

Commerce Gateway Receivables

Becomes Truist File Integrated Receivables or Truist File Translation and Delivery Services

BB&T Commerce Gateway Receivables will be transitioned to one of two services:

- 1) If you access the Commerce Gateway Receivables web portal and receive human-readable report(s) via email, you'll be transitioned to Truist File Translation and Delivery Services.
- 2) If you access the Commerce Gateway Receivables web portal and receive consolidated output file(s) via file transmission, you'll be transitioned to the Truist Integrated Receivables solution.

Note: The transition to these new services will occur after February 2022. More information will be shared ahead of the transition.

General information

Truist Integrated Receivables

This solution captures and combines incoming payment information across multiple payment types and platforms into a single file for delivery and consolidation load into your accounting systems. We present this receivables information in a centralized client portal with robust reporting capabilities. This solution drives efficiencies in receivables management, enabling you to centralize, integrate, and automate your receivables processes.

Truist File Translation and Delivery Services

See section in [Information Reporting](#)

Key things to know

Commerce Gateway Receivables

- You'll continue accessing Commerce Gateway Receivables web portal through the same link until you transition to the Truist product.
- If you have data format and/or information reporting services (i.e., human readable report) there won't be changes to output file delivery or file format.
- Your report delivery via email will come from a new Truist.com address.
- Your billing statement will include new billing code descriptions, and you'll be provided new glossary definitions for service fees.

Truist Integrated Receivables

- If you use consolidation services, you'll be assigned a dedicated Treasury Specialist who will help navigate you through this transition.
- General features:
 - Robust search engine and real-time reporting.
 - Ability for channel data integration available from Lockbox, Electronic Lockbox, Remote Deposit Capture, ACH, Wire, and bill payment platform.
 - Ability to receive custom consolidated extract file one or more times per day.
 - Encrypted email alerts/notifications.

File Translation and Delivery Services

- Your human-readable report(s) will be rebranded to Truist.
- Your report delivery via email will come from a new Truist.com address.

Commerce Gateway Payables becomes Truist Integrated Receivables or Truist File Translation Services

Key things to do

No action is needed from you right now.

Frequently asked questions

During my conversion month, how will I be billed?

You will receive a Proforma with effective services and pricing beginning November of 2021.

Why is my Commerce Gateway Receivables web portal and web address not reflecting the Truist branding?

BB&T Commerce Gateway Receivables clients will be transitioned to one of two Truist services that will reflect Truist branding.

Will I lose access to transaction history when I am migrated from Commerce Gateway Receivables to Truist Integrated Receivables?

Yes, but you currently have the ability to download transaction history and archive information for storage of this information for your long-term needs.

Where can I find more information on accessing my Truist human-readable report(s)

The Information Reporting section of the [Treasury Transition](#) site contains information on Truist File Translation and Delivery Services.

Service description information

On October 10, 2021, your BB&T 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 October 1, 2021.

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 October 2021 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 **877-882-1194**.
Representatives are available from 8 am to 8 pm ET, Monday through Friday on bank business days.