TD BUSINESS CENTRAL U.S.

FAQ

JULY 2023

Table of Contents

What information is displayed on this page?

Account balances for business accounts are available for display. The balances are displayed in near real time, accurate as of the moment the page was loaded, or when the date/time update button is clicked.

Which account balances are available?

The accounts available for you to view are based on the accounts that have been registered by the company, and that you've been granted permissions to view. If you feel additional accounts should be available for you to view, please contact your system administrator.

How can I view account transaction details or activity for a specific account?

You can access the details for a specific account by clicking on the business account link from the balances page.

Why don't I see an activity tab for all account types?

Account transaction activity is only available for business accounts at this time.

Where can I quickly find a specific business account transaction?

By using the activity filter, you can filter by date range and amount range.

Can I access another account's activity page from this page?

Yes, by clicking on the down arrow beside the account number in the account overview section near the top of the page, you can search for and see a list of eligible accounts that can be selected for display.

How can I view my statements for an account?

You can view statements for each account by clicking on the Statements tab. Statements are available online up to seven years prior, providing you have had the account that long.

How do I export one of my statements for an account?

From your desktop, go to the Statements tab and click on the Export latest statement link to export the most recent statement for that account. To export a different statement, click on the Export button location beside the statement you'd like to export. You cannot export statements from a mobile device.

Can I export a portion of my statement for an account?

Each statement is broken down into smaller files by date. You can choose to export only a portion of your statement by date by selecting the statement, and then expanding to select a file with a shorter time frame. You can only export statements from your desktop, not from a mobile device.

Can I view information for each deposited item in a transaction with multiple deposits?

Yes, on the transactions page, you will be able to access the full deposited items list for any transactions with multiple deposits. On the deposited items list, you can view information such as which account the deposit is from, date of deposit, bank identifiers, serial numbers, bank reference numbers, and the amount of each deposited item.

Can I view images of each deposited item in a transaction with multiple deposits?

Yes, on the deposited items page for a transaction with multiple deposited items, click on the View image link to view the front and back of images for each deposited item. These could include images of checks or money slips with information from a cash deposit, depending on the deposited item.

Can I print images of the deposited items?

Yes, when viewing the images of deposited items, there is a print link so you can print the front and back images of each deposited item.

How do I add users to access my company information?

As a System Administrator, you can add users and other System Administrators by clicking on the **Add users** button on the **Administration** page. You'll be ased to assign a user type, either a user or a System Administrator. Please make sure that the information you enter is correct. It will be used to send them a registration e-mail, and a security code will be sent to their phone number.

Here are a few things to keep in mind:

- When the user or System Administrator is in a pending status, you can edit some of thier details.
- When the user of System Administrator is no longer pending, if you have entered incorrect information and need to edit it, please delete the user and re-add them with the correct information.

After you complete adding a user, they will receive an e-mail from TD with instructions on how to access TD Business Central U.S. As the system administrator, please contact each user to tell them they have been added to TD Business Central U.S. and to let them know they will receive an e-mail to register.

Once a user has been added by a System Administrator, each System Administrator of the company, including the one who made the change, will receive an e-mail notifying them of this user update.

What does each user status mean?

Pending – The user has not yet registered. The user needs to complete this process through the e-mail they received to register. When a user is in a pending status, some user information can be updated in their user profiles.

Active – The user has successfully registered and has access to the services for which you've assigned permissions.

Suspended – The user has been suspended from the selected company and does not have access to view any of the company's services and accounts.

How do I view the contents of a group?

To view the contents of a group, you can visit a user's profile and click on the details beside the group name.

How can I add/remove a user from a group?

To add or remove a user from a group, you can visit the user's profile, click edit in the groups section, and then click add/remove.

Once a user has been added or removed from a group by a System Administrator, each System Administrator of the company, including the one who made the change, will receive an e-mail notifying them of this user update.

What is a group?

A group is a set of entitlements or permissions granted to users that allows them to view accounts, services and TD applications associated with those accounts. A group may contain hundreds of users and it allows the System Administrator to assign entitlements to multiple users simultaneously.

How do group entitlements work?

Users are assigned to groups to allow them to access accounts, services and TD applications in a group. Each group is given a set of entitlements and a name/description that indicates the contents of the group.

