Insight Treasury User Guide

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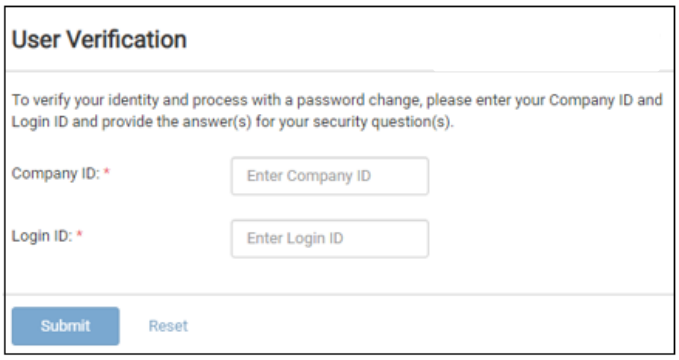
Logging in to Insight Treasury

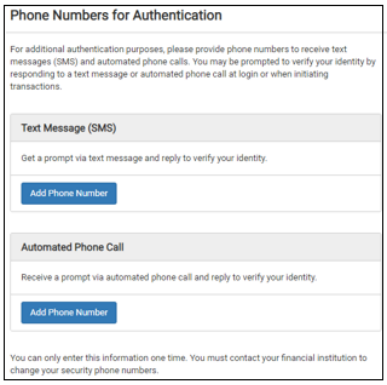
Once you are established as a user, you will receive an email from noreply@insighttreasury.com

Click on the **Initial login** link from the email. (This link will expire in seven days. After seven days, the admin for your company will need to send you a new email.)

Enter the **Company ID** and **Login ID** credentials that have been provided to you and select **Submit**.



Your company has been set up with either a **Text** Authentication (default) or **Token** Authentication (on request). (You will be asked to authenticate yourself while making certain transactions.)



Text – Complete the **Add Phone Number** fields. You have the option of receiving a text or a phone call to authenticate your profile.

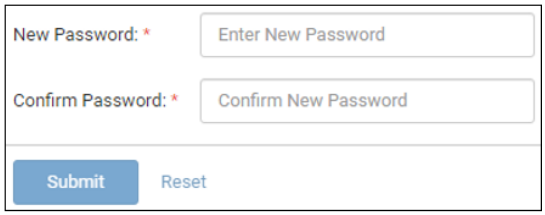
During authentication, you will receive a text code. ***Complete the authentication by re-entering the code* on the computer**. (After entering code click done, twice.)

Token – Complete the following fields.

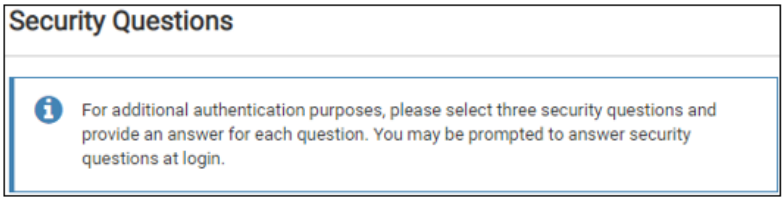
- **Serial Number/Credential ID** – If you have a physical token, you will need to enter the Serial Number located on the back (letters and numbers, no space). If you use the VIP Access mobile app, you will enter the Credential ID found at the top of your app (letters and numbers, no space).
- **Token/Credential Code** – Enter the six-digit security code displayed on the token/app.
- **PIN/Confirm Pin** – Enter a four-digit PIN of your choosing.

During authentication, **you will enter the token code followed by your 4-digit PIN**. (no spaces) (After entering the code click done, twice.)

Enter a password in the **New Password** and **Confirm Password** fields and select **Submit**.



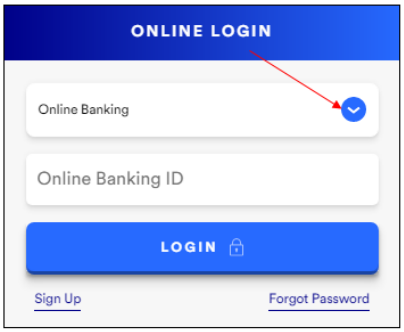
Submit and **Confirm** Security Questions from the Security Questions screens. (Security Question answers are not case sensitive.



On the Terms & Conditions screen, read and select the **I agree** box then select **Accept**.

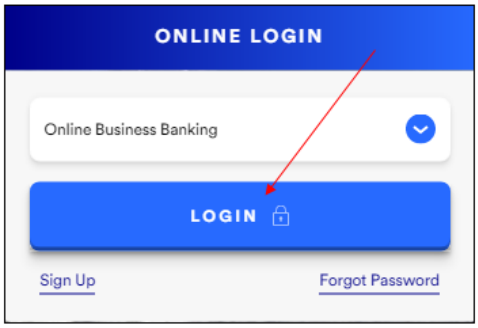
Your profile is now set up. You will be logged onto your Dashboard inside of Insight Treasury.

*For future logins, bookmark the Subsequent Login URL from the enrollment email or go to treasury.jackhenry.com/insighttreasury

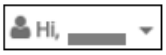


*Log off by clicking on the arrow next to your name in the top-right corner.

***If you need your text or token reset, or your security questions reset contact a representative at your bank.**



Welcome to Insight Treasury



Through this icon you can modify personal settings and log off.

- **Profile & Preferences** – Update your email address, phone numbers and password.
- **Notification Setup** – Set up alerts to notify you of different events that take place in your Insight Treasury (IT) profile.
- **Log Off**

Message Center

Click this icon to send secured messages (with or without attachments) and receive messages from your bank.

Dashboard

This will be the first page you see when you log in and is customizable. Choose to view Accounts, Favorite Report, Payments Pending Approval, Positive Pay, Stop Payment Pending Approval, Quick Loan Payment, or Quick Transfer.

Accounts

- **Account List** – View all of your accounts. Click on a specific account number to view transactions in that account. Select **Actions** to make transfers to or from that account.
- **Research Transactions** – Find a specific transaction using a variety of search criteria.

Payments

Work with Transfers, Wires, ACH, Positive Pay, Stop Payments, and Bill Pay.

Receivables

Directly connects you to the check scanning website.

Reporting

View reporting options and access Electronic Documents and statements.

On each page of Insight Treasury, where these features are available, you can:

- Sort information by selecting the column names.
- The question mark icon provides more information if you hover over it.
- View last login time in the top-right corner.
- **Cut off times** - view in the top-right corner. Indicates the cut-off time a Wire, ACH, transfer, or Positive Pay needs to take place.
- **Notifications** – view in the top-right corner. You are able filter by type, archive by marking as read, search for a notification, and delete a notification.
- **Admin** – view in the top-right corner. Depending on your access, you are able to view the User List, Create Users, edit User permissions, and assign Nicknames to accounts.

***If you need further assistance, please contact a representative at your bank.**

Dashboard Widgets

The widgets below are available for your Dashboard. To add a widget select **Configure Dashboard** in the top-right corner. Select **Add Widget** to choose up to seven different options and again, select **Add Widgets,** in the bottom-left corner. You can add, remove, edit, resize, and drag widgets to customize the Dashboard to work best for you. When you have adjusted the layout, select **Save**.

Accounts

This widget allows you to choose what accounts you want to see and how you want to see them. You will need to assign your accounts to a group. Click **Manage Groups** to edit group names, add groups, and delete groups. This is also where you can edit which accounts are in each group. (Each account can only be assigned to one group.)

Favorite Reports

By default, the standard reports are shown until you select your favorites. To select reports as favorites, select **Reporting** in the top-right corner of the Dashboard. Choose **All Reports**. From the list of reports, click **Favorite**. Your favorite reports will show a blue star next to Favorite on the All Reports page. They will show on your Favorite Reports widget as well.

Information Center

View news items, added by your bank, in this widget. Select the drop-down arrows to expand or collapse these messages. Different icons may appear in this widget. A blue icon indicates information. A yellow icon indicates a warning. A black bell icon indicates an alert. (This widget cannot be removed from the Dashboard.)

Payments Pending Approval

View, approve, or reject transfers, ACH, or wire payments that are pending approval.

Positive Pay

View, pay, or return checks and ACH exceptions that are pending approval.

Resources

Access helpful links and documents. (This widget cannot be removed from the Dashboard.)

Stop Payment Pending Approval

View, approve, or reject the stop payments that are pending approval.

Quick Loan Payment

Create a quick payment on a loan without leaving the Dashboard.

Quick Transfer

Create a one-to-one transfer by filling out the From Account, To Account, Amount, and Transfer Date. Select **Review** and **Confirm** to complete the transfer. To initiate a one-to-many or a many-to-one transfer, select **Advanced Transfer Options** in the bottom-right corner.

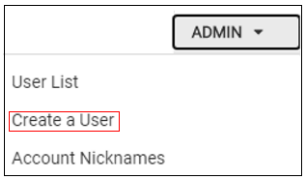
Admin Menu

Use the Admin menu to view the user list, create users, edit user permissions, and assign nicknames to accounts. (Only users granted **Admin** entitlement, shown below, will see the Admin menu.)

Create User

Select **Admin** in the top-right corner and select **Create a User**.

***Note** – Once a user has been added you have the option to **Copy User** for additional user profiles or to **Edit** existing users. Instructions for these options are in subsequent sections.



Add the user's **Name**, **Login ID, Email**, and **Phone** number. As an admin, you will be able to grant users the entitlements and limits they need. You may also choose to make them a Super User or an Admin, if appropriate.

- **Super User** – A super user will automatically be given access to all accounts and product feature permissions that are enabled for your company. They will also have access to any accounts and product features enabled in the future.
- **Admin** – An admin can add, edit, delete, and approve any company users. You will still need to grant the user their entitlements and limits. Admins can also change their own entitlements and limits, these changes may need to be approved by a second admin.

Select **Save Changes** at the bottom of the page when finished.

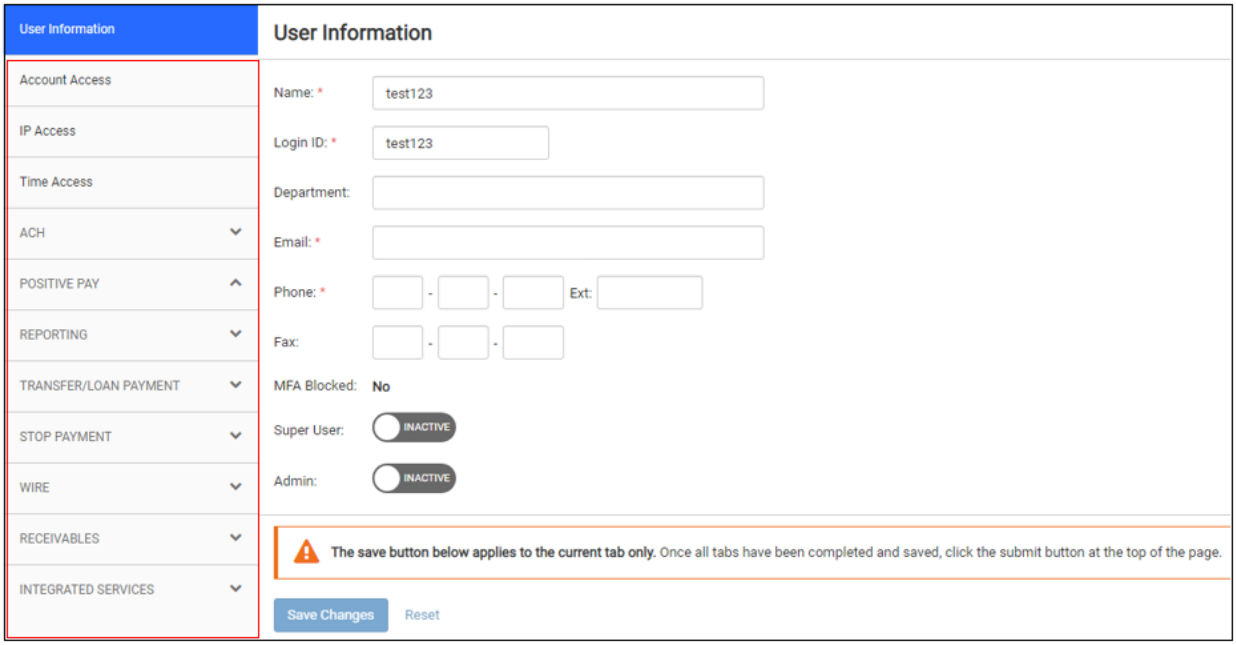
You will receive an Identity Verification message. Follow the prompt that displays.

Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.

Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

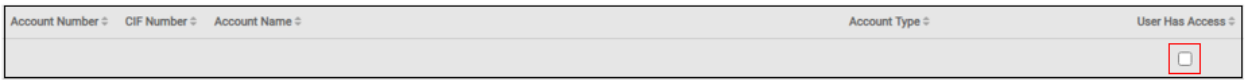
On this page, you will give the user the permissions they need within Insight Treasury. Click on each applicable tab on the left-hand side and grant the user's account access, time access, IP restrictions, entitlements and limits for each applicable service.

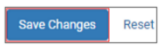
You can set entitlements and limits for ACH, Positive Pay, Reporting, Transfer/Loan Payment, Stop Payment, Wire, Receivables, and Integrated Services (Electronic Documents – electronic statements)



Account Access

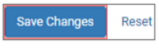
Check the box to the right of each account that the user should have access to.



***Select **Save Change**  at the bottom of the page when finished.

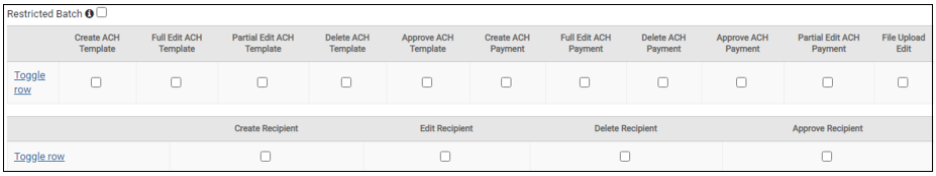
IP Access and Time Access

By default, IP Access and Time Access are *unrestricted*. To add restrictions, click the **Unrestricted** toggle button and make the necessary changes.

***Select **Save Change**  at the bottom of the page when finished.

ACH

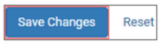
Select **Entitlements** and grant the ACH access for the user.



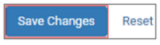
- **Restricted Batch** – If enabled, the user can restrict batch payments and batch approvals from the view of other users.
- **Partial Edit ACH Template** and **Partial Edit ACH Payments** – The user can only edit amounts, prenote and hold selections, and addenda information. *They cannot add or remove recipients from templates.*

Chose which ACH companies the user will have access to by selecting **Manage ACH Companies.**

Check mark the **box** to the left of the company and **save**.

***Select **Save Change**  at the bottom of the page when finished.

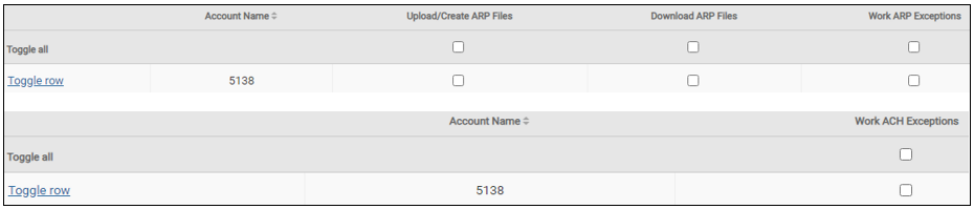
Select **User Limits** and grant the ACH limits for the user **profile** and the limits **per account**. The Product Daily Limit is the company profile limit. The ACH Company Limit is the limit for that ACH company.

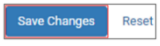
***Select **Save Change**  at the bottom of the page when finished.

*ACH users are setup with Dual Control by the bank.

Positive Pay

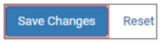
Select **Entitlements** and check the appropriate box to allow access to the **Check Exceptions** and/or the **ACH Exceptions**.



***Select **Save Change**  at the bottom of the page when finished.

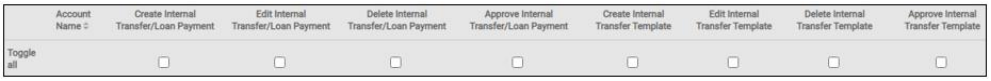
Reporting

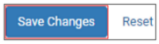
Select **Entitlements** and grant the Report access for the user.

***Select **Save Change**  at the bottom of the page when finished.

Transfer/Loan Payment

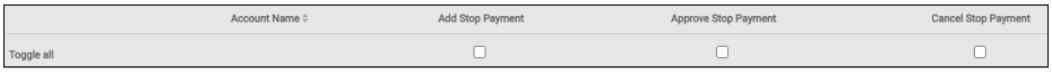
Select **Entitlements** and grant the Transfer/Loan Payment access for the user. Select **User Limits** and grant the Transfer/Loan Payment limits for the user.

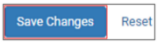


***Select **Save Change**  at the bottom of the page after adding entitlements and after adding limits.

Stop Payment

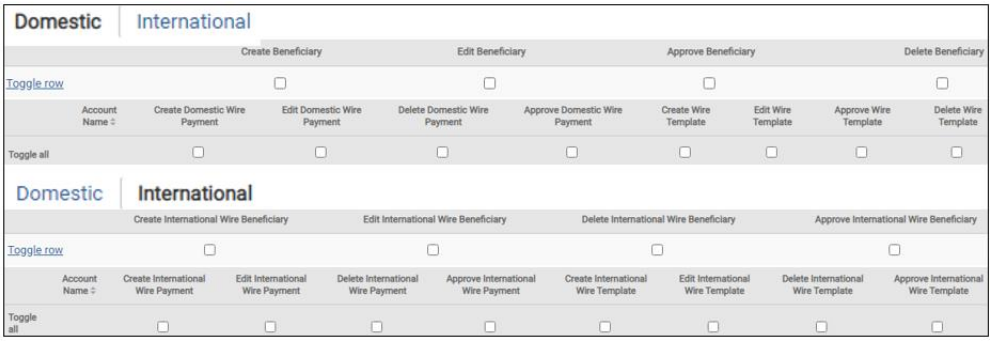
Select **Entitlements** and grant the Stop Payment access for the user.

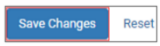


*** Select **Save Change**  at the bottom of the page when finished.

Wire

Select **Entitlements** and grant the Domestic Wire access for the user. Select **User Limits** and grant the Wire limits for the user.

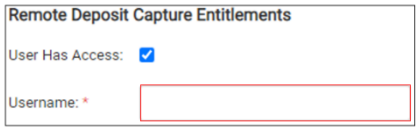


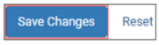
***Select **Save Change**  at the bottom of the page after adding entitlements and after adding limits.

***Wire users are setup with Dual Control by the bank.

Receivables

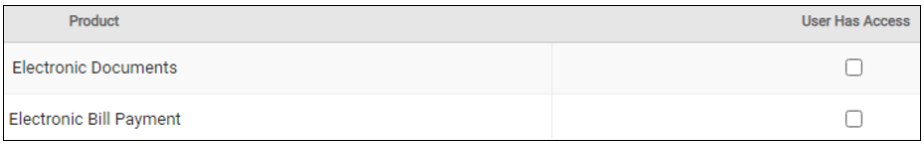
Select **Entitlements** and grant the Remote Deposit Capture access for the user. (check scanning access) Input the User Name from the users scanning profile. (Note: If you are on Remote Depoist Now and the RDN ID is different than the User Name, use the RDN ID)



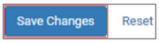
***Select **Save Change**  at the bottom of the page when finished.

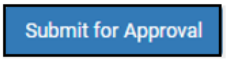
Integrated Services

Select **Entitlements** and grant Electronic Documents (electronic statements) and/or Electronic Bill Payment.



Product	User Has Access
Electronic Documents	☐
Electronic Bill Payment	☐

***** Select **Save Change**  at the bottom of the page when finished.

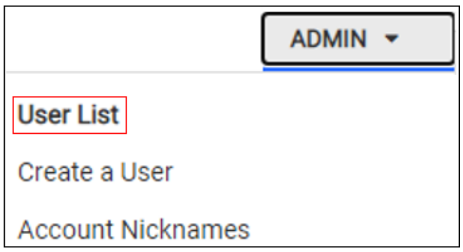
Once you have granted the user all permissions, select **Submit for Approval** in the top-right corner. 

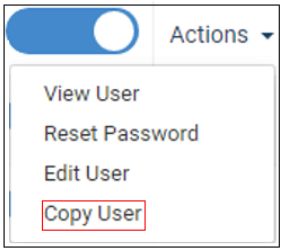
*All new users and any future edits may need to be approved by a second admin.

Copy User

You can copy an existing user to make a new user with the same access, entitlements and limits.

Select **Admin** in the top-right corner and select **User List**. Select the **Actions** drop down on the right-side of the user you want to copy and select **Copy User**.





Add the user's **Name**, **Login ID**, **Email**, and **Phone** number. As an admin, you will be able to grant users the entitlements and limits they need. You may also choose to make them a Super User or an Admin, if appropriate.

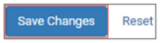
- **Super User** – A super user will automatically be given access to all accounts and product feature permissions that are enabled for your company. They will also have access to any accounts and product features enabled in the future.

- **Admin** – An admin can add, edit, delete, and approve any company users. You will still need to grant the user their entitlements and limits. Admins can also change their own entitlements and limits, but these changes will need to be approved by a second admin.

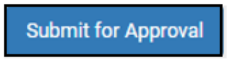
Select **Save Change** at the bottom of the page when finished.

You will receive an Identity Verification message. Follow the prompt that displays.

Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.
Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

By default, the new user has the same access and entitlements as the copy-from user. Make any adjustments necessary to the user's access and click **Save Changes** 

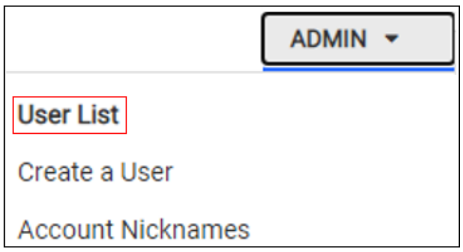
on the bottom of the page to save changes.

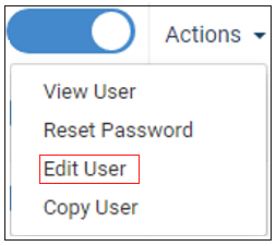
After you have made all necessary adjustments to the users access, select **Submit for Approval** in the top-right corner. 

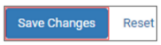
*All new users and any edits may need to be approved by a second admin.

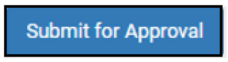
Edit User

To change a user's access, select **Admin** in the top-right corner and then select **User List**. Select the **Actions** drop-down on the right-side of the user you want to edit and select **Edit User**.





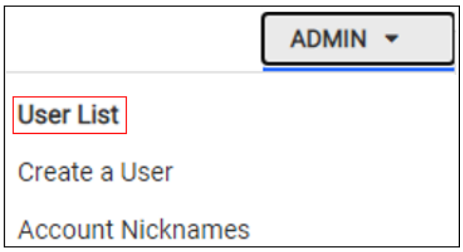
Make any edits necessary to the user's access and select **Save Changes**  at the bottom of the page to save changes.

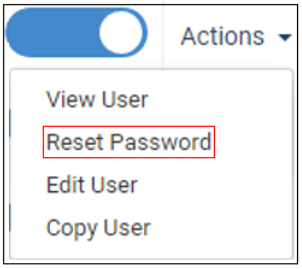
Select **Submit for Approval** in the top right-side corner. 

*All new users and any edits may need to be approved by a second admin.

Reset User Password

To reset a user password, select **Admin** in the top-right corner and select **User List**. Select the **Actions** drop-down on the right-side of the user and select **Reset Password**. You can choose to email the user a password link or to manually set a new temporary password for the user.





***Select **Email Password Link** or enter a password and select **Save Password**.

Approve User

When a user has been created or a user's edits are ready for approval, admins will receive an email informing them that there is a User Pending Approval.

To approve a user, select **Admin** in the top-right corner > **User List > Actions > Approve/Reject**.

Review the new user's information and access and select **Approve**. Add any comments and select **Save**.

