

## Online Courier

### General information

Truist Online Courier is an information delivery service that automates the delivery of balance and transaction reporting. By automatically delivering financial information, the service helps to streamline processing by facilitating the integrating information into back office systems.

Online Courier automatically delivers information reporting for previous day and same-day information. You can also have standard reports in summary and/or detail formats and special reports, such as Control Pay, ACH, Return Item and ACH CAR delivered. Online Courier delivers information through multiple delivery channel options – including Direct Download, FTP delivery/pickup for clients with their own FTP software, or email (in encrypted PDF) – and in a number of data formats, such as BAI, PDF, CSV, QuickBooks/Quicken, and text.

### Key things to know

- Beginning February 22, 2022, you'll access Online Courier from a new URL: [onlinecourier.truist.com](https://onlinecourier.truist.com).
- Online Courier will reflect the new Truist branding to include colors, logos, and disclaimers.
- Three new Controlled Payment Reconciliation reports (Outstanding Balance, Account Adjustments, and Stop Payments) will replace the six existing Controlled Payment Reconciliation reports. The new reports contain the same or similar information, and your report delivery method will not change.
- There will be two changes to the Returned Item Report:
  - For clients with Reclear instructions, the Reclear Reason will display as "RECLEAR ITEM" instead of the initial reason for the return.
  - For clients with instructions to have additional fields keyed (such as maker address or policy number), these additional fields won't be available.

Note: If you need to see the initial Reclear Reason or additional details from the returned check, you can request an optional Return Deposited Item Email Notification by contacting your treasury consultant. The email includes an image of the front and back of each Returned Item. Additional fees may apply.

- The ARP Recon Report file (CSV) will become available sooner: around 10 pm ET instead of early the next morning.
- The CPR Recon Report files (CSV) will be become available around 10:30 – 11:30 am ET instead of 8:30 am.
- If you export the new Controlled Payment Reconciliation reports from Online Courier to CSV files and then import those files into internal systems, you may need to make changes to your process based on the new report formats.
- There will be a new Zero Balance Account (ZBA) and Account History Ledger report.
- CPR Escheatment Services will no longer be supported at Truist. This includes the Monthly Escheatment Issue Audit Report and the CPR Funding Source Service that includes the Escheated Issues Funding Source Report.
- Float totals will be reported as rounded values instead of the exact values. Values will be rounded to the nearest dollar increment. For example, the float for \$16,453.50 will be reported as \$16,454.00 and a float of \$16,453.49 will be reported as \$16,453.00. The rounded numbers will display in your BAI files and within Treasury Manager and Online Courier Prior Day reporting.

### Key things to do

Review the BAI codes and descriptions found in the [BAI2 Format User Guide](#) on the Information Reporting page of the [Treasury Resource Center](#) to determine if you need to make any changes to your internal reporting processes.

## Frequently asked questions

### Will my Online Courier sign-on credentials change?

No. Your sign-on credentials and user setups will remain the same.

### Where can I find more information on the new ZBA+ Account History Ledger report?

Refer to the Zero Balance Account section of the Treasury Transition site at [truist.com/sttreasurytransition](https://truist.com/sttreasurytransition) for more information.

### Where can I access Online Courier user reference materials?

The [Treasury Resource Center](#) contains user reference materials, such as quick reference guides and other helpful information. The Information Reporting page contains Online Courier materials. Search the site for resources related to other Truist treasury solutions.

## Service description information

On February 20, 2022, your SunTrust account will become a new Truist account, and your treasury services will transition to Truist treasury services. For treasury services, service descriptions and certain pricing will be modified. Any pricing changes for deposit accounts or treasury services will be effective February 1, 2022.

We have worked to limit fee changes for our clients, but depending on your services and usage there may be changes to your entity's pricing. To view your personalized treasury services pricing detail, please review your account analysis statement when it becomes available for the February 2022 period.

An overview of the changes to Treasury Solutions service descriptions, definitions and standard pricing for the services, is located [here](#). Your actual pricing may be different based on your usage of services, account types, or other agreements we have with you relating to pricing. The service descriptions are shown by product and broken into three categories for ease of review as listed below:

- 1) **No change** - Service Description and Definition provided for reference.
- 2) **Service description name change only** - The description on your statement will change, but the billing methodology and price are unchanged.
- 3) **Change to name, billing methodology and or price** - Services with a change to billing methodology or price are provided along with additional information to help you understand how any changes may affect your account.

If you have questions about this information, contact Truist support at **877-882-1195**.  
Representatives are available from 8 am to 6 pm ET, Monday through Friday on bank business days.