



# CoreFirst Bank & Trust

## New Commercial Internet Banking

### Frequently Asked Questions

#### ACCOUNT OVERVIEW

- Q: Why are some of my account numbers highlighted and marked with an asterisk**  
A: Highlighted account numbers indicate that there is pending transactional activity for the account, often called memo-posted transactions. You can review these pending transactions by going to [Account>History](#) for the account.
- Q: Can I nickname the accounts on this page?**  
A: Yes, you can change the default display name for any account by navigating to the [Preferences>Account](#) menu and entering your preferred nickname for some or all of your accounts. Your chosen nickname will be used instead of the default name or account number throughout the online banking system.
- Q: Can I remove or hide some accounts on this page?**  
A: Yes, if you are a business customer and have access to manage user rights via the [Preferences>User Rights](#) menu, you can uncheck the “View” checkbox for the accounts you wish to hide. Note that you need to [Sign Off](#) and log back in before the change will take effect. If you do not have access to User Rights, you can contact us at 785-267-8900 or 1-800-280-0123 to remove or hide accounts for your user ID.
- Q: Can I change the display order for my accounts?**  
A: Yes, you can change the default display order by navigating to the [Preferences>Account](#) menu and entering your preferred account display order. Lower order numbers will be displayed before higher order numbers within each group of accounts (i.e. checking, savings, loan, etc.).

#### ACCOUNT HISTORY

- Q: How do I know how much history is available for an account?**  
A: At the bottom of the account history page you can see the oldest historical transaction available for the selected account.

**Oldest Transaction Available: Friday, April 18, 2008**
- Q: How much history displays by default for an account? Can I change the default amount?**

A: The default amount of history displayed for a selected account is 50 transactions. This default amount, by number of transactions or number of days of history, can be changed for each account under [Preferences>Account](#).


7. **Q: When I download my history to Quicken or QuickBooks, it doesn't launch the application automatically. Why?**

A: There is no association for the file type to the application. The easiest way to create the association is to save the download file to your desktop the first time, then right-click on the file and select the 'Open with' option. This will allow you to choose Quicken® or QuickBooks® from a list, depending on the download file type. The next time you download your history, the program should launch automatically.

8. **Q: When I export my history, why doesn't the data display on the screen?**

A: This is done intentionally to minimize download time. When you choose to export your data, the time it would take to display the data on the screen is generally unnecessary. If you wish to display the data first, select the 'Display Results' radio button to first show the data, then the 'Export to file' radio button to complete the export.

9. **Q: How do I view check and other transaction images?**

A: The magnifying glass icon  next to some transactions indicates that there is an image stored for that transaction, a check image for example. Just click on the image of the magnifying glass for the specific transaction image you want to view and the system will retrieve the image and display it in a pop-up window. You should configure your pop-up blocker to accept pop-ups from our site to use this feature.

## ONLINE ACTIVITY

10. **Q: How is the Online Activity page different from Account History?**

A: The Online Activity page contains all transactions initiated via electronic banking, but does not include transactions made via other means, like ATM or Debit/Credit card transactions. This page also shows the status of each electronic transaction as it moves from a drafted status to approved, then processed.

In contrast, the [Account>History](#) page is a record of processed and cleared transactions against your account from all sources, not just electronic banking. Additionally, account history does not include transactions that have been drafted/approved/cancelled via electronic banking, but only those that have already cleared or will clear your account the next processing day.

11. **Q: What is a drafted transaction?**

A: A drafted transaction is one that has been created and saved for later approval. A drafted transaction **HAS NOT** been transmitted to us for processing, just as a drafted e-mail has not been sent to the intended recipient. This allows you to schedule and draft payments that you, or someone in your household or company, can later approve.

12. **Q: Can I see transactions from other users in my household or company?**

A: Yes, if you have been entitled to see other user's online activity instead of just your own.

13. **Q: What is a Tracking ID?**

A: The Tracking ID is a unique identifier of each transaction on our system and provides you a

way to easily reference a transaction and communicate with our support staff. Please use tracking IDs in any communication to us.

