

# ***Vision Bank –Digital Banking***

(Treasury Management Users Conversion FAQ - What to Expect at Conversion)

1. **When do the new services go live?**

Monday, November 13th, 2023 is the Go Live date for the new digital banking solutions. You will still login from the <https://visionbank.bank/> website as you have in the past. Please ensure you have cleared your cache and are logging in from a fresh browser.

2. **Will I be able to login with the same login credentials as they had prior to conversion?**

Yes. The new digital Banