CITY NATIONAL BANK
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CONTENTS

For assistance with Book2Bank^{SM} questions, consult the User Guide, the following FAQs or contact Treasury Management Client Services at (800) 599-0020 from 5:30 a.m. to 7:00 p.m. PT, Monday through Friday.

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GENERAL INFORMATION

Now that I have Book2Bank installed, do I still need QuickBooks® Direct Connect?

No, Book2Bank will automatically reconcile your accounts to QuickBooks.

- Book2Bank automatically updates QuickBooks with bank fees, debits and checks paid outside the Book2Bank process.
- Book2Bank also automatically reconciles deposits made to your accounts and payments received electronically.
- Book2Bank does not provide for account-to-account transfers.

QuickBooks® is a registered trademark of Intuit, Inc.

How do I start the application?

Click on the Book2Bank icon in the start menu, and provide your login information when prompted. If your session has timed out, the login window should appear. If it does not, then right click on the taskbar icon and select "Book2Bank" to bring up the login window.

To launch Book2Bank Approver, click on the link to open up the web page in your browser. Then, provide your login information when prompted. To launch Book2Bank iPad® Approval, tap on the Book2Bank icon on your home screen, and provide your login information when prompted.

How do I switch between multiple companies/entities in QuickBooks and in Book2Bank?

To access different company files, you will need to be in the correct QuickBooks company file and log on the corresponding company profile on Book2Bank. After doing this, the data can be synchronized and you will be able to begin processing the payments desired. Once in the Book2Bank Bookkeeper or Approver applications you can easily switch between companies without logging in and out. Use the arrow on the top right corner of the application to choose from the drop down menu which company you'd like to work on next ensuring you are in the same QuickBooks file.

How do I reset my password?

Password reset: If you have forgotten your password, click 'Forgot your username or password?' on the login screen. Enter your username (email address), and you will receive an email with a temporary password to log in which expires after 72 hours. After five attempts you will be locked out of the application and will need to call client services to unlock your user.

Username reset: If you have forgotten your username, contact client Services for support.

How do I exit the application?

To log out of the Book2Bank application, go to the top right corner of the page (Settings) and click "Log Out." Then, right click the Book2Bank icon on your taskbar and select "Exit" to close the QuickBooks connector.

I didn't receive an email with my installation invitation. What should I do?

The installation invitation from Book2Bank@cnb.com may have gone to your spam folder. If it is not there, please contact client services and the representative will be able to send an additional installation invitation to your email.

How long is my temporary password valid?

Your temporary password will expire after 72 hours. Upon your first login you will be prompted to reset your password.

® iPad is a registered service mark of Apple, Inc.

Why do I keep getting the error message: "Unable to connect to server"?

This message may occur due to your Internet connectivity. If you confirm that you are connected to the Internet, ensure you have your pop-up blocker deactivated. If the issue persists, please contact Treasury Management Client Services.

How long do I have until Book2Bank or Book2Bank Approver "time-out"?

Book2Bank and Book2Bank Approver will "time-out" after 15 minutes of no activity. If this occurs, simply log back into the system.

SECURITY CONTROLS

What is out-of-band authentication?

Out-of-band authentication adds an additional layer of security to your payments process. It requires you to log-in with your user name and password. Then Book2Bank will send a text message to your cell phone, or a voice message to any phone, which includes a numeric security key that you will enter on the screen to be admitted to Book2Bank.

New users of Book2Bank are asked to provide up to two phone numbers at which they can receive either SMS messages (text) or phone calls while using Book2Bank. After entering your password on the login screen, you will see an additional screen, indicating where your security token was sent. If you would like to direct your security key to a different number than you have registered, follow the prompts on the screen. Enter the security key to complete your login.

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Is out-of-band authentication enabled for my account?

Yes, all accounts are set up with out-of-band authentication. You may not turn off out-of-band authentication – for your protection as well as for the bank.

I lost my mobile phone and can't log in. What should I do?

Immediately contact the bank so we can lock out your cell phone number.

During the set up process, you should have provided a secondary phone number. Use this number to authenticate by choosing to have the security token sent to the secondary phone number. This option appears after you have entered your password. If you have not registered another phone number, contact Treasury Management Client Services.

I lost my iPad, what should I do?

