



Key Total Treasury Self Service

User Guide
June 2016

Table of Contents

1. Introduction	3
2. Detailed Views	4
2.1 User Detail	4
2.2 Account Detail	4
3. Services Views	6
3.1 Services Panels	6
3.2 Services Summary Views	8
4. Edit Services	9
4.1 Edit Services - User	9
4.2 Edit Services - Account	10
5. Add/Remove	11
5.1 Add User	11
5.2 Add Account	12
5.3 Remove Users or Accounts	13
6. Reports	14
6.1 User Key Total Treasury Activity Report	14
6.2 User Maintenance and Self Service Activity Report	15
7. Secondary Authorization	17
7.1 Submit Request	17
7.2 Approve/Reject Request	18

1. Introduction

With our Self Service tool, you will be able set authorities for Key Total Treasury at company and/or user levels, and control the services and individual accounts that users can view. Your administrator will be able to: reset user passwords, edit user access times, change the services users can access, and remove users from Key Total Treasury.

NOTE: You cannot change your own information in the Self Service module. You must contact a member of your Key Team or our Commercial Business and Banking Center.

The screenshot displays the 'Key Total Treasury Self Service' interface for 'Acme Widgets, Inc.'. The page is divided into several sections:

- Users:** A table listing users with columns for Name, User ID, Last Login, and Remove. The 'West, Doug' user is highlighted.
- Company Profile:** A section for managing company information.
- Company Services:** A section for managing services available to the company.
- Accounts:** A table listing accounts with columns for Account Name, Number, and Remove. The 'Acme Widgets General' account is highlighted.

Name	User ID	Last Login	Remove
Atlas, Joe	AIWATLASJ	03/17/20XX 1:25 PM	✗
Benson, Spencer	AIWBENSON	08/29/20XX 9:22 AM	✗
Jones, Melissa	AIWJONESM	12/12/20XX 2:32 PM	✗
Kirk, Camela	AIWKLINKC	Never	✗
Simson, Jennifer	AIWSIMPSON	03/18/20XX 3:44 PM	✗
West, Doug	AIWWESTDO	Never	ⓘ
Williams, Kevin	AIWILLIA	10/20/20XX 10:27 AM	ⓘ
Youngman, Frances...	AIWYOUNGF	10/20/20XX 10:27 AM	✗

Account Name	Number	Remove
Accounts Payable	1238787767	✗
Accounts Receivable	1238783764	✗
Acme Widget Merchant S...	1233748373	✗
Acme Widgets General	120X54683	ⓘ
Acme Widgets Master	1239877665	✗
Acme Widgets Partnership	1239871234	✗

2. Detailed Views

2.1 User Detail

In this section, view details for the user, reset a password, edit a profile, or edit access times.

1. Click the plus/minus button to show/hide and edit the user profile information.

Name	User ID	Last Logon	Remove
Atlas, Joe	AWATLASJ	03/17/20XX 1:25 PM	✗
Benson, Spencer	AWBENSON	08/29/20XX 9:22 AM	✗
Jones, Melissa	AWJONESM	12/12/20XX 2:32 PM	✗
Klink, Camelia	AWKLINKC	Never	✗
Simpson, Jennifer	AWSIMPSON	03/18/20XX 3:44 PM	✗
West, Doug	AWWESTDO	Never	ⓘ
Williams, Kevin	AWWILLIA	10/20/20XX 10:27 AM	ⓘ
Youngman, Frances...	AWYOUNGF	10/20/20XX 10:27 AM	✗

2. The user services panel displays all module authorizations assigned to the company and which services are active/inactive for the user.
3. Throughout Self Service, use the 'Home' button to return to the Self Service Homepage or the 'Back to Key Total Treasury' link to return to Key Total Treasury.

