



Stifel Bank Treasury Central
Online Training
Frequently Asked Questions (FAQ)

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Account Transfers

Q: Can I print the Account Transfer request page?

A: There is no print option within the Account Transfer request page, but right clicking your computer mouse will provide an option to print the page from your computer.

Q: Will I receive a confirmation when making an Account Transfer request,

A: Yes. When you click the Request Transfer button, a review page will display. You can check for accuracy, as well as edit or confirm the request on this page. After you click the Confirm button, a printable confirmation page will display.

Q: Does the Treasury Central platform allow me to prevent a user from requesting an Account Transfer?

A: Yes. Company administrators have the ability to manage access to the system for all company users.

ACH Payments

Q: Will the process for initiating ACH Payments be different?

A: Yes. Training for this new process is available September 10-26, 2019. You can find the Treasury Central User Guide and video tutorials at www.stifelbankstl.com/treasurycentralgolive.

Q: Will my previously established ACH templates convert to the new system?

A: Yes, however in the current Cash Management system, your ACH templates are assigned to specific users.

In the new Treasury Central system, if a user has access to any ACH template they will have access to ALL ACH templates unless they have been identified as confidential. The Stifel Bank team is proactively identifying ACH templates that only limited users at your company have access to in the current system. At conversion, those will be flagged as confidential. On Monday October 7, 2019, those templates will be available to all company administrators. If you do not have access to a needed template, contact your company administrator, contact your Private Banker or the Treasury Central team at treasurycentral@stifelbank.com or (866) 303-8003. If you want to be certain a particular ACH template gets flagged as confidential, please contact your Private Banker or the Treasury Central team to ensure it is flagged at conversion.

Q: Will my ACH payment history convert to the new system?

A: Yes. You can expect to see the last 18 months of ACH payment history. If prior history is needed, you are encouraged to print or save that history to your computer prior to 4:00 p.m. on Friday October 4, 2019.

Q: Where do I enter the routing number when creating an ACH batch?

A: The routing number pre-fills and can be viewed on the confirmation page.

Bill Pay

Q: How will I access my Business Bill Pay service?

A: Direct access to the Business Bill Pay service is achieved by clicking on the Bill Pay icon on the Stifel Bank Central Secure Apps page through Single Sign On.

Q: Will my Bill Pay payee list automatically convert to the new system?

A: Yes

Q: Will my Bill Pay previously scheduled payments automatically convert to the new system?

A: Yes

Q: When is my deadline for originating any new bill payments?

A: All new bill payments must be originated by 4:00 p.m. on Friday October 4, 2019.

General

Q: When is the last time I can use or make any changes to my business online banking service?

A: At 4:00 p.m. on Friday October 4, 2019, the Cash Management business online banking service will go offline. You will be unable to access the system after that date and time.

Q: When will the new business online banking service, Treasury Central, be available?

A: At 8:00 a.m. on Monday October 7, 2019, the Treasury Central business online banking service will be available for use.

Q: Will my username and/or password remain the same?

A: No. Access to Treasury Central is only through the Stifel Bank Central Secure Browser. This self-contained browser does not require a username and password. Users, once authenticated, only need a pin to access the system. Authentication credentials will be sent, via email to users prior to the October 7, 2019, conversion date. Users will self-select a pin during their first login.

Q: What do I do with my old security token?

A: Security tokens must be shredded/destroyed and disposed of by an IT department and in a way that they can no longer be used. Please do not destroy these until after Monday October 7, 2019.

Q: Will electronic statements (eStatements) be available through the new system?

A: Yes.

Q: Will my electronic statements (eStatements) history convert to the new system?

A: Yes. You can expect to see the last 18 months of statement history in the Treasury Central system. If prior history is needed, you are encouraged to print or save statements older than 18 months to your computer prior to 4:00 p.m. on Friday October 4, 2019.

Q: What do I do if I need statement history that dates back more than 18 months after the Go Live date?

A: Please contact your Private Banker or the Treasury Management team and they will assist you in accessing the data that is needed.

Q: I import my banking information into QuickBooks. Will I be able to use this service in the new system?

A: Yes.

Q: Will my e-Alerts continue to be available in the new system?

A: Yes, and you will be able to create new e-Alerts in the new system.

Q: How can I attend a training session for the new system?

A: We are offering online training sessions from September 10-26, 2019. To register visit www.stifelbankstl.com/treasurycentralgolive.

Q: What happens to the "sub-users" who access my business accounts online?

A: Your company administrator will be able to add, change, or delete users. Administrator privileges include control of all user permissions.

Q: When will the mobile app be available for download?

A: The Stifel Bank Central mobile app will be available for use on smart phones and tablets. It will be in the Apple® App Store and Google Play Store on Monday, October 7, 2019.

