

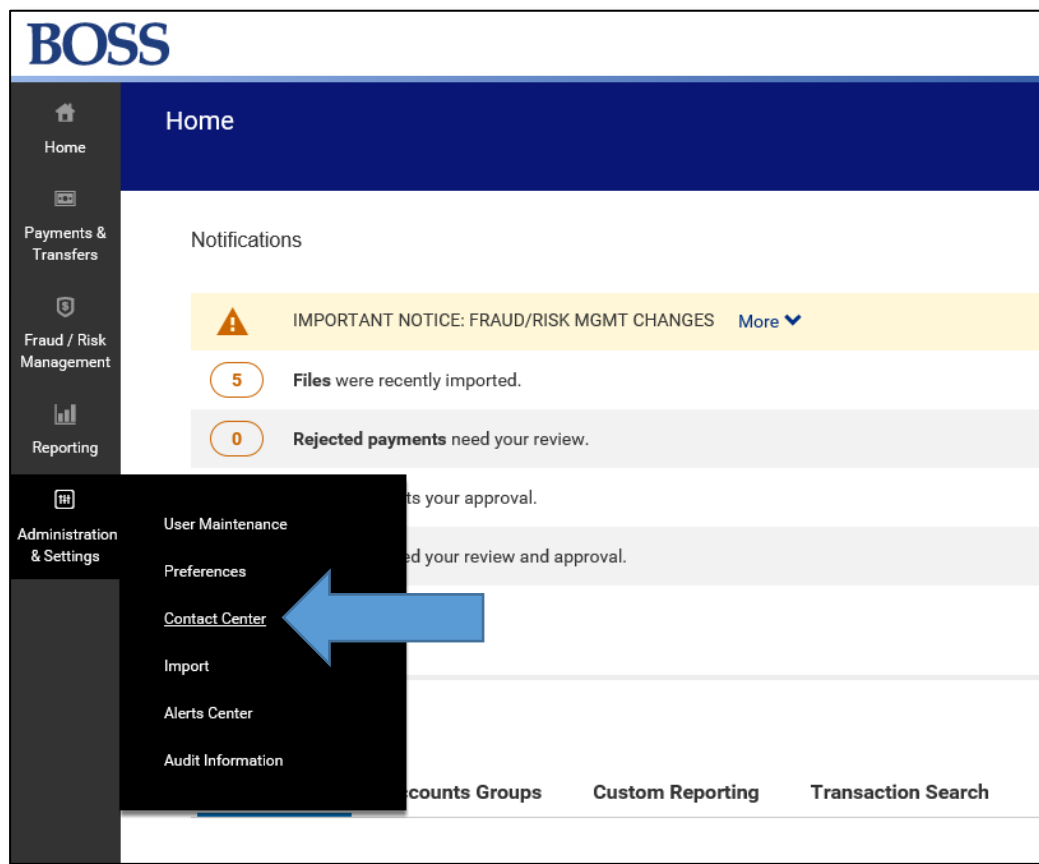
BOSS Online Banking Guide

Contact Center – Quick Reference Guide

BOSS Online Banking has enhanced the BOSS Contact Center to allow customers to store contact information used for remitting payments. This guide will provide step by step instructions on how to create a contact in the BOSS Contact Center.

Locating the Contact Center

- Log into BOSS Online Banking
- Click on **Administration and Settings** tab
- Click **Contact Center**



Creating a new contact

- Click **Add New Contact**

The screenshot shows the BOSS Contact Center interface. A blue arrow points to the 'Add New Contact' button in the top navigation bar. The interface includes a sidebar with navigation options like Home, Payments & Transfers, Fraud / Risk Management, Reporting, and Administration & Settings. The main content area shows a table with columns for Name, Contact Type, Contact Name, Contact Email, Contact Phone, and Contact Mobile. The table is currently empty, displaying 'There is no content'. A blue arrow also points to the 'Add New Contact' button in the table's header area.

- Complete and fill in your Business, Individual, or Employee's contact information.

