



Business Online Banking Guide

Welcome

Welcome to Online Banking with Montecito Bank & Trust! Whether at home or in the office, from a mobile phone or desktop computer, it's our goal to make your Online Banking experience easy and convenient. Each section of this guide provides an overview and steps to help you get the most out of your online banking experience.

For additional support using Online Banking, please contact our Service Center and one of our associates will be happy to assist you.

Service Center

Monday – Friday • 8:00 AM – 6:00 PM

(805) 963-7511

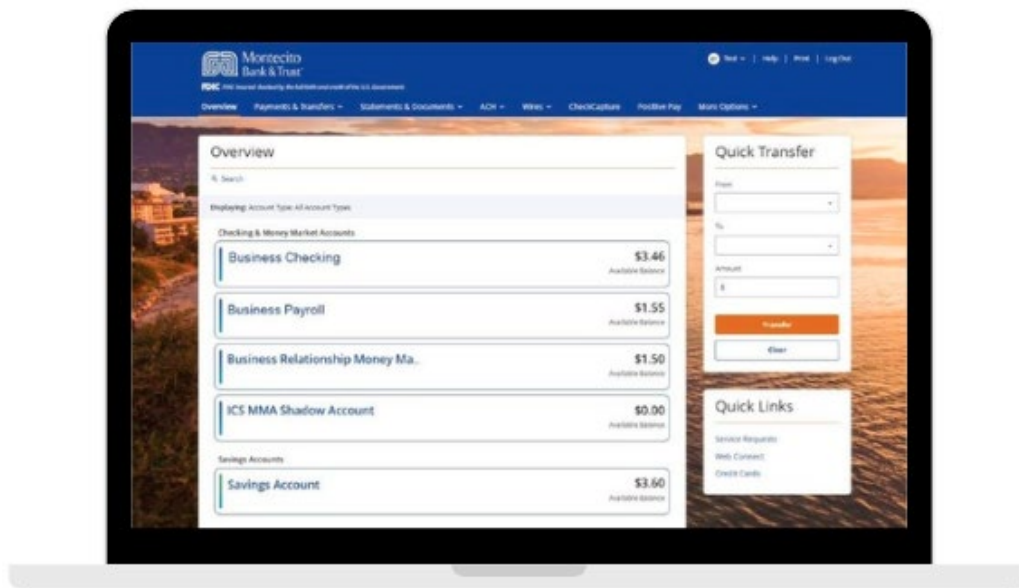


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Getting Started

Business Online Banking Overview

Whether you're an enterprise, large corporation or small organization, our flexible Business Online Banking can be customized to your banking needs. Depending on your size, the first steps in banking online are setting up your users, wire payees and ACH participants. From there, you can jump right in and experience our state-of-the art system!

Users

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

For larger organizations, our system lets you establish multiple login IDs and passwords for authorized employees. After setting up a company with an administrator, you can determine which employees get access to different features within Business Online Banking by establishing user rights.

Wire Payees and ACH Recipients

Various types of payment methods are offered through Business Online Banking, including wire and ACH transfers. Wires are made to a single payee and can be sent the same day if submitted before the wire cut-off time. ACH transactions are done using a batch process and can pay or debit multiple businesses or individuals at once (i.e. Payroll). Funds sent via regular ACH which are generally available the next business day or Same Day ACH which is generally posted by 5:00pm the same business day.

Business or Individuals you pay by wire through Business Online Banking are Wire Payees. Individuals or Businesses you pay or debit by ACH through Business Online Banking are ACH Participants. The information for both can be saved, so you can quickly and easily make future payments.

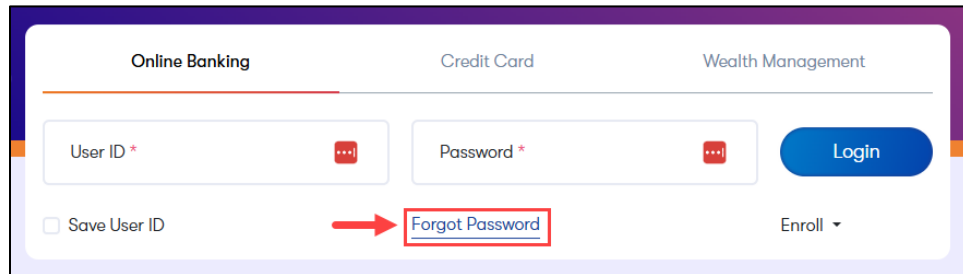
Before you can begin sending ACH or wire transfers contact your **branch**, they will assist you with completing an application and agreement.

Please call us at 805-963-7511 for a full list of wire and ACH fees or if you have any questions.

Forgot Password

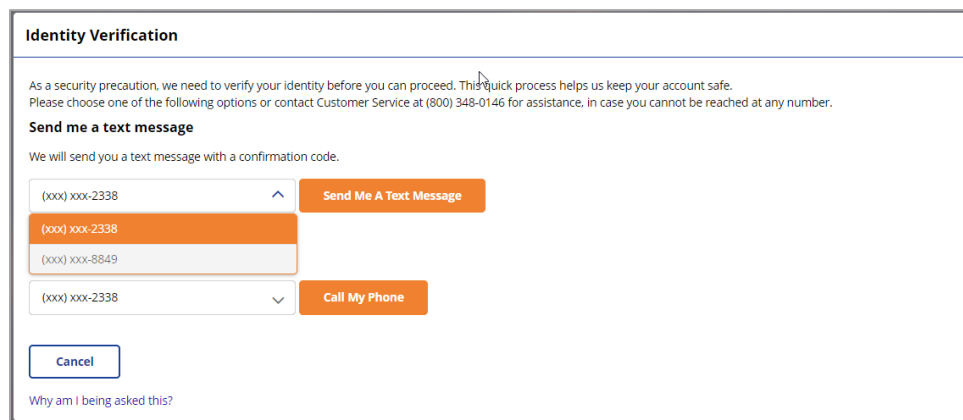
If you happen to forget your password, you can easily establish a new one from the Montecito Bank & Trust Home page.

1. Go to www.montecito.bank.
2. Click **Forgot Password?**



The screenshot shows the Montecito Bank login interface. At the top, there are three tabs: 'Online Banking', 'Credit Card', and 'Wealth Management'. Below these are two input fields: 'User ID *' and 'Password *', each with a red eye icon to toggle visibility. To the right of the password field is a blue 'Login' button. Below the User ID field is a checkbox labeled 'Save User ID'. To the right of the password field is a link labeled 'Forgot Password' which is highlighted with a red box. A red arrow points from the left towards this link. To the right of the 'Forgot Password' link is an 'Enroll' button with a dropdown arrow.

3. Complete the **Forgot Password** form.
4. Choose a phone number to receive your identity verification **Confirmation Code** and click **Send Me a Text Message** or **Call My Phone**, depending on your preference.



The screenshot shows the 'Identity Verification' form. At the top, it says 'Identity Verification'. Below that, a message states: 'As a security precaution, we need to verify your identity before you can proceed. This quick process helps us keep your account safe. Please choose one of the following options or contact Customer Service at (800) 348-0146 for assistance, in case you cannot be reached at any number.' There are two main options: 'Send me a text message' and 'Call My Phone'. Under 'Send me a text message', it says 'We will send you a text message with a confirmation code.' Below this is a list of phone numbers: '(xxx) xxx-2338', '(xxx) xxx-2338' (highlighted), '(xxx) xxx-8849', and '(xxx) xxx-2338'. To the right of the first three numbers is an orange button labeled 'Send Me A Text Message'. To the right of the last number is an orange button labeled 'Call My Phone'. At the bottom left is a 'Cancel' button. At the bottom, there is a link that says 'Why am I being asked this?'.

Enter the **Confirmation Code** received and click **Submit**.

