



American National Bank & Trust™

DIGITAL BUSINESS BANKING USER GUIDE

Welcome to Digital Business Banking!

Welcome to American National Bank & Trust Digital Business Banking! Whether you are at home or the office, using a mobile phone, tablet or laptop, we are committed to make your Business Digital Banking experience easy and convenient.

American National Bank & Trust strives to provide you with the tools your business needs to achieve its goals. Business Digital Banking shares similar features with our digital personal banking accounts, but this guide is designed to direct you through business only features.

Each section provides an overview and steps to help you through the Business Digital Banking process. If you have additional questions, Please contact contact one of customer service team members at (940) 397-2400.



Getting Started

Business Digital Banking Overview

Whether you're a large corporation, small organization, or an individual entrepreneuer our flexible Business Digital Banking can efficiently serve your needs. Depending on your size, the first steps in banking online are setting up your users and recipients for your company. After setting up these key entities, you can jump right in and experience our new system!

Users

If your business only needs one person with access to Business Digital Banking, you can set up a single login ID and password. This is typical for small companies who primarily use basic Business Digital Banking tools with occasional business transactions.

For larger organizations, our system lets you establish multiple user IDs and passwords for authorized employees. You can customize which employees get access to different features within Business Digital Banking by establishing user entitlements.

Recipients

Recipients are people or businesses to whom you send or collect money using a payment feature offered through Business Digital Banking. After creating a profile for each recipient, you can choose the method to send them money and view the respective transaction details. Each created recipient saves within the system, so you can quickly and easily make future payments.



Transaction Type Overview

Various types of payment methods are offered through Business Digital Banking including wire and ACH transfers. While both methods are quick, electronic payments, ACH transactions can be sent as a single or batch process, and funds are typically available the next business day. Wires are the fastest way to transfer money however, there are additional fees for the sender and the recipient of a wire transfer.

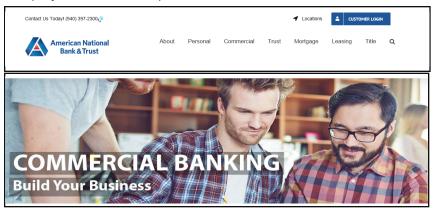
Please contact one of our customer service team members at (940) 397-2400 for a full list of wire and ACH fees or if you have any questions.

Business Digital Banking Transaction Types

| Туре | Description | | |
|---------------|---|--|--|
| ACH Upload | Upload a NACHA-formatted file. | | |
| ACH | Send a payment to one recipient. | | |
| ACH Batch | Send a payment to several recipients. | | |
| ACH Import | Import a list of recipients and amounts. | | |
| Domestic Wire | Send a wire to a recipient within the US. | | |
| ACH Payroll | Send payroll to several recipients. | | |

Logging In After Enrollment

After your first-time enrollment, logging in is easy and only requires your Company ID, Username and password.



- 1. Click the "Customer Login" link.
- 2. Click Business Banking.
- 3. Click Continue to Business Banking



Note: If you enter an incorrect password too many times, your account will be temporarily locked. Contact us at (940) 397-2400 for assistance. If you've locked yourself out of your application with too many incorrect password attempts, you can also use the steps in the "Resetting a Forgotten Password" section below to reset yourpassword.

Logging Off

For your security, you should always log off when you finish your digital banking session. You may also be logged out due to inactivity.

In the at the top right corner of the page, click **Log Out**.

1. Close your browser.

Business Banking

Users Overview

Depending on the number of employees, owners and company policies, American National Bank & Trust Business Digital Banking lets you set up multiple users with different access and limits.

New users can be created with their own unique login IDs and passwords.

Each user is assigned a set of user entitlements that permits or prevents them from performing certain actions such as:

- Sending or drafting payments and creating templates for certain transaction types.
- The number of approvals that can be completed in a day or the dollar amount in a specific transaction.
- Accessing specific accounts from multiple entities.
- Managing recipients, users, subsidiaries and templates.

Authorized users can set up the features, accounts and entitlements each user needs to do their job. Establishing these entitlements gives users permission to perform specific tasks helping you manage your business and ensure it runs as smoothly as possible.

Manage your business digitally.

Check your balances, make transfers, pay bills and deposit checks with your phone. Do this and more with the American National Bank & Trust Business mobile app.

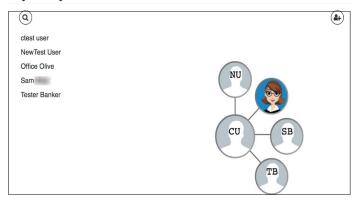
Download the app for iPhone®, iPad® or Android®. Available for download starting March 23rd, 2020.