Any changes made to accounts, services or TD applications in a group will be accessible to every user assigned to that group. Users can be assigned to more than one group at a time.

How many users can be in a group?

A group can be created without any users assigned to it, or as many users as needed. The only requirement to create a group is to add a group name.

Once a group is created, additional users, accounts, services, and TD applications can always be added to that group at a later time.

How do I modify accounts, services and TD applications in a group?

To modify accounts, services, and TD applications in a group, go to the Group profile page, and click on the Edit button of the section you'd like to modify.

Once a group has been edited by the System Administrator, each System Administrator of the company, including the one who made the change, will receive an e-mail notifying them of this group update.

How do I delete a group?

Only a System Administrator can delete a group. To delete a group, the System Administrator can go to the groups tab located on the main Administration page. Then, using the three-dotted menu, the System Administrator can select Delete, which will redirect them to the Delete group page. Once the System Administrator confirms the deletion, the group will be permanently deleted.

Once a group is deleted by the System Administrator, each System Administrator of the company, including the one who made the change, will receive an e-mail notifying them of this group update.

Can I view or edit group entitlements from a group's profile?

Yes, a user can view all group entitlements while logged in to the group profile. Only a System Administrator can edit group entitlements by going to the Group profile page and clicking the Edit button located at the top right-hand corner of the section that requires modifications.

Once a group has been edited by the System Administrator, each System Administrator of the company, including the one who made the change, will receive an e-mail notifying them of this group update.

Can I view or edit group entitlements from a user's profile?

A user can only view groups assigned to them while logged in to their user profile by clicking on the Details link located in the Groups section on their main User Profile page. Only a System Administrator can edit a group's entitlements, and that can be done from the groups tab.

Once a group has been edited by the System Administrator, each System Administrator of the company, including the one who made the change, will receive an e-mail notifying them of this group update.

How can a System Administrator assign users to a group?

There are 4 ways for a System Administrator to assign a user to a group:

1. While creating new users, the System Administrator can assign the users to groups by clicking on the **Add user** button.
2. When logged in to a user's profile, the System Administrator can assign/unassign this specific user to a group.
3. While creating a group, the System Administrator can add new users to the group.
4. When logged in to a group profile, the System Administrator can add/remove users from this specific group.

Once a user has been added or removed from a group by a System Administrator, each System Administrator of the company, including the one who made the change, will receive an e-mail notifying them of this user update.

How do I add accounts, services, and TD applications for specific users?

If a user has been assigned to a group or multiple groups by a System Administrator, then that user automatically has access to the accounts, services, and TD applications associated with that group.

How do I add accounts, services, and TD applications to each user's profile?

A System Administrator can add accounts, services, and TD applications to each user's profile by assigning the user to a group that has those accounts, services, and TD applications.

Once a group has been updated by the System Administrator, each System Administrator of the company, including the one who made the change, will receive an e-mail notifying them of this group update.

Can I edit a user's information?

If a user is in a pending status, you can edit their e-mail, country code, and phone number

If the user is no longer in pending status, then their information can't be edited. You'll have to delete the user and re-add them with the updated information.

How do I suspend a user's access?

Only System Administrators can suspend users. On the **Administration** page, under the Users tab, click to open the menu on the right hand side of the user's name you want to suspend. Select the **Suspend user** option.

Once you suspend a user, they will immediately lose access to the selected company's services and accounts. You can reactivate a user at any time by clicking on the **Reactivate user** link on their user profile page. Once reactivated, the user will regain their access based on the permissions they were previously assigned.

Once a user has been suspended by the System Administrator, each System Administrator of the company, including the one who made the change, will receive an e-mail notifying them of this user update.

How do I delete a user?

Only System Administrators can delete users. On the **Administration** page, under the Users tab, click to open the menu on the right hand side of the user's name you want to delete. Select the **Delete user** option.

By deleting a user, they will lose access to the selected company's services and accounts. You will need to re-add the user if you would like to grant them permissions in the future.

Once a user has been deleted by the System Administrator, each System Administrator of the company, including the one who made the change, will receive an e-mail notifying them of this user update.

What if the user I am trying to add did not receive the e-mail, or the registration link has expired?

