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PACIFIC WESTERN BANK

NETSUITE
PWB NetSuite User Guide

Need to troubleshoot? Please contact your designated Customer Servicer Officer or email us at integrationsupport@pacwest.com.

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ENROLLMENT – PWB NETSUITE API

ENROLLMENT

1. Complete the API Gateway Access Agreement and Information Data Exchange Enrollment form provided by your PWB relationship manager.

2. Submit the form via email to your designated PWB relationship manager.

3. To complete the enrollment form, you'll need your bank account information and NetSuite ID.

4. To retrieve your NetSuite ID go to **Setup** > **Company** > **Company Information**.

LOGIN AND PASSWORD

Pacific Western Bank will provide the Admin with a username and password and enroll accounts within the PWB instance of NetSuite. You will receive a call and a secure email when your username and password are ready.

ADMINISTRATORS

Only users with Administrator access can install the app and create or update the Financial Institution record to onboard their company. After onboarding, any user with access to bank statement data will be able to access the app. PWB will give the Admin a username and password associated with their accounts as part of the enrollment process.

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INSTALL THE PWB SUITEAPP

After your company's accounts are enrolled, and the Admin has received the username and password, the Admin can download and install the app. To complete this process, follow the steps below.

1. Click **SuiteApps** in the menu bar to visit the SuiteApp Marketplace.

2. Enter **PWB** in the search bar and select **PWB Banking with NetSuite**.

3. Click the **Install** button.

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4. Click **Install** again to confirm that you want to proceed.
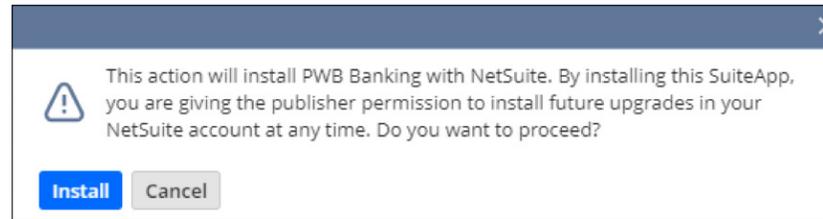
5. Confirm that the app has been installed.
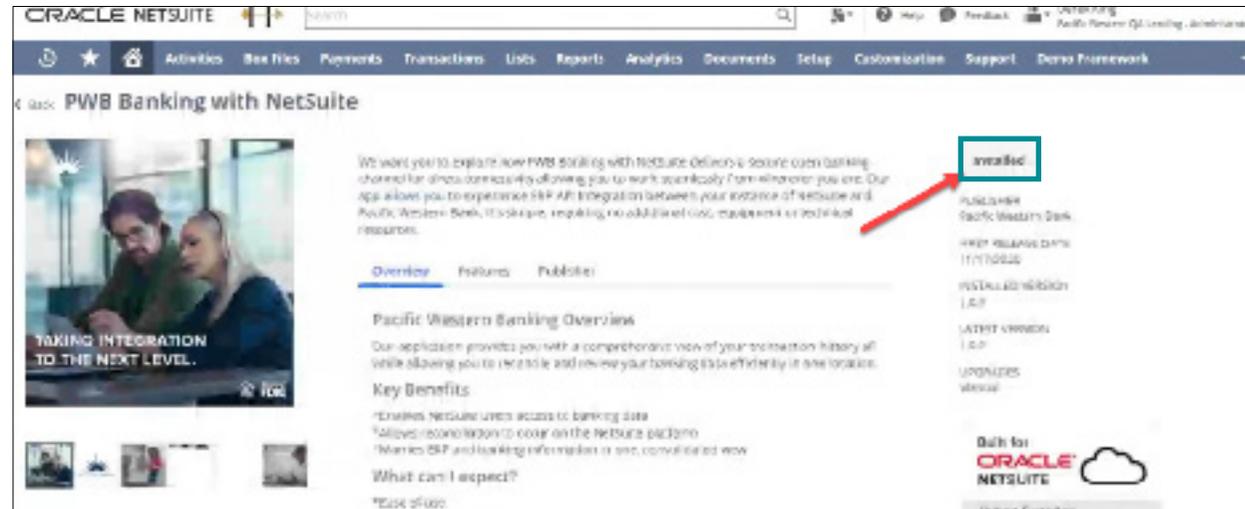
6. The Pacific Western Bank menu now appears in the menu bar.

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AUTHORIZE & MAP YOUR BANK ACCOUNTS

AUTHORIZE YOUR BANK ACCOUNTS

Before the Admin can authorize bank accounts, there must be a financial institution record associated with the Bank. In many cases, this will already exist — if so, skip to step 6.

1. To add a financial institution record, hover over **Setup**.

2. Hover over **Accounting**.

3. Click **Financial Institution**.
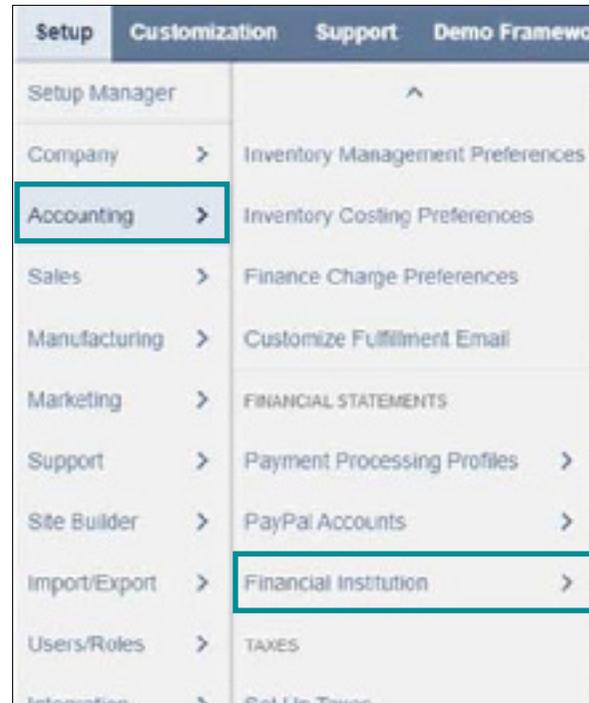
4. Enter a name for the financial institution and click **Save**.