*Must be enrolled in Business Online Banking. **Android is a trademark of Google, Inc. iPhone® and iPad® are trademarks of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc.



User Management Overview

The User Management page lets you view all your existing users in one place. From here, you can create users, edit entitlements and oversee your employees on a day-to-day basis.

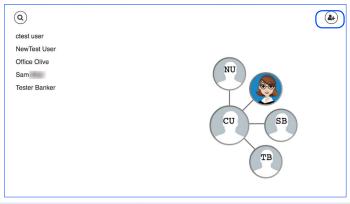


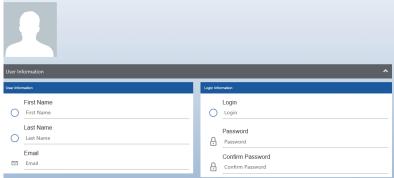
In the **Sidebar Menu**, click **Manage Users**.

- **A.** View the name of each user on the left side of your screen.
- **B.** Use the search bar to find a specific user.

Adding a New User

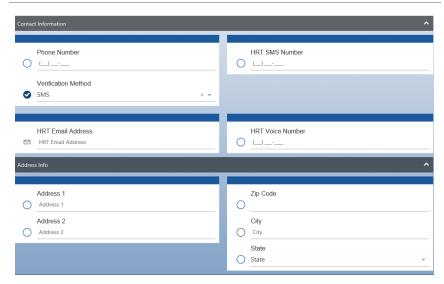
If you are entitled to manage users you can set up a new user by first creating a profile, a unique login ID and password. Once you establish a user and their login credentials, you can begin assigning user entitlements.





In the Sidebar Menu, click Manage Users.

- **1.** Click the (♣) icon.
- **2.** (Optional) Click on the image in the upper left-hand corner to add an avatar then click the oicon to upload an image.
- **3.** (Optional) Lock or unlock a user by clicking the **Lock User/Unlock User** button.
- **4.** Enter the user's first name, last name and email address.
- **5.** Create a new login ID for the user and enter and confirm a password following our guidelines.



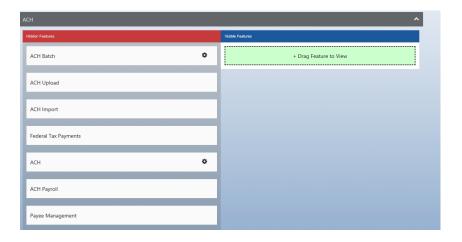
- **6.** Enter the user's phone number, select either SMS, phone or Email from the drop-down and enter the High Risk Transaction (HRT) SMS phone number. (ACH origination and outgoing wire transfers are considered High Risk Transactions.)
- **7.** Enter the user's HRT email address and HRT voice number.
- **8.** Enter the user's street address, zip code, city and state.



Note: If you choose Phone as your verification method, extensions are not supported.

Part 1 of 3: Establishing Transaction Type Entitlements

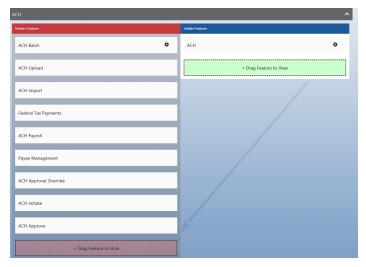
You can start assigning or editing a user's entitlements based on which responsibilities and limitations a user should have regarding certain transactions. You can also change a user's transaction limits here.



1. Choose whether a user can view a specific feature by dragging the transaction to the "+Drag Feature to View" box.

Part 2 of 3: Disabling a Transaction Type

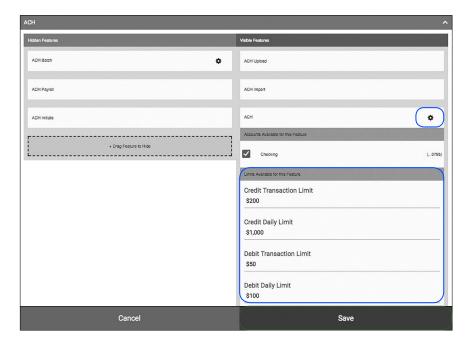
If a user should not have access to a certain transaction type such as payroll or wires, an authorized user can disable those entitlements for individual users.



1. Disable a user's ability to view a specific transaction by dragging the feature to the "+Drag Feature to Hide" box.

Part 3 of 3: Editing Approval Limits for a Transaction Type

To give you peace of mind, a user's approval limits can be adjusted, so you never have to worry about the dollar amount or number of transactions they make. You can set these restrictions for a daily basis as well as per account.



