

# SECURITY NATIONAL BANK REMOTE DEPOSIT CAPTURE INSTRUCTIONS

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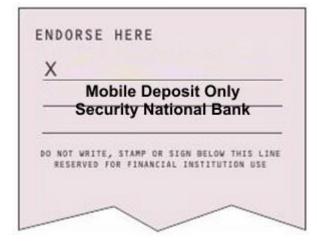
# SECURITY NATIONAL BANK REMOTE DEPOSIT INSTRUCTIONS

**Step 1:** Run a calculator tape on the deposit items to confirm the expected amount of the deposit. If the scanner does not print an endorsement on the back of the items, checks must be manually stamped or hand-endorsed. Below are examples of each type of accepted endorsements.

### **Auto-printed endorsement**

9944671220 2020-03-07 Mobile Deposit Only - SNB

# **Stamped Endorsement**



# Handwritten Endorsement





#### Step 2: Go to securitynational.bank

- Select Online Banking Login
- Enter Login ID (username)
- Enter password
- Complete 2-Factor Authentication via SMS, voice or email (first time login)
- Select Register Device to bypass authentication on next login

	Our Story   Locations   Contact Us   Careers   Education Center   Search $Q$	ONLINE BANKING LOGIN
FDIC FDIC-Insured - Backed by the full faith and credit of the U.S. Governme	nt	
SECURITY NATIONAL BANK	NAL $\vee$ BUSINESS $\vee$ WEALTH $\vee$ RESOURCES $\vee$	
	SECURITY	
Login ID	Member FDIC	
Enroll LOGIN	Password	
Alternate Login Options	Submit	
WEALTH	Forgot your password?	
BUSINESS CREDIT CARDS		

On the home page, select the Remote Deposit Capture quick link, or select the Remote Deposit Capture tile on the

SECURIT Good Morning, Last login 08/12/2024 at 8:58 AM Home Transfers & Payments Treasury Connect Services Settings Messages Log Off Transfer Money Home ą Statements Payment Activity and Approvals > ÷ ACCOUNTS Available: \$884.73 💿 Payments : ÷ Small Business Rewards Checking Kemote Deposit Capture Available Balance Available Balance \$80.71 \$154.02 Positive Pay

Treasury Connect Page.

Once selected, the opening page to create a deposit will appear. Depending on browser type, there may be a prompt to run a service (SetupZiptrc.exe). Please select Run or OK to allow the install.

Please note: Scanner screens may vary from the screenshots provided within this instruction guide.



SECURITY

**Remote Capture Home Screen Information:** From this screen a new deposit can be started, the deposit display mode can be switched, and completed or pending deposits viewed. The Remote Deposit cutoff time for same day processing is **5:30 pm**.

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ck Continue		Depend (D	Account #	Account Name	Work Type	Processing Date	Status	Deposit Total (3)	Actions	
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	13	408029200	1234565	ANALYSIS BUSINESS	30	2024-01-29	SUSPENDED	0.00	10 13	

View Deposits:

Pending Deposits – shows deposits that have not been completed.

<u>All Deposits</u> – will display all deposits for the current day.

<u>Search</u> – will define deposit search criteria

	« v	iew Deposits	View Item	ns Reports					
Create Deposit	OP	ending Deposits	All Dep	osits				Rows per page	: 10 ×
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		408030700	1234565	ANALYSIS BUSINESS	39	2024-01-29	UNDER	4.00	E 🖬

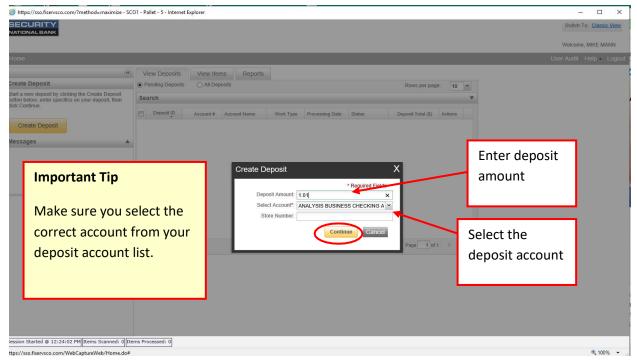


Step 3: To start a new deposit, select Create Deposit.