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5. To add a format profile for this financial institution, choose it from your list. If you've recently created following the steps above, it will appear here.

6. In the sub-menu, click **Format Profile** and then click **Add**.

7. Complete the form. Name the profile for the username that will access these accounts in case your company has multiple user profiles enrolled. Select your bank name from the **Choose Bank Connection** and **Connectivity Method** pick lists.

Select the **Profile**, **Connectivity Method**, **Profile Type**, and **Transaction Parser** as shown below. Confirm the number of days for history.

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8. Enter your username and password — this is the username and password you received from your PWB relationship, not your NetSuite username and password.
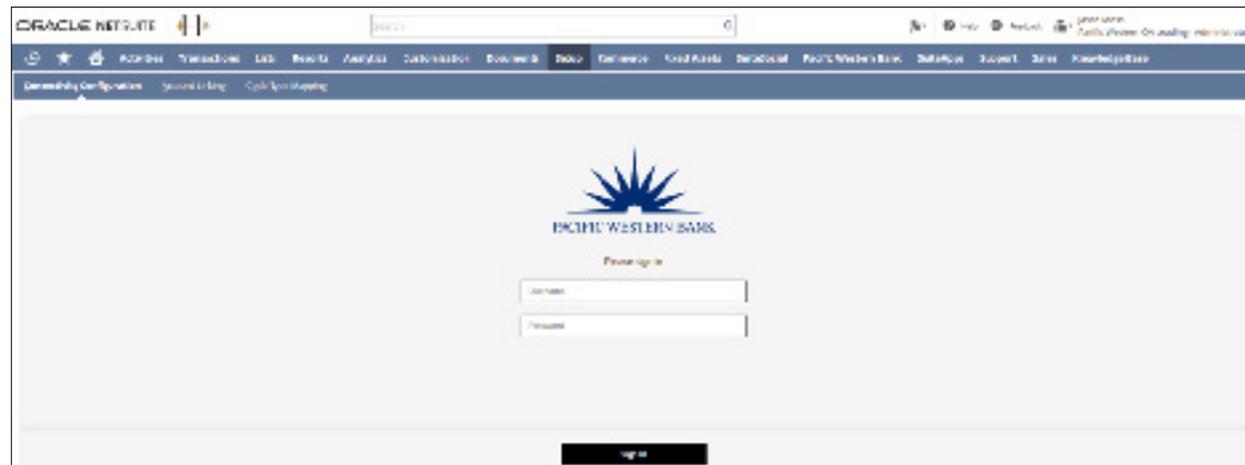
9. Check the **Select All** box or check the individual account checkboxes to select the account(s) you want to connect to this app.

10. Click **Authorize**.

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MAP BANK ACCOUNT TO NETSUITE ACCOUNTS

After the accounts are authorized, map your bank accounts to your NetSuite account to import bank data, which can then be used for reconciliation.

1. Double click on the empty space under the **LINKED GL ACCOUNT** column for each account and select the applicable NetSuite ledger account. Repeat this process for each bank account you'd like to map to a NetSuite ledger account.

2. Click **Save**.
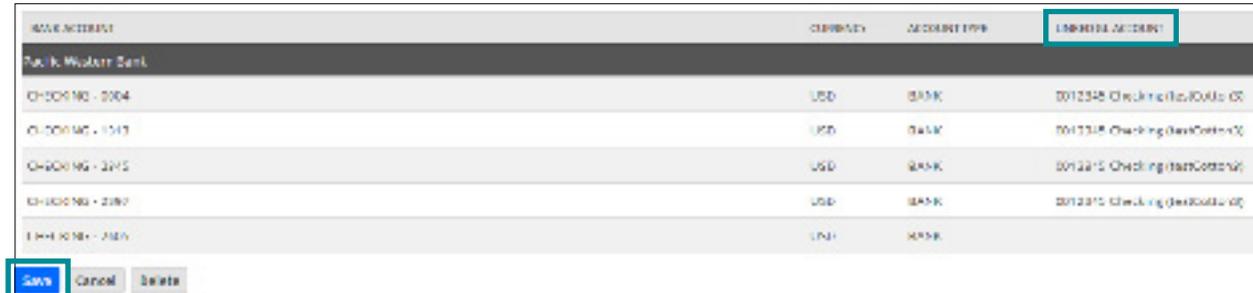
3. A message appears at the top of your screen informing you that your bank data is importing. Within that banner message, click **Track Your Status** to view bank data import progress.
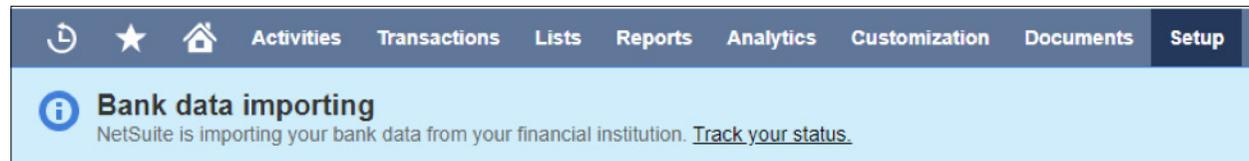
4. Once the import process is complete, you may begin reconciling your accounts.