The screenshot shows the 'New Contact' form in the BOSS system. The form is divided into several sections: 'Contact Type(s)' with radio buttons for Business, Individual, and Employee; 'Contact Information' with a required 'Name (Business, Individual or Employee)' field; 'Address Information' with fields for Address Line 1, Address Line 2, City, State, Province, and Postal Code; and 'Contact Person' with fields for Contact Name, Email, Phone, Mobile, and Fax. A blue arrow points to the 'Contact Type(s)' section, and another blue arrow points to the 'Name' field. A third blue arrow points to the 'Contact Person' section. At the bottom, there is a 'Save Contact' button and a 'Cancel' button.

- Once you have completed filling in the contacts information, select to **Add Payment Account Information**

The screenshot shows the BOSS 'New Contact' form. The form is titled 'New Contact' and has a navigation bar with links for Home, Payments & Transfers, Fraud / Risk Management, Reporting, and Administration & Settings. The form is divided into several sections:

- Contact Type(s):** Radio buttons for Business (checked), Individual, and Employee.
- Contact Information:** Text input for Name (Business, Individual or Employee) with 'Fulton Bank' entered. A text input for Contact ID Number is empty.
- Address Information:** A green checkmark is next to this section. Text inputs for Address Line 1 (One Penn Square), Address Line 2, City (Lancaster), State (PA), Province, Postal Code (17602), and Country (UNITED STATES) are filled.
- Contact Person:** Text inputs for Contact Name (Fulton Bank), Email (fulton@fult.com), Phone, Mobile, and Fax are empty.
- Payment Information:** A blue button with a right-pointing chevron and the text '> Add Payment Account Information' is highlighted by a blue arrow from the left.
- Buttons:** 'Save Contact' and 'Cancel' buttons are at the bottom left.

- Complete and fill in the contacts payment account detail and the payment type it should be assigned to.

Account Information

Complete Account Information to enable payments and collections for this Contact.

Enter Bank Information Use IBAN ⓘ
 Bank Code Look-up Freeform Entry ⓘ

Account Type: * Account Number:
Required for Payment Types using NACHA clearing method

* Bank Routing Code:

FULTON BANK, NA
LANCASTER, PA
US

* Currency:

> Intermediary Bank Information

Make this the Primary Account for this Contact

[+ Add Another Account](#)

Payment Methods Accepted by this Account

Selected payment types will be active for this account. De-select any you do not wish to use for this account.

- Cash Concentration/Disbursement
- Consumer Collections/Payments
- Consumer Collections
- Corporate/Vendor Payments
- Internet Initiated Collections
- Payroll
- Wire - International
- Corporate Collections
- Cash Concentration
- Cash Disbursement
- Telephone Initiated Collections
- Wire - Domestic
- Consumer Payments

- Once all the information for your contact is completed. Select the Save Contact button.

BOSS Home Payments & Transfers Fraud / Risk Management Reporting Administration & Settings Last Login: 10/25/2019 09:41 AM

Contact Center Add Widget

Contact Center *

[+ Add New Contact](#) [Export Contacts](#) [Print Contacts](#) [Import](#) 10/25/2019 10:49 AM

