

Online Banking Upgrade FAQ

Saving Payment Information Before the Upgrade

Important before the upgrade

Payment templates will migrate to the upgraded platform. Payment information tied to payments without a saved template will not transfer. Please export and save payment details for any payment that does not have a saved template so it can be recreated after conversion, if needed.

What you should do

- Review payments in Payment Center before the upgrade.
- Identify any payment that does not have a saved template.
- Export and save all transaction history
- Export or print the payment details before the upgrade.
- Save the information in a secure location according to your organization's internal procedures.

Instructions

Save payment information for a payment with a single beneficiary

1. Go to Payments & Transfers > Payment Center.
2. Locate the payment and select the three dots in the Actions column.
3. Select View.
4. Select the padlock icon to unmask the payment details.
5. Select Printable View.
6. Select the Print icon, then save or print the information for your records.

Save payment information for a payment with multiple beneficiaries

7. Go to Payments & Transfers > Payment Center.
8. Locate the payment and select the three dots in the Actions column.
9. Select View.
10. Select the padlock icon to unmask the payment details.
11. Select the Export icon, displayed as a downward arrow.
12. Save the exported Excel file for your records.

Helpful reminders

Reminder	What this means
Unmask before export or print	If account details are masked, select the padlock icon before printing or exporting.
Excel export details	For multiple-beneficiary payments, the exported spreadsheet will include full routing and account numbers when payment details are unmasked before export.
If information is not saved	Payment details for payments without saved templates will need to be recreated after conversion.

Frequently asked questions

Q: Why are account numbers showing only the last four digits?

A: The payment details are still masked. Select the padlock icon to unmask the information before printing or exporting.

Q: What happens if I do not save this information before the upgrade?

A: Payment details for payments without saved templates will not transfer and will need to be recreated after conversion.

Tip: Complete these steps before the upgrade to help ensure you have the information needed to recreate any payment that does not have a saved template.