Truist Treasury Manager

Tools User Manual

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

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

- *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 timeout period, your browser can remain connected to Treasury Manager. If a timeout occurs, you will have to sign back onto 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, best practice is to use the action buttons or top navigation menus to navigate through the application. Do not use your browser's **Refresh** button. In some cases, this could cause a form to be submitted twice. Clicking the **Back** button will return you to the previous page, but it will not reverse any transactions performed prior to your clicking the button.

Required Fields

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

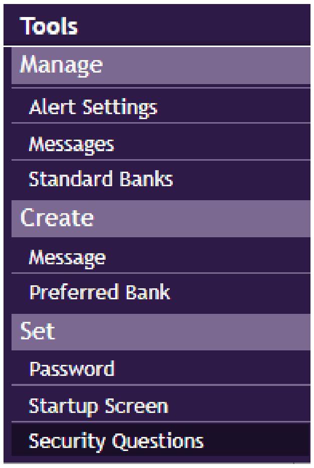
Processing Deadlines and Cut-off Times

To obtain processing deadlines or cut-off 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 Treasury Manager Tools

The Treasury Manager Tools menu allows you to perform tasks to help manage your day-to-day operations when using the system. You have the flexibility to set reminders, manage alerts, send secure messages, select your desired startup screen, change your password and security questions, and select preferred banks.

Tools Menu



Tools Functions

Function	Description
Manage	Edit and delete alerts, delivery settings, messages, reminders, and preferred banks
Create	Create messages to our bank support staff and select preferred banks
Set	Change passwords, select a default startup screen, and create security questions

Using Treasury Manager Tools

With Treasury Manager Tools, you can:

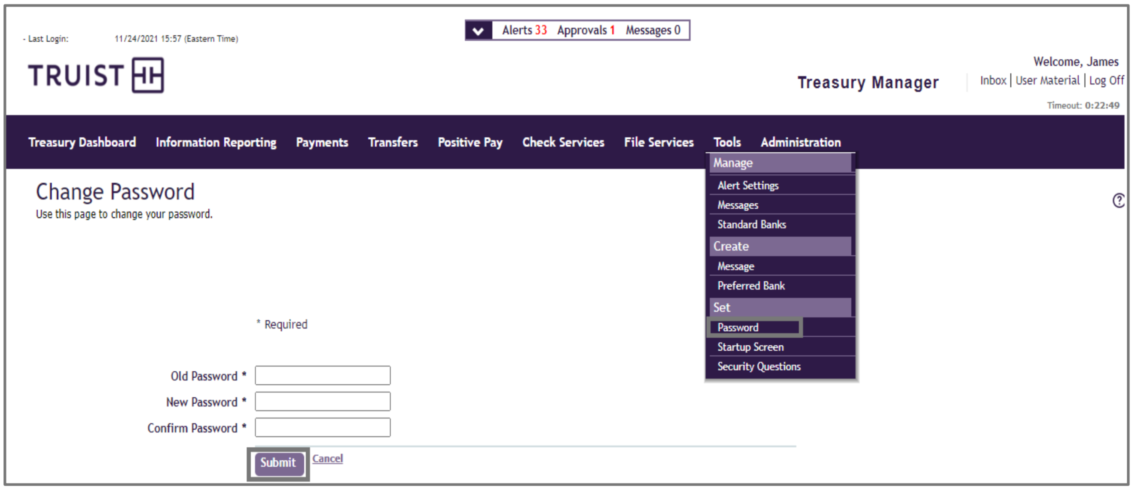
- Change your password and create security questions as needed
- Select a default login screen
- Manage standard and preferred banks for future use
- Stay current with your account by setting up custom alerts for specific account triggers, delivered to your email or mobile device
- Create personalized reminders for important dates and events
- Send secure messages to Truist support representatives

About Changing Passwords

The **Change Password** page prompts you to change your password before allowing you to access your Treasury Manager account. New users are prompted to change their passwords the first time they attempt to log on to their accounts. Passwords can also be voluntarily changed, or changed as defined by Truist.

To Change a Password

1. From the main menu, select **Tools**, then in the **Set** section, click **Password**. The Change Password page displays.



2. Enter the old and new passwords, and reenter the new password in the **Confirm Password** text box.

3. Click the **Submit** button to save the password changes. The Change Password page displays with a success message.

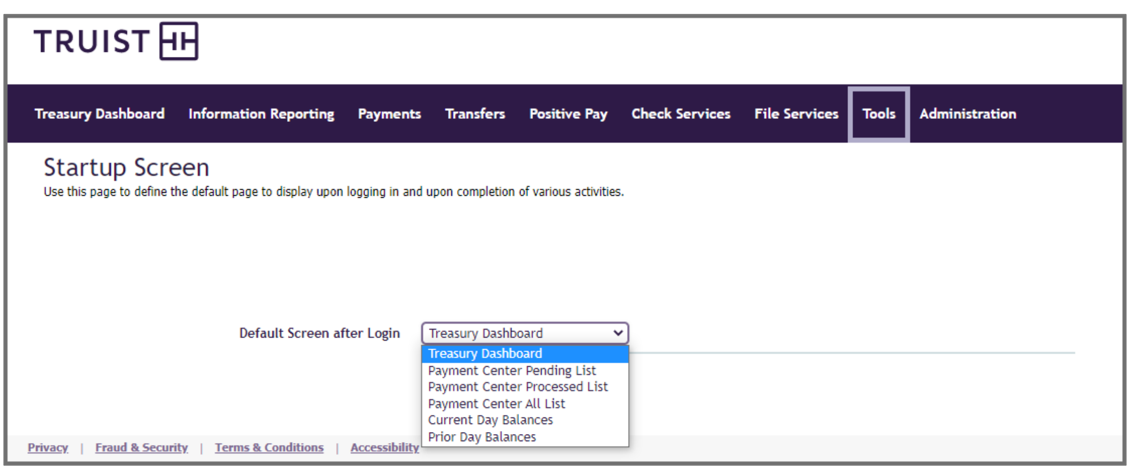
About the Startup Screen

The **Startup Screen** page allows you to configure and select your preferred startup screen. When accessing Treasury Manager, the **Treasury Dashboard** page will display by default. You may change the default startup screen to one of the following options:

- Treasury Dashboard
- Payment Center Pending List
- Payment Center Processed List
- Payment Center All List
- Current Day Balances
- Prior Day Balances

To Select the Startup Screen

1. From the main menu, select **Tools**, and in the **Set** section, click Startup Screen. The Startup Screen page displays.



2. On the **Startup Screen** page, select the desired default screen from the drop-down menu:
   - Treasury Dashboard
   - Payment Center Pending List
   - Payment Center Processed List
   - Payment Center All List
   - Current Day Balances
   - Prior Day Balances
3. Click the **Submit** button. A success message displays that the Default Screen was set.
4. Verify the Default Screen after Login field.
5. Click the name of the link which you have identified as your default screen to go directly there.
6. To further edit the startup screen, click the **Startup Screen** link. The Startup Screen page displays. Go to step 2, and repeat the steps.

About Standard and Preferred Banks

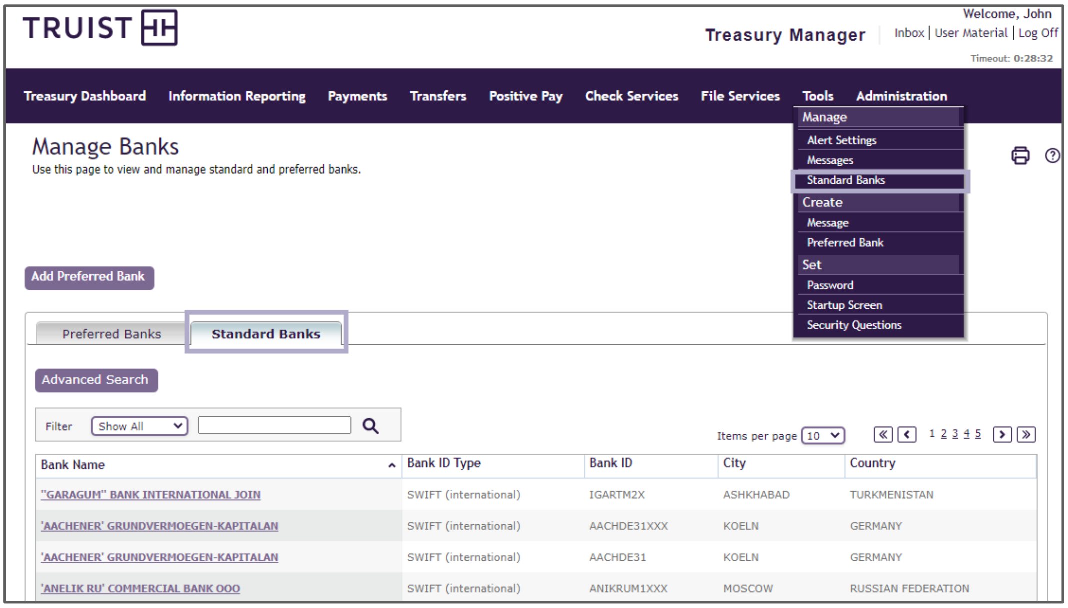
From the **Manage Banks** page, you may view and manage either **Standard** or **Preferred** bank types from each tab:

- A standard bank is one that is preloaded into the system
- A preferred bank is one that has been selected from the standard bank list and added to the preferred bank list, or manually entered by you or another company user

Preferred banks enable you to customize the list of banks commonly used in your company for daily business transactions. When you create payments, recipients, or templates, you can use the preferred bank list to select bank information rather than reentering the information each time it is requested.
If a bank is not available on the standard bank list, you can create a new preferred bank.

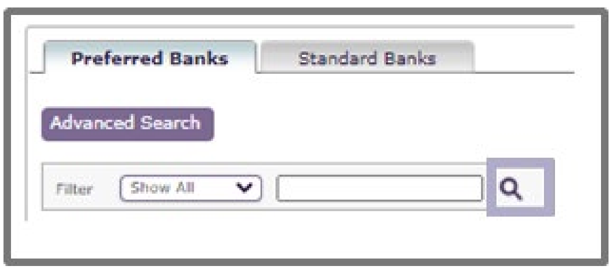
To Search for a Bank

1. From the main menu, select **Tools**, and in the **Manage** section, click **Standard Banks**. The Manage Banks page displays.



2. On the Manage Banks page, select the **Standard Banks** tab to view the list. The **Preferred Banks** tab displays a list of your preferred banks that you selected.

3. To search for a bank, use either the **Filter** option (single criterion) or the **Advanced Search** option (multiple criteria).



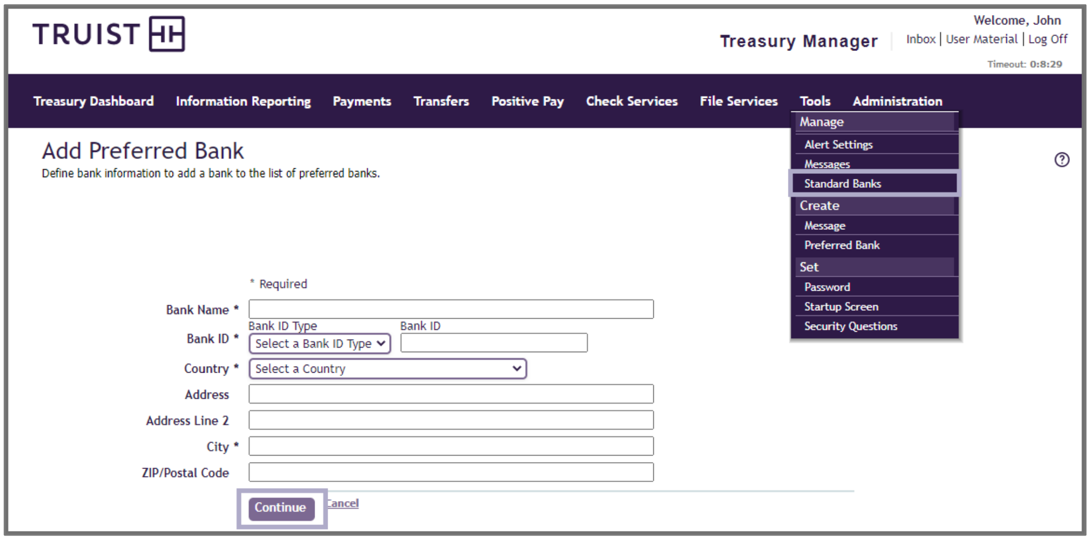
- To search using the **Filter** option (single criterion), select any of the listed:
  - Bank Name
  - Bank ID Type
  - Bank ID
  - City
  - Country

  Note: You may also filter by selecting **Show All**, then clicking the magnifying glass icon .
- To search using the free-form field, enter specific bank information or partial information with the * wild card.
- To search using multiple search criteria, click the **Advanced Search** button, then complete the information on the Advanced Search screen that displays.

4. Click the magnifying glass icon to start the search. The results will display on the page.

To Add a Preferred Bank

1. From the main menu, select **Tools**, then in the **Create** section, click **Preferred Bank**. The Add Preferred Bank page displays.



2. On the **Add Preferred Bank** page, enter the bank information.
3. Click the **Continue** button. The Preview Preferred Bank page appears.
4. On the Preview Preferred Bank page, review the information.
5. To add the bank to your preferred banks list, click the **Add Bank** button. The bank will appear on the Manage Banks page within the Preferred Banks tab.

You also have the ability to add a Preferred Bank from the Manage Banks page by clicking the **Add Preferred Bank** button.

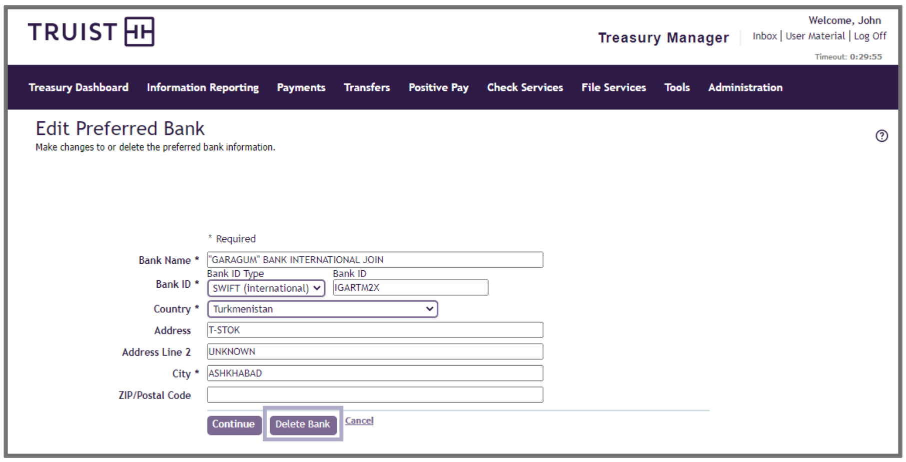
To Edit a Preferred Bank

Note: You cannot edit standard bank information that has been preloaded.

1. From the main menu, select **Tools**, and in the **Manage** section, click **Standard Banks**. The Manage Banks page displays.
2. From the Preferred Banks tab, in the **Bank Name** column, click the name of the bank you want to edit. The Edit Preferred Bank page displays.
3. Modify the information as necessary, and then click the **Continue** button. The Preview Preferred Bank page displays.
4. On the Preview Preferred Bank page, review the information.
5. Click the **Add Bank** button to save the edits. The edited bank information will display on the Manage Banks page within the Preferred Banks tab.

To Delete a Preferred Bank

1. From the main menu, select **Tools**, then in the **Manage** section, click **Standard Banks**. The Manage Banks page displays.
2. On the Manage Banks page, select the **Preferred Banks** tab.
3. From the Preferred Bank tab, in the **Bank Name** column, click the link of the bank you want to delete.
4. On the **Edit Preferred Bank** page, click the **Delete Bank** button.



5. On the Delete Preferred Bank page, review the information selected to delete, then click the **Delete Bank** button.

You cannot delete a preferred bank if it is referenced by a recipient or payment. If the transaction is modified, so it references a different bank, then the preferred bank can be deleted.

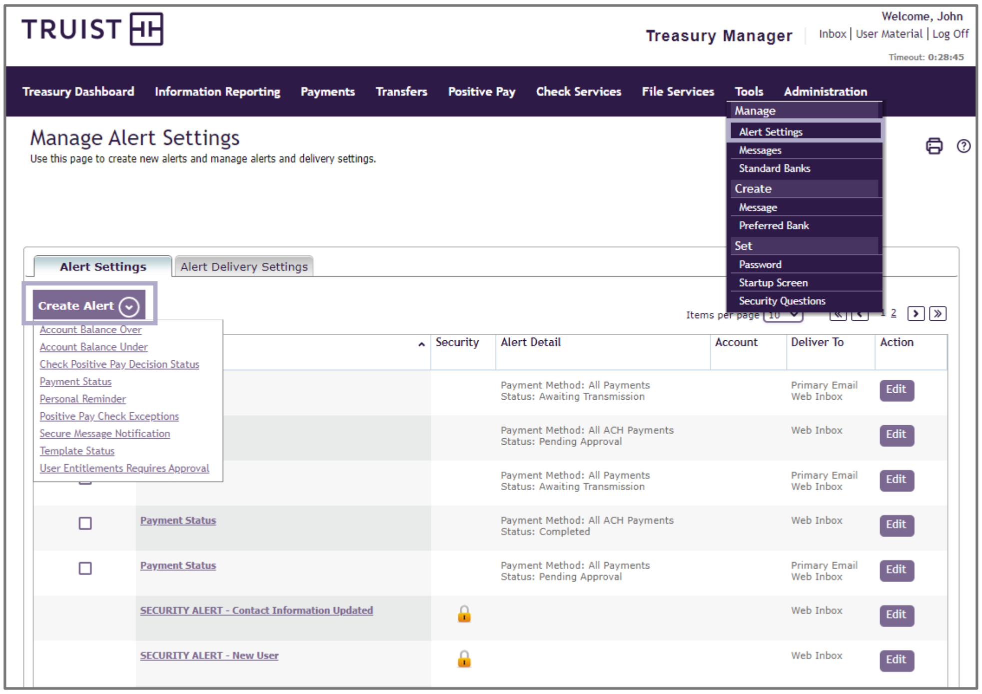
About Alerts

An alert is a secure message that indicates a specified condition has been reached, or a certain event has occurred for a specific account. When you create the alert, you provide details for when and how you will receive the alert. For example, you could create an alert for any of these situations:

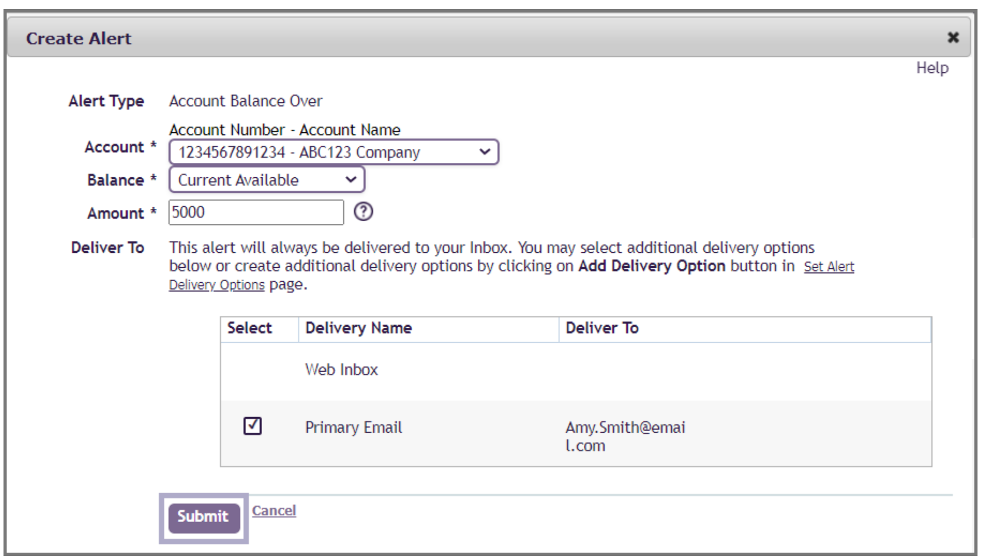
- Notification of account balance conditions, such as a balance over or under preset amount
  - Periodic balance updates
  - Notification of disallowed or failed payments or transfers

To Create an Alert

1. From the main menu, select **Tools,** then in the **Manage** section, click **Alert Settings**. The Manage Alert Settings page displays a list of your existing alerts on the Alert Settings tab and delivery settings on the Alert Delivery Settings tab.



2. From the **Alert Settings** tab, click the **Create Alert** button. A drop-down menu displays.
3. From the drop-down menu, click the desired alert type.
4. On the **Create Alert** page, select the conditions under which the alert is sent and the delivery method.

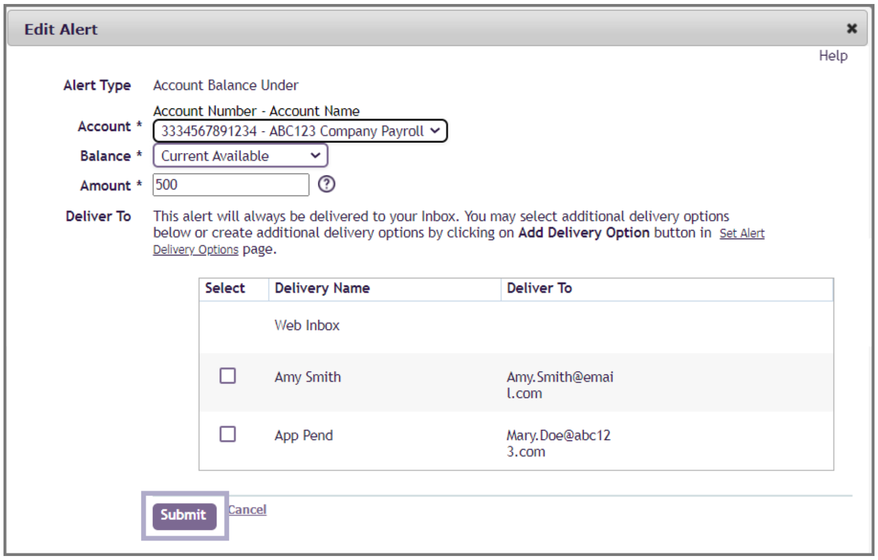


5. Click the **Submit** button to create the alert. **The Manage Alert Settings** page displays with the new alert listed on the **Alert Settings** tab.

To Edit an Alert

1. From the main menu, select **Tools**, then in the **Manage** section, click **Alert Settings**. The Manage Alert Settings page displays a list of existing alerts on the Alert Settings tab.

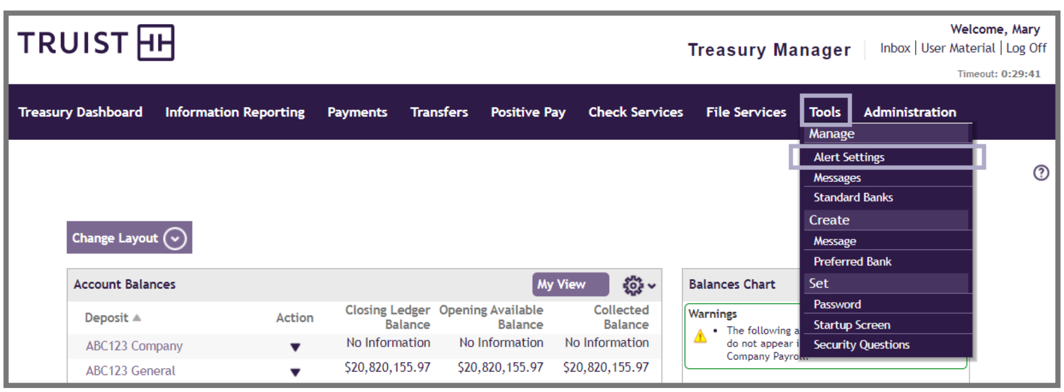
2. Perform either of these actions:
    - Click the link for the alert in the **Alert Type** column
    - Click the **Edit** button in the **Action** column
3. On the **Edit Alert** page, change the information as appropriate.



4. Click the **Submit** button to save your changes to the alert. The Manage Alerts Settings page displays with the edited alert on the Alert Settings tab.

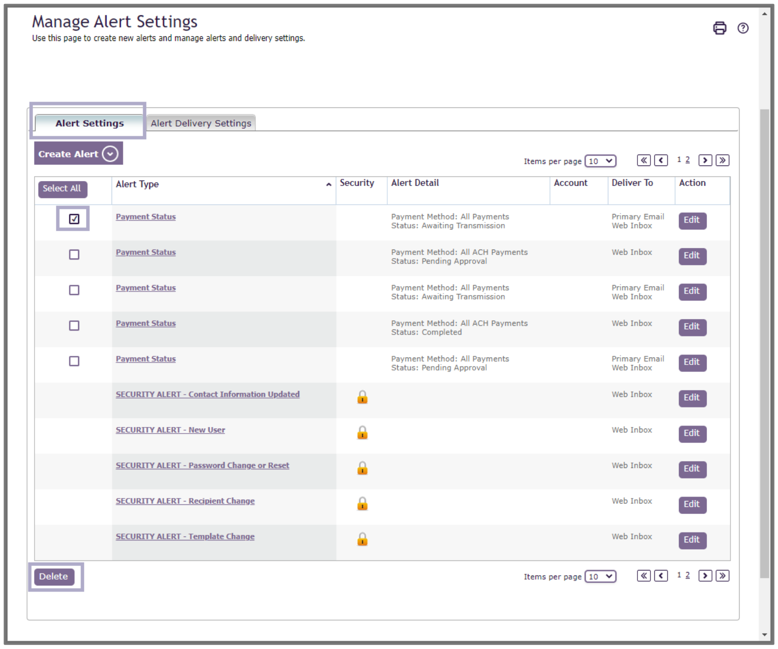
To Delete an Alert

1. From the main menu, select **Tools**, then in the **Manage** section, click **Alert Settings**. The **Manage Alert Settings** page displays with a list of your existing alerts.



2. From the **Alert Settings** tab, in the **Select All** column, select the corresponding checkbox for the alerts you want to delete.
3. Review your selection(s), and then click the **Delete button**. The alerts are removed from the page.

Security alerts cannot be deleted.

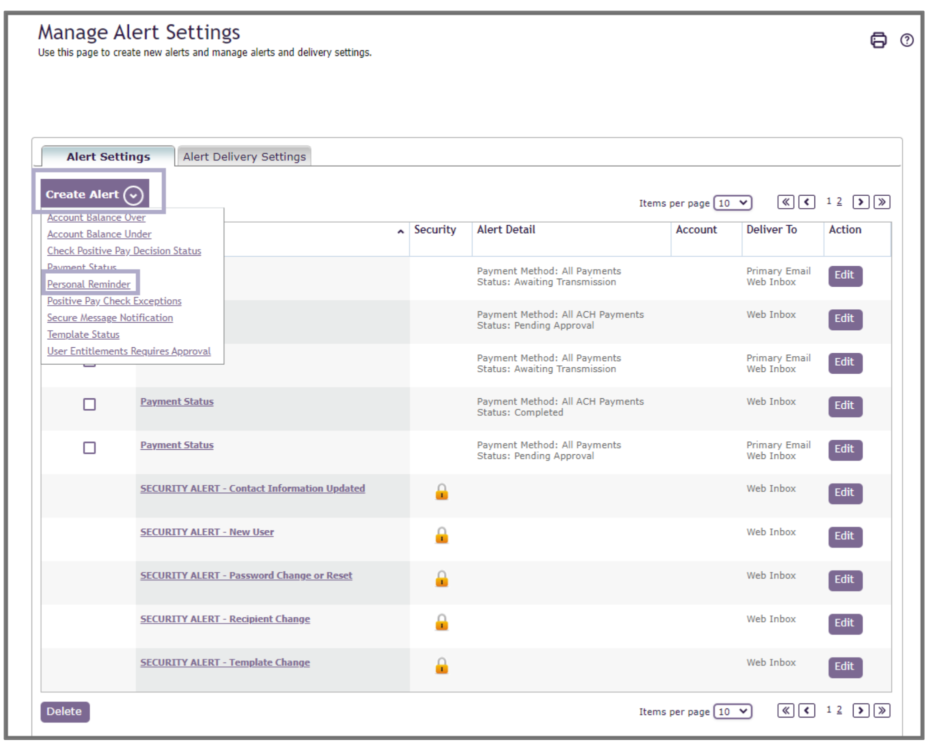


About Reminders

A reminder is a message that prompts an action on the part of the user. A reminder is similar to an alert, but you specify the message and when it should be delivered. For example, you can create a reminder to display on a specific date to remind you of an appointment, an event, or to create a payment.

