

# Frequently Asked Questions

## *Small Business Online Banking*

### **1. How does small business online banking differ from personal online banking?**

Small Business Online Banking offers the same features as online banking, with the addition of powerful features to help you save time and stay on top of your cash flow:

- Delegate others to view business accounts and initiate transactions.
- Consolidate your accounts so that you can see your business and personal accounts using a single login.
- Set up dual signers on business accounts that require two people to approve payments and transfers.

### **2. What is the dual signature feature?**

Many small businesses, such as partnerships, require two people to approve payments and transfers from business accounts. Our dual signature feature brings this process online by allowing you to nominate two signers in online banking who must approve transactions from an account before it can be completed.

### **3. How many signers can we have for an account?**

You can have as many signers as you would like for one account. With Small Business Online Banking, our dual signature feature allows any two of those signers to act as dual signers for any single transaction.

### **4. What is a delegate?**

Delegates are people within a business who have limited access to online banking accounts. Delegates are created by signers and can be either read-only or initiators.

### **5. What is the difference between read-only and initiator access levels?**

Read-only delegates can view account activity in accounts you give them access to.

Initiator delegates can view accounts and initiate (or set up) transactions, which must be approved by signers. For example, your receptionist may have read-only access to look at transactions, while your bookkeeper will have initiator access to set up bill payments and transfers.

### **6. Will my delegate see my personal accounts?**

Delegates can only see the accounts you have given them access to. If you don't want delegates to view any personal accounts you have added to the Consolidation Manager, make sure those accounts are not selected for delegate access.

## **7. What does it mean to initiate a transaction?**

Delegates initiate transactions that require approval from signers. Initiating a transaction involves setting it up by entering information such as the type of payment, account to transfer from, payee, amount, and the payment date.

A signer must approve it in order for the transaction to actually take place. Transactions created by a delegate become Pending Transactions and require approval from a signer.

These transactions must be approved by the date stated under Transaction Status on the receipt page; otherwise they will expire and will not be carried out. Once the signer approves a transaction, it is carried out by the banking system.

## **8. Why has my transaction expired?**

Transactions such as bill payments must be approved by a certain date, otherwise they will expire. The expiry date can be found under Transaction Status on the receipt page when the delegate creates the transaction, and under Payment Status in the Transaction Manager.

## **9. How do I recall a transaction?**

Recalling a transaction effectively cancels the transaction request. You can recall any transactions that appear under Transactions Requiring Review from Others. Any transactions that have already been approved or rejected cannot be recalled.

## **10. How can I check for initiated transactions on my mobile device?**

If you are a signer for an account you can use the Transaction Manager feature available in our mobile app and mobile web to review, approve or reject pending payments and transfers. If you have signed up for Alerts, you can also receive alerts for pending bill payments and transactions via text message and email.

## **11. What other banking services work with MemberDirect® Small Business?**

There are a number of Central 1 features that make it easier for you to do your banking, including MemberDirect Mobile App, Mobile Web, MemberDirect Small Business Invoicing, Alerts, Interac® e-Transfer, and Deposit Anywhere.

# Small Business Online Banking: Invoicing

## **1. How do I create my first invoice?**

Click on Invoicing in the left-hand side bar and then click the button 'Create New Invoice'

## **2. How do I create a new customer?**

On the Create Invoice page, select the drop-down arrow under 'Customer' and click 'Add New Customer'. Enter the customer details and hit 'Save Customer'.

## **3. Where can I update my business information?**

Click the 'Business Settings' link under Invoicing in the left-hand side bar. Update your business information and hit 'Save Business' to save the updates.

## **4. How do I add/update my company logo?**

On the Create New Invoice page, click on the box which has 'Add Company Logo' and select a file from your computer/mobile device to upload. If you already have a company logo on your invoice, simply click on the logo and double click the image you wish to upload.

## **5. How do I add, update or delete a tax?**

Click the 'Business Tax Settings' link under 'Invoicing' on the left-hand side bar. To add a new tax, click the '+Add New Tax' link, enter the details and click the check mark to save. To edit a tax, click the pencil icon next to the tax you wish to update- click the check mark to save the updates. To delete a tax, click the garbage bin icon next to the tax you wish to delete. You can also add taxes directly to an invoice when creating a new invoice- when you add a line item, select the tax drop-down and click 'Add Tax+', enter the details and click 'Add New Tax' to save.

## **6. Why do I not see any taxes in the drop-down list on my invoice?**

You will need to create your taxes in order to see them. You can create taxes in the following way: Click the 'Business Tax Settings' link under 'Invoicing' on the left-hand side bar. To add a new tax, click the '+Add New Tax' link, enter the details and click the check mark to save. To edit a tax, click the pencil icon next to the tax you wish to update- click the check mark to save the updates. To delete a tax, click the garbage bin icon next to the tax you wish to delete.