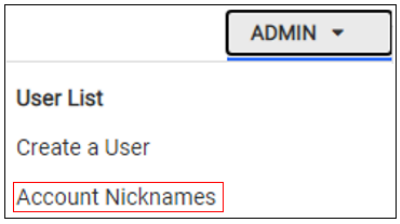
You will receive an Identity Verification message. Follow the prompt that displays.

Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.

Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

Account Nicknames

You can give any account a Nickname. Select **Admin** in the top-right corner and select **Account Nicknames**. Select the pencil on the right-side of the account and input the Nickname of your choice. Click the check mark to save the change.



Accounts

Accounts
Upon initial login, two account groups appear by default on the dashboard. No accounts appear until you assign accounts to the groups by selecting **Manage Groups**. You can also edit the group names and add or remove groups.

Manage Groups

Select **Details** to view current, collected, and available balances and line amounts. You can see a daily balance trend for the last 10 days and view the last 10 days of transactions.

Manage Groups Options:
○ **Add Accounts** – Select **Add Accounts** to assign accounts to groups. Select the box next to the accounts you want to assign to the group. Select **Add Accounts** to save.

NOTE

An account can only be assigned to one group. If an account is currently assigned to a group, you must first remove it before you can add it to another group. A group can have a maximum of 50 accounts assigned.
○ **Create New Group** – Select **Create New Group** to create an additional group to assign accounts to. Enter a unique **Group Name** and then select **Add Accounts** to assign accounts.
○ **Delete Group** – Select **Delete Group** to remove the group.

Accounts Menu

Use the **Accounts** menu to search for and view a list of accounts categorized by type (deposit, time deposits, and loans) and to search for specific transactions of accounts that you are entitled to view.

Account List

Use the *Account List* view to see specific account details.
To find an account, start typing either the account number, account name, status, current balance, collected balance, or available balance in the filter box at the top of the page.
Refresh Balances
Select at any point to ensure that you are viewing the most up-to-date account balance information.
Account Number Link
Select this link to view more information about a particular account. An *Account*

Transactions window appears, and you are able to select **Transaction Dates** to view transactions for a set time period. From the *Account Transactions* window, if you select **Advanced Transaction Search**, you are redirected to the *Research Transactions* view.

Actions Drop-Down Menu

The following options are available from the **Actions** drop-down menu on the *Account Lists* page:

- *Transfer To* - Redirected to the *Create a Transfer* page with account prefilled.
- *Transfer From* - Redirected to the *Create a Transfer* page with account prefilled.
- *Download* - Allows you to download account transactions from a specific **Date Range** and in a specific **Download Format**.

Downloading Account Transactions

1. Go to **Accounts** > **Account List**.
2. From the **Actions** drop-down list, select **Download** beside the appropriate account number.

A *Download Account Transactions* dialog box appears.

3. Select a **Date Range**.
4. Select a **Download Format**.
5. Select **Download**.

Researching Transactions

Research Transactions

Use the *Research Transactions* view to search for a specific transaction or type of transaction across all accounts that you are entitled to view.

Research Transactions Panel

Select the link found in the *Account* column to view more details of the transaction, including the **Account Name**, **Account Type**, **Transaction ID**, **Transaction Type**, and **Description**.

Select the **View Check** link found in the *Check / Reference Number* column to view the front and back of check images.

NOTE

In the *Amount* column, a negative account balance appears in red and is wrapped in parentheses, and a positive account balance appears in black.

Researching Transactions

1. Go to **Accounts** > **Research Transactions**.
2. Complete the fields in the *Search Transactions* panel, as necessary.

Transaction Date

Select the desired date or date range.

Account Type

The type of account. Accounts can be *Checking*, *Savings*, or *Loan*.

Accounts

Select the appropriate account numbers, or leave all accounts selected by

default.

Check # / Reference #

Select *Specific #* or *Range* from the drop-down list. Then, enter the check number or reference number used in the transaction.

Amount

Select *Specific Amount* or *Range* from the drop-down list. Then, enter the amounts in the text boxes available.

Payment Type

Select any combination from the drop-down list. The options are:

- *All Transactions*
- *All Credits*
- *All Debits*
- *ACH*
- *Wire*
- *Transfer*
- *Check*

All payment types are selected by default.

Then, select *Debit*, *Credit*, or *Both*.

3. Select **Search**.

The transactions meeting the criteria entered appear in the *Research Transactions* panel.

Select **Reset** for the fields to return to their default settings.

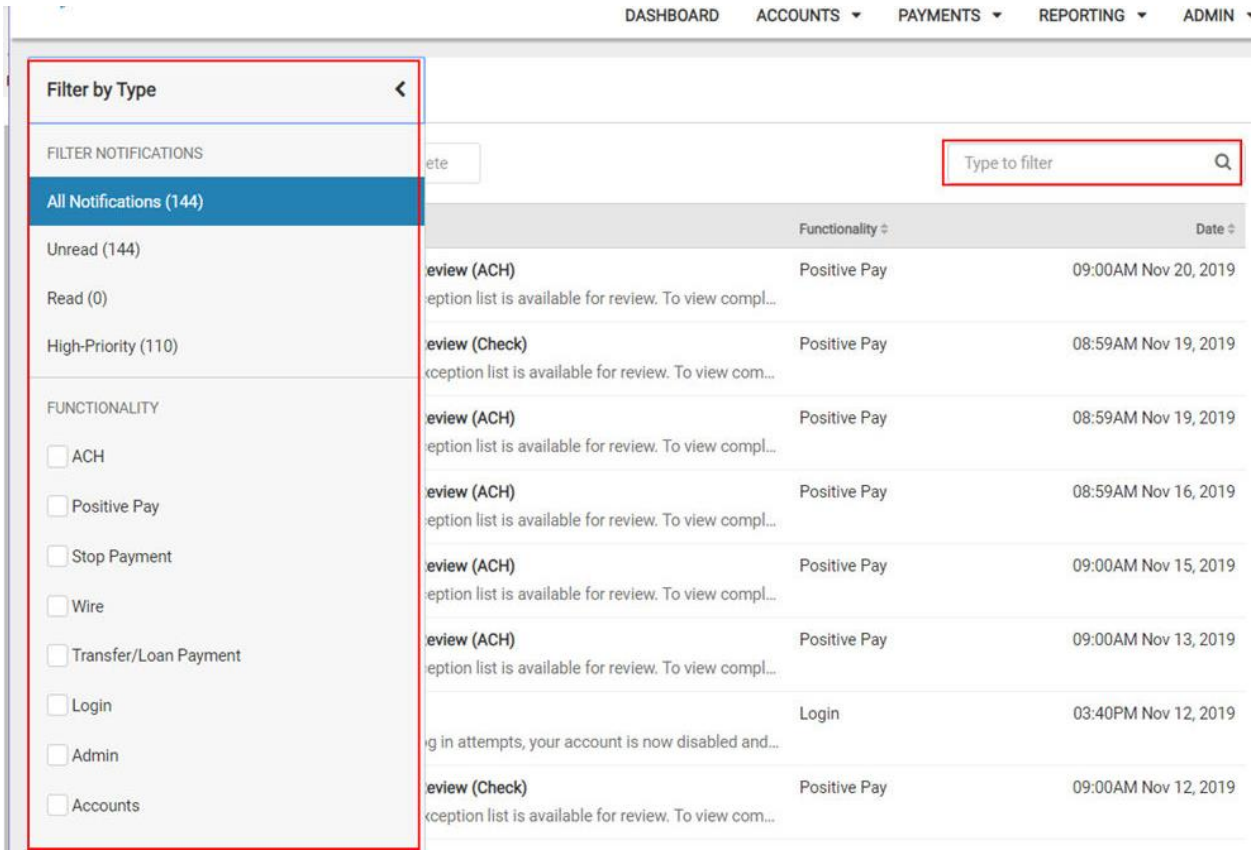
Notifications

Accessing Notifications

Access **Notifications** in the top-right corner of Insight Treasury. Notifications also appear in the bottom right corner of T Insight Treasury while working.
Archive All
Select the **Archive All** option to archive, not remove, all notifications. Select **Archive** to confirm.

View All Notifications
Select the **View All Notifications** option to see an entire list of notifications, even those that have been archived. From this page, you can filter by type (**All Notifications**, **Unread**, **Read**, and **High-Priority**).
Select the check mark beside the notification, and then select **Mark Read**, **Mark Unread**, or **Delete**.
Filter the results by using the search box or by using the fly-out menu.

Notification Setup



Notification Setup

Use the *Notification Setup* view to set up your notification preferences for each module available in Insight Treasury.

NOTE

Your institution may set some notifications as required.

Filtering is also available. To find information quickly, start typing the notification name in the filter box at the top of each section.

You can set up notifications in the following modules.

- ACH
  - ACH Payment Created
  - ACH Reversal Payment Created
  - ACH Payment Pending Approval
  - ACH Payment Approved
  - ACH Payment - Approval Rejected
  - ACH Payment - Edited / Deleted
  - ACH Payment Failed
  - ACH Payment Uninitiated
  - ACH Batch Created
  - ACH Batch Pending Approval
  - ACH Batch Approved
  - ACH Batch - Approval Rejected
  - ACH Batch - Edited / Deleted
  - ACH File Upload
  - ACH File Transmitted
- Admin
  - User Created
  - User Pending Approval
  - User Approved
  - User Approval Rejected
  - User Information / Entitlements Changed
- Login
  - User Credentials Locked
  - User Email Address Changed
- Positive Pay
  - Exception Items Ready for Review (ACH)
  - Exception Items Ready for Review (Check)
- Stop Payment
  - Stop Payment Created
  - Stop Payment Pending Approval
  - Stop Payment Approved
  - Stop Payment - Approval Rejected
- Transfer
  - Transfer Created
  - Transfer Pending Approval
  - Transfer Approved
  - Transfer - Approval Rejected
  - Transfer - Edited / Deleted
  - Transfer Failed
- Wire
  - Wire Payment Created
  - Wire Payment Pending Approval
  - Wire Payment Approved
  - Wires - Approval Rejected
  - Wire - Edited / Deleted
  - Wire File Upload

○ Wire Failed
○ Rate Quote Contract Accepted
○ Rate Quote Contract Approval Rejected
○ Wire Beneficiary Created
○ Wire Beneficiary Pending Approval
○ Wire Beneficiary Approved
○ Wire Beneficiary - Edited / Deleted
○ Wire Beneficiary - Approval Rejected

Configure Notifications

Configuring Notification Preferences

The preferences configured here determine how your notifications are sent and appear within Insight Treasury.

1. From the **[User Name] Menu**, select **Notification Setup**.
2. Enter or change your **Email** address.
3. Enter the phone number to receive text messages on for the **Mobile #** field.
This field is required if you select **Text Message (SMS)**.
4. Select the toggle to enable the notification.
If it is gray, you do not receive a notification.

NOTE
If the financial institution requires a particular notification, you cannot change the settings for that notification.

5. Select the **Email**, **Desktop Notification**, or **Text Message (SMS)** check boxes for each enabled (green) item to receive a notification using that method.
Repeat this step for every item in all sections.

NOTE
If the financial institution set **Text Message (SMS)** as required, you are required to enter a mobile address.

6. Select **Submit**.

TIP
To return all fields to their default settings, select **Reset**.

Message Center

Composing a Message

1. Select the **Message Center** button.
2. Select **Compose**.
3. Select a **Subject** from the drop-down list.
● *Transaction Inquiry*
● *Checks*
● *Stop Payment*
● *Security*
● *Reports*
● *Electronic Documents*
● *Notifications*
● *Transfer*
● *Wire*
● *ACH*
● *Positive Pay*
4. For the **Attach File** field, select **Select File**, and then choose the appropriate file if needed.
Accepted file type extensions are .csv, .doc, .docx, .gif, .jpeg, .jpg, .pdf, .png, and .txt.
5. Enter the **Message** to send to the financial institution.
6. Select **Send**.

Search in Message Center

Performing an Advanced Search in Message Center

1. Select the **Message Center** icon.
2. Select **Advanced Search** beside the **Filter** text box.
3. Enter the **Message ID**, if known.

