



## **IMPORTANT**

### **Franklin Busine\$\$Link Upgrade Coming Soon**

#### ***Please Read***

We will be doing an upgrade to Franklin Busine\$\$Link the weekend of July 8 -10 to add numerous enhancements. Here is some information to assist with the transition:

- The morning of July 11 the “Access Franklin Busine\$\$Link” button on our homepage will direct you to the new system. That URL is <https://franklinbusinesslink.ebanking-services.com>.
- User names will remain the same but all customers will use the temporary password: **password1** You will be prompted to change your password the first time you log in. And, you will be prompted to choose a new security image and challenge questions/answers.
- You will need to enter a “company ID” with the upgraded system – that ID will be provided to you via e-mail or mail by the end of June.
- Between 4 PM on July 8 and 8 AM on July 11, Franklin Busine\$\$Link will be in ‘standby’ mode – available for inquiry only; transactions will be unavailable. No transactions (internal transfers, ACH or wire transfers) should be future dated past July 8.
- Following the upgrade, history from the current system will not transfer to the updated system. However, history after July 11 will be available on the new system for 18 months.
- The current Franklin Busine\$\$Link system will be available through July 31, 2011 to view history and download your account activity. *NOTE:* Even after you have changed your password in the new system, continue to use your current password and security information to access the current system. Please make sure you download your account activity by July 31.
- The ACH cut-off time will be extended from 3:00 to 4:00 PM. ACH and Wire Transfer template information will migrate to the new system.

- If you are using bookkeeping software, such as QuickBooks® or Quicken®, to download account activity, you may need to deactivate/reactivate your software after the upgrade is completed.

We appreciate your patience as we make this transition to help bring more efficient and effective banking solutions to our F & M Trust Franklin Busine\$\$Link customers. If you have questions about your accounts or need assistance with Franklin Busine\$\$Link, please call our support area at 717-262-7511, myself at 717-261-3536, or 888-264-6116.

The system enhancements will include:

- View check images
- Sign up for eStatements
- Enter customized descriptions for internal transfers
- Positive pay will be processed and decisioned through Franklin Busine\$\$Link (*more information will be provided*)
- Rejects for ACH filters/blocks will be decisioned through Franklin Busine\$\$Link (*more information will be provided*)
- The following reports will be available:
  - EDI statement or file
  - ACH returns/NOCs statement or file
- Enhanced Online Bill Pay system
- Enhanced security utilizing more complex passwords – letters are now case sensitive
- Customized Alerts (set up by each user)
- Scheduled internal transfers will be easier to set up
- Recurring ACH transactions will be available

We are very excited about this change and look forward to offering a better Franklin Busine\$\$Link system to you. Don't hesitate to contact me at 261-3536 if you have any questions.

Sincerely,



Dianne L. Cornman, CTP  
Vice President - Cash Management Specialist