

## System Enhancements

1. What are some of the key enhancements that will be offered through the 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 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

2. 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.

3. 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 then selecting > Users > Search for User > Click the 'Key Icon' > Locate the Profile tab > Click the box to grant Mobile access.

#### **4. 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.

#### **5. Are there any Apple or Android devices that are not compatible 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

#### **6. 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.

#### **7. 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

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

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

### 9. What should I do if I receive an error message when trying to access the iTreasury link?

If you receive an error message when trying to access the iTreasury link through Regions OnePass, you may need to update your browser compatibility settings.

First, make sure you are using a compatible Internet browser (list of compatible browsers are included in the above question).

If using Internet Explorer, you may need to modify your browser settings, by:

- Selecting the gear icon located in the upper right-hand corner of the browser window
- Choose “Compatibility View” settings
- Uncheck “User Microsoft” compatibility lists

Alternatively, if you have Google Chrome, you should be able to leverage that browser to access the site without any issues.

## PAYMENTS

### 10. 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.

**11. 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 “entered” 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.**

**12. Does the iTreasury system allow the ability to initiate multiple transfers simultaneously?**

Yes, a .csv import file can be uploaded to the iTreasury application providing you the ability to easily load payment details into a transfer template which can then be used to:

- 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

Additionally, you can add a payment to manually to initiate multiple transfers as once.

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

Yes, with the 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.

**14. 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 ACH Returns report is updated in iTreasury – this feature is available if enrolled in Special Reports.

### 15. Why is my ACH batch still reflecting an Approved status?

The iTreasury platform warehouses ACH items until two days prior to the effective date. As a result, you now have the ability to unapprove items until two days prior to the effective date, should an issue arise.

The status of your ACH batch will change to “Submitted to Bank” two days prior to the effective date.

**NOTE:** Prefunded payments and Same Day items cannot be unapproved once approved.

### 16. Can I save payment information to reuse in the future?

Yes, you can save any payment transaction as a template or copy the payment information to eliminate rekeying for future reoccurring or similar payments.

### 17. Can I schedule a future ACH or Wire transaction?

Yes, any ACH or wire transfer template in an approved status can be put on a schedule to initiate funds on a recurring basis.

## REPORTS

### 18. Will there be any established default reports, or will I create reports as needed?

There are several standard reports available within iTreasury (previous vs. current day information reporting); including:

- Exchange Rates
- ACH Company
- User Permissions
- Current Day
- Previous Business Day
- Checks Paid
- Last 7 Days

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

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

Yes, you 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

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

To learn more about the iTreasury platform:

- Visit [Regions.com/NewiTreasury](https://Regions.com/NewiTreasury): to access various training resources including an Enhancement Summary, comprehensive Readiness Guide, help cards, a 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 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 contacting you to schedule a live, one-on-one, instructor-led Webex training sessions to address system functionality of iTreasury, or you may email [trainingrequest@regions.com](mailto:trainingrequest@regions.com) for scheduling of such training.
- **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 at [clientservicesgroup@regions.com](mailto:clientservicesgroup@regions.com). Representatives are available anytime between 7:00 a.m. – 6:00 p.m. CT.