You can also add taxes directly to an invoice when creating a new invoice- when you add a line item, select the tax drop-down and click 'Add Tax+', enter the details and click 'Add New Tax' to save.

## **7. What happens if I update a tax that is already in use on an invoice?**

If the invoice has been sent, the tax on the invoice will not be affected and will remain the same as when you sent the invoice. If the tax you are updating is in use on a draft invoice, this tax will be affected. You will see a pop up warning you that once you save this updated tax, the tax will also be updated on Draft invoices.

## **8. How do I undo an applied match?**

You can unmatch an invoice from a deposit immediately after you have matched it by clicking on the 'Unmatch' link on the confirmation bubble

You can also unmatch an invoice from a deposit on the Recent Invoices tab – click on the Actions drop-down box next to an invoice which has a status of 'PAID', click Unmatch to unmatch this invoice from all deposits, the invoice status will update from Paid to Sent.

## **9. I don't see the invoice I want to reconcile in the matches tab, how do I search for it?**

While on the MATCHES tab, click on the invoice you wish to reconcile. Click 'Advanced Search' link, you can filter by deposit amount, date range and deposit type in order to search for a specific deposit.

## **10. Will invoices be automatically emailed to me when I send them to a customer?**

Yes, you will automatically receive a PDF copy of an invoice you have emailed to your customer. The email will be sent to the email address specified in your business profile.

## **11. How do I de-register from invoicing?**

Click the 'Account Settings' link under 'Invoicing', click the 'Deregister' link and confirm the de-registration. Please note that you will need to download your invoicing information prior to de-registering.

## **12. How do I re-register for invoicing?**

Click on Invoicing on the left-hand side bar, click on the Account Settings link, click the 'Register' link in order to re-register for Invoicing

## **13. Where can I download my invoicing information?**

Navigate to your invoicing dashboard by clicking on Invoicing on the left-hand side bar, click the Excel icon to download to Excel or click on the printer icon to download to PDF. These icons are located to the right of the Recent Invoices/Matches tabs on the dashboard.

## **14. How do I set my fiscal year?**

You can set your fiscal year in your business settings. Click on the 'business settings' link under 'Invoicing' on the left-hand side bar, update your fiscal year and click 'Save Business' to save the updates

## **15. Can I delete a sent Invoice?**

No, you cannot delete a sent invoice, you can only delete an invoice which has a status of DRAFT. You can CANCEL a sent invoice by clicking on the actions drop-down next to the invoice and selecting 'Cancel Invoice'. Canceling an invoice does not send any notification to the customer.

## **16. Will my customer be notified if I cancel an invoice?**

Your customer will not be notified if you cancel an invoice.

## **17. How do I apply a manual payment?**

You can apply a manual payment to an invoice which has a status of SENT or OVERDUE.

Click on the Actions drop-down on the invoice you wish to make the payment, select 'Apply Payment'. Enter the payment details and select 'Apply Payment'. The invoice status will automatically update to PAID status.

### **18. Do I need to enter an invoice number every time I create a new invoice?**

You do not need to enter an invoice number every time you create a new invoice, this number will be automatically generated and will auto increment for each invoice. Users can manually update the invoice number and they can edit the automatically generated invoice number.

### **19. What happens when my free trial is up?**

When you click on the Invoicing link after your free trial is up and if you have not registered for paid invoicing – the ‘Sign Up for Invoicing’ modal will pop up and the user can follow the instructions to complete the registration process for paid invoicing.

### **20. Can I see how many days I have left in my free trial?**

Yes, if you click on Account Settings under Invoicing you will see how many days are left in your free trial in the table on this page.

### **21. Will I have access to my invoices after I deregister?**

No, you will not have access to your invoices if you de-register from Invoicing. You can download your invoicing information from the dashboard prior to deregistering.

### **22. What happens if I am in the middle of a billing cycle and I decide to deregister?**

If you have paid for invoicing for a particular month (30 days), and you decide to deregister before that month is up – you will still be able to access Invoicing until the end of that paid month.

### **23. I would like to change the issue date of my invoice to a date in the future, why are all future dates greyed out?**

At this point, you cannot future date an invoice. Invoices can only have today’s date or a date in the past.

### **24. I created an invoice but did not complete all the fields, I navigated to another page and now I can no longer see it, and it is not in the dashboard as a draft invoice**

In order to save an invoice as a draft, you have to click the ‘Save as Draft’ link on the Create Invoice page, otherwise your invoice will not be saved as draft