4. Select the **Subject** of the email from the drop-down list.
● *Transaction Inquiry*
● *Checks*
● *Stop Payment*
● *Security*
● *Reports*
● *Electronic Documents*
● *Notifications*
● *Transfer*
● *Wire*
● *ACH*
● *Positive Pay*
5. Select a **Date** from the drop-down calendar when the email could have been sent, received, or archived.
6. Select the **Type** of email.
● *All*
● *Inbox*
● *Sent*
● *Archived*

7. Select **Search**.

Archiving a Message

Archiving a Message

1. Select the **Message Center** button.
2. Select a message to archive from the **Inbox**.
3. Select **Archive**.

An *Archive Message* dialog box opens.

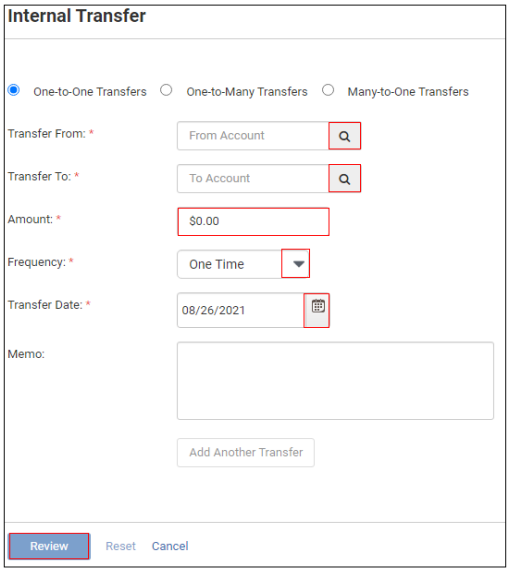
4. Select **Archive**.

You can view archived messages by selecting **Archived**.

Transfer and Loan Payment

Within **Payments > Transfer**, you can create various internal transfers, view the transfer list, search transfers, and approve or reject transfers.

Create Transfer



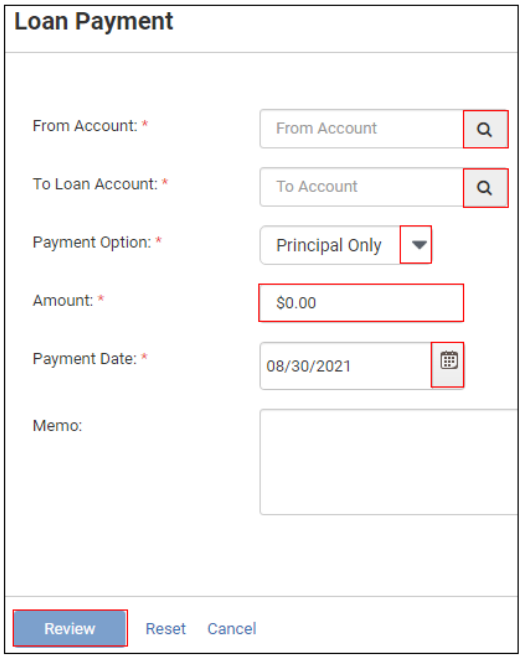
Go to **Payments > Transfer > Create Transfer**. From this screen, you can create a one-to-one transfer, one-to-many transfer, or many-to-one transfer.

Fill out the following fields:

- **Transfer From** – the account funds are being transferred out of.
- **Transfer To** – the account the funds are being transferred to.
- **Amount** – the amount being transferred.
- **Frequency** – the frequency of the transfer.
- **Transfer Date** – the date of the transfer. (**Note** – If it is not a current banking business day, the transfer will take place the next business banking day.)

Click **Review** and **Confirm** to complete the transfer.

Create Loan Payment



Go to **Payments > Transfer > Create Loan Payment**. From this screen, you can have the payment options of a regular payment or a principal only payment.

Fill out the following fields:

- **From Account** – the account funds are being transferred out of.
- **To Loan Account** – the loan the funds are being transferred to.
- **Payment Option** – regular payment or principal only payment.
- **Amount** – the amount being transferred.
- **Payment Date** – the date of the payment. (**Note** – If it is not a current banking business day, the payment will take place the next business banking day.)

Click **Review** and **Confirm** to complete the transfer.

Payments

Wire

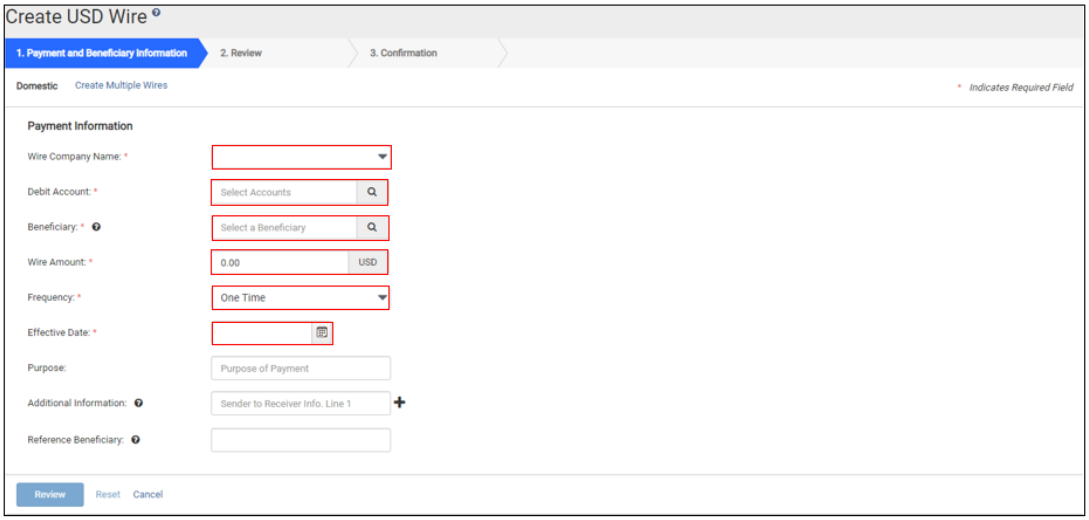
Within **Payments > Wire**, you can create domestic wires. You can also create domestic and/or international beneficiaries, view wire activity, search wires.

Note – Although there are many ways to create wires, we recommend that you create a wire beneficiary and then a wire template so that you will have it saved for future use.

Create One-Time USD Wire

Go to **Payments > Wire > Create USD Wire**. From this screen, you can create a one-time Domestic wire, or you can Create Multiple Wires using previously established beneficiaries. (See **Wire Beneficiaries** section to add beneficiaries.)

Use the **Domestic** to do a domestic wire.



Fill out the following fields:

- **Wire Company Name** – From the drop-down, choose your wire company that is sending the wire.
- **Debit Account** – Click on the 🔍 and choose the account to process the wire from.
- **Beneficiary** – Click on the 🔍 and choose the beneficiary of the wire from your beneficiary list. If the beneficiary is not listed, select **Enter Beneficiary.** Fill in the required information for your beneficiary. (*Note: Beneficiary information added this way will not be added to the **Wire Beneficiaries** list. To add them to the Wire Beneficiary list, please see the Wire Beneficiary section.*)
- **Wire Amount** – Enter the amount of the wire.
- **Frequency** – From the drop-down, select the wire frequency. The default is One Time.
- **Effective Date** – Click the 📅 to select the effective date. (The date will default to earliest available date.)

- **Purpose** – State the purpose of this wire.
- **Additional Information** (optional) – Provide any remarks to the beneficiary.
- **Reference Beneficiary** (optional) – Provide contact information for the beneficiary.

Select **Review** in the bottom-left corner. After reviewing the wire select **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.

Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

*If you are sending a domestic wire and want to save the wire template for future use select Save as a Template

and the wire template will be added to Wire Templates.

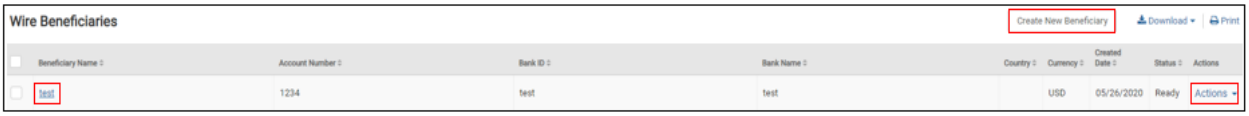
*Wires will need to be approved by a second user.

*To see a list of eligible approvers, go to **Payments > Wire Activity** then hover over the circle under Pending Approval.

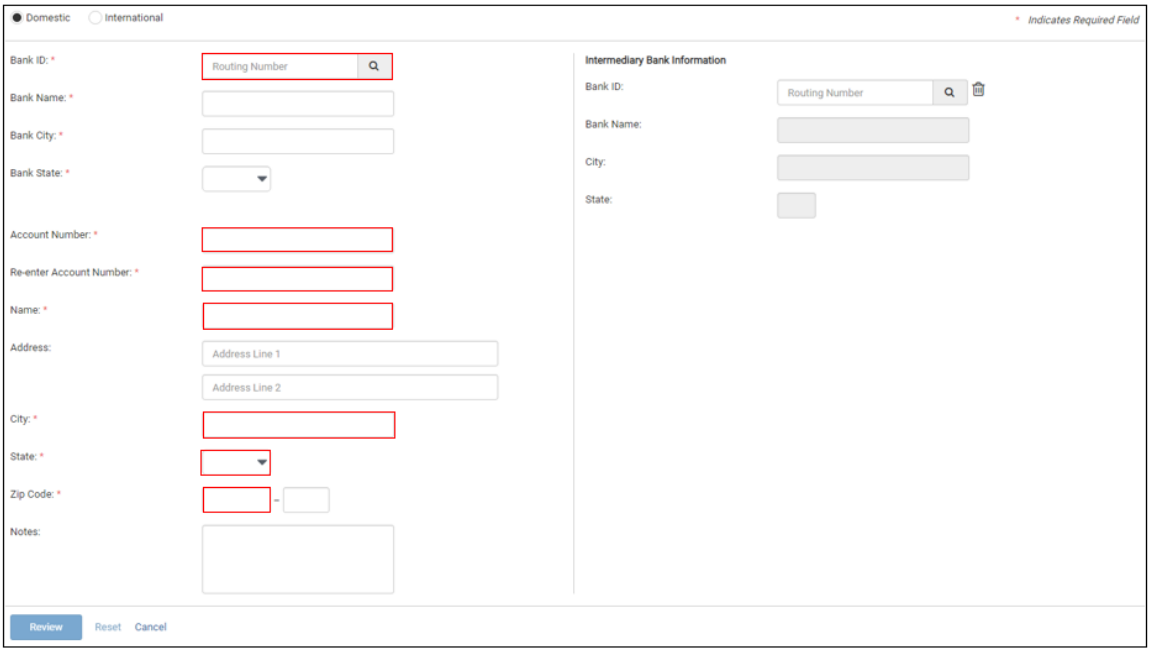
Domestic Wire Beneficiaries

Prior to creating a Wire Template, you will need to create Wire Beneficiaries. Go to **Payments > Wire > Wire Beneficiaries**. From this screen, you can see a list of current beneficiaries or you can **Create New Beneficiary**.

To add a beneficiary, select **Create New Beneficiary** in the top-right corner.



The default is a **Domestic** wire beneficiary.



- **Bank ID** – The routing number for the beneficiary's bank. Once you have entered a valid routing number click tab, the rest of the banking information will automatically fill in.
- **Account Number** – the beneficiary's account number
- **Re-enter Account Number**
- **Name** – the name on the beneficiary's bank account
- **Address** (optional) – the beneficiary's address
- **City** – the beneficiary's city
- **State** – the beneficiary's state
- **Zip Code** – the beneficiary's zip code
- **Notes** (optional) – provide any additional information (this does not transmit to the beneficiary)

When you have added all of the beneficiary's information, select **Review** in the bottom-left corner. After reviewing the beneficiary's information, select **Confirm** in the bottom-left corner. This beneficiary is now added to the Wire Beneficiary list.

To edit a current beneficiary's information

Click on their **Beneficiary Name** and select **Edit**. Edit any information and select **Review** in the bottom-left corner. After reviewing the information, select **Confirm** in the bottom-left corner. The edited information is now saved. This will also update the beneficiary's information on the wire template.