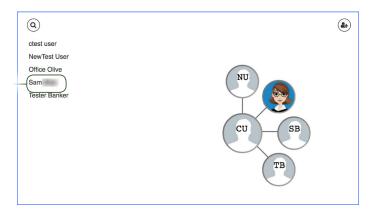
- 1. Click the ticon to show the limits for a feature.
- **2.** Edit the maximum amounts a user can send and the maximum number of transactions a user can perform.
- **3.** Click the **Save** button when you are finished making changes.

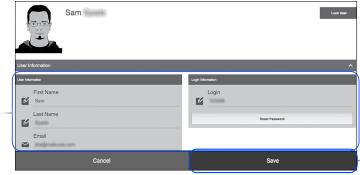


Note: You must establish approval limits for single and batch ACH transactions separately.

Editing an Existing User's Entitlements

If you are entitled to manage users you can make changes to existing users at any time. This is especially beneficial if someone's job title changes or their approval limits need to be adjusted.



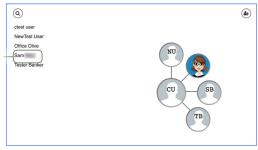


In the Sidebar Menu, click Manage Users.

- 1. Select a user to edit.
- 2. Make the necessary changes to the existing user.
- 3. Click the **Save** button when you are finished making changes.

Resetting an Existing User's Password

If you are entitled to reset an existing user's password you can manage their access yourself. If you are not entitled to reset a password or if you are the only Digital Banking user for the business, you will need to contact Webster Five to have your password reset.







In the Sidebar Menu, click Manage Users.

- **1.** Select a user.
- 2. Click the Reset Password button.
- **3.** Enter and confirm the new password.
- **4.** Click the **Update Password** button when you are finished.

Recipient Overview

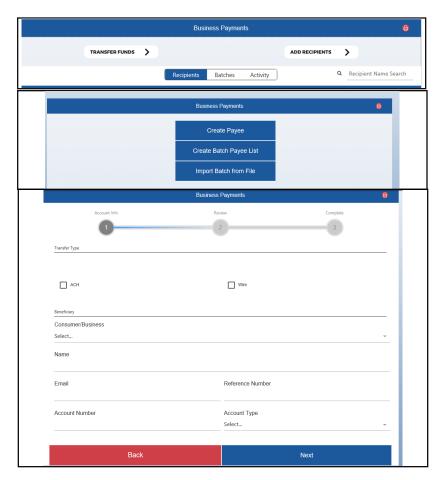
A recipient is any person or company you can pay or collect payments from. On the Recipient Management page, you can set up individual profiles so funds can be sent to or collected from a recipient. After they are created, you can include in multiple payments or templates.



- **A.** The following information presents for each recipient:
 - Name
 - Reference Number
 - Account Number
 - Account Type
 - Payment Methods

Part 1 of 7: Adding a Recipient/Payee

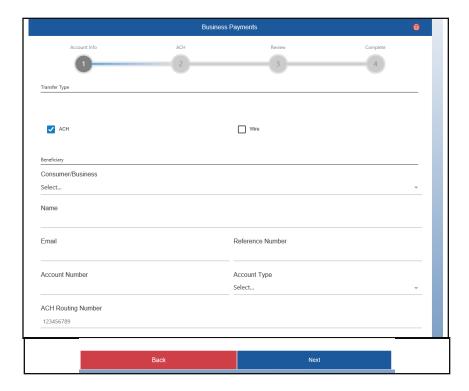
If you are assigned the Payee Management entitlement, you will need to set up your recipients before you can send payments. In order to add a recipient, you will need to have their contact and account information in hand.



- 1. Click the Add Recipients button.
- 2. Click the Create Payee button.
- **3.** Use the drop-down to select a transfer type.

Part 2 of 7: ACH Only—Entering Information

When adding a payee who will only receive ACH payments, you will need to provide additional information for that recipient.



- 1. Check the box next to ACH.
- **2.** Use the drop-down to select either consumer or business.
- **3.** Enter the name.
- **4.** (Optional) Enter the email and reference number.
- **5.** Enter the account number.
- **6.** Use the drop-down to select an account type.
- **7.** Enter the ACH routing number.
- 8. Click the Next button.



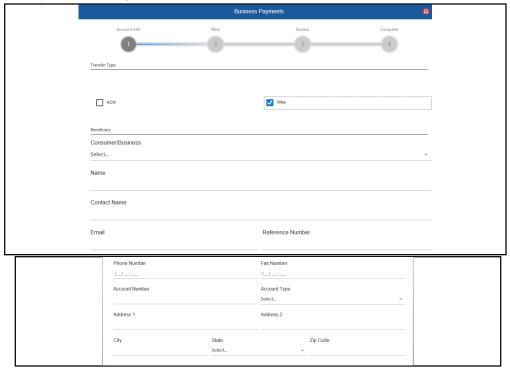
- **9.** Enter a company entry description.
- 10. Click the Next button.