## **FUNDS TRANSFER**

14. **Q: What is the cutoff time for transfers?**  
A: You can make transfers up to 8:00 p.m. (CST) on Internet Banking to get same day availability.
15. **Q: If I make a future-dated transfer, when will the transfer be processed and effective?**  
A: If you create a future-dated transfer, the transfer will be processed the morning of the effective transfer date.
16. **Q: Where can I see my Funds Transfer activity?**  
A: Your funds transfer activity is available in your Online Activity under the [Accounts>Online](#) Activity menu. Any drafted, approved, cancelled or processed funds transfers will be displayed. Each transaction has a unique Tracking ID for easy identification.
17. **Q: Can I make my loan and credit card payments by initiating a transfer?**  
A: Yes, go to funds transfer and pick your from account you want to withdraw the funds from for your payment, then choose the to account that you want your payment to be credited towards.
18. **Q: Can I split my loan payment up principal and interest?**  
A: Yes, you now have the ability to split up your payment between principal and interest. This option is available when you make a funds transfer.

## **MANAGING RECURRING TRANSFERS**

19. **Q: Can I modify a recurring transaction?**  
A: No, recurring transactions may only be created or cancelled. You can also cancel individual occurrences of the transaction under the [Accounts>Online Activity](#) menu.

## **MANAGING RECEIPANTS**

20. **Q: Do I have to enter a recipient to use the system?**  
A: No, if you are sending a payment to a recipient that you will likely never pay again, you can enter the payment information directly into the appropriate commercial payment menu, such as a wire transfer. Or, if you have a NACHA compliant payroll file, you can upload the file into our system. See help with making Commercial Payments to learn the different ways o make payments.
21. **Q: Can I upload a list of recipients and/or payments into the system?**  
A: Not at this time. You can make one-time payments by uploading recipients and payments is via a NACHA compliant file upload, but those recipients and payments are not stored for later use.
22. **Q: What if I want the recipient to be sent an e-mail notification on some payments, but not others?**

A: You can save an e-mail address for the recipient, and then uncheck the notification on individual payments or for the selected recipient in a batch at the time the payment is made. The e-mail address stored for the recipient is to populate the payment for you, and can be overridden on single payments. On batch payments, you can choose to send or not send the notification, but to change the address you will need to update the recipient information.

23. **Q: What is a payment template?**

A: A payment template is a group of payment-related information that can be stored and reused on successive payments, either as a single payment or as one payment in a batch.

## **SINGLE PAYMENT ACH**

24. **Q: When will my account be debited to fund this payment?**

A: Your account will be debited on the effective date of the payment (the 'Process On' date) to meet your scheduled effective payment date. ACH payments are generally 2-day effective which means that they are processed 2 days prior to the scheduled effective payment date.

25. **Q: What if I pick a payment date that is a processing holiday?**

A: Our system will not let you create a payment that is scheduled to process on a holiday. You will receive an error message and be instructed to enter a new effective date for the payment.

26. **Q: If I create a recurring transaction and one or more of the recurring payments are on a processing holiday, what happens?**

A: As explained above, you will not be able to schedule the initial payment of a recurring transaction on a processing holiday. However, if the recurring instances of the transaction happen to fall on a processing holiday, the system will move that individual instance of the credit back one day and on a debit forward one day, to a non-processing holiday. This will occur when the previous instance of the payment has been processed and the upcoming instance is scheduled. Additionally, the user will receive a secure message indicating that an instance of the recurring payment was moved to another processing day.

27. **Q: What if I don't like the day to which the recurring transaction was moved?**

A: You can cancel the rescheduled instance of the transaction via [Accounts>Online Activity](#) and create a new transaction to replace that particular instance of the recurring transaction. All future instances of the recurring transaction will remain scheduled based on the initial transaction schedule.

## **SINGLE RECEIPT**

28. **Q: When will my account be credited?**

A: Your account will be credited on the scheduled effective date. ACH receipts are 1-day effective, which means that they are processed 1 day prior to the scheduled effective date.

## **PAYROLL TRANSACTIONS**

29. **Q: When will my account be debited to fund this payment?**

A: Your account will be debited on the effective date of the payment (the 'Process On' date)

to meet your scheduled effective payment date. ACH payroll payments are generally 2-day effective payments, which mean that they are processed 2 days prior to the scheduled effective payment date.

30. **Q: When will my employees be paid?**

A: Your employee accounts will be credited on the effective date you selected for the payment.