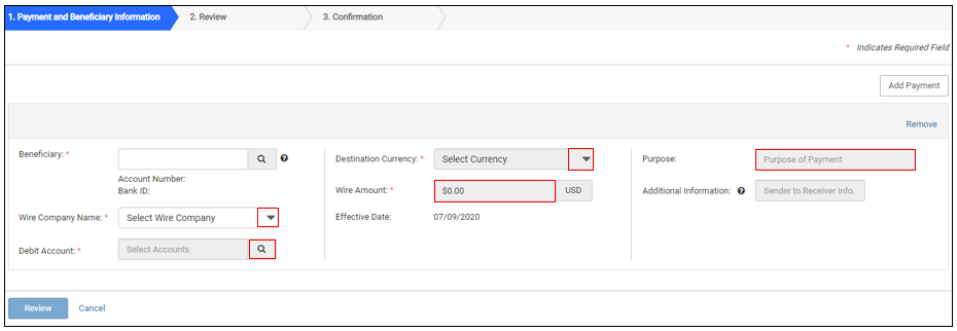
From the **Actions** drop-down, you can **View** the beneficiary's information, **Initiate** a wire to this beneficiary, or **Delete** a beneficiary from the beneficiaries list.

To initiate a wire from the Beneficiaries List

Select **Actions** from the right-side of the beneficiary and select **Initiate**.

Fill out the following fields:

- **Wire Company Name** – From the drop-down, choose the wire company the funds are coming from.
- **Debit Account** – Click on the and choose the account to process the wire from.
- **Destination Currency** – From the drop-down, select USD currency.
- **Wire Amount** – Input the amount of the wire.
- **Purpose** – Input the purpose of the wire payment.
- **Additional Information** (optional on ***domestic wires***) – Provide any remarks to the beneficiary.



Select **Review** in the bottom-left corner. After reviewing the wire, select **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.

Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

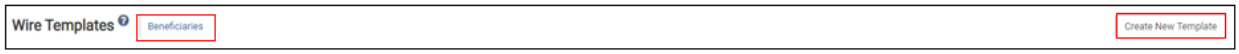
*Wires will need to be approved by a second user.

*To see a list of eligible approvers, go to **Payments > Wire Activity** then hover over the circle under Pending Approval.

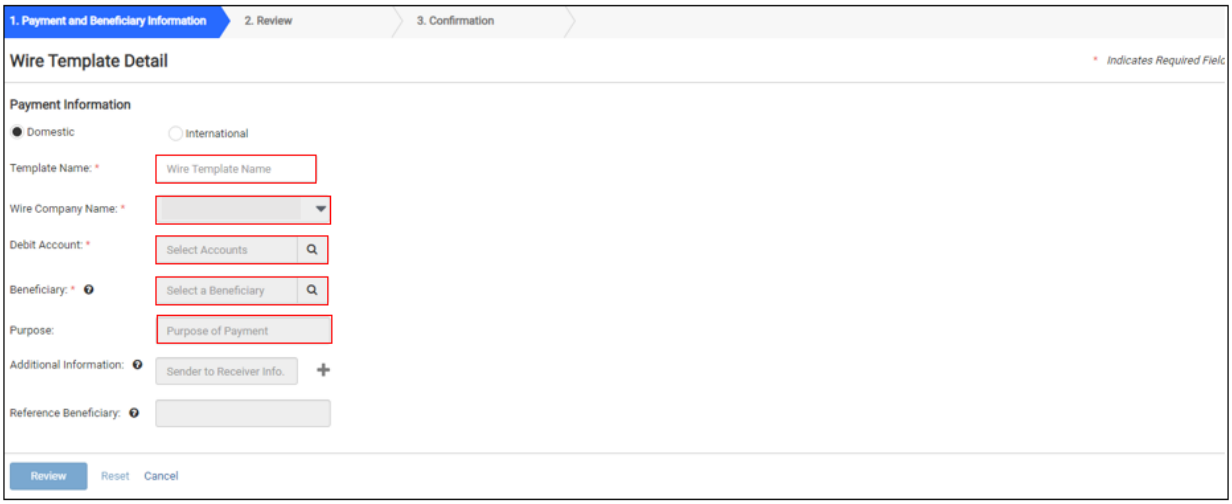
Create Wire Template Domestic

Go to **Payments > Wire > Wire Templates**. This screen will list any previously created wire templates. From this screen, you can create a new wire template that can be saved, edited, and used for future wires.

To create a new template, select **Create New Template**. (If you have not previously added your beneficiary see **Domestic Wire Beneficiaries** section to add beneficiaries.)



Select that the wire template is for a **Domestic** wire.



Fill out the following fields:

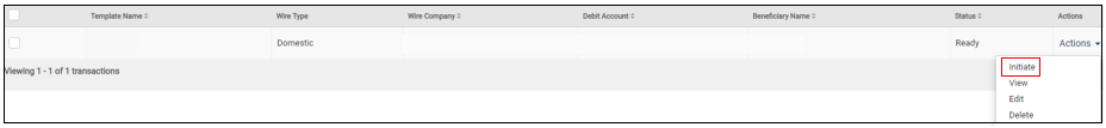
- **Template Name** – This will be how you choose to identify this template (usually the name of the beneficiary).
- **Wire Company Name** – From the drop-down, choose the wire company the funds are coming from.
- **Debit Account** – Click on the [🔍] and choose the account to process the wire from.
- **Beneficiary** – Click on the [🔍] and choose the beneficiary of the wire from your beneficiary list.
- **Purpose** – State the purpose of this wire.
- **Additional Information** (optional on ***domestic wires***) – Provide any remarks to the beneficiary.
- **Reference Beneficiary** (optional on domestic templates only) – Provide contact information for the beneficiary.

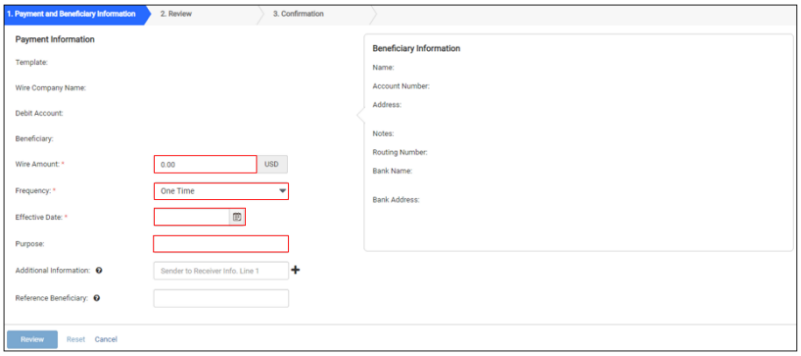
Select **Review** in the bottom-left corner. After reviewing the wire, select **Confirm** in the bottom-left corner. This wire template is now added to the wire template list.

Initiate Wire Template

Go to **Payments > Wire > Wire Templates**.

Select **Actions** > **Initiate**.





Fill out the following fields:

- **Wire Amount** – Enter the amount of the wire.
- **Frequency** – From the drop-down, select the wire frequency. The default is One Time.
- **Effective Date** – Click the to select the effective date. (The date will default to earliest available date.)
- **Purpose** – State the purpose of this wire.
- **Additional Information** (optional on ***domestic wires***) – Provide any remarks to the beneficiary.
- **Reference Beneficiary** (optional on domestic templates only) – Provide contact information for the beneficiary.

Select **Review** in the bottom-left corner. After reviewing the wire, select **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.
Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

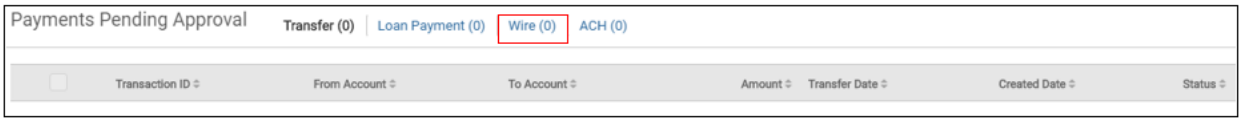
*Wires will need to be approved by a second user.

*To see a list of eligible approvers, go to **Payments > Wire Activity** then hover over the circle under Pending Approval.

Approve and Initiate Wire

When a wire is ready for approval, approved users will receive an emailinforming them that there is a wire for them to approve.

You can approve a wire payment from your **Dashboard** in the **Payments Pending Approval** widget. **Click on the box** on the left-side of the **Wire** and select **Approve** and then **Confirm** in the bottom-left corner.



You can also approve the wire by going to **Payments > Wire Payment Activity > Click on the box** on the left-side of the **Wire** and select **Approve** and then **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.
Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

ACH

Within **Payments > ACH**, you can create ACH payments and templates, upload NACHA files or import .csv files. You can also search ACH activity and recipients.

Note – Although there are many ways to create ACH payments, we recommend that you create an ACH template so that you will have it saved for future use.

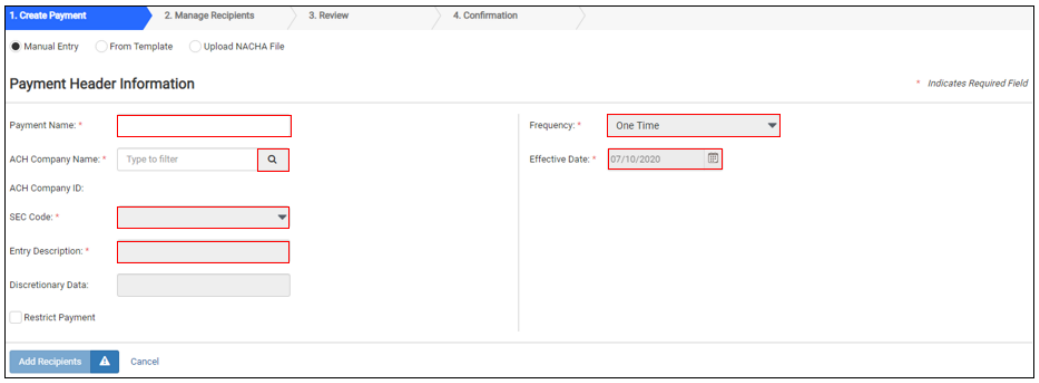
Create ACH Payment

Go to **Payments > ACH > Create ACH Payment**. From this screen, you can create a Manual Entry payment or import a .csv file. (This is also where you upload NACHA files.)

Create ACH Payment or Import a .csv File

Use the **Manual Entry** to do an **ACH** (you can save this as a template) or to **import a .csv file**. Fill out the following fields:

- **Payment Name** – This will be how you choose to identify this ACH batch.
- **ACH Company Name** – Click on the 🔍 and choose the account to process the ACH from.
- **SEC Code** – From the drop-down, pick "**PPD** – Prearranged Payments and Deposits" if the recipient is an individual or "**CCD** – Cash Concentration or Disbursement" if the recipient is a business. (All recipients within a batch must have the same SEC code.)
- **Entry Description** – prefilled (if applicable, change the description)
- **Discretionary Data** (optional)
- **Frequency** – It will default to One Time. If this is a repetitive ACH, choose one of the applicable options.
- **Effective Date** – Select the Effective Date for the ACH.
- **Offset Account** – Click on the 🔍 and choose the available offset account.



To add recipients, click on the **Add Recipients** in the bottom-left corner

You can choose to add recipients manually, from a recipient list, or from a .csv file.

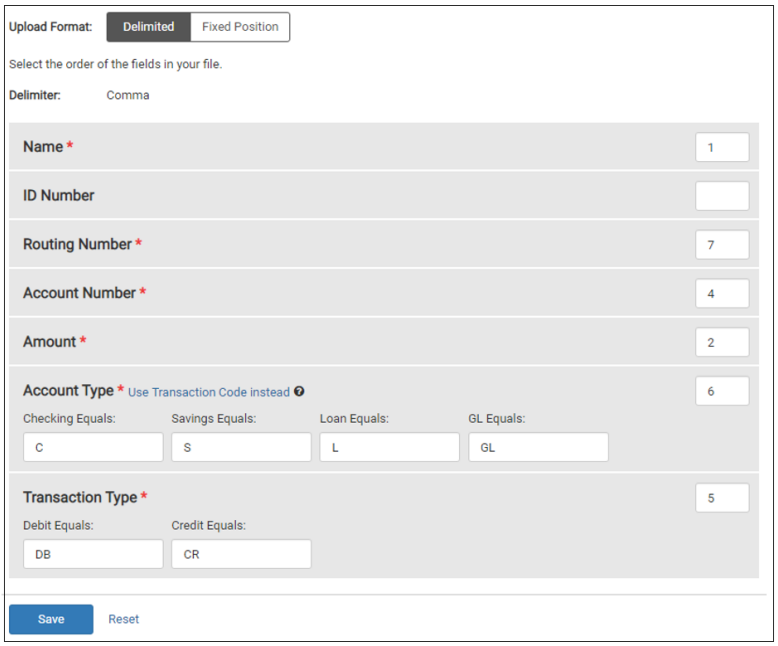
- **Manually** – Fill in the required fields on the bottom of the page. Click the ⊞ or the **Add Recipient** to add more recipients to the ACH file.
- **Select from Recipient List** – You can select recipients from your previously created ACH Recipients. (Create a list of recipients by going to **Payments > ACH Recipients**.)
- **Import Recipients From File** – If you are importing a .csv file, you will use the **Import Recipients From** File tab. (Note: .csv files must not contain file headers or footers.)
    - **Note** – Before you can import a file, you will need to specify the import layout by going to **Payments > ACH Recipient Import Layout**. Specify each of the columns that the required information is in and **Save**. See the example below.