1. Contact Treasury Management Client Services to have all Book2Bank Approver users that use/have used that iPad locked. Locking a user will "invalidate" all active sessions so if there was a session active when the iPad was lost/stolen it will no longer be active.
2. Request the affected user(s) change their email password and "wipe" their iPad remotely (i.e., delete all data contained on the iPad through the "Find my iPad service shown below.) This will prevent access to the user's email on the lost/stolen iPad.
3. Once this has been completed, the user can be unlocked and sent a new download invitation for their new iPad.

We strongly recommend the following for the security of your iPad:

*   Have Passcode enabled on all iPads that use the Book2Bank Approver application.
*   All Book2Bank Approver iPad users should sign up for the "Find My iPad" service from Apple at http://www.apple.com/ipad/find-my-ipad.html. If their iPad should become lost or stolen, they will be able to remotely wipe out all data on that device.

ACCOUNT SETUP

How do I add or delete users?'

In order to add or delete users please ask your City National Bank Relationship Manager for the Book2Bank Set up form to make changes.

Why does my account information not appear in the Accounts section of the Profile?

Ensure that your account number is set up in the QuickBooks chart of accounts.

Why can I not open the tools menu?

Verify that you are using Internet Explorer 8 or 9. The features of Book2Bank will not work correctly if you are using previous versions of Internet Explorer.

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How do I know when the initial sync to QuickBooks is complete?

Once you are logged in to the Bookkeeper Application for the first time, you should wait for the QuickBooks-Sync task bar application to say status as "Connected."

Unpaid bills sync:

The initial sync process will first sync only the unpaid bills just after the QuickBooks-Sync task bar says "Connected." Then the paid history is synchronized in the background as you start to use the application. Later when the QuickBooks-Sync task bar application finishes "Synchronizing History," all the paid bills will be available in the Bookkeeper Application. Two years of payment history will sync upon initial set up.

Vendor sync**:**

1) On the initial sync, all vendors associated with open bills will be synced to the Book2Bank applications.

2) Over time during the "Synchronizing History" process, older vendors will be copied over as well. The history sync includes vendors which are associated with the historical bills as well as vendors which were modified during the history sync time window. The most recently modified history bills and vendors are copied first and then the sync process moves backwards in time.

3) Inactive vendors are not synced into Book2Bank, unless they are associated with a historical bill.

What type of security features protect our information stored in the cloud? How safe is it from crashing and destroying our invoice copies?

All information stored in City National's Book2Bank application is housed in a highly secure data center in the cloud. Additionally, all customer data is encrypted and extensively checked for integrity to ensure no data is lost. Finally, all data is continuously backed up, allowing for a quick recovery from a potential disaster.

DOCUMENTS AND VENDOR INFORMATION

Can I attach more than one document to a bill?

Yes. Multiple documents can be attached to each bill, including a copy of the invoice, email approvals, etc.

Which document formats can I upload?

The following file types are supported: .txt, .csv, .rtf, .html, .htm, .doc, .docx, .gif, .jpg, .odt, .png, .xls, .xlsx, .ods, .pdf, .ppt, .pptx.

Why can I not search or view the thumbnail of some PDF documents?

When creating a PDF document, create a PDF file type by "printing to" a PDF, NOT "saving as" a PDF. Generally, most PDFs created using the print command through a PDF converter are searchable.

In the event that the PDF document is still not searchable, save the document with a searchable document name such as Vendor Name and Invoice Number to allow for easy identification when attaching documents to bills.

Why does my search return no results?

Items may not be found for the following reasons:

- Expand the date range for your search.

- Make sure that you are searching the entire vendor name or invoice number. Partial searches do not work. Furthermore, you are unable to search the amount due or invoice date from the search bar. If you are searching a document, the search will only return results if your search matches the document format exactly, i.e. if you search 1,500, and the document has $1,500, your search will not work.

- You can complete partial searches of individual documents by maximizing a document and entering your query into the search bar at the top of the page.

How do I edit vendor address information?

After the history sync has completed processing, vendor address information can be edited either in QuickBooks or in Book2Bank. (NOTE: The vendor address cannot be changed after a payment has been submitted for approval. To update a vendor address on a payment that is pending approval, the payment must be rejected within Book2Bank Approver.)

How can I get my invoices and other related documents uploaded into the Book2Bank?

You have two options:

1. You can upload the document by clicking on the "Upload" link within the document tab in the Book2Bank application.
2. You can email **cnb@ap-docs.com** with the attached documents and they will appear in the list of documents in the Documents tab.

MAKING PAYMENTS

Where should I void a payment if it was made using QuickBooks?

Payments should be voided using the Void feature within in the Bookkeeper Application rather than voiding the payment in QuickBooks. The Bookkeeper Application will mark the bills included on a payment

as Unpaid and available to pay in the future. Generally, this will properly post back to QuickBooks (desktop version only) as a voided transaction. Voided transactions do not sync back to QuickBooks online and therefore will have to be voided in QBO manually. However, if the user voids a payment in the Bookkeeper application that was made prior to the original installation and sync of QuickBooks to the Bookkeeper Application, then the user must also record the void transactions in QuickBooks.

Steps to void a payment:

- If the bookkeeper has submitted a payment to the Approver, he or she can recall the payment before the cutoff. If the payment was approved and it's after the cut-off and it's recalled then normal procedures need to be followed to cancel the payment en route.
- If the Approver approves a payment that you then wish to cancel, the Void function can be used.
- ACH payments can be voided before the daily cut-off time of 6 p.m. Pacific Time, while check payments may be voided before 11:59 p.m. Pacific Time.
- To void a payment, select the **Paid** filter in the Payments tab. Click 'Void' for any payments that you wish to cancel. Voiding will return bill to 'unpaid bills' in the Bookkeeper application and the accounting package you use.

What bills are included in the Payables aging summary on the Dashboard?

The Payables aging summary on the Dashboard reflects only unpaid bills that have not yet been submitted to the Approver for payment approval. The Payables aging summary on the Dashboard does not reflect unapplied credits, but the QuickBooks AP Aging does reflect unapplied credits. Also, the Payable's aging summary on the Dashboard does not include bills that have been submitted to the approver and are currently in "pending approval", "held", or "rejected" status. However, the QuickBooks AP Aging does reflect the bills pending approval because they are not yet paid.

The follow transactions types cannot be sync'd from QuickBooks into Book2Bank

- General Journal
- Deposits
- Credit Card Credit
- Credit Card Charge

How do I change to the electronic Bill Pay payment method (ACH)?

You can designate ACH as the default payment method from the vendor record. You must provide a valid routing number and account number, and it is recommended that you also provide an email address for remittance information. This way, your recipient will also receive an email informing them that you have paid.

Can I write a manual check, or make a payment outside of the Book2Bank payment process and still capture the transaction and upload the invoice within the Book2Bank application?

Yes, you can use the document management (upload invoices) as well as the approval workflow to apply to payments initiated outside of the application.

I accidentally submitted a payment for approval. How do I cancel the request?

You have two choices. You can either have the approver reject the payment or you can recall the payment from the bookkeeper application.

What do I do with a rejected payment?

Payments can be rejected for a variety of reasons:

• If the payment was rejected because it was incorrectly entered in QuickBooks, edit the bill and then resubmit the payment request with an explanatory comment.

• If the payment was rejected because it was a duplicate or should otherwise be voided, void the bill in QuickBooks. Always use the void function rather than deleting a bill in QuickBooks.

• If the payment was rejected because of incorrect or insufficient documentation, make the necessary changes and resubmit the payment request.

• If the payment was rejected to postpone payment, simply resubmit the payment request at a future date.

Can I make a partial payment?

Yes. The default payment amount is set to the full amount due, but you are free to edit the payment amount from the payments screen in the Payables tab. The remaining balance will appear as an unpaid bill in Book2Bank.

What happens when I delete a bill in Book2Bank?

The bill goes away in book2bank however you will need to delete the bill in your accounting system as deleted bills do not sync back and forth.

VENDOR CREDITS & EARLY PAY DISCOUNTS

Can I apply a vendor credit?

Vendor credits should be applied in QuickBooks and the remaining balance will be reflected in the Book2Bank unpaid bills list. A dollar bill icon appears to the right of an unpaid bill in Book2Bank if there is a credit associated with that vendor.

Where are the unapplied credits?

Because the unapplied credits are not unpaid invoices, they do not appear in the unpaid invoice list. Once they are applied to unpaid invoices in QuickBooks, the remaining balance is reflected in the unpaid invoices list in Book2Bank. A dollar bill icon appears to the right of an unpaid invoice in Book2Bank if there is a credit associated with that vendor.

How do I apply an early pay discount?

A green discount tag to the right a bill's "Amount to Pay" indicates that there is an early pay discount associated with that invoice. When you select the invoice for payment, Book2Bank automatically adjusts the "Amount to Pay" to account for the discount. After the payment is approved, apply the discount in QuickBooks to close out the bill.

VOIDING PAYMENTS

Should I void or delete bills and payments in QuickBooks?

You should never delete vendor bills or payments in QuickBooks. It is very important to use Book2Bank's void functionality whenever bills or payments need to be removed from the QuickBooks general ledger.

What happens when I void a payment?

If a payment is voided before cutoff time (6 p.m. PT for ACH or 11:59 p.m. for Checks) then a payment that was approved and submitted to the bank within Book2Bank Approver will be cancelled and the payment will not be made. After the cutoff time, all approved payments that have not been voided are submitted to the bank. At that point, the void button is only to be used when a payment fails while being processed at the bank for reasons such as incorrect account or routing number.

Where should I void a payment that was made using QuickBooks?

Payments should be voided using the void feature in Book2Bank rather than in QuickBooks. This will mark the bills included on that payment as unpaid and available to pay in the future using Book2Bank.

Generally, this will properly post back to QuickBooks as a voided transaction. If a payment that was made prior to the initial sync of Book2Bank is voided within Book2Bank, you must also record the void transaction in QuickBooks.

PAYMENT INFORMATION

Can I view paid invoice history older than 30 days?

Yes. The default is set to show the last 30 days of "Paid" invoices, but you can select a wider date range in the search field. Payment history will be available in the system for up to 7 years.

What do the different payment statuses mean?

• "Unpaid" indicates that an invoice has not yet been selected for payment.

• "New" indicates that an invoice has been selected for payment, but not yet submitted to Book2Bank Approver

• "Awaiting Approval" indicates that an invoice has been submitted for approval, but it has not yet been approved.

• "On Hold" is included within awaiting approval, and it indicates that the payment was expressly held within Book2Bank Approver.

• "Rejected" indicates that an invoice was submitted to Book2Bank Approver and was rejected. The invoices can be resubmitted for payment, or unselected from the rejected payment and returned to unpaid.

• "Failed" indicates an issue, such as incorrect bank routing and account number, at the bank processing the payment.

• "Paid" indicates that a payment has been approved and submitted to the bank.

What if two signatures are required?

To allow for dual approval, please contact your City National Relationship Manager.

What remittance information is provided?

On printed checks, typical remittance information is listed on a remittance stub including amount paid and the invoice number. In addition, if an email address has been entered into Book2Bank, your payee will also receive an email notification of the payment.

For ACH payments, an email providing this same remittance information is sent to the vendor email address reflected in the vendor information tab of Book2Bank.

Can I send email remittance to more than one recipient at the vendor location?

Yes, there is no limit on the number of email recipients for remittance information. This is done within the vendor record in the bookkeeper application.

What information is printed on the check?

The vendor account number from QuickBooks does not print on the check. If you are paying a bill for a vendor that uses only account numbers and not invoice numbers, then put the vendor account number as the reference number of each bill so that the number will print on the remittance advice.

What are the bank cutoff times?

ACH payments must be submitted by 6 p.m. Pacific Time Monday through Friday, excluding bank holidays. Check payments must be submitted by 11:59 p.m. Pacific Time Monday through Friday, excluding bank holidays. Payments approved after the cutoff time will be submitted the next bank business day. Checks submitted during the day will be printed the next bank business day and mailed the second bank business day following the date submitted.

What check numbers will my payments start with?

The check starting number is user defined within the Book2Bank application. We recommend using a prefix number that is different from the checks you issue manually.

TECHNICAL

What versions of QuickBooks are supported?

Generally, our support for QuickBooks versions follows Intuit's support on product versions. Intuit supports approximately the current and two previous years of application releases.

• QuickBooks Pro and Premier (Windows)

• QuickBooks Enterprise Solutions

• QuickBooks Online

Note: QuickBooks for Mac is not supported

What versions of MS Dynamics GP are supported?

Our support for Dynamics versions is as follows:

• Dynamics GP 2013

• Dynamics GP 2015

• Dynamics GP 2016

Are there browser requirements?

Browser Agnostic – Compatible on any Web Browser

APPROVER APPLICATION

What is the difference between holding and rejecting a payment?

- Holding a payment means that it stays within Book2Bank Approver. Additional information can be requested, but the payment can also be approved without further action from the Bookkeeper application.
- Rejecting a payment reappears in the Book2Bank application for further action. Based on the comments that accompany the rejected payment, correct the bill by editing in QuickBooks, attach additional documentation and void the bill in QuickBooks or simply resubmit the payment for approval at a later date.

