Web Business Banking

Getting Started Guide:

File Transfer

Version 8.05.22

Commercial Banking
Web Business Banking

Contents

Introduction

Welcome to Web Business Banking – File Transfer. The purpose of this guide is to assist with the initial setup of the File Transfer and EFT Exception Processing services.

We've made it easy for you to follow the instructions in this guide. You can print a hard copy, download the contents to your computer or keep the file open on-screen as you move through each, easy-to-follow step. This file is equipped with convenient navigation buttons that allow you to move quickly and easily throughout the document. The 'contents' button will always return you to the main index. Use the 'back' and 'next' buttons to move page-by-page. If you prefer to use the bookmark navigation tools within Acrobat Reader, you'll find them in their usual location on your toolbar.

Need Help?

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Web Business Banking has a help link on every page. Simply click on the underlined Help link situated at the top right corner of your page. Upon clicking the Help link, you will be presented with information specific to the Web Business Banking page you are on. To access help regarding another feature or function, click the Index link and scroll down to the topic you are looking for.

Should you require further information, please contact Cash Management Support Desk at 1-800-668-7328 (local Toronto 416-982-4567), Monday to Friday from 8:00am to 8:00pm Eastern Time or click on the Contact Us link, located at the top right corner of every web page, for alternate communication methods.

System Requirements

Supported Browsers

In order to use the Web Business Banking service, you will require a Java enabled browser that supports 128-bit encryption with cookies enabled. Browsers in compatibility mode cannot be used and will be unsupported. We have optimized our service to work with browsers that the majority of our customers use. Minimum browser requirements are as follows:

- Microsoft Internet Explorer 9+
- Firefox 27+
- Safari 7+
- Chrome 30+
- Edge 12+
- Opera 20+

Adobe Acrobat Reader

Adobe Acrobat Reader is required in order to view PDF formatted reports. Adobe Acrobat Reader is available free of charge at
http://www.adobe.com/products/acrobat/readstep2.html .

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Getting Started Steps

As a new user, when you first access the File Transfer service you should complete the following getting started steps:

1. Log on to Web Business Banking.
2. View User Profile. (Optional)

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Logging on to Web Business Banking

The following typographical conventions have been used in the Getting Started Guide to identify specific types of information.

Type Style	Used For
Bold	Button names
Initial Capitals	Page Names, Field Names, Menu Names
[CAPITALS] in square brackets	Keyboard commands (e.g. [ENTER])
ALL CAPITALS	Acronyms, Directory Names and File Names

To log in to Web Business Banking, proceed as follows:

Step	Action
1	Launch your Internet browser. *Result: Your browser window will appear on screen.*
2	Type in the address https://businessbanking.tdcommercialbanking.com and press the [ENTER] key. *Result: The Web Business Banking Login page will appear.* **Tip:** Once the Login page loads, add the page to your Bookmarks/Favorites
3	Enter your Connect ID, optional Description, and Password. **Note:** Your TD-assigned System Administrator can provide you with your Connect ID and Password if required.
4	Click on the Remember my Connect ID and Description check box, on the Login page, if you would like your Connect ID and Description to be saved. **Note:** When Remember my Connect ID and Description is selected, the next time you log in this Connect ID will be displayed. When two or more Connect IDs are stored, a dropdown list showing the saved Connect IDs will be displayed, along with a Remove From List link allowing you to delete a Connect ID from the list. The field will always display the Connect ID of the last user to log in. To select a different Connect ID, simply choose it from the dropdown list.

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5	Press the [ENTER] key or click on the Login button. Result: One of the following two results will occur: 1. The News page will load. Proceed to step 10. 2. The Change Password page will load.

Logging on to Web Business Banking (Continued)

Step	Action
6	Enter your existing password in the Web Password field.
7	Enter a new password in the New Password field.
8	Re-enter the new password in the Confirm New Password field.
9	Press the [ENTER] key OR click on the **Login** button. *Result: The News page will load.*
10	A login- authenticate page will appear *As an added security feature you must authenticate yourself in order to access Web Business Banking* Enter the one time password that is generated by your authentication device and press the [ENTER] key or click on the **Login** button
11	Review your messages available under News.
12	Enjoy Web Business Banking

View User Profile

The View User Profile page allows you to view the Service and System Administration rights that you have been assigned by a System Administrator.

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Service Rights

In order to access a registered service and its functions, you must be assigned the appropriate service rights. The service profiles displayed on your User Profile indicate the service rights that have been assigned to you.

System Administration Rights

In order to administer specific functions within Web Business Banking, various System Administration rights can be assigned. The System Administration profile displayed on your User Profile indicates the System Administration rights you have been assigned.

To view your user profile, proceed as follows:

Step	Action
1	Click on Administration from the top horizontal menu bar. *Result: The News page will be displayed.*
2	Click on View User Profile from the left vertical menu bar. *Result: The View User Profile page will be displayed.*
3	Click on the File Transfer Rights link under the File Transfer Rights heading. **Note:** If there is no File Transfer Rights heading, then you have not been assigned the right to access the File Transfer Service. Please contact the System Administrator identified at the bottom of the page. *Result: The File Transfer Rights page will be displayed.*
4	Review your File Transfer Rights to ensure you have been granted access to the files you require.
5	Click on Back button to return to the View User Profile page. Result: The View User Profile page will be displayed.
6	Review your System Administration Rights to ensure you have been granted the appropriate rights.
	Contact your System Administrator if additional rights need to be assigned.

Using the File Transfer Service

Receive File

The Receive File page allows you to download files from TD Bank. Any File Transfer right allows you to access this page, however you can only receive files that you have been granted access to by your System Administrator. This page offers both a compressed (zipped*) and non-compressed receive options. For larger files we recommend that the **Receive Zipped** button be used as it will reduce the amount of time required to download the file.