5. Create and confirm a new **Password**. Click **Set New Password**.

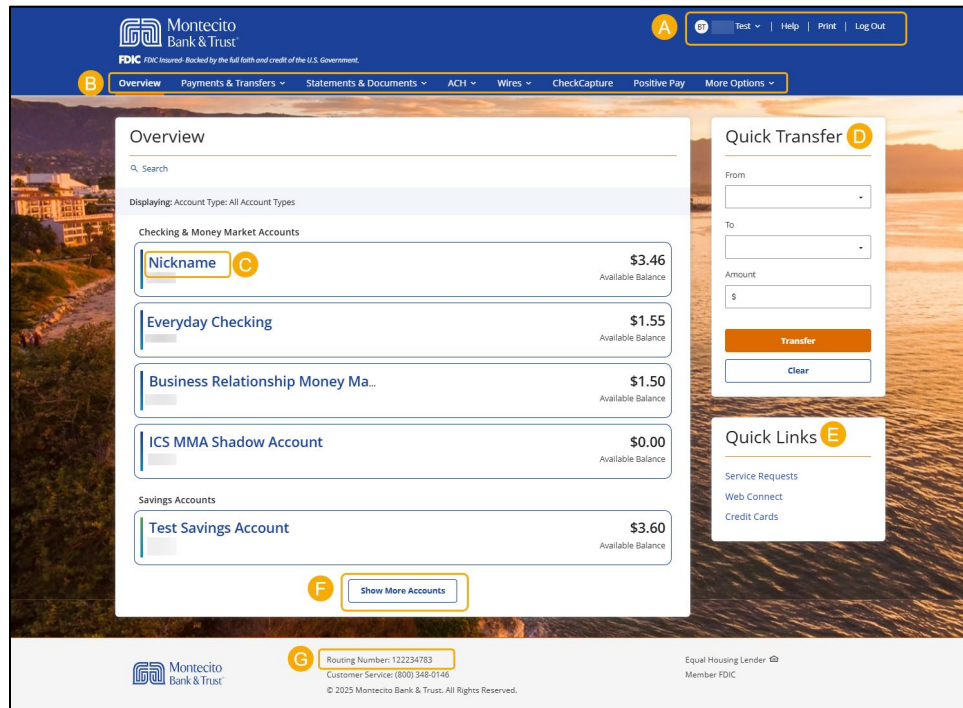


Note: Passwords must be 10 to 32 characters long and must contain all of the following: a lowercase letter (a-z), an uppercase letter (A-Z), a number (0-9), and a special character (~!@#\$%^&*(){}<>_+ -=/|\.,;`'").

Overview

Overview

After logging in, you are taken directly to the **Overview** page. This page gives you a clear summary of each of your accounts.

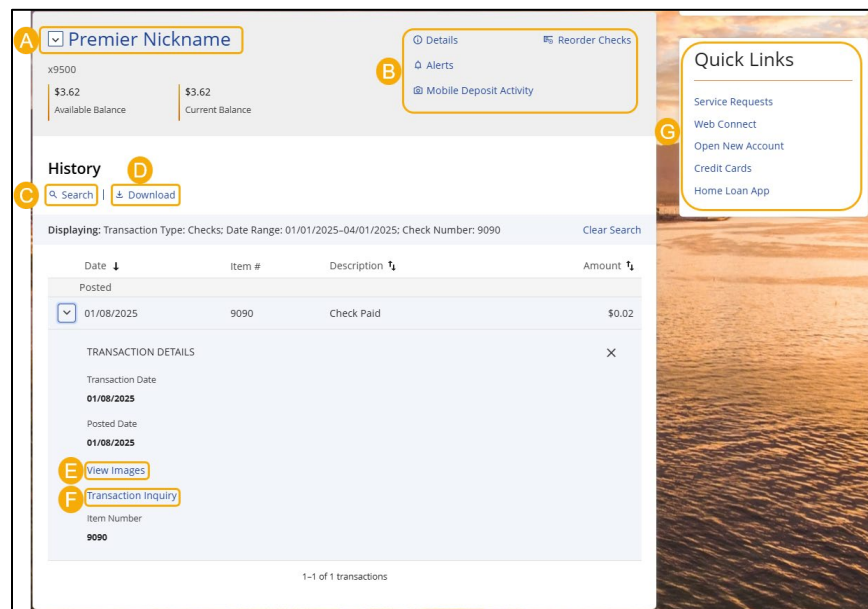


- A. The top navigation provides easy access to your **Profile Name**, **Help**, **Print**, and a **Log Out** button for security.
- B. The main navigation makes it easy to find common account management options. Businesses enrolled in **ACH**, **Wires**, **CheckCapture**, or **Positive Pay** will have menu items available for easy access.
 - **Overview**: Provides a dashboard with all your accounts in one place.
 - **Payments & Transfers**: Transfer funds internally or easily pay bills using Bill Pay.
 - **Statements & Documents**: View, download, and print your statements or tax documents.
 - **More Options**: View and submit **Service Requests** such as an address change, create and manage Stop Payments, view Mobile Deposit Activity, download files for Quicken and QuickBooks, and apply for an account or loan.
- C. Click on an account name to go to the **Account Activity** page.
- D. The **Quick Transfer** widget appears if you have two or more accounts eligible for transfer.
- E. **Quick Links** provide quick access to **Service Requests**, **Web Connect** to download Quicken and QuickBooks compatible files, and apply for a **Credit Card**.

- F. If you have more than 5 accounts, **Show More Accounts** will display to reveal the rest of your accounts.
- G. The Bank's Routing Number and Customer Support phone are at the bottom of every page for your convenience.

Account Activity

Detailed account activity can be reviewed by clicking on the account name listed on the **Overview** page. This page allows you to view transactions, balances, account details and send transaction inquiries.



- A. Select the account that you would like to review.
- B. There are several links to get you where you want faster:
 - a. Select the **Details** link to view of your account attributes such as interest rates, date account opened, and statement format. In addition, you can change your account nickname or view your full account number.
 - b. Set up or manage account alerts to notify you via email, text message, or push notification by selecting the **Alerts** link.
 - c. Select **Mobile Deposit Activity** to view deposits that have been made through Mobile Deposit or Remote Deposit
 - d. For checking accounts, you can use the **Reorder Checks** link to reorder your next set of checks.
- C. You can search transactions by transaction type, description, check number, amount or date range by selecting **Search**.
- D. Select **Download** to download the filtered transactions to an Excel file.
- E. You can **View Images** of checks and deposits that have been posted to an account.

- F. If you have a question about a transaction, select the drop down arrow next to the transaction and select **Transaction Inquiry** to open a dialogue box where you can send a secured message to MB&T.
- G. Use **Quick Links** to perform **Service Requests** (you can change your address here), **Web Connect**, **Open New Account**, apply for a **Credit Card** or **Home Loan**.

Payments & Transfers

Make a Transfer

When you need to make a one-time or recurring transfer between your personal Montecito Bank & Trust accounts, you can use the **Transfers** feature. These transactions are processed automatically, so your money is always where you need it to be.

To initiate an internal transfer to one of your MB&T accounts, click on **Transfers** in the navigation bar and select **Make a Transfers**.

The screenshot shows a web form titled "Make a Transfer". It contains the following fields and elements:

- From:** A dropdown menu.
- To:** A dropdown menu.
- Amount:** A text input field with a dollar sign (\$) on the left.
- Scheduling Option:** A dropdown menu with "Immediate (One Time)" selected.
- Continue:** An orange button at the bottom.

Callout A is a yellow circle with the letter "A" pointing to the "From" and "To" dropdown menus. Callout B is a yellow circle with the letter "B" pointing to the "Scheduling Option" dropdown menu.