31. **Q: I adjusted an amount, but got an error message telling me that the amount does not cover the splits. What do I do?**

A: The total amount you entered to pay a recipient was not sufficient to fund the split payroll amounts set up for the payroll payment. For example, if an employee wanted \$100 split to a savings account and another \$50 split to a retirement account, the total payroll amount entered for the recipient must be greater than the sum of the splits, in this example \$150.01 or greater.

32. **Q: Does the system automatically deduct the split amounts from the total payroll amount for a recipient?**

A: Yes, the system deducts the fixed split amounts saved in the payment from the default or entered total payroll amount.

33. **Q: Why is the 'Notify' checkbox checked for some recipients, but not others?**

A: The checkbox is checked because the saved recipient has 'Send E-mail Notifications' selected in the recipient information. See [Manage Recipients](#) for assistance with updating the default recipient information. In any event, you can change the selection on the batch template and override the saved value for the recipient for that instance of the payment.

34. **Q: How are split payroll payments processed?**

A: A total payment with two splits will be processed as three separate ACH transactions to the same recipient, and will be reflected as such on the [Transaction Preview](#) page.

35. **Q: I loaded my payroll batch but the amounts I am paying this pay period have changed. Do I need to update every payment?**

A: No, you can simply tab to through each 'Total Amount' and 'Addenda' field, recipient by recipient, to update the default payment values. In many cases, it may be easier to use a zero dollar default value for the saved payment for recipients whose payment amount changes every pay period.

36. **Q: How do I send a pre-note to a recipient account? What is the purpose of a pre-note?**

A: You can send a pre-note to a newly-established recipient account by leaving the value of the payment set to zero, and checking the 'Pay' checkbox to send the zero dollar payment to the recipient. The purpose of a pre-note is to confirm the validity of a routing number and account at the receiving financial institution, without any movement of funds taking place.

37. **Q: I tried to upload a payroll file, but it failed. Why?**

A: There are several reasons the file could not be validated and failed to upload. They include.

- The file is not a NACHA-formatted file.

- The user does not have the right to draft a payroll transaction.
- The transaction is not within the user's assigned rights and limits.
- The offset (debit) account is not one of the user's entitled online banking accounts.

## ACH PAYMENTS

46. **Q: When will my account be debited to fund this payment?**  
A: Your account will be debited on the effective date of the payment (the 'Process On' date) to meet your scheduled effective payment date. ACH Payments are generally 2-day effective payments, which mean that they are processed 2 days prior to the scheduled effective payment date.
47. **Q: When will my recipients be paid?**  
A: Your recipient accounts will be credited on the effective date you selected for the payment.
48. **Q: What if I don't like the day to which the recurring transaction was moved?**  
A: You can cancel the rescheduled instance of the transaction via [Accounts>Online Activity](#) and create a new transaction to replace that particular instance of the recurring transaction. All future instances of the recurring transaction will remain scheduled based on the initial transaction schedule.
49. **Q: Why is the 'Notify' checkbox checked for some recipients, but not others?**  
A: The checkbox is checked because the saved recipient has 'Send E-mail Notifications' selected in the recipient information. See [Manage Recipients](#) for assistance with updating the default recipient information. In any event, you can change the selection on the batch template and override the saved value for the recipient for that instance of the payment.

## ACH COLLECTIONS

50. **Q: When will my account be credited for these collections?**  
A: Your account will be credited on the scheduled effective payment date. ACH Collections are 1-day effective transactions, which mean that they will be processed 1 day prior to the scheduled effective payment date.
51. **Q: When will my recipients be debited?**  
A: Your recipient accounts will be debited on the effective date you selected for the payment.

## WIRE TRANSFERS

52. **Q: When will my account be debited to fund this payment?**  
A: Your account will be debited when we process the payment (the 'Process On' date) to meet your scheduled effective payment date. Wire transfer payments are effective same day if wire transfer is initiated by 3:00 pm (CST), which also means that they are processed on the effective payment date.

53. **Q: When will the beneficiary receive the payment?**  
A: As wire transfer payments are same day payments, your recipient should receive payment on the effective payment date.
54. **Q: When might I use an Intermediary Financial Institution?**  
A: You may need to use an intermediary financial institution if your beneficiary's financial institution is not a direct Fed Wire participant and cannot receive a wire transfer via the Fed Wire system.