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Start a new deposit by clicking the Create Deposit button below, enter specifics on your deposit, then click Continue.	Search								•	
Create Deposit Metoogas	Deposit	Account # Acc	ount Name	Work Type	Processing Date	Status sits to display	Deposit Total (3)			

In the overlay window, enter the dollar amount of the deposit. The decimal point will automatically fill in (example: \$20.00 deposit, enter 2000 – the amount will display as 20.00; \$25.41 deposit, enter 2541 – will display as 25.41). If there is more than one account available, please select the account for the deposit. The Store Number is an optional field. Select

#### Continue.



5



**Step 4:** Once the main capture screen displays: Place check(s) (single feed – one check, multiple feed – up to 50 checks) in the scanner. Once items are placed in the feeder, select the yellow **Scan** button.

https://sso.fiservsco.com/?method=maximize - SCO1 - Pallet - 5 - Internet Explorer					– 🗆 X
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Select Scan after checks are loaded	Deposit Totat <b>\$1.01</b>	Difference: <b>\$0.00</b> Corr to Se	If there are issue checks not runni through the scan	ng correctly	
into the scanner			the <b>Detect Doub</b>	le-Feed box	
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**Step 5**: Scan all checks in the deposit. Adjustments are not able to be made until scanning is completed. For single-feed only units, once all items have been scanned, select **Stop Scan**.

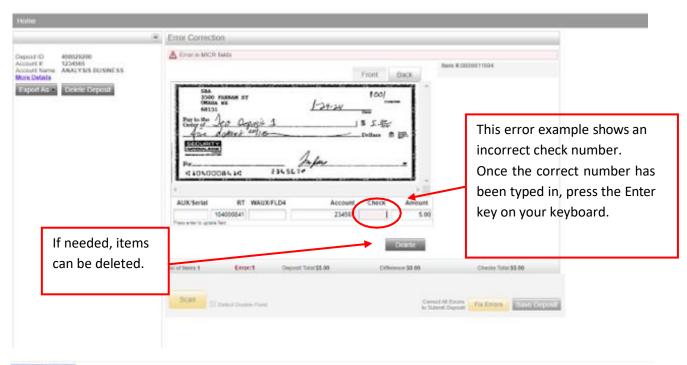
**Step 6**: Once scanning is complete correct any scanning errors. To correct errors, select the **Fix Errors** button. If there are no exceptions and your *Checks Total* matches your *Deposit Total* – proceed to Step 8.

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lome				User Audit - Help = 1
And States and St	w 0000611903	Check # Error	Anouri Artines	
	No of Berns 1 Error:1	Dapond Told <b>31</b> .91 Difference <b>90.90</b>	Checks Total 11 01	



After clicking **Fix Errors**, The Error Correction screen will display items needing attention.

#### SECURITY NATIONAL BANK



### SECURITY

e e	Error Correction	
Deposit ID: 400025200 Account # 1234565 Account Nome: ANALYSIS BUSINE 55 More Details	Error in MCR texts Front Back	
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	No of News 1 Emort Deposit Tutar \$5.00 Difference \$0.00 Create Tutar	35.00
	SCOR Const.AS Deam Part Const.AS Deam France	Eleveration of the



Checks that have an error will appear one at a time, and the error will be highlighted in light red. All corrections must be completed prior to submitting the deposit. Once corrections have been made, press enter on your keyboard. Any changes will be processed and if there are multiple check image errors, the next error will appear.