I accidentally approved and confirmed a payment. How do I cancel the payment?

Prior to the cutoff time (6 p.m. PT for ACH or midnight for checks), an approved payment may be cancelled. Cancelling a payment is done via the "Void" function in the Bookkeeper Application. Select the

payment to be voided from the paid detail, and then click Void. The bills on that payment will revert to unpaid status. If this is not done prior to 6 p.m., the payment cannot be rescinded from the Book2Bank Approver Application. You must follow your standard procedure regarding reversing Bill Pay payments and/or placing stop payments on checks.

Can I disable approver email alerts?

Yes you can. Within the approver application you can turn off email alerts by going to the preferences and disabling the alerts.

WHAT FIELDS ARE PRINTED ON CHECKS AND REMITTANCE EMAILS?

Paper Check and Remittance Stub:

- The remittance stub attached to the paper check that is sent to your vendor includes the Invoice Numbers for any invoices that were paid with this payment. The invoice number is drawn from the "Reference Number" field in your accounting package.

- If a customer Account Number is listed on the Vendor's details page, the "Memo" field on check will be populated with this customer Account Number information.

- If there is no customer Account Number listed on the Vendor's details page, and only one invoice was paid with a check, the "Memo" field on check will be populated with information that was entered into the "Memo" field for the invoice (if any). If more than one invoice was paid with a particular check, and there is no customer Account Number entered for the vendor, then the "Memo" field will be blank. Providing a customer Account Number will let the vendor know what customer account to apply the payment to, however, the attached remittance stub will provide the actual invoice numbers to apply the payments to and show what amounts should be applied.

- Therefore, in the case that multiple invoices are paid with one check, the vendor can view the "Memo" fields for those checks only by receiving a remittance email (below). It won't be included in the paper check and remittance stub that is sent out.

The remittance email works as follows:

The remittance email shows both the Invoice Number (Reference Number field) and the Memo field for any invoices that you have paid with that particular payment. The memo field will be populated individually, so even if you are paying multiple invoices with one payment the correct memo information will be reflected in this email. This email also shows the invoice amount and payment amount for each invoice that was paid. Attached at the bottom of this email is a copy

of the remittance stub that will be attached to the paper check. Keep in mind that this remittance email is the only way to provide the Memo line to a vendor in cases where multiple invoices are paid with one payment.

Below is a copy of the Remittance Email:

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Below is a copy of a check with remittance stub that is sent to your vendor:

MineralTree
125 Cambridge Park Dr
Cambridge, Massachusetts 02140

DO NOT FORWARD
RETURN SERVICE REQUESTED

FedEx
P.O. Box 371461
Pittsburgh, PA 15250-7461
USA

| Check No.2453 | MineralTree | | | CHECK AMOUNT | $ 573.34 |
DATE	TYPE	INVOICE NUMBER	INVOICE AMOUNT	AMOUNT DUE	PAYMENT AMOUNT
04/30/15	Bill	5-021-15373	573.34	0.00	573.34

Invoices 1-1

MineralTree   2453
125 Cambridge Park Dr
Cambridge, Massachusetts 02140
(617) 299-3399   05/15/15

FEDEX   573.34

Five Hundred Seventy Three Dollars AND 34/100

Silicon Valley Bank ›

CITY NATIONAL BANK
The way up.®
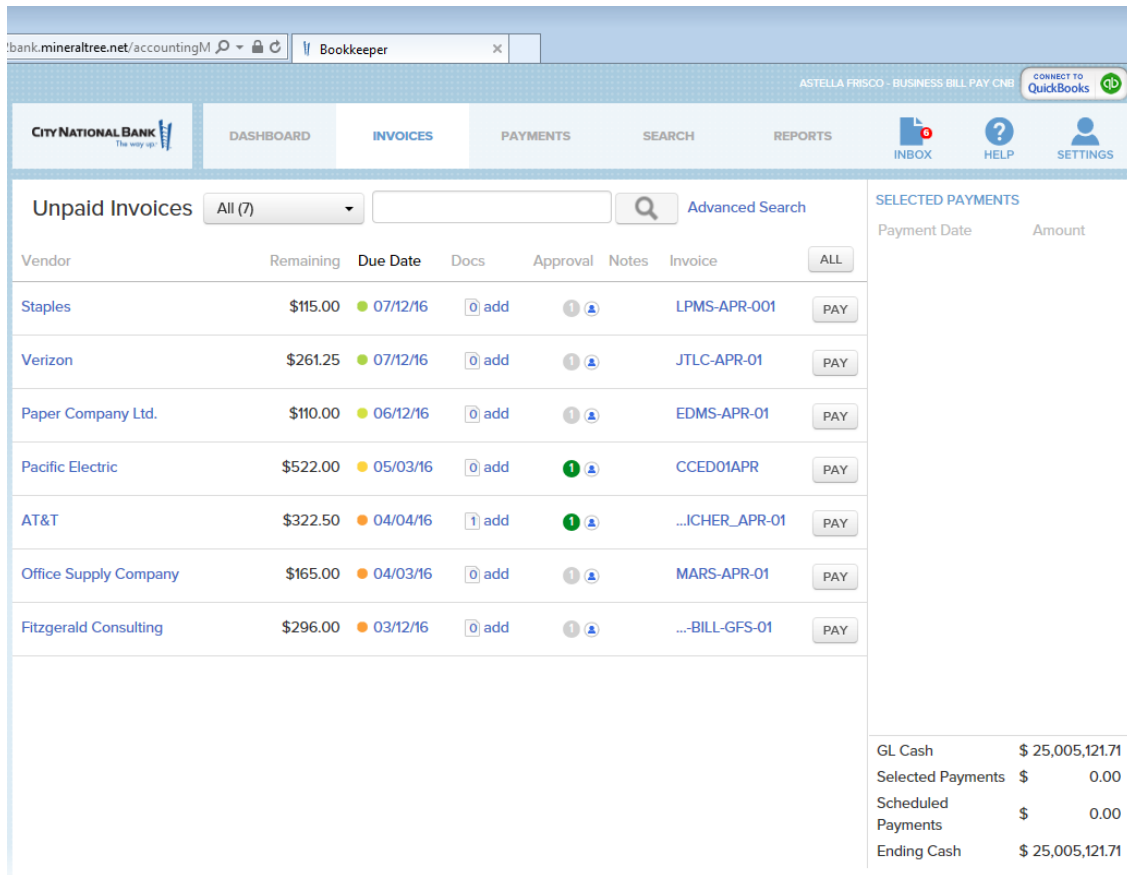
HOW TO DELETE AN OPEN INVOICE FROM BOOK2BANK

Below are the steps on how to delete an open invoice from Book2Bank:

- Find them under the INVOICES tab and click the invoice number link to go to the Invoice Details screen. (You can also find the invoice number link from the SEARCH tab as well).

- From the Invoice Details screen, click the gray trash can in the upper right corner.

HOW TO REMOVE OR RESUBMIT A PENDING PAYMENT – FAILED, AWAITING APPROVAL, ETC.

Below are the steps on how to remove a "Pending" payment – failed, awaiting approval, etc.:

- Locate the payment from the *Payments* tab and click the Amount field to open the Payment details
- From Payment Details click the "Add to Queue" button

a. This will return the Payment to the Payment Queue under the *Invoices* tab

- From the *Invoices* tab complete 1 of the following...

  a. Resubmit the Payment by clicking the Confirm Payment button
  b. Delete payment by selecting dropdown on right and "Return to Unpaid" (this will move bill to unpaid list)

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QUICKBOOKS DESKTOP SYNCH REQUIREMENTS

Setting up additional companies on the same computer

If you have multiple QuickBooks files on the same computer, follow the instructions below to allow your Connector for QuickBooks to sync with multiple QuickBooks files.

- Highlight the Connector key for the new company that you are syncing and copy it. Then click to download and install the Connector for QuickBooks. **NOTE**: This will not disrupt any connections that you have already established.

- As an **Administrator**, open the new QuickBooks file that you would like to sync with. The QuickBooks certificate will open. Please make sure to select both of the following options and click **Continue**.

- Click **Done** from the Access Confirmation screen when prompted.

