Truist Treasury Manager
File Services User Manual

THIS IS A CONFIDENTIAL DOCUMENT THAT YOU SHOULD MAINTAIN IN A SECURE LOCATION.

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Getting Started

Maintaining Security

Your company must designate at least one company security administrator (CSA, also referred to in some instances as an administrator) to control account access and transactional capabilities of any users within your company. Using the Administration function, any of your company's CSAs can activate/deactivate users and entitle any users for access to any accounts and other functions available to your company in Truist Treasury Manager (including the CSAs themselves). They can also administer passwords, tokens, and designate another user as CSA. In addition, the CSA can manage account preferences, including nicknaming accounts and controlling the display of accounts within Treasury Manager. Any CSA can administer their own entitlements to include access to any accounts and other functions available to you in your company's Treasury Manager setup.

Truist recommends that you create a user ID with CSA entitlement for daily use. Keep all IDs and passwords in a secure location, and do not share passwords with other users.

Your Responsibility for Maintaining Security

Your company must maintain appropriate internal controls over access to and use of Treasury Manager. Each CSA has access to the Audit Report for system usage and activity information. This includes exception activity, successful attempts to use the system, and completed activities.

If you discover or suspect any fraudulent activity with respect to your company's Treasury Manager service or accounts, disable any affected user ID immediately, and contact Treasury Solutions Client Support at **800-774-8179**. Representatives are available from 8 am – 8 pm ET, Monday through Friday on bank business days.

System Access

Treasury Manager can be accessed on the Internet at: treasurymanager.truist.com.

IDs and Passwords

A combination of three elements (Company ID, User ID, and Password) is required to access Treasury Manager. System parameters for password usage have been defined to help maintain the security of your company's information. Guidelines based upon these parameters include:

- *A new password must be created for new users when the system is accessed for the first time*.
- *There is a minimum user ID length of six characters. The password length is a minimum of eight characters with a maximum length of 20*. User IDs and passwords are case-sensitive and must include at least one letter, one number, and one special character. Treasury Manager prohibits the re-use of your previous three passwords.
- *To voluntarily change a password:* Any user can change their own password by hovering over **Tools,** which is located on the main menu, and then from the **Set** menu, click **Password**. The **Change Password** page will display. Enter the old

Truist may use additional security processes and procedures to authenticate users.

password, the new password, and then confirm the new password and click the **Submit** button.

- *Disabled user ID:* The system will disable your user ID after five failed attempts to sign on. Contact your company security administrator to reset your user ID and password.

Inactivity Time Out

If your session is idle for more than 30 minutes, the system will time out due to inactivity and your access will be suspended. During a time-out period, your browser can remain connected to Treasury Manager. If a time-out occurs, you will have to sign back on to the system. Note that data entry alone is not considered activity. Activity in Treasury Manager is recorded by page changes or the use of the **Submit** button.

Click the **Log Off** link at the top right of any page to end your Treasury Manager session and close the connection completely.

Important Notes

When using Treasury Manager, please do not use your browser's **Refresh** button. In some cases, this could cause a form to be submitted twice. While clicking the **Back** button will return you to the previous page, it will not reverse any transactions performed prior to your clicking the button. Use the action buttons or top navigation menus to navigate through the application.

Required Fields

Required data entry fields for Treasury Manager are noted to the right of the field with an asterisk (*).

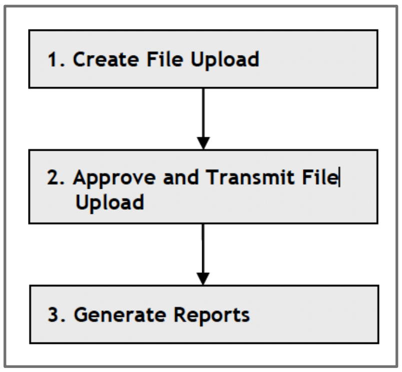
Processing Deadlines and Cutoff Times

To obtain processing deadlines or cutoff times for the Treasury Manager system, review the *Treasury Manager Processing Deadlines* document. This document is located on the Treasury Manager page of the Treasury Resource Center, which can be accessed from within the system by clicking the **User Material** link located at the top right of any page.