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Home		User Audit Help + Logout
	rror Correction	Coch radiit Theip - Edgoar
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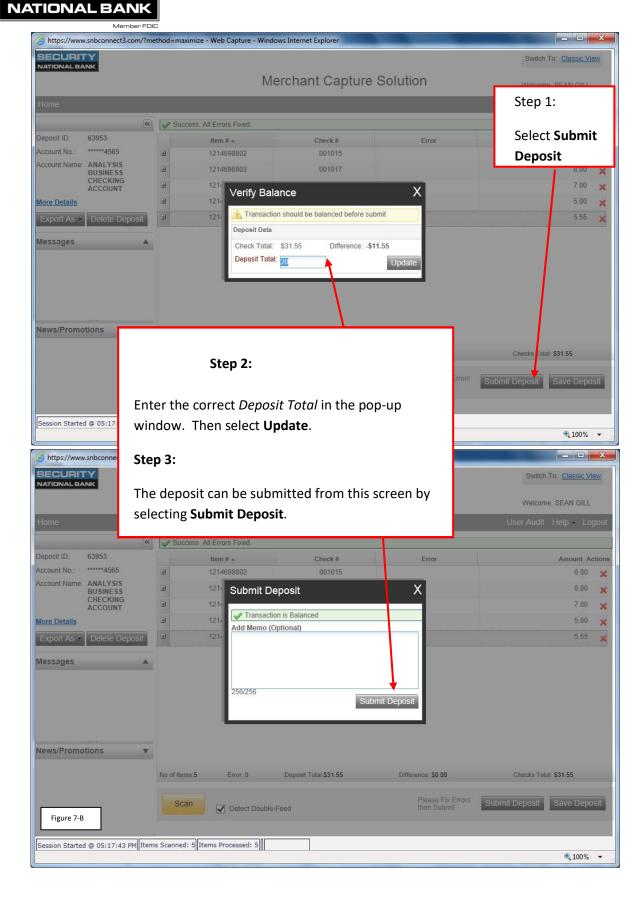


**Step 7:** Once all read errors have been corrected, ensure the *Difference* equals \$0.00. <u>Common</u> <u>Errors</u>

- Number of Items Mismatch Verify that the No. of Items matches the number of checks. If a check was missed during scanning, place the check in the scanner hopper and select Scan (see Figure 7-A).
- Incorrect Check Amount If your *No. of Items* match the check count, verify all checks within the deposit were read correctly by the scanner. To correct an error, select the (+) button next to each item and enter the correct check amount (same as Step 6)(see Figure 7-A).
- **Deposit Total Incorrect** If the original deposit total was incorrect, adjust the amount of the deposit by selecting **Submit Deposit**, and enter correct amount (see Figure 7-B).

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Remote Deposit Capture Instructions v2.1 12/6/2024





# Step 8: To submit the deposit, select the Submit Deposit

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Once all errors have been corrected, the following message will appear at the top of the

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Session Started	@ 02:18:49 PM Items Scanned: 1 Ite	ems Processed: 1				

screen: "Success. All Errors Fixed." Select the Submit Deposit button.

Once Submit Deposit has been selected, the system will show a Verify Balance prompt. Ensure the Deposit Total matches the Check Total, and the Item Count matches the Items in Deposit. If all items match, select Submit Deposit. If not click the X in the open window and fix any outstanding items.

### **Step 9: Generate Deposit Report**

Four different types of reports may be generated (multiple reports may be generated for each deposit).

- PDF Report summary of deposit with no check images.
- PDF Report with Images detailed report with deposit and check images.
- CSV Reports this report generates a CSV file that can be opened in Microsoft Excel or imported into other types of financial software, such as QuickBooks.
- Extract Images this will generate image files of the individual items within your deposit.

To generate a report, from the Home screen select the **View Deposits** tab and the All Deposits radio button and then click the 🕞 button to the right of the deposit for which a report will be created.



