LAKE VIEW
CREDIT UNION

MemberDirect Small Business

HOW-TO GET STARTED

MemberDirect Small Business (MDSB) is a great one-stop toolkit that allows business owners to manage their business and personal finances.

This guide to getting started will give you an overview of the many features along with helpful hints for using them.

GETTING STARTED

First, you'll need to get in touch with an LVCU representative so that they can set up your access to MDSB and give you a temporary Personal Access Code (PAC)—you'll be prompted to change this PAC to one of your choice when you login.

For security purposes, MDSB requires that each authorized signer on the business account have their own unique PAC and Member Number to access online banking. Your PAC should be as unique as your signature because it allow you full access to your account and the ability to perform and approve transactions on your account or any other account you consolidated with it.

DELEGATES:
You'll be able to issue a Personal Access Code (PAC) to non-signers, called "Delegates" (i.e. bookkeeper, family members, etc.) through the Delegate Manager feature.

ACCOUNT CONSOLIDATION MANAGER

The account consolidation feature of MDSB is a great way to see all your membership accounts with LVCU at once. With one login, you'll see your personal and business account information and you'll be able to transact from the one you want with the click of a button.

Set up Process

If you have a Personal Access Code (PAC) for another membership, you can consolidate the view of your accounts together through a couple of easy steps.

1. LOG INTO the account that you use most often.
2. Click the BUSINESS SERVICES heading from the side menu.
3. Click on MANAGE CONSOLIDATED ACCOUNTS to open the Account Consolidation Manager page.
4. Click the CONSOLIDATE ACCOUNT to add an account you'd like to consolidate.
5. Enter the MEMBER NUMBER and PAC for account you wish to add.
6. Click SUBMIT and CONFIRM.

In addition to the account you've logged in with, you can add up to three additional membership numbers together through the Account Consolidation Manager function. As a result, you can access four accounts by logging in only once.

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DELEGATE MANAGER

Delegates are people such as your accountant, assistant or family member who you would like to have access to your bank account(s) online but on a limited basis. Up to three delegates can be created by any one of the authorized signers of a membership account that have MDSB access. Delegates can be granted read-only access to your account information or you can allow them to initiate transactions for you to approve without making them an actual signer of the account(s).

Set up Process

If you are a signer on the business membership, you can add a delegate by following these simple steps:

1. Click the BUSINESS SERVICES heading from the side menu.
2. Click on ADD/MODIFY DELEGATES to open the Delegate Manager page.
3. Click ADD DELEGATE.
4. COMPLETE all the required fields.
5. Click SUBMIT and submit.

At the top of your screen, you'll notice a newly generated Member Number for your delegate that starts with the letter “D”; write this number down for your delegate because they'll need it to login to MDSB. The Member Number is case sensitive so the “D” will need to be entered as a capital letter when your delegate uses it to log in.

The password you create as part of this set up process is your delegate's own temporary password. Once you give your delegate their temporary password, they will be prompted to change it to one of their choice when they use it to login.

TRANSACTION MANAGER

Delegate

Delegates have the authority to initiate transactions if they are set up with Initiator access.

Dual Signature Accounts

Any authorized signer on the account can initiate a transaction. If an account is set up to require two signatures, then more than one signer will be required to authorize a transaction.

Pending Transactions

The initiator of the transaction will receive a confirmation number for the pending transaction. The transaction initiator should then inform the applicable signer(s) that there is a pending transaction requiring their approval so that the transaction is approved before it expires. Bill payment transactions will expire after the payment date specified by the initiator has passed.

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TRANSACTION MANAGER

As a signer on the account, you'll notice that there are transactions requiring your approval once you login to your account. Transactions are arranged under the following headings:

Transactions Requiring Your Approval
You'll need to approve these transactions.

Transactions Require Approval from Others
Transactions that have been initiated by you or others and require approval from other signers.

Transactions Rejected, Recalled, or Expired
Transactions that have been rejected, recalled or have expired.

Once a transaction has been approved, the transaction will be processed through the account and appear in the account activity as a complete transaction.

CRA PAYMENTS

You can make payments to the Canada Revenue Agency through MDSB with ease—simply set up which account you'd like to use for making payments and then make payments through the PAYMENTS section of MDSB.

Set Up Process

If you are a signer or a delegate on the business membership, you can set up a business account for online CRA payments by following these easy steps:

1. Click the PAYMENTS heading from the side menu.
2. Click on PAY BUSINESS TAXES to open the CRA Filing and Payments page.
3. Click ADD ACCOUNT beside the applicable CRA payment option.
4. Enter your BUSINESS NUMBER. (this is your CRA business registration number)
5. Click ADD ACCOUNT.

To File and /or Remit a CRA Payment

Select FILE to add the details of the transaction. Complete the fields and click CONTINUE. The user has the ability to CANCEL, FILE & PAY or FILE ONLY. Choose the appropriate option and complete the process.

To View History of CRA Payments

Click VIEW HISTORY, select the history date range, and click VIEW HISTORY.

To Delete a CRA Account

If the CRA account will no longer be used it can be deleted by clicking DELETE.
NOTE: Deleting an account will delete the CRA payment history.

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INVOICING

You can manage invoicing and accounts receivable from within online banking with a single login.

With MDSB you will be able to:

- Set up invoicing tool in minutes.
- Create professional-looking customized invoices.
- Email invoices directly from online banking.
- Receive pop-up notifications when payments are received.
- View status of accounts receivables.
- Reconcile accounts with a single click.
- Get paid electronically.
- Download your Invoicing data for accounting purposes.

Set Up Process

When you login click on the 'Invoicing' link which is located on the left-hand side of your online banking screen. Follow the prompts to set up the invoicing.

Please click here for more information on MDSB invoicing.

HAVE MORE QUESTIONS?

We're here to help. Check out our website: www.lakeviewcreditunion.com for a more in-depth user guide.