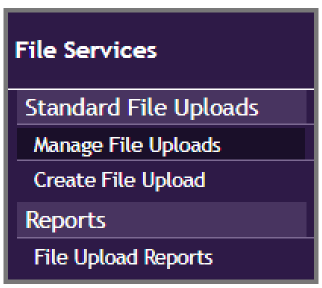
Understanding File Services

The Treasury Manager File Services **Standard File Upload** function, enables users to upload various types of files from a local or network drive and then transmit them. Treasury Manager integrates easily with other financial applications.

File Services Workflow



File Services Menu



File Services Functions

Function	Description
Standard File Uploads	Create, review, delete, approve, and transmit uploaded files
Reports	View, customize, download, and print reports

Using File Services

Using the File Services **Standard File Uploads** function, you can upload in NACHA format, which is the standard and *only* upload format for ACH payment files, and it includes all SEC codes.

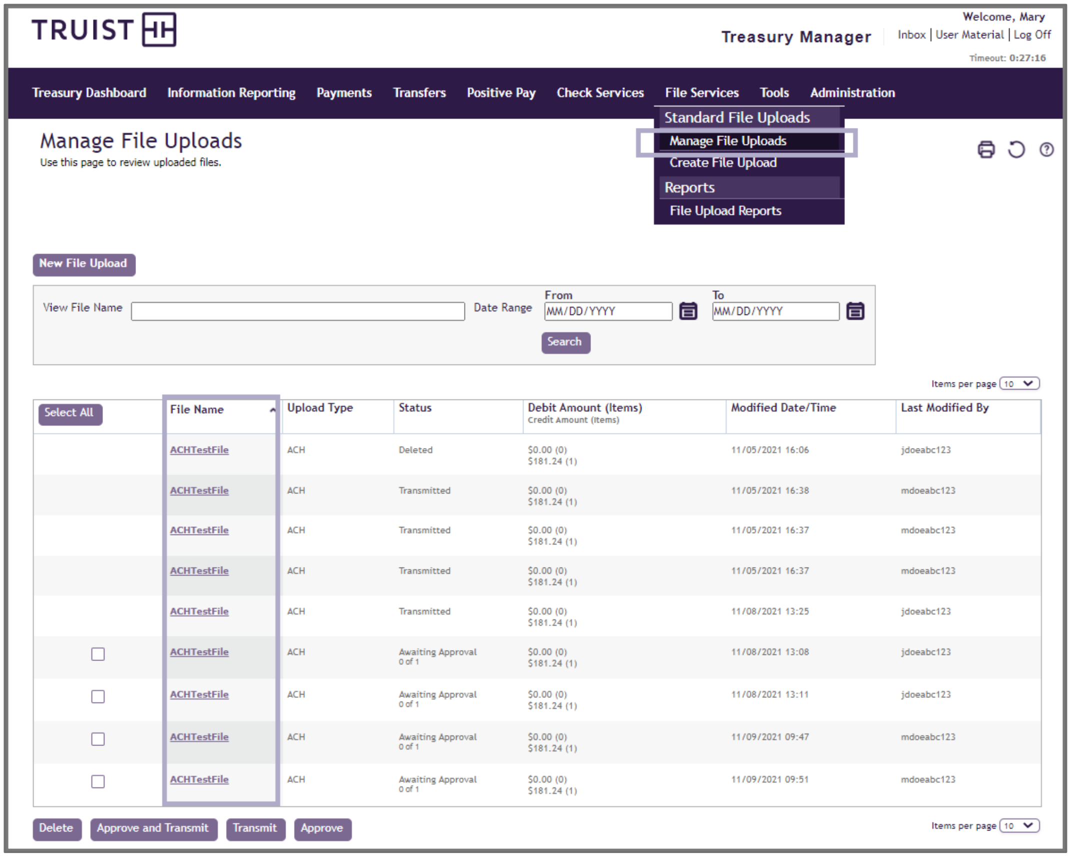
NACHA Format Upload File Requirements

When uploading ACH payment files using the File Services upload function, the Treasury Manager system verifies the following:

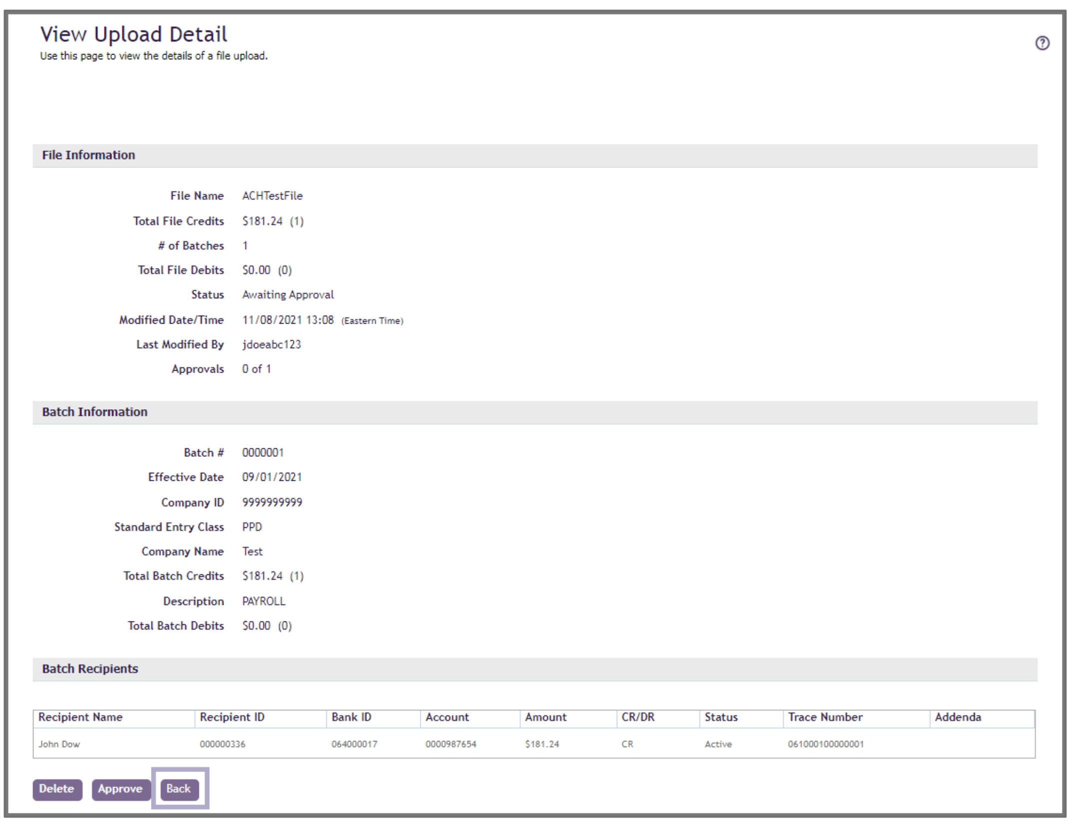
- Required ACH payment information is included in the file
- The file adheres to NACHA standards
- Transaction totals do not exceed company limits

To View an Uploaded File

1. From the main menu, select **File Services**, then in the **Standard File Uploads** section, click **Manage File Uploads**. The Manage File Uploads page displays with the list of current uploaded files.



