Go Live: Cash Management Banking
QUICK REFERENCE

Mascoma Bank

Digital Business Banking portal: https://mascomabank.com

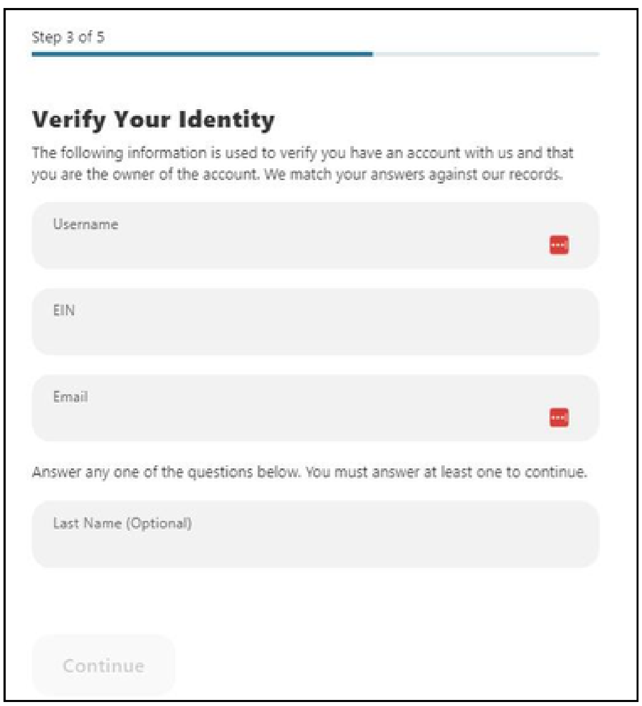
ADMINISTRATOR MUST BE FIRST TO LOG IN BEFORE SUB USERS CAN LOG IN.

Please communicate these changes with your sub users and provide this guide to them.

INFORMATION REQUIRED FOR SUCCESSFUL LOGIN:

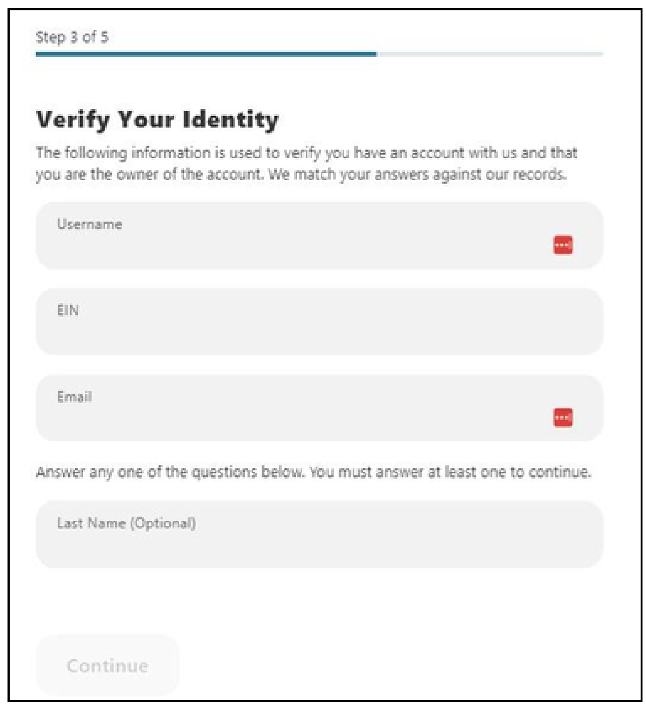
Administrator

- Current Username and Password
- Account Number
- Business EIN
- Email



Sub User

- Current Username and Password
- Business EIN
- Email



After completing this step, you will be prompted to create a new password.

NEED SOME HELP?

Send an email to: **cashmanagementbanking@mascomabank.com**
Call us at: **802-280-4260**
Reach out to: **Your Subject Matter Expert**

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FREQUENTLY ASKED QUESTIONS

When should I submit my ACH payments/payroll file and wires?
No ACH or wire can be submitted after 2pm on 1/29/2024. ACH and wires submitted before 2pm on 1/29/2024 will process as usual! ACHs should not be initiated with an effective date beyond 1/30/2024.

Will my ACH Batches transfer?
ACH Batches will not transfer. You must download batches from the current system before our Go Live date to upload in the new system or manually enter your ACH information in the new system.

Will my wire templates transfer?
Wire templates will not transfer. You must manually enter your wire information into the new system.

Do I still need to email confirmations to the wire department when transmitting a wire?
Yes, please continue to email your wire confirmation to msb.wires@mascomabank.com. The email must contain wire amounts, company name, and your name. A new process will be coming!

Do I need my four-digit wire pin?
No, you will no longer need this in the new system.

Will my user permissions carry over?
We are currently working on this. Some specific permissions may not carry over and will need to be updated in the new system.

Will my limits change?
No, your company's limit will stay the same for ACH, Wires and RDC. If you wish to raise or lower limits, please contact the Cash Management Department.

Will my system alerts carry over?
System alerts will not carry over. You will need to recreate your preferred alerts as well as explore new alert options in the new system.

Will my reoccurring/future scheduled bill payments transfer?
Reoccurring and scheduled payments will carry over with the exception of P2P payments, which will need to be recreated in the new system.

Will my bill payees transfer?
Yes! Your payee information will be transferred. You do not need to recreate your payees.

Are there blocked dates for Bill Pay?
Yes, any payments scheduled between 1/26/2024 and 1/29/2024 will not process until 1/30/2024.

Will Bill Pay require sub users to have an authentication to submit a payment?
No, this requirement has been removed.

What is the new soft token phone application called?
The new soft token application can be downloaded on mobile devices from any app store free of charge. Please search for "Entrust Identity."

ENTRUST
SECURING A WORLD IN MOTION

How do I request a hard token if I do not have one?
Please reach out to your Subject Matter Expert to let them know how many physical tokens you and your sub users will need along with the best address to mail the tokens to.

How do I sync up my soft or hard tokens?
Please see the token guides on our Digital Business Banking Resources webpage.

What is the grace period for syncing my token?
Users are encouraged to sign in within 7 business days of the new system. Once all users have signed in, users can register their tokens. After 14 business days, please reach out to your Subject Matter Expert for assistance.

What do I do with my old tokens?
Old tokens can be discarded.

Who can I contact on the day of for login assistance?
Contact your Subject Matter Expert! If you do not know who your Subject Matter Expert is or don't have their contact information, please reach out to Cash Management before Go Live. Cash Management will be experiencing higher than normal call and email volume on the Go Live date.