- A. The **From** and **To** dropdown menus give you a list of all of your accounts that you can transfer funds from and to.
- B. You can choose whether to have the transfer happen immediately, at a future date, or set up a recurring transfer.

Transfer Activity

Transfer Activity gives you an overview of all of your past and scheduled transfers.








You can access the **Transfer Activity** page by clicking on **Transfers** in the navigation bar and then clicking on **Transfer Activity**.

Transfer Activity

SCHEDULED

HISTORY

☐ Show Rejected and Canceled Transfers

From 	To 	Frequency 	Next Transfer 	Amount 
> Nickname - 	Everyday Checking - 	Quarterly	03/18/2025	\$0.02

Edit or Cancel a Transfer












Once you're on the **Transfer Activity** page, you can view the transfer details and edit or cancel scheduled transfers.

Transfer Activity

SCHEDULED

HISTORY

☐ Show Rejected and Canceled Transfers

From 	To 	Frequency 	Next Transfer 	Amount 
1  Nickname - 	Everyday Checking - 	Quarterly	03/18/2025	\$0.02
<div>TRANSFER DETAILS </div> <div>Type Internal Transfer</div> <div>Deliver By 03/18/2025</div> <div>Schedule Every 3 months, starting on 03/18/2025 and ending after 1 occurrences</div> <div>Note N/A</div> <div>2  </div>				

1. Select the caret to expand the transaction.
2. Select **Edit** to edit the transfer or **Cancel** to cancel the transfer.

Statements & Documents

The Statements & Documents feature is a great virtual filing system for your bank statements, and notices, including tax documents saving paper and space in your home or office. By storing your statements and notices electronically, your account information is always readily available when you need it. Statements through online banking look identical to those you receive in the mail. 18 months of statements and notices are available.

Statements & Notices

Select **Statements & Notices** from the dropdown menu under **Statements & Documents**. Statements open in a PDF format that can be viewed, printed or saved to your computer.

Statements are available for Checking, Analyzed Checking, Savings, Loan and Line accounts. Loan payment notices and hold notices are also available.

E-Statements & Notices				
<div><input type="text" value="Search"/></div>				
<div>All Accounts</div>				
<div><div>Clear</div><div>Search</div></div>				
Date ↓	Account Nickname ↑	Account Number ↑	Document Type Name ↑	Category ↑
2025-03-03	Test Savings Account		Savings Statement	Statements
2025-02-28	Everyday Checking		Checking Statement	Statements
2025-01-24	Nickname		Checking Hold Notice	Notices
2025-01-24	Test Savings Account		Savings Hold Notice	Notices

Search and Sort

You can **Search** to select specific statements or notices for an account. Each column can be sorted to find what you need faster.

E-Statements & Notices				
<div><div>Search</div></div>				
<div><div>Nickname</div></div>				
<div><div>Start Date</div><div>End Date</div></div>				
<div><div>09/17/2024</div><div>03/16/2025</div></div>				
<div><div>Document Type Name</div></div>				
<div><div>All Document Names</div></div>				
<div><div>Category</div></div>				
<div><div>All Categories</div></div>				
<div><div>Clear</div><div>Search</div></div>				
Date ↓	Account Nickname ↑	Account Number ↑	Document Type Name ↑	Category ↑
2025-03-03	Test Savings Account		Savings Statement	Statements
2025-02-28	Everyday Checking		Checking Statement	Statements

- A. Select **Search** to expand the search menu to view available criteria.
- B. You can select a specific account to search for specific documents.
- C. Enter a **Start Date** and **End Date** to select documents within a time period.
- D. View by a **Document Type Name** such as Checking Statement, Analyzed Account Statement, Savings Statement, Checking Statement, Checking Hold Notice, and Savings Hold Notice.
- E. Select a **Category** to view such as **Statement** or **Notice**.
- F. **Sort** by Date, Account Nickname, Account Number, Document Type Name, or Category.

Statement Delivery

Statement Delivery allows you to enroll in eStatements. eStatements sends you an email when your statement is available in Online Banking and discontinues the mailing of paper statements to your address.

1. To enroll in eStatements, select **Statement Delivery** from the **Statements & Documents** menu.
2. Review and agree to the **Electronic Communications Agreement**.
3. Select **Electronic** for each account to enroll in eStatements under **Delivery Option**.
4. Click **Save**.

Statement Delivery

Account Nickname	Account Number	Delivery Option
Nickname		Paper
Everyday Checking		Electronic
Test Savings Account		Paper
Business Ready Cash Reserve		Paper

Cancel

Save

Tax Documents

You can view, download, and print tax documents conveniently through online banking. Select **Tax Documents** from the **Statements & Documents** menu.

Tax Documents	
Date ↓	Description ↑↓
2025-01-03	EOY 1099-NEC - 1/3/2025 - - CREATE DIGITAL TEST - 0
2025-01-03	EOY 5498-SA - 1/3/2025 - - CREATE DIGITAL TEST - 0
2025-01-03	EOY 1099-SA - 1/3/2025 - - CREATE DIGITAL TEST - 0
2025-01-03	EOY 1099-MISC - 1/3/2025 - - CREATE DIGITAL TEST - 0
2025-01-03	EOY 1099-INT - 1/3/2025 - - CREATE DIGITAL TEST - 0
2025-01-03	EOY 1098 - 1/3/2025 - - CREATE DIGITAL TEST - 0
2024-02-16	EOY 1099-INT - 2/16/2024 - 2023 - CREATE DIGITAL TEST - 0
1-7 of 7 documents	

The following tax documents are available:

- 1098
- 1099-INT
- 1099-MISC
- 1099-NEC
- 5498-SA

More Options

Stop Payments

If you're ever concerned about a pending written check, you can initiate a stop payment request to prevent that check from being cashed. Stop payments remain in effect for 6 months.



Note: Fees may apply. Refer to our [Schedule of Fees](#).

To access the **Stop Payments** feature, click on **More Options** in the navigation bar and select **Stop Payments**.

Stop Payments

[Stop Payment History](#)

Request a Stop Payment

Stop Payment Account

1 Nickname (Available \$3.46) ▾

2 Stop Payment Type:

☒ Single Check
☐ Range of Checks

Check Number

3

Check Amount (Optional)

4 \$

Payee:

5

Check Date

6 MM/DD/YYYY

Reason:

7 — Select a Reason — ▾

8 **Submit**

1. Select an account.
2. Choose a **Stop Payment Type** (single or range of checks).
3. Enter the **Check Number**.
4. Enter the **Amount**.
5. Enter the **Payee** name.
6. Enter the **Check Date**.
7. Select a **Reason** for the stop payment
8. Click **Submit**.

Service Requests

The **Service Requests** feature provides a secure and convenient option for submitting specific requests through online banking.

Service Requests

ACH Positive Pay Return Forms

ACH Unauthorized or Revoked Affidavit	Use this form to report an ACH transaction that you did not authorize or has been revoked.
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Card Services

Card Travel Notification	Inform Montecito Bank & Trust of your travel plans so we can make a note on your card record.
Damaged ATM/Credit/Debit Card Replacement Request	Use this form to request a replacement for an existing card when the card is damaged (the card's chip, stripe, or tap isn't working).