To Create a Reminder

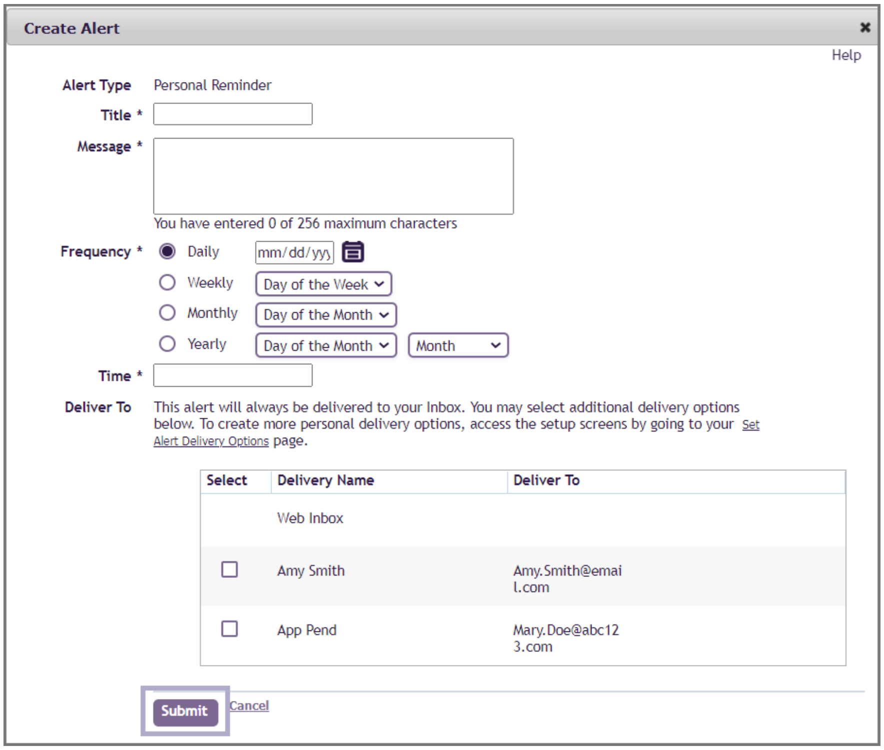
1. From the main menu, select **Tools**, then in the **Manage** section, click **Alert Settings**. The Manage Alert Settings page displays.



2. From the **Alert Settings** tab, click the **Create Alert** button. A drop-down menu displays.

3. From the drop-down menu, click the **Personal Reminder** link.

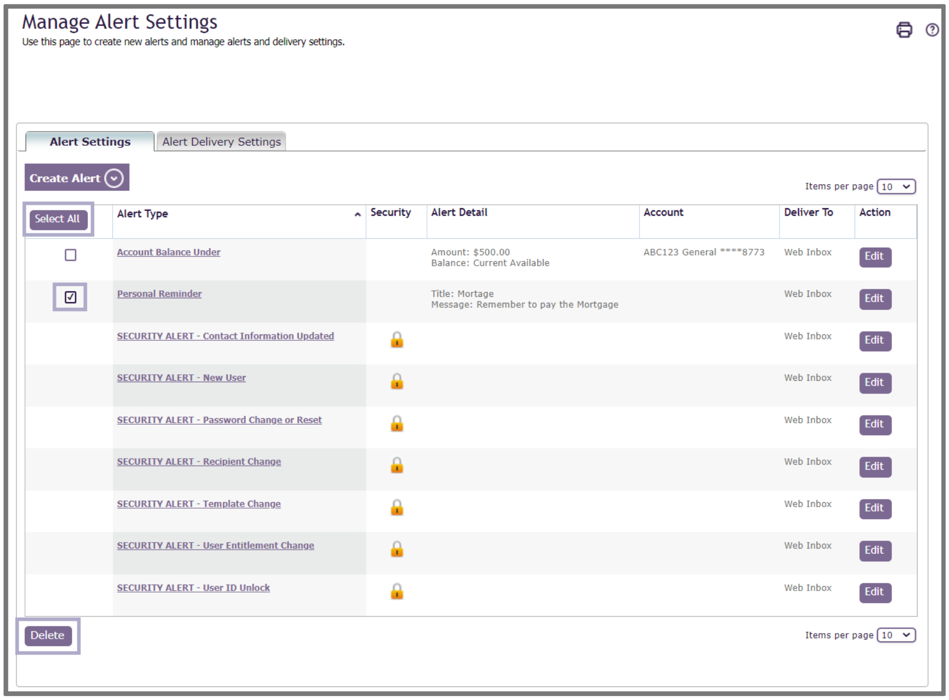
4. On the **Create Alert** page, enter the required information and select the delivery method for the reminder.



5. Click the **Submit** button. The **Manage Alert Settings** page displays with a success message and the new reminder on the page.

To Delete a Reminder

1. From the main menu, select **Tools**, and then in the **Manage** section, click **Alert Settings**. The Manage Alert Settings page displays.



2. From the **Alert Settings** tab, in the **Select All** column, select the corresponding checkbox for the reminder you want to delete.

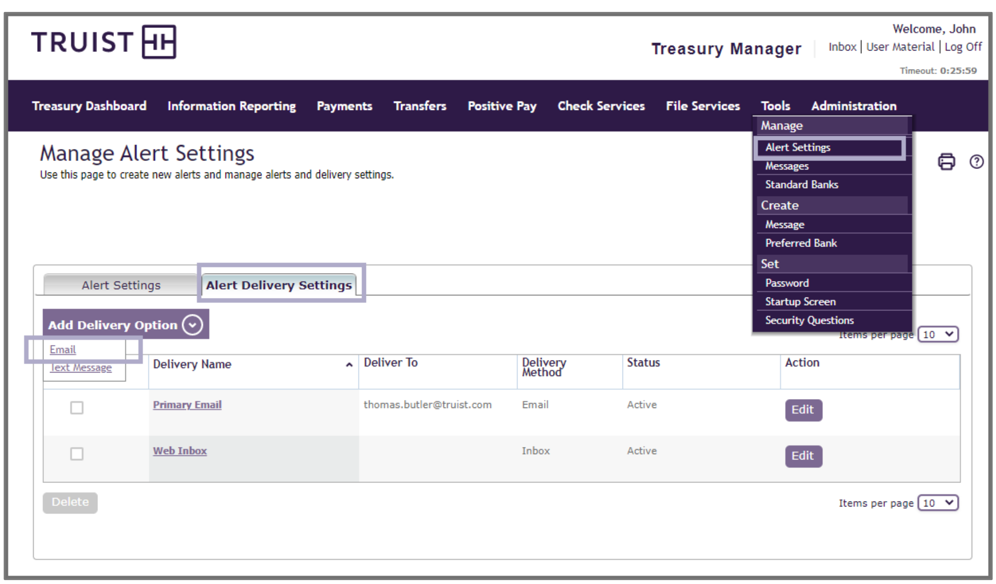
   Note: There is no preview page to let you review the delete decision before the reminder is deleted, so verify your selection before proceeding.