- Ask the user to check their spam/junk folder and add the noreply-onlineaccess@td.com to their address book.

If the link has expired or they still have not received it, check that their e-mail address is correct and then select the **Resend e-mail activation** link on the user profile page. Note: This option will only appear when the user's status is pending.

What can I do if a user doesn't receive their security code during registration?

Please ensure the phone number that you entered for that user is correct so a security code can be re-sent. If the phone number needs to be changed, you can edit the phone number if the user is only associated with one company. If they are associated with multiple companies, you will need to delete the user and re-add them to your company.

If you edit a phone number, use the existing registration e-mail to re-send a security code. If you re-add a user, then they will receive a new registration email.

What happens if I enter a wrong name, e-mail address, or phone number when adding a user?

If you've entered the wrong information, and the user is still in a pending status, you can edit some of their information. Please be aware that names can't be edited after adding the user. There are also restrictions to editing the phone number if the user's e-mail address is in multiple companies. Otherwise, e-mail address, country code, and phone number can all be updated.

Once the User or System Administrator is no longer in a pending status, or if you need to edit the name, to make any updates, you need to delete the user and re-add them with the correct information.

What is the account transfer service and how does it work?

The account transfer service allows users in groups with access to the service to transfer funds between a company's two different deposit accounts (checking and savings) or between loan accounts (loans and lines of credit) and deposit accounts (checking and savings).

Transfers can be made from a deposit source account to another deposit destination account; from a loan source account to a deposit destination account; or from a deposit source account to a loan destination account.

Users cannot transfer funds from a loan source account to a loan destination account at this time.

I'm a new System Administrator, how do I get started and get access to accounts and services?

After you've registered and logged into the portal, you can get access to accounts and services by turning on your own user profile permissions and adding the services, accounts, and applications you'd like access to.

- Click on the **Administration** icon on the left vertical navigation bar.
- Then click on your own name from the list of users.
- From your **User Profile** screen, click on **Add service**, and proceed through the screens that follow which will guide you through adding the services, accounts, and applications you'd like access to.

After you've reviewed and confirmed your selections, you'll need to refresh your browser, or log out and back into the portal to see a new **Accounts** icon along the left vertical navigation bar, as well as an **Applications** dropdown menu at the top left of your screen.

I'm a System Administrator and I gave myself permission to see different accounts and services, but they're not showing up?

After a System Administrator has given their own user profile permissions to access accounts and services, you'll need to refresh the browser, or log out and log back in to be able to see the **Accounts** icon and **TD Applications** dropdown menu.

As a System Administrator, can I assign myself permissions to access certain accounts and services, and assign other users access to different accounts and services that I don't have permission to access?

Yes, you can assign other users access to accounts and services even if you personally don't have access to them.

How do I add/remove accounts and services for myself after my initial set up?

You can add or remove accounts assigned to your user profile by going to **Administration** and clicking on your own user profile. You'll then click on **Edit** in the **Services** section of your user profile, and then proceed to add/remove any accounts or services you'd like.

Is there a number I can call for support if I need it?

If you need assistance, please call us at the number below.

Toll-free: 1-866-475-7262
Monday to Friday: 7:30am – 8:00pm EST
Saturdays: 9:00am – 1:00pm EST
Sundays: Closed

As a System Administrator, how will I know if updates were made to users and/or groups?

When any changes, such as adding, deleting, suspending, editing users and groups, have been made by a System Administrator, all System Administrators, including the one who made the change, will receive an e-mail notifying them of the update and the name of the System Administrator who made the update. This is a notification e-mail only, and System Administrators will not need to take any further actions. If there is a concern, please follow your company's standard account security protocols.

How can I quickly find specific users from the list of users on the Administration page?

By using filters on the **Administration** page, you can filter by user status, groups, accounts, and services to find specific users from the users list.

As a System Administrator, can I add another System Administrator?

Yes, a System Administrator can assign a user as a System Administrator when they are adding users.

As a System Administrator, can I assign someone as a System Administrator?

Yes, if the person is an existing user on the portal, as a System Administrator, you can assign them as another System Administrator which will give them System Administrator entitlements.

As a System Administrator, can I unassign someone as a System Administrator?

Yes, you can unassign another System Administrator. They will remain a user on the portal, but they will now have different entitlements because they are no longer a System Administrator.