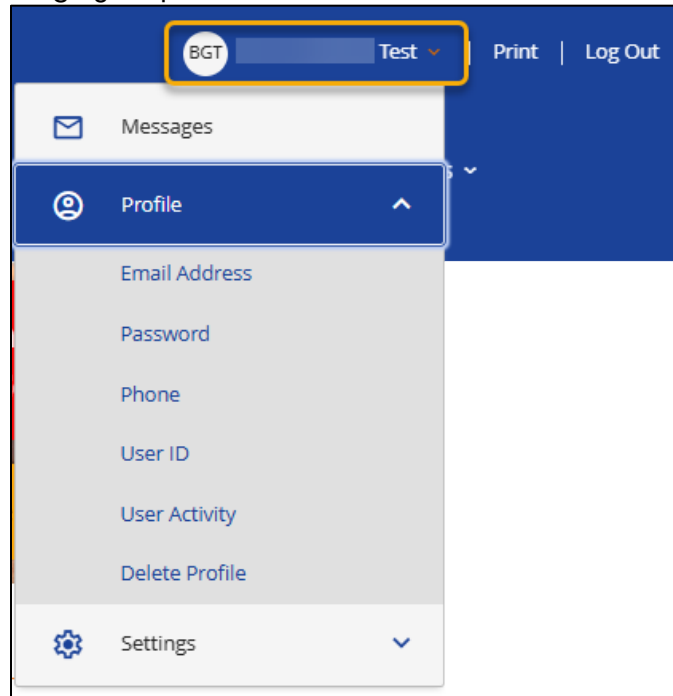
Check Adjustments

Check Amount Adjustment Request	Submit this form if a check has cleared your account for the incorrect amount.
---	--

Profile Name

Profile

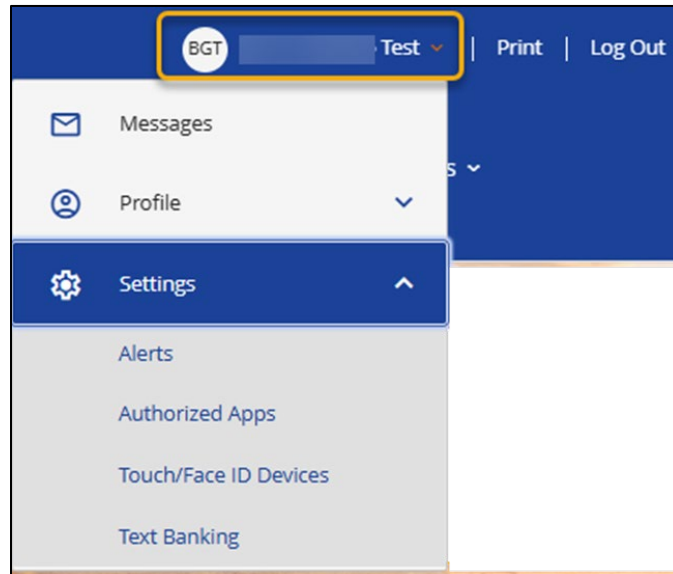
Select your profile name and then **Profile** from the dropdown menu to display the range of tools that help you manage your profile.



- **Email Address:** The Email Address page displays the email address currently associated with your name record on file. Email address changes occur immediately.
- **Password:** Your Password can be reset on the Password page. To reset your password, you'll need to enter your current password.
- **Phone:** The Phone page shows the phone numbers that are registered with your account. Your phone number will be used to verify your identity to complete certain actions in online banking, so it's important to ensure that the correct phone numbers are listed. Change of phone requests are processed within 2 business days.
- **User ID:** The User ID page allows you to view and change your User ID.
- **User Activity:** The User Activity page displays a login history for the profile.
- **Delete Profile:** Display an informational message on how you can delete your online profile.

Settings

Select your profile name and then **Settings** from the dropdown menu to display the range of tools that help you manage your account.



- **Alerts:** Setup or manage alerts for your accounts such as balance thresholds, debits that posted to your account. It is highly recommended to setup alerts to help you monitor your account to prevent potential fraudulent transactions. See Alerts.
- **Authorized Apps:** This feature is typically used with QuickBooks and Quicken Direct Connect. When setting up Direct Connect for the first time, you will receive an error message prior to connecting. Authorize the connection with Authorized Apps to allow the connection and update your accounts.
- **Touch/Face ID Devices:** The Touch/Face ID Devices page will display and allow you to delete devices in which Touch or Face ID is used to log in to Online Banking.
- **Text Banking:** Text Banking makes accessing your accounts on the go easy! The Text Banking page lets you manage the phone numbers connected with Text Banking. It also contains a list of text commands.

Alerts

Select your profile name and then **Alerts** from the dropdown menu to display the range of tools that help you manage your account.

The **Alerts** feature allows you to manage your alerts. You can add different alerts to your account so that you'll always be kept up to speed on your financial activity.



- **Manage Alerts:** This page allows you to review the alerts that you're currently receiving. You can also sign up to receive additional alerts, simply click on Manage Alerts, add alerts, select the alert you'd like to add, choose which account the alert should be applied to, and decide whether you'd like to receive the alert via email or text message.
- **Manage Recipients:** This page shows you the email addresses and mobile numbers that are set up to receive alerts. You can add, edit, and remove recipients on this page.

Manage Alerts

1. To edit an alert, select **Current Alerts** to display alerts available to update.
2. To add alerts, click **Manage Alerts** from the navigation bar and select **Add Alerts**.



3. Select the alert you'd like to add or edit from the alerts listed.

Alerts

[< Back](#)

Add Alert

Account Balance	>
Account Balance Below Threshold	>
Account Balance Above Threshold	>

4. Select the account that applies to the alert you want to edit or set.

Alerts

[< Back](#)

Select Account

Nickname	>
Available Balance \$3.46	
Everyday Checking	>
Available Balance \$1.55	

5. Enter the alert criteria and choose how you would like to receive the alert (by email or text) and click **Submit**.

Alerts

Account Balance Below Threshold

Nickname -

\$3.46

Amount *

\$

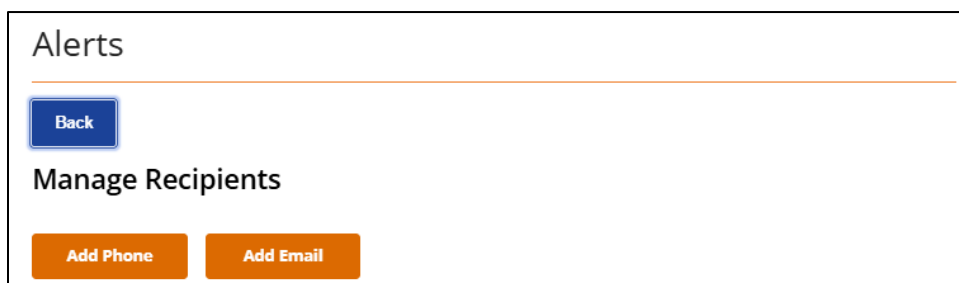
Recipients *

☒ @montecito.bank

[Cancel](#) [Submit](#)

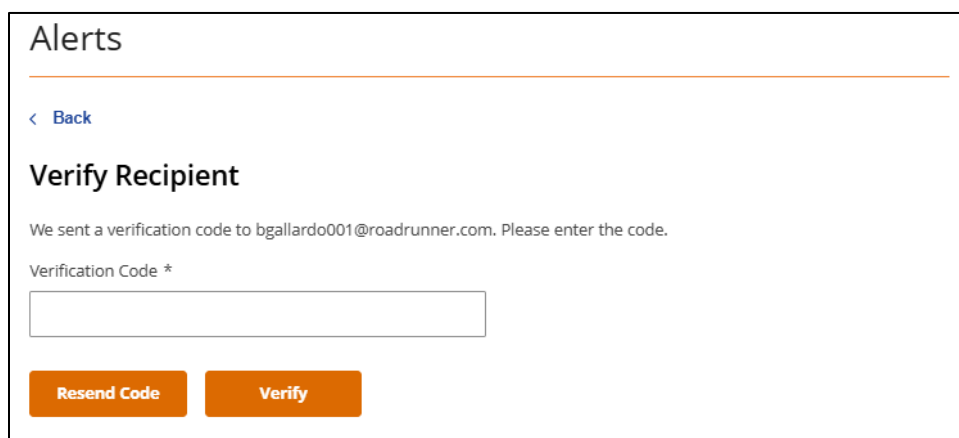
Manage Recipients

1. To manage recipients, **Manage Recipients**.
2. Select **Add Phone** or **Add Email**.



A screenshot of a mobile application interface. At the top, the word "Alerts" is displayed in a large, dark font. Below it is a horizontal orange line. Under the line is a blue button with the text "Back". Below the button is the title "Manage Recipients" in a bold, dark font. At the bottom of the screen are two orange buttons: "Add Phone" on the left and "Add Email" on the right.