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		Switch To: Classic View
NATIONAL BANK	Merchant Capture Solution	Welcome, SEAN GILL
Home		User Audit Help - Logout
View Deposits	View Items Reports	
Create Deposit O Pending Depos	ts      All Deposits	Rows per page: 10 🗸
Start a new deposit by clicking the Create Deposit button below, enter specifics on your deposit, then click		×
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	report.	Submit Remove
Session Started @ 05:17:43 PM Items Scanned: 5 Items	Processed: 5	
	<u></u>	€ 100% ¥

From the deposit detail screen, go to the Export As menu and select the type of report you want to generate. To successfully generate a report, make sure you have an Adobe PDF (Reader or Acrobat) program installed on your computer.

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Home					User Audit Help - Logout
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Pdf with Images Extract Images			Deposit Total \$31.55	Please Fix Errors	Checks Total: \$31.55

#### Sample Reports



PDF – Deposit Detail Only

	•		ail Report	
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Site ID: 10400084 Batch ID: 227574 Customer Name:	1443		Deposit Status: S Processing Date	
Transaction De	etail for Transac	tion ID: 1	Deposit ID	
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Transaction Cont	rol Information:			
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PDF Report with Images – Deposit Detail with check images

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	<u> </u>	posit Deta	ail Report			÷
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**Step 10:** Once reports have been generated, return to the **Home** screen to view additional deposits or select **Logout** to end your session.

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Home					User Audit Help Logout
Home				-	
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Account Name: Al	NALYSIS USINESS	1214698804	001016		7.00 🗙
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More Details	±	1214698806			5.55 🗙
Export As -			Select	here	
Messages			to Log	out	
			<b>م نے</b>		
	Select here to	go to the			
	Home screen.	From the			
	Home screen	you can			
News/Promotio			Deposit Total:\$31.55	Difference: \$0.00	Checks Total: \$31.55
	view 90 days o	or deposits.	Deposit Total.531.55	Dimerence: \$0.00	Unecks Total. \$51.55
				Please Fix Errors then Submit	
Session Started @	05:17:43 PM Items Scanned:	5 Items Processed: 5			
pession etarcer e					<b>a</b> 100% 🕶
			ult/closeMC.h - Windows Internet Explored nt Capture! You close the browser	ir session has e	ended.



# Click here to access advanced search options

### **Home Screen**

https://www.snbconnect3.com/?met	hod=maximize - Web Capture - Windows Internet Explorer	
SECURITY NATIONAL BANK		Switch To: Classic View
	Merchant Capture Solution	Welcome, SEAN GILL
Home	Us	er 1udit Help - Logout
<b>«</b>	View Deposits View Items Reports	
Create Deposit	O Pending Deposits      All Deposits	Rows per page: 10 🗸
Start a new deposit by clicking the Create Deposit button below, enter	Search	▼
specifics on your deposit, then click Continue.	Deposit ID - Account #Account Name Processing Date Status	Deposit Total (\$)Actions
Create Deposit	63953         ******4565 ANALYSIS BUSI 2013-4-24         READY FOR APPROVAL	31.55 🔁 🗔
Messages		
News/Promotions ▼	Deposit ID Click to ope deposit	Page 1 of 1   > >
Session Started @ 05:17:43 PM Items	Scanned: 5 Items Processed: 5	Submit Remove

# Duplicate Check(s)

If you receive a "Duplicate Item Detected" warning, <u>do not</u> "Accept" the item unless otherwise instructed by bank personnel. Contact Treasury Management Operations or Treasury Management RDC support if you have any additional questions.

https://www.snbconnect3.com/?meth	nod=maximize - Web Capture - Windows Internet Explorer	
SECURITY NATIONAL BANK		Switch To: Classic View
	Merchant Capture Solution	Welcome, MIKE MANN
Home		User Audit Help + Logout
<b>(%</b> )	Error Correction	_
Deposit ID: 65983	A Duplicate Item Detected	
Account No.: ******4565	Current Item	
Account Name: ANALYSIS BUSINESS CHECKING ACCOUNT	Front Back	
More Details Export As  Delete Deposit Messages Internet Explorer 10 View All	Encoder The Company Second and The Company Second and Second Se	
News/Promotions <b>v</b>	Item#:1215048002     Check#:001015     Amount       Delete     Delete       Kems from Previous Deposits     Displaying 1 of 1 duplication	
	No of Hems 2 Error : 2 Deposit Total:\$14.01 Difference: \$0.1	01 Checks Total: \$14.00
	Scan Please then Su	Fix Errors Fix Errors Save Deposit
Session Started @ 03:27:11 PM Items 5	Scanned: 2 Items Processed: 2	ℜ 100% ▼