What is the difference between a User and a System Administrator?

When assigning an individual a user type, the "User" option refers to a non-System Administrator user. The other user type is a System Administrator. The main differences between these two user types are that System Administrators have access to other users' information and can manage other users in their company.

How do I assign user types?

From the **Administration** page, when you add a user, you'll be asked to assign a user type. Select either a user or a System Administrator and enter the required information.

Why can't I successfully edit a user's information even though they are in pending status?

If you can't successfully edit a user's information even though they are in pending status, it could be because of a few reasons:

1. Only some information can be edited when the user is in pending status. You can edit the e-mail address, country code, and phone number. The user types and first and last name of the user can't be edited.

2. An error could occur if you try to edit the phone number of a user who is part of multiple companies. If the user's e-mail address is the same in more than one company, you can't edit the phone number unless you edit the e-mail address first.

Can I suspend or delete a System Administrator?

If you are a System Administrator, you can delete or suspend other System Administrators. On the **Administration** page under the Users tab, there is a menu on the right hand side of each System Administrator's name. In this menu are the different updates you can make to System Administrators' statuses. The status options differ depending on the System Administrator's current status.

What is the audit log?

Each critical function performed by a user is recorded in the **Audit Log** and includes the following information:

Date and time: The date and time the activity took place.
Service: The service related to the function that was performed.
Activity: The main function that was performed.
Description: Further details of the function.

As well, System Administrators can see which user performed any given activity.

How do the filters work?

To aid in searching for specific data, the **Audit Log** page allows you to filter the data by date, service and activity.

Activities are related to specific services and once you select one or more services, only the activities related to that service will display in the activity drop down.

In what order are entries displayed?

The entries in the audit log are displayed in chronological order, from newest to oldest, and displaying the most recent 25 entries. You can easily change the order using the arrow icon at the top of the date column.

Can I change the order of entries?

You can sort entries by date by clicking on the arrow icon at the top of the date column.

Which time zone does the audit log use?

The date and time information (time zone) is based on your browser's location.

How far back can I view past activity?

The audit log lists activities that have transpired for each service for the past 18 months.

What formats are available if I want to export a report of my audit log?

From the **Audit Log** page, you can export your information via:

- Print: You can print the default page view using the print link on the screen.
  - This will print the information displayed on the page.
  - If a PDF is required, you can use the print to PDF function by changing the print destination to save as a PDF.
- Export: You can export your report as a CSV file by selecting the export link on the screen.

In the audit log, what does 'TD security code' mean?

In the activity column of the audit log, **TD security code** means the user was sent a one-time security code, and used it to successfully verify their identity, as part of TD's two-step verification system.

Is there a number I can call for support if I need it?

If you need assistance, please contact us:

Toll free: 1-866-475-7262
Monday – Friday: 7:30am – 8:00pm EST
Saturday: 9:00am – 1:00pm EST
Sunday: Closed

What is dashboard personalization?

For a personalized experience, you can rearrange and customize widgets on your dashboard based on what information you want to view and how you want to view it.

What is an account view?

Account views can be created and are personalized, quick access views of your deposit and loan accounts' information, on your dashboard in the accounts widget. You can create and select different account views based on what accounts and what information you want displayed on the dashboard.

How do I create an account view?

From your dashboard, on the accounts widget, you can create, view, edit, or delete account views.

How do I see the account views I created?

On your dashboard, go to the accounts widget. From this widget, you will be able to select from your list of created account views. Once an account view is selected, the accounts you added to that account view will be displayed in the accounts widget. If you want to change this view, select a different account view.

How many account views can I create?

You can create a maximum of 25 account views for your accounts widget.

What are the minimum and maximum numbers of deposit and loan accounts I can add to an account view?

In one account view, at a minimum, you must select at least 1 deposit or 1 loan account to create or save an account view. At a maximum, you can select 6 deposit and 6 loan accounts, for a total maximum of 12 accounts.

Why can I no longer see some of my accounts in an account view I created?

When entitlements or permissions change, some accounts may be removed from your account views.

Why is my account view and account information not loading?

Your account view and account information may not be loading in the accounts widget because of a temporary system issue.

Why are some accounts not available to select for my account view?