    * Your information will vary according to the layout of your file.

    Excel File

	A	B	C	D	E	F	G
1	Name	Amount		Account Number	Transaction Type	Account Type	Routing Number

    Import Layout



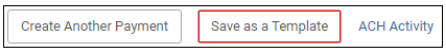
Select **Review** in the bottom-left corner. After reviewing the ACH, select **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

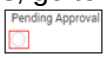
Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.

Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

*If you want to save the ACH template for future use select **Save as a Template** and the ACH template will be added to ACH Templates.



*ACH will need to be approved by a second user.

*To see a list of eligible approvers, go to **Payments > ACH File Activity** then hover over the circle under Pending Approval. 

Create ACH Template

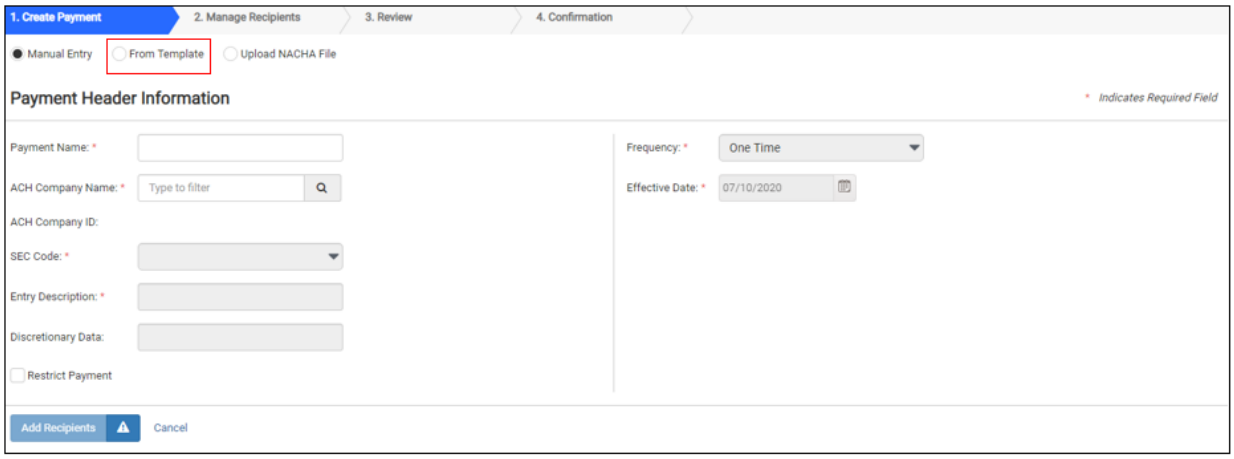
To create a new ACH template or use an existing template, go to **Payments > Create ACH Payment > From Template > Create New Template** (in the upper-right corner).

Fill out the following fields:

- **Template Name** – This will be how you choose to identify this ACH template.
- **ACH Company Name** – Click on the and choose the account to process the ACH from.
- **SEC Code** – From the drop-down, pick "**PPD** – Prearranged Payments and Deposits" if the recipient is an individual or "**CCD** Cash Concentration or Disbursement" if the recipient is a business. (All recipients within a batch must have the same SEC code.)

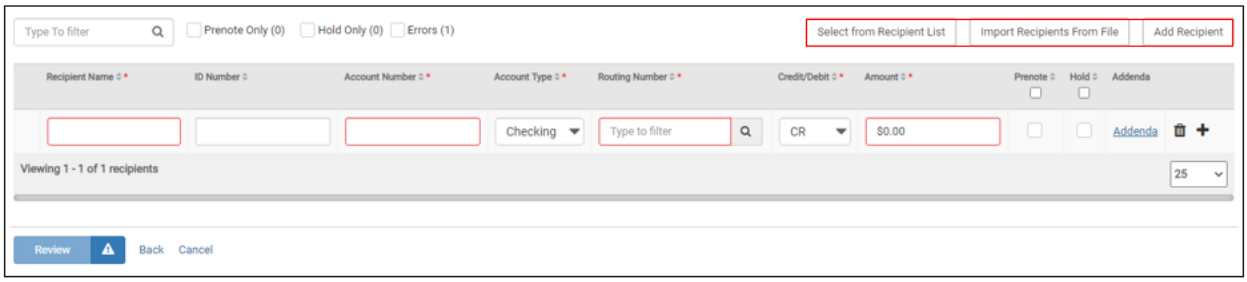
- **Entry Description** – prefilled (if applicable, change the description)
- **Discretionary Data** (optional)

To add recipients, click on the **Add Recipients** in the bottom-left corner.



You can choose to add recipients **manually** or from a **CSV file**.

- **Manually** – Fill in the required fields on the bottom of the page. Click the ⊞ or the **Add Recipient** to add more recipients to the ACH file.
- **Import Recipients From File** – If you are importing a .csv file, you will use the **Import Recipients From** File tab. (Note: .csv files must not contain file headers or footers.)



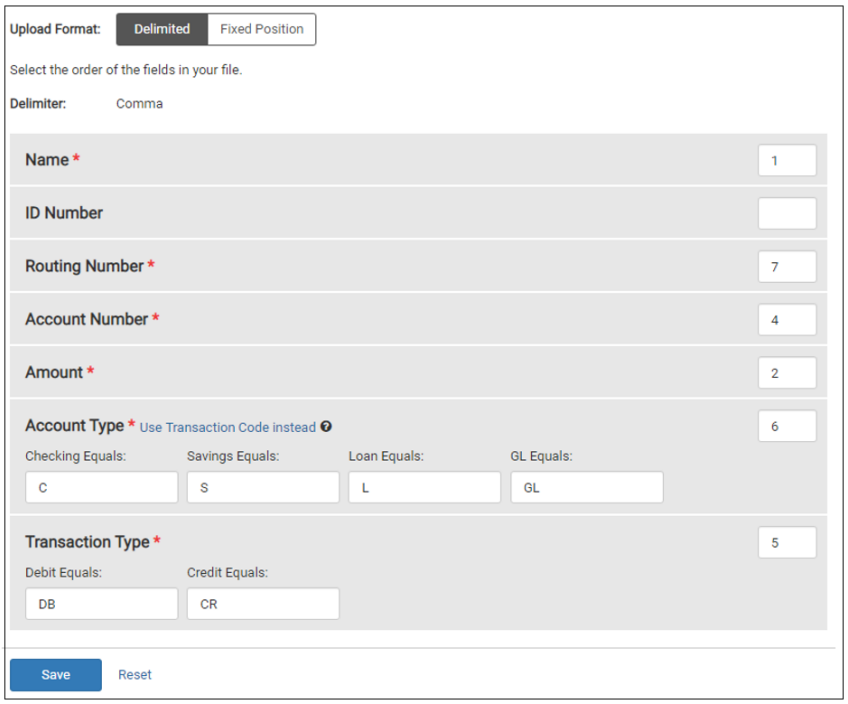
- **Note** – Before you can import a file, you will need to specify the import layout by going to **Payments > ACH Recipient Import Layout**. Specify each of the columns that the required information is in and **Save**. See the example below.

* Your information will vary according to the layout of your file.

Excel File

	A	B	C	D	E	F	G
1	Name	Amount		Account Number	Transaction Type	Account Type	Routing Number

Import Layout



When you have added all of your recipients, select **Review** in the bottom-left corner. After reviewing the template, select **Confirm** in the bottom-left corner. The template is now created and added to your ACH Templates list.

Edit Existing ACH Template

To edit an ACH template, go to **Payments > Create ACH Payment > From Template** or go to **Payments > ACH Templates**.

From **Actions,** you can Delete, Clone, or Initiate an existing batch. To **edit** the batch, select the **Template Name**.

Select **Edit Template** in the bottom-left corner.

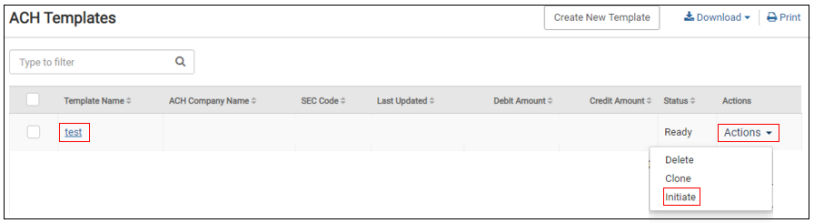
This will open up the template and allow you to update any information, as well as Add ➕ or Delete 🗑 recipients.

When you have edited your template, select **Review** in the bottom-left corner. After reviewing the edits, select **Confirm** in the bottom-left corner.

Initiate ACH Template for Approval

After creating the template, you have the option to immediately **Initiate Payment** (bottom-left corner) or you can go to **Payments > ACH Templates** and choose any of your previously created templates.

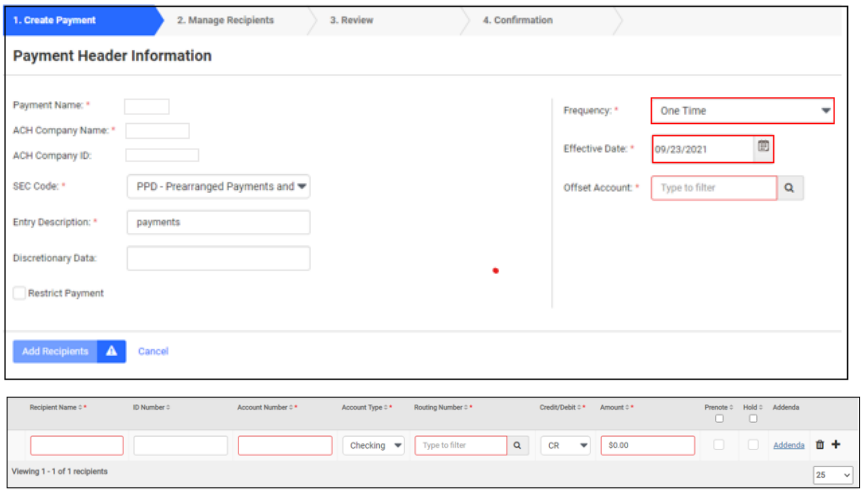
From the **Actions** drop-down on the right-side of the template, select **Initiate**.



From this screen, you will select an **effective date** for the ACH and select **Add Recipients** from the bottom-left corner.

- **Frequency** – This will default to One Time. If this is a repetitive ACH, choose one of the applicable options.
- **Effective Date** – Select the Effective Date for the ACH.
- **Offset Account** – Click the 🔍 to select the offset account.

Click on **Add Recipients** and edit any applicable information.



Select **Review** in the bottom-left corner. After reviewing the ACH, select **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.

Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

*ACH will need to be approved by a second user.

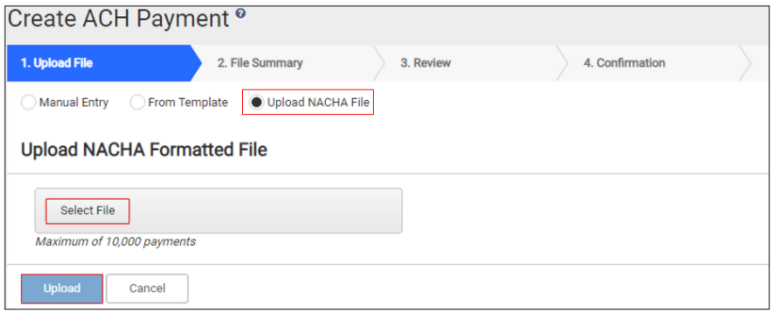
*To see a list of eligible approvers, go to **Payments > ACH File Activity** then hover over the circle under Pending Approval.