Filter: All Contacts

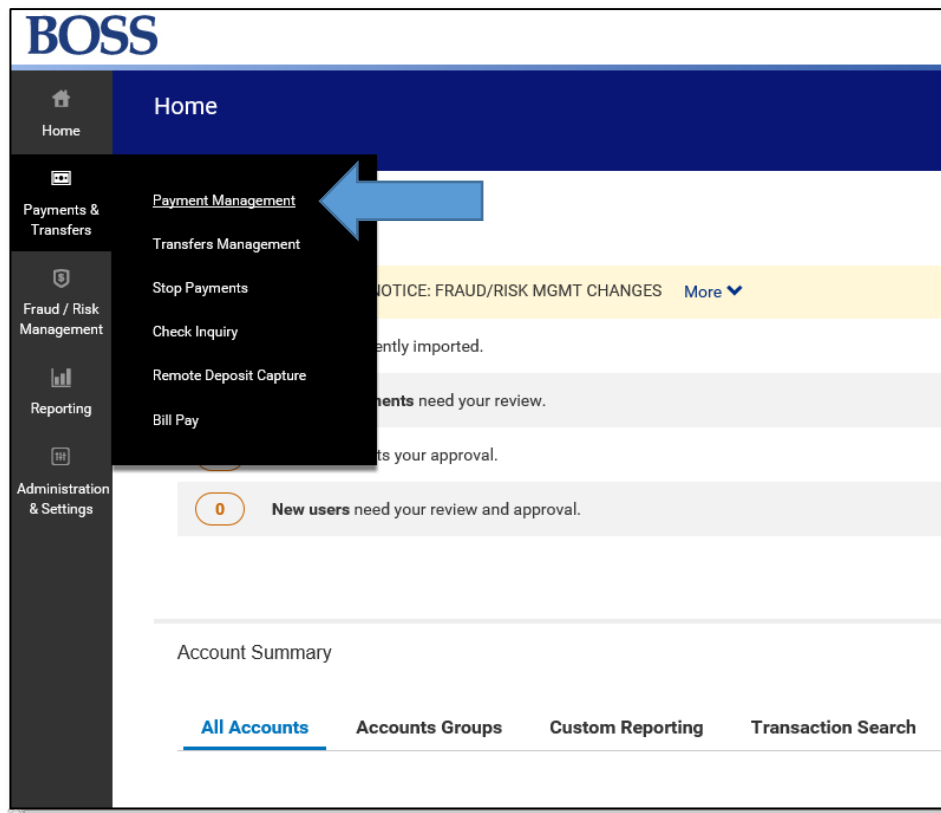
| <input type="checkbox"/> All | Actions | Name | Contact Type | Contact Name | Contact Email | Contact Phone | Contact Mobile |
|------------------------------|----------------------|-------------|--------------|--------------|-----------------|---------------|----------------|
| <input type="checkbox"/> | View | Fulton Bank | Business | Fulton Bank | fulton@fult.com | | |

Viewing 1-1 of 1 records Display 10 per page Page 1 of 1

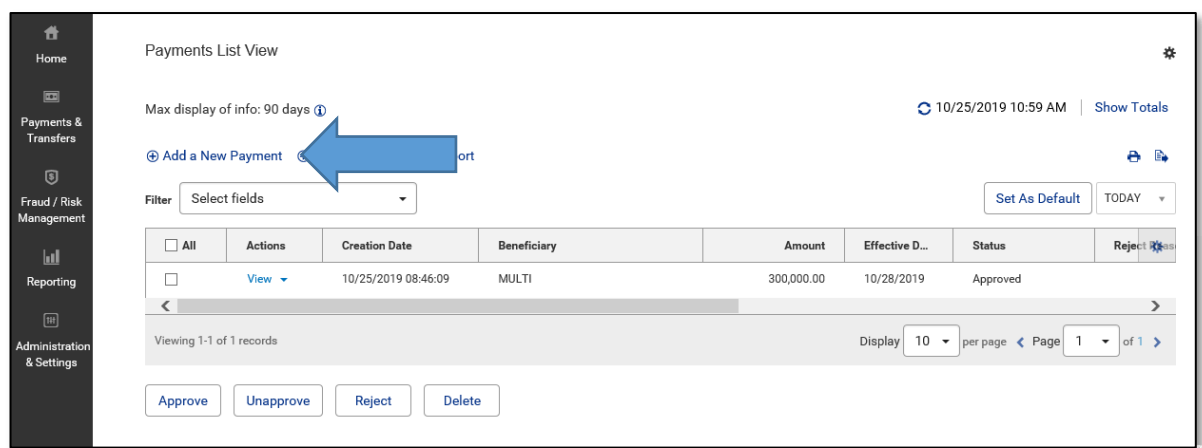
- The **Contact Center** will now display your newly created contact. You will have access to view and modify your contact at any time.