The accounts available to select for your account view depend on the entitlements of the groups you are assigned to. If you feel additional accounts should be available for you to view, please contact your System Administrator.

Can I rearrange the widgets on my dashboard?

Yes, you can move your entitled widgets on your dashboard based on your personal preferences.

How do I move a widget?

Click and hold on the top part of the widget, anywhere between the name of the widget and the move icon, which looks like a plus sign.

While holding onto the widget with your mouse, move the widget to where you want to place it. A highlighted area will appear. Let go of the widget in this area.

Another way to move your widgets is to click to open the widget menu on the top right hand corner of the widget you want to move. In this menu, there will be options to move the widget up, down, left, and right depending on the current position the widget is in. Select an option and the widget will move automatically to that position.

Why can’t I successfully move my widget to a new position?

You may be unsuccessful in moving your widgets around because they were not moved to a valid position. A highlighted area will appear when you have moved the widget to a valid position. When it is in that highlighted area, then you can successfully place the widget in the new position.

Another reason could be due to a system issue when saving your widgets’ new positions. In this case, try moving the widgets again.

Can I expand or collapse widgets on my dashboard?

Yes, you can do this by opening the menu on the top right hand corner of the widget you want to expand or collapse. Once the menu is opened, there will be an expand widget or a collapse widget option depending on the current state of the widget. If the widget is collapsed, then the menu option will show as **Expand**. If the widget is expanded, the menu option will show as **Collapse**.

Another way to collapse and expand widgets is by double clicking on the widget header (around the space where the widget name is located).

What is the messages feature?

The messages feature allows you to send and receive secure messages from your account in the portal to our customer support team for questions or assistance on the portal. You can also reply to messages, save draft messages, store messages, or view your sent messages. All messages are available to view for 180 days.

How do I access my messages?

Once you log in, you can access your messages by going to the top navigation menu anywhere on the portal. You'll find an icon that looks like an envelope. Click on it to access your messages page.

How will I know if I receive a new message?

On the top navigation, where you access your messages, the number of new messages will show on the envelope icon each time a new message is received.

How long will messages be available for viewing?

All messages will be available in your **Messages** page for 180 days.

What are stored messages?

Stored messages are a way for you to organize your inbox messages. You can move messages from your inbox to the stored messages and back to your inbox as needed.

How do I send a message?

At the top of the **Messages** page, click on **Send a message** to open a new message. Select a topic and write your message in the space provided. The subject of the message is optional and will show as [BCUS - no subject] if you don't enter one.

What are topics in messages?

Topics help our customer support team determine what kind of assistance you need.

Who can I send messages to?

These messages will be going to our customer support team to answer your questions.

How will I know a message has been successfully sent?

If your message has successfully been sent, a confirmation will show on your screen.

Why did my message fail to send?

Messages can fail to send for different reasons.

1. You may be missing information required to send the message. Make sure you've written the message and entered information as required before clicking **Send**.
2. There could be a system issue at the time you clicked to send the message. In this case, you can try sending the message again.

What do I do if I start a message but need to finish it at a later time?

You can always save a message to your drafts. If you click **Cancel** on a message before sending it, you'll be asked if you want to save your message to drafts. When you're ready to finish the message, go to your **Drafts** to find it.

What are the different tabs in my messages?

There are four tabs in your **Messages** page.

1. Your **Inbox** is the main page where your received messages will appear.
2. Messages you've started and have saved to be sent later can be found in your **Drafts** tab.
3. The **Sent** tab shows the messages you've written and successfully sent out.
4. **Stored** messages are a way for you to organize your messages. You can move messages from your inbox to your stored messages and back to your inbox.

Please note all messages in all tabs will only be available for 180 days in your **Messages** page.

How do I reply to a message in my inbox?

Once you receive a message in your inbox, click to open it. When the message is opened, there will be an option to reply to the message.

Can I print messages?

Yes, you can print your received messages. From your inbox, click to open a received message. When the message is opened, there will be an option to print the message.

Can I delete, mark as read, or move multiple messages at once?

Yes, when you select multiple messages, delete, mark as read, or move messages options will appear. These actions are different depending on the tab you are in. For example, you'll have the option to delete, mark as read, and move messages from your inbox to your stored messages. Meanwhile, in your drafts, the only action for multiple messages is to delete.