Upload NACHA File

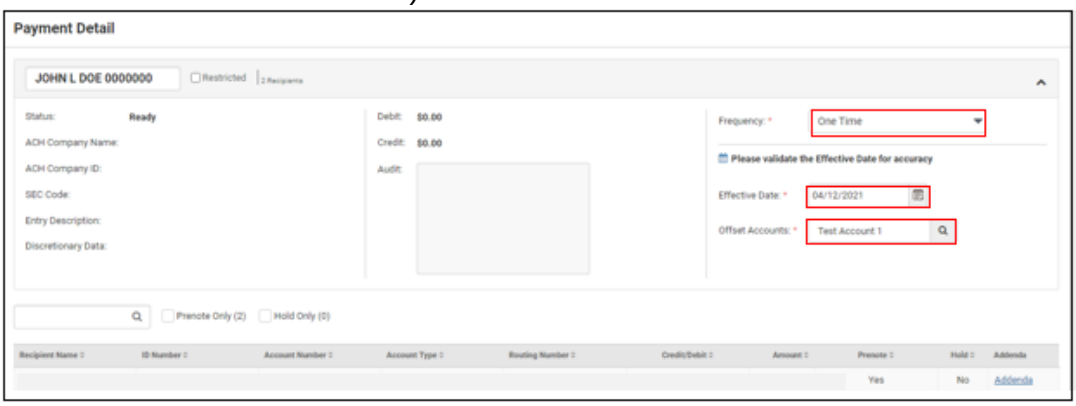
To upload a NACHA file, go to **Payments > ACH > Create ACH Payment.**

Select **Upload NACHA File** and then **Select File**. Browse to select the appropriate file.

Your file must be formatted to NACHA specifications and all ABA numbers must be accurate. The company header record must match a company that we have established for you. Select **Upload** in the bottom-left corner.



- Enter an **Effective Date** and **Offset Accounts** (Select Click on the 🔍 and choose the available offset account.)



Select **Review** in the bottom-left corner. After reviewing the uploaded NACHA file, select **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.

Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

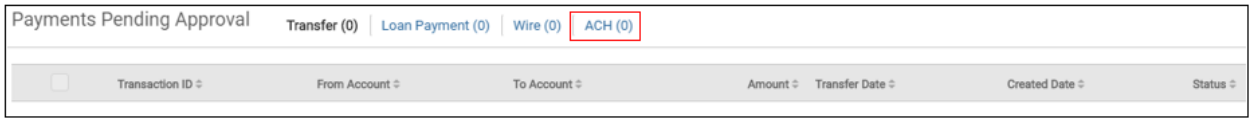
*ACH will need to be approved by a second user.

*To see a list of eligible approvers, go to **Payments > ACH File Activity** then hover over the circle under Pending Approval.

Approve and Initiate ACH

When an ACH is ready for approval, approved users will receive an email from <<Correct email reference here>> informing them that there is an ACH to approve.

You can approve an ACH payment from your **Dashboard** in the **Payments Pending Approval** widget. **Check the box** on the left-side of the **ACH** and select **Approve** and then **Confirm** in the bottom-left corner.



You can also approve the ACH by going to **Payments > ACH Payment Activity > Check the box** on the left-side of the **ACH** and select **Approve** and then **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

Text Authentication – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.

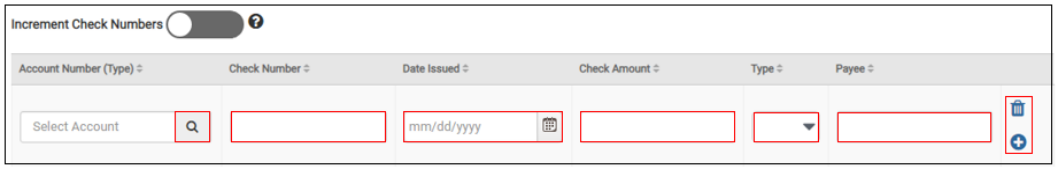
Token Authentication – You will enter the token code followed by your 4-digit PIN (no spaces).

Positive Pay

Check Positive Pay – Manual Item Entry

To manually enter an individual check or several checks, go to **Payments > Create/Import Check Issues > Enter checks**.

Choose the appropriate account by clicking the next to **Select Account** Then complete the rest of the required fields. Delete or add rows as needed.

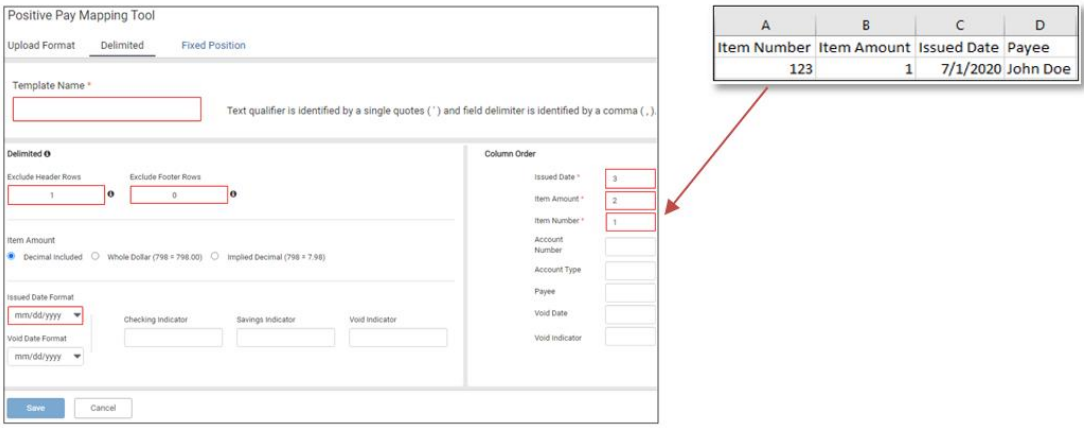


When you have entered all issued checks, select **Review** in the bottom-left corner. After reviewing the issued checks, select **Confirm** in the bottom-left corner. You will receive the message "Successfully processed (the number) of Positive Pay items". The check(s) have been uploaded to the bank.

Check Positive Pay – Upload File

Before you can upload a file, you will need to specify the file layout by going to **Payments > Check Upload Formats > Create New Format**. See the example below.

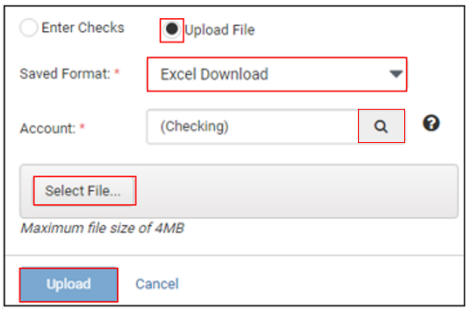
*Your information will vary according to the layout of your Excel file. Save the Excel file as a CSV (Comma delimited).



- **Template Name** – the name you are giving this format
- **Exclude Header Rows/Exclude Footer Rows** – Indicate whether or not your file has headers/footers.
- **Item Amount** – Indicate the decimal placement of the amount.
- **Issued Date Format** – the date format
- **Checking, Savings, Void Indicator** (optional)
- **Column Order** – Indicate the column the required information is in.

Upload File

When you have your file format established and you are ready to upload the file, go to **Payments > Create/Import Check Issued Items > Upload File**.



Saved Format – The template name of the formatted file
Account – Positive Pay account
Select File – browse for the Excel file

Click on **Upload**. After reviewing the file, click **Review** in the bottom-left corner. Click **Confirm** in the bottom-left corner. You will receive the message "Successfully processed (the number) of Positive Pay items". The check(s) have been uploaded to the bank.

Check Exceptions and ACH Exceptions

Your exceptions need to be worked each banking business day by 11:00 AM MST.

You can work your exceptions from your **Dashboard** in the **Positive Pay** widget or go to **Payments > Positive Pay > ACH Exceptions and or Check Exceptions**.

- Change the **Pay** or **Return** options as needed for each exception item.
- You have the option to *View Check* or see *Details*.
- Select **Review**.
- Ensure that the changes are accurate.
- Select **Save**.

The following confirmation message appears: **Check / ACH Exception Decisions Saved Successfully!**

Transfer

Within **Payments** > **Transfer**, you can create various internal transfers, view the transfer list, search transfers, and approve or reject transfers.

Three icons appear throughout the *Transfer* view. Hover over or select these icons to view an informational message.

This icon means that there is an information message available for that transfer.

This icon means that the transfer has been changed.

This icon means that the transfer has an error.

A negative account balance appears in red and a positive account balance appears in black beneath the account numbers.

Use the **Create Transfer** to create a one-to-one transfer, one-to-many transfer, or many-to-one transfer.

Create a Transfer

Create Transfer
Use the *Create Transfer* view to create a one-to-one transfer, one-to-many transfer, or many-to-one transfer.
Creating a Transfer
Use this option to submit a one-time or future-dated transfer from one account to one or more accounts.
1. Go to **Payments** > **Transfer** > **Create Transfer**.
2. On the *Create a Transfer* tab, select the kind of transfer to create:
● *One-to-One Transfers*
● *Many-to-One Transfers*
● *One-to-Many Transfers*
3. Complete the fields.
Transfer From
Type the account number or select the icon to choose an eligible account from your account list. The available balance appears under the account.
Transfer To

Type the account number or select the icon to choose an eligible account from your account list. The available balance appears under the account.
Amount
Enter the amount of the transfer. The field auto-formats to add a dollar sign, commas, and cents.
Frequency
Select one of the following options:
● *One Time*
● *Weekly*
● *Every Two Weeks*

● *Twice a Month*
● *Monthly*
● *Quarterly*
● *Every Six Months*
● *Yearly*

If any option except *One Time* is selected, you are not able to select **Add Another Transfer** from this page.

Depending on your selection, you may be prompted to enter data in the following field options:

● **Effective Date**
● **Repeat On Day** or **Repeat On Days**
● **Repeat On**
● **Start On**
● **End On**

Transfer Date

Select the date of the funds transfer using the calendar feature.

Memo

Enter information related to the funds transfer.

4. Select to add additional transfer details, if necessary.

Depending what kind of transfer you are making, you can initiate multiple one-toone transfers, add additional **Transfer From** accounts in a Many-to-One transfer, or add additional **Transfer To** accounts in a One-to-Many transfer at one time.

5. Select **Review**.

You proceed to the *Review* tab.

6. Review the transfer information entered to ensure that it is accurate.
7. Select **Confirm**.

The *Internal Transfer Confirmation* screen appears.

From the *Internal Transfer Confirmation* screen, you can take the following actions:

● **Create Another Transfer**
● **View Transfer Activity**

Transfer Template

Creating a Transfer from a Template

Use the *Create Transfer from Template* view to work with transfer templates.

1. Select which templates to use.

NOTE

You can only initiate templates with a **Ready** status.

2. Select **Initiate Payments**.
3. Review the transfer information to ensure it is accurate and make any necessary changes to the **Amount**, **Frequency**, or **Date** fields.
4. Select **Review**.
5. Select **Confirm** to submit.

The confirmation screen appears.

Transfer Templates

Use the *Transfer Templates* view to work with transfer templates.

You can select check boxes for templates that are ready. Use the **Actions** drop-down menu to *Initiate*, *View*, *Edit*, or *Delete* a transfer template. Select the **Template Name** link to view, edit, or delete its details.

You can sort the information in ascending or descending order by selecting individual column headers.
From this view, you can also work with templates to perform the following options, based on status:
● Approve or reject payments
● View templates
● Initiate payments
● Delete templates
● Edit templates
● Search templates
● Create templates

Creating a Transfer Template
1. Go to **Payments** > **Transfer** > **Transfer Templates**.
2. Select **Create New Template**.
3. Select the type of transfer:
● *One-to-One Transfers*
● *One-to-Many Transfers*
● *Many-to-One Transfers*
4. Complete the following fields on the *Transfer Template Details* tab.

Template Name
Enter the name of the template.