Adding a contact to a new payment

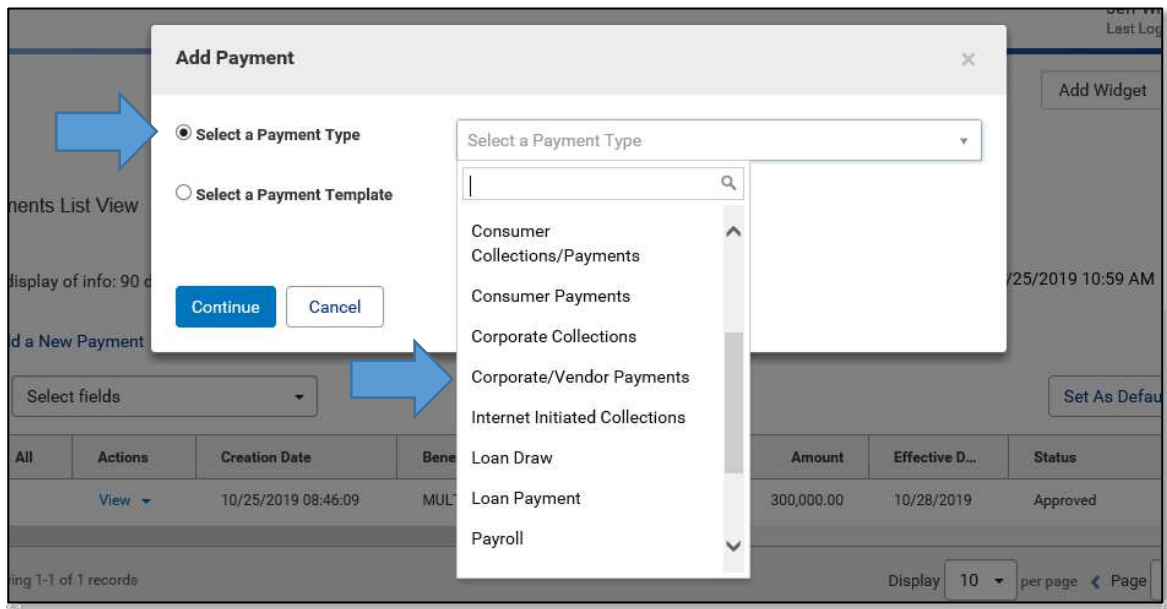
- Login to BOSS Online Banking
- Click on **Payments and Transfers**
- Click on **Payment Management**