## **SECURE MAILBOX**

55. **Q: How do I know if I have a message in my mailbox?**  
A: You can logon and navigate to your message mailbox, or there is a convenient link on the [Accounts>Overview](#) page to let you know when you have a new message.
56. **Q: Is the content of my message and any attachments sent securely?**  
A: Yes, the transport of your message is SSL encrypted and is never sent through public, unsecured communication channels like e-mail communication.
57. **Q: Can I see the messages I have sent?**  
A: No, to simplify your mailbox we only show the messages you have received.
58. **Q: How long are messages kept in my mailbox?**  
A: Each message is kept for a specified number of days, unless you choose to set a selected message to never expire. Otherwise, all messages will be saved until the date displayed in the 'Expires on' column in the mailbox.

## **CHANGE OF ADDRESS**

59. **Q: Is my Change of Address request immediate?**  
A: When you submit the request, we receive it immediately; however, depending on the number and type of accounts, it may take 24-48 hours to make the changes.
60. **Q: Will this affect the delivery of my statement and other mail?**  
A: Yes, a change of address request affects the account profile, statement, and other mail and correspondence related to the account. Therefore, we may call you for additional verification, if required.

## **STOP PAYMENTS**

61. **Q: What is a Stop Payment?**  
A: A Stop Payment request is an order by the writer of a check that the payment should not be honored. This may be related to failure by a merchant to provide services, or due to potential fraud-related activity on the account.
62. **Q: Does a Stop Payment request guarantee that the payment will be stopped?**  
A: No, an online request to stop payment on a check or does not guarantee that the check will be stopped, as the item may have already been processed and posted to your account.



## ALERTS

63. **Q: When are alerts delivered?**

A: When triggered, secure message and e-mail alerts are delivered immediately after all of our transactions have been processed. Phone alerts are delivered at the time you select on any day that the alert is triggered.

64. **Q: Are alerts real-time?**

A: No, alerts are triggered at processing time each day. For example, if an alert value is triggered during the day on Monday, the alert is generated during our processing cycle Monday night. A secure message or e-mail will be sent immediately after processing, while a phone notification will be sent at the time you selected on Tuesday.

65. **Q: What is the difference in a phone notification versus an e-mail notification?**

A: An e-mail notification, because it is delivered over public e-mail, contains no detail on the alert, only that it has been triggered. On the other hand, a phone notification will provide more alert detail, and may also allow you to enter your voice banking credentials to access your account information on the same call.

66. **Q: What if I don't receive a phone alert?**

A: If you miss the alert call, our alert system will leave a message on voice mail. If you believe you did not receive a phone call, please check your message mailbox under the Services>Messages menu to confirm receipt. If there is not an alert in the secure mailbox, confirm that the alert is enabled. If you still believe you did not receive an alert, please contact us at 785-267-8900 or 1800-280-0123.

NOTE: E-mail and phone alerts are a convenience and should not be used to manage critical account details or appointments, as they are not 100% reliable delivery channels. If triggered, secure messages within the online banking system are very reliable, as they are sent within the online banking system.

67. **Q: What if I don't receive an e-mail alert?**

A: If you believe you did not receive an alert e-mail, please check your message mailbox under the Services>Messages menu to confirm receipt. If you received your secure message, but not your e-mail, check your Junk e-mail folder first. If your alert is delivered as junk mail, configure your junk mail settings to allow e-mail from our e-mail address. If there is not an alert in your online secure mailbox, it was not sent. Confirm that the alert is enabled. If you still believe you did not receive an alert, please contact us at 785-267-8900 or 1800-280-0123 .

NOTE: E-mail and phone alerts are a convenience and should not be used to manage critical account details or appointments, as they are not 100% reliable delivery channels. If triggered, secure messages within the online banking system are very reliable, as they are sent within the online banking system.

68. **Q: Can I disable an alert without deleting it?**

A: Yes, you can edit an alert and uncheck the 'Enable this alert' checkbox to render the alert inactive.



## SECURITY

69. **Q: Can I reset my password on line?**

A: Yes, when you logon check the box marked **Forgot Password**. Then, pick an option email, business phone, or cell phone as a delivery option for a secure access code to be delivered to you electronically. As soon as you receive your secure passcode enter that code, then enter a new password and again to confirm the password.