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- The Connector for QuickBooks window will open and prompt you for your connector key. Paste your connector key into the field, and click **Begin Sync**.
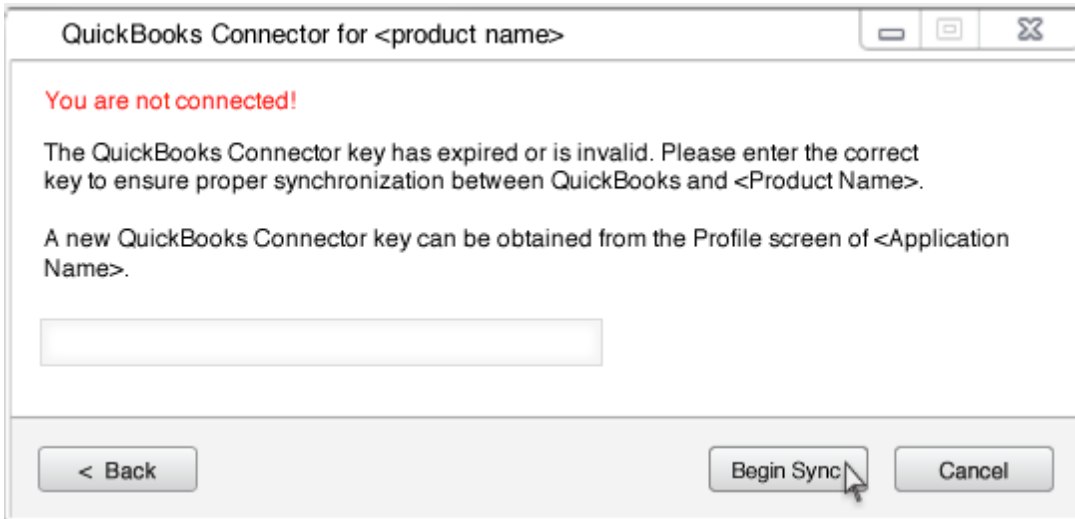
- Review the sync details to confirm that you are connecting the correct QuickBooks file. Then click **Begin Sync** again.
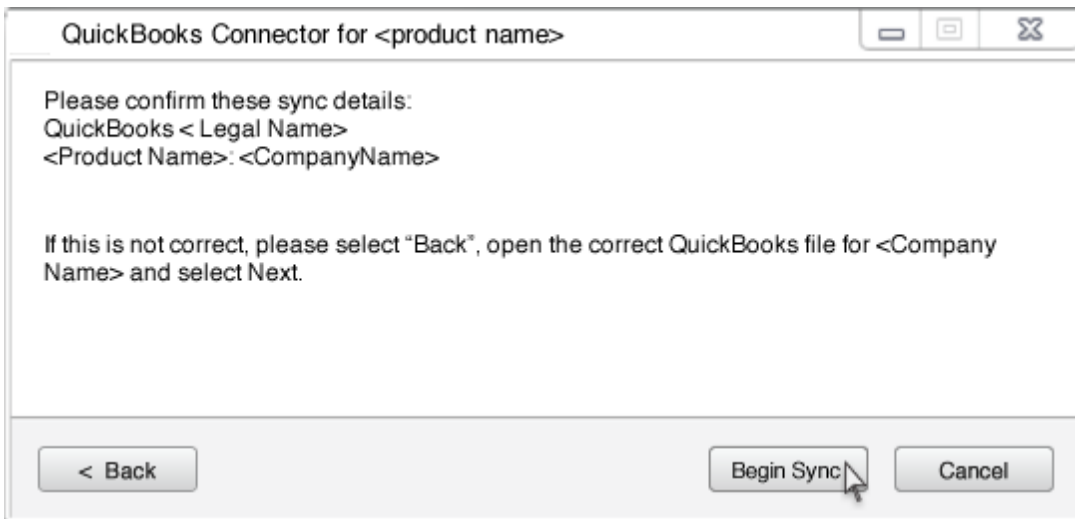
- Your data will begin syncing, and shortly, you will be prompted to verify your payment accounts.

TROUBLESHOOTING

If your QuickBooks data is not syncing correctly verify that you have completed the following steps.

Install the connector on the same computer and server as QuickBooks

In order to establish a connection with your QuickBooks file, please ensure that you download and install the Connector for QuickBooks on the same computer and server as your QuickBooks application. This way, the connector will be able to read data from the file and sync it to your application.

Open the Connector for QuickBooks

After installation, the Connector for QuickBooks should start up each time you log in to your computer. If your QuickBooks data is not syncing make sure that the Connector is running.

- Locate the shortcut for the Connector for QuickBooks on your desktop, and double click to open.
- You can verify that the Connector for QuickBooks is running at any time by looking for the application icon in the application tray. Locate the application try on the bottom right of your computer screen next to the time and date.

**Open the correct QuickBooks file**

If your QuickBooks file is not open, your data cannot sync.

- Open the QuickBooks file that you would like to sync with.
- If there is a valid connector key for the file that you have opened, your data should begin syncing. If you see an error message stating, "You are not connected!", generate a new connector key from the Profile screen of your application and enter that key in the connector window.

Accepting the QuickBooks Certificate

If your QuickBooks date is not syncing correctly make sure that you have accepted the QuickBooks certificate.

- From the QuickBooks application, select **Edit** $\longrightarrow$ **Preferences**
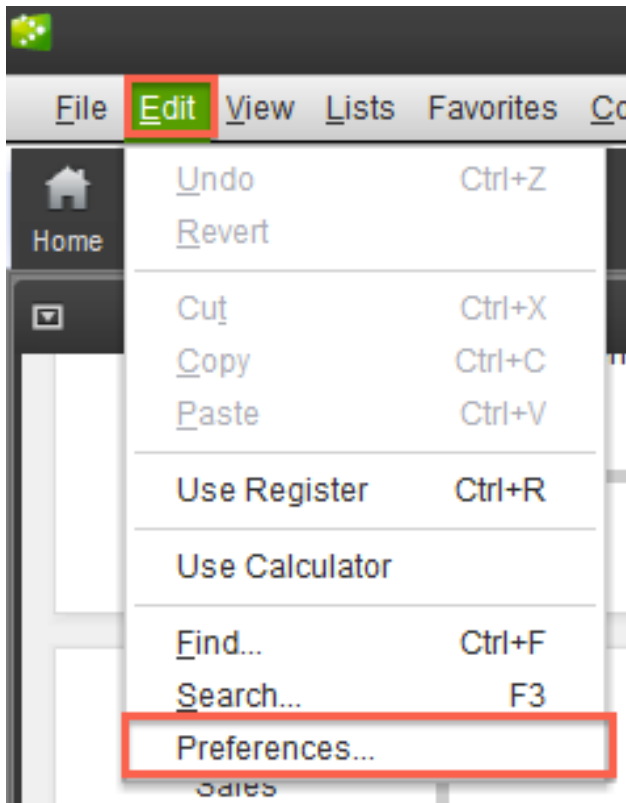
- Select the **Integrated Applications** option, and then the **Company Preferences** tab. In the list of Applications, locate the name of your bank's application. Click **Remove**, click **Yes** on the confirmations dialog, and then click **OK**.
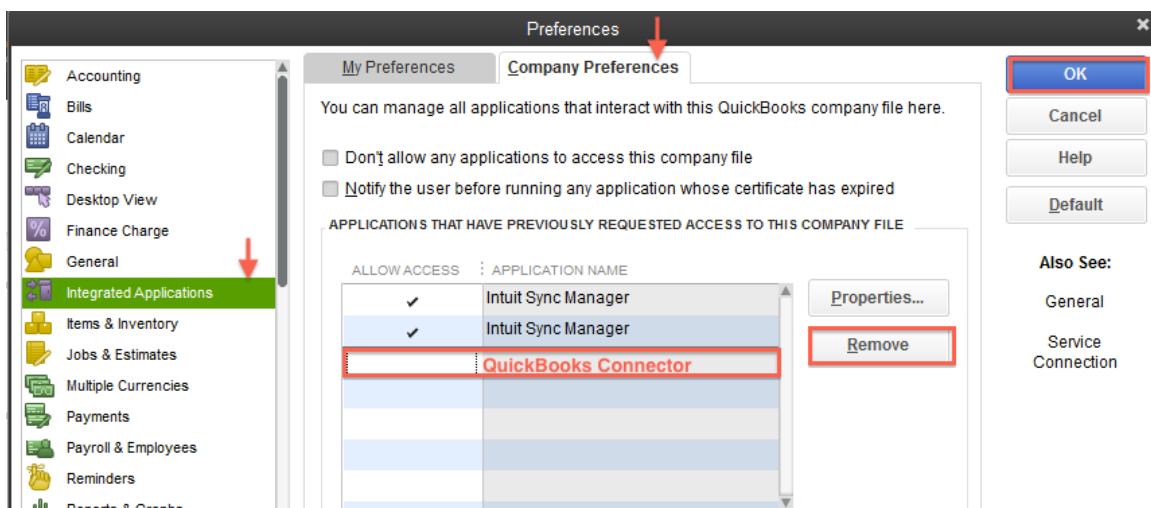
- Your QuickBooks data should now begin syncing. If you have not yet entered a Connector Key, the connector window will open, prompting you to enter the correct key.