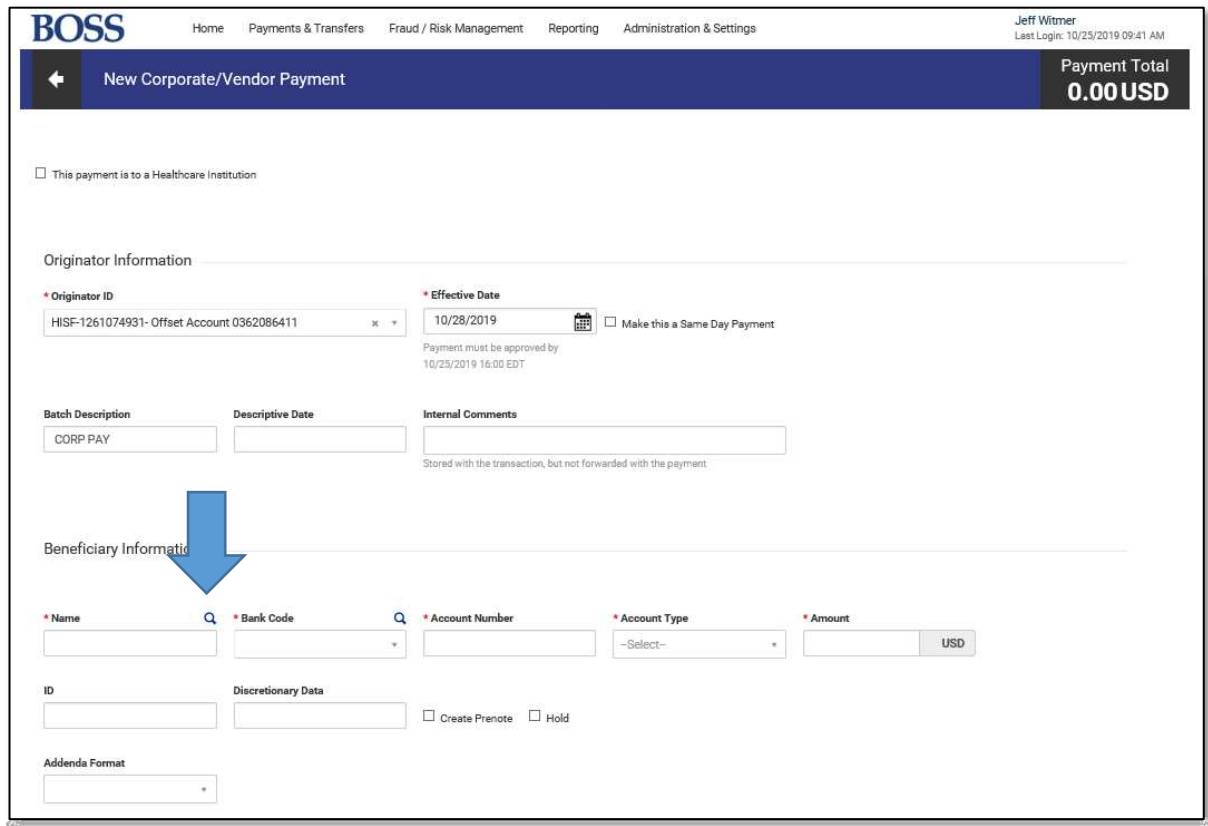
- Click on **Add a New Payment**



- Select the **Payment Type** that you included on your contact information and click **Continue**



- Locate the magnification glass icon in the Beneficiary Information.



- Click on the magnification glass icon

The screenshot shows the BOSS system interface for a 'New Corporate/Vendor Payment'. A search modal is open, displaying a table of search results. A blue arrow points to the magnification glass icon in the search bar.

| Name | Account Type | Bank Code | Corporate/ Vendor Bank Name | Account Number |
|-------------|--------------|-----------|-----------------------------|----------------|
| Fulton Bank | Checking | 031301422 | FULTON BANK, NA | 101010101010 |

Viewing 1-1 of 1 records. Display 10 per page. Page 1 of 1.

Buttons: Continue, Cancel

- Select the contact to enter in the beneficiary information and click **continue**

The screenshot shows the BOSS system interface for a 'New Corporate/Vendor Payment'. The 'Beneficiary Information' section is highlighted with a blue arrow pointing to the 'Name' field.

Originator Information

* Originator ID: HISF-1261074931- Offset Account 0362086411

* Effective Date: 10/28/2019

Payment must be approved by 10/25/2019 16:00 EDT

Make this a Same Day Payment

Batch Description: CORP PAY

Internal Comments: Stored with the transaction, but not forwarded with the payment.

Beneficiary Information

* Name: Fulton Bank

* Bank Code: 031301422

* Account Number: 101010101010

* Account Type: Checking

* Amount: USD

ID: []

Discretionary Data: []

Create Prenote Hold

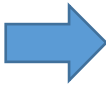
Addenda Format: []

- The contacts information will be displayed in your beneficiary field
- Complete any additional information with your payment and click **submit**.

Modifying a Beneficiary Address Book Contact

When modifying a Beneficiary Contact that is being used in an ACH and Wire Payment/Template, the user will be notified about changes to their existing templates. Listed below are the steps to modify an existing contact and the notifications that will be presented to the user indicating the necessary steps to update their existing templates.

- Click **Administration & Settings**
- Click **Contact Center**



The screenshot shows the BOSS Contact Center interface. At the top, there are navigation tabs: Home, Payments & Transfers, Fraud / Risk Management, Reporting, and Administration & Settings. The current page is titled "Contact Center" and includes an "Add Widget" dropdown. Below the header, there are options to "Add New Contact" and "Import", along with a filter dropdown set to "Select fields" and a "All Contacts" dropdown. A table displays one contact record:

| All | Actions | Name | Contact Type | Contact Name | Contact Email | Contact Phone | Contact Mobile | Status |
|--------------------------|---------|-------------|--------------|--------------|-----------------------|---------------|----------------|----------|
| <input type="checkbox"/> | View | Fulton Bank | Business | Fulton Bank | fulton@fultonbank.com | | | Approved |

At the bottom of the table, there are "Approve" and "Delete" buttons. The interface also shows "Viewing 1-1 of 1 records" and "Display 50 per page Page 1 of 1".

