

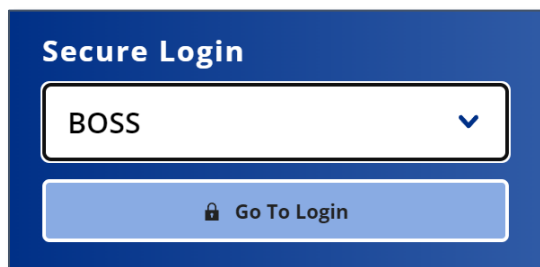
# Welcome to BOSS!

## Welcome to Fulton Bank BOSS, your new Online Business Banking Service.

This user guide will provide you step-by-step instructions on how to access your BOSS online banking for the first time, as well as provide you helpful resources to navigate and manage your online banking service.

### Accessing BOSS

To get started, go to the [BOSS log-in page](#) or to <http://www.fultonbank.com> and select BOSS from the Secure Login box.



Next follow the steps provided below:

1. Enter your existing **Company ID** from previous Online Banking log in,
2. Enter your existing **User ID** from previous Online Banking log in,
3. Enter the temporary password listed below:

**PASSWORD WILL BE PROVIDED BY FULTON ON OCTOBER 28<sup>TH</sup>, 2024.**

4. Click **Sign In**,
5. When prompted, create a new 10-character password that is alpha-numeric and includes a special character.
6. At time of the initial login, users will be prompted to select Security Questions. BOSS account updates and transactions require users to authorize a One Time Passcode, which can be completed via SMS text or phone call.

Users can also access BOSS via the BOSS Online Banking Mobile App, available through the Apple® App Store for iOS devices and Google Play Store on Android devices. For assistance, please refer to the [BOSS Mobile Access Guide](#).

If you would need further assistance with your first time login, please contact our Direct Banking Center at **1.800.FULTON.4 (1.800.385.8664)**.

## BOSS Access Timeline

Beginning **October 28, 2024**, users will have access to preview the BOSS Online Banking Application for one week to simulate transactions, verify account information, and familiarize themselves with the application. Please note, users will not be able to complete transfers, stop payments, ACH and wire payments during the preview period. Actual transactions will need to be initiated and processed using your existing Online Banking application.

On **Monday, November 4, 2024**, all former Republic Commercial Online Banking customers will be converted to BOSS.

## BOSS Resources

Training guides and eLearning videos are located in the [BOSS Resource Page](#), available on the Fulton Bank website or directly within your Online Banking session. Learn the many functions and features available in BOSS Online Banking, review Release Information, and access important contact information. Recommended learnings include:

- Basic Navigation
- ACH Origination
- Wire Transfers
- Configuring Alerts
- Creating Customized Reporting



### ACH Training Material

- [BOSS ACH Payment User Guide](#)
- [BOSS eLearning Video - Creating an ACH Template](#)
- [BOSS eLearning Video - Processing an ACH Batch](#)

### Wire Training Material - Domestic & International

- [BOSS Domestic Wire User Guide](#)
- [BOSS International Wire User Guide](#)
- [BOSS eLearning Video - Processing a Wire Transfer](#)

### Positive Pay Training Material

- [BOSS Positive Pay User Guide](#)
- [BOSS eLearning Video - Creating a Issue / Void Item](#)
- [BOSS eLearning Video - Decisioning Position Pay Exception](#)
- [BOSS eLearning Video - Importing Positive Pay Issue / Void File](#)

## Transaction History

Users with reporting access can view 90 days of transaction history. Please note, if your account needs to be re-numbered by Fulton Bank, we will not be able to provide your transaction history.

## Converted Data Information

The following data entities will be converted from the Republic First Bank's legacy Fiserv Commercial Center platform to BOSS Online Banking:

Customer Entitlements	ACH Company Entitlements
Confidential Settings	Users
Customer Limits	User Entitlements
Account Numbers	User Approval Limits
Account Entitlements	Domestic Wire Templates
Account Image Settings	International Wire Templates
Account Limits	ACH Templates
ACH Company IDs	90 Days of Transaction History (TBD)

## Data Information that will not be Converted

The following data entities will **NOT** be converted from the Republic First Bank's legacy Fiserv Commercial Center platform to BOSS Online Banking:

Scheduled Payments & Transfers	Transfer Templates
Payee Details	Loan Templates

## Commercial Center User Account Deactivation

Commercial Center User Accounts will be deactivated on **November 1<sup>st</sup>, 2024 @ 5pm ET**. Please note, users should not make any modifications to payment settings or Online Banking user settings that would impact their future needs. Any modifications that affect scheduled payments/transfers or user settings should be completed after November 4<sup>th</sup>, 2024 in BOSS Online Banking. For any assistance with these changes, please contact our Customer Support teams. Contact information provided below.

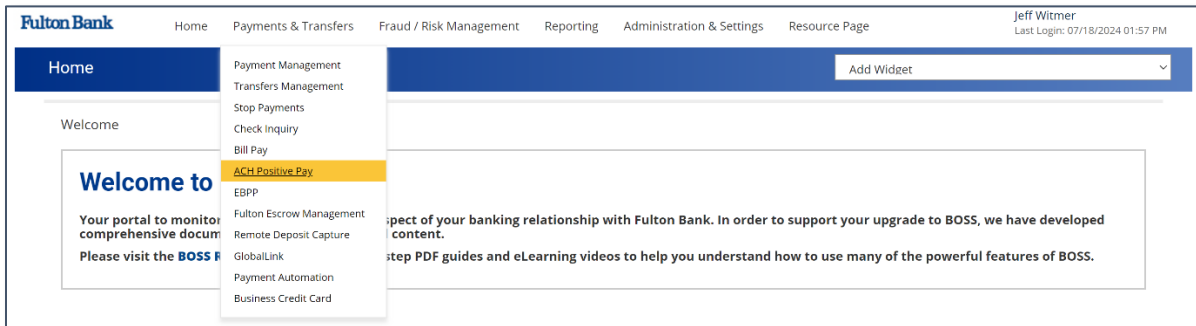
## Fulton Payment Processing Deadlines

Transactions for the following Fulton Bank services must be submitted prior to the following deadlines in order to be processed:

