Origin Bank

Treasury Management Solutions Upgrade

Frequently Asked Questions

Q: Why update?

A: Our responsive design lets you access vital business management tools from any device, scaling to your preferred style. Streamlined menus, improved navigation and centralized approvals make managing money easier.

Q: Can I use my same login credentials?

A: Your logins and passwords will remain the same and you will enjoy continuous access to all Treasury Management functions.

Q: Will I be charged extra for this upgrade?

A: There is no additional cost for the upgrade to the new Treasury Management Solutions platform.

Q: What's changing?

A: In addition to the responsive design, you'll have a centralized approval workspace for templates, transactions and user admin. Dynamic table rows allow you to easily view more information or related tasks. Modern font icons represent concepts to help you easily identify actions.

Q: What's staying the same?

A: Your account information remains the same and no action is required on your part. You can continue to expect our commitment to serving your business alongside our world-class security and reliability.

Q: Will the current templates for ACH, wire and transfers be converted to the new user experience?

A: Yes, there is no impact to existing templates or data saved in the underlying system database.

Q: Will we still be able to search completed transactions (ACH/wires) from the old system once we are on the new Treasury Management Solutions platform?

A: Yes, there is no impact to completed transactions or data saved in the underlying system database.

Q: Will we still have access to 18 months of searchable history (transactions, statements, completed transactions)?

A: Yes, there is no impact to the retention of transaction data or statements. Your current extended history settings will be maintained.

Q: Will recurring transactions (ACH, internal transfers) be converted to the new user experience?

A: Yes, there is no impact to existing recurring transactions or data saved in the underlying system database.

Q: Will users' alerts, email and text, convert to the new user experience and be set up the same?

A: Yes, there is no impact to the existing alerts that are already configured.

Q: Will current FTP setups need to be modified?

A: No, there is no impact to current FTP setups.

Q: Will the accounts currently selected for users' dashboards be migrated over to the new landing page?

A: Yes, accounts currently assigned to users' dashboards will be migrated to the priority list of accounts on the new Welcome page.

Q: Will Favorites in the current system be carried over to the new Treasury Management Solutions platform?

A: Yes, all saved favorites (and reports) will be carried forward into the new Treasury Management Solutions platform.

Q: Where did the Dashboard go?

A: The new Treasury Management Solutions platform is a modern platform that is designed to support digital business features and meet customer navigation needs. The following principles factored into the design of the Treasury Management Solutions Welcome page:

- Provide immediate access to balance information and actionable features such as Approvals, Exceptions, and Other Accounts.
- Improve performance for users with many accounts.
- Provide configuration options to support differing user perspectives.
- Leverage insight gained from client feedback and usability studies.

Q: How do I view my balances?

A: Your account balances are found by clicking the welcome tab on the top left. Balances are displayed by account type. Simply click the different account type tabs to view all of your balances.

Q: Where do I find approvals?

A: The approvals link is found on the top right. Click the approvals link then click the appropriate approvals transaction tab.

I still have questions!

More information will be coming in the next few weeks. In the meantime, feel free to contact our Call Center at 888-292-4037 and ask for a member of our Treasury Management Team. We're here to help!