

Truxton Treasury Management: Updates to the Banking Platform



Valued Clients,

Truxton is committed to improving your banking experience and we are pleased to announce the upgrade of our banking platform. In preparation for this upgrade, we have included some detailed information for online cash management clients, including key deadlines, platform updates, first-time login instructions, and recommendations for pulling history prior to February 6th. We strongly recommend exporting all history from the Digital Banking platform before February 6th (see attached for more specific instructions).

Please note: Online and mobile banking will be unavailable from Thursday, February 6th, at 4:00 PM CST, until Monday, February 10th, at 8:00 AM CST.

To avoid disruptions to your banking services, carefully review the details provided below in preparation of the upcoming upgrade.

Topics covered include updates on Bill Pay, ACH and Wire transfers, Remote Deposit Capture, Positive Pay, Intuit Bank Feeds the Mobile App, and Login Credentials. If you have any questions or need assistance, we're here to help.

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Treasury Management Help Center

For more detailed information on the topics below, please visit [Truxton's Commercial Banking Page](#).

Help Center Topics:

- ACH Guides
- Wire Guides
- Positive Pay Guides
- Transfer Guides
- Check Deposit Guides

Bill Pay

- All current Bill Pay information and payees will transfer and will be available on the new online banking platform. The bill pay functionality will not change.
- **Last Payment Deadline:** 4:00 PM CST on Thursday, February 6th will be the cutoff for bill payments on the old system
- **Unavailable:** From Friday, February 7th until Monday, February 10th.

ACH and Wires

On Thursday, February 6th, the deadline for all ACH and wire transfer services (via digital or mobile banking, phone, email or branch visit) will be 4:00pm.

Other important details to be aware of:

- Recipients and ACH/Wire templates will transfer to the new system.
- Recurring ACH or Wire payments will not transfer and must be re-entered starting February 10th.
- ACH and Wire transfer history will not transfer.
- **Should you need to retain transfer history from the old system, we strongly recommend exporting all history under the Activity Center before February 6th.** It will not be available after 4:00 PM CST. We have guides on how to export data (see last page)

Remote Deposit Capture Scanner (RDC)

Remote Deposit changes will occur after February 10th:

- The scanner hardware will stay the same, but the driver will need an update.
- Kris Long or Krista Conaway will contact you to schedule your scanner install and system training. Feel free to contact us now to save your preferred appointment time.
- All scanner updates must be completed by March 28th at 6:00 PM CT

Positive Pay

Positive Pay will not be available via online banking on Friday, February 7th. We will email your exceptions to you and mark items accordingly per your instructions. We will be back online on Monday, February 10th.

Truxton Mobile App

On Monday, February 10th, the Mobile Banking app for will be available for use.

- For Apple device users, the app will need to be updated unless your device has auto-updates turned on.
- For Android users, you will need to download the new version of app in the Google Play store and uninstall the old version.

Logins and Passwords

Your online banking username will transfer to the new platform, but your password will not.

Before February 10th, ensure you know your Login ID. Your temporary password will be your Login ID + the last 4 digits of your TIN (SSN for personal accounts, EIN for business accounts). For those with multiple business entities, we can confirm the temporary password (EIN) you will use.

For example:

- Login ID: jdoe
- SSN: xxx-xx-6789
- Temporary Password: jdoe6789

This applies to both online and mobile logins.

Intuit Bank Feeds

For those using Quicken and QuickBooks, there is a standard 5 business day interruption in reconnecting to Intuit for downloading transactions during a system upgrade. Reminder, your password for online banking has changed and you will need to change the password to reestablish your bank feed.

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