Transfer From
Type the account number or select the icon to choose an eligible account from your account list. The available balance appears under the account.

Transfer To
Type the account number or select the icon to choose an eligible account from your account list. The available balance appears under the account.

Amount
Enter the amount of the transfer. The field auto-formats to add a dollar sign, commas, and cents.

Memo
Enter information related to the funds transfer.
5. Select **Review**.
You proceed to the *Review* tab.
6. Review the information entered to ensure that it is accurate.
7. Select **Confirm**.
You proceed to the *Confirmation* tab, confirming that the transfer template is ready.

NOTE
From this screen, you can **Create Another Transfer Template** or **View Transfer Templates**.

Searching for a Transfer Template
1. Go to **Payments** > **Transfer** > **Transfer Templates**.
2. Complete the fields in the *Search Transfers Templates* panel.
TIP
Select **Reset** for the fields to return to their default settings.
3. Select **Search**.

Searching Transfer Activity

Transfer Activity

Use the *Transfer Activity* view to look at a list of transfers with various statuses and also view transaction history.

You can search for a specific transfer, or approve, reject, and cancel transfers from this view.

Searching Transfers

1. Go to **Payments** > **Transfer** > **Transfer Activity**.
2. Complete the fields in the *Search Transfers* panel, as necessary.

Transfer Date

Select either *Date Range* or *Specific Date* from this drop-down list, and then enter the date of the funds transfer using the calendar feature.

Status

Select any combination of the following options for the transfer status:

- *Select All*
- *Pending Approval*
- *Scheduled*
- *Submitted*
- *Approval Rejected*
- *Cancelled*
- *Failed*

All statuses are selected by default.

Account

Select *Both*, *From*, or *To*, and then select the appropriate **From** or **To** account numbers from the drop-down lists available.

Amount

Select *Specific Amount* or *Range* from the drop-down list. Then, enter the amounts in the text boxes available.

Transaction ID

Enter the transaction ID that generated when the transfer was submitted.

Created Date

Select either *Date Range* or *Specific Date* from the drop-down list, and then enter the date using the calendar feature.

3. Select **Search**.

The *Transfer Activity* screen updates with transactions matching the criteria entered, and the number of results appears at the bottom. The *Transfer Activity* allows you to view and work with transfers that are in the following statuses: *Pending Approval*, *Approval Rejected*, *Scheduled*, *Cancelled*, or *Failed*.

Select **Reset** for the fields to return to their default settings.

Editing a Scheduled Transfer

The *Transfer Activity* list allows you to view and work with transfers that are in the following statuses: *Approval Rejected*, *Scheduled*, or *Failed*.

1. Go to **Payments** > **Transfer** > **Transfer Activity**.
2. Select the **Transaction ID** of the transfer to change.
3. Select **Edit Transfer**.
4. Edit the fields, as necessary.
5. Select **Confirm**.

The *Confirm Resubmission* dialog box appears.

6. Enter a comment in the field, and then select **Resubmit Transfer**.

Your transfer has been resubmitted.

Approving/Rejecting a Transfer

Approving or Rejecting a Transfer
1. Go to **Payments** > **Transfer** > **Transfer Activity**.
2. Select the check box beside the **Transaction ID** to approve or reject.
3. Select either **Approve** or **Reject**.
A *Confirm Approval* or *Confirm Rejection* dialog box appears.

4. Enter **Comments** for the approval or rejection, if necessary.
5. Select either **Approve Transfer** or **Reject Transfer**.

Cancelling a Transfer

1. Go to **Payments** > **Transfer** > **Transfer Activity**.
2. Select **Cancel Transfer** beside the transaction to cancel.
The *Confirm Cancellation* dialog box appears.
3. Enter a comment in the field, and then select **Cancel Transfer**.
You receive a confirmation message that your transfer has been successfully canceled.

Recurring Transfers

Recurring Transfers
Use the *Recurring Transfers* view to locate, approve, reject, and cancel a recurring transfer series.

Searching Recurring Transfers
1. Go to **Payments** > **Transfer** > **Recurring Transfers**.
2. Complete the fields in the *Search Recurring Transfers* panel, as necessary.

Status

Select any combination of the following options for the transfer status:
- *Select All*
- *Pending Approval*
- *Scheduled*
- *Submitted*
- *Approval Rejected*
- *Cancelled*
- *Failed*

All statuses are selected by default.

Account
Select *Both*, *From*, or *To*, and then select the appropriate **From** or **To** account numbers from the drop-down lists available.

Transaction ID
Enter the transaction ID that generated when the transfer was submitted.

Frequency
Select any combination of the following options:
- *One Time*
- *Weekly*
- *Every Two Weeks*
- *Twice a Month*
- *Monthly*
- *Quarterly*
- *Every Six Months*
- *Yearly*

All options are selected by default.

Transfer Amount
Select either *Specific Amount* or *Amount Range* from the drop-down list, and then enter the amount of the recurring transfer.

Next Transfer Date
Select either *Date Range* or *Specific Date* from the drop-down list. Then, enter the dates of the transfer in the text boxes available using the calendar feature.

Created Date
Select either *Date Range* or *Specific Date* from the drop-down list, and then enter the date using the calendar feature.

3. Select **Search**.
Recurring Transfers updates with transactions matching the criteria entered. The *Recurring Transfers* view allows you to view and work with transfers that are in the following statuses: *Pending Approval*, *Approval Rejected*, *Scheduled*, *Cancelled*, or *Failed*.

TIP
Select **Reset** for the fields to return to their default settings.

Approving or Rejecting a Recurring Transfer
1. Go to **Payments** > **Transfer** > **Recurring Transfers**.
2. In the *Recurring Transfer List* panel, select the check box beside the **Transaction ID** to approve or reject.
3. Select either **Approve** or **Reject**.
An *Approve Transfers* or *Reject Transfers* dialog box appears.
4. Enter **Comments** appropriate for the approval or rejection.
5. Select either **Approve Transfers** or **Reject Transfers**.

Canceling a Recurring Transfer Series
1. Go to **Payments** > **Transfer** > **Recurring Transfers**.
2. Select **Cancel Series** beside the recurring transfer to cancel.
A *Confirm Cancellation* confirmation dialog box appears.
3. Enter **Comments** appropriate for the cancellation.
4. Select **Cancel Recurring Series**.
The series is successfully canceled.

Stop Payment

Within **Payments > Stop Payments**, you can view and create stop payments. (Note: There may be a charge assessed with processing a stop payment.)

Bill Pay

Within **Payments > Bill Pay** you can make payments for bills online that you would normally send through the mail.

- Schedule one-time or recurring payments from any of your bank accounts with us.
- Easily access your transaction history and pending payments.
- View images of cleared transactions.
- Manage multi-user access and rights.

Other Treasury and Payment Services

Receivables

Use the **Receivables** menu to work with remote deposit capture (check scanner).

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Reporting

Use the **Reporting** menu to view various reports.

The default view is All Reports and it contains a combination of the Favorite Reports, Custom Reports, and Standard Reports view.

Available reports:

- Current Day Balance
- Prior Day Balance
- Current Day Transaction
- Prior Day Transaction
- Date Range Balance
- Date Range Transaction
- EDI

You can choose to make any report a **Favorite Report** by clicking **Favorite** on that report's tile. Favorited reports will show with a blue star.

Electronic Documents, Electronic Statements

Within **Reporting > Electronic Documents**, you can enroll in Electronic Documents allowing you to view and manage statements and other available documents.

Available Documents:

- Statements and Notices
- Documents and Settings
- Disclosures
- Email Settings
- Additional Recipients

you need further assistance, please contact a representative at your bank.

Account Reconciliation

Account Reconciliation Reporting allows users with the appropriate entitlements to request reports by account and by activity period including specific date, date range, previous week, previous month, previous year, week-to-date, month-to-date, and year-to-date. SilverLake creates these reports, and they are made visible by Insight Treasury.

Company User Entitlements

Users can be granted access to account reconciliation reporting by enabling an entitled eligible account. This access allows the user to view, create, edit, or delete account reconciliation reports

Account Reconciliation Billing

An Account Analysis counter for account reconciliation reporting increments each time a report is successfully generated in Insight Treasury.

Account Reconciliation Reporting

Account Reconciliation Reporting on the *Company Product Feature Configuration* screen in Back Office is a stand-alone product that can be toggled on or off.
This configuration must be completed at the company level so that each company has access to account reconciliation reports.
Select **Edit** on **Account Reconciliation Reporting** to view and select accounts that are eligible for account reconciliation.

Report Templates

The *Report Templates* page allows users to view, create, edit, delete, search for, and filter report templates.

Report Templates
Displays a list of your saved report templates by **Report Type**, **Report Name**, **Account Number**, and **Activity Period** at the time the reports were saved.

Report Library
Navigates to a list of your previously generated account reconciliation reports. Reports are generated from the **Report Template** or **Create New Report** feature.

Report Templates – Search Filter
Allows you to search report templates by **Report Type** or **Accounts**.

Create New Report

Allows you to create specific account reconciliation report templates.

Report Templates – Type to Filter
Allows you to search for specific report templates by entering template information or entering a character/numeric string. **Type to Filter** searches across all columns looking for a match on the string of data whether at the beginning, middle, or end of the field.

Actions Drop-Down Menu Button
Allows you to run, edit, or delete an existing report template.

Creating a New Report

This page allows you to create various reports. You may also view a list of report types with a brief description of each report type using the **Account Reconciliation Reporting Glossary** drop-down menu.

Select the **Create New Report** button on the *Report Templates* page.
1. Select the type of report from the **Report Type** drop-down menu.
2. Input the name of the report in the **Report Name** field.
3. Select eligible accounts from the **Accounts** drop-down menu.

NOTE
You can select a single or multiple accounts. When selecting multiple accounts, a separate report is created for each account.
4. Select the desired activity period from the **Activity Period** date picker.
Available activity periods include the following options:
- **Specific Date**
- **Date Range**
- **Previous Week**
- **Previous Month**
- **Previous Year**
- **Week to Date**
- **Month to Date**
- **Year to Date**

The activity period of the following five reports is a single date component. The *As Of* or *Prior To* date specification is stated in the date picker and is based on the report selected:
- Previous Outstanding Items – Detail: *Prior To*
- Previous Outstanding Items – Summary: *Prior To*
- Issued Not Offset: *As Of*
- Dormant Items: *As Of*
- Stale Dated Items: *As Of*

NOTE
The date picker allows you to select a future date but can only save the report as a report template.

5. Select the **Review** button to navigate to the *Review* page.
6. Select the **Save and Run** button to save the request as a report template and generate a PDF report that posts to your report library.

Additional options on this page include:
- **Save**: Save the request as a report template.
- **Back**: Return to the previous screen to continue editing.
- **Cancel**: Displays a pop-up message that allows you to continue editing or navigate back to the *Report Templates* page.

Editing an Existing Report Template

Edit an existing report template.
On the *Report Templates* page, select the **Edit Report** button from the template's **Actions** drop-down menu. The *Edit Report* workflow functions identically to the *Create New Template* workflow, so you can still select **Save** or **Save and Run** as desired.

Account Reconciliation Report Library

The *Report Library* page displays the list of account reconciliation reports that were generated from the *Report Templates* page.

Refresh Icon
This icon is found in the top-right corner of the page and refreshes the report results so that the job status can be updated.

Delete Report
You can delete reports by selecting the **Delete** check box and then selecting the **Delete Selected** button. Alternatively, you can select the **Actions** drop-down menu and then select the **Delete Report** option.

Download Report
You can download reports in PDF format by selecting the **Actions** drop-down menu and then selecting the **Download Report** option. You can also download reports by selecting the **Report Name** hyperlink which redirects you to the *Download Report Viewer* page. This page displays the specific report that you selected. Select the **Download** icon at the top-right of the page to download the report in PDF format.

NOTE
Generated reports are archived in the report library for 90 days. You can save a copy of the PDF report or generate the report again if it is no longer in the library.

User Entitlements

This page allows GBCI TM Operations and admin users to manage user access. When the **User Entitlements** feature is available, users are able to view, create, and delete reports for the selected account.
Admin users can navigate to **Admin** > **User List** > **Actions** > **View User** > **Account Reconciliation Reporting** > **Entitlements** to add or update user entitlements.