Note: The Company Entry Description is a short (10-character) description that informs the receiver of the transaction's purpose. The receiver will be able to see this description. For example: payroll, purchase or gas bill. The value entered in this field will be used to populate the Batch Header's Company Entry Description field in the file when initiating a single-entry transaction. This field is overwritten by the batch description if the user associates the recipient to a batch created within our system.

Part 3 of 7: Domestic Wires Only—Receiving Bank Detail

A beneficiary financial institution is the final institution to receive funds. Depending on the transfer method you selected in Part 1, you may need to provide receiving bank information.



First follow steps 1-3 on page 54, then:

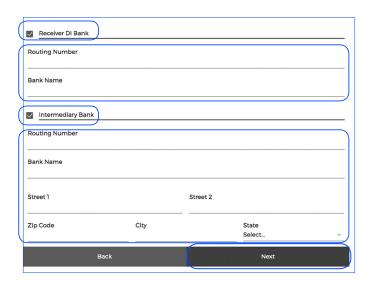
- 1. Check the box next to Wire.
- **2.** Use the drop-down to select either consumer or business.
- **3.** Enter the name.
- **4.** Enter the contact name.
- **5.** (Optional) Enter the email and reference number.
- **6.** (Optional) Enter the phone number and fax number.
- **7.** Enter the account number.
- **8.** Use the drop-down to select an account type.
- **9.** Enter the address.

| Wire Routing Number | | | |
|---------------------|-----------------|-----------|----------|
| 123456789 | | | |
| Bank Name | | | |
| Address 1 | | Address 2 | |
| City | State Select | * | Zip Code |
| | | | |
| | | | |
| | Back | | Next |

- **10.** Enter the beneficiary financial institution's routing number. The bank's name will auto populate.
- **11.** Enter the beneficiary financial institution's address.
- 12. Click the Next button.
- **13.** If you have an intermediary bank, enter the receiving bank's routing number and bank name.

Part 4 of 7: Domestic Wires Only—Receiver and Intermediary Detail

Some financial institutions use an in-between third-party bank called an intermediary to process funds. If your receiving bank requires an intermediary, you will need the financial institution's wire routing number and address.



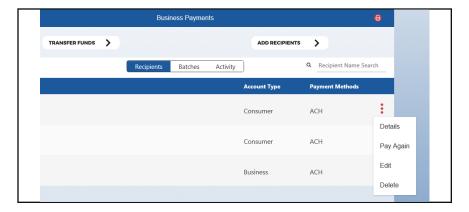
- 1. Check the box next to receiver DI bank.
- **2.** Entering the receiver DI bank's routing number and bank name is optional.
- **3.** Check the box next to intermediary bank.
- **4.** Entering the intermediary bank's routing number and address is optional.
- 5. Click the **Next** button.



Note: Incorrect receiving bank details are the main reason wire transfers get rejected. Wires are considered a final method of payment and may not be recalled if incorrect information is entered. Be sure the wiring instruction data is accurate.

Editing a Recipient

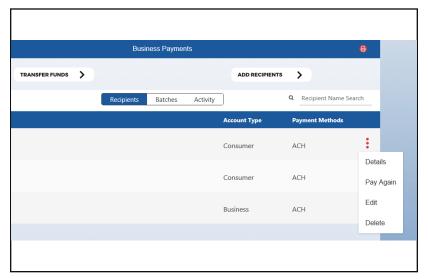
If a recipient's account or personal information changes, an authorized user can make those necessary edits from the Business Payments screen.



- 1. Find the recipient you want to edit, click the icon and select "Edit."
- **2.** Make necessary changes to recipient information and click **Submit**, review then Close

Deleting a Recipient

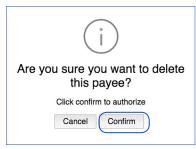
If you are assigned the Payee Management entitlement, you have the ability to permanently delete a recipient that is no longer needed. This deletes their contact information from the Business Payments screen, but does not erase the data from an existing payment. To remove a recipient from a saved transaction, you must delete them from the actual transaction.



In the Sidebar Menu, click Business Payments.

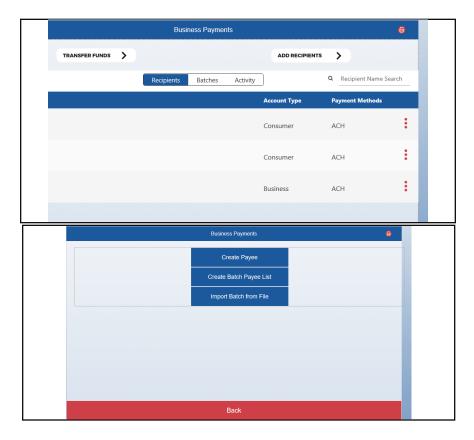
Find the recipient you want to edit, click the • icon and select

- 1 "Delete."
- 2. Click the **Confirm** button when you are finished.