Can I move messages from stored back to received?

Yes, you can move messages from your stored tab back to your inbox at any time. Please be aware your messages are available in your messages for 180 days regardless of which tab they are in.

What is the security code and how does it work?

The security code is a code that we send you via SMS (text) or voice message to your mobile device or landline.

How it works:

When we need to verify your identity online, there are two key steps:

Step 1: Log in as you normally would by using your log in credentials. Most of the time this is all you need to do to log in.

Step 2: If we need to verify your identity further, for example, if you're changing your password, we prompt you to get a one-time security code by text or voice message. When you get your security code, you simply enter it onto the TD screen and continue banking.

Why do I need to provide an e-mail address and when is it used?

We need your e-mail address so that we can send you security alerts and notifications on updates to your users and groups. Security alerts are e-mails that we send to you whenever changes are made to your secure information, including:

- After you complete your initial security setup
- Any time you change your username or password
- If you need to retrieve your username
- When you make changes to your security phone, e-mail or login option
- Should you ever be locked out of a TD website or app

The e-mail address you provide will only be used to send you security alerts. They will also be used to send you notification e-mails when users and groups have been added or updated.

What are my login options for the security code and how do they differ?

You can select one of our two login options to let us know how often you want Two-Step Verification to be required:

- **Only when TD wants to confirm your identity**
  We may require a one-time security code to be sure of your identity, for example, when you log in from a different device.
- **Every time you log in to a TD website**
  You can have a one-time security code required for every log in to TD websites.

Can I use an international phone number to receive one-time security codes?

Yes, you can use international phone numbers to receive one-time security codes. An international number can be your primary phone or one you use when traveling. You can add either a mobile phone or a landline. No extensions are allowed.

Do I have to have a mobile phone to use security codes?

You can use either a mobile phone or a landline to receive one-time security codes. Your code can be sent as a text message to a mobile phone, or by voice message to a mobile phone or landline. You can add up to five phone numbers to receive one-time security codes, so you can access your accounts no matter where you are. Please note that standard wireless carrier message and data rates may apply for text messages.

Which TD Applications have single login capability– the ability for me to login once and not have to enter another username and password to access different TD Application?

The Receivables Management, TD Digital Express, Paymode-X, TD Commercial Plus Card, and TD FTExpress applications have been enhanced to allow users the ability to automatically access those TD Applications without additional username and password logins.

If the Receivables Management link within TD Applications still takes me to the Receivables Management login screen, what should I do?

Your company System Administrator will need to contact TD to request that your Receivables Management single login be enabled.

If the TD Digital Express link within TD Applications takes me to the TD Digital Express login screen, what should I do?

Enter your Login and Password. If subsequent access attempts continue to take you to the TD Digital Express login screen, then your company System Administrator will need to contact TD to request that your TD Digital Express single login be enabled.

How does a System Administrator add a user on the Receivables Management application after the single login process is enabled?

The System Administrator will need to add the user on the TD Business Central U.S. application and provide the user permission to the Receivables Management application. The user will then need to register for TD Business Central U.S. via the email received, login and click on the Receivables Management application link. After clicking on the link, the system will automatically create an analyst user on the Receivables Management application. Lastly, the System Administrator will need to login to the Receivables Management system and permit any necessary lockboxes for the new user.

How does a System Administrator add a user on the TD Digital Express application after the single login process is enabled?

In order to add a user, the System Administrator will need to add the user and provide permissions on the TD Digital Express application. Then the System Administrator will need to add the user on the TD Business Central U.S. application including providing the user permission to the TD Digital Express application. The user will then need to register for TD Business Central U.S., login and click on the TD Digital Express application link within TD Applications. After clicking on the link, the system will prompt the user to enter their TD Digital Express Login and Password. After the initial setup, accessing the TD Digital Express link via TD Business Central U.S. will allow automatic access into the TD Digital Express application in subsequent attempts.

One of my users has left the company. How do I delete them from the applications?

To delete a user, the System Administrator will need to delete the user on TD Business Central U.S. as well as on any other application they have access to, including the Receivables Management, TD Digital Express, Paymode-X, and TD Commercial Plus Card applications.

