User Manual

Online Treasury Manager: Account Transfer

SunTrust

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OVERVIEW

With Online Treasury Manager, you can stay connected to SunTrust over the Internet. There's no software to load, no security devices to install and no intensive programming efforts to send and receive files. Just link to SunTrust using a standard web browser, and you're connected to the source for you treasury management needs.

To ensure the privacy of your company's financial information, SunTrust provides multiple levels of security. From firewalls to passwords and encryption, the system is designed to safeguard your privacy. In addition, your Security Administrator determines who in your company can access information, as well as who can initiate and approve transactions.

System Access

Online Treasury Manager can be accessed on the Internet at this address: https://onlinetreasurymanager.suntrust.com.

IDs and Passwords

A combination of 4 elements (Customer ID, Customer Password, User ID, User Password) is required to access Online Treasury Manager.

You will be required to create a new password when you access the system for the first time. Your password must be changed every 30 days. Online Treasury Manager prohibits the re-use of your previous 12 passwords.

Inactivity Time Out

The system will time out, suspending access, if your session is idle for more than 15 minutes. However, during a timeout period, your browser can remain connected to Online Treasury Manager. Access can be regained by re-entering your user password.

Activity in Online Treasury Manager is recorded by screen changes or the use of the Submit button. If inactivity exceeds 30 minutes, you will have to re-enter all login information to sign back into the system. Please note that data entry alone is not considered activity. When entering large blocks of data, click on "Submit Changes" periodically, to avoid inactivity time-out.

Important Notes

When using Online Treasury Manager, please do not use your browser's "**Refresh**" button. In some cases, this could cause a form to be submitted twice.

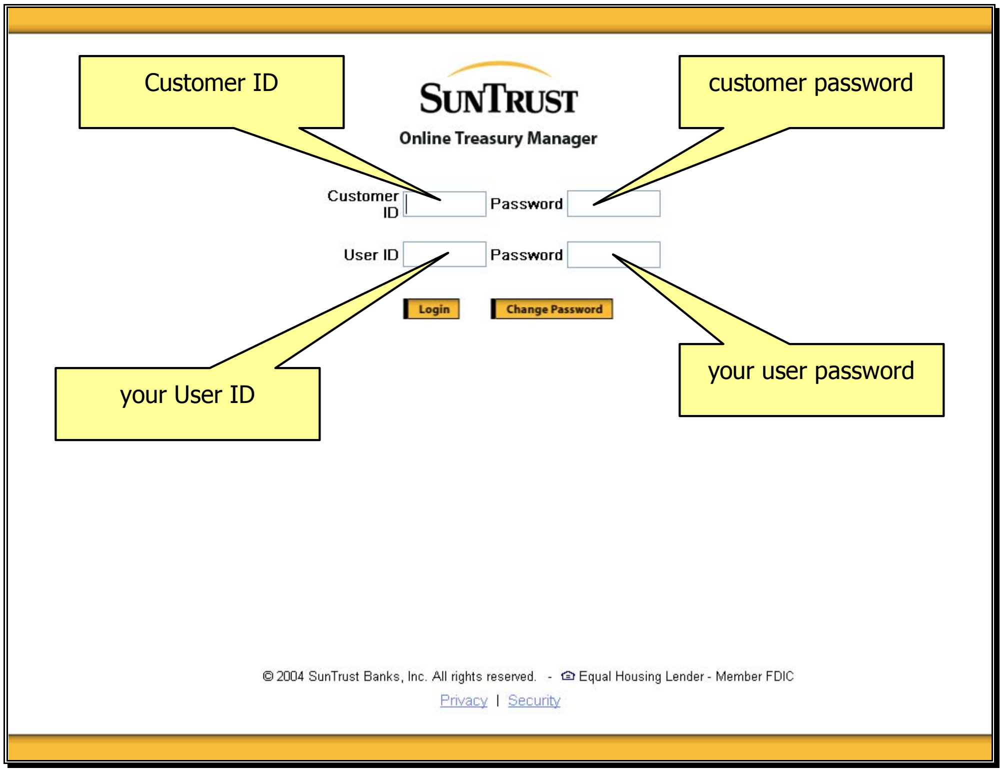
Do not use the "**Back**" button, unless specifically instructed. While clicking the back button will return you to the previous page, it will not reverse any transactions performed prior to your clicking the back button.

Required fields

With exception to the login screen, required data entry fields for Online Treasury Manager are noted in red.

Login/Logout Procedures

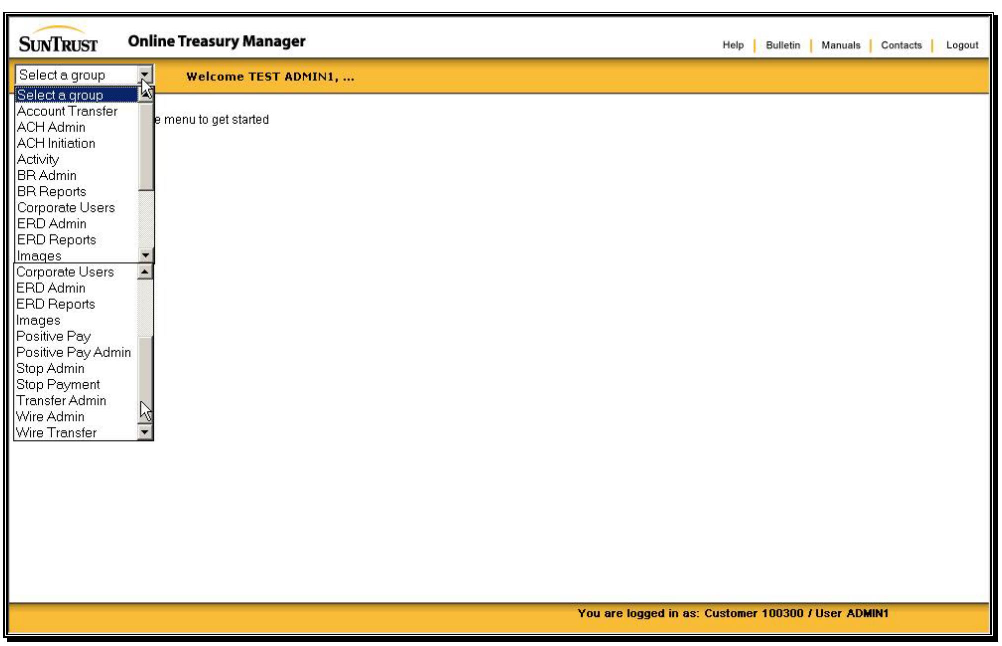
After entering your **Customer ID**, customer **Password**, your **User ID**, and your user **Password**, and click on the **Login** button.



To exit the system you must click **Logout**, found at the top of the screen after this logon page.

Online Treasury Manager Modules

Each module of Online Treasury Manager is accessible from the drop down box at the top left of your screen.

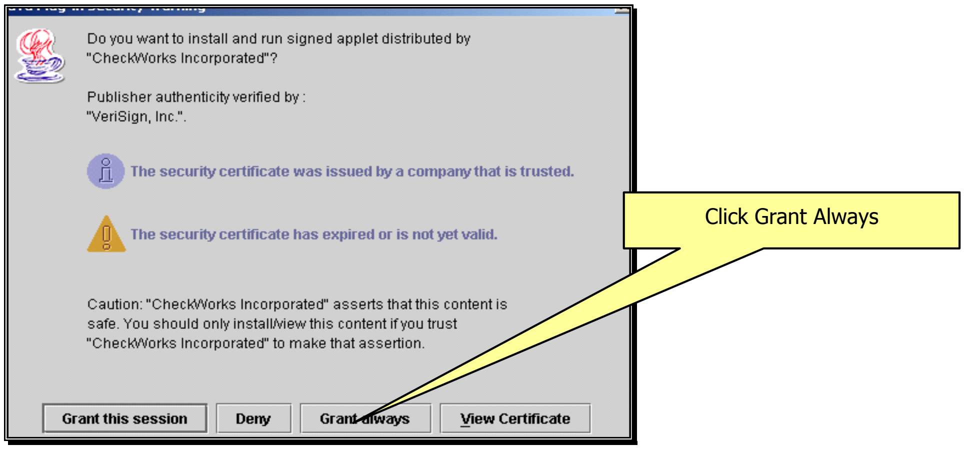


You will only see those groups that your user ID has permission to access.

Accessing Images

Online Treasury Manager utilizes the ImageInsight java applet, distributed by CheckWorks, Inc, to retrieve and distribute images to your desktop. When you click on an Image icon for the first time, the java applet downloads to your desktop dynamically.

This "Java Plug-in Security Warning" window appears.



- Click on the **Grant Always** button

Within a few seconds, you should see your image.
- If you do not see the image within a few minutes, close the image window and start over.
- If you still do not see an image within the next 5 minutes, contact your IT department, as you may not have admin rights to install software on your PC. If so, your Administrator will have to logon and install the Java applet for you.

If you continue to have problems, contact the Technical Services Group at 1-877-785-6925

System Availability and Cut-Off Times

Online Treasury Manager can be accessed 24 hours a day, seven days a week for information reporting and transaction initiation services. Specific account information is updated at various times throughout the day.

When new features and functions become available, these releases are introduced on weekends during non-business hours to minimize any disruption to your usage of the service.

Function	Cutoff Time	Retention	Notes
ACH Initiate	10:30 A.M., 2:30 P.M., 5:30 P.M., and 7:30 P.M.		The cut-off for both Debits and Credits is 7:30 P.M. ET two days prior to effective date. Files received by 10:30 A.M. ET one-day prior will be processed on a best effort basis.
ACH Batches			ACH Batches can be sent a max of 14 calendar days in advance.
ACH Pass-Thru	7:00 P.M.		Follow same guidelines as ACH Initiate.
ACH Reversal	4:00 P.M.		In order for an ACH batch to meet the 4:00 P.M. deadline it will have to have been received prior to the 2:30 P.M. cutoff time.
ACH Reports		186 Cal. Days	OTM ACH initiated activity (about 6 months)
Audit Activity		93 Cal. Days	

Function	Cutoff Time	Retention	Notes
Account Transfer	5:30 P.M.		If it is done before 5:30pm, it is the Same Day. If it is after 5:30, it is Next Day. Account Transfers are processed by the ACH system.
Account Transfers			Account Transfers can be sent a max of 14 calendar days in advance.
Account Transfer Reports		186 Cal. Days	(about 6 months)
Balance Reporting - Previous Day	7:00 A.M.	93 Cal. Days	Date range inquiries limited to 45 days at a time.
Balance Reporting – Previous Day (Images) Balance Reporting - Same Day	Vary upon service	93 Cal. Days 93 Cal. Days	ACH Transactions - 7:30 a.m. Account Transfers – Real-time Controlled Disbursement, Late Presentment – 10:00 a.m. Lockbox - 8:30 a.m. Wire Transfers – Real-time
ERD Special Reports		7 Cal. Days	5 Business Days
ERD (CAR)	8:00 a.m.	7 Cal. Days	
ERD (ACH/EDI Receiving)	9:00 a.m.	7 Cal. Days	
Image		7 Years	Paid items, deposits
Image (Transit Items)		5 Years	
Positive Payment Report - Exceptions/Images (Pos Pay accounts only)	Available at 9 A.M.	93 Cal. Days	This is the earliest time the Positive Payment reports are available for exception decision-making.
Positive Payment Exception Pay/Return Decision-Making	12:00 P.M. Same Day		This is the deadline to notify the Bank regarding the validity of the current business day's mismatched checks. A Pay or Return decision is required by this time.
Positive Payment Report Reverse Positive Payment and Payable Thru Draft (Check Return)	Available at 9 A.M.	93 Cal. Days	This is the earliest time the Positive Payment reports are available for exception decision-making. Images of checks or draft items are available through the Image or Balance Reporting modules.
Positive Payment Return Decision-Making Reverse Positive Payment and Payable Thru Draft (Check Return)	12:00 P.M. Same Day		This is the deadline to notify the Bank regarding the validity of the previous business day's paid checks. Return decisions are required by this time.
Manual Issue/Void Input Deadline	5:00 P.M.		
Positive Payment Images - PREV DAY (CPR accounts only)	Available at 7:00 A.M.	Current Month + One Month of History	
Positive Payment Report - Images/Exceptions (CPR accounts only)	Available at 1:00 P.M.	93 Cal. Days	This is the earliest time the Positive Payment reports are available for exception decision-making. Bank provides on-line access to images of the current day's mismatched checks.

Function	Cutoff Time	Retention	Notes
Positive Payment Exception Pay/Return Decision-Making (CPR accounts only)	12:00 P.M. Next day		This is the deadline to notify the Bank regarding the validity of the previous business day's mismatched checks. A Pay or Return decision is required by this time.
Stop Payments Placed	8:00 A.M. – 10:00 P.M. (DDA and ARP Accounts Only) 12:00 P.M. - 10:00 P.M. (CPR Accounts Only)	186 Cal. Days	Stop should be available to tellers within seconds during normal bank business hours. Otherwise, the stop is in queued status. Stops are effective for 6 months.
Stop Payment and Paid Item Inquiry	ARP and DDA accounts – no time constraints 12:00 P.M. - 10:00 P.M. (CPR Accounts Only)	93 Cal. Days	Information is stored for 186 calendar days (about 6 months).
Stop Payment Reports		186 Cal. Days	(about 6 months)
Stop Payment Summary		No limit.	
Stop (Images) Availability	11:00 A.M.	Current Month + One Month of History	Bank provides on-line access to images of paid checks from previous business day.
Stop (Images - Mid Atlantic Accounts)	11:00 A.M.	45 Calendar Days	
Wire	8:00 A.M. – 5:30 P.M.		Wires received after 5:30 P.M. is subject to next-day processing.
Wire			Domestic wires and international wires in US Dollars can be future dated a max of 30 calendar days in advance. Foreign currency wires *cannot* be future dated.
Wire (By Phone)	8:30 A.M. – 4:30 P.M.		Wires done by phone ONLY.
Wire Report		186 Cal. Days	This is only for the Wire Report under the Wire Transfer module.

*** All times are in Eastern time zone*

ACCOUNT TRANSFER

Online Treasury Manager supports real-time account transfers between SunTrust accounts. Account Transfers will be immediately reflected in the credit account.

For Account Transfer cut-off times, retention, and other processing notes, please refer to *System Availability and Cut-off Times* in the Overview section of this user manual.

Feature Functionality

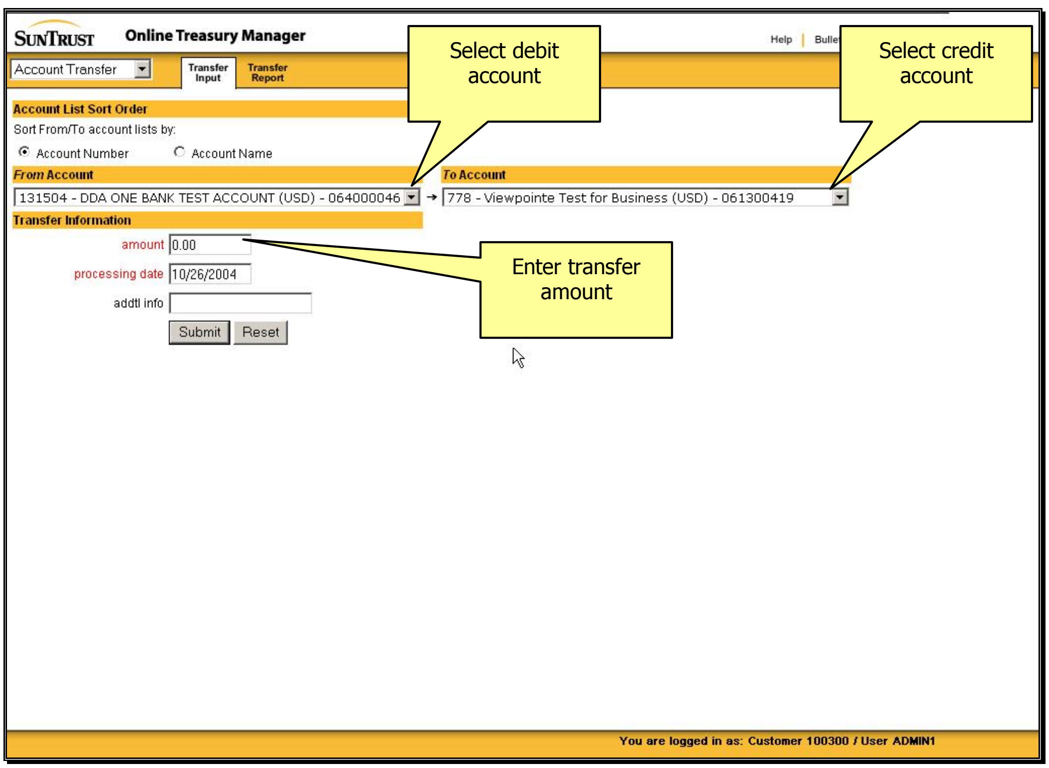
The Account Transfer module is labeled **Account Transfer** in the group drop-down menu. The following features are available:

Feature	Function
Transfer Input	• Input Account Transfer
Transfer Report	• Review Transfer Report

Account Transfer Input

To enter an account transfer,

- Click on **Transfer Input** from the task bar

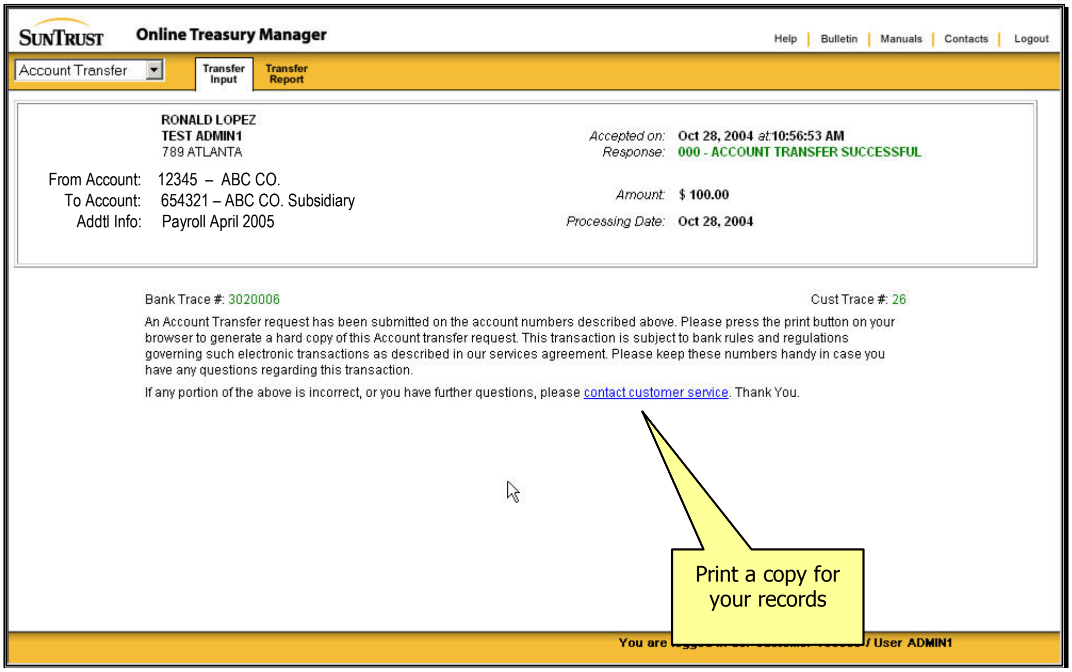


- Use the **From Account** drop-down list to select the account to debit
- Use the **To Account** drop-down list to select the account to receive the funds
- Enter the account transfer **Amount**
- Click the **Submit** button

You may enter account transfers up to 14 days in advance, by specifying an alternative **Processing Date**. You may also enter **Additional Information** with the transfer data.

Important note: Account transfers input after the cut-off time will be held for processing until the next business day.

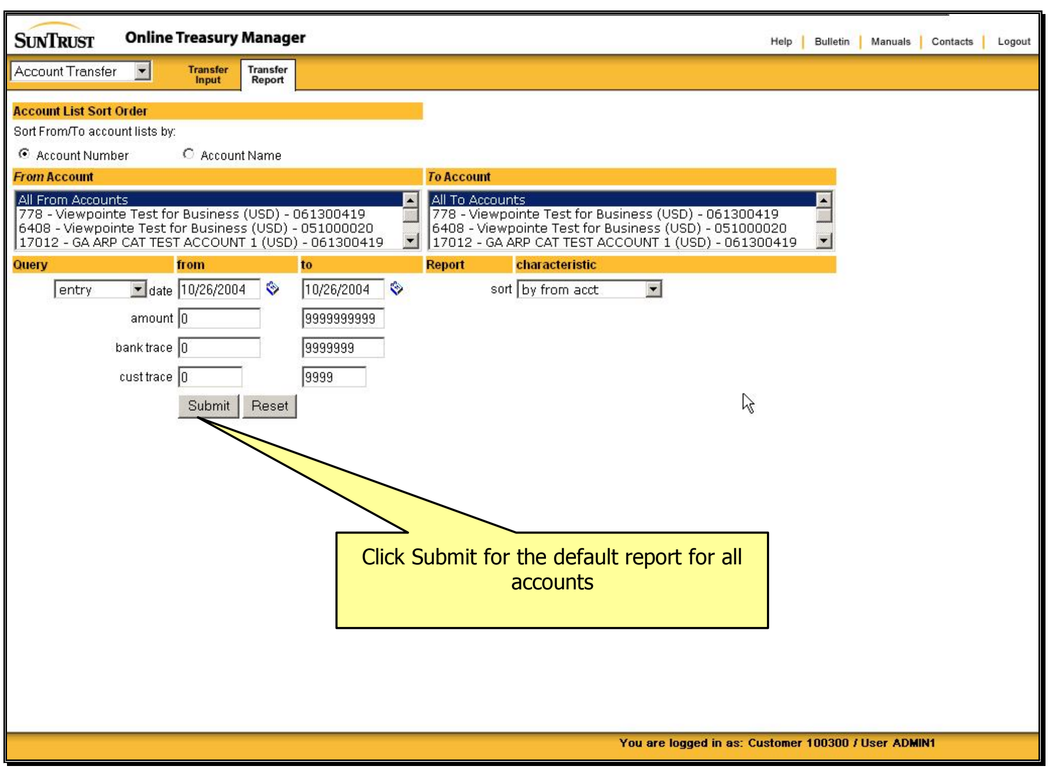
Online Treasury Manager displays a confirmation screen, containing transaction trace information.



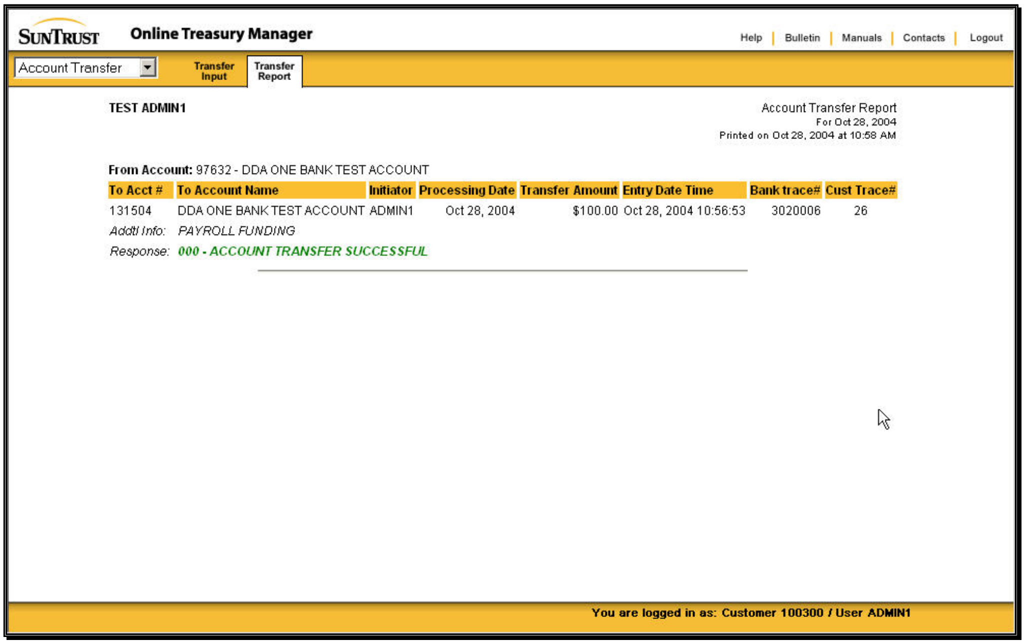
Account Transfer Report

The Account Transfer Report displays your transfer activity for one or all accounts. To generate an Account Transfer Report,

- Select **Transfer Report** from the task bar
- Click on the **Submit** button



The Account Transfer Report defaults to displaying all account transfers entered on the current processing date, sorted by the from (debit) account.



Report Options

You can customize the Account Transfer Report by specific accounts (from and to), query type (entry or processed), and by specifying a range of dates, amounts, and/or trace numbers. You can also define how the data is sorted on the report (by from account, to account, amount, or processing date.)