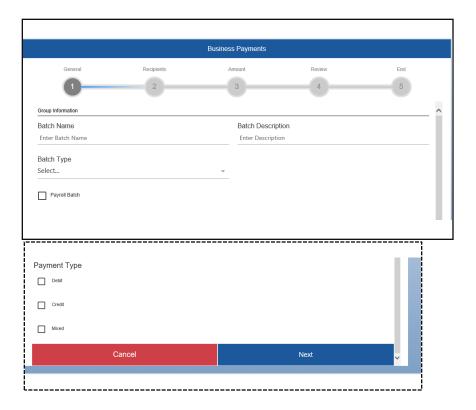


Creating a Batch Payee List

Business Digital Banking allows you to create a batch payee list to make quick payments to multiple recipients. This is especially beneficial when doing payroll as multiple amounts and recipients may be entered.



- 1. Click the Add Recipients button.
- 2. Click the Create Batch Recipient List button.

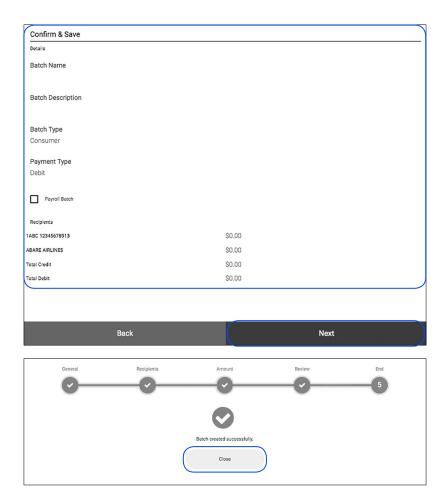


- **3.** Enter the batch name and batch description.
- **4.** Use the drop-down to select the batch type.
- **5.** (Optional) Check the box if the transaction is a payroll batch.
- **6.** Select the payment type by checking the appropriate box.
- 7. Click the **Next** button.





- **8.** Check the appropriate boxes to add recipients to a batch.
- 9. Click the Next button.
- **10.** Enter an amount to send to each recipient.
- 11. Click the Next button.

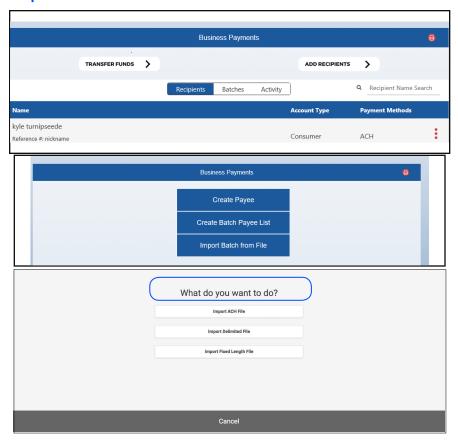


- **12.** Review payment information.
- **13.** Click the **Next** button. You will get a message that says batch created successfully.
- **14.** Click the **Close** button when you are finished.

Importing a Batch from File

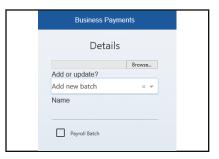
When creating a batch payment, you can import select ACH, delimited or fixed length files from your device. This allows you to import recipients and amounts swiftly and efficiently.

Import ACH File



- 1. Click the Add Recipients button.
- 2. Click the **Import Batch from File** button.
- 3. Click the Import ACH File button.





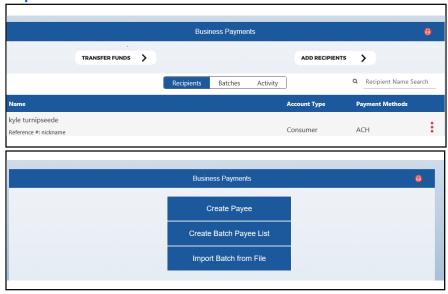


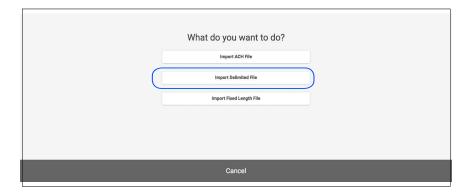




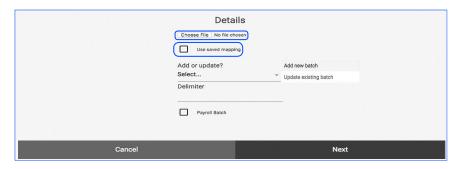
- **4.** Follow these steps to upload a new file:
 - a. Use the drop-down and select "Add a new batch."
 - **b.** Enter the batch name.
 - **c.** (Optional) Check the box to create a payroll batch.
 - **d.** Click the **Choose File** button to choose a file to upload.
- **5.** Follow these steps to update an existing file:
 - **a.** Use the drop-down and select "Update existing batch."
 - **b.** Select a batch from the drop-down.
 - **c.** (Optional) Check the box to add new payees to the batch.
 - **d.** (Optional) Check the box to create a payroll batch.
 - **e.** Click the **Choose File** button to choose a file to upload.
- **6.** Click the **Next** button.
- **7.** Review the information and click the **Confirm** button.