2.2 Account Detail

1. Click the account name from the Self Service Homepage to view detailed information for that account.

- View details for the account and edit/change the account name via the dropdown box 'Account Name'

Account Detail: **Acme Widget Merchant Services - 1233748373**

Account Profile	Account Services																
<p>Company Name Acme Widgets, Inc.</p> <p>Account Name Payroll</p> <p>Account Number 1233748373</p> <p>ABA/Routing Number 041001039</p> <p>Type DDA</p> <p>edit</p>	<p>Account Services</p> <p>All Services Summary: PDF</p> <table border="1"> <tr> <td>Information Reporting</td> <td>Active</td> </tr> <tr> <td>Receivables (Lockbox)</td> <td>Active</td> </tr> <tr> <td>Account Management</td> <td>Active</td> </tr> <tr> <td>ACH</td> <td>Active</td> </tr> <tr> <td>Wires</td> <td>Active</td> </tr> <tr> <td>Foreign Drafts</td> <td>Active</td> </tr> <tr> <td>Loan Management</td> <td>Active</td> </tr> <tr> <td>Deposit Concentration</td> <td>Active</td> </tr> </table> <p><small>Note: For security reasons, you may only edit Info Reporting, Receivables, Account Mgmt, ACH, File Transfer, and Self Service services using the Self Service application. To edit any other services, please contact your Cash Management Sales Officer.</small></p>	Information Reporting	Active	Receivables (Lockbox)	Active	Account Management	Active	ACH	Active	Wires	Active	Foreign Drafts	Active	Loan Management	Active	Deposit Concentration	Active
Information Reporting	Active																
Receivables (Lockbox)	Active																
Account Management	Active																
ACH	Active																
Wires	Active																
Foreign Drafts	Active																
Loan Management	Active																
Deposit Concentration	Active																

- The user services panel displays all module authorizations assigned to the company and which services are active/inactive for the user.

3. Service Views

3.1 Services Panels

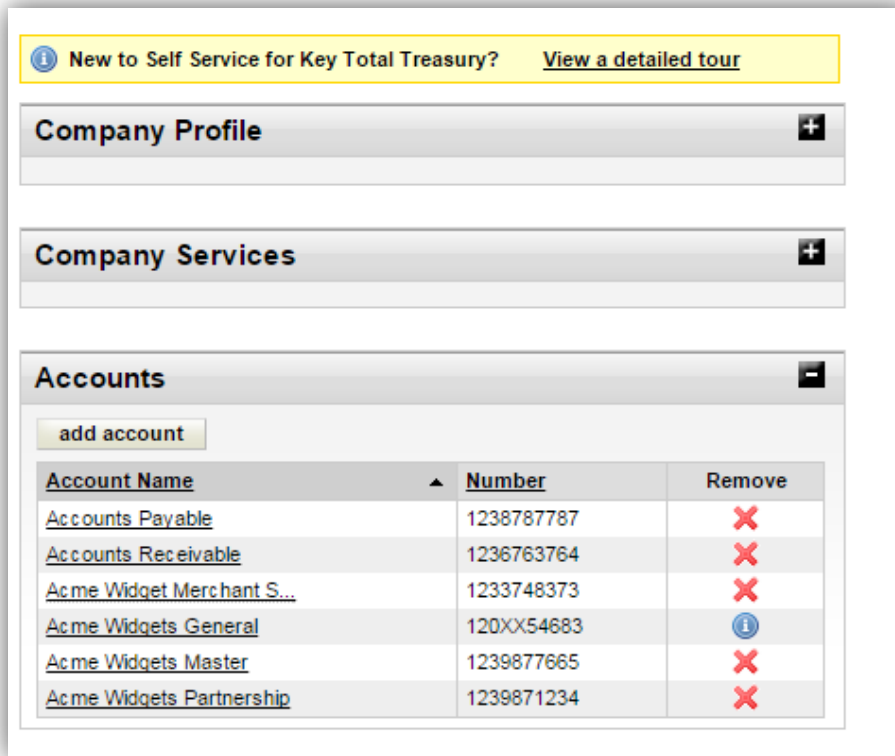
The Services panels on the Self Service Homepage, User Detail and Account Detail pages display the module authorizations assigned to your company and which services are active/inactive for users and accounts.

1. View a listing of all users setup for your company and their last logon info- sort the columns by name, user ID or last logon. Click the user name to view details.

The screenshot shows a 'Users' management window with a table of users. The table has columns for Name, User ID, Last Logon, and Remove. The 'West, Doug' row is highlighted in yellow.

