

# iTreasury Client FAQ



**Click below to view answers to the most frequently asked questions about the new Regions iTreasury.**

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## Data Migration

### 1. Is there anything that I should do in advance of migrating to the new iTreasury platform?

Yes, at least one week before you have access to the preview system, please log in to the current Regions iTreasury<sup>SM</sup> application and ensure your company data is updated by deleting any inactive users, revising any outdated templates, etc. Performing this preliminary step will help ensure that accurate company data maps to the new platform reducing the need for clean up after migration.

### 2. Do all iTreasury users have access to the 10-day preview period or just the administrators? And, what should be done during this time?

During the 10-day preview period, all iTreasury users will have access to the new system with current data. You are strongly encouraged to take this opportunity to perform your daily tasks in the new system to familiarize yourself with the new features and navigation, test all functions of the platform that you use regularly, and review and confirm that your data migrated correctly. Additionally, you should also begin customizing the platform to meet your specific needs – by establishing any new reports that you will need going forward and adding the most commonly used widgets to your dashboard.

If you are an iTreasury administrator, you will want to review all user entitlements and make any needed adjustments prior to your production start date.

Visit [Regions.com/NewiTreasury](https://Regions.com/NewiTreasury) > > Latest Tools and Resources to access the [Administrator and User Readiness Checklist](#) and an [Action Calendar](#) for guidance on migration activities to complete during the 10-day preview period.

**NOTE:** Once in preview mode, you will not be able to approve payments or issue checks for Positive Pay. You will have the ability to create payments within the new application, but you will not be able to release any ACH, wire transactions or place stop payments. All payment transactions will still need to be submitted within the current iTreasury platform until the end of your 10-day preview period. After that time, you will need to use the new system for all activity going forward – including payment transactions.

### 3. What existing information within the current system will migrate to the new iTreasury platform?

Most of your current data and system settings from your current iTreasury platform will migrate to the new system including:

- a. **User Information:** including current user entitlements, release limits, etc. will migrate  
**NOTE:** Most user transaction limits will migrate to the new iTreasury. However, there is not a one-to-one correlation for each limit from the previous platform to the new application. Therefore, for those transaction limits new to the application (i.e. ACH), the limit for each user will be set to the lowest limit that applies to that individual user.
- b. **ACH Databases/Batches:** previously established ACH databases for payroll, tax payments, etc. will migrate
- c. **Wire Templates:** both bank maintained (host) and client maintained templates will migrate  
**NOTE:** Your previously established templates will migrate to the new system, however, if you have changes that you would like to apply to the templates, you must make those template edits within the current iTreasury platform – not the preview platform.
- d. **Scheduled Account Transfers:** existing scheduled transfer templates will migrate  
**NOTE:** Just like with wire templates, your existing scheduled account transfers will migrate to the new system, however, if you have changes that you would like to apply to the scheduled transfers, you must make those edits within the current iTreasury platform – not the preview platform.
- e. **Import Maps:** established file maps for importing ACH and Positive Pay data will migrate

During the 10-day preview period, you should review this information carefully to ensure that it was mapped correctly within the new iTreasury system. Also, any user permissions, alerts, templates, etc., that are established during the preview period will remain in the new iTreasury system once in production.

### 4. What information from within the current system will not migrate to the new iTreasury platform?

Historical information such as former:

- Reports
- Released ACH or Wire Transfer batches
- Positive Pay exception decisions
- Audit logs
- Balance Reporting data, and
- Alert notifications

will not migrate to the new iTreasury Platform. Alerts can be established in the new iTreasury system during the 10-day preview period. Additionally, you will continue to have access to the current iTreasury to view previous transactions and reports (90 days after migration for Previous Day Information Reporting and 30 days after migration for Current Day Information Reporting).

## COMMUNICATION

### 5. How will I be informed of system notification and migration updates?

You will receive emails from [alerts@regions.com](mailto:alerts@regions.com) and/or [askus@email.regions.com](mailto:askus@email.regions.com) targeted messages through the Regions OnePass message center in advance of your migration date. Please add [alerts@regions.com](mailto:alerts@regions.com) and [askus@email.regions.com](mailto:askus@email.regions.com) to your email address book to ensure timely receipt of email communications.

Be on the lookout for these messages closer to your migration date. You will receive emails beginning 6 weeks before you have access to the 10-day preview period. You will also receive email reminders during the 10-day preview period including details of the preparation activities that you should complete before you migrate to the new iTreasury application.

## NEW SYSTEM ENHANCEMENTS

### 6. What are some of the key differences and enhancements that will be offered through the new iTreasury platform?

Go to [Regions.com/NewiTreasury](https://Regions.com/NewiTreasury) > Latest Tools and Resources to access the New iTreasury [Readiness Guide](#), which includes a list of the key differences for the mostly commonly performed tasks in the new iTreasury.

Tools are available to clearly communicate these changes and any required actions. Please refer to the Help Cards and [Administrator and User Readiness Checklist](#) available at [regions.com/NewiTreasury](https://regions.com/NewiTreasury) > Latest Tools and Resources.

Additionally, the new iTreasury platform offers full system access, functionality and integration through a mobile app. As a result, you will now have the ability to complete your daily cash management tasks from wherever you choose – from the convenience of your desk, mobile phone or tablet. See the following section of questions for more details regarding mobile capabilities.

## MOBILE CAPABILITY

### 7. What features and functionality are available on the iTreasury mobile app?

All system features and functionality are available on the mobile app allowing you to perform all iTreasury tasks from the convenience of your mobile device. Even when using the browser on your mobile phone or tablet, the new iTreasury platform includes responsive design meaning the screen size and menu design will adjust automatically based on the device that you use allowing you the ability to easily view the information.

For enhanced security, mobile iTreasury users will be required to enter their Regions OnePass® login credentials before accessing the iTreasury app on their mobile device.

### 8. How do Administrators grant user access to the iTreasury mobile app?

Administrators can designate which company users will have access to the iTreasury mobile app through the Regions OnePass Admin console.

### 9. Where do I go to download the iTreasury Mobile app?

You can download the app from either the Apple® Store for Apple devices and Google Play® for Android® devices. Simply type “Regions iTreasury” in the search box to find and download the Regions iTreasury Mobile App.

### 10. Are there any Apple or Android devices that are incompatible with the iTreasury Mobile app?

Most Apple and Android devices are compatible with the Regions iTreasury Mobile app. However, there may be some older models that are certified by the iTreasury vendor and may not be supported. The iTreasury Mobile app will support:

- iOS devices running iOS 9.0 for newer (iPhone or iPad)
- Samsung Galaxy S6-class devices or newer, and
- Android devices of similar age, performance and screen resolution

### 11. Are there any additional fees from Regions for using the Regions iTreasury Mobile app?

There are no fees associated with downloading or using the iTreasury mobile app. Only existing iTreasury service fees will apply. However, if not connected to Wi-Fi when accessing Regions iTreasury through your mobile device, cellular data will be used.

### 12. Do I need to be connected to Wi-Fi to use the Regions iTreasury Mobile app?

You do not need to be connected to Wi-Fi to use the Regions iTreasury Mobile app through your cellular network. However, your cellular data will be used.

## BROWSER COMPATABILITY

### 13. Will the new iTreasury application run on Windows® 7?

The new or enhanced iTreasury functions off of Internet browsers not operating systems. Listed below are the compatible browsers:

- Internet Explorer® 11 and Edge
- Firefox® 45 and later
- Chrome® 57 and later
- Safari® for Mac 10.1 and later

## PAYMENTS

### 14. Can wire templates be set for approval?

Yes, approval settings are available on wire templates, along with ACH, transfers and loans, which are very similar to approval settings for payments. In order to create scheduled payments, the template in use must be in an approved status.

### 15. What happens to a pending wire that has been established but has not yet been approved? Will the wire automatically cancel if it is not approved and released by the end of the day?

At the end of the day, if the wire has not been approved, it will not cancel automatically. The wire will remain within an “incomplete approval” status until someone from the company takes action.

If the current calendar date exceeds the effective date of the pending wire, when approving the wire, the approver will be prompted to modify the effective date so that the approval step can occur before the wire is released. **To help remind you of all pending transactions, you can set up an alert specifically for payments awaiting approval.**

#### 16. Does the new iTreasury system allow the ability to initiate multiple transfers simultaneously?

Yes, a .csv import file can be uploaded to the new iTreasury application providing you the ability to easily initiate transfers. Plus, the new iTreasury application will allow you to perform the following account transfers simultaneously:

- send transfers from several different accounts to one account by using the “many-to-one transfer” option, and
- send transfers from one account to several different accounts use the “one-to-many transfer” option

#### 17. When creating account transfers, will there be an easy way to search for accounts?

Yes, with the new iTreasury system you will have the ability to easily perform an account search by either the “Account Name” or “Account Number”. As you begin typing in the account information the system will automatically filter out any accounts that do not meet the criteria you typed. As a result, you may only need to partially enter an account number or name before you are able to quickly identify the account that you need.

#### 18. Can I create an alert to view ACH return activity?

Yes, there are two options available to receive Alert Notifications for ACH returns:

1. Create a Transaction Alert for BAI code 168 (ACH Returns) which will send alerts throughout the day – each time an ACH return is processed.
2. Create a Utilities Alert Group to receive an alert when the report is updated in iTreasury – this feature is available if enrolled in Special Reports.

## REPORTS

### 19. Will there be any established default reports in the new system, or will I need to create any reports needed?

There are several standard reports available within the new platform based on your current iTreasury services (previous vs. current day information reporting); including:

- Current Day Balances and Transactions Report
- Exchange Rates
- ACH Company
- User Permissions

Additionally, you will have the ability to easily create and customize the reports you need.

### 20. Can I still download reports into a .csv file? What export options are available for Special Reports?

Yes, you will still have the ability to export list view reports in a .csv file format. Standard Reports are available in .pdf format, and Special Reports can be exported in either .txt or .pdf formats.

## AVAILABLE RESOURCES

### 21. Where can I go to learn more about the new iTreasury platform? What other training resources are available?

To learn more about the new iTreasury platform:

- **Visit [Regions.com/NewiTreasury](https://Regions.com/NewiTreasury):** to access various training resources including an [Enhancement Summary](#), comprehensive [Readiness Guide](#), help cards, an [Readiness Checklist](#) and a complete user guide, materials can be found in the “Latest Tools and Resources” section of this page. Also available on this page is the new iTreasury preview video. Please take some time to watch this short video to learn more about all the exciting enhancements this new platform has to offer.
- **View the Online Materials:** several, short **e-Learning videos** providing step-by-step instructions for how to perform common tasks on the new iTreasury system are available on your [Regions OnePass](#) home page. Also accessible via the OnePass home page (Other Regions Services section) is an **interactive iTreasury demo** that provides a system preview and enables you to learn new features and functions. Additionally, an online guide is available through the Help icon (?) located in the upper right-hand corner on the iTreasury application.



- **Attend a Live WebEx Session:** Regions Client Services will be conducting live, instructor-led training sessions to address system functionality of the new Treasury application. Visit [regions.com/NewiTreasury](https://regions.com/NewiTreasury) to view the [iTreasury Training Calendar](#). To enroll, email [trainingrequest@regions.com](mailto:trainingrequest@regions.com) place the words “New iTreasury Training Request” in the subject line of the email.
- **Call a Regions Associate:** Still have questions? Call a Regions associate:
  - **Treasury Management Officer:** For platform migration questions, you can reach out directly to your local Treasury Management Officer for assistance
  - **Regions Client Services:** For system help or technical support, feel free to reach out to one of our Client Services representatives at **1-800-774-4135** or through email [clientservicesgroup@regions.com](mailto:clientservicesgroup@regions.com). Representatives are available anytime between 7:00 a.m. – 6:00 p.m. CT.