Q: Who do I contact if I have questions or need assistance?

A: Please contact your Private Banker or call or email the Treasury Management team at treasurycentral@stifelbank.com or (866) 303-8003.

Q: Can a company administrator block users from having access to the mobile app?

A: Although a user cannot be restricted from downloading the mobile app, the company administrators are able to restrict a user from logging into the mobile app.

Lockbox

Q: How will I access my Lockbox service?

A: Direct access to the Lockbox service is achieved by clicking on the Lockbox icon on the Stifel Bank Central Secure Apps page through Single Sign On.

Positive Pay

Q: Is the formatting requirement for uploading a file in Positive Pay changing?

A: No. The formatting requirement for uploading a file in Positive Pay is not changing in the new platform.

Q: Will my Positive Pay files convert to the new system?

A: Yes. Anything submitted prior to 4:00 p.m. on Friday October 4, 2019, will convert and be available in Treasury Central on Monday October 7, 2019, at 8:00 a.m.

Q: Is ACH Positive Pay a new service with Treasury Central?

A: Yes. We are excited that we are able to now offer the ACH Positive Pay service to clients. ACH Positive Pay is a powerful fraud protection tool allowing users to enter and review ACH payments that have been issued, as well as enter decisions and view activity for exception items.

Q: Is Check Positive Pay handled in the same way as ACH Positive Pay?

A: Check Positive Pay and ACH Positive Pay are the same in that they are powerful fraud protection tools. Check Positive Pay users submit issued checks, review and enter pay or return decisions on those flagged as exception items. Upon subscribing to the ACH Positive Pay service, the system will review ACH transactions presented against the company's account(s). The user will review and enter pay or return decisions on those flagged as exception items. An added feature of the ACH Positive Pay service is the opportunity to create a filter with specific rules that will allow payments from a particular sender to be paid automatically.

Remote Deposit Capture

Q: How will I access my Remote Deposit Capture service?

A: Direct access to the Remote Deposit Capture service is achieved by clicking on the Remote Deposit Capture icon on the Stifel Bank Central Secure Apps page through Single Sign On.

Q: Will my Remote Deposit Capture deposit history convert to the new system?

A: No. It is important to download the Deposit Detail Report with Images as a PDF by 4:00 p.m. on Friday October 4, 2019.

Q: Will scanners need to be updated for Remote Deposit Capture clients?

A: No. Remote Deposit Capture users will continue to use the same program so no update is needed. The primary change is the way the Remote Deposit Capture is accessed. The entry point will now be through the Stifel Bank Central Secured Browser Apps page using Single Sign On.

Q: In merchant capture (Remote Deposit Capture), will I still be able to use the classic view?

A: Yes, but **ONLY** if using Internet Explorer.

Secure Browser

Q: How many times can a user download the Stifel Bank Central Secure Browser?

A: The Stifel Bank Central Secure Browser can be downloaded up to three (3) times per user.

Q: When will my PIN for my Stifel Bank Central Secure Browser expire?

A: Your PIN for the Stifel Bank Central Secure Browser does not expire.

Q: Is the Stifel Bank Central Secure Browser compatible with all browsers.

A: The Stifel Bank Central Secure Browser is a fully encapsulated system. For download purposes, it can be downloaded using all common web browsers.

Wire Transfers

Q: Will the process for initiating Wire Transfers be different?

A: Yes. Training for this new process is available September 10-26, 2019. You can find the Treasury Central User Guide and video tutorials at www.stifelbankstl.com/treasurycentralgolive.

Q: Will my previously established Wire Transfer templates convert to the new system?

A: Yes. Before originating any wires in the new system, be sure to check your previously established templates for accuracy. We suggest you print your current templates prior to 4:00 p.m. on Friday October 4, 2019, to ensure you have something to compare to the converted templates.

Q: Will my Wire Transfer history convert to the new system?

A: Yes. You can expect to see the last 18 months of wire transfer history in Treasury Central. If prior history is needed, you are encouraged to print or save that history to your computer prior to 4:00 p.m. on Friday October 4, 2019.

Q: Can a Drawdown Wire/Reverse Wire be processed within the new Treasury Central platform?

A: Yes. As usual, your company may authorize another party, such as a vendor, to withdraw funds via a wire transfer. This is known as a business to business (B2B) transaction.

Q: If the recipient of a wire uses a third party bank to receive the wire, where is this information entered in the new Treasury Central platform?

A: The third party bank information should be entered in the Additional Bank Information section of the wire transfer instructions form. .

Q: What type of wires (incoming or outgoing) are listed on the Current Activity page?

A: Outgoing wires are listed on the Current Activity page.