Name	User ID	Last Logon	Remove
Atlas, Joe	AWATLASJ	03/17/20XX 1:25 PM	✗
Benson, Spencer	AWBENSON	08/29/20XX 9:22 AM	✗
Jones, Melissa	AWJONESM	12/12/20XX 2:32 PM	✗
Klink, Camelia	AWKLINKC	Never	✗
Simpson, Jennifer	AWSIMPSON	03/18/20XX 3:44 PM	✗
West, Doug	AWWESTDO	Never	i
Williams, Kevin	AWWILLIA	10/20/20XX 10:27 AM	i
Youngman, Frances...	AWYOUNGF	10/20/20XX 10:27 AM	✗

- Use the plus and minus buttons to show/hide panels/information throughout the Self Service Application.



The screenshot displays a user interface with a yellow banner at the top containing an information icon, the text "New to Self Service for Key Total Treasury?", and a link "View a detailed tour". Below the banner are three expandable panels: "Company Profile" and "Company Services", both with plus signs, and "Accounts" with a minus sign. The "Accounts" panel is expanded to show a table with columns for "Account Name", "Number", and "Remove". An "add account" button is located above the table. The table lists several accounts, with "Acme Widgets General" having an information icon in the "Remove" column.

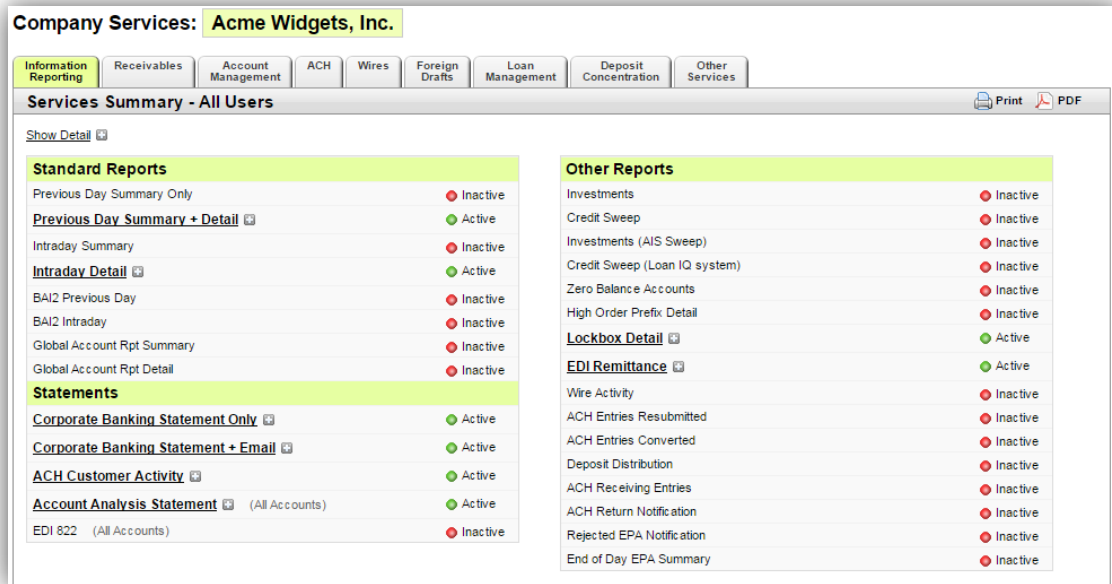
Account Name	Number	Remove
Accounts Payable	1238787787	✗
Accounts Receivable	1236763764	✗
Acme Widget Merchant S...	1233748373	✗
Acme Widgets General	120XX54683	ⓘ
Acme Widgets Master	1239877665	✗
Acme Widgets Partnership	1239871234	✗

- View a listing of all accounts setup for your company. You can sort the columns by name or number. Click the account name to view Account Detail.

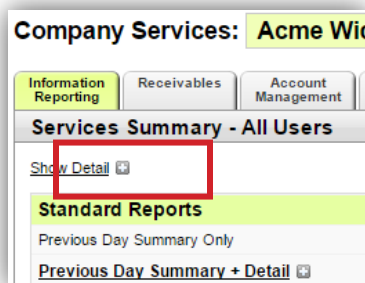
3.2 Services Summary Views

The page displays all available services for the module and which are active/inactive for any users/accounts in the company.