If the Paymode-X link within TD Applications still takes me to the Paymode-X login screen, what should I do?

Your company System Administrator will need to contact TD to request that your Paymode-X single login be enabled.

How does a System Administrator add a user on the Paymode-X application after the single login process is enabled?

In order to add a user, the System Administrator will need to add the user and provide permissions on the Paymode-X application. Then the System Administrator will need to add the user on the TD Business Central U.S. application including providing the user permission to the Paymode-X application. The user will then need to register for TD Business Central U.S., login and click on the Paymode-X application link within TD Applications. After the initial setup, accessing the Paymode-X link via TD Business Central U.S. will allow automatic access into the Paymode-X application in subsequent attempts.

If the TD Commercial Plus Card link within TD Applications still takes me to the TD Commercial Plus Card login screen, what should I do?

Enter your Login and Password. If subsequent access attempts continue to take you to the TD Commercial Plus Card login screen, then your company System Administrator will need to contact TD to request that your TD Commercial Plus Card single login be enabled.

How does a System Administrator add a user on the TD Commercial Plus Card application after the single login process is enabled?

In order to add a user, the System Administrator will need to add the user and provide permissions on the TD Commercial Plus Card application. Then the System Administrator will need to add the user on the TD Business Central U.S. application including providing the user permission to the TD Commercial Plus Card application. The user will then need to register for TD Business Central U.S., login and click on the TD Commercial Plus Card application link within TD Applications. After the initial setup, accessing the TD Commercial Plus Card link via TD Business Central U.S. will allow automatic access into the TD Commercial Plus Card application in subsequent attempts.

If the TD FTExpress link within TD Applications still takes me to the TD FTExpress login screen, what should I do?

Enter your Login and Password. If subsequent access attempts continue to take you to the TD FTExpress login screen, then your company System Administrator will need to contact TD to request that your TD FTExpress single login be enabled.

How does a System Administrator add a user on the TD FTExpress application after the single login process is enabled?

In order to add a user, the System Administrator will need to add the user and provide permissions on the TD FTExpress application. Then the System Administrator will need to add the user on the TD Business Central U.S. application including providing the user permission to the TD FTExpress application. The user will then need to register for TD Business Central U.S., login and click on the TD FTExpress application link within TD Applications. After the initial setup, accessing the TD FTExpress link via TD Business Central U.S. will allow automatic access into the TD FTExpress application in subsequent attempts.

What is the account transfer service?

The account transfers service allows users to transfer funds between two different deposit accounts, as well as between loan accounts and deposit accounts.

Transfers can be made from a deposit source account to another deposit destination account; from a loan source account to a deposit destination account; or from a deposit source account to a loan destination account. You cannot transfer funds from a loan source account to a loan destination account.

How do I make a transfer?

As a user in a group with access to the transfer service, you can make loan payment transfers from the loan payment widget, loan advance transfers from the loan advance widget, or you can make deposit transfers from the deposit transfers widget, all of which can be found on your dashboard. Simply select a source account and a destination account. For loan payments, you need to enter the principal amount and/or interest amount. For loan advances and deposit transfers, you will need to enter a total transfer amount.

What is a loan payment?

A loan payment is a transfer of funds from a company's deposit account to one of their loan accounts. When making a loan payment, you can either submit both a principal payment and an interest payment, or submit only a principal/interest payment at a time.

What is a loan advance?

A loan advance is a transfer of funds from a company's loan account to one of their deposit accounts.

Why did my principal payment succeed, but my interest payment failed?

When making both a principal payment and an interest payment, either of the payments may fail if there is a system issue at the time the payments are submitted.

Why did my interest payment succeed, but my principal payment failed?

When making both a principal payment and an interest payment, either of the payments may fail if there is a system issue at the time the payments are submitted.

Why did both my principal payment and interest payment fail?

A principal and interest payment may both fail due to a system issue at the time the payments are submitted.

Why did my loan advance fail?

A loan advance may fail due to a system issue at the time the loan advance is submitted.

What is a deposit transfer?

A deposit transfer is a transfer of funds from a company's deposit account (checking or savings) to another one of their deposit accounts.

Why did my deposit transfer fail?

A deposit transfer may fail due to a system issue at the time the deposit transfer is submitted.