

SunView Treasury Manager Becomes Truist Treasury Manager

General information

Truist Treasury Manager is a digital platform through which you can make payments (ACH, Wire), access Positive Pay, and receive Information Reporting. Primary functions include current and prior day reporting, payment and transaction initiation, and fraud/risk management. The look and feel is changing, but Treasury Manager will continue to behave as it does today – with some minor updates.

Key things to know

- You'll continue to access Treasury Manager through standalone sign in, unless you activate Truist One View for single sign-on. If you move to Truist One View, you won't be able to revert to the standalone sign in on Treasury Manager.
- You'll access Treasury Manager from a new URL: treasurymanager.truist.com.
- Treasury Manager will reflect new Truist branding to include colors, logos, and disclaimers.
- Certain information presentment, processing, and cut-off times will change.
- 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" rather than 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 will no longer 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.

- ACH Control Totals are no longer required for ACH file uploads. Dual approval on ACH file uploads will be required – one user to upload, one user to approve.
- Your billing statement will include new billing code descriptions, and you will be provided new glossary definitions for service fees.
- Reverse Positive Pay: In addition to the monthly maintenance fee, a per-item fee will be assessed for paid checks.
- 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.
- Some loan numbers will be changing. In those instances, Treasury Manager will reflect the new numbers and continue to reflect the loan numbers for those that were not impacted.
- All wire repetitive templates will transition to Truist. You'll be able to continue using the existing repetitive wire templates that SunTrust teammates created and retain for your company. Any new templates will need to be created by your users in Treasury Manager. Bank teammates will no longer be able to create and retain repetitive wire templates on your behalf.
- In order to better protect your company, there are two key changes that you'll see for wire transfers:
 - We'll no longer support your wire PIN. You'll receive a new token.
 - Each client will be assigned a wire transfer transaction limit. Truist will assign your limit at least 50% higher than your largest wire processed in the past 18 months.

Key things to do

- Be sure to set up your token before February 22, 2022.
- Administrators will need to update your company's wire user limits. Refer to the How to section below for more information.
- If you use repetitive wire templates and you want to use template dual approval, contact Treasury Solutions Client Services.
- Dual approval on ACH file uploads will be enabled on behalf of your company. Your administrator for the services will need to entitle users that will be responsible for approving the ACH file uploads
- Review the [BAI2 Code Change](#) document to determine if you will need to make any changes to your internal reporting processes

How to

Register your new token	To access instructions for registering and using your token, refer to the <i>Token Registration and Management Quick Reference Guide</i> in the Platforms/Treasury Manager section of the Treasury Resource Center .
Create a repetitive wire template	To access instructions for creating a repetitive wire template, refer to the <i>Wire Payments User Manual</i> in the Platforms/Treasury Manager section of the Treasury Resource Center .
Set wire user limits	To access instructions for setting payment limits for users, refer to the <i>Administration User Manual</i> in the Platforms/Treasury Manager section of the Treasury Resource Center .

Frequently asked questions

General questions

Will my Treasury Manager sign-on credentials (user IDs and passwords) change?

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

Where can I access Treasury Manager user reference materials?

The [Treasury Resource Center](#) contains user reference materials, such as quick reference guides and other helpful information. The Platform page contains Treasury Manager materials. You can also search the site for resources related to other Truist treasury solutions.

Will my account analysis statements have different charges?

You may notice different charges or billing descriptions on your statements. Refer to the Account Analysis section of the Treasury Transition site at truist.com/sttreasurytransition for more details.

Have the information presentment, processing, and cutoff times changed?

Yes. Please refer to the table below.

	Current Timing	Truist Timing
Submitting ACH	7 processing windows	10 processing windows
Controlled Disbursement Presentment window	8:30 am ET	7:00 and 8:30 am ET
Deposit transfer cutoff time	9:30 pm ET	9:00 pm ET
Commercial loan transfer cutoff time	9:30 pm ET	7:30 pm ET
Commercial card transfer cutoff time	9:30 pm ET	9:00 pm ET
Reverse Positive Pay decision window	2:00 pm ET	4:00 pm ET

SunView Treasury Manager becomes Truist Treasury Manager

How do the six current CPR reports map to the three Truist CPR reports?

Please refer to the table below.

Current CPR Report	Current Delivery Times	Truist CPR Report	Truist Delivery Times
Daily Disbursement Totals	8:35 am ET	CPR Outstanding Balance Report (Summary and Detail)	Approximately 11:30 am ET
Daily Recap of Posted Items	8:35 am ET		
Daily Outstanding Mismatch Paid	2:35 am ET	CPR Account Adjustment Report (Detail)	5:00 pm ET
Daily Presented Reject	2:35 am ET		
Daily Update Audit	10:45 am ET		
Daily Stop	10:45 am ET	CPR Stop Payments Report	Approximately 11:30 am ET

Commercial Loan

Does my new commercial loan number display in Treasury Manager?

Yes. Whether your loan number has changed or it has remained the same, it will display in Treasury Manager.

Can I still make payments on my commercial loan?

Yes, you may still make payments on your loan.

Will my recurring payments continue to function?

Yes, recurring payments to credit cards or loans will continue to function.

Payments

Can I use my existing wire templates?

Yes, you may use your existing wire templates, including your existing repetitive wire templates.

How can I confirm the wire limit for my Company?

Your authorized signer on your account should have received your company limit. If you need to obtain it again, please contact Treasury Solutions Client Services.

Tokens

How soon can I register my new hard or soft token?

We will have a pre-registration period occurring in mid-February, prior to transition. You will receive notification informing you when the pre-registration period begins.

Do I have the option to have a hard or soft token?

Your company makes the decision on whether or not you will use a hard or soft token.

If my company is using hard tokens, how will I receive mine?

Your company administrator will distribute hard tokens to individual users.

Why am I no longer able to use my old PIN to initiate/approve wire transactions?

In an effort to make your payments more secure, Truist has adopted a multi-factor authentication approach where tokens replace the static PIN.

What is my token experience if I access Treasury Manager through Truist One View?

Your hard or soft token will be used for both sign-on and wire approval.

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.

SunView Treasury Manager becomes Truist Treasury Manager

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.