1. Click the module name from the services panels to view summary and detail information for that module.



2. Click the show/hide detail to show/hide detailed use and account assignments for all services for the module.



3. Click the service name links to show/hide detailed user and account assignments for the service.
4. Print a services report for the module or download it in PDF format.

4. Edit Services

4.1 Edit Services – User

Click the edit button from the User Services Summary pages to edit a user's services for that module. You may edit the following services in the Self Service application:

- Information Reporting
- Account Management
- Receivables (Lockbox)
- ACH
- File Transfer
- Self Service

1. Click the **'Edit'** button on the User Services Summary page.
2. To select all services and accounts available to this user for the module, check **'Select All'**
3. Check the applicable services for the desired account(s). Enter any other data and click **'Save'**.
4. Use the arrow buttons to select a row or column.

User Services: **Melissa Jones - AWJONESM** [view](#)

Information Reporting | Receivables | **Account Management** | ACH | Wires | Foreign Drafts | Loan Management | Deposit Concentration | Other Services

Edit Services: Account Management

Service - Account Access

Select All Transactions

[Research](#) | [Transactions](#) | [Fraud](#) | [Reconciliation](#)

Account Name	Account #	Stop Payment	Book Transfer From	Book Transfer To
Accounts Payable	1238787787	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accounts Receivable	1236763764	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acme Widget Merchant...	1233748373	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acme Widgets General	120XX54683	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acme Widgets Master	1239877665	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Book Transfer Limit (per Transaction)

Note: Adding services to users in your company may result in additional fees. Please contact your Cash Management Sales Officer if you have further questions.

4.2 Edit Services - Account

You may also edit services for multiple users at once on a particular account.

1. Click the **'Edit'** button from the Account Services Summary page to edit multiple users' services for your account.
2. To select all services and users available to your account for the module, check **'Select All'**
3. Check the applicable services for desired user(s), enter any other data, and click **'Save'**.
4. Use the arrow buttons to select a row or column.

Account Services: Acme Widget Merchant Services - 1233748373 [view detail](#)

Information Reporting
Receivables
Account Management
ACH
Wires
Foreign Drafts
Loan Management
Deposit Concentration
Other Services

Edit Services: Account Management

Service - User Access

Select All Transactions

Research
Transactions
Fraud
Reconciliation

User	Stop Payment	Book Transfer From	Book Transfer To
Atlas, Joe - AWATLASJ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benson, Spencer - AWBENSON	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jones, Melissa - AWJONESM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Klink, Camelia - AWKLINKC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Simpson, Jennifer - AWSIMPSON	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Williams, Kevin - AWWILLIA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youngman, Francesca - AWYOUNG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Image Options

Long Term Check Images

Note: Adding services to users in your company may result in additional fees. Please contact your Cash Management Sales Officer if you have further questions.

5. Add/Remove

5.1 Add User

1. Click the **'Add User'** button from the **'User'** listing on the Self Service Home page to add a new Key Total Treasury user to your company.
2. Once the user is created, you can add/remove service access to applicable accounts/modules in Key Total Treasury.

Add User

Profile

Company Name
Acme Widgets, Inc.

Copy User Access From
None ▼

First Name MI Last Name

Email Address

Phone Ext

Fax (optional) Ext

Password

Must be 8-12 characters - at least 1 alpha and non-alpha and no more than 2 repeated.