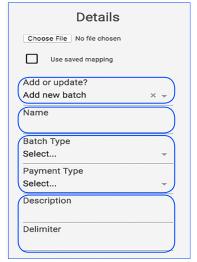
Import Delimited File





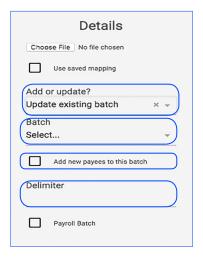
- 1. Click the Add Recipients button.
- 2. Click the Import Batch from File button.
- 3. Click the **Import Delimited File** button.

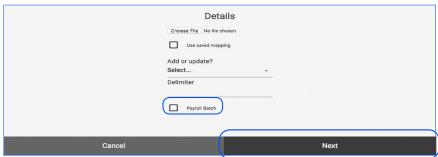




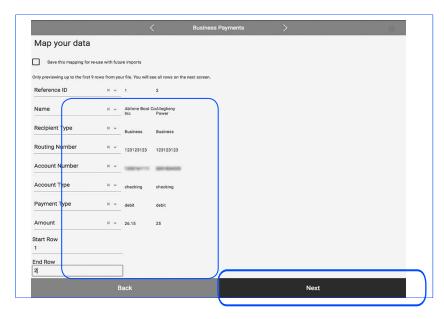
- **4.** Click the **Choose File** button to choose a file to upload.
- **5.** Check this box to use saved mapping.
- **6.** Follow these steps to add a new batch:
 - a. Use the drop-down and select "Add a new batch."
 - **b.** Enter the batch name.
 - **c.** Select the batch type and payment type using the drop-downs.
 - **d.** Enter a description and delimiter. A delimiter is a comma character, which acts as a field delimiter (separater) in a sequence of commaseparated values.

Edit Existing Batch



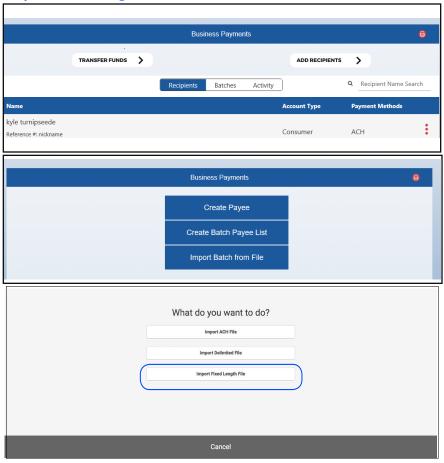


- 1. Follow these steps to update an existing file:
 - **a.** Use the drop-down and select "Update existing batch."
 - **b.** Select a batch from the drop-down.
 - **c.** (Optional) Check the box to add new payees to the batch.
 - d. Enter a delimiter.
- **2.** (Optional) Check this box to create a payroll batch.
- 3. Click the **Next** button.

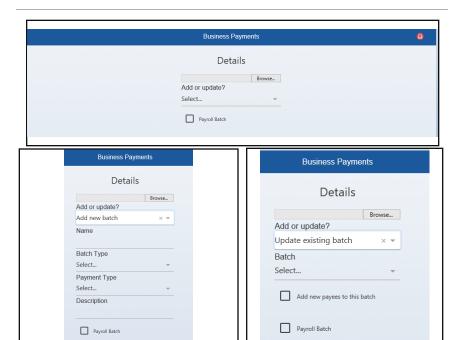


- **4.** Map the imported data.
- **5.** Click the **Next** button when you are finished.

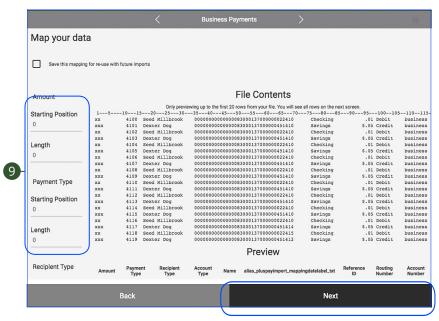
Import Fixed Length File



- 1. Click the Add Recipients button.
- 2. Click the Import Batch from File button.
- 3. Click the **Import Fixed Length File** button.



