACH ID
<input type="text"/>	<input type="text"/>	<input type="text"/>
Country	Address 1 *	Address 2
United States	<input type="text"/>	<input type="text"/>
City *	State *	ZIP *
<input type="text"/>	Select State	<input type="text"/>

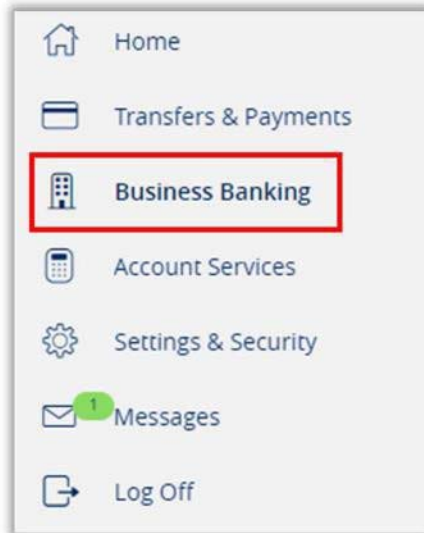
Templates (0)

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Creating an ACH

- Note: The following steps are to initiate a SINGLE batch. If you are uploading multiple batches in a file, please note that the batches will need to be separated into individual files.

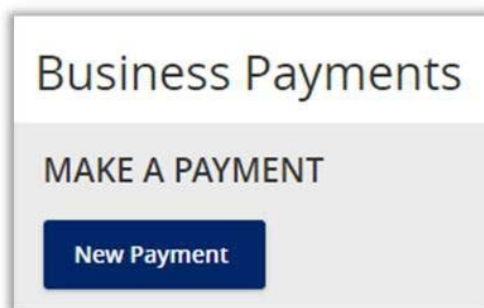
1. To begin creating an ACH batch, click on the Business Banking tab to the left of your screen.



2. Click Business Payments under Advanced Payments.



3. Select New Payment and determine what type of ACH payment you are wanting to send.



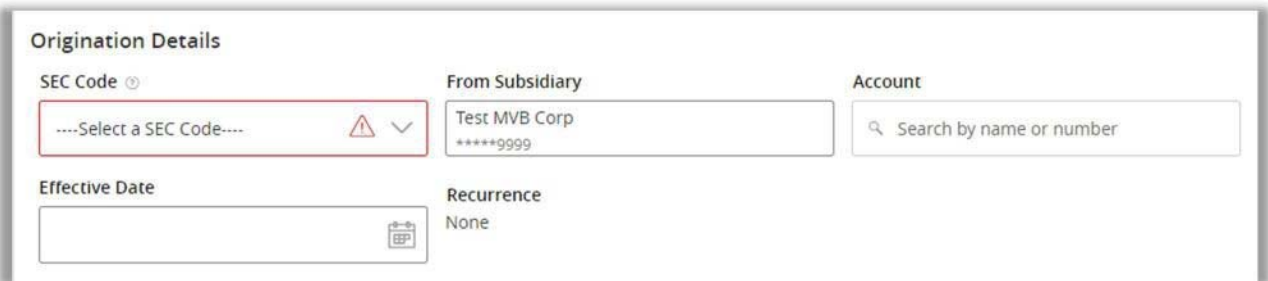
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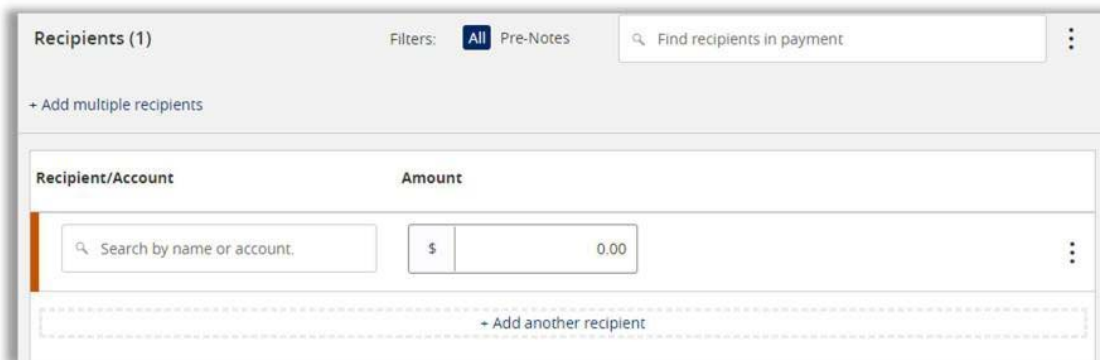
- To upload your batch from a file, click Upload from File.
 - Note: File must be a .csv file and include the following columns:
 - Recipient Name
 - Routing Transit Number
 - Account Number
 - Account Type
 - Amount



- Enter all Origination Details.



- Enter your recipient under Recipient/Account or select Add Multiple Recipients and enter the recipient's amount.



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- Click the ellipsis to the right of the recipient to notify the recipient of the payment.

The screenshot displays a payment interface with a table of recipients. The table has two columns: 'Recipient/Account' and 'Amount'. The first row shows 'Bogus Bank Checking' with account number '1914837' and an amount of '\$ 0.00'. To the right of this row is a dropdown menu with the title 'Show payment actions for account'. The menu options are: Copy, Remove, Expand Row, Show Details, and Notify Recipient. Below the table is a dashed box with the text '+ Add another recipient'. At the bottom left, it shows '\$0.00' and '1 payments (1 for \$0.00)'. At the bottom right, there is a 'Cancel' button.

Recipient/Account	Amount
Bogus Bank Checking 1914837	\$ 0.00

+ Add another recipient

\$0.00
1 payments (1 for \$0.00)

Cancel

- Copy
- Remove
- Expand Row
- Show Details
- Notify Recipient

- Once you have completed entering in all information, click Approve or Draft.

The screenshot shows three buttons in a row: 'Cancel' (light gray), 'Draft' (dark blue), and 'Approve' (dark blue).

Cancel Draft Approve

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SEC Code Description

An SEC (Standard Entry Class) Code is a 3-letter code that describes how a payment was authorized by the recipient of an ACH transaction.

Type	Name	Standard Entry Class (SEC) Codes Description
CCD	Corporate Credit/Debit Entry	Funds are transferred between unrelated corporate entities or transferred as intra-company cash concentration and disbursement transactions.
PPD	Prearranged Payment and Deposit Entry	Credit-A single or recurring credit transaction for payment of payroll, expense reimbursement, dividends, retirement, interest, etc. Debit-A single or recurring debit transaction for collection of fixed or variable amounts for loan and mortgage payments, utilities, insurance, tuition, contributions, etc.
TEL	Telephone Initiated Entry	A single or recurring debit transaction initiated orally via the telephone.
WEB	Internet-Initiated Entry	Credit-A single or recurring credit transaction from the account of a natural person to the account of a natural person. Cannot be used for business-to-consumer transactions. Debit-A single or recurring debit transaction initiated during a secure internet or mobile session.

Typically, PPD and CCD are the most used. PPD means to a person and CCD means to a company.

For more information regarding SEC Codes, visit <https://www.moderntreasury.com/learn/sec-codes>

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ACH Processing & Cut-Off Times

Approving ACH batches

ACH batches must be fully submitted by 6pm ET to process the following business day. This means all approvals must be completed by this time.

Non-Processing Days

Please note that Non-Processing Days include non-business days such as Saturday and Sunday and all Federal Holidays. Our Online Banking will grey out Non-Processing Days to make this easier for you. If you have a recurring transaction that falls on a Non-Processing Day, it will automatically be processed on the previous business day.

2024 Federal Holidays

January 1	Monday	New Year's Day
January 15	Monday	Martin Luther King Jr. Day
February 19	Monday	Presidents Day
May 27	Monday	Memorial Day
June 19	Wednesday	Juneteenth
July 4	Thursday	Independence Day
September 2	Monday	Labor Day
October 14	Monday	Columbus Day
November 11	Monday	Veterans Day
November 28	Thursday	Thanksgiving
December 25	Wednesday	Christmas Day

MVB Bank Processing Times

ACH processing times for Same Day: 10am, 12 pm, and 3:17pm EST

ACH processing times after End-Of-Day cut-off: 6:30pm and 7:45pm EST

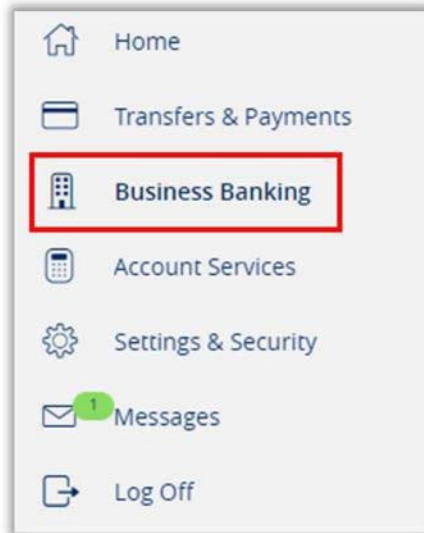


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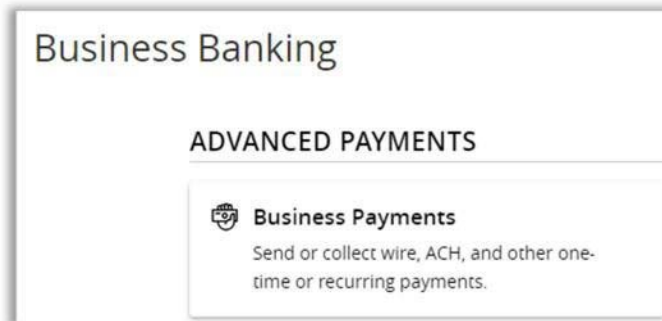
Creating a Wire

- Note: This is to process a SINGLE wire. If you are processing a large number of wires at one time, please contact your relationship banker to discuss additional options that may be available to you.

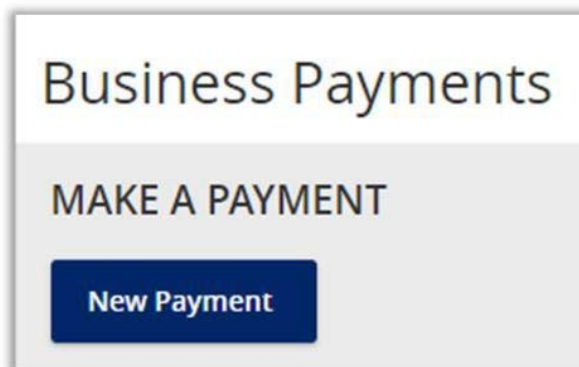
1. To begin creating a Wire, click on the Business Banking tab to the left of your screen.



2. Click Business Payments under Advanced Payments.



3. Select New Payment and click Domestic Wire.



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The screenshot shows a 'MAKE A PAYMENT' header with a blue 'New Payment' button. Below the button is a dropdown menu with the following options: ACH, ACH Batch, ACH Collection, Payroll, Wire, and Domestic Wire.

4. Enter all Origination Details.

The 'Origination Details' form contains the following fields:

- From Subsidiary:** Search by name
- Account:** Search by name or number
- Process Date:** Calendar icon
- Recurrence:** None

5. Enter wire recipient information. Enter amount of wire and the appropriate subsidiary (wire company) from which to initiate the wire. The Message to Beneficiary (or Wire Purpose). Click Approve once completed.

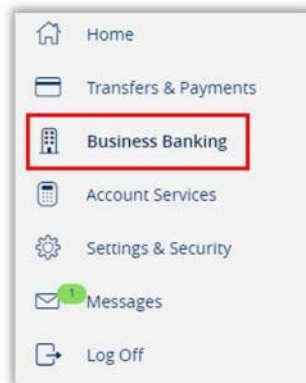
The 'Domestic Wire' form includes the following sections:

- Origination Details:** From Subsidiary (Search by name), Account (Search by name or number), Process Date (calendar icon), Recurrence (None).
- Wire Details:** Recipient/Account (Search by name or account), Amount (\$ 0.00), Message to Beneficiary (Wire Purpose) (text area with warning icon).
- OPTIONAL WIRE INFORMATION:** Expandable section.
- Buttons:** Cancel, Draft, Approve.

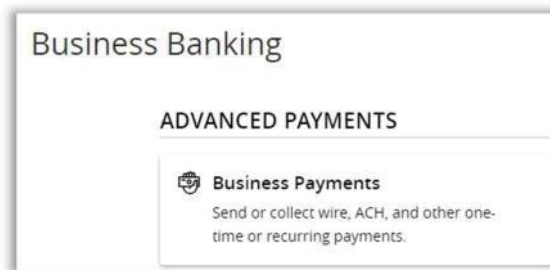
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Creating a Template

1. To begin creating a template, click on the Business Banking tab to the left of your screen.



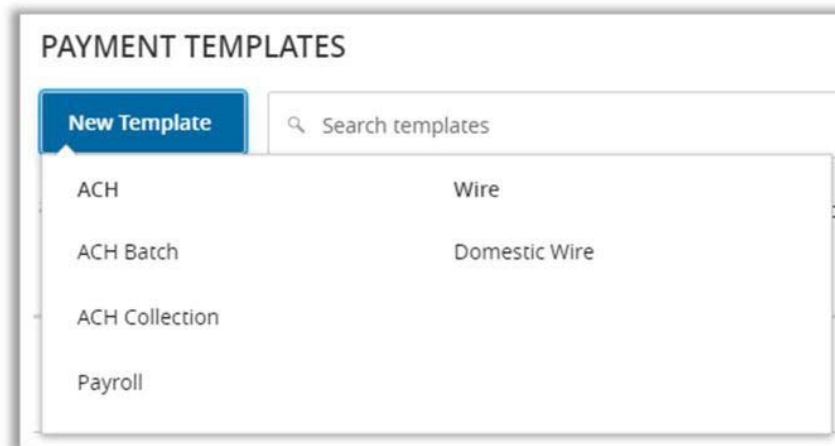
2. Click Business Payments under Advanced Payments.



3. Click New Template.



4. Select the type of template being made.



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ACH Template

1. Enter the Template Name, this name will be displayed for you in your list of templates.

Template Properties

Template Name	Template Access Rights
<input type="text"/>	6 of 8 user roles selected

2. Enter the Origination Details:
SEC Code: PPD or CCD
From Subsidiary: The business you select will show on your recipient's account.
Account: The internal funding accounts.

Origination Details

SEC Code ⓘ <input type="text" value="----Select a SEC Code----"/>	From Subsidiary <input type="text" value="Test MVB Corp
*****9999"/>	Account <input type="text" value="Search by name or number"/>
--	---	--

3. Enter the recipient information or click Add Multiple Recipients. Click Save once finished.

Recipients (1)

Filters: **All** Pre-Notes

+ Add multiple recipients


Recipient/Account	Amount
<input type="text" value="Search by name or account."/>	\$ <input type="text" value="0.00"/>
+ Add another recipient	

\$0.00
1 payments (1 for \$0.00)

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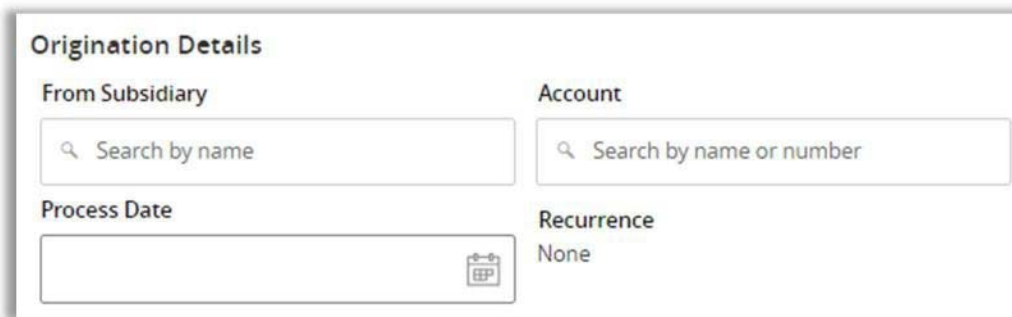
Wire Template

1. Enter the Template Name, this name will be displayed for you in your list of templates.



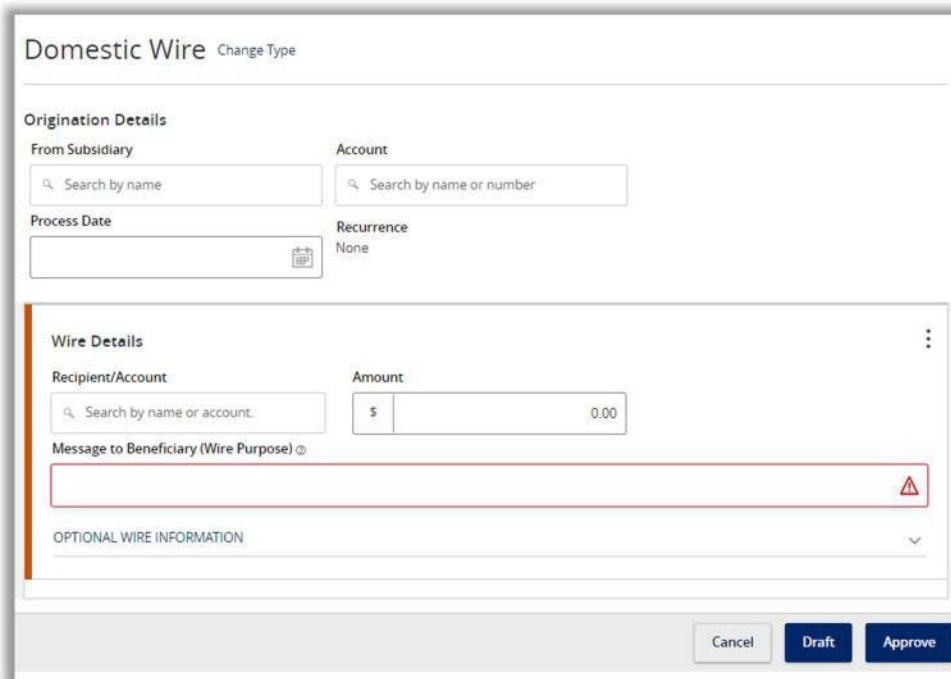
The screenshot shows a form titled "Template Properties". It has two main sections: "Template Name" with a text input field, and "Template Access Rights" which displays "6 of 8 user roles selected".

2. Enter the Origination Details:
From Subsidiary: The business you select will show on your recipient's account.
Account: Internal funding account.



The screenshot shows a form titled "Origination Details". It contains four fields: "From Subsidiary" (search by name), "Account" (search by name or number), "Process Date" (calendar icon), and "Recurrence" (set to None).