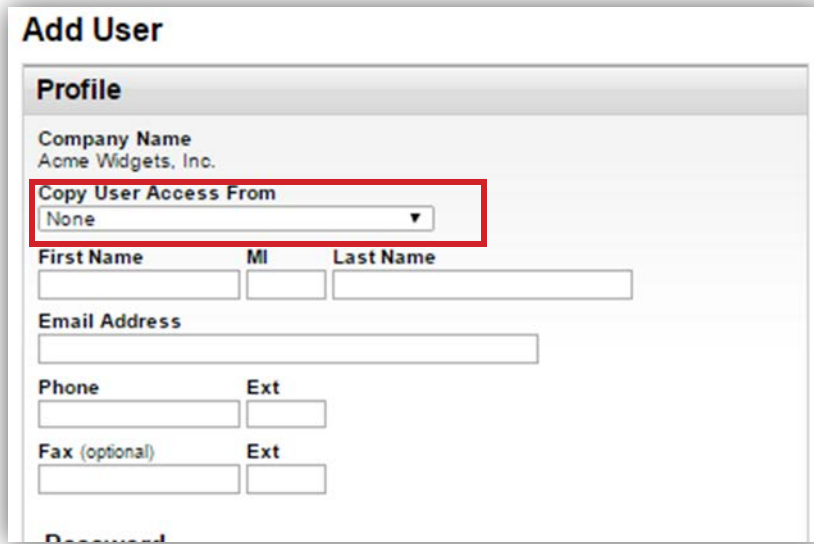
Password Confirm Password

Access Times

<input type="checkbox"/>	Day	From (ET)	To (ET)
<input type="checkbox"/>	Sunday	12:00 AM ▼	11:59 PM ▼
<input type="checkbox"/>	Monday	12:00 AM ▼	11:59 PM ▼
<input type="checkbox"/>	Tuesday	12:00 AM ▼	11:59 PM ▼
<input type="checkbox"/>	Wednesday	12:00 AM ▼	11:59 PM ▼
<input type="checkbox"/>	Thursday	12:00 AM ▼	11:59 PM ▼
<input type="checkbox"/>	Friday	12:00 AM ▼	11:59 PM ▼
<input type="checkbox"/>	Saturday	12:00 AM ▼	11:59 PM ▼

3. Enter the required and optional information, a temporary password for the new user; choose access time and click **'Save'**.

4. Copy available access settings from any other user in your company using the 'Copy User Access From' dropdown menu.



Add User

Profile

Company Name
Acme Widgets, Inc.

Copy User Access From
None

First Name MI Last Name

Email Address

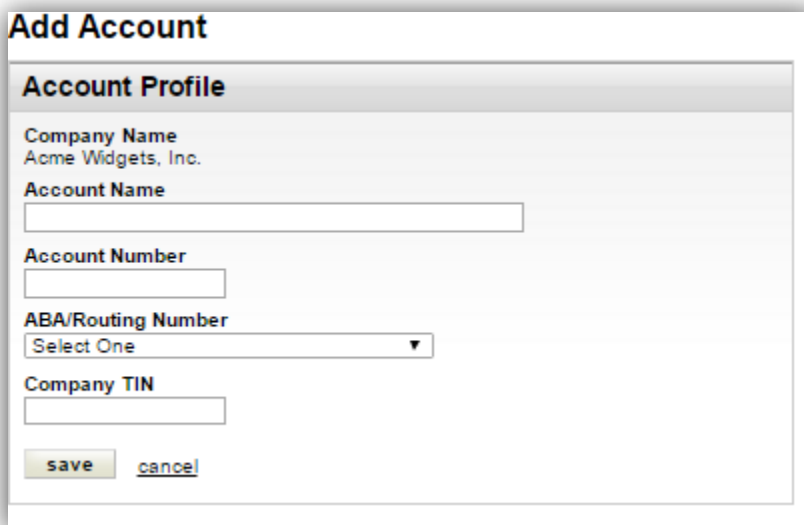
Phone Ext

Fax (optional) Ext

5.2 Add Account

To add a new company account on Key Total Treasury, click the **'Add Account'** button from the Account listing on the Self Service Homepage. Once the account is created, you can add/remove service access to applicable users/modules in Key Total Treasury.

Enter the required information and click **'Save'**. Account must be a valid Key DDA account.



Add Account

Account Profile

Company Name
Acme Widgets, Inc.

Account Name

Account Number

ABA/Routing Number
Select One

Company TIN

5.3 Remove Users or Accounts

On the Self Service Home page, click the red X button by the corresponding user or account you wish to remove. Hover over the blue “i” information icon to view the reason some users or accounts are not permitted to be removed via Self Service.