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RECONCILIATION OF ACCOUNTS

ACCESSING ACCOUNT RECONCILIATION

The PWB NetSuite Connector integrates into the **Reconcile Account Statement** and **Match Bank Data** workflows. You can access these workflows through two locations, the **Transactions** menu and the **Pacific Western Bank** menu.

1. To access the workflows via the **Transactions** menu, hover over **Transactions**, then hover over **Bank**.
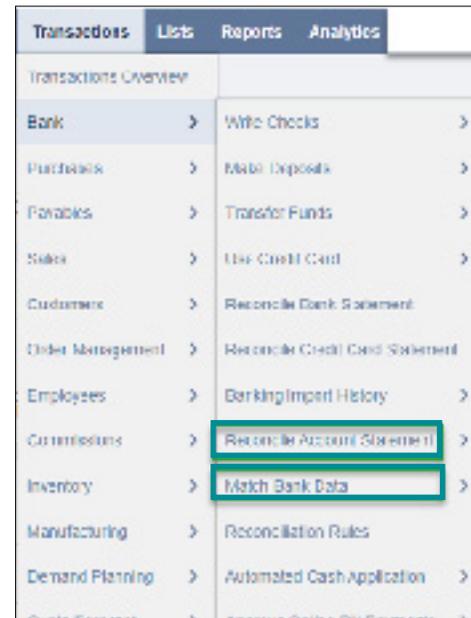
2. To access the workflows via the **Pacific Western Bank** menu, hover over **Pacific Western Bank**, then hover over **Reconciliation**.

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3. You may need to click the ellipsis (**...**) in the menu bar to access the Pacific Western Bank menu.
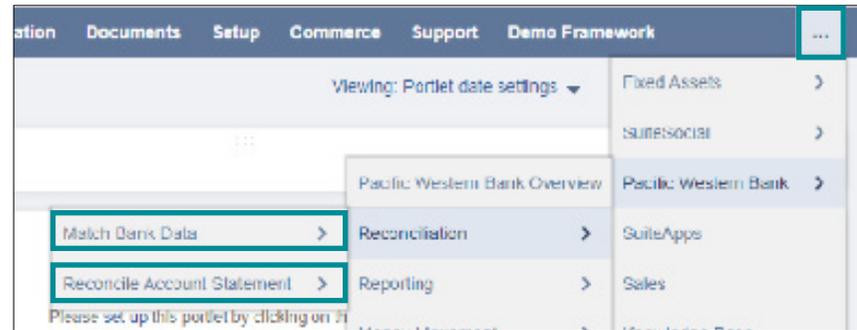
MATCHING BANK DATA

Once accounts have been mapped, your prior day's bank transactions will import each day automatically. You can reconcile these transactions using the Match Bank Data workflow and proceed with your normal matching process.

1. Access the **Match Bank Data** workflow using either of the options shown above.
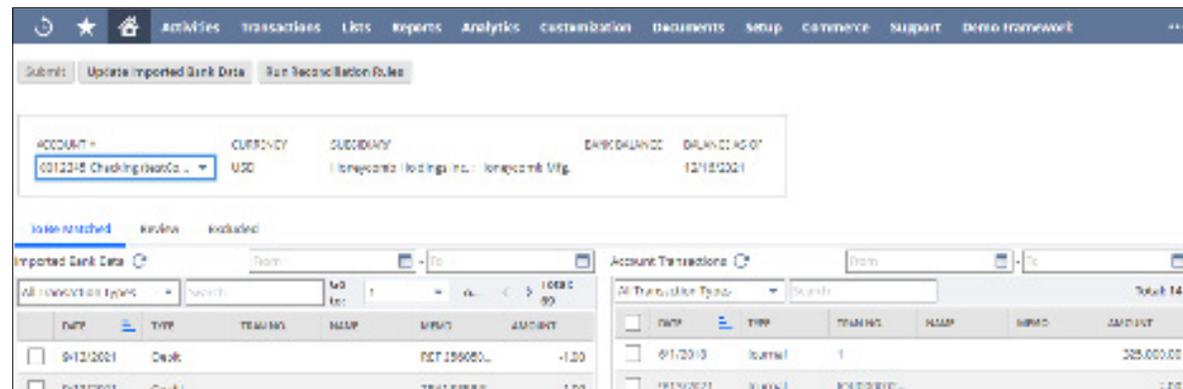
2. Select an account from the **Account** drop-down menu.

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3. Select the transactions you want to match.

4. Click **Match**.

5. If a transaction in the left column does not have a matching transaction in the right column, you can select the left column transaction, then choose **Add Journal Entry**, **Add Charge**, or **Add Deposit**.