- **4.** Click the **Choose File** button to choose a file to upload.
- **5.** Follow these steps to add a new batch:
 - **a.** Use the drop-down and select "Add a new batch."
 - **b.** Enter the batch name.
 - **c.** Select the batch type and payment type using the drop-downs.
 - **d.** Enter a description.
- **6.** Follow these steps to update an existing file:
 - a. Use the drop-down and select "Update existing batch."
 - **b.** Enter the batch name.
 - **c.** (Optional) Check the box to add new payees to the batch.
- **7.** (Optional) Check this box to create a payroll batch.
- **8.** Click the **Next** button.



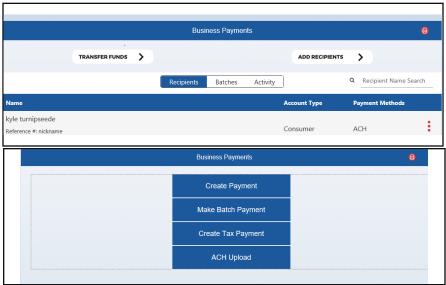
- 9. Map the imported data.
- **10.** Click the **Next** button when you are finished.

Creating a New Payment

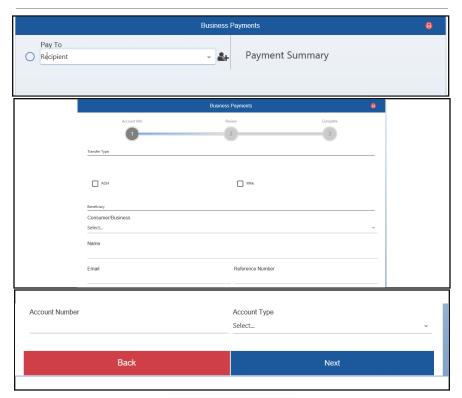
If you are assigned ACH entitlements, you can use the Payments tab to send a one-time payment.

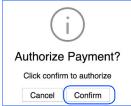
Create a Payment

You can initiate payments within Business Digital Banking after establishing a payee. Creating a new payment also allows you to set up recurring payments and effective dates.



- 1. Click the Transfer Funds button.
- 2. Click the Create Payment button.

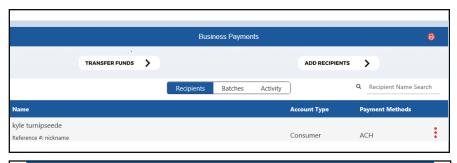


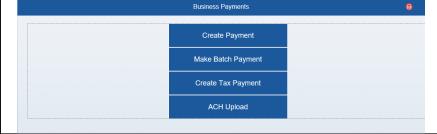


- **3.** Use the drop-down to select a payee.
- **4.** Use the drop-down to select an originating ID.
- **5.** Use the drop-down to select an offset account.
- **6.** Enter a payment amount.
- **7.** Enter a memo.
- **8.** Use the drop-down and select credit or debit.
- **9.** Select a date.
- **10.** Use the drop-down to select a frequency.
- 11. Click the Submit button.
- 12. Click the Confirm button.

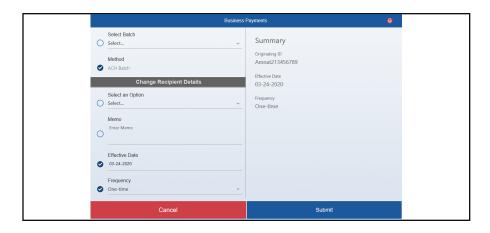
Make Batch Payment

If you have ACH entitlements, you can create a batch payment using an established batch payment list.



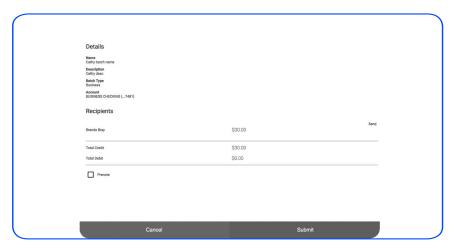


- 1. Click the **Transfer Funds** button.
- 2. Click the Make Batch Payment button.