The screenshot displays two tables: 'Users' and 'Accounts'. The 'Users' table has columns for Name, User ID, Last Logon, and Remove. The 'Accounts' table has columns for Account Name, Number, and Remove. A callout box explains that clicking the red 'X' removes a user or account, and hovering over the blue 'i' icon shows why some cannot be removed.

Name	User ID	Last Logon	Remove
Atlas, Joe	AWATLASJ	03/17/2010 1:25 PM	X
Benson, Spencer	AWBENSON	08/29/2009 9:22 AM	X
Jones, Melissa	AWJONESM	12/12/2009 2:32 PM	X
Klink, Camella	AWKLINKC	Never	X
Simpson, Jennifer	AWSIMPSON	03/18/2010 3:44 PM	X
West, Doug	AWWESTDO	Never	i
Williams, Kevin	AWWILLIA	10/20/2009 10:27 AM	i
Youngman, Frances...	AWYOUNGF	10/20/2009 10:27 AM	X

Account Name	Number	Remove
Accounts Payable	1238787787	X
Accounts Receivable	1236763784	X
Acme Widget Merchant S...	1233748373	X
Acme Widgets General	120X54683	i
Acme Widgets Master	1239877665	X
Acme Widgets Partnership	1239871234	X

Click the red "X" button by the corresponding user/account you wish to remove. Hover over the blue "i" icon to view the reason some users/accounts cannot be removed via Self Service.

6. Reports

6.1 User Key Total Treasury Activity Report

The Activity report presents all activity that was done in the Key Total Treasury application by all users in your company. Use the filters to narrow down the results. You can also print or download to PDF for offline access.

Select **'View Activity'** in the User section of the of the Self Service Homepage.

Name	User ID	Last Logon	Remove
Atlas, Joe	AWATLASJ	03/17/20XX 1:25 PM	✖
Benson, Spencer	AWBENSON	08/29/20XX 9:22 AM	✖
Jones, Melissa	AWJONESM	12/12/20XX 2:32 PM	✖
Klink, Camelia	AWKLINKC	Never	✖
Simpson, Jennifer	AWSIMPSON	03/18/20XX 3:44 PM	✖
West, Doug	AWWESTDO	Never	ⓘ
Williams, Kevin	AWWILLIA	10/20/20XX 10:27 AM	ⓘ
Youngman, Frances...	AWYOUNGF	10/20/20XX 10:27 AM	✖

This reports the latest activities by all users. Print or PDF options are to the right.

1. Select **'Edit'** to add filters.

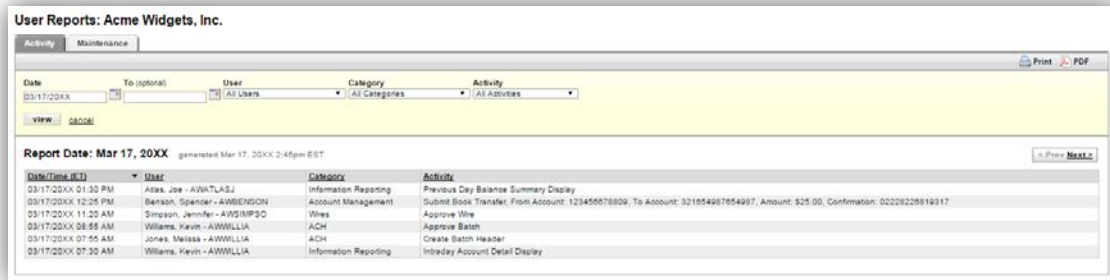
User Reports: Acme Widgets, Inc.

Showing
Date: 03/17/20XX User: All Users Category: All Categories Activity: All Activities
[edit](#)

Report Date: Mar 17, 20XX generated Mar 17, 20XX 2:45pm EST

Date/Time (ET)	User	Category	Activity
03/17/20XX 01:30 PM	Atlas, Joe - AWATLASJ	Information Reporting	Previous Day Balance Summary Display
03/17/20XX 12:25 PM	Benson, Spencer - AWBENSON	Account Management	Submit Book Transfer, From Account: 12345678900, To Account: 321054987654987, Amount: \$25.00, Confirmation: 02228220819317
03/17/20XX 11:20 AM	Simpson, Jennifer - AWSIMPSON	Wires	Approve Wire
03/17/20XX 08:55 AM	Williams, Kevin - AWWILLIA	ACH	Approve Batch
03/17/20XX 07:55 AM	Jones, Melissa - AWWILLIA	ACH	Create Batch Header
03/17/20XX 07:30 AM	Williams, Kevin - AWWILLIA	Information Reporting	Intraday Account Detail Display