6. Add Journal Entry:

7. Add Charge:

8. Add Deposit:
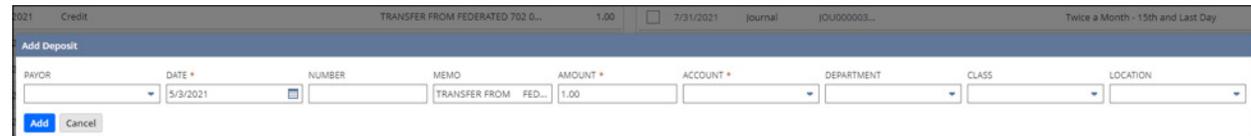
RECONCILIATION REPORTING

1. To view a reconciliation report, access the Pacific Western Bank menu and hover over **Reporting**.
2. Click **Detail**.
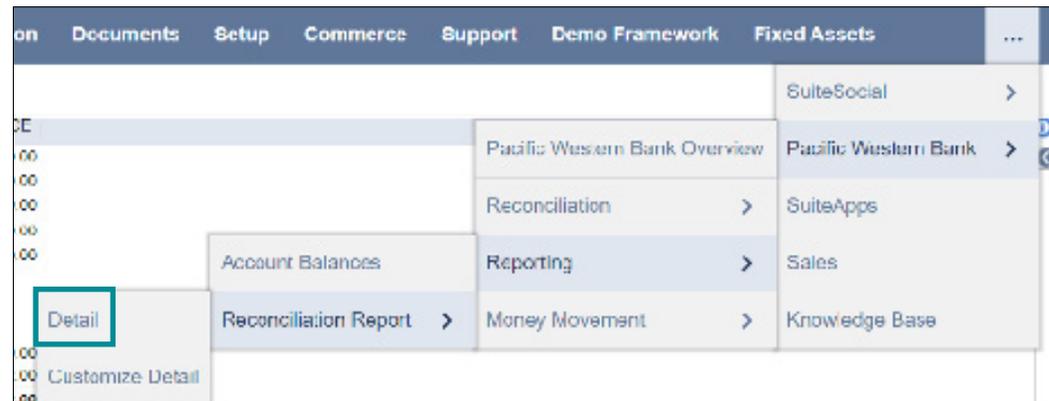
3. At the bottom of the screen, select the account for which you'd like a reconciliation report, and click **Refresh**.

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ACCOUNT BALANCES

USER ENABLEMENT

Before accessing Account Balances, you must enable Account Balances permissions for each user you wish to allow access to the feature.

1. In the search bar, enter **permissions** and select **Page: Pacific Western Bank Integration Permissions**..
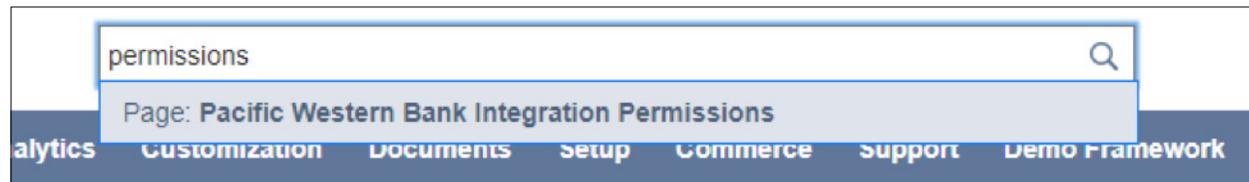
2. Click **Account Balances**.

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3. Select the Roles and/or the Employees you want to have access to Account Balances.

4. Click **Save**.

ACCOUNT BALANCES

1. To access the Account Balances dashboard, access the Pacific Western Bank menu and hover over **Reporting**.

2. Click **Account Balances**.
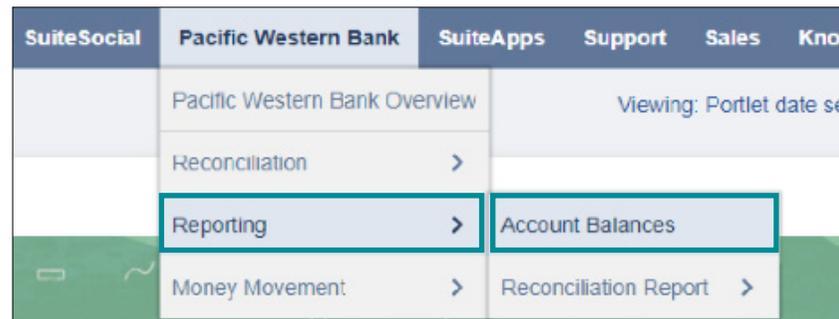
3. Select or unselect accounts from the account listing to add or remove the accounts from the trend graph.

4. Once you've made your selections, click **Refresh**.
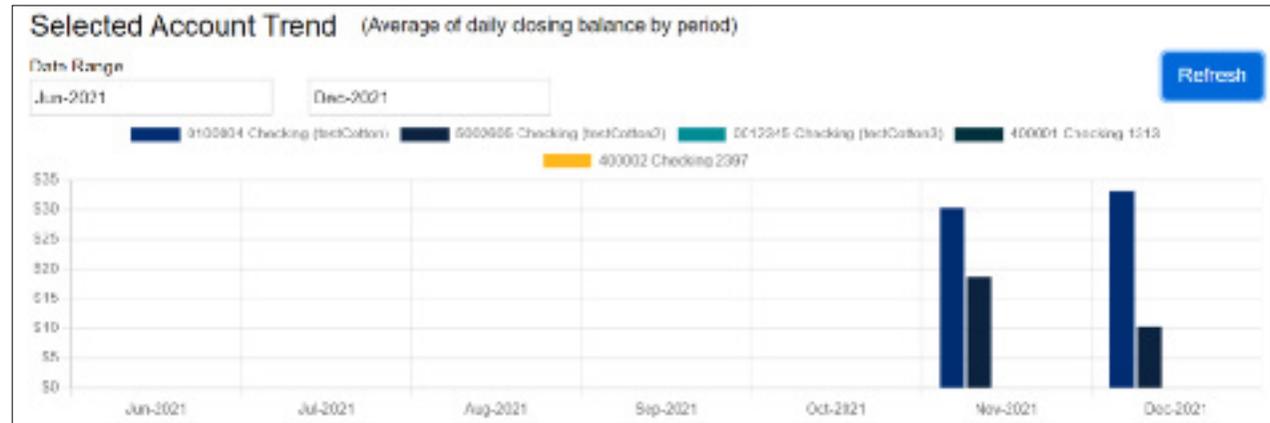
INTERNAL TRANSFERS

USER ENABLEMENT

1. In the search bar, enter **financial institution list** and select **Page: Financial Institution List.**
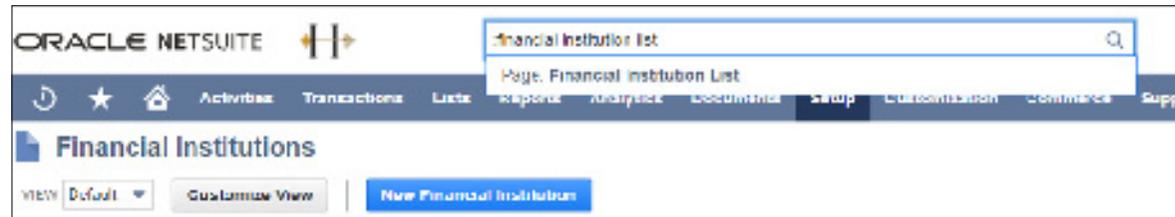
2. From the list of users, select the user you want to enable for internal transfer by clicking **View**.

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3. Click **Format Profile: Configuration.**

4. Click **Edit**.

5. Click **Account Linking** and review the available internal transfer accounts.

6. Click **Save**.

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7. Enter **permissions** in the search bar and select **Page: Pacific Western Bank Integration Permissions**

   NOTE: Permissions can be assigned by role or individual employee.

8. Under **Internal Transfer**, select the **Role** or **Employee** for internal transfer rights.

9. Click **Account Balances**.

10. Select the **Role** or **Employee**.

11. Click **Save**.

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INITIATE & PROCESS INTERNAL TRANSFERS

1. Log in to NetSuite.
2. Hover over **Pacific Western Bank**.
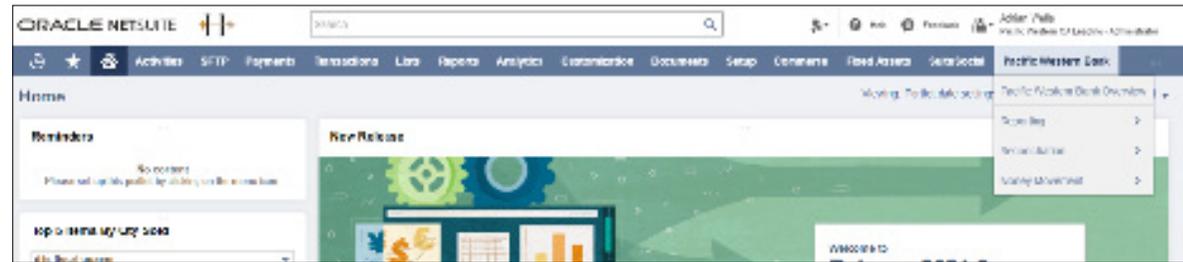
3. In the drop-down menu, hover over **Money Movement** and click **Internal Transfer**.
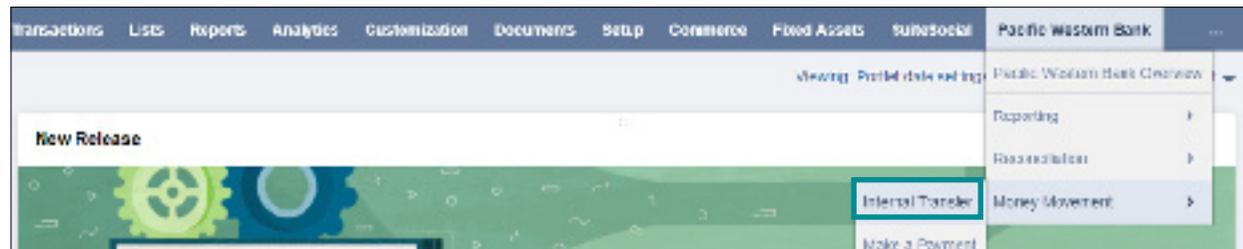
4. In the **Schedule a Transfer** module, select the **From Account** drop-down menu. The drop-down menu will display all of the eligible accounts to transfer funds. Select an account from the drop-down menu from which to transfer funds

   NOTE: You must select one of the accounts from the drop-down. Manual entries are not permitted.