3. Enter the **Verification Code** sent to the email address we have on record. If the email address is incorrect, the email address can be updated by clicking on **Profile** then **Email Address** from the profile name menu.



A screenshot of a mobile application interface. At the top, the word "Alerts" is displayed in a large, dark font. Below it is a horizontal orange line. Under the line is a blue link with a left arrow and the text "< Back". Below the link is the title "Verify Recipient" in a bold, dark font. Below the title is a line of text: "We sent a verification code to bgallardo001@roadrunner.com. Please enter the code." Below this text is the label "Verification Code *" followed by a white text input field. At the bottom of the screen are two orange buttons: "Resend Code" on the left and "Verify" on the right.

4. Enter the **Verification Code** sent to the phone (via text) or email address added, then select **Verify**.



Note: Push notifications are not available on desktop, but are an option in the MB&T mobile app if notifications are enabled for the app in your phone settings.

Messages

The **Messages** feature allows you to send and receive secure messages to MB&T Customer Support.

Select your name and then **Messages** from the dropdown menu

The screenshot shows the Montecito Bank & Trust user interface. At the top, the user's name 'BGT Brian Gallardo Test' is displayed with a dropdown arrow. A dropdown menu is open, showing options: 'Messages' (highlighted with an orange box), 'Profile', and 'Settings'. Below the navigation bar, the 'Messages' section is visible. It includes a 'Compose New' button (highlighted with an orange box and labeled 'A') and a table of messages. The table has columns: Subject, Tracking ID, Created, Last Updated, and Category. One message is listed with Subject 'Test-Test' (highlighted with an orange box and labeled 'B'), Tracking ID '1253677754', Created '03/16/2025 9:47 PM', Last Updated '03/16/2025 9:47 PM', and Category 'Account Support'.

Subject	Tracking ID	Created	Last Updated	Category
Test-Test	1253677754	03/16/2025 9:47 PM	03/16/2025 9:47 PM	Account Support

- A. Compose a new message by clicking **Compose Message**. These messages are sent securely and can safely contain account and transaction information.
- B. Click on the name of a message under **Subject** to read the full message.

Manage Users

Company Administrators have the ability to add additional Online Banking users and control their entitlements (the ability to access accounts and functions).

To manage users, click on **Settings** from the profile name menu, and select **Manage Users**.

Manage Users

Name ↑	User Type	User ID	Status	Last Login	
Test	Business User	business3	Active	03/12/2025 8:25:13 AM	<div><div>A</div><div>B</div><div>C</div></div>
TestEmi	Business User (Administrator)	testing	Active	02/21/2025 9:18:08 AM	<div><div></div><div></div><div></div></div>

Add User

D

- A. Edit User:** Edit another user’s profile information, such as User ID, Email, and Phone. Additionally, this is where you can go to unlock a user who has become locked out with too many failed log in attempts.
- B. Edit Entitlements:** Enable and restrict access to features, and set limits, per account.
- C. Delete User:** Delete a user from the system.
- D. Add User:** Grant online banking access users you authorize.

Add/Edit User

To add a user, select the **Add User** button. To edit a user, select the pencil icon next to the user from **Manage Users**.

User Details

User ID

Temporary Password

Confirm Password

Status

☒ Active

☐ Disabled

☐ Locked

Personal Information

Title (Optional)

First Name

Middle Name (Optional)

Last Name

Suffix (Optional)

Birth Date (Optional)

MM/DD/YYYY

Contact Information

Email Address

Home Phone (Optional)

Mobile Phone

* Work Phone (Optional)

ext.

Home Address

Address Line 1 (Optional)

Address Line 2 (Optional)

City (Optional)

State (Optional)

ZIP Code (Optional)

Cancel

Save

1. Make changes to the necessary fields under **User Details** and click **Save** when editing a user. If adding a new user, the following fields are required.

- User ID
- Temporary Password
- Confirm Password
- First Name
- Last Name
- Email Address
- Mobile Phone

Edit Entitlements

Entitlements are used to enable or restrict employee access to functionality within the system.

Entitlements for Test

Copy Entitlements From

No User Selected

☐ This user is a business administrator. (An administrator is automatically granted all available entitlements)

Entitlement	Limit	
Accounts »		<input type="checkbox"/>
ACH »		<input type="checkbox"/>
Bill Pay		<input type="checkbox"/>
Cards		<input type="checkbox"/>
Transfers		<input checked="" type="checkbox"/>
Maximum Transaction Limit	\$ —	0.00
Maximum Daily Limit	\$ —	0.00
Number of Approvals Required		0
Approve and Reject		<input type="checkbox"/>
Wires »		<input type="checkbox"/>

Accounts

	All Entitlements	Stop Payments	View	ACH From	ACH To	Bill Pay	Transfer From	Transfer To	Wires
- NicknameCheckingAccount	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
- Prod Nick Everyday Checking	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
- Business Relationship Money Market	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

Profile

	All Entitlements	Tax Documents	Bill Pay Approver	Bill Pay Access	Update Profile
Create Digital Test (Business)	<input type="checkbox"/>				<input type="checkbox"/>

Cancel

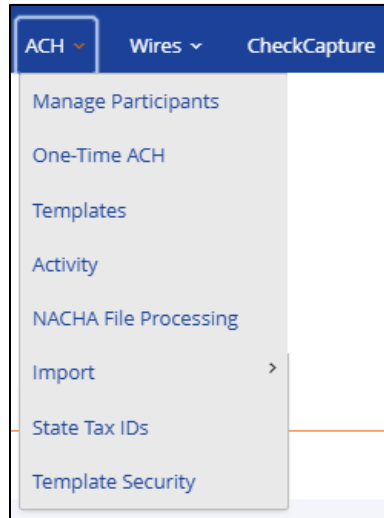
Save

- Select a user from **Copy Entitlements From** to duplicate their access.
- Selecting to make an individual an **Administrator** would indicate that you want the **User** to have full access to all associated accounts and functionality available to the business through Online Banking. *Administrators would have immediate access to any newly added accounts and be able to add additional Users.*
- Choosing an **Entitlement**, such as ACH, immediately opens additional fields for entering limits. Limits can go up to, but not exceed, company limits. Additionally, for functions such as transfers, wires, and ACH, you may indicate if additional approval is required before a transaction will be completed.
- Accounts** allows functionality on a per account basis. For example, you could set an account to **View** only by selecting the account and then only checking the **View** checkbox. Accounts without a check will not be visible to the User.
- Profiles** allows restrictions to entire profiles (company groups).

ACH

ACH is an efficient way to batch process electronic transfers, such as Payroll. In MB&T Business Online Banking, you may create your own batches or import already formatted files from your accounting software.

ACH Menu Definitions



- A. Manage Participants:** The name and account information of Individuals or Businesses you intend to debit or credit via ACH.
- B. One-Time ACH Payment:** Option to create a one-time ACH file. This option will not save a template for future use.
- C. ACH Templates:** A batch of ACH Participants and the amounts they will be credited or debited. The template will be used to create an ACH file.
- D. ACH Activity:** A historical record of sent ACH files and their details.
- E. NACHA File Processing:** The option to upload a complete and balanced NACHA formatted ACH file to MB&T for processing.
- F. Import:** The ability to import a set of Participants, or a NACHA formatted file from your accounting software.
- G. State Tax IDs:** Tax Payment management.
- H. Template Security:** The option to deny a specific user from seeing and using a specific ACH batch template.