### **Suspended Deposits**

If a deposit in unable to be completed during the scanning session, the deposit will be suspended. There are several situations where this may occur:

- If there is an error during the scanning process
- If the scanning process is interrupted due to outside factors
- The deposit is not submitted, and the scanning window is closed

A suspended deposit can be processed the same day, or it can be processed at a later date. An email will be sent out to the remote deposit capture user to advise that there is a suspended deposit in the system. If alternate arrangements have already been made to complete the deposit, delete the suspended deposit. Do not process a duplicate deposit. To process a suspended deposit, complete the following steps:

Log in to online banking and go to the remote deposit capture page. Click on the Pending Deposits radio button. If no deposits are displayed, drop down the search section an input a date range to review all suspended deposits.

Home									
	« v	/iew Deposits	View Iten	ns Reports					_
Create Deposit	F	Pending Deposits	s 🔷 All Dep	osits				Rows per page	e: 10
Start a new deposit by clicking the Create Deposit button below, enter specifics on your deposit, then	Se	arch							2
click Continue.		From Date* :	2024-01-29	To Date*	2024-01-30	<ul> <li>From Amou</li> </ul>	nt:	To Amount.	
Create Deposit							A	Ivanced Search	arch Clear
		Deposit ID	Account #	Account Name	Work Type	Processing Date	Status	Deposit Total (\$)	Actions
		408030700	1234565	ANALYSIS BUSINESS	39	2024-01-29	SUSPENDED	0.00	₽ ₽
		408029200	1234565	ANALYSIS BUSINESS	39	2024-01-29	SUSPENDED	0.00	₽ 🞝
						Displayi	ing 1 - 2 of 2 📗 🕅	Page 1 of 1	

Click on the 🗔 icon to open the deposit and review the item(s).



Memb

Home												
		«		Item # 🔺		Check #	E	rror			Amount	Actions
Account #: 1 Account Name: A More Details	108030700 1234565 ANALYSIS BUSINESS Delete Deposit		*	0886612213		1002					4.0	00
			No	Scan	Error:0 Double-Feed	Deposit Total:\$4.00		Difference: <b>\$0</b> . Co	00 rrect All Errors Submit Deposit	Submit D	ecks Total:\$ Peposit	s4.00 Save Depos
Home												
Account #: 12: Account Name: AN More Details	8030700 34565 NALYSIS BUSINESS Delete Deposit			Item # A 0886612213 SBA 3500 FARMAN ST ONARA NE 68131 Provide for a	Check # 1002	1-24-24 Den fraz	Error Front E ICO2 INVIA Date S 4-War Dollars D	_		Amount 4.00	Actions	

After reviewing the item(s) in the deposit it does need to be submitted, click on the submit deposit icon. The verify balance screen will be displayed. If the balance matches and the deposit is in balance, click on "Submit Deposit" to complete the process:

Account

234567

Check

1002

Difference:\$0.00

Amount

4.00

Checks Total:\$4.00

Correct All Errors to Submit Deposit Save Deposit

AUX/Serial

No of Items:1

Scan

Press enter to update field

RT WAUX/FLD4

Deposit Total:\$4.00

104000841

Error:0

Detect Double-Feed



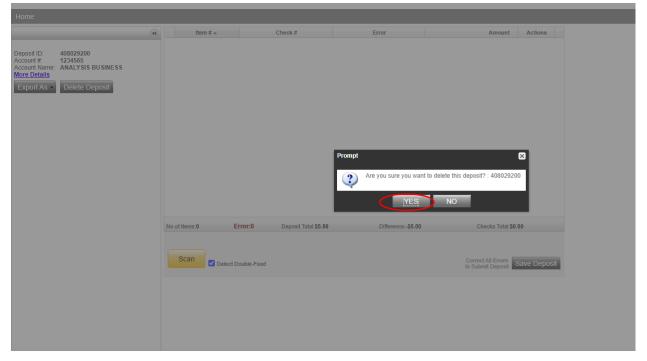
Transaction is Deposit Data	Dalanceu				
Deposit Total:	4.00	Check Total:	\$4.00	Difference:	\$0.00
Item Count		1 Items In Deposit:	1	Difference:	0
Add Memo (Op	tional)				
256/256					

If after reviewing the deposit it should NOT be processed, you may delete the deposit using the "Delete Deposit" option on the left-hand side of the screen.

	«	Item # 🔺	Check	#	Error	Amount Actions
	Ξ	0886611694	100	1		5.00
sit ID: 408029200 unt #: 1234565					Front Back	
Int Name: ANALYSIS BUSINESS		Telemental and the second			an a	
Details		SBA 3500 FA	RNAM ST		1001	
ort As 🜔 Delete Deposit		0MAHA N 68131	Æ	1-29-24	27-84/1940	
					Date	
		Pay to the Order of	st Deposit 1		\$ 5.\$	
		Ane de	Mant milds-		"Dollars 🖻 🚟 🎽	
		SECURITY NATIONAL BANK		4		
		Dimension 400 5447380		In laws		
		For		567"	<b>*</b>	
		1:1040008	54.11			-
		4				
		AUX/Serial	RT WAUX/FLD4	Account	Check Amour	ıt
			000841	Account 234567		1t 00
		Press enter to update field	d	234567	1001 5.	00
	N	104	d			
	N	Press enter to update field	d	234567	1001 5.	00
	N	Press enter to update field	d	234567	1001 5.	00
	N	Press enter to update fiek	d	234567	1001 5. Difference:\$0.00	Checks Total \$5.00
	N	Press enter to update fiek	000841 d Error:0 Dep	234567	Difference:\$0.00	Checks Total \$5.00



There will be a prompt to confirm the deletion of the deposit. Select Yes to delete the deposit.



Once all decisions have been made for suspended deposits, the main deposit screen will show only the deposits that have been processed:

	~	Vie	w Deposits	View Iter	ns	Reports						
Create Deposit		Per	nding Deposits	All Dep	osits					Rows per page	e: 10	~
Start a new deposit by clicking the Create Deposit button below, enter specifics on your deposit, then click Continue.	it n	Sear	ch									Ŧ
			Deposit ID	Account #	Acco	unt Name	Work Type	Processing Date	Status	Deposit Total (\$)	Actions	
Create Deposit			408030700	1234565	ANA BUS	LYSIS	39	2024-01-29	UNDER REVIEW	4.00	2 🎝	
								Displayi	ing 1 - 1 of 1 📔 🕅	I Page 1 of 1		
								Displayi	ing 1 - 1 of 1   📲	↓ Page 1 of 1		
								Displayi	ing 1 - 1 of 1   🛛 🕸	4   Page 1 of 1		
								Displayi	ing 1 - 1 of 1   4	4 Page 1 of 1		



### **Exceeding Daily Deposit Threshold**

If there will be a larger than normal deposit, please contact Treasury Management Operations Support before attempting to submit the deposit. The daily deposit limit can be temporarily adjusted to accommodate larger deposits. When contacting support, please provide the following information: the reason for the higher deposit; the expected total deposit amount for the day; account number impacted; and the employee name that will submit the deposit.

### **Remotely Created Checks**

If Remote Deposit Capture is used to deposit remotely created checks, please notify the bank before submitting items for the first time.

### **Removing a Deposit:**

Once a deposit has been submitted it cannot be removed. The deposit may be caught in our automated review process and rejected if exceptions are found.