2. In the **File Name** column, click the file link you want to view. The View Upload Detail page displays.

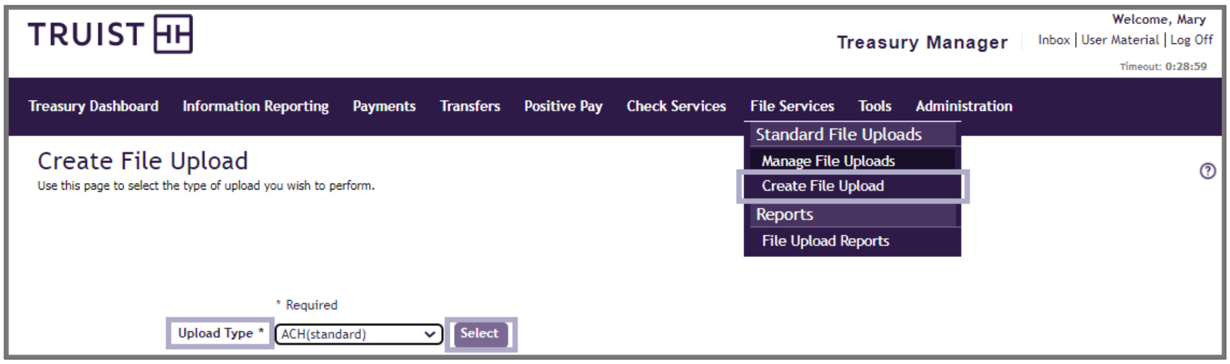


3. View the file upload information, then click the **Back** button to return to the Manage File Uploads page.

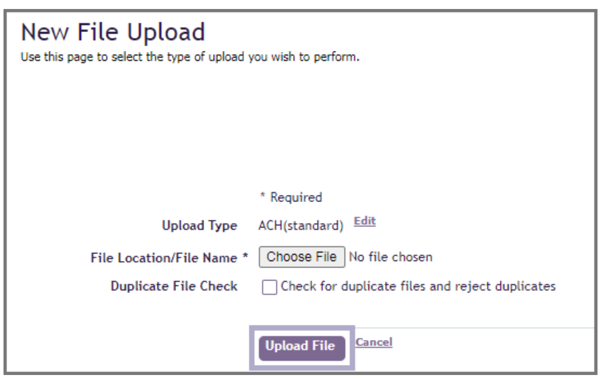
To Create a File Upload

1. From the main menu, select **File Services**, then in the **Standard File Uploads** section, click **Create File Upload.** The Create File Upload page displays.

   Note: You can also create a file upload from the Manage File Uploads page by clicking the **New File Upload** button.



2. For the **Upload Type**, select **ACH (standard)** from the drop-down menu.
3. Click the **Select** button. The **New File Upload** page displays.

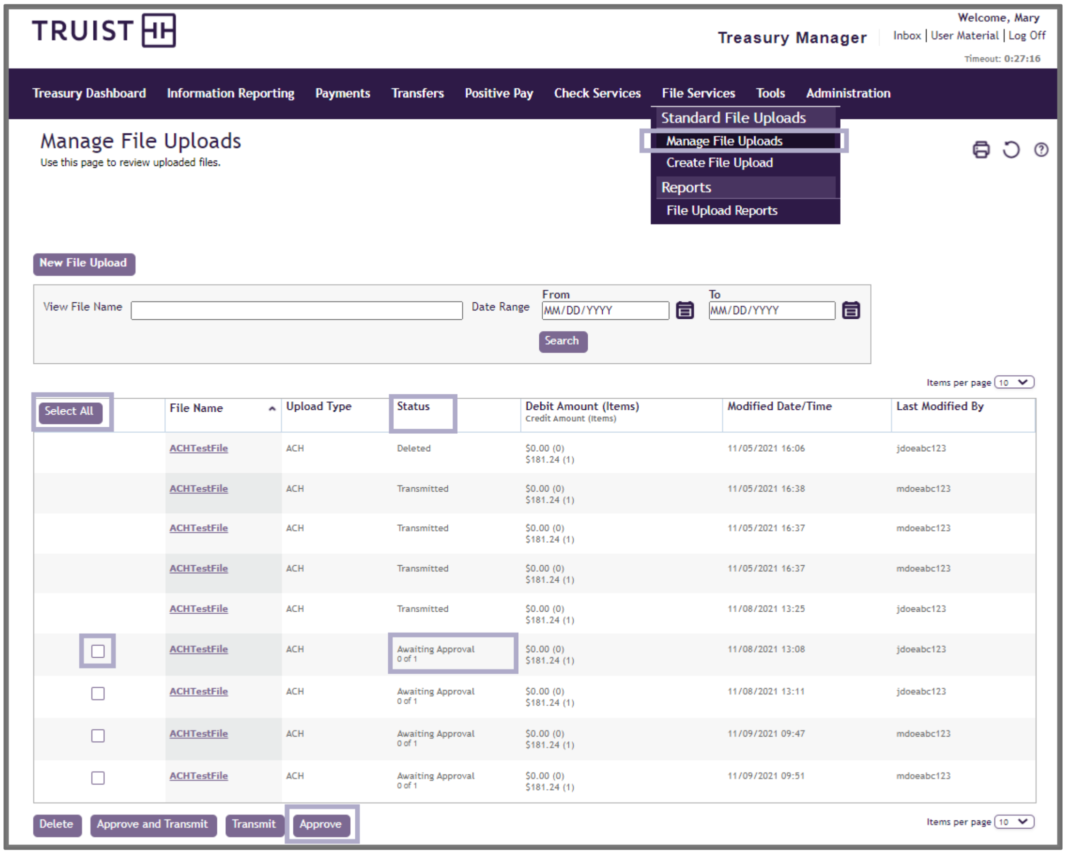


4. Complete the following information:
   - **File Location/ File Name** – Click the **Choose File** field to select the file.
   - **Duplicate File Check** – Select this checkbox to have the system check for duplicate files, and then reject them.
5. Click the **Upload File** button**.** The Manage File Uploads page displays with the uploaded file listed and a success message.