Manage Participants

1. To manage ACH Participants, click on ACH from the navigation bar and select **Manage Participants**.
2. Select **Add Participant**.
 - a. **Edit Participant**
 - b. **Delete Participant**

ACH Participants

Group

Clear Filter

<input type="checkbox"/>	Nickname ↑	Unique Identifier ↑	Created ↑	Group ↑	Account Number	Routing Number ↑	Account Type ↑	Status ↑	a	b
<input type="checkbox"/>	Test Participant	Test	01/07/2025 3:36 PM	Test Participant 1		122234783	Checking	Active		
<input type="checkbox"/>	Participant Test	Test	12/23/2024 1:57 PM			122234783	Checking	Active		

Delete Selected Participants Add Participant 2

Participant Details 3

* Name

* Nickname

Institution Name (Optional)

* Routing Number

Unique Identifier (Optional)

* Account Number

* Confirm Account Number

* Account Type

* Status

Group (Optional)

Discretionary Data (Optional)

Cancel Save 4

3. Enter the **Participant Details** (name, nickname, routing number, account number, etc.) All of the fields marked with “*” are required. Optionally, you can add a **Group name** for easier sorting.
4. Click **Save** to save the Participant to the system.

Note: Routing Numbers are validated after the transaction is submitted and during the daily transaction processing window. The batch will not be processed if a routing number is incorrect.



Use the Routing Number field display tool to confirm the routing number and corresponding bank.

* Routing Number

122234783

122234783: MONTECITO BANK & TRUST

The ABA routing number of the financial institution (9 digits).

Templates

Templates are how you create and schedule an ACH file.

To manage **ACH Templates**, click on **ACH** in the navigation menu and select **ACH Templates**.

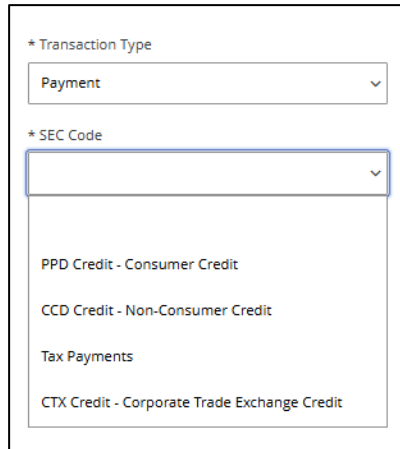
The screenshot shows the 'ACH Templates' management page. At the top, there is a 'Show Search Options' checkbox labeled 'A'. Below this is a table with columns: Template, Created, Company, SEC Code, Credit Amount, Debit Amount, #, and Effective Date. The first row shows a template named 'Credit Template' with a 'Test Nickname' of '01/02/2025 12:15 PM', 'Create Digital T -', 'PPD Credit - Consumer Credit', a credit amount of '\$0.26', a debit amount of '\$0.26', and a count of '1'. The 'Effective Date' is '03/19/2025'. To the right of the table, there are three icons labeled 'E': a copy icon, an edit icon, and a delete icon. Below the table, there are four buttons: 'Initiate Same Day' (labeled 'F'), 'Initiate' (labeled 'G'), 'Delete Selected Templates' (labeled 'H'), and 'Add Template' (labeled 'I'). A 'Schedule This Batch' button (labeled 'D') is also present next to the 'Effective Date'.

- A. Click **Show Search Options** to view available search options including **ACH Participant**.
- B. Use the checkboxes to select multiple templates for processing.
- C. Click the calendar icon to choose an **Effective Date** for sending the file.
- D. Click **Schedule This Batch** to set a recurring schedule for the template, if desired.
- E. Use the icons:
 - **Copy** to duplicate the template information for a new template.
 - **Edit** the current template to change details.
 - **Delete** the current template.
- F. Click **Initiate Same Day** if you wish for the file to be sent same day (certain timeframes must be met to send a file same day).
- G. Click **Initiate** to schedule the file.
- H. **Delete Selected Templates** will delete any checked templates.
- I. Click **Add Template** to add a template.

Add Template

To Add Templates, click on **ACH** in the navigation menu and select **Templates**. Then click the **Add Template** button. Fields with “*” are required.

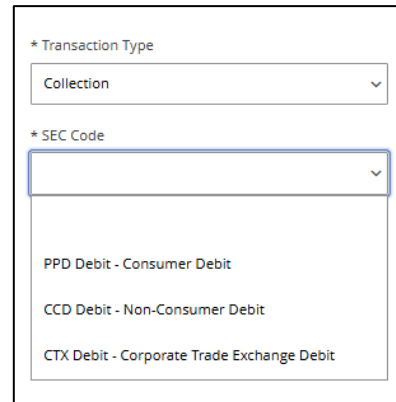
Select from the following Transaction Types:



The screenshot shows a form with two required fields, both marked with an asterisk (*). The first field, labeled '* Transaction Type', is a dropdown menu with 'Payment' selected. The second field, labeled '* SEC Code', is a dropdown menu that is currently open, showing a list of options: 'PPD Credit - Consumer Credit', 'CCD Credit - Non-Consumer Credit', 'Tax Payments', and 'CTX Credit - Corporate Trade Exchange Credit'.

Payment – Pay employees or vendors

- PPD Credit – Consumer Credit
- CCD Credit – Non-Consumer Credit
- Tax Payments
- CTX Credit – Corporate Trade Exchange



The screenshot shows a form with two required fields, both marked with an asterisk (*). The first field, labeled '* Transaction Type', is a dropdown menu with 'Collection' selected. The second field, labeled '* SEC Code', is a dropdown menu that is currently open, showing a list of options: 'PPD Debit - Consumer Debit', 'CCD Debit - Non-Consumer Debit', and 'CTX Debit - Corporate Trade Exchange Debit'.

Collection – Collect rents or payments due

- PPD Debit – Consumer Credit
- CCD Credit – Non-Consumer Credit
- CTX Debit – Corporate Trade Exchange



Note: Only Transaction Types that were approved during enrollment will display. If you require additional Transaction Types contact the Service Center.

Template Details

SEC Code

PPD Credit - Consumer Credit

Template Name

Test Recurring

Company Discretionary Data (Optional)

☐ Is Restricted

Company Entry Description

CED

Company

Company Name - x4321

ACH From

* Offset Account

Premier Nickname (Available \$3.44)

ACH To

Nickname	Unique Identifier	Account Number	Account Type	Hold	Prenote	Amount	
Aaron Test			Checking	<input type="checkbox"/>	<input type="checkbox"/>	\$ 60.00	0 Addenda
Participant Test Nickname	1234		Checking	<input type="checkbox"/>	<input type="checkbox"/>	\$ 20.00	0 Addenda
Participant Test Nickname 2	2345		Savings	<input type="checkbox"/>	<input type="checkbox"/>	\$ 20.00	0 Addenda

Credit Amount: **\$100.00** Hold Total: **\$0.00** Prenotes: **0**

[Add Participants](#)

Import CSV File

Choose File

No file chosen

Import

Cancel

Initiate Prenotes

Save

Save and Close

- Template Name:** Enter a name for the template, company use only.
- Company Discretionary Data:** Data used by the company to identify the file. Not required.
- Is Restricted:** Restrict template access to users with Manage Restricted Batches entitlement.
- Company Entry Description:** File description, displayed on the Participants account statements.
- Company:** Choose from dropdown.
- Offset Account:** Choose account to be credited or debited.
- Add Participants:** Add Participants to template.

- **Import CSV:** Participants can be added to the template by using a CSV import file. Specific date and file requirements apply. See **Participant Import**.