### Additional Information:

- Remember to store checks for a minimum of 60 days in a secure, controlled location.
- It is recommended that you destroy checks after 60 days by using a commercially accepted manner.
- Canadian and other foreign items cannot be submitted through Remote Deposit Capture.
- Ensure that "Pay to the order of" on the check and the accounts authorized to use for remote deposit match.
- Remote Deposit accounts are subject to review thresholds and Remote Deposit deposits cannot exceed your approved daily limit without prior bank notification and approval.
- Duplicate Items will be detected by the remote capture system. Do not resubmit an item unless you are instructed to do so by Treasury Operations RDC Support.
- Do not upgrade your computer Internet Browser or your computer's operating system unless you have confirmed with bank Remote Deposit support that the changes have been certified for use.
- You must contact bank support to add or change a user setup.



### **Tips for a Successful Scanning Experience**

- Ensure numbers are legible and stay within the boxes, not touching any lines.
- Press firmly using black ink; no red ink, pastel inks or gel pens.
- No commas in the Amount field.
- Remove all tape, staples, paper clips and check for folded corners.
- Jog and fan checks thoroughly before feeding through scanner to avoid piggy- backing.
- When items scan crooked, check all fields to verify information scanned correctly.
- If more than one person is using the device, make sure there are no out-of-balance batches prior to beginning new capture.
- The scanning device may have trouble reading certain items:
  - o Items written in ink other than black
  - Checks written lightly or illegibly
  - o Amounts and Account Numbers written on or outside lines
  - Checks which have been folded, creased or mutilated

#### Troubleshooting

I cannot get logged into Remote Capture.	Verify the correct PIN is being used with your token.
	Verify the correct token is being used (there may
	be other tokens for additional users or separate
	tokens for other bank websites).
	Verify you are using the correct link to the bank's
	remote capture website (listed on page 3).
	Contact Treasury management or RDC support.
The computer does not recognize the scanner.	Make sure the scanner is turned on.
	Make sure the scanner is plugged into a proper power
	source.
	Make sure the scanner is plugged into a proper USB
	port.
	Turn the scanner off and then on.
	Unplug the scanner from the computer and then
	reboot the computer. Once the computer is fully
	loaded, plug the scanner back into the computer's USB
	port. Make sure the scanner is turned on. Allow the
	computer enough time load the scanner driver before
	attempting to start a deposit.
	Contact bank support. 402-452-3590 or 877-686-3590



The scanner stops in the middle of scanning.	Un-check the double detect feed option.
	Make sure the deposit program is not waiting for a response. Check to make sure the scanner does not have a check or part of check blocking the transport.
	Use compressed air to blow/clean the transport.
	The computer may have multiple website windows or programs open that could be utilzing resources. Close unneeded website windows or programs.
	The scanners program drivers may have been corrupted or have stopped working Log back out of the scanning program and log back in again. You will need to open the suspended deposit to complete your deposit.
	Check all cables and power sources and attempt to complete the deposit.
	Restart PC and attempt to complete your deposit.
	Contact RDC support. 402-452-3590 or 877-686-3590
The scanning device has trouble reading items.	Items written in ink other than black.
	Checks written lightly or illegibly.
	Amounts and Account Numbers written on or outside lines.
	Checks which have been folded, creased or mutilated
	Scanner may be dirty. Clean scanner transport with compressed air.
	Make sure the deposit program is not waiting for a response.
The deposit is stuck in a "Processing", "Suspended" or "Uploading" status.	Exit out of deposit then reopen the deposit to see if the status changes.
	Contact RDC support. 402-452-3590 or 877-686-3590
Deposit Summary Report did not generate.	Make sure Adobe PDF program is installed.
	Verify Adobe PDF program version. Update Adobe PDF program, if needed.
	Restart PC and attempt to regenerate Deposit Summary.
	Contact RDC support. 402-452-3590 or 877-686-3590



#### **Contact Information:**

### **Treasury Operations Support**

(402) 452-3590

(877) 686-3590

treasuryops@snbomaha.com

**Treasury Sales** 

treasury@snbomaha.com

Notes: