



# INSIGHT TREASURY

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## User Guide

## Welcome to Mountain West Bank!

This guide will walk you through the process of incorporating Insight Treasury for your company's users. This guide outlines the steps needed to complete functions within the Insight Treasury platform.

### Need Help?

Give us a call at 208-620-3724 or  
email: [mwbtreasurysupport@mountainwestbank.com](mailto:mwbtreasurysupport@mountainwestbank.com)



**Mountain  
West Bank**

Division of Glacier Bank  
 **FDIC**

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# Log into Insight Treasury

## Login

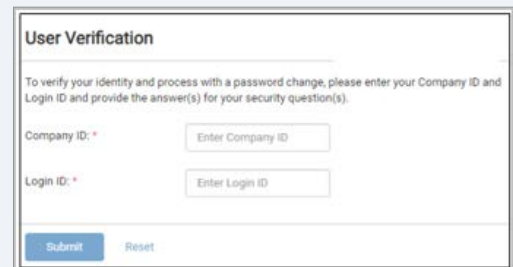
Once you are established as a user, you will receive an email from noreply@insighttreasury.com.

## Step 1

Click on the **Initial login** link from the email. (This link will expire in seven days. After seven days, the admin for your company will need to send you a new email.)

## Step 2

Enter the **Company ID** and **Login ID** credentials that have been provided to you and select **Submit**.

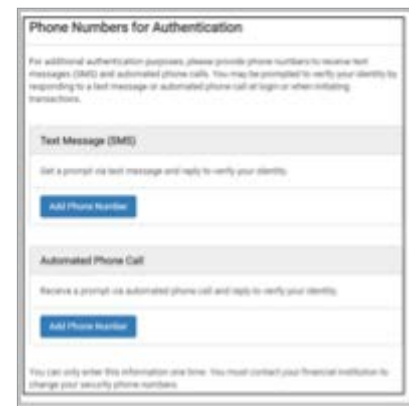
A screenshot of the 'User Verification' form. It contains two input fields: 'Company ID' and 'Login ID', each with a 'Submit' button next to it. At the bottom, there are 'Submit' and 'Reset' buttons. The text above the fields says: 'To verify your identity and process with a password change, please enter your Company ID and Login ID and provide the answer(s) for your security question(s).'

## Step 3

Your company has been set up with either a **Text** Authentication (default) or **Token** Authentication (on request). (You will be asked to authenticate yourself while making certain transactions.)

**Text** – Complete the **Add Phone Number** fields. You have the option of receiving a text or a phone call to authenticate your profile.

During authentication, you will receive a text code. **Complete the authentication by re-entering the code on the computer.** (After entering the code click **Done**, twice.)

A screenshot of the 'Phone Numbers for Authentication' form. It has two sections: 'Text Message (SMS)' and 'Automated Phone Call'. Each section has an 'Add Phone Number' button. The text above the sections says: 'For additional authentication purposes, please provide phone numbers to receive text messages (SMS) and automated phone calls. You may be prompted to verify your identity by responding to a text message or automated phone call at login or when initiating transactions.'

**Token** – Complete the following fields.

- **Serial Number/Credential ID** – If you have a physical token, you will need to enter the Serial Number located on the back (letters and numbers, no space). If you use the VIP Access mobile app, you will enter the Credential ID found at the top of your app (letters and numbers, no space).
- **Token/Credential Code** – Enter the six-digit security code displayed on the token/app.
- **PIN/Confirm Pin** – Enter a four-digit PIN of your choosing.

During authentication, **you will enter the token code followed by your 4-digit PIN** (no spaces). (After entering the code click **Done**, twice.)

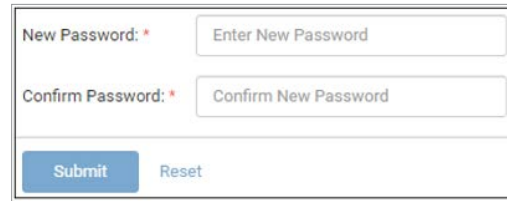
**▲ Note:** If your token needs to be reset or you receive an error stating "Secure Token Registration does not exist for this user" – please contact your Bank to have the token reset.

A screenshot of the 'Secure Token Registration' form. It has fields for 'Serial Number / Credential ID', 'Token / Credential Code', 'PIN', and 'Confirm PIN'. At the bottom, there are 'Register', 'Remind me later', and 'Go back to the app' buttons. The text above the fields says: 'If you have received or installed your Secure Token/Credential, register it by entering the information requested below. If you do not wish to register your Secure Token/Credential at this time, or if you have not yet received or installed it, select Remind me later.'

# Log into Insight Treasury

## Step 4

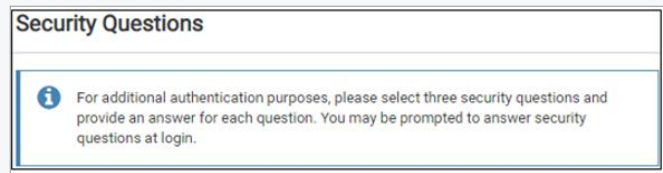
Enter a password in the **New Password** and **Confirm Password** fields and select **Submit**.



The screenshot shows a form with two input fields. The first field is labeled 'New Password: \*' and contains the placeholder text 'Enter New Password'. The second field is labeled 'Confirm Password: \*' and contains the placeholder text 'Confirm New Password'. Below the fields are two buttons: 'Submit' and 'Reset'.

## Step 5

**Submit** and **Confirm** Security Questions from the Security Questions screens. (Security Question answers are not case sensitive.)



The screenshot shows a screen titled 'Security Questions'. Below the title is a message: 'For additional authentication purposes, please select three security questions and provide an answer for each question. You may be prompted to answer security questions at login.'

## Step 6

On the Terms & Conditions screen, read and select the **I agree** box then select **Accept**.

Your profile is now set up. You will be logged into your Dashboard inside of Insight Treasury.

**Note:** For future logins, bookmark the Subsequent Login URL from the enrollment email or go to <https://treasury.jackhenry.com/insighttreasury/login>.

\*Log off by clicking on the arrow next to your name in the top-right corner.

**Note:** If you need your text or token reset, or your security questions reset, contact a representative at your bank.




The screenshot shows a screen titled 'ONLINE LOGIN'. It has a dropdown menu with 'Online Banking' selected. Below the dropdown is a text input field labeled 'Online Banking ID'. At the bottom is a blue button labeled 'LOGIN' with a lock icon. There are links for 'Sign Up' and 'Forgot Password' at the bottom.



The screenshot shows a screen titled 'ONLINE LOGIN'. It has a dropdown menu with 'Online Business Banking' selected. Below the dropdown is a blue button labeled 'LOGIN' with a lock icon. There are links for 'Sign Up' and 'Forgot Password' at the bottom.


# Welcome to Insight Treasury

## Insight Treasury

Through this icon  you can modify personal settings and log off.

- **Profile & Preferences** – Update your email address, phone numbers, and password.
- **Notification Setup** – Set up alerts to notify you of different events that take place in your Insight Treasury (IT) profile.
- **Log Off**

### [Message Center](#)

Click this icon  to send secured messages (with or without attachments) and receive messages from your bank.

### [Dashboard](#)

This will be the first page you see when you log in and it is customizable. Choose to view Accounts, Favorite Report, Payments Pending Approval, Positive Pay, Stop Payment Pending Approval, Quick Loan Payment, or Quick Transfer.

### [Accounts](#)

- **Account List** – View all your accounts. Click on a specific account number to view transactions in that account. Select **Actions** to make transfers to or from that account.
- **Research Transactions** – Find a specific transaction using a variety of search criteria.

### [Payments](#)

Work with Transfers, Wires, ACH, Positive Pay, Stop Payments, and Bill Pay.


### [Receivables](#)

Directly connects you to the check scanning website.

### [Reporting](#)

View reporting options and access Electronic Documents and statements.

On each page of Insight Treasury, where these features are available, you can:

- Sort information by selecting the column names.
- The question mark icon  provides more information if you hover over it.
- View last login time in the top-right corner.
- **Cut off times** – view in the top-right corner. Indicates the cut-off time a Wire, ACH, transfer, or Positive Pay needs to take place.
- **Notifications** – view in the top-right corner. You can filter by type, archive by marking as read, search for a notification, and delete a notification.
- **Admin** – view in the top-right corner. Depending on your access, you can view the User List, Create Users, edit User permissions, and assign Nicknames to accounts.

 **Note:** If you need further assistance, please contact a representative at your bank.

# Dashboard Widgets

## Widgets

The widgets below are available for your Dashboard.

1. To add a widget, select **Configure Dashboard** in the top-right corner.
2. Select **Add Widget** to choose up to seven different options and again, select **Add Widgets**, in the bottom-left corner. You can add, remove, edit, resize, and drag widgets to customize the Dashboard to work best for you.
3. When you have adjusted the layout, select **Save**.

<b>Accounts</b>	This widget allows you to choose what accounts you want to see and how you want to see them. You will need to assign your accounts to a group. Click <b>Manage Groups</b> to edit group names, add groups, and delete groups. This is also where you can edit which accounts are in each group. (Each account can only be assigned to one group.)
<b>Favorite Reports</b>	By default, the standard reports are shown until you select your favorites. To select reports as favorites, select <b>Reporting</b> in the top-right corner of the Dashboard. Choose <b>All Reports</b> . From the list of reports, click <b>Favorite</b> . Your favorite reports will show a blue star next to Favorite on the All Reports page. They will show on your Favorite Reports widget as well.
<b>Information Center</b>	View news items, added by your bank, in this widget. Select the drop-down arrows to expand or collapse these messages. Different icons may appear in this widget. A blue icon indicates information. A yellow icon indicates a warning. A black bell icon indicates an alert. (This widget cannot be removed from the Dashboard.)
<b>Payments Pending Approval</b>	View, approve, or reject transfers, ACH, or wire payments that are pending approval.
<b>Positive Pay</b>	View, pay, or return checks and ACH exceptions that are pending approval.
<b>Resources</b>	Access helpful links and documents. (This widget cannot be removed from the Dashboard.)
<b>Stop Payment Pending Approval</b>	View, approve, or reject the stop payments that are pending approval.
<b>Quick Loan Payment</b>	Create a quick payment on a loan without leaving the Dashboard.
<b>Quick Transfer</b>	Create a One-to-One transfer by filling out the From Account, To Account, Amount, and Transfer Date. Select <b>Review</b> and <b>Confirm</b> to complete the transfer. To initiate a One-to-Many or a Many-to-One transfer, select <b>Advanced Transfer Options</b> in the bottom-right corner.

# Admin Menu

Use the Admin menu to view the user list, create users, edit user permissions, and assign nicknames to accounts. (Only users granted **Admin** entitlement, shown below, will see the Admin menu.)

## Create User

Select **Admin** in the top-right corner and select **Create a User**.

**Note:** Once a user has been added you have the option to *Copy User* for additional user profiles or to *Edit existing users*. Instructions for these options are in subsequent sections.

Add the user's **Name**, **Login ID**, **Email**, and **Phone** number. As an admin, you will be able to grant users the entitlements and limits they need. You may also choose to make them a Super User or an Admin, if appropriate.

**Super User** – A super user is automatically given access to all accounts and product feature permissions that are enabled for your company. They also have access to any accounts and product features enabled in the future.

**Admin** – An admin can add, edit, delete, and approve any company users. You will still need to grant the user their entitlements and limits. Admins can also change their own entitlements and limits; these changes may need to be approved by a second admin.

Select **Save Changes** at the bottom of the page when finished.

You will receive an Identity Verification message. Follow the prompt that displays.

- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code on the computer, if you are using the app re-enter the code on the app.*
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

On this page, you will give the user the permissions they need within Insight Treasury. Click on each applicable tab on the left-hand side and grant the user's account access, time access, IP restrictions, entitlements, and limits for each applicable service.

You can set entitlements and limits for ACH, Positive Pay, Reporting, Transfer/Loan Payment, Stop Payment, Wire, Receivables, and Integrated Services (Electronic Documents – electronic statements).

The image shows two screenshots from a web application. The top screenshot shows the 'ADMIN' dropdown menu in the top right corner, with 'Create a User' highlighted. The bottom screenshot shows the 'User Information' form. The form has fields for Name, Login ID, Department, Email, Phone, and Fax. There are also checkboxes for 'Super User' and 'Admin', both currently set to 'INACTIVE'. At the bottom of the form are 'Save Changes' and 'Reset' buttons.

This screenshot shows the 'User Information' form with a sidebar on the left containing tabs for 'Account Access', 'IP Access', 'Time Access', 'ACH', 'POSITIVE PAY', 'REPORTING', 'TRANSFER/LOAN PAYMENT', 'STOP PAYMENT', 'WIRE', 'RECEIVABLES', and 'INTEGRATED SERVICES'. The 'ACH' tab is selected. The form fields are populated with: Name: test123, Login ID: test123, Department: (empty), Email: denise.schaffer@altabank.com, Phone: 801 - 358 - 0395, Ext: (empty), Fax: (empty), MFA Blocked: No, Super User: INACTIVE, and Admin: INACTIVE. At the bottom, there is a warning message: 'The save button below applies to the current tab only. Once all tabs have been completed and saved, click the submit button at the top of the page.' Below the message are 'Save Changes' and 'Reset' buttons.

## Admin Menu

## Account Access

Check the box to the right of each account that the user should have access to.

Account Number	CIF Number	Account Name	Account Type	User Has Access
				<input type="checkbox"/>

\*Select **Save Change**   at the bottom of the page when finished.


## IP Access and Time Access

By default, IP Access and Time Access are *unrestricted*. To add restrictions, click the **Unrestricted** toggle button and make the necessary changes.

\*Select **Save Change**  at the bottom of the page when finished.

**ACH**

Select **Entitlements** and grant the ACH access for the user.

Restricted Batch 											
	Create ACH Template	Full Edit ACH Template	Partial Edit ACH Template	Delete ACH Template	Approve ACH Template	Create ACH Payment	Full Edit ACH Payment	Delete ACH Payment	Approve ACH Payment	Partial Edit ACH Payment	File Upload Edit
<a href="#">Toggle row</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Create Recipient				Edit Recipient		Delete Recipient		Approve Recipient		
<a href="#">Toggle row</a>	<input type="checkbox"/>				<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		

- **Restricted Batch** – If enabled, the user can restrict batch payments and batch approvals from the view of other users.
- **Partial Edit ACH Template** and **Partial Edit ACH Payments** – The user can only edit amounts, prenote and hold selections, and addenda information. *They cannot add or remove recipients from templates.*

Chose which ACH companies the user will have access to by selecting **Manage ACH Companies**.

Manage ACH Companies

Checkmark the **box** ☐ to the left of the company.

☐ Company Name ▾ Company ID ▾ SEC Code ▾ Entry Description ▾ Discretionary Data ▾

\*Select **Save Change**  at the bottom of the page when finished.

Select **User Limits** and grant the ACH limits for the user **profile** and the limits **per account**. The Product Daily Limit is the company profile limit. The ACH Company Limit is the limit for that ACH company.

Product Daily Limit:	
Daily Initiation Limit:	\$0.00
Approval Limit:	\$0.00

ACH Company Name :	ACH Company ID :	ACH Company Limit :	Transaction Limit :	Daily Limit :
			\$0.00	\$0.00

\*Select **Save Change**  at the bottom of the page when finished.

**Note:** ACH users are setup with Dual Control by the bank.



# Admin Menu

## Positive Pay

Select **Entitlements** and check the appropriate box to allow access to the **Check Exceptions** and/or the **ACH Exceptions**.

Account Name	Upload/Create ARP Files	Download ARP Files	Work ARP Exceptions
Toggle all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toggle row	5138	<input type="checkbox"/>	<input type="checkbox"/>
Account Name	Work ACH Exceptions		
Toggle all	<input type="checkbox"/>		
Toggle row	5138	<input type="checkbox"/>	

\*Select **Save Change** [Save Changes](#) [Reset](#) at the bottom of the page when finished.

## Reports

Select **Entitlements** and grant the Report access for the user.

Account Name	CDR Balance	PDR Balance	Date Range Balance	CDR Transaction	PDR Transaction	Date Range Transaction	EDI Report
Toggle all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*Select **Save Change** [Save Changes](#) [Reset](#) at the bottom of the page when finished.

## Transfer/Loan Payment

Select **Entitlements** and grant the Transfer/Loan Payment access for the user.

Account Name	Create Internal Transfer/Loan Payment	Edit Internal Transfer/Loan Payment	Delete Internal Transfer/Loan Payment	Approve Internal Transfer/Loan Payment	Create Internal Transfer Template	Edit Internal Transfer Template	Delete Internal Transfer Template	Approve Internal Transfer Template
Toggle all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Select **User Limits** and grant the Transfer/Loan Payment limits for the user.

Product Daily Limit:	<input type="text"/>
Daily Initiation Limit:	<input type="text" value="50.00"/>
Approval Limit:	<input type="text" value="50.00"/>

\*Select **Save Change** [Save Changes](#) [Reset](#) at the bottom of the page after adding entitlements and after adding limits.

## Stop Payment

Select **Entitlements** and grant the Stop Payment access for the user.

Account Name	Add Stop Payment	Approve Stop Payment	Cancel Stop Payment
Toggle all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*Select **Save Change** [Save Changes](#) [Reset](#) at the bottom of the page when finished.

# Admin Menu

## Wire

Select **Entitlements** and grant the Domestic Wire access for the user. Select **User Limits** and grant the Wire limits for the user.

Domestic					International				
		Create Beneficiary	Edit Beneficiary	Approve Beneficiary			Delete Beneficiary		
Toggle row		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>		
Account Name :	Create Domestic Wire Payment	Edit Domestic Wire Payment	Delete Domestic Wire Payment	Approve Domestic Wire Payment	Create Wire Template	Edit Wire Template	Approve Wire Template	Delete Wire Template	
Toggle all		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Domestic					International				
		Create International Wire Beneficiary	Edit International Wire Beneficiary	Delete International Wire Beneficiary			Approve International Wire Beneficiary		
Toggle row		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>		
Account Name :	Create International Wire Payment	Edit International Wire Payment	Delete International Wire Payment	Approve International Wire Payment	Create International Wire Template	Edit International Wire Template	Delete International Wire Template	Approve International Wire Template	
Toggle all		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Product Daily Limit:

Daily Initiation Limit:

\$0.00

Approval Limit:

\$0.00

\*Select **Save Change**   at the bottom of the page after adding entitlements and after adding limits.

**Note:** Wire users are setup with Dual Control by the bank.

## Receivables

Select **Entitlements** and grant the Remote Deposit Capture access for the user (check scanning access). Input the **Username** from the user's scanning profile.

**Note:** If you are on Remote Deposit Now and the RDN ID is different than the Username, use the RDN ID.

Remote Deposit Capture Entitlements	
User Has Access:	<input checked="" type="checkbox"/>
Username: *	<input type="text"/>

\*Select **Save Change**   at the bottom of the page when finished.

## Integrated Services

Select **Entitlements** and grant Electronic Documents (electronic statements) and/or Electronic Bill Payment.

Product	User Has Access
Electronic Documents	<input type="checkbox"/>
Electronic Bill Payment	<input type="checkbox"/>

\*Select **Save Change**   at the bottom of the page when finished.

Once you have granted the user all permissions, select **Submit for Approval**

\*All new users and any future edits may need to be approved by a second admin.

# Admin Menu

## Copy User

You can copy an existing user to make a new user with the same access, entitlements, and limits.

Select **Admin** in the top-right corner and select **User List**. Select the **Actions** drop down on the right-side of the user you want to copy and select **Copy User**.



Add the user's **Name**, **Login ID**, **Email**, and **Phone Number**. As an admin, you will be able to grant users the entitlements and limits they need. You may also choose to make them a Super User or an Admin, if appropriate.

**Super User** – A super user is automatically given access to all accounts and product feature permissions that are enabled for your company. They also have access to any accounts and product features enabled in the future.


**Admin** – An admin can add, edit, delete, and approve any company users. You will still need to grant the user their entitlements and limits. Admins can also change their own entitlements and limits, but these changes need to be approved by a second admin.

Select **Save Change** at the bottom of the page when finished.

You will receive an Identity Verification message. Follow the prompt that displays.

- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code on the computer, if you are using the app re-enter the code on the app.*
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

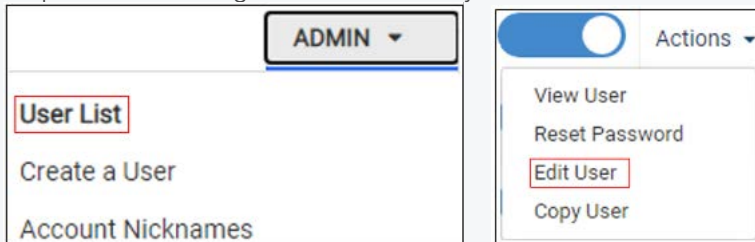
By default, the new user has the same access and entitlements as the copy-from user. Make any adjustments necessary to the user's access and click **Save Changes**   on the bottom of the page to save changes.

After you have made all necessary adjustments to the user's access, select **Submit for Approval**  in the top-right corner.

\*All new users and any edits may need to be approved by a second admin.

## Edit User

To change a user's access, select **Admin** in the top-right corner and then select **User List**. Select the **Actions** drop-down on the right-side of the user you want to edit and select **Edit User**.



Make any edits necessary to the user's access and select **Save Changes**   at the bottom of the page to save changes.

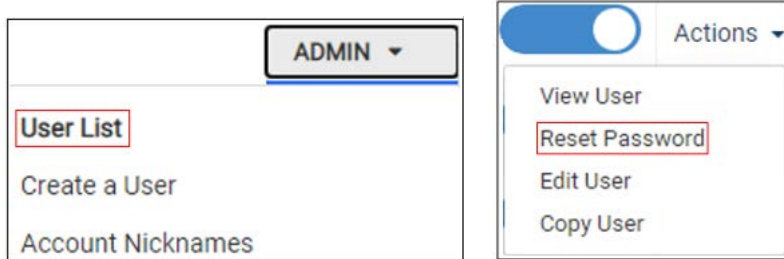
Select select **Submit for Approval**  in the top right-side corner.

\*All new users and any edits may need to be approved by a second admin.

# Admin Menu

## Reset User Password

To reset a user password, select **Admin** in the top-right corner and select **User List**. Select the **Actions** drop-down on the right-side of the user and select **Reset Password**. You can choose to email the user a password link or to manually set a new temporary password for the user.



\*Select **Email Password Link** or enter a password and select **Save Password**.

## Approve User

When a user has been created or a user's edits are ready for approval, admins will receive an email informing them that there is a User Pending Approval.

To approve a user, select **Admin** in the top-right corner > **User List** > **Actions** > **Approve/Reject**.

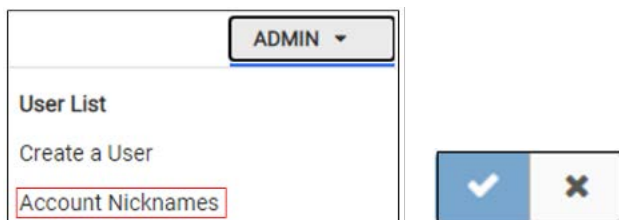
Review the new user's information and access and select **Approve**. Add any comments and select **Save**.

You will receive an Identity Verification message. Follow the prompt that displays.

- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code on the computer, if you are using the app re-enter the code on the app.*
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

## Account Nicknames

You can give any account a Nickname. Select **Admin** in the top-right corner and select **Account Nicknames**. Select the pencil on the right-side of the account and input the Nickname of your choice. Click the check mark to save the change.





# Accounts

Upon initial login, two account groups appear by default on the dashboard. No accounts appear until you assign accounts to the groups by selecting **Manage Groups**. You can also edit the group names and add or remove groups.

## Manage Groups

Select **Details** to view current, collected, and available balances and line amounts. You can see a daily balance trend for the last 10 days and view the last 10 days of transactions.

### Manage Groups Options

An account can only be assigned to one group. If an account is currently assigned to a group, you must first remove it before you can add it to another group. A group can have a maximum of 50 accounts assigned.

**Add Accounts** – Select **Add Accounts** to assign accounts to groups. Select the box next to the accounts you want to assign to the group. Select **Add Accounts** to save.

**Create New Group** – Select **Create New Group** to create an additional group to assign accounts to. Enter a unique **Group Name** and then select **Add Accounts** to assign accounts.

**Delete Group** – Select **Delete Group** to remove the group.

## Accounts Menu

Use the **Accounts** menu to search for and view a list of accounts categorized by type (deposit, time deposits, and loans) and to search for specific transactions of accounts that you are entitled to view.

### Account List

Use the *Account List* view to see specific account details. To find an account, start typing either the account number, account name, status, current balance, collected balance, or available balance in the filter box at the top of the page.

**Refresh Balances** – Select at any point to ensure that you are viewing the most up-to-date account balance information.

**Account Number Link** – Select this link to view more information about a particular account. An *Account Transactions* window appears, and you can select **Transaction Dates** to view transactions for a set period of time. From the *Account Transactions* window, if you select **Advanced Transaction Search**, you are redirected to the *Research Transactions* view.

**Actions Drop-Down Menu** – The following options are available from the **Actions** drop-down menu on the *Account Lists* page:

- **Transfer To** – Redirected to the *Create a Transfer* page with account prefilled.
- **Transfer From** – Redirected to the *Create a Transfer* page with account prefilled.
- **Download** – Allows you to download account transactions from a specific **Date Range** and in a specific **Download Format**.

## Download Account Transactions


1. Go to **Accounts > Account List**.
2. From the **Actions** drop-down list, select **Download** beside the appropriate account number.  
A *Download Account Transactions* dialog box appears.
3. Select a **Date Range**.
4. Select a **Download Format**.
5. Select **Download**.

# Accounts

## Research Transactions

Use the *Research Transactions* view to search for a specific transaction or type of transaction across all accounts that you are entitled to view.

### Research Transactions Panel

1. Select the link found in the *Account* column to view more details of the transaction, including the **Account Name**, **Account Type**, **Transaction ID**, **Transaction Type**, and **Description**.
2. Select the **View Check** link found in the *Check / Reference Number* column to view the front and back of check images.  
 **Note:** In the *Amount* column, a negative account balance appears in red and is wrapped in parentheses, and a positive account balance appears in black.
3. Go to **Accounts > Research Transactions**.
4. Complete the fields in the *Search Transactions* panel, as necessary.
  - Transaction Date** – Select the desired date or date range.
  - Account Type** – The type of account. Accounts can be *Checking*, *Savings*, or *Loan*.
  - Accounts** – Select the appropriate account numbers, or leave all accounts selected by default.
  - Check # / Reference #** – Select *Specific #* or *Range* from the drop-down list. Then, enter the check number or reference number used in the transaction.
  - Amount** – Select *Specific Amount* or *Range* from the drop-down list. Then, enter the amounts in the text boxes available.
  - Payment Type** – Select any combination from the drop-down list. The options are:
    - *All Transactions*
    - *All Credits*
    - *All Debits*
    - *ACH*
    - *Wire*
    - *Transfer*
    - *Check*

All payment types are selected by default.
5. Select *Debit*, *Credit*, or *Both*.
6. Select **Search**.  
\*The transactions meeting the criteria entered appear in the *Research Transactions* panel.
7. Select **Reset** for the fields to return to their default settings.

# Notifications

## Access Notifications

Access Notifications in the top-right corner of Insight Treasury. Notifications also appear in the bottom right corner of Insight Treasury while working.

### View All Notifications

1. Select the **View All Notifications** option to see an entire list of notifications, including archived notifications.  
From this page, you can filter by type (**All Notifications**, **Unread**, **Read**, and **High-Priority**).
2. Select the check mark beside the notification, and then select **Mark Read**, **Mark Unread**, or **Delete**.  
Filter the results by using the search box or by using the fly-out menu.

### Archive All

1. Select the **Archive All** option to archive, not remove, all notifications.
2. Select **Archive** to confirm.

## Notification Setup

Use the *Notification Setup* view to set up your notification preferences for each module available in Insight Treasury.

▲ **Note:** *Your institution may set some notifications as required.*

Filtering is also available. To find information quickly, start typing the notification name in the filter box at the top of each section.

Functionality	Date
review (ACH) ception list is available for review. To view compl...	09:00AM Nov 20, 2019
review (Check) ception list is available for review. To view compl...	08:59AM Nov 19, 2019
review (ACH) ception list is available for review. To view compl...	08:59AM Nov 19, 2019
review (ACH) ception list is available for review. To view compl...	08:59AM Nov 16, 2019
review (ACH) ception list is available for review. To view compl...	09:00AM Nov 15, 2019
review (ACH) ception list is available for review. To view compl...	09:00AM Nov 13, 2019
g in attempts, your account is now disabled and...	03:40PM Nov 12, 2019
review (Check) ception list is available for review. To view compl...	09:00AM Nov 12, 2019

# Notifications

## ACH

- ACH Payment Created
- ACH Reversal Payment Created
- ACH Payment Pending Approval
- ACH Payment Approved
- ACH Payment – Approval Rejected
- ACH Payment – Edited / Deleted
- ACH Payment Failed
- ACH Payment Uninitiated
- ACH Batch Created
- ACH Batch Pending Approval
- ACH Batch Approved
- ACH Batch – Approval Rejected
- ACH Batch – Edited / Deleted
- ACH File Upload
- ACH File Transmitted

## Admin

- User Created
- User Pending Approval
- User Approved
- User Approval Rejected
- User Information / Entitlements Changed

## Login

- User Credentials Locked
- User Email Address Changed

## Positive Pay

- Exception Items Ready for Review (ACH)
- Exception Items Ready for Review (Check)

## Stop Payment

- Stop Payment Created
- Stop Payment Pending Approval
- Stop Payment Approved
- Stop Payment – Approval Rejected

## Transfer

- Transfer Created
- Transfer Pending Approval
- Transfer Approved
- Transfer – Approval Rejected
- Transfer – Edited / Deleted
- Transfer Failed

## Wire

- Wire Payment Created
- Wire Payment Pending Approval
- Wire Payment Approved
- Wires – Approval Rejected
- Wire – Edited / Deleted
- Wire File Upload
- Wire Failed
- Rate Quote Contract Accepted
- Rate Quote Contract Approval Rejected
- Wire Creditor Created
- Wire Creditor Pending Approval
- Wire Creditor Approved
- Wire Creditor – Edited / Deleted
- Wire Creditor – Approval Rejected

## Configure Notifications

The preferences configured here determine how your notifications are sent and appear within Insight Treasury.

1. From the **[Username] Menu**, select **Notification Setup**.
2. Enter or change your **Email** address.
3. Enter the phone number to receive text messages on for the **Mobile #** field.  
This field is required if you select Text Message (SMS).
4. Select the toggle to enable the notification.  
If it is gray, you do not receive a notification.  
**▲ Note:** *If the financial institution requires a particular notification, you cannot change the settings for that notification.*
5. Select the **Email**, **Desktop Notification**, or **Text Message (SMS)** check boxes for each enabled (green) item to receive a notification using that method.  
Repeat this step for every item in all sections.  
**▲ Note:** *If the financial institution set Text Message (SMS) as required, you are required to enter a mobile address.*
6. Select **Submit**.

**TIP:** *To return all fields to their default settings, select **Reset**.*



# Message Center

## Compose a Message

1. Select the **Message Center** button.
2. Select **Compose**.
3. Select a **Subject** from the drop-down list.
  - *Transaction Inquiry*
  - *Notifications*
  - *Checks*
  - *Transfer*
  - *Stop Payment*
  - *Wire*
  - *Security*
  - *ACH*
  - *Reports*
  - *Positive Pay*
  - *Electronic Documents*
4. For the **Attach File** field, select **Select File**, and then choose the appropriate file if needed.  
Accepted file type extensions are .csv, .doc, .docx, .gif, .jpeg, .jpg, .pdf, .png, and .txt.
5. Enter the **Message** to send to the financial institution.
6. Select **Send**.

## Perform an Advanced Search

1. Select the **Message Center** icon.
2. Select **Advanced Search** beside the **Filter** text box.
3. Enter the **Message ID**, if known.
4. Select the **Subject** of the email from the drop-down list.
  - *Transaction Inquiry*
  - *Reports*
  - *Wire*
  - *Checks*
  - *Electronic Documents*
  - *ACH*
  - *Stop Payment*
  - *Notifications*
  - *Positive Pay*
  - *Security*
  - *Transfer*
5. Select a **Date** from the drop-down calendar when the email could have been sent, received, or archived.
6. Select the **Type** of email.
  - *All*
  - *Inbox*
  - *Sent*
  - *Archived*
7. Select **Archive**.

## Archive a Message

1. Select the **Message Center** button.
2. Select a message to archive from the **Inbox**.
3. Select **Archive**.

An *Archive Message* dialog box opens.

4. Select **Archive**.

You can view archived messages by selecting **Archived**.

# Transfer and Loan Payment

## Payments > Transfer

Within **Payments > Transfer**, you can create various internal transfers, view the transfer list, search transfers, and approve or reject transfers.

### Create Transfer

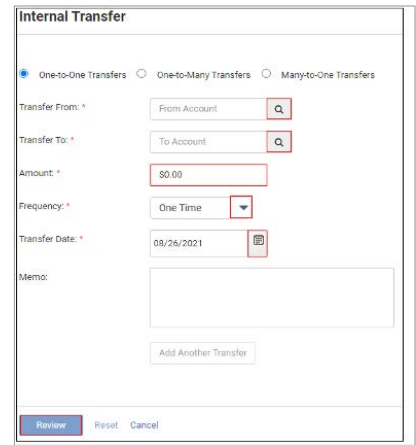
Go to **Payments > Transfer > Create Transfer**. From this screen, you can create a one-to-one transfer, one-to-many transfer, or many-to-one transfer.

Fill out the following fields:

- **Transfer From** – the account funds are being transferred out of.
- **Transfer To** – the account funds are being transferred to.
- **Amount** – the amount being transferred.
- **Frequency** – the frequency of the transfer.
- **Transfer Date** – the date of the transfer.

⚠ **Note:** If it is not a current banking business day, the transfer will take place the next business banking day.

Click **Review** and **Confirm** to complete the transfer.



The screenshot shows the 'Internal Transfer' form. At the top, there are three radio buttons: 'One-to-One Transfers' (selected), 'One-to-Many Transfers', and 'Many-to-One Transfers'. Below these are fields for 'Transfer From: \*' (From Account), 'Transfer To: \*' (To Account), 'Amount: \*' (\$0.00), 'Frequency: \*' (One Time), and 'Transfer Date: \*' (08/26/2021). There is a 'Memo:' field and an 'Add Another Transfer' button. At the bottom are 'Review', 'Reset', and 'Cancel' buttons.

### Create Loan Payment

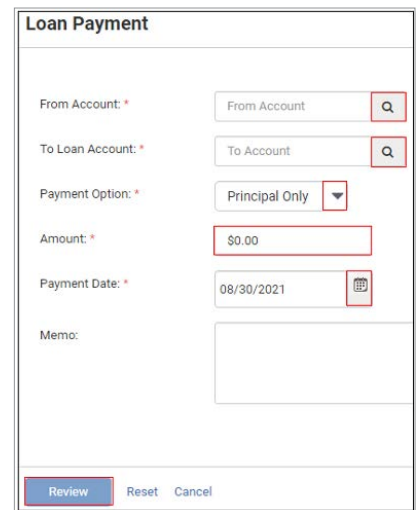
Go to **Payments > Transfer > Create Loan Payment**. From this screen, you can have the payment options of a regular payment or a principal only payment.

Fill out the following fields:

- **From Account** – the account funds are being transferred out of.
- **To Loan Account** – the loan funds are being transferred to.
- **Payment Option** – regular payment or principal only payment.
- **Amount** – the amount being transferred.
- **Payment Date** – the date of the payment.

⚠ **Note:** If it is not a current banking business day, the payment will take place the next business banking day

Click **Review** and **Confirm** to complete the transfer.



The screenshot shows the 'Loan Payment' form. It has fields for 'From Account: \*' (From Account), 'To Loan Account: \*' (To Account), 'Payment Option: \*' (Principal Only), 'Amount: \*' (\$0.00), and 'Payment Date: \*' (08/30/2021). There is a 'Memo:' field. At the bottom are 'Review', 'Reset', and 'Cancel' buttons.

# Payments

## Wire

Within **Payments > Wire**, you can create domestic wires. You can also create domestic creditors, view wire activity, and search wires.




**⚠ Note:** *Although there are many ways to create wires, we recommend that you create a wire creditor and then a wire template so that you will have it saved for future use.*

### Create One-Time USD Wire

Go to **Payments > Wire > Create USD Wire**. From this screen, you can create a one-time domestic wire or multiple wires using previously established creditors. (See [Wire Creditors](#) section to add creditors.)

Use the **Domestic** to do a domestic wire.

Fill out the following fields:

- |  |   |
|--|---|
| <b>Wire Company Name</b>   | From the drop-down, choose the wire company that is sending the wire.   |
| <b>Debit Account</b>   | Click on the  and choose the account to process the wire from.   |
| <b>Creditor</b>  | Click on the  and choose the creditor of the wire from your creditor list. If the creditor is not listed, select <b>Enter Creditor</b> . Fill in the required information for your creditor. |
| <b>⚠ Note:</b> <i>Creditor information added this way will not be added to the <b>Wire Creditors</b> list. To add them to the <b>Wire Creditors</b> list, please see the <a href="#">Wire Creditor</a> section.)</i> |   |
| <b>Wire Amount</b>   | Enter the amount of the wire.   |
| <b>Frequency</b>   | From the drop-down, select the wire frequency. The default is One Time.   |
| <b>Effective Date</b>  | Click the  to select the effective date. (The date will default to earliest available date.)   |
| <b>Purpose</b>   | State the purpose of this wire.   |
| <b>Additional Information</b><br>(Optional)  | Provide any remarks to the creditor.  |
| <b>End to End ID</b>   | Provide additional payment details to the creditor. If no additional information is necessary, enter NOTPROVIDED.   |

Select **Review** in the bottom-left corner. After reviewing the wire, select **Confirm** in the bottom-left corner.

# Payments

You will receive an Identity Verification message. Follow the prompt that displays.

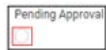
- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code on the computer, if you are using the app re-enter the code on the app.*
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

\*If you are sending a domestic wire and want to save the wire template for future use, select Save as. A Template and the wire template will be added to Wire Templates.



\*Wires will need to be approved by a second user.

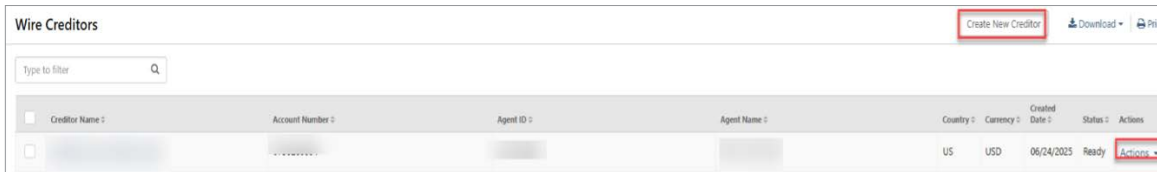
\*To see a list of eligible approvers, go to **Payments > Wire Activity** then hover over the circle under Pending Approval.



## Domestic Wire Creditors

Prior to creating a Wire Template, you will need to create Wire Creditors. Go to **Payments > Wire > Wire Creditors**. From this screen, you can see a list of current creditors or you can **Create New Creditor**.

To add a creditor, select **Create New Creditor** in the top-right corner.



The default is a **Domestic** wire creditor.

A screenshot of the 'Domestic' wire creditor form. The form is divided into two main sections: 'Domestic' (selected) and 'International'. The 'Domestic' section contains fields for Agent Country (US), Agent ID (highlighted with a red rectangle), Agent Name, Agent City/Town Name, Agent State/Country Sub Division, Account Number, Re-enter Account Number, Name, Country (UNITED STATES), Building Number, Street Name, City/Town Name, State/Country Sub Division, and Zip Code. The 'International' section contains fields for Agent Country (US), Agent ID, Agent Name, Agent City/Town Name, and Agent State/Country Sub Division. A 'tab' button is visible at the bottom left.

- **Agent ID** – The routing number for the creditor's bank. Once you have entered a valid routing number, click **tab** and the rest of the banking information will automatically fill in.
- **Account Number** – the creditor's account number
- **Re-enter Account Number**
- **Agent Name** – the name on the creditor's bank account
- **Address** (optional) – the creditor's address
- **Agent City/Town Name** – the creditor's city



# Payments

- **Agent State** – the creditor's state
- **Post Code** – the creditor's zip code
- **Notes** (optional) – provide any additional information (this does not transmit to the creditor)

▲ **Note:** If the creditor has a foreign address, please use the payee's bank address. The creditor's foreign address would need to be added in the "Additional Information" section. Use the **+** to add additional lines.

When you have added all the creditor's information, select **Review** in the bottom-left corner. After reviewing the creditor's information, select **Confirm** in the bottom-left corner. This creditor is now added to the Wire Creditor list.

## To Edit a Current Creditor's Information

Click on their **Creditor Name** and select **Edit**. Edit any information and select **Review** in the bottom-left corner. After reviewing the information, select **Confirm** in the bottom-left corner. The edited information is now saved. This will also update the creditor's information on the wire template.

From the **Actions** drop-down, you can **View** the creditor's information, **Initiate** a wire to this creditor, or **Delete** a creditor from the creditors list.

## To Initiate a Wire from the Creditors List

Select **Actions** from the right-side of the creditor and select **Initiate**.

Fill out the following fields:

- **Wire Company Name** – From the drop-down, choose the wire company the funds are coming from.
- **Debit Account** – Click on the **Q** and choose the account to process the wire from.
- **Destination Currency** – From the drop-down, select USD currency.
- **Wire Amount** – Input the amount of the wire.
- **Purpose** – Input the purpose of the wire payment.
- **Additional Information** (optional on domestic wires) – Provide any remarks to the creditor.

Select **Review** in the bottom-left corner. After reviewing the wire, select **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code on the computer, if you are using the app re-enter the code on the app.*
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

\*Wires will need to be approved by a second user.

\*To see a list of eligible approvers, go to **Payments > Wire Activity** then hover over the circle under Pending Approval.



# Payments

## Create Wire Template Domestic

Go to **Payments > Wire > Wire Templates**. This screen will list any previously created wire templates. From this screen, you can create a new wire template that can be saved, edited, and used for future wires.

To create a new template, select **Create New Template**. (If you have not previously added your creditor see [Domestic Wire Creditors](#) section to add creditors.)

Wire Templates ⓘ

Beneficiaries

Create New Template

Select the wire template for a **Domestic** wire.

Create a Wire Template

1. Payment and Creditor Information

2. Review

3. Confirmation

Wire Template Detail \* Indicates Required Field

Payment Information

☒ Domestic

☐ International

Template Name: \*

Wire Company Name: \* 

Select Wire Company

Debit Account: \* 

Select Accounts

Creditor: \* ⓘ 

Select a Creditor

Purpose: \*

Additional Information: ⓘ 

Sender to Receiver Info. L

End to End ID: ⓘ

Review

Reset

Cancel

Fill out the following fields:

- **Template Name** – This will be how you choose to identify this template (usually the name of the creditor).
- **Wire Company Name** – From the drop-down, choose the wire company the funds are coming from.
- **Debit Account** – Click on the  and choose the account to process the wire from.
- **Creditor** – Click on the  and choose the creditor of the wire from your creditor list.
- **Purpose** – State the purpose of this wire.
- **Additional Information** (optional on domestic wires) – Provide any remarks to the creditor.
- **End to End ID** – Provide additional payment details to the creditor. If no additional information is necessary, enter NOTPROVIDED.

Select **Review** in the bottom-left corner. After reviewing the wire, select **Confirm** in the bottom-left corner. This wire template is now added to the wire template list.

# Payments

## Initiate Wire Template

Go to **Payments > Wire > Wire Templates**.

Select **Actions > Initiate**.

Template Name	Wire Type	Wire Company	Debit Account	Beneficiary Name	Status	Actions
	Domestic				Ready	<div>Initiate View Edit Delete</div>
Showing 1 - 1 of 1 transactions						

1. Payment and Creditor Information

2. Review

3. Confirmation

### Wire Template Detail

Payment Information

☒ Domestic

☐ International

Template Name \*

Wire Template Name

Wire Company Name \*

TM TEST CO

Debit Account \*

Select Accounts

Creditor \*

Select a Creditor

Purpose \*

Purpose of Payment

Additional Information \*

Sender to Receiver Info. 1


End to End ID \*

Review

Reset

Cancel

Fill out the following fields:

- **Wire Amount** – Enter the amount of the wire.
- **Frequency** – From the drop-down, select the wire frequency. The default is One Time.
- **Effective Date** – Click the  to select the effective date. (The date will default to earliest available date.)
- **Purpose** – State the purpose of this wire.
- **Additional Information** (optional on domestic wires) – Provide any remarks to the creditor.
- **End to End ID** – Provide additional payment details to the creditor. If no additional information is necessary, enter NOTPROVIDED.

Select **Review** in the bottom-left corner. After reviewing the wire, select **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code on the computer, if you are using the app re-enter the code on the app.*
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

\*Wires will need to be approved by a second user.

\*To see a list of eligible approvers, go to **Payments > Wire Activity** then hover over the circle under Pending Approval.



# Payments

## Approve and Initiate Wire

When a wire is ready for approval, approved users will receive an email informing them that there is a wire for them to approve.

You can approve a wire payment from your **Dashboard** in the **Payments Pending Approval** widget. **Click on the box** on the left-side of the **Wire** and select **Approve** and then **Confirm** in the bottom-left corner.

Payments Pending Approval						
Transfer (0)   Loan Payment (0)   <b>Wire (0)</b>   ACH (0)						
<input type="checkbox"/>	Transaction ID ▾	From Account ▾	To Account ▾	Amount ▾	Transfer Date ▾	Created Date ▾
Status ▾						

You can also approve the wire by going to **Payments > Wire Payment Activity > Click on the box** on the left-side of the **Wire** and select **Approve** and then **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

## Foreign Wires (FX Wires)

All FX Wires are now done through Payments – FX Wires. Within the FX Wire module is a user guide to help navigate that site.



# Payments

## ACH

Within **Payments > ACH**, you can create ACH payments and templates, upload NACHA files, or import .csv files. You can also search ACH activity and recipients.

▲ **Note:** Although there are many ways to create ACH payments, we recommend that you create an ACH template so that you will have it saved for future use.



### Create ACH Payment

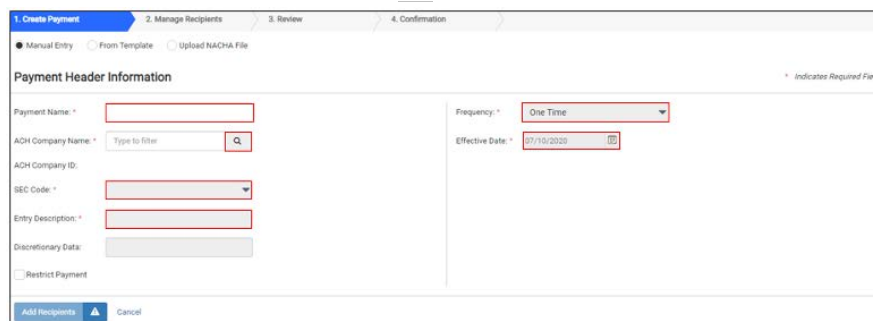
Go to **Payments > ACH > Create ACH Payment**. From this screen, you can create a Manual Entry payment or import a .csv file. (This is also where you upload NACHA files.)

### Create ACH Payment or Import a .csv File

Use the **Manual Entry** to create an **ACH** (you can save this as a template) or to **import a .csv file**.


Fill out the following fields:

- **Payment Name** – This will be how you choose to identify this ACH batch.
- **ACH Company Name** – Click on the  and choose the account to process the ACH from.
- **SEC Code** – From the drop-down, pick “**PPD** – Prearranged Payments and Deposits” if the recipient is an individual or “**CCD** – Cash Concentration or Disbursement” if the recipient is a business. (All recipients within a batch must have the same SEC code.)
- **Entry Description** – prefilled (if applicable, change the description)
- **Discretionary Data** (optional)
- **Frequency** – It will default to One Time. If this is a repetitive ACH, choose one of the applicable options.
- **Effective Date** – Select the Effective Date for the ACH. Please note – If selecting today as the effective date, this will be processed as a Same Day ACH entry and additional fees may apply.
- **Offset Account** – Click on the  and choose the available offset account.



To add recipients, click on the **Add Recipients** in the bottom-left corner.

You can choose to add recipients manually, from a recipient list, or from a .csv file.

- **Manually** – Fill in the required fields on the bottom of the page. Click the  or the **Add Recipient** to add more recipients to the ACH file.
- **Select from Recipient List** – You can select recipients from your previously created ACH Recipients. (Create a list of recipients by going to **Payments > ACH Recipients**.)
- **Import Recipients From File** – If you are importing a .csv file, you will use the **Import Recipients From File** tab.  
▲ **Note:** .csv files must not contain file headers or footers.

▲ **Note:** Before you can import a file, you will need to specify the import layout by going to **Payments > ACH Recipient Import Layout**. Specify each of the columns that the required information is in and **Save**. See the example on the next page.

Your information will vary according to the layout of your file.

# Payments

## Excel File

	A	B	C	D	E	F	G
1	Name	Amount		Account Number	Transaction Type	Account Type	Routing Number

## Import Layout

Upload Format:

Select the order of the fields in your file.

Delimiter:

Name \*

1

ID Number

Routing Number \*

7

Account Number \*

4

Amount \*

2

Account Type \* Use Transaction Code instead ⓘ

6

Checking Equals:

Savings Equals:

Loan Equals:

GL Equals:

Transaction Type \*

5

Debit Equals:

Credit Equals:

Select **Review** in the bottom-left corner. After reviewing the ACH, select **Confirm** in the bottom-left corner.

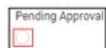
You will receive an Identity Verification message. Follow the prompt that displays.

- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code on the computer, if you are using the app re-enter the code on the app.*
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

\*If you want to save the ACH template for future use select **Save as a Template** and the ACH template will be added to ACH Templates.

\*ACH will need to be approved by a second user.

\*To see a list of eligible approvers, go to **Payments > ACH File Activity** then hover over the circle under Pending Approval.




# Payments

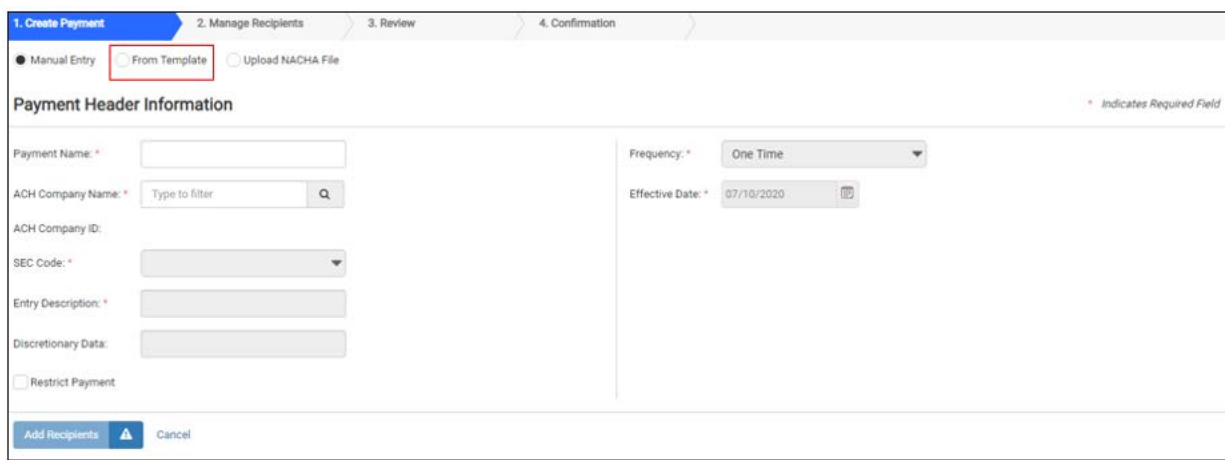
## Create ACH Template

To create a new ACH template or use an existing template, go to **Payments > Create ACH Payment > From Template > Create New Template** (in the upper-right corner).



Fill out the following fields:

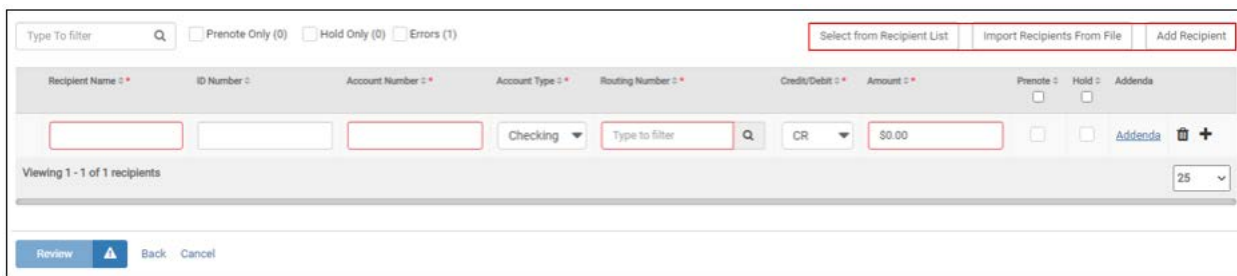
- **Template Name** – This will be how you choose to identify this ACH template.
- **ACH Company Name** – Click on the  and choose the account to process the ACH from.
- **SEC Code** – From the drop-down, pick “**PPD** – Prearranged Payments and Deposits” if the recipient is an individual or “**CCD** – Cash Concentration or Disbursement” if the recipient is a business. (All recipients within a batch must have the same SEC code.)
- **Entry Description** – prefilled (if applicable, change the description)
- **Discretionary Data** (optional)


To add recipients, click on the **Add Recipients** in the bottom-left corner.



You can choose to add recipients **manually** or from a **CSV file**.

- **Manually** – Fill in the required fields on the bottom of the page. Click the  or the **Add Recipient** to add more recipients to the ACH file.
- **Import Recipients From File** – If you are importing a .csv file, you will use the **Import Recipients From File** tab.  
 **Note:** .csv files must not contain file headers or footers.



 **Note:** *Before you can import a file, you will need to specify the import layout by going to **Payments > ACH Recipient Import Layout**. Specify each of the columns that the required information is in and **Save**. See the example on the next page.*

\*Your information will vary according to the layout of your file.

# Payments

## Excel File

	A	B	C	D	E	F	G
1	Name	Amount		Account Number	Transaction Type	Account Type	Routing Number

## Import Layout

Upload Format:

Delimited

Fixed Position

Select the order of the fields in your file.

Delimiter:

Comma

Name \*

1

ID Number

Routing Number \*

7

Account Number \*

4

Amount \*

2

Account Type \*

Use Transaction Code Instead ⓘ

6

Checking Equals:

Savings Equals:

Loan Equals:

GL Equals:

C

S

L

GL

Transaction Type \*

5

Debit Equals:

Credit Equals:

DB

CR

Save

Reset

When you have added all your recipients, select **Review** in the bottom-left corner. After reviewing the template, select **Confirm** in the bottom-left corner. The template is now created and added to your ACH Templates list.

## Edit Existing ACH Template

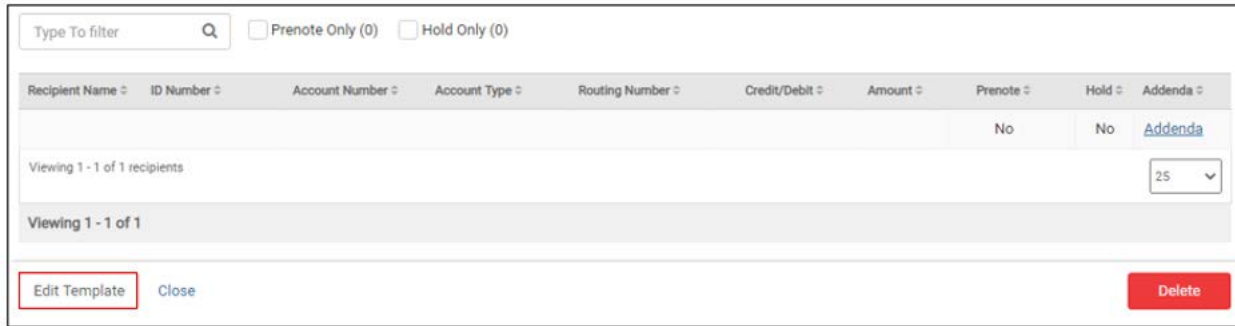
To edit an ACH template, go to **Payments > Create ACH Payment > From Template** or go to **Payments > ACH Templates**.



From **Actions**, you can Delete, Clone, or Initiate an existing batch. To **edit** the batch, select the **Template Name**.

ACH Templates								Create New Template	Download	Print
Type to filter										
	Template Name	ACH Company Name	SEC Code	Last Updated	Debit Amount	Credit Amount	Status	Actions		
<input type="checkbox"/>	test						Ready	Actions		
								Delete		
								Clone		
								Initiate		

# Payments

Select **Edit Template** in the bottom-left corner.



This will open up the template and allow you to update any information, as well as Add  or Delete  recipients. When you have edited your template, select **Review** in the bottom-left corner. After reviewing the edits, select **Confirm** in the bottom-left corner.


## Initiate ACH Template for Approval

After creating the template, you have the option to immediately **Initiate Payment** (bottom-left corner) or you can go to **Payments > ACH Templates** and choose any of your previously created templates.

From the **Actions** drop-down on the right-side of the template, select **Initiate**.



From this screen, you will select an **effective date** for the ACH and select **Add Recipients** from the bottom-left corner.

- **Frequency** – This will default to One Time. If this is a repetitive ACH, choose one of the applicable options.
- **Effective Date** – Select the Effective Date for the ACH. Please note – If selecting today as the effective date, this will be processed as a Same Day ACH entry and additional fees may apply.
- **Offset Account** – Click the  to select the offset account.

Click on **Add Recipients** and edit any applicable information.



# Payments

You will receive an Identity Verification message. Follow the prompt that displays.

- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code on the computer, if you are using the app re-enter the code on the app.*
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

\*ACH will need to be approved by a second user.

\*To see a list of eligible approvers, go to **Payments > ACH File Activity** then hover over the circle under Pending Approval.



## Upload NACHA File

To upload a NACHA file, go to **Payments > ACH > Create ACH Payment**.

Select **Upload NACHA File** and then **Select File**. Browse to select the appropriate file.

Your file must be formatted to NACHA specifications and all ABA numbers must be accurate. The company header record must match a company that we have established for you. Select **Upload** in the bottom-left corner.

A screenshot of the "Create ACH Payment" form. The form has a progress bar at the top with four steps: 1. Upload File (active), 2. File Summary, 3. Review, and 4. Confirmation. Below the progress bar, there are three radio buttons: "Manual Entry", "From Template", and "Upload NACHA File" (selected). Below the radio buttons, there is a section titled "Upload NACHA Formatted File". Inside this section, there is a "Select File" button. Below the button, it says "Maximum of 10,000 payments". At the bottom of the form, there are two buttons: "Upload" and "Cancel".

Enter an **Effective Date** and **Offset Accounts** (Click on the and choose the available offset account.) Please note – If selecting today as the effective date, this will be processed as a Same Day ACH entry and additional fees may apply.

A screenshot of the "Payment Detail" form. The form shows a payment for "JOHN L DOE 0000000". It includes fields for "Status" (Ready), "ACH Company Name", "ACH Company ID", "SEC Code", "Entry Description", and "Discretionary Data". It also shows "Debit: \$0.00", "Credit: \$0.00", and "Audit". On the right, there is a "Frequency" dropdown set to "One Time", a note "Please validate the Effective Date for accuracy", an "Effective Date" field set to "04/12/2021", and an "Offset Accounts" dropdown set to "Test Account 1". At the bottom, there is a table with columns: "Recipient Name", "ID Number", "Account Number", "Account Type", "Routing Number", "Credit/Debit", "Amount", "Present", "Hold", and "Address". The table has one row with "Yes" under "Present" and "No" under "Hold".



# Payments

Select **Review** in the bottom-left corner. After reviewing the uploaded NACHA file, select **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.

- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

\*ACH will need to be approved by a second user.

\*To see a list of eligible approvers, go to **Payments > ACH File Activity** then hover over the circle under Pending Approval.



## Approve and Initiate ACH

When an ACH is ready for approval, approved users will receive an email from DoNotReply@glacierbancorp.jhaens.com informing them that there is an ACH to approve.

You can approve an ACH payment from your **Dashboard** in the **Payments Pending Approval** widget. **Check the box** on the left-side of the **ACH** and select **Approve** and then **Confirm** in the bottom-left corner.

Payments Pending Approval							
Transfer (0)		Loan Payment (0)		Wire (0)		ACH (0)	
<input type="checkbox"/>	Transaction ID	From Account	To Account	Amount	Transfer Date	Created Date	Status

You can also approve the ACH by going to **Payments > ACH Payment Activity > Check the box** on the left-side of the **ACH** and select **Approve** and then **Confirm** in the bottom-left corner.

You will receive an Identity Verification message. Follow the prompt that displays.




- **Text Authentication** – You will receive a text code. *Complete the authentication by re-entering the code* on the computer, if you are using the app re-enter the code on the app.
- **Token Authentication** – You will enter the token code followed by your 4-digit PIN (no spaces).

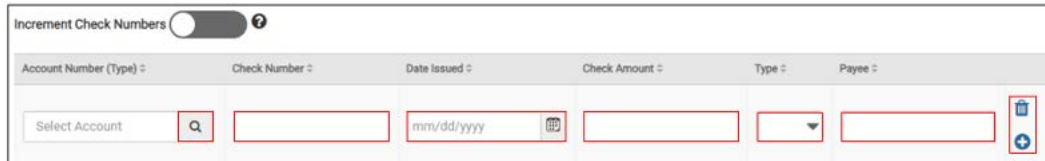
# Payments

## Positive Pay

### Check Positive Pay – Manual Item Entry

To manually enter an individual check or several checks, go to **Payments > Create/Import Check Issues > Enter checks**.

Choose the appropriate account by clicking the  next to **Select Account**. Then complete the rest of the required fields. Delete or add   rows as needed.

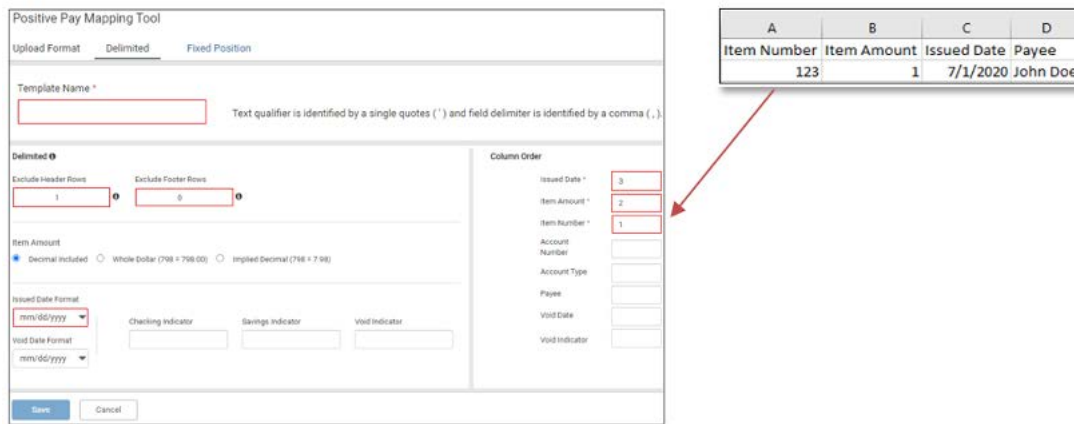


When you have entered all issued checks, select **Review** in the bottom-left corner. After reviewing the issued checks, select **Confirm** in the bottom-left corner. You will receive the message “Successfully processed (the number) of Positive Pay items”. The check(s) have been uploaded to the bank.

### Check Positive Pay – Upload File

Before you can upload a file, you will need to specify the file layout by going to **Payments > Check Upload Formats > Create New Format**. See the example below.

\*Your information will vary according to the layout of your Excel file. Save the Excel file as a CSV (Comma delimited).



A	B	C	D
Item Number	Item Amount	Issued Date	Payee
123	1	7/1/2020	John Doe

- **Template Name** – the name you are giving this format.
- **Exclude Header Rows/Exclude Footer Rows** – Indicate whether or not your file has headers/footers.
- **Item Amount** – Indicate the decimal placement of the amount.
- **Issued Date Format** – the date format
- **Checking, Savings, Void Indicator** (optional)
- **Column Order** – Indicate the column the required information is in.

# Payments

## Upload File

When you have your file format established and you are ready to upload the file, go to **Payments > Create/Import Check Issued Items > Upload File**.

- **Saved Format** – The template name of the formatted file
- **Account** – Positive Pay account
- **Select File** – browse for the Excel file

Click on **Upload**. After reviewing the file, click **Review** in the bottom-left corner. Click **Confirm** in the bottom-left corner. You will receive the message “Successfully processed (the number) of Positive Pay items”. The check(s) have been uploaded to the bank.

## Check Exceptions and ACH Exceptions

**Your exceptions need to be worked each banking business day by 11:00 AM MST.**

You can work your exceptions from your **Dashboard** in the **Positive Pay** widget or go to **Payments > Positive Pay > ACH Exceptions and or Check Exceptions**.

- Change the **Pay** or **Return** options as needed for each exception item.
- You have the option to *View Check* or see *Details*.
- Select **Review**.
- Ensure that the changes are accurate.
- Select **Save**.

The following confirmation message appears: **Check / ACH Exception Decisions Saved Successfully!**

# Payments

## Transfer

Within **Payments > Transfer**, you can create various internal transfers, view the transfer list, search transfers, and approve or reject transfers.

Three icons appear throughout the *Transfer* view. Hover over or select these icons to view an informational message.



This icon means that there is an information message available for that transfer.



This icon means that the transfer has been changed.



This icon means that the transfer has an error.

A negative account balance appears in red and a positive account balance appears in black beneath the account numbers.

### Create a Transfer

Use the *Create Transfer* view to create a one-to-one transfer, one-to-many transfer, or many-to-one transfer. Use this option to submit a one-time or future-dated transfer from one account to one or more accounts.

1. Go to **Payments > Transfer > Create Transfer**.
2. On the *Create a Transfer* tab, select the kind of transfer to create:
  - a. One-to-One Transfers
  - b. Many-to-One Transfers
  - c. One-to-Many Transfers
3. Complete the fields.
  - **Transfer From:** Enter the account number or select the icon to choose an eligible account from your account list. The available balance appears under the account.
  - **Transfer To:** Enter the account number or select the icon to choose an eligible account from your account list. The available balance appears under the account.
  - **Amount:** Enter the amount of the transfer. The field auto-formats to add a dollar sign, commas, and cents.
  - **Frequency:** Select one of the following options:

One Time	Weekly	Every Two Weeks	Twice a Month
Monthly	Quarterly	Every Six Months	Yearly

▲ **Note:** If any option except *One Time* is selected, you are not able to select *Add Another Transfer* from this page.

Depending on your selection, you may be prompted to enter data in the following field options.

Effective Date	Repeat On	End On
Repeat on Day(s)	Start On	
  - **Transfer Date:** Select the date of the funds transfer using the calendar feature.
  - **Memo:** Enter information related to the funds transfer.
4. Select to add additional transfer details, if necessary.
  - Depending on the type of transfer, you can initiate multiple One-to-One transfers, add additional Transfer From accounts in a Many-to-One transfer or add additional Transfer To accounts in a One-to-Many transfer at one time.
5. Select **Review** to proceed to the *Review* tab.
6. Review the transfer information entered to ensure it is accurate.
7. Select **Confirm** to proceed to the Internal Transfer Confirmation screen.

# Payments

From the Internal Transfer Confirmation screen, take the following actions:

- Create Another Transfer
- View Transfer Activity

## Transfer Template

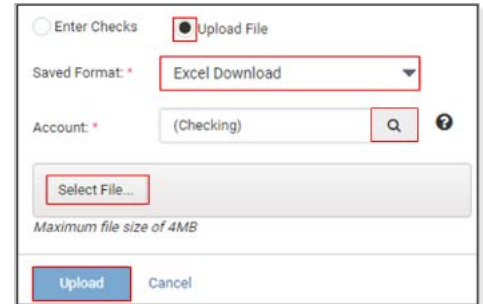
To create a transfer template, use the *Create Transfer from Template* view.

1. Select which templates to use.  
**▲ Note:** *You can only initiate templates with a **Ready** status.*
2. Select **Initiate Payments**.
3. Review the transfer information to ensure it is accurate and make any necessary changes to the Amount, frequency, or date fields.
4. Select **Review**.
5. Select **Confirm** to submit.

You can select check boxes for templates that are ready. Use the **Actions** drop-down menu to *Initiate*, *View*, *Edit*, or *Delete* a transfer template. Select the **Template Name** link to view, edit, or delete its details. You can sort the information in ascending or descending order by selecting individual column headers.

From this view, you can also work with templates to perform the following options, based on status:

Approve / Reject Payments	Edit Templates View Templates	Search Templates Initiate Payments	Create Templates Delete Templates
---------------------------	----------------------------------	---------------------------------------	--------------------------------------



## Creating a Transfer Template

1. Go to **Payments > Transfer > Transfer Templates**
2. Select **Create New Template**.
3. Select the type of transfer.
  - a. One-to-One Transfers
  - b. One-to-Many Transfers
  - c. Many-to-One Transfers
4. Complete the following fields on the *Transfer Template Details* tab.
  - **Template Name:** Enter the name of the template.
  - **Transfer From:** Enter the account number or select the icon to choose an eligible account from our account list. The available balance appears under the account.
  - **Transfer To:** Enter the account number or select the icon to choose an eligible account from your account list. The available balance appears under the account.
  - **Amount:** Enter the amount of the transfer. The field auto-formats to add a dollar sign, commas, and cents.
  - **Memo:** enter information related to the funds transfer.
5. Select **Review** to proceed to the *Review* tab.
6. Review the information entered to ensure it is accurate.
7. Select **Confirm** to proceed to the *Confirmation* tab and verify the transfer template is ready.

**▲ Note:** *From this screen you can Create Another Transfer Template or View Transfer Templates.*

# Payments

## Searching for a Transfer Template

1. Go to **Payments > Transfer > Transfer Templates**.
2. Complete the fields in the *Search Transfers Templates* panel.  
*TIP: Select Reset for the fields to return to their default settings.*
3. Select **Search**.

## Searching Transfer Activity

Use the *Transfer Activity* view to look at a list of transfers with various statuses and also view transaction history.

You can search for a specific transfer, or approve, reject, and cancel transfers from this view.

1. Go to **Payments > Transfer > Transfer Activity**.
2. Complete the fields in the Search Transfers panel, as necessary.
  - **Transfer Date:** Select either *Date Range* or *Specific Date* from the drop-down list and enter the date of the funds transfer using the calendar feature.
  - **Status:** Select any combination of the following options for the transfer status:

Select All	Pending Approval	Scheduled	Submitted
Approval Rejected	Cancelled	Failed	

All statuses are selected by default.
  - **Account:** Select *Both*, *From*, or *To* and then select the appropriate **From** or **To** account numbers from the drop-down lists available.
  - **Amount:** Select *Specific Amount* or *Range* from the drop-down list. Then, enter the amounts in the available text boxes.
  - **Transaction ID:** Enter the transaction ID that generated when the transfer was submitted.
  - **Created Date:** Select either *Date Range* or *Specific Date* from the drop-down list then enter the date using the calendar feature.
3. Select **Search**.

The *Transfer Activity* screen updates with transactions matching the criteria entered, and the number of results appears at the bottom. The Transfer Activity allows you to view and work with transfers that are in the following statuses: *Pending Approval*, *Approval Rejected*, *Scheduled*, *Cancelled*, or *Failed*.

Select **Reset** for the fields to return to their default settings.

## Editing a Scheduled Transfer

The *Transfer Activity* list allows you to view and work with transfers that are in the following statuses: *Approval Rejected*, *Scheduled*, or *Failed*.

1. Go to **Payments > Transfer > Transfer Activity**.
2. Select the **Transaction ID** of the transfer to change.
3. Select **Edit Transfer**.
4. Edit the fields, as necessary.
5. Select **Confirm** to display the *Confirm Resubmission* dialog box.
6. Enter a comment in the field and select **Resubmit Transfer**. Your transfer has been resubmitted.

# Payments

## Approving/Rejecting a Transfer

1. Go to **Payments > Transfer > Transfer Activity**.
2. Select the check box beside the **Transaction ID** to approve or reject.
3. Select either **Approve** or **Reject**. A *Confirm Approval* or *Confirm Rejection* dialog box appears.
4. Enter **Comments** for the approval or rejection, if necessary.
5. Select either **Approve Transfer** or **Reject Transfer**.

## Cancelling a Transfer

1. Go to **Payments > Transfer > Transfer Activity**.
2. Select **Cancel Transfer** beside the transaction to cancel. The *Confirm Cancellation* dialog box appears.
3. Enter a comment in the field, and then select **Cancel Transfer**. You receive a confirmation message that your transfer has been successfully canceled.

## Recurring Transfers

Use the *Recurring Transfers* view to locate, approve, reject, and cancel a recurring transfer series.

1. Go to **Payments > Transfer > Recurring Transfers**.
2. Complete the fields in the *Search Recurring Transfers* panel, as necessary.
  - **Status:** Select any Combination of the following options for the transfer status:

Select All	Pending Approval	Scheduled	Submitted
Approval Rejected	Cancelled	Failed	

All statuses are selected by default.
  - **Account:** Select *Both*, *From*, or *To* and then select the appropriate **From** or **To** account numbers from the drop-down lists available.
  - **Transaction ID:** Enter the transaction ID that generated when the transfer was submitted.
  - **Frequency:** Select any combination of the following options:

One Time	Weekly	Every Two Weeks	Twice a Month
Monthly	Quarterly	Every Six Months	Yearly

All options are selected by default.
  - **Transfer Amount:** Select either *Specific Amount* or *Amount Range* from the drop-down list and enter the amount of the recurring transfer.
  - **Next Transfer Date:** Select either *Date Range* or *Specific Date* from the drop-down list. Then, enter the dates of the transfer in the text boxes available using the calendar feature.
  - **Created Date:** Select either *Date Range* or *Specific Date* from the drop-down list and enter the date using the calendar feature.
3. Select **Search**.

*Recurring Transfers* updates with transactions matching the criteria entered. The *Recurring Transfers* view allows you to view and work with transfers that are in the following statuses: *Pending Approval*, *Approval Rejected*, *Scheduled*, *Cancelled*, or *Failed*.

**TIP:** Select **Reset** for the fields to return to their default settings.



# Payments

## Approving/Rejecting a Recurring Transfer

1. Go to **Payments > Transfer > Recurring Transfers**.
2. In the *Recurring Transfer List* panel, select the check box beside the **Transaction ID** to approve or reject.
3. Select either **Approve** or **Reject**. An *Approve Transfers* or *Reject Transfers* dialog box appears
4. Enter **Comments** appropriate for the approval or rejection.
5. Select either **Approve Transfers** or **Reject Transfers**.

## Cancelling a Recurring Transfer Series

1. Go to **Payments > Transfer > Recurring Transfers**.
2. Select **Cancel Series** beside the recurring transfer to cancel. A *Confirm Cancellation* dialog box appears.
3. Enter **Comments** appropriate for the cancellation.
4. Select **Cancel Recurring Series**. The series is successfully canceled.

## Stop Payment

Within **Payments > Stop Payments**, you can view and create stop payments.

▲ **Note:** *There may be a charge assessed with processing a stop payment.*

## Bill Pay

Within **Payments > Bill Pay** you can make payments for bills online that you would normally send through the mail.

- Schedule one-time or recurring payments from any of your bank accounts with us.
- Easily access your transaction history and pending payments.
- View images of cleared transactions.
- Manage multi-user access and rights.

# Other Treasury and Payment Services

## Receivables

Use the **Receivables** menu to work with remote deposit capture (check scanner).

## Reporting

Use the **Reporting** menu to view various reports.

The default view is All Reports and it contains a combination of the Favorite Reports, Custom Reports, and Standard Reports view.

Available reports:

- Current Day Balance
- Prior Day Balance
- Current Day Transaction
- EDI
- Prior Day Transaction
- Date Range Balance
- Date Range Transaction

You can choose to make any report a **Favorite Report** by clicking **Favorite** on that report's tile. Favorited reports will show with a blue star.

## Electronic Documents, Electronic Statements

Within **Reporting > Electronic Documents**, you can enroll in Electronic Documents allowing you to view and manage statements and other available documents.

Available Documents:

- Statements and Notices
- Documents and Settings
- Additional Recipients
- Disclosures
- Email Settings

If you need further assistance, please contact a representative at your bank.

# Account Reconciliation

Account Reconciliation Reporting allows users, with the appropriate entitlements, to request reports by account and by activity period including specific date, date range, previous week, previous month, previous year, week-to-date, month-to-date, and year-to-date. SilverLake creates these reports, and they are made visible by Insight Treasury.

## Company User Entitlements

Users can be granted access to account reconciliation reporting by enabling an entitled eligible account. This access allows the user to view, create, edit, or delete account reconciliation reports.

## Account Reconciliation Billing

An Account Analysis counter for account reconciliation reporting increments each time a report is successfully generated in Insight Treasury.

## Account Reconciliation Reporting

**Account Reconciliation Reporting** on the *Company Product Feature Configuration* screen in Back Office is a stand-alone product that can be toggled on or off. This configuration must be completed at the company level so that each company has access to account reconciliation reports.

Select **Edit** on **Account Reconciliation Reporting** to view and select accounts that are eligible for account reconciliation.

## Report Templates

The *Report Templates* page allows users to view, create, edit, delete, search for, and filter report templates.

Displays a list of your saved report templates by **Report Type**, **Report Name**, **Account Number**, and **Activity Period** at the time the reports were saved.

- **Report Library:** Navigates to a list of your previously generated account reconciliation reports. Reports are generated from the **Report Template** or **Create New Report** features.
- **Report Templates – Search Filter:** Allows you to search report templates by **Report Type** or **Accounts**.
- **Create New Report:** allows you to create specific account reconciliation report templates.
- **Report Templates – Type to Filter:** Allows you to search for specific report templates by entering template information or a character/numeric string. **Type to Filter** searches across all columns looking for a match on the string of data whether at the beginning, middle, or end of the field.
- **Actions Drop-Down Menu Button:** Allows you to run, edit, or delete an existing report template.

### Creating a New Report

This page allows you to create various reports. You may also view a list of report types with a brief description of each report type using the **Account Reconciliation Reporting Glossary** drop-down menu.

Select the **Create New Report** button on the *Report Templates* page.

1. Select the type of report from the **Report Type** drop-down menu.
2. Input the name of the report in the **Report Name** field.
3. Select eligible accounts from the **Accounts** drop-down menu.
  - You can select a single or multiple accounts. When selecting multiple accounts, a separate report is created for each account.

# Account Reconciliation

4. Select the desired activity period from the Activity Period date picker.

Available activity periods include the following options:

- Specific Date
- Date Range
- Previous Week
- Previous Month
- Previous Year
- Week to Date
- Month to Date
- Year to Date

The activity period of the following five reports is a single date component. The *As Of* or *Prior To* date specification is stated in the date picker and is based on the report selected:

- **Previous Outstanding Items – Detail:** *Prior To*
- **Previous Outstanding Items – Summary:** *Prior To*
- **Issued Not Offset:** *As Of*
- **Dormant Items:** *As Of*
- **Stale Dated Items:** *As Of*

▲ **Note:** The date picker allows you to select a future date but can only save the report as a report template.

5. Select the **Review** button to navigate to the *Review* page.
6. Select the **Save and Run** button to save the request as a report template and generate a PDF report that posts to your report library.

Additional options on this page include:

**Save:** Save the request as a report template.

**Back:** Return to the previous screen to continue editing.

**Cancel:** Displays a pop-up message that allows you to continue editing or navigate back to the *Report Templates* page.

## Editing an Existing Report Template

On the *Report Templates* page, select the **Edit Report** button from the template's **Actions** drop-down menu. The *Edit Report* workflow functions identically to the *Create New Template* workflow, so you can still select **Save** or **Save and Run** as desired.

## Account Reconciliation Report Library

The *Report Library* page displays the list of account reconciliation reports that were generated from the *Report Templates* page.

- **Refresh Icon:** This icon is found in the top-right corner of the page and refreshes the report results so that the job status can be updated.
- **Delete Report:** You can delete reports by selecting the **Delete** check box and then selecting the **Delete Selected** button. Alternatively, you can select the **Actions** drop-down menu and then select the **Delete Report** option.
- **Download Report:** You can download reports in PDF format by selecting the **Actions** drop-down menu and then selecting the **Download Report** option. You can also download reports by selecting the **Report Name** hyperlink which redirects you to the *Download Report Viewer* page. This page displays the specific report that you selected. Select the **Download** icon at the top-right of the page to download the report in PDF format.

▲ **Note:** Generated reports are archived in the report library for 90 days. You can save a copy of the PDF report or generate the report again if it is no longer in the library.

## User Entitlements

This page allows GBCI TM Operations and admin users to manage user access. When the **User Entitlements** feature is available, users can view, create, and delete reports for the selected account.

Admin users can navigate to **Admin > User List > Actions > View User > Account Reconciliation Reporting > Entitlements** to add or update user entitlements.



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## Need Help?

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