3. Enter the recipient information or click Add Multiple Recipients. Click Save once finished.

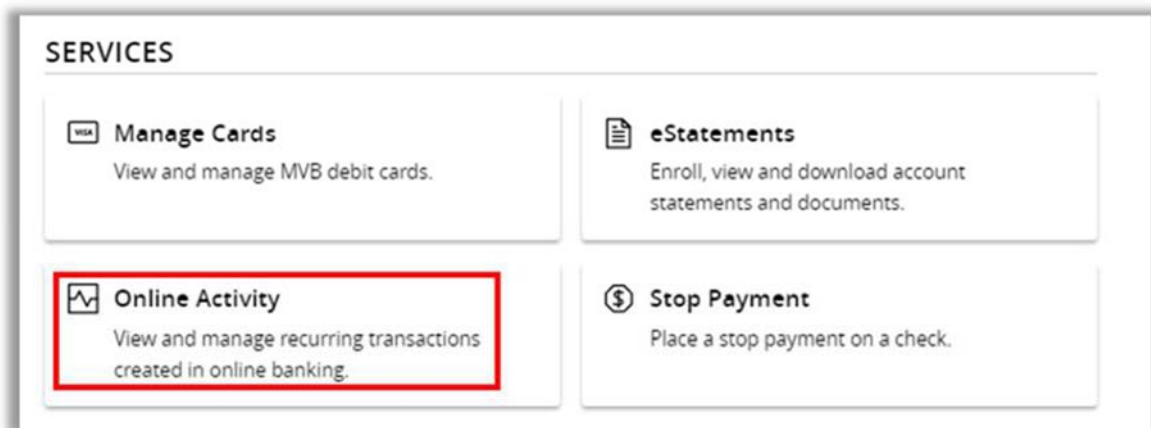
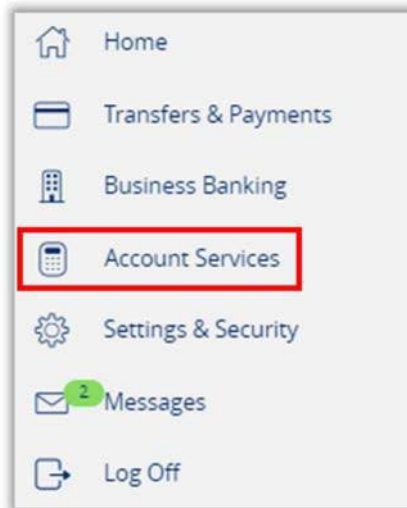


The screenshot shows a form titled "Domestic Wire" with a "Change Type" link. It includes the "Origination Details" section from the previous step. Below it is the "Wire Details" section, which has a "Recipient/Account" field (search by name or account), an "Amount" field (set to \$ 0.00), and a "Message to Beneficiary (Wire Purpose)" text area with a warning icon. At the bottom, there is an "OPTIONAL WIRE INFORMATION" section and three buttons: "Cancel", "Draft", and "Approve".

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Transaction Status

1. To locate specific transactions and their status, locate the Account Services tab to the left of your screen and click Online Activity.



2. From this screen you will be able to see all transactions submitted in Online Banking and their status.

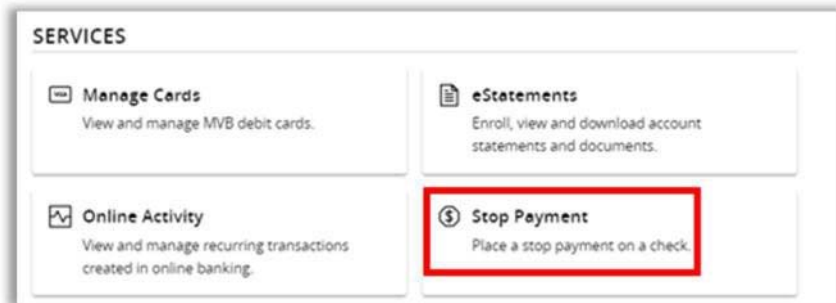
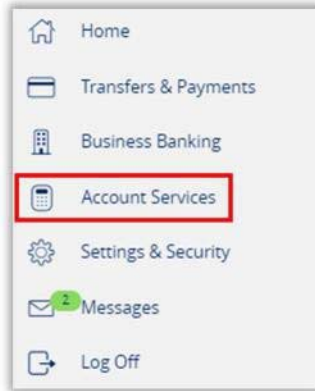
Drafted	Transaction has been created but has NOT been approved. All drafted transactions must be approved by 4 pm on the processing date. After 4 pm on the processing date, the transactions will need to be resubmitted.
Authorized	Transaction has been approved and no additional action is needed.
Processed	Final status of the transaction, after transaction has been authorized and is leaving MVB.
Cancelled	Transaction has been cancelled by a user before ACH batches have been processed by MVB.
Failed	For information about your failed transaction, please contact your relationship banker.
On Hold	To resolve On Hold statuses, please call us at 844-682-2265.