3. Click the **Delete** button. The personal reminder is removed from the page.

To Create a Delivery Address

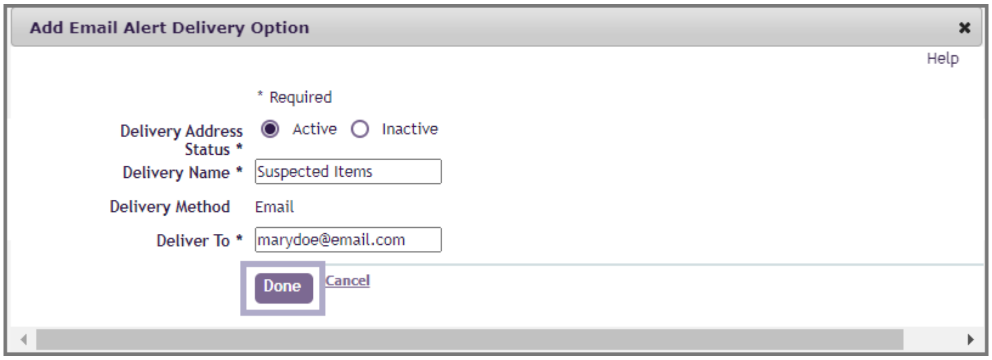
1. From the main menu, select **Tools,** then in the **Manage** section, click **Alert Settings**. The Manage Alert Settings page displays.

2. On the Manage Alert Settings page, click the **Alert Delivery Settings** tab.



3. Click the **Add Delivery Option** button. A drop-down menu will display.

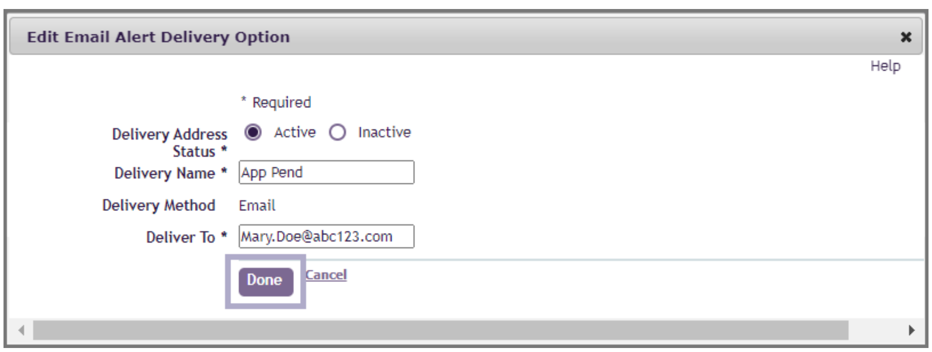
4. From the list, select the **Email** delivery option. The Add Email Alert Delivery Option will display.



5. Complete the information on the selected delivery option page.
6. Click the **Done** button to save. The delivery address displays on the **Alert Delivery Settings** tab.

To Edit a Delivery Address

1. From the main menu, select **Tools**, then in the **Manage** section, click **Alert Settings**.
2. From the **Alert Delivery Settings** tab, in the **Action** column, select the corresponding **Edit** button for the delivery option you want to edit.
3. On the **Edit Delivery Option** page for your selected delivery option, modify the information, as appropriate.



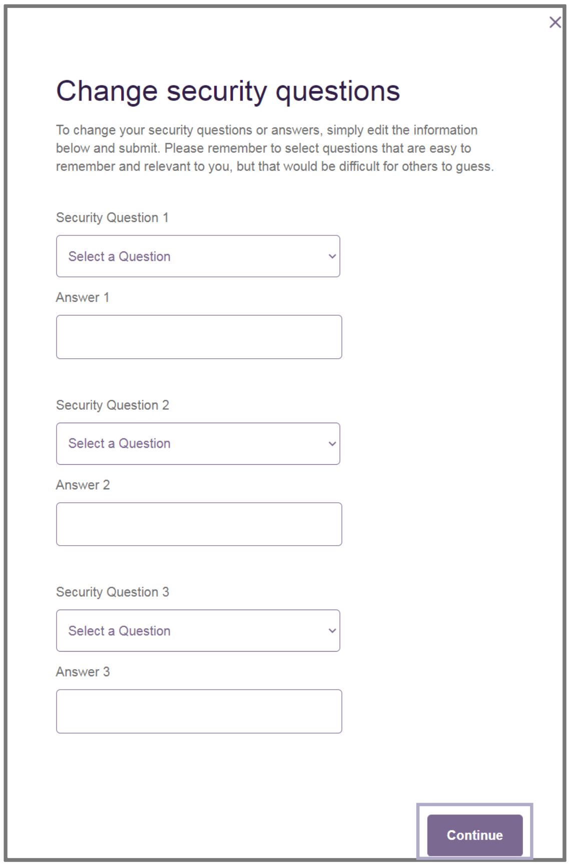
4. Click the **Done** button to save your changes. The Manage Alert Settings page displays with the edited delivery address on the Alert Delivery Settings tab.

About Security Questions

This functionality helps improve the security of your accounts by prompting a user for additional information to verify the user's identity in the event uncharacteristic log-on behavior is identified. Users will be prompted to set up challenge questions and answers upon their initial login to the Treasury Manager system, as well as any time their user IDs (login IDs) are reset. When unusual login activity is detected, the user will be prompted to answer one of the previously established security questions.