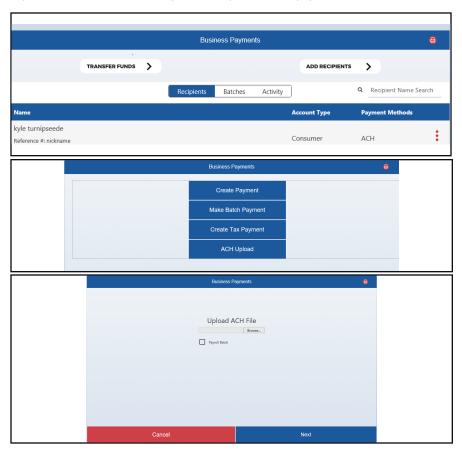
- **3.** Use the drop-down and select a batch.
- **4.** To change the recipient details, click the **Change Recipient Details** button.
 - **a.** Click the box to hold all payments in this batch.
 - **b.** Click a box next to a recipient to hold individual payments.
 - c. Click the box to prenote all recipients in the batch and verify their information.
 - **d.** Click the **Confirm** button when you are finished.
- **5.** Use the drop-down to select an account to pay from.
- **6.** Enter a memo.
- **7.** Enter an effective date.
- **8.** Use the drop-down to select a frequency.
- 9. Click the **Submit** button.



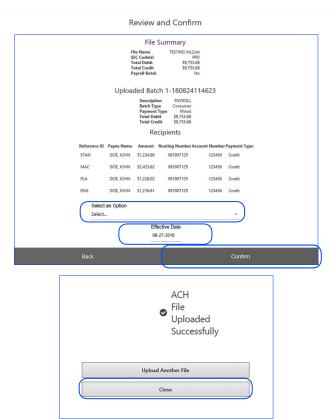
10. Review the information and click the **Submit** button.

Import Batch Payee List

If you have ACH entitlements, you can import a batch payment list.



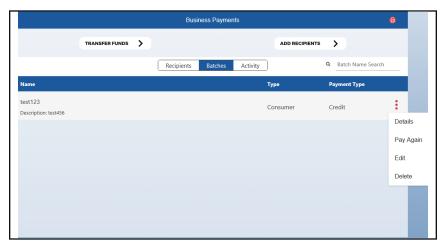
- 1. Click the Transfer Funds button.
- 2. Click the ACH Upload button.
- **3.** Upload ACH passthru file.
- 4. Click the **Next** button.



- **5.** Select the from account.
- **6.** Choose an effective date.
- 7. Click the Confirm button.
- **8.** Click the **Close** button when finished.

Editing a Batch

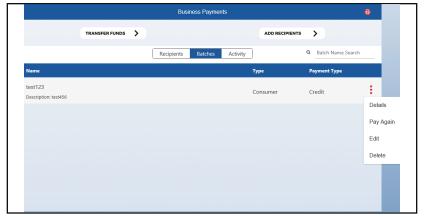
You can edit the information in a batch. This changes the batch template, but does not change pending payments using that batch template.

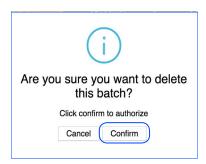


- 1. Click on the **Batches** button.
- 2. Find the batch you want to edit, click the icon and select "Edit."
- **3.** Make your necessary changes and click **Submit**. Review, and click **Close**.

Deleting a Batch

You can delete a batch that is no longer needed. This deletes the batch template, but does not erase pending payments using that batch template.

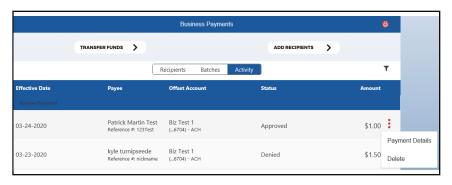




- 1. Click on the **Batches** button.
- 2. Find the batch you want to edit, click the icon and select "Delete."
- **3.** Click the **Confirm** button when you are finished.

Activity

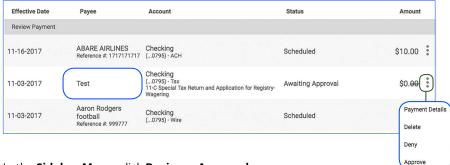
All transactions initiated through Business Digital Banking or through our app appear in the Activity tab. Here you can view additional details for all of your transactions.



- 1. Click on the **Activity** button.
 - **a.** Use the ⊕ icon to print your transactions.
 - **b.** Use the **▼** icon to filter your transactions.
 - **c.** Click on the icon to view more details, edit or delete a transaction.

Viewing, Approving or Denying a Transaction

Authorized users can view, approve or deny certain payments within the Business Approvals feature. If a payment has processed and cleared, you cannot make changes to that transaction.



In the Sidebar Menu, click Business Approvals.

- **1.** Locate the transaction you would like to approve or cancel.
- 2. Click the icon and select "Approve", "Deny" or "Delete."



- **3.** Follow the steps to approve a transaction:
 - **a.** Review the payment information.
 - **b.** Click the **Confirm** button.
 - c. Click the **OK** button.
- **4.** Follow the steps to deny a transaction:
 - **a.** Enter a reason for the denial.
 - **b.** Click the **Deny** button.
 - **c.** Click the **OK** button.