ACH Participants
×

Group

Clear
Filter



<input type="checkbox"/>	Nickname ↑	Unique Identifier	Created	Group	Account Number	Routing Number	Account Type	Status
<input checked="" type="checkbox"/>	Participant Test Nickname	1234	12/12/2024 1:37 PM	Group 1		122234783	Checking	Active
<input checked="" type="checkbox"/>	Participant Test Nickname 2	2345	12/12/2024 1:38 PM	Group 2		122234783	Savings	Active

Cancel
New Participant
Add Selected Participants

8. **Amount:** Enter payment amounts for each participant.
9. **Save:** Save the template; or
 - **Save and Close:** Save and close the template and return the Templates page; or
 - **Initiate Prenotes:** Send a test file to confirm Participant routing and account numbers.

Batch Entries

ACH To

Nickname ↑	Unique Identifier ↑	Account Number	Account Type ↑	A Hold	B Prenote	C Amount	D	E
Participant Test Nickname	1234	x9500	Checking	<input type="checkbox"/>	<input type="checkbox"/>	\$ 0.26	0 Addenda	 

Credit Amount **\$0.26** ⓘ
Hold Total **\$0.00** ⓘ
Prenotes **0**










- A. Hold:** Ignores Participant from the file.
- B. Prenote:** Send a test file to confirm Participant's routing and account numbers.
- C. Amount:** Amount to credit or debit Participant.
- D. Addenda:** Note to Participant (will display on Participant's account statement).
- E. Edit and Delete Icons:** Quickly edit Participant information or delete Participant from template.

Initiate the ACH File

The **regular ACH processing cutoff time is 4:00pm** and **Same Day ACH cutoff time is 10:00am**. Batches submitted after 4:00pm will not be processed until the next business day.

ACH Templates

☐ Show Search Options

<input type="checkbox"/>	Template ↑	Created ↑	Company	SEC Code ↑	Credit Amount ↑	Debit Amount ↑	# ↑	Effective Date	
<input checked="" type="checkbox"/>	Name: Test Recurring Transaction Type: Payment	03/18/2025 2:23 PM	Company Name - x4321	PPD Credit - Consumer Credit	\$100.00	\$100.00	1	03/21/2025	Schedule This Batch   
<input type="checkbox"/>	Name: Credit Template Test Nickname Transaction Type: Payment	01/02/2025 12:15 PM	Create Digital T - x3999	PPD Credit - Consumer Credit	\$0.10	\$0.10	1	03/21/2025	Schedule This Batch   
<input type="checkbox"/>	Name: Debit Template Test Nickname Transaction Type: Collection	01/02/2025 12:16 PM	Create Digital T - x3999	PPD Debit - Consumer Debit	\$0.26	\$0.26	1	03/21/2025	Schedule This Batch   

1

2

Initiate Same Day

Initiate

Delete Selected Templates

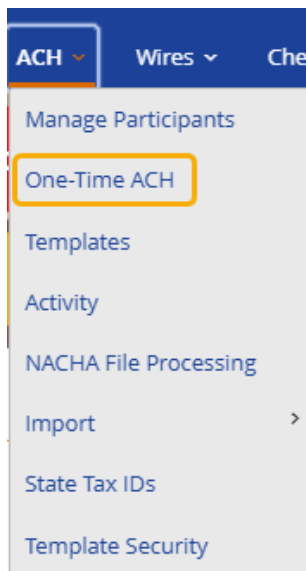
Add Template

1. Check the template to initiate for processing. You can select multiple templates to process.
2. Initiate the template for ACH processing.
 - Initiate Same Day ACH will be enabled before 10:00am and after 4:00pm. Same Day ACH initiated after 4:00pm will process the next business day as a Same Day ACH. Additional fees apply for Same Day ACH, see the [Schedule of Fees](#).
 - Initiate will process the ACH file for the Effective Date.

Creating a One-time ACH Payment

Use One-time ACH to create an ACH file that you don't need saved as a template. If you would like to create an ACH file template that can be used again in the future, create an ACH Template instead.

To begin, select **One-Time ACH Payment** from the ACH navigation menu.



1. Select the **Transaction Type** and **SEC code** from the dropdown

* Transaction Type

Payment

* SEC Code

PPD Credit - Consumer Credit

CCD Credit - Non-Consumer Credit

Payment – Pay employees or vendors

- PPD Credit – Consumer Credit
- CCD Credit – Non-Consumer Credit

* Transaction Type

Collection

* SEC Code

PPD Debit - Consumer Debit

CCD Debit - Non-Consumer Debit

Collection – Collect rents or payments due

- PPD Debit – Consumer Credit
- CCD Credit – Non-Consumer Credit



Note: Select PPD for credits/debits to individuals; select CCD for credits/debits to businesses. Credits will credit an individual or business. Debits will debit an individual or business

One-Time ACH Payment

SEC Code
PPD Credit - Consumer Credit

* Schedule

Immediate

Effective Date
03/21/2025

* Company Entry Description

* Company

ACH From

* Offset Account

ACH To

Nickname	Unique Identifier	Account Number	Account Type	Amount
There are no entries.				

Credit Amount **\$0.00**

[Add Participants](#)

[Initiate](#)

2. **Schedule** when you want the file processed.
 - **Immediate** will choose the first available effective date.
 - **Same Day** will have the current day's effective date. (This option only displays before the morning cutoff time for same day files.)
 - **Future-Dated** will allow you to choose a future effective date.
3. Enter a **Company Entry Description**. This description will display on the statement of the participant with the transaction. Example: Bonus, Payroll, Distribution, Dues, etc.
4. Select the **Company** sending the file from the dropdown.
5. Select the **Offset Account** from the dropdown.
6. Select **Add Participants** to select exiting Participants or add new ones. See Manage Participants.



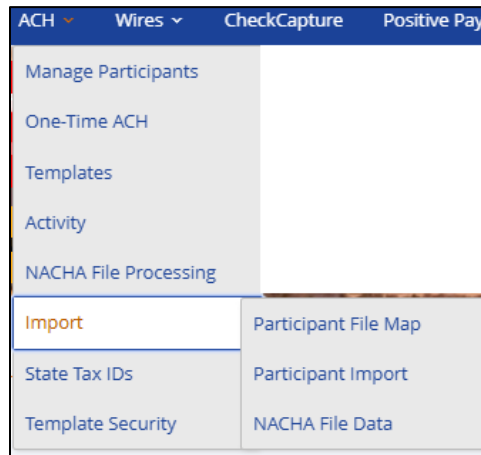
Note: Adding new Participants when creating a One-time ACH file will save the Participant to your Company's Participant List for future use.

7. Select **Initiate** when complete.

Participant File Import Map

The **Import** feature allows you to import Participant information from a CSV file. **NACHA File Data** allows you to import a NACHA formatted file.

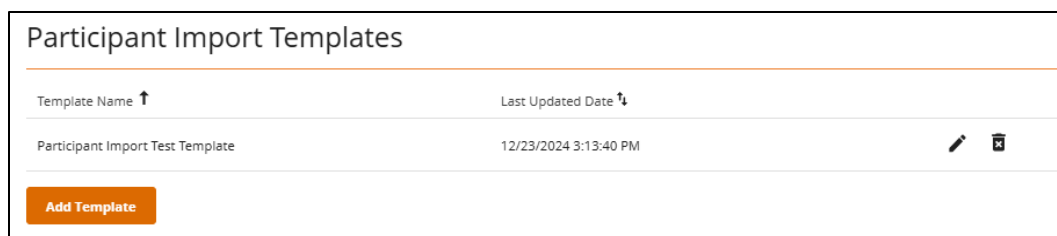
To begin a **Participant Import**, click on **ACH** from the navigation bar and select **Import**, and then, **Participant File Map**.



Creating a **Participant Import Map** allows you to indicate what column the required Participant information is located in your CSV file.