- **Domestic Wire - Cut off time 4pm**
- **International Wire - Cut off time 4pm**
- **ACH Same Day - Cut off time 10 am**
- **ACH - Cut off time 4pm**

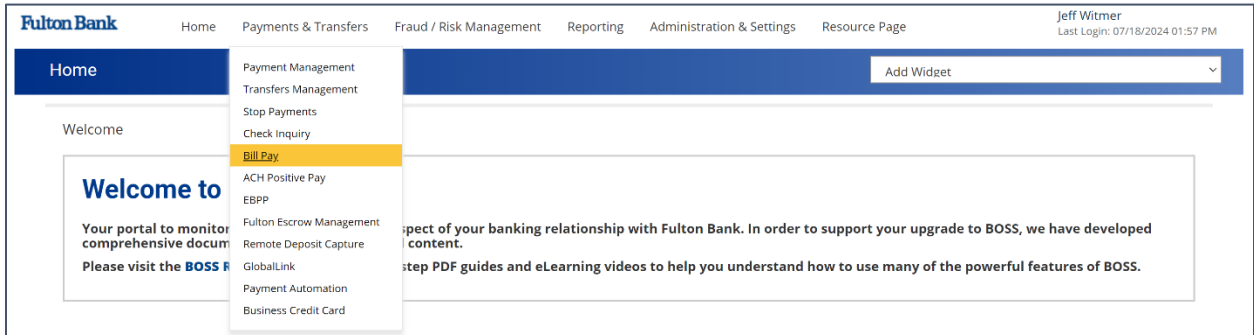
## ACH Positive Pay

Customers with existing access to ACH Positive Pay will maintain the same access to those services, without disruption. Users who wish to add ACH Positive Pay Services should contact their Cash Management Sales Representative.



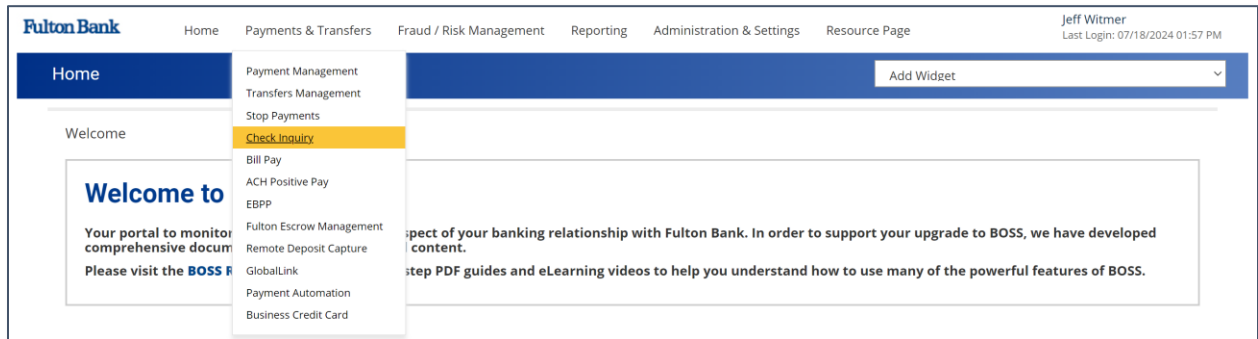
## Bill Pay Services

Customers with existing access to Bill Pay will maintain the same access to those services, without disruption. Users who wish to add Bill Pay Services should contact their Cash Management Sales Representative.



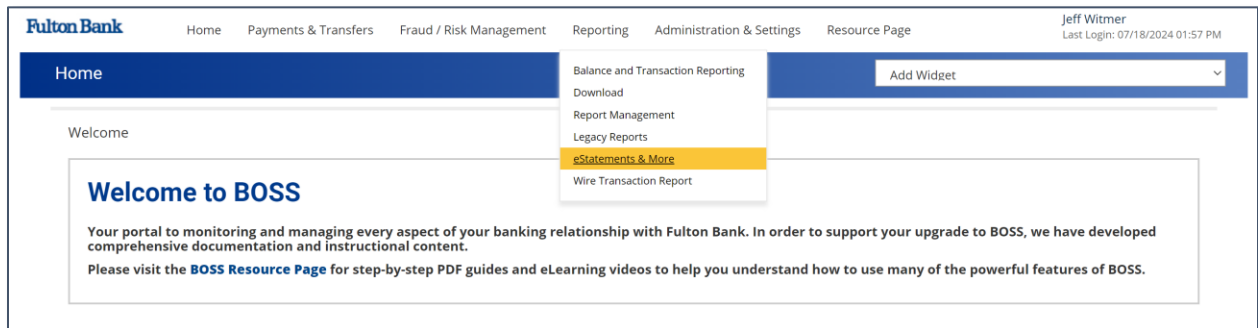
## Check Inquiry

All users will have access to Check Inquiry.



## eStatements

All users will have access to eStatements.



## Contact Information

Support for Basic BOSS Online Banking Navigation, Login Issues, Transfers, Bill Pay, and Stop Payments

**Customer Service Phone Number – 1.800.Fulton.4 (1.800.385.8664)**

Support for Digital Payments – ACH, Domestic and Int'l Wires, Positive Pay, and ACH Positive Pay

**Cash Management Services – 1.866.943.8739**