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Stop Payment

□ Note: Any Stop Payments entered are subject to a fee.

1. To add a Stop Payment, please find the Account Services tab to the left of your screen and click Stop Payment.



2. Enter all check information and click Request Stop Payment.

Stop Payment

Complete the fields below to make a stop payment request based on known payment information.

Request type

Single Check

Multiple Checks

Account

Select an account ▼

Check number

Check amount (optional) **Check date (optional)**

Payee name (optional)

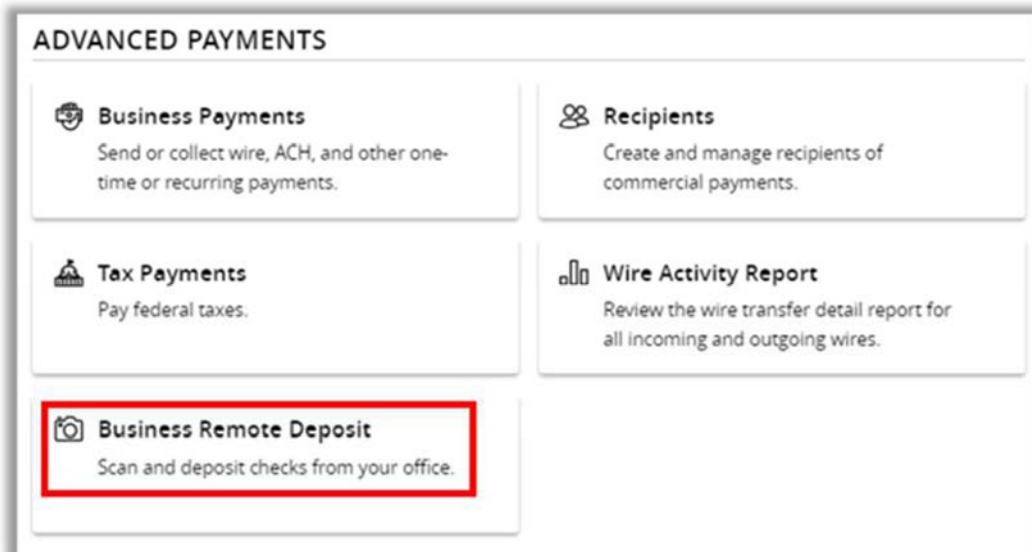
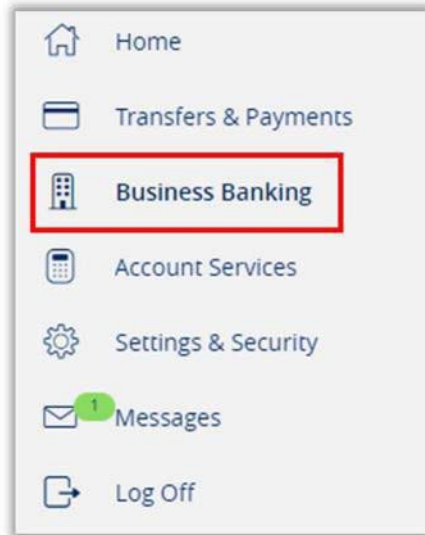
Note (optional)

Request stop payment

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Remote Deposit Capture- Scanner

- Note: If you would like to learn more about Mobile Remote Deposit Capture, please reach out to your relationship banker for service enrollment.
1. To begin your Remote Deposit Capture deposit, please locate the Business Banking tab to the left of your screen. Click Business Remote Deposit.



2. You will be directed to our merchant site, from here you will be able to continue with your deposit as normal. If you have any problems with your scanner or deposits, please contact us at 844-682-2265 for assistance.

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Positive Pay

For assistance regarding Positive Pay, please refer to the Positive Pay Help Guides on our [Client Resource Center](#).