Participant import files must be in CSV format with no header row. For each required field, enter the corresponding column number from your file, counting from left to right. If you would like the system to check the file against your existing participants to avoid duplicates, choose the fields the system should match above.

1. Click on **Add Template** to create your **File Import Template**.



Participant Import Templates

* Template Name
 2

☒ Update Existing Participants

Match Criteria 3

☒ Name
☒ Nickname
☒ Unique Identifier
☐ Account Number

Required fields are marked with an asterisk (*).

Field Order 4

* Name

Nickname

Institution Name

* Routing Number

* Account Number
 4

* Account Type

Unique Identifier

* Status

Group

Discretionary Data

5

2. Enter the **Template Name**.
3. Check the criteria to match.
4. Each **Field Order** item corresponds to the column number in your.csv. For example, if Name is in column 3 or column C in your .csv, list 3 for Name in Field Order. Required fields are designated with a *.

The **Account Type** and **Status** fields require specific values as follows:

Account Type:

- 0 - Checking
- 1 - Savings
- 2 - General Ledger
- 3 - Loan

Status:

- Active
- Hold

5. Once complete, select **Save**.

Participant Import

Once the **Participant Import Template** is created, importing Payees is easy. Click on **ACH** in the navigation bar and select **Import**, and then, **Participant Import**.

The screenshot shows a web interface titled "Import Participants from a CSV File". Below the title is a section labeled "* Participant Import Template" containing a dropdown menu with "Participant Import Test Template" selected. To the right of the dropdown is a yellow circle with the number "1". Below the dropdown is the text "Maximum file size: 500 KB". To the right of this text is a yellow circle with the number "2". Below the text and the file size limit are three buttons: "View Participants" (orange), "Import" (grey), and "Choose File" (blue). A yellow circle with the number "3" is positioned below the "View Participants" button. To the right of the "Choose File" button is the text "No file chosen".

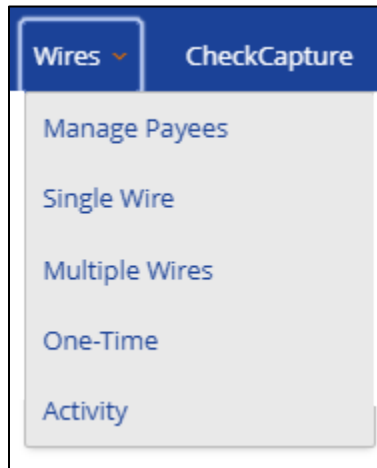
1. Choose your **Participant Import Template** from the dropdown.
2. **Choose a File** to locate the CSV file of Participants saved to your computer.
3. Click **View Participants** to preview the Participants to be imported. Once confirmed, click **Import** to import the Participants into Online Banking.

Participants will now be available for Templates and One Time ACH.

Wire Transfers

Wire transfers are a secure way to transfer funds electronically to a specific business or individual same day (if submitted before 2:00 pm PST on a regular business day). With MB&T Business Online Banking, both domestic and international wire transfers in US dollars are available.







Wire Menu Definitions



- **Manage Payees:** Payees created by you to receive a wire transfer.
- **Single Wire:** A single wire transfer form.
- **Multiple Wire:** A multi-wire form to send multiple wires at one time.
- **One Time Wire:** A blank single wire form. Created payees cannot be imported
- **Wire Activity:** A record of sent wire transfers and their details.

Manage Payees

1. To manage **Wire Payees**, click on **Wires** from the navigation bar and select **Manage Payees**.
2. Select **Add Payee**.

Wires / Payees			
Nickname ↑	Payee Name ↑	Account Number ↑	
Test	Bryan Test	x4321	 
Domestic Test	Jen Test	x6789	 
Domestic Payee Test Nickname	Domestic Payee Test Name		 

Add Payee

2

Wires / Payee Details

* Payee Type
Domestic

Payee Information

* Nickname

* Payee Name

* Account Number

* Confirm Account Number

* Address Type
☒ Domestic ☐ Foreign

* Address Line 1

Address Line 2 (Optional)

* City

* State

* ZIP Code

Payee Financial Institution

* Institution Number Type
ABA

* Institution Name

* Institution Number

Address Line 1

Address Line 2

City

State

ZIP Code

Receiving Financial Institution (optional)
☐ Show Details

Intermediary Financial Institution (optional)
☐ Show Details

Cancel Submit

3. Enter the **Payee Details** such as Domestic or International, Name, Nickname, Address, Routing Number, Account Number, etc.

4. Enter **Payee Financial Institution** information such as ABA/BIC, Institution Name, Address, City, State and Zip.



Foreign Wires: MB&T processes foreign wires through Pacific Coast Bankers Bank and will prefill Intermediary Bank details when 'Foreign' is selected. *Do not remove this information unless your recipient has provided different correspondent bank details.*

Single Wire

Once a **Wire Payee** is created, sending a wire is simple. Click on **Wires** from the navigation bar and select **Single Wire Transfer**. Complete the form and click **Submit**.

The form is titled "Single Wire Transfer" and contains the following fields and controls:

- * Payee** (1): A dropdown menu with the placeholder text "— Select a Payee —".
- * Funding Account** (2): A dropdown menu with the placeholder text "— Select a Funding Account —".
- * Amount** (3): A text input field.
- * Scheduling Option** (4): A dropdown menu with the selected option "One Time".
- * Wire Date** (5): A date input field with the placeholder text "MM/DD/YYYY" and a calendar icon.
- Memo** (6): A text input field.
- Buttons** (7): A "Cancel" button and a "Submit" button.

1. Select a Payee.
2. Select a Funding Account.
3. Enter the Amount of the wire.
4. Select a Scheduling Option
 - One Time
 - Recurring
5. Enter the Wire Date to send the wire.
6. Enter an optional Memo
7. Submit when done.

Multiple Wires

Once multiple **Wire Payees** are created, you have the efficient option of sending more than one wire at a time using the Multiple Wire function.

Click on **Wires** from the navigation bar and select **Multiple Wire Transfer**. Complete the form and click **Submit**.

Wires Initiate Multiple Wire Transfers

Payee Nickname	Payee Name	Wire Date
Domestic Payee Test Nickname	Domestic Payee Test Name	03/20/2025
Wire Type: Domestic		
Account: x - Premier Nickname (Available \$3.44)	Amount:	Last: \$0.01 Scheduled: \$0.09
Memo: Reason For Payment Memo		
International Payee Test Nickname	International Payee Test Name	03/20/2025
Wire Type: International		
Account: x - Premier Nickname (Available \$3.44)	Amount:	Last: N/A Scheduled: 0.03
Memo: Reason for Payment Memo		

Submit

One Time Wire

One-time wire is a simple way to send a wire transfer. However, created payees cannot be used and none of the information entered is saved.

Wires / Payee Details

* Payee Type

Domestic

Payee Information

* Nickname

* Payee Name

* Account Number

* Confirm Account Number

* Address Type

☒ Domestic ☐ Foreign

* Address Line 1

Address Line 2 (Optional)

* City

* State

* ZIP Code

Payee Financial Institution

* Institution Number Type

ABA

* Institution Name

* Institution Number

Address Line 1

Address Line 2

City

State

ZIP Code

Receiving Financial Institution (optional)

☐ Show Details

Intermediary Financial Institution (optional)

☐ Show Details

Cancel

Submit

1. Enter the **Payee Details** such as Domestic or International, Name, Nickname, Address, Routing Number, Account number, etc.
2. Enter **Payee Financial Institution** information such as ABA/BIC, Institution Name, Address, City, State and Zip.
3. Click **Submit** to send the wire.



Foreign Wires: MB&T processes foreign wires through Pacific Coast Bankers Bank and will prefill Intermediary Bank details when 'Foreign' is selected. *Do not remove this information unless your recipient has provided different correspondent bank details.*