- Click the drop-down arrow in the **Actions** column

This screenshot is identical to the previous one, but with the "Actions" dropdown menu for the contact record open. A blue arrow points to the dropdown arrow. The menu options are "Modify" and "Delete".

- Select **Modify**

- Modify the necessary information within the Contact (Contact Information or Account details).

BOSS Home Payments & Transfers Fraud / Risk Management Reporting Administration & Settings

← Modify Contact

*Contact Type(s)
 Business Individual Employee

Contact Information
* Name (Business, Individual or Employee)
Fulton Bank

Contact ID Number

Contact Address ✓
Address Line 1
One Penn Square
When Address information is entered, Country and City are expected.

Address Line 2

Country
UNITED STATES

City
Lancaster

State
PENNSYLVANIA

Postal Code
17602

Contact Person
Contact Name
Fulton Bank

Email
fulton@fultonbank.com

Phone

Mobile

Fax

Payment Information
> Add Payment Account Information

> Payments and Templates used by this Contact

- Click **Save Contact**

Payment Information
> Add Payment Account Information

> Payments and Templates used by this Contact

Save Contact Cancel

The User will receive a message like the one shown below, per their changes they made to the Beneficiary Contact.

Changes to this Contact will impact Templates

When this contact is approved, the following templates will be updated with the changes, which will need to be re-approved after the update.

| Template Code | Template Description | Beneficiary | Payment Type | Last Update Date/Time | Status |
|----------------|----------------------|-------------|-----------------|-----------------------|----------|
| FULTONWIRETEST | FULTON WIRE | Fulton Bank | Wire - Domestic | 05/08/2020 13:41:12 | Approved |

Do you want to continue with these changes?

[Continue](#) [Cancel](#)

- Review the Changes to this Contact message and click **Continue**

Please note: Changes are not automatically pushed to payments, but they are automatically pushed to templates, so that a change to a beneficiary that is already in a template applies directly to the template. An audit of changes is logged within the template audit details.

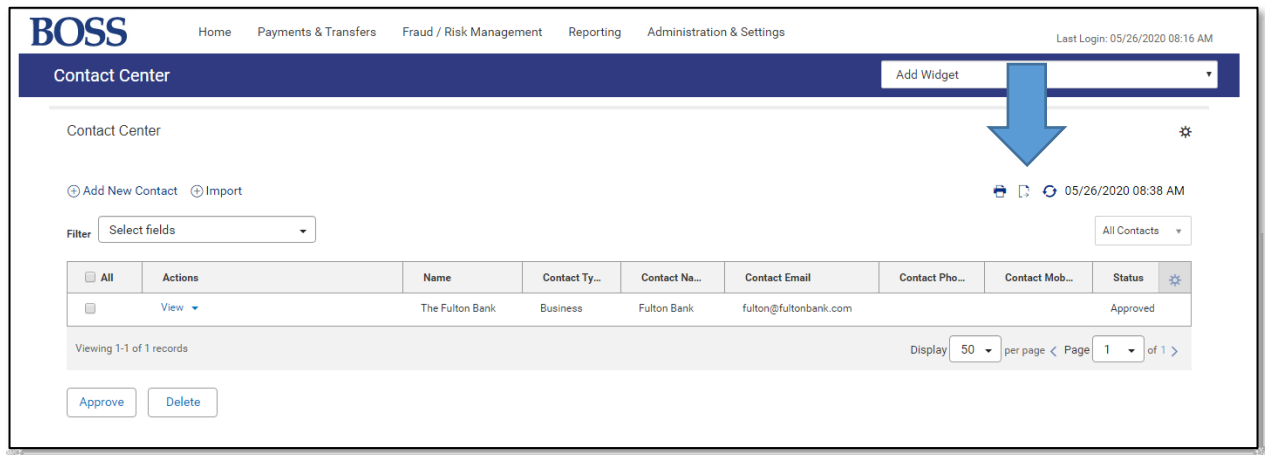
If the Beneficiary Contact is no longer eligible for the payment type in which it is being used, or the account is deleted from the Contact Center, the template is put into a **Needs Repair** status, and it must either be modified by the user to remove the Beneficiary Contact or select a new account, or deleted.