70. **Q: Why would I change my User ID and Password?**

A: It is a good practice to change password periodically. If you ever believe your User ID and/or password have been compromised, change them immediately.

71. **Q: What is phishing?**

A: Phishing is an attempt to criminally and fraudulently acquire sensitive information, such as usernames, passwords and credit card details, by masquerading as a trustworthy entity in an electronic communication, like an e-mail or an instant message.

72. **Q: Will I see my phishing phrase on all computers?**

A: You will see your phrase on all browsers through which you submit a phrase. When you submit your phishing phrase, it is effective on the individual browser used on the computer from which you established the phrase. However, as you submit a new phrase on another (second) computer or browser, the newly submitted phrase will be shared on all previously used browsers. In other words, you can set phishing phrases on many browsers but you can only have one phrase associated with your login ID, which is the most recent phrase you established and submitted.

73. **Q: Why does my contact information appear partially blocked?**

A: The listing of your secure delivery contacts is masked, or partially blocked, when presented online. This is done to prevent possible "over-the-shoulder" viewing of your personal information.

## MOBILE BANKING

74. **Q: What mobile devices are supported for mobile banking?**

A: Our mobile banking is based on your device's (e.g. phone) mobile browser, and not the phone model or carrier you use. Therefore, it is compatible with a very large range of devices. Of course, you need to have Internet access in your charge plan with your carrier to use our services.

75. **Q: What can I do via mobile banking?**

A: You can review your account balances and history, search for transaction history, make transfers between your accounts and communicate with us via secure messaging.

76. **Q: Do I need to set a different User ID and password for mobile banking?**

A: No, for your convenience you use your online banking user ID and password to access mobile banking once you enroll.

77. **Q: My user ID and password are long and make it difficult to logon to mobile. What can I do?**

A: Mobile browsers are often set to remember your User ID and display it once you enter the first character. If your current password is longer than the minimum required length per our password policy, you can change your password to shorten it within our policy limit. That will make it easier to enter it over your mobile device.

78. **Q: What if I don't establish a mobile authorization code for mobile banking?**

A: Then you may not be able to perform some mobile transactions that require strong approval via the mobile authorization code.

79. **Q: I want to send a mobile authorization request but no eligible approvers (or the one I am looking for) show up. Why?**

A: This may happen for a few reasons. First, no other users in your company or household have set up their Mobile Authorization Preferences under the [Preferences>Mobile](#) menu in their online banking account. Secondly, the approver is not listed because they are not eligible (i.e. they do not have the right) to authorize the payment type, or the amount exceeds their limit.

80. **Q: What happens if the eligible approver doesn't answer the call? Will the system try multiple times?**

A: No, the call will only be placed once. If the eligible approver misses the call or fails to approve the payment on the call, the drafter can resend the approval request by selecting the drafted payment in [Accounts>Online Activity](#) and re-sending the approval.

81. **Q: What does it mean if I never get my requested approval notification e-mail?**

A: It means the payment was never approved by an eligible approver. The drafter then has the option of re-sending the approval request.

82. **Q: What if I send my authorization request to multiple people? Can they all approve it?**

A: If multiple eligible approvers are sent the request, only the first to successfully enter their MAC will approve the payment. Others that receive the call will get a message indicating that the payment has already been approved upon successful entry of their MAC.

83. **Q: If my supervisor is not currently available to approve a payment, can I schedule the request to be sent at a specific time?**

A: Yes, the time next to each phone number allows the drafter to schedule a time that the mobile authorization will be sent. If the time is left at the default value of 12:00AM, the request will be sent immediately when the 'Send' button is pressed.

84. **Q: What is a Mobile Authorization Code, or MAC?**

A: A Mobile Authorization Code (MAC) is a numeric code (like an ATM PIN) that you set within online banking and use to authorize payments over the phone.

## **NEED ASSISTANCE**

85. **Q: Who do I call if I need assistance?**

A: Please feel to call our Phone Bank for assistance at 785-267-8900 or toll free at 1-800-280-0123. Please feel free to visit our any of our branches. You can also send a secure message through Internet Banking.