To Approve an Uploaded File

You can authorize files for transmission only if you are designated as an approver. You cannot approve files that you uploaded or previously approved.

1. From the main menu, select **File Services**, then in the **Standard File Uploads** section, click **Manage File Uploads**. The Manage File Uploads page displays.

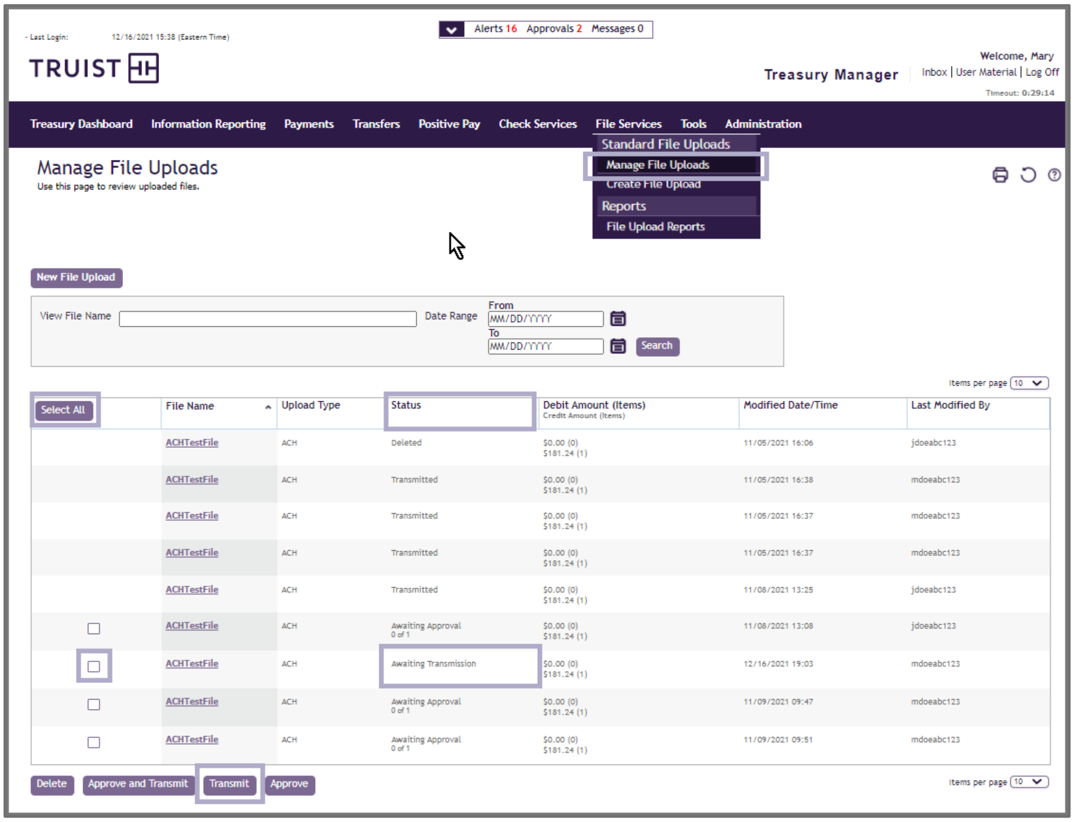


2. In the **Select All** column, select the corresponding checkbox for one or more of the file uploads with an *Awaiting Approval* status that you want to approve.
3. Click the **Approve** button.
4. On the preview/confirmation page, verify the information you are approving, then click the **Approve** button to save your approval selections.

To Transmit an Uploaded File

One or more approvals may be required before files can be transmitted.