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5. When an account is selected, the **Accessible Account Balance** is displayed. The **Accessible Account Balance** is the amount you can withdraw from this account without causing an overdraft. This balance may change throughout the day.
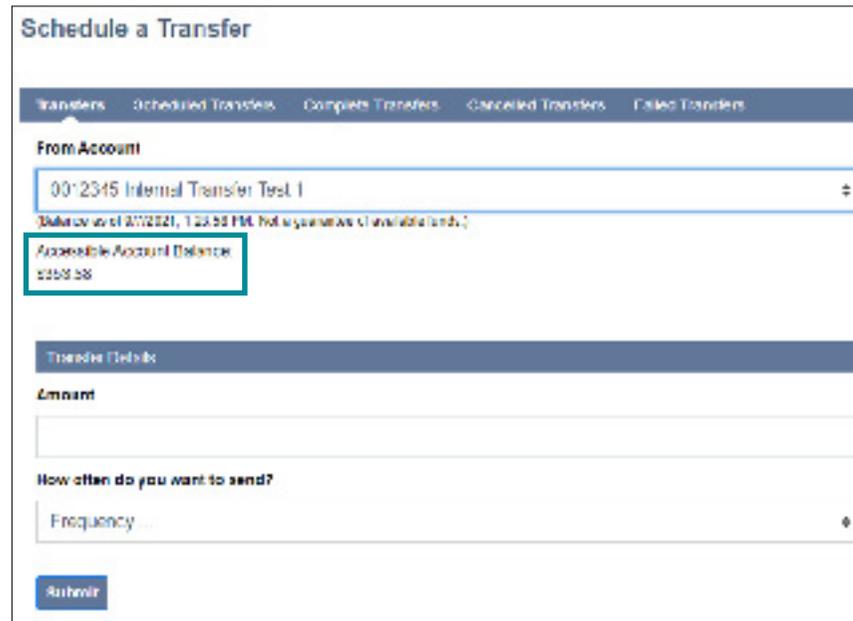
6. Next, select the **To Account** from the drop-down menu.
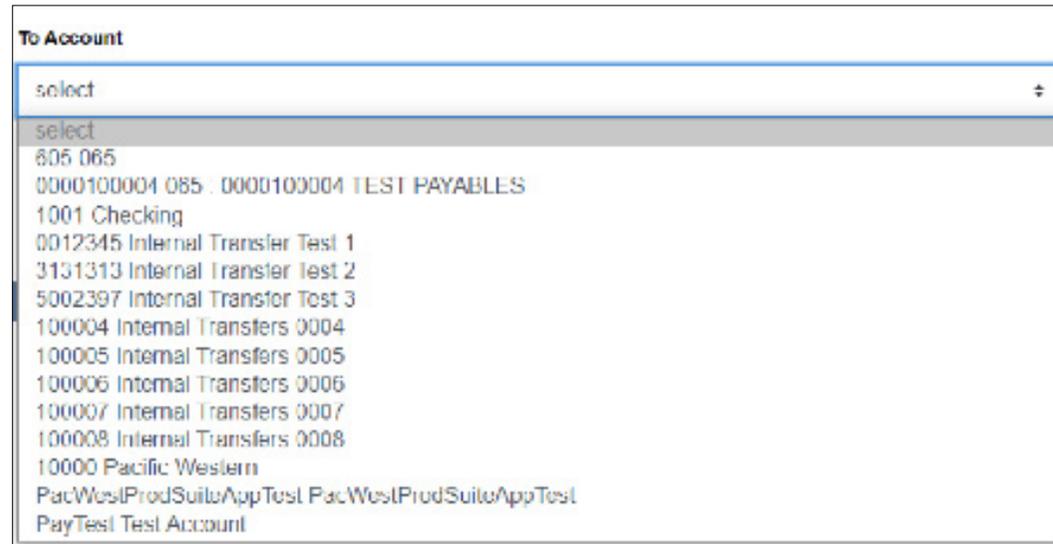
7. Once you select the **To Account**, the **Accessible Account Balance** will display.

    NOTE: Accessible Balance is the amount you can use to withdraw from the account without causing an overdraft. This balance may change throughout the day.
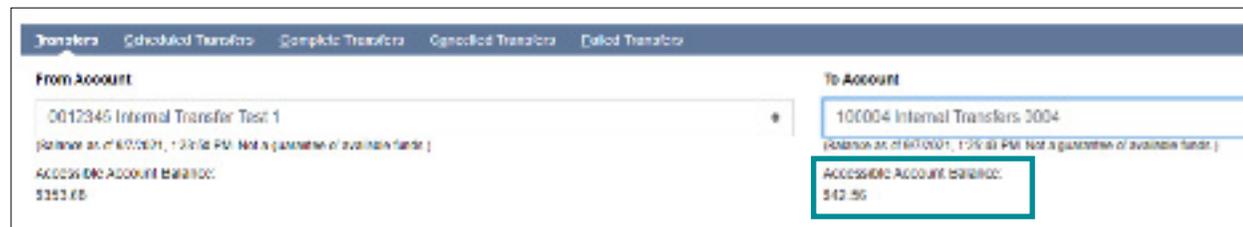
8. Enter Transfer Details: **Amount** (whole dollars only), **Description** (optional) and **How often do you want to send?** (frequency).

9. Select the drop-down menu for frequency options. Select your frequency of transfer.

10. A calendar will appear – select the date of transfer.
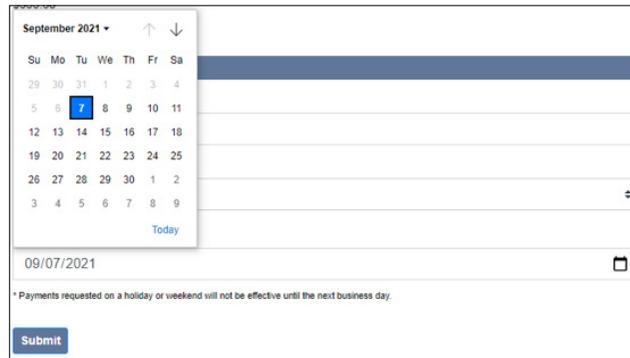
11. Select either **Cancel Transfer** OR **Retry until End of Day** in the **What to do if funds are insufficient?** field.