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To Receive a File, proceed as follows:

Step	Action
1	Click on File Transfer from the top horizontal menu bar. *Result: The Receive File page will be displayed.*
2	Select a single Service or ALL from the Service dropdown
3	Click the **OK** button located to the right of the Service dropdown. *Results: The page will update to display the files that match your filter criteria.*
4	Select the file you wish to receive by clicking the radio button to the left of the file.
5	Click the **Receive** or **Receive Zipped** button to receive the file. **Note:** The **Receive Zipped** button allows you to receive the file in a compressed format, thus reducing the time required to download the file. *Result: A file Transport Service window will open to initiate the file download followed by a Save File pop-up dialog.*
6	Specify the location and name of the file to save.
7	Click on the **SAVE** button to begin the download. **Note:** Depending on your browser settings, the pop-up will either close automatically or you will need to click the close button manually to close the pop-up once the download is complete.
8	Close the file Transport Service window to return to Web Business Banking.

For more information please access the on-line help. * Appropriate commercially available software is required to view zipped files.

Send File

The Send File page allows you to upload files to TD Bank. Any File Transfer right allows you to access this page, however you can only send files that you have been granted access to by your System Administrator. Files can be sent in either a compressed (zipped*) or non-compressed format. For larger files we recommend compressing the file before sending as it will reduce the amount of time required to upload the file.

To Send a File please proceed as follows:

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Step	Action
1	Click on File Transfer from the top horizontal menu bar. *Result: The Receive File page will be displayed.*
2	Click on Send File from the left vertical menu *Result: The Send File page will display.*
3	Select the appropriate Service and File Description of the file you wish to send from the Service and File Description dropdowns
4	Click the **Continue** button located below File Description dropdown. *Results: A file Transport Service window will open allowing you to specify the name of the file you are sending.*
5	Click on the **Browse** button and select the file you wish to send by highlighting the file and clicking the **Open** button. **Note:** You can also type the name and full path directly into the Filename textbox.
6	Click the **Send to Bank** button to send the file. *Result: The upload will begin and the status bar at the bottom of your browser window will show the upload progress. Once the upload is complete, a confirmation message will be displayed.*
7	Close the file Transport Service window to return to Web Business Banking **Note:** To ensure that your file has been processed successfully please refer to the applicable application file acknowledgement on the Receive File page.

For more information please access the on-line help.

* Appropriate commercially available software is required to zip (compress) files.

Activity List

The Activity List page acts as a company repository of files that were sent and received within the last 35 calendar days. This page allows you to review the date/time that files were either sent to TD or downloaded by a user. If necessary, you can download a file again. The Activity List *does not* indicate whether the file has been processed successfully, it records only that TD has received your file. To ensure sent files have been processed, refer to the applicable application file acknowledgement.

To Receive a File from the Activity List proceed as follows:

Step	Action

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1	Click on File Transfer from the top horizontal menu bar. *Result: The Receive File page will be displayed.*
2	Click on Activity List from the left vertical menu *Result: The Activity List page will display.*
3	Select a single Service or ALL from the Service dropdown
4	Select the type of the files you wish to display from the Send/Receive dropdown. **Note:** Files that are available for download are considered Receive files.
5	Click the **OK** button located to the right of the Send/Receive dropdown. *Results: The page will update to display the files that match your filter criteria.*
6	Select the file you wish to receive by clicking the radio button to the left of the file.
7	Click the Receive or Receive Zipped button to receive the file. Note: The Receive Zipped button allows you to receive the file in a compressed format, thus reducing the time required to download the file. Result: A file Transport Service window will open to initiate the file download followed by a Save File pop-up dialog.

Activity List (Continued)

Step	Action
8	Specify the location and name of the file to save.
9	Click on the **Save** button to begin the download. **Note:** Depending on your browser settings, the pop-up will either close automatically or you will need to click the close button manually to close the pop-up once the download is complete.
10	Close the file Transport Service window to return to Web Business Banking.

For more information please access the on-line help. * Appropriate commercially available software is required to zip (compress) files.

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EFT Forms

The EFT Forms service allows you to electronically submit the following forms to TD Bank for processing via the File Transfer function:

1. Countermand Request - Single Delete/Reversal
2. Countermand Request – File Delete/Reversal
3. Countermand Request – Range Delete/Reversal
4. Trace Request
5. File Detail Request
6. Reimbursement Claim Form Request

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To submit EFT Exception Processing Forms please proceed as follows:

Step	Action
1	Click on File Transfer from the top horizontal menu bar *Result: The Receive File page will be displayed.*
2	Click on EFT Exception Forms from the left vertical menu *Result: The EFT Exception Forms page will display.*
3	Select the appropriate EFT Form that you wish to submit from the Form dropdown and click the **Next** button Note: For Countermand – Single Delete and Trace Requests you may submit up to 10 requests so you will be prompted in Step 1 to select the number of requests you wish to submit. You will then be prompted with a new page for each additional request. *Result: The selected form will display.*
4	Complete the Customer Information section and any applicable sections for the form selected and click **Next** button *Result: The Form – Review Details page will be displayed.*
5	Click the Submit button to send the form to TD Bank for processing *Result: The Form – Confirmation Details page will be displayed which you may print if required. In addition, a file Transport Service window will open which will provide a status of the delivery of the file to TD Bank.*
6	Close the file Transport Service window to return to Web Business Banking **Note:** To ensure that your form has been processed successfully please refer to the EFT Reports that will be generated and can be accessed from the File Transfer – Receive File function.

For more information please access the on-line help.

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