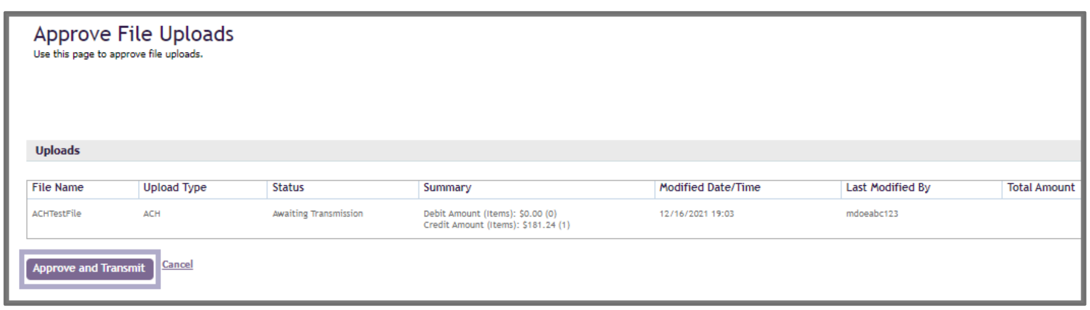
1. From the main menu, select **File Services**, then in the **Standard File Uploads** section, select **Manage File Uploads**. The Manage File Uploads list page displays with the list of current uploaded files. Files with a status of *Awaiting Transmission* can be transmitted.



2. Select one or more files with the *Awaiting Transmission* status, then click the **Transmit** button. Either the Approve File Uploads or the Transmit File Uploads page displays based on your entitlements.

3. Verify the file information. If the Approve File Uploads page displays, click the **Approve and Transmit** button. If the Transmit File Uploads page displays, select the **Transmit** button.

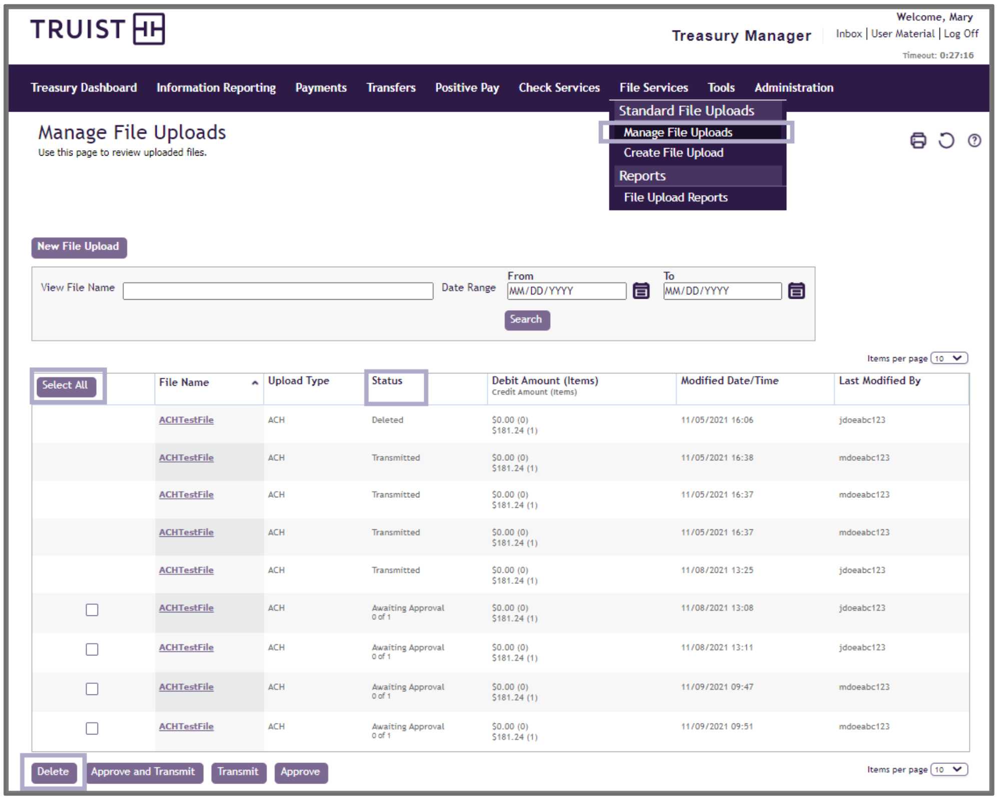
   Note: You can transmit a selected upload file while viewing upload details.



To Delete an Uploaded File

Files cannot be deleted once they have been transmitted.

1. From the main menu, select **File Services**, then in the **Standard File Uploads** section, click **Manage File Uploads**. The Manage File Uploads page displays the list of current uploaded files.



2. From the **Select All** column, select the corresponding checkbox for one or more files you want to delete, then click the **Delete** button.