    NOTE: If **Retry until End of Day** is selected, then funds are expected to be received the same day of the scheduled transfer, and the system will continue trying to process until funds are sufficient. If funds are not received by 5:00 p.m. PT, the transfer will fail.

12. Click **Submit**. The transaction may take a few moments to be accepted. Be sure only to click **Submit** once.

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13. Click **OK** on the Transfer pending notification.
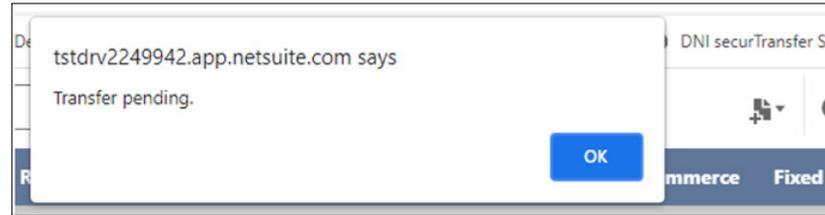
14. Select the **Scheduled Transfer** tab to view your future-dated transfers.

15. Select the **Complete Transfers** tab to verify your transfer has been successfully transmitted and processed.

NOTE: If the transfer is unsuccessful, select the **Failed Transfers** tab to view all failed transfers. You will not receive a system-generated alert if the transfer has failed.

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REPROCESSING A FAILED TRANSFER

Occasionally, a scheduled internal transfer will fail. You will not receive an alert when an internal transfer fails. You will only be able to see it in the **Failed Transfers** tab.

1. To reprocess a failed internal transfer, click the **Failed Transfer** tab and select the **reopen icon**.

2. Update details of the transfer if needed and click **Submit**.

3. You will receive a pop-up menu confirming transfer is pending.
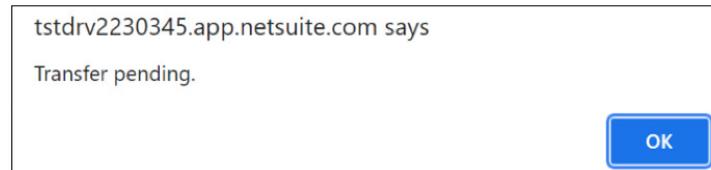
4. The transfer will now show under **Scheduled Transfers** if for a date in the future or under **Completed Transfers** if funds are available for that day.

5. You also have the option to cancel the transfer once you select the **reopen icon**.

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MAKE A PAYMENT (INTEGRATED PAYABLES)

MAKE A PAYMENT

Follow the instructions below to make payments to vendors and suppliers using your preferred payment method.

1. To access Make a Payment, hover over Pacific Western Bank in your menu bar, then hover over **Money Movement.**

2. Click **Make a Payment**
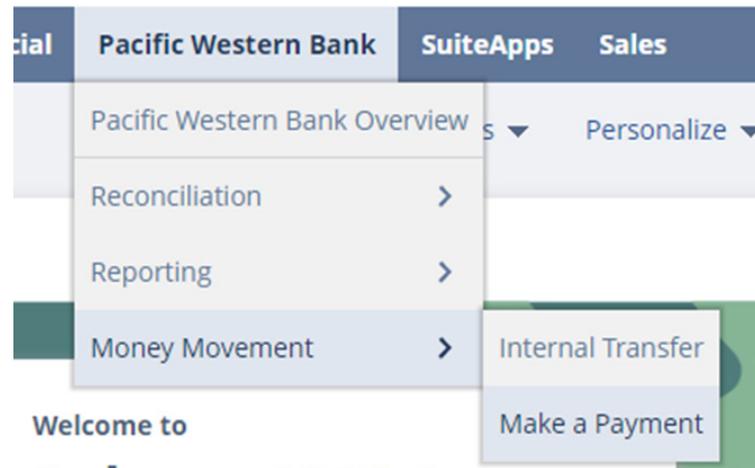
3. Set the following parameters as needed to search for open bills: Start Due Date, End Due Date, Subsidiary, Vendor, A/P Account. Sample selections are below.

4. The app will run the search automatically. Any bills meeting the indicated criteria appear below.

5. Check the box next to the bills you'd like to pay, then set the following fields accordingly: DISCOUNT, AMOUNT DUE, PAYMENT DATE, PAYMENT ACCOUNT, PAYMENT METHOD.