To Set and Edit Security Questions

1. From the main menu, select **Tools**, then in the **Set** section, click **Security Questions**. The Change Security Question and/or Answer page displays.



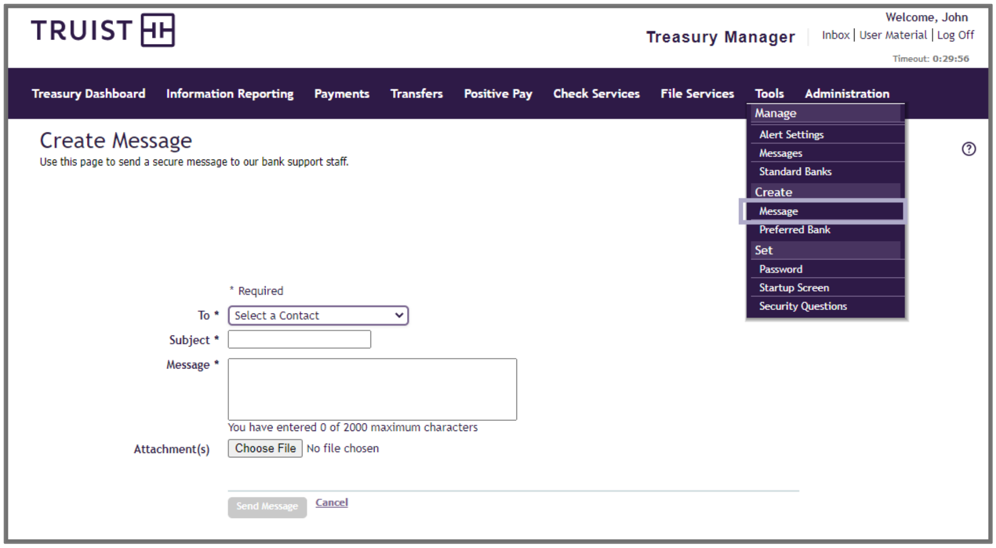
2. From the **Security Question** drop-down menus, select your security questions, then enter your responses in the **Answer** fields.
3. Click the **Continue** button.
4. Review your selections, then click the **Submit** button.

About Secure Messages

This functionality allows you to communicate with Truist Treasury Solutions Client Support by sending and receiving messages in a highly secure environment.

To Create a Secure Message

1. From the main menu, select **Tools**, then in the **Create** section, click **Message**. The Create Message page displays.



2. Enter the required information.

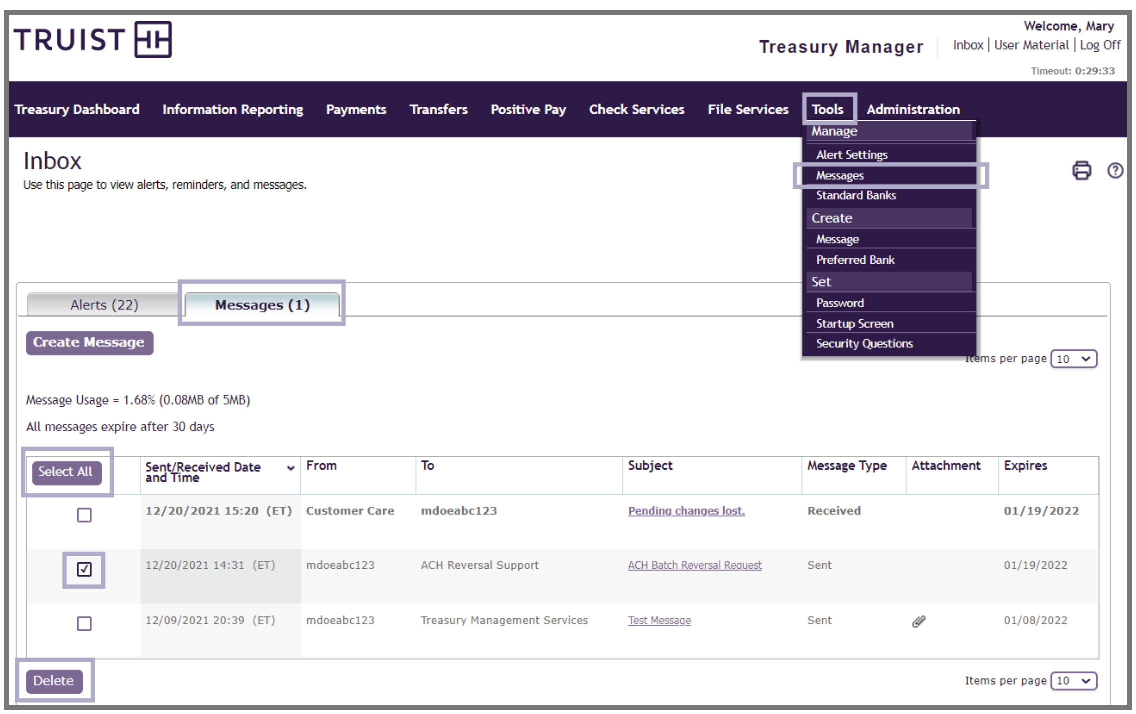
   Note: You have the ability to attach a file to your message by clicking in the **Choose File** field.

3. Click the **Send Message** button.

   Note: You can also send a message by clicking the Inbox link in the top right of the screen, then clicking the **Message** tab, and next clicking the **Create Message** button.

To Delete a Secure Message

1. From the main menu, select **Tools**, then in the **Manage** section, click **Messages**. The Inbox page displays.



2. From the **Messages** tab, in the **Select All** column, select the corresponding checkbox for the message you want to delete.
3. Review your selection, then click the **Delete** button. The Delete Message page displays for you to confirm you want to delete the message.
4. Click the **Delete** button. A success message displays that the message was deleted.

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, located at the top right of any page – 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**.