Generating a detailed report from the Contact Center

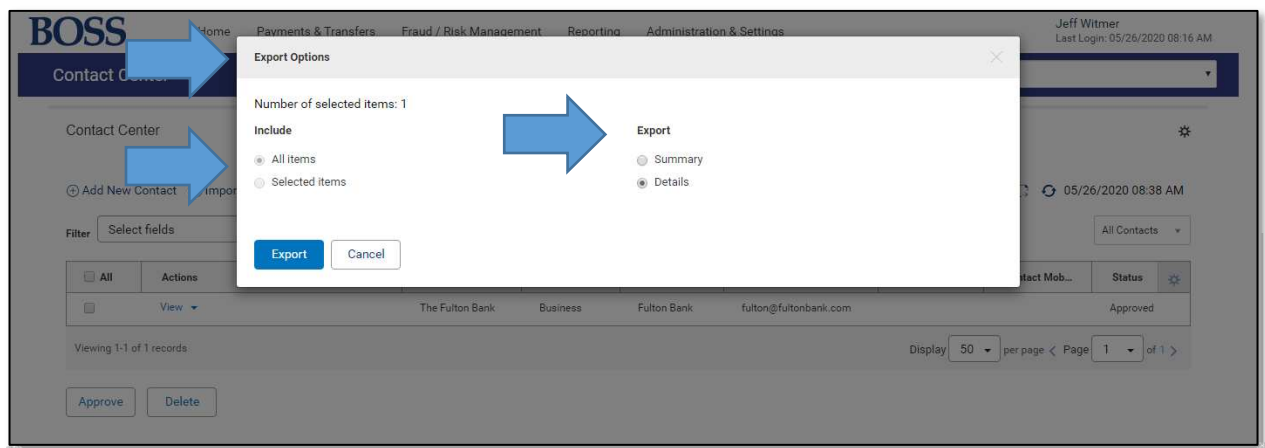
Users will be able to generate a detailed report (export / printed) of all their contacts within the Contact Center. Below are the steps on how to export that information.

From the **Contact Center**

- Click on the Export Icon



The Export Options menu box will appear after selecting the Export Icon.



- Select which Contact's to include
- Select **Details** for the **Export type**
- Click **Export**

The user will be presented with an export detail report, showing all the details of that Contact.

The screenshot shows the BOSS web application interface with a navigation menu (Home, Payments & Transfers, Fraud / Risk Management, Reporting, Administration & Settings) and a user profile (Witmer, Jeff). The main content area displays an Excel spreadsheet titled 'listview - 2020-05-26T084508.462.csv - Excel'. The spreadsheet contains contact information for 'The Fulton Bank'.

| Name | Contact Type | Contact ID Number | Address Line 1 | Address Line 2 | City | State | Province | Postal Code | Country | Contact Person | Account | Bank ID | Bank Country | Bank Name |
|-----------------|--------------|-------------------|-----------------|----------------|-----------|-------|----------|-------------|---------|----------------|------------|----------|--------------|-----------------|
| The Fulton Bank | Business | | One Penn Square | | Lancaster | PA | | 17602 | US | Fulton Bank | 2323232323 | 31301422 | US | 'FULTON BANK, N |
| The Fulton Bank | Business | | One Penn Square | | Lancaster | PA | | 17602 | US | Fulton Bank | 2323232323 | 31301422 | US | 'FULTON BANK, N |

Users will also be able to repeat this process and choose to Print the details, by selecting the Print icon.

The screenshot shows the BOSS web application interface with a navigation menu (Home, Payments & Transfers, Fraud / Risk Management, Reporting, Administration & Settings) and a user profile (Last Login: 05/26/2020 08:16 AM). The main content area displays the 'Contact Center' section with a table of contact details.

| All | Actions | Name | Contact Ty... | Contact Na... | Contact Email | Contact Pho... | Contact Mob... | Status |
|--------------------------|---------|-----------------|---------------|---------------|-----------------------|----------------|----------------|----------|
| <input type="checkbox"/> | View | The Fulton Bank | Business | Fulton Bank | fulton@fultonbank.com | | | Approved |

For technical support regarding the Contact Center, please call Cash Management Support at 866-943-8739.