6. OPTIONAL: To add a payment type, please follow the steps outlined in the **ADD A PAYMENT TYPE** section

7. Double-check that all information is correct and click **Pay Selected.**

☐	DUE DATE	VENDOR	BILL ID (TOTAL AMOUNT)	DISCOUNT	AMOUNT DUE	PAYMENT DATE	PAYMENT ACCOUNT	PAYMENT METHOD
☑	8/12/2022	A100004	Invoice1 ($ 9.00)	0.00	9.00	09/20/2022	0012345 Checking (testCotton3)	ACH : ACH - ABC
☑	8/15/2022	Green Lawn Test 2	110806 ($ 46.71)	0.00	46.71	09/20/2022	0012345 Checking (testCotton3)	Domestic Wire : Domestic Wire - Domestic 2
☑	9/16/2022	Green No Address	Ref Phone 150 ($ 150.00)	0.00	150.00	09/20/2022	0012345 Checking (testCotton3)	ACH : ACH
☑	9/19/2022	Green Inc. Canada	Ref test 330 ($ 313.93)	0.00	313.93	09/20/2022	0012345 Checking (testCotton3)	Check : Check - Check

Pay Selected

8. Click **OK.**

tstdrv2230345.app.netsuite.com says

Confirm you want to pay the following amounts:
0012345 Checking (testCotton3): $519.64

OK   Cancel

9. Click **OK**.

Note: The information in your confirmation pop-ups will look different as it is based on the specific customer account.

APPROVE A PAYMENT

You'll need to log in to the PWB Integrated Payables module and follow the steps below to approve your payment.
1. Log in to PWB Integrated Payables
2. On the home page, scroll down to the Files On Hold section
3. Click the ID of the payment file to approve

Files On Hold   view more

ID	Date	Status	Application	Items	Total Amount	Filename
596583	09/20/2022	Awaiting Approval	Payables	39	$565,192.50	Westdale%20Wireless%20AP%20CHK-ACH-WIRE-CARD%20(Check-to-ACH%20Conversion)17.txt
596526	09/14/2022	Awaiting Approval	Payables	16	$474,719.30	Westdale%20Wireless%20AP%20CHK-ACH-WIRE-CARD%20(Check-to-ACH%20Conversion)17.txt
596462	09/06/2022	Awaiting Approval	Payables	2	$430,000.00	Westdale%20Wireless%20AP%20CHK-ACH-WIRE-CARD%20(Check-to-ACH%20Conversion)17.txt
596448	09/06/2022	Awaiting Approval	Payables	49	$600,768.55	Westdale%20Wireless%20AP%20CHK-ACH-WIRE-CARD%20(Check-to-ACH%20Conversion)17.txt
596375	08/24/2022	Awaiting Approval	Payables	2	$430,000.00	Westdale%20Wireless%20AP%20CHK-ACH-WIRE-CARD%20(Check-to-ACH%20Conversion)17.txt
596373	08/24/2022	Awaiting Approval	Payables	37	$560,106.35	Westdale%20Wireless%20AP%20CHK-ACH-WIRE-CARD%20(Check-to-ACH%20Conversion)17.txt
596369	08/24/2022	Awaiting Approval	Payables	49	$600,768.55	Westdale%20Wireless%20AP%20CHK-ACH-WIRE-CARD%20(Check-to-ACH%20Conversion)17.txt
596357	08/22/2022	Awaiting Approval	Payables	2	$430,000.00	Westdale%20Wireless%20AP%20CHK-ACH-WIRE-CARD%20(Check-to-ACH%20Conversion)17.txt

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4. Select the record(s) to approve

5. Click **Next**

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6. Review the information and click **Approve**

7. Select the records for processing and click **Next**

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Upload File

1. Select Records For Approval   2. Approve   3. Select Records for Processing   4. Confirm & Submit

By default, all of the items within this file are selected for submission. You may exclude individual items and place them on hold for future review and processing by unchecking the corresponding checkbox on the far right of the grid. Clicking the checkbox in the grid header will clear or set all check boxes for the entire file. Click Next to view a summary of your selection.

Payee Name	Payee Number	Payment Number	Payment Date	Payment Amount	Payment Method	☑
UNION FINANCIAL	IDAYIHP2	2318039111	5/19/2017	$5,350.00	ACH	☑
JAMES WALKER	IDA3JHP2	2318039112	5/19/2017	$1,300.00	ACH	☑
ATZ COSMETICS	IDAPKHP2	2318039113	5/19/2017	$2,500.00	ACH	☑
JACOB INDUSTRIAL SUPPLY	IDABLHP2	2318039114	5/19/2017	$2,545.00	ACH	☑
EVERGREEN STORE	IDATLHP2	2318039115	5/19/2017	$4,514.00	ACH	☑
BARTRAM AUTO GLASS WINDOWS	IDAGMHP2	2318039116	5/19/2017	$2,210.00	ACH	☑
HIDDEN HILLS	IDAYMHP2	2318039117	5/19/2017	$1,310.00	ACH	☑
SOUTHERN FEDERAL	IDAKNHP2	2318039118	5/19/2017	$8,310.30	ACH	☑
CALIFORNIA ARTS	IDA3NHP2	2318039119	5/19/2017	$4,210.80	ACH	☑
ATLAS AMUSEMENT GAMES AND RIDES	IDAQOHP2	2318039120	5/19/2017	$4,211.80	ACH	☑

Total: 47 items, $170,768.55   10 ∨   << page 1 ∨ of 5 >>

Previous   Next   Cancel

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8. Click **Submit**

9. View your approval confirmation

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ADD A PAYMENT TYPE

Once you've set up your payment following steps 1-5 in the MAKE A PAYMENT section, follow the instructions to add a payment.

1. Click into the drop-down for PAYMENT METHOD. Click **Add New Payment Method.**
2. Indicate whether you want this to be your default payment method
3. Name your new payment method
4. Select your payment method

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5. Fill in the required information (denoted by *) for the method selected (Domestic Wire depicted below)

6. Click **SAVE**

7. Your most recently added payment method now appears in the PAYMENT METHOD field