Upgrade Information

Log In

Directions on how to log in for the new system will be sent early November. If you do not receive them, please contact the Customer Contact Center at **800.SUN.9066** or email **ContactUs@sunnb.com**. If you have Cash Management Services, please call **866.786.5990**, or email **CashMan@sunnb.com**.

- You will use your current company ID
- Login IDs will omit any punctuation/special characters
- You will receive a temporary password

A one-time security code will be required the first time you log in to the system and each subsequent time you log in with a different device or browser. The system will prompt you to initiate a phone call or SMS text message to the primary number we currently have on file. If the phone number(s) presented is/are not valid, please call the Customer Contact Center at **800.SUN.9066**. If you have Cash Management Services, please call **866.786.5990**.

- If you choose the phone call option, the system will display a code you will provide either verbally or with your phone's keypad when the call is received.
- If you choose the text message option, you will enter the one-time code in Business Online Banking that will be sent in a text.

Once you are logged in, you can add and change your email addresse(s) and phone number(s) using the Personal Preferences menu option under the Administration tab.

If your phone number has an extension, place two commas prior to the extension to allow for pauses during dialing. Example: (573) 555.5555,,5234.

Basic Functions

- **Dashboard** – A new Welcome page or **Dashboard** will provide quick navigation to your accounts and the tasks you use most. You can customize your dashboard by adding/removing panels and adjusting their location(s) to your personal preferences.
- **Account History** – To access transaction history, use the Reports tab to view or download activity. Three months of transaction history will be available on the new system at go live and will grow to 18 months by the end of the first week.
- **Account-to-Account Transfers** – These transfers will be posted as pending transactions when initiated and be effective the same business day.
- **eStatements** – The previous 12 months of statements will be available on the new system, if enrolled.
- **Alerts** – New and improved Email and Text Alerts are available on the new system and will need to be set up within Business Online Banking. Bill Pay alerts can be set up within Bill Pay.
- **How Do I ...** – Each page will have a **How Do I ...** link located at the bottom of the screen that will describe the current screen's functionality and provide step-by-step help.
- **Help** – The top of each page is a link for **Help** that provides a glossary of all functions within Business Online Banking.
- **Contact Us** – Under the Administration tab, the **Contact Us** feature allows you to send and receive secure messages to/from the bank.

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ACH Origination Service

- ACH transactions initiated in our current system Nov. 11 or later will not be processed. Please set up and initiate on the new system.
- ACH Payments, Receipts, Collections, Payroll, Child Support, Tax Payments, and NACHA File Uploads submitted prior to 5:00pm on Nov. 10 will be processed.
- Tax Payment and Child Support payments will need to be set up again on the new system.
- The final required approver of the transaction will be prompted for a token.

Administration (Multiuser Administration)

- As with the current system, Company Administrators (Admins) have the ability to add, change, and delete authorized users, and their accounts and service entitlements.
- User entitlements are in one place for all services on the new system, including Bill Pay.
- Admins will set up the User ID, temporary password, name, email, and phone number(s) for each user. Admins will also establish User Roles and limits for the services and accounts for which the user is entitled.
- Additional approval requirements (Dual Authorization) and limits are set at the company and user level.

Bill Pay

- Bill Pay will be available Nov. 17. You can set up a one-time payment or reoccurring payments in the new Business Online Banking system.
- On Nov. 17, you can set up eBills on the new Business Online Banking system.
- You may require multiple approvers to initiate a bill payment. (See Administration information.)

Positive Pay

- Positive Pay issued check files can be uploaded as usual through the current system until 4:00pm Nov. 10.
- Files sent beginning on Nov. 14 will be sent through the **Secure Message** link located on the **Dashboard**.
- Sun National Bank will introduce a new integrated Positive Pay system in the coming months that will allow users to make exception decisions and submit issued item information through a module in the new system. Stay tuned.

Wire Transfer Service

- Wire Transfers initiated prior to 5:00pm on Nov. 10 will be processed.
- Wire Transfers scheduled Nov. 11 for a Nov. 14 business date will not be processed and will need to be re-established on the new system Nov. 14.
- The final required approver of the transaction will be prompted for a token.

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