   Note: Files with a status of *In Transmission* cannot be deleted.

3. On the preview page, verify the file information you are deleting, then click the **Delete** button to remove the file information and return to the Manage File Uploads page.

File Services Reports

You can view, customize, and print reports related to the File Services features. File Services provides the following reports:

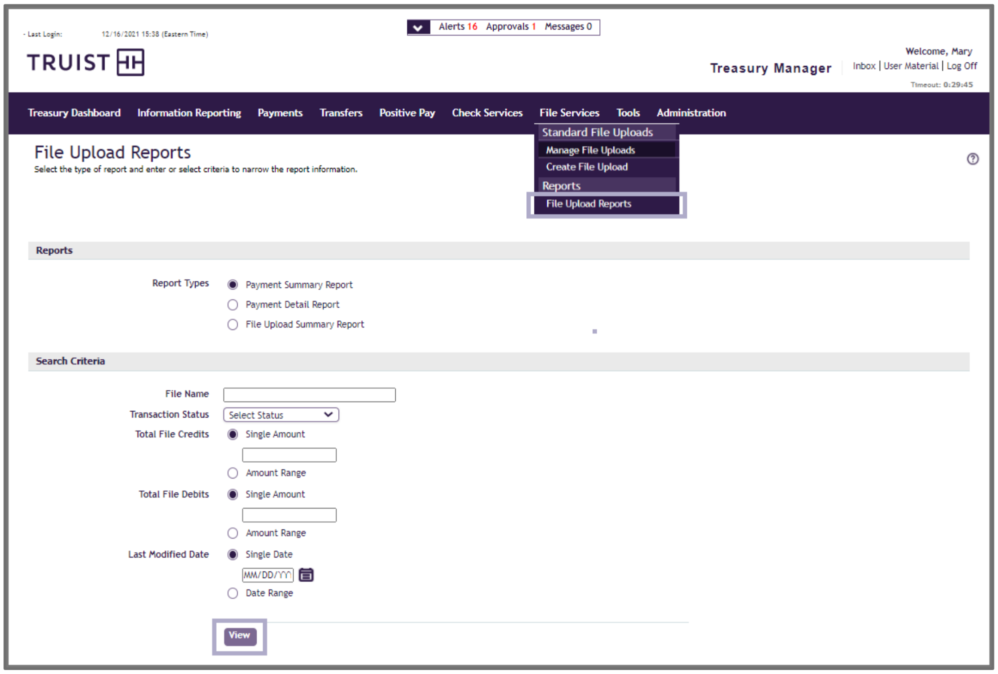
- Upload Payment Summary Report
- Upload Payment Detail Report
- File Upload Summary Report

The generated report is displayed using special report viewing software, which enables you to view, print, and download, as needed. Downloads in both Adobe PDF and Excel® spreadsheet formats are available.

Note: These reports include only ACH payment details, and do not include data from uploaded issues files.

To View File Services Reports

1. From the main menu, select **File Services**, then in the **Reports** section, click **File Upload Reports**. The File Upload Reports page displays.



2. Complete the report information, as appropriate.

   Note: The **Report Types** selection affects the **Search Criteria** options.

3. Click the **View** button. The report generates and displays in the report viewer window. Use the report viewer's toolbar to view, download, and print reports.

If You Need Assistance

Online Help

You can learn more about Treasury Manager by clicking the help icon located on the top right of any page within Treasury Manager. You can also access the most current version of this user manual, plus information about other system features and supported browser versions by clicking the **User Material** link at the top right of any page – or by visiting the Treasury Manager page of the Treasury Resource Center at or by visiting the Treasury Manager page of the **Treasury Resource Center** at truist.com/treasuryresourcecenter.

Client Services Support

If you need additional assistance, contact Treasury Solutions Client Support at treasuryclientservices@truist.com or **800-774-8179.** Representatives are available from 8 am to 8 pm ET, Monday through Friday on bank business days.

You can also send a secure email message to Treasury Solutions Client Support by either of the following methods:

- At the top right of any page in Treasury Manager, click the **Inbox** link, then click the **Messages** tab on the Inbox page, and next click the **Create Message** button. From the **To** drop-down menu, select **Treasury Management Services**.
- From the main menu, select the **Tools** menu, and in the **Create** section, click **Message**. From the **To** drop-down menu, select **Treasury Management Services**.