2. Select the filter options.

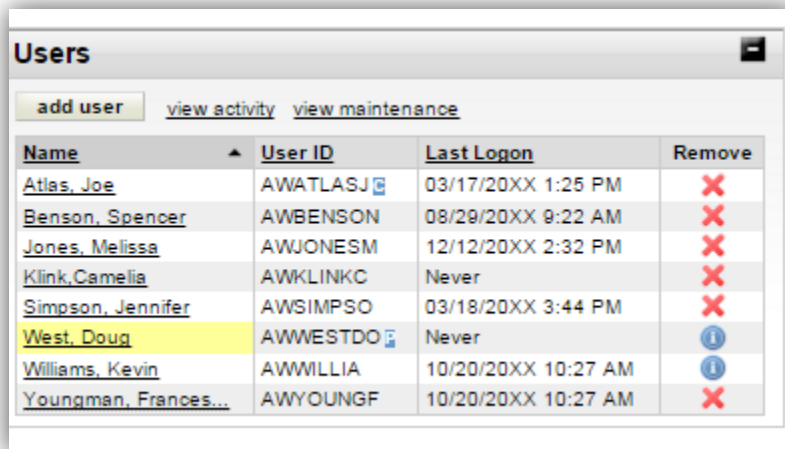


3. Click 'View' to see the customized report.

6.2 User Maintenance and Self Service Activity Report

The Maintenance report presents all activity that was completed in the Self Service application by any user in your company or by KeyBank administrators. Use the filters to narrow down the results; and print or download to PDF for offline access.

1. Select 'View Maintenance' in the User section of the of the Self Service Homepage.



2. Selecting 'Edit' will allow additional filter options. Print or PDF options are to the right.

User Reports: Acme Widgets, Inc.

Activity Maintenance

Showing
Date: 03/17/20XX Originator: All Originators Modified User: All Modified Users Activity: All Activities

[edit](#)

Report Date: Mar 17, 20XX generated Mar 17, 20XX 2:45pm EST

Date/Time (ET)	Originator	Modified User	Activity
03/17/20XX 10:29 AM	Jones, Melissa	Simpson, Jennifer - AWSIMP50	Granted Account Access: User Services Page, Account # 12354789052, Information Reporting: Corporate Banking Statement
03/17/20XX 10:28 AM	Jones, Melissa	Simpson, Jennifer - AWSIMP50	Granted Account Access: User Services Page, Account # 23554789545, Information Reporting: Corporate Banking Statement
03/17/20XX 10:27 AM	Jones, Melissa	Simpson, Jennifer - AWSIMP50	Granted Account Access: User Services Page, Account # 33554789557, Information Reporting: Corporate Banking Statement
03/17/20XX 09:22 AM	Jones, Melissa	Simpson, Jennifer - AWSIMP50	Granted Account Access: User Services Page, Account # 41254789057, Information Reporting: Corporate Banking Statement
03/17/20XX 09:22 AM	Jones, Melissa	Simpson, Jennifer - AWSIMP50	Removed Account Access: User Services Page, Account # 12354789052, Information Reporting: Previous Day Detail
03/17/20XX 09:22 AM	Jones, Melissa	Simpson, Jennifer - AWSIMP50	Removed Account Access: User Services Page, Account # 23554789545, Information Reporting: Previous Day Detail
03/17/20XX 09:22 AM	Jones, Melissa	Simpson, Jennifer - AWSIMP50	Removed Account Access: User Services Page, Account # 33554789557, Information Reporting: Previous Day Detail
03/17/20XX 09:22 AM	Jones, Melissa	Simpson, Jennifer - AWSIMP50	Removed Account Access: User Services Page, Account # 41254789057, Information Reporting: Previous Day Detail
03/17/20XX 09:22 AM	Williams, Kevin	Jones, Melissa - AWJONESME	Granted User Services, Receivables: Lookbox Imaging: Lookbox: 73054
03/17/20XX 09:22 AM	Williams, Kevin	Jones, Melissa - AWJONESME	Granted User Services, Receivables: Lookbox Imaging: Lookbox: 73054
03/17/20XX 09:22 AM	Williams, Kevin	Jones, Melissa - AWJONESME	Granted User Services, Receivables: Lookbox Imaging: Lookbox: 73054
03/17/20XX 09:16 AM	Simpson, Jennifer	Atias, Joe - AWJTLASJ	Reset Password

3. For companies with secondary authorization, some events will include a 'View Detail' link. Click to view the details of the request.

7. Secondary Authorization

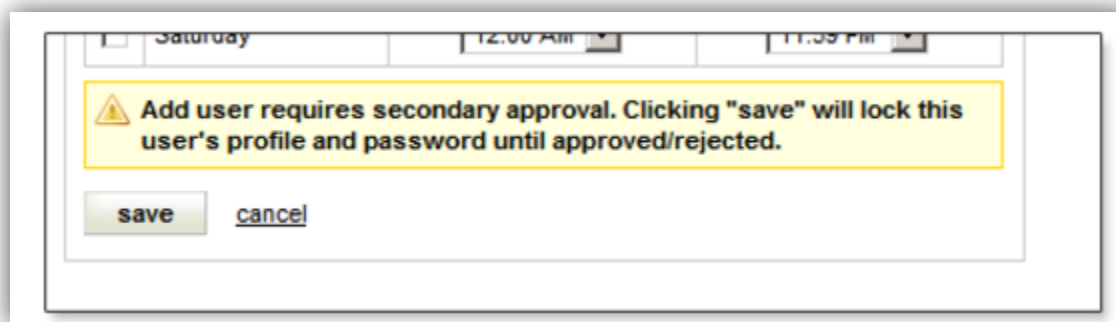
Your company may require secondary authorization on changes that are made via the Self Service application. Secondary authorization is available on the following Self Service functions:

- Add User
- Reset Password
- Edit Services - ACH
- Edit Services - Account Management

You can designate any users in your company as originators or approvers. To request this service, please contact your Treasury Service Payments Advisor.

7.1 Submit Request

If your company has secondary authorization for a service, you will see a message indicating the function will be locked until approved/rejected. You can reject requests you have submitted but you may only approve requests submitted by other originators in your company.



7.2 Approve/Reject Request

All open requests will appear on the Self Service Homepage in the ‘**Maintenance Queue**’ panel.

1. Click the ‘**Action**’ hyperlink to view details of the request. If you have approval access, you can approve/reject any requests.

Maintenance Queue

Items to approve

<input type="checkbox"/>	<u>Date</u>	<u>Action</u>	<u>Originator</u>	<u>User</u>
<input checked="" type="checkbox"/>	01/19/20XX	Reset Password	Simpson, Jennifer	Williams, Kevin
<input type="checkbox"/>	01/19/20XX	Add User	Jones, Melissa	West, Doug
<input type="checkbox"/>	01/20/20XX	Edit Svcs AM	Simpson, Jennifer	Jones, Melissa
<input type="checkbox"/>	01/20/20XX	Edit Svcs ACH	Simpson, Jennifer	Jones, Melissa
<input type="checkbox"/>	01/22/20XX	Reset Password	Jones, Melissa	Simpson, Jennifer
<input type="checkbox"/>	01/23/20XX	Mobile Access	Simpson, Jennifer	Jones, Melissa

Items I requested

<input type="checkbox"/>	<u>Date</u>	<u>Action</u>	<u>Originator</u>	<u>User</u>
<input type="checkbox"/>	01/22/20XX	Reset Password	Williams, Kevin	Klink, Camelia
<input type="checkbox"/>	01/22/20XX	Reset Password	Williams, Kevin	Benson, Spencer

2. Check the applicable request, and select ‘**Approve**’ or ‘**Reject**’.
3. You may reject any items you requested before they have been reviewed by an approver.
4. List is displayed oldest to newest. However, you may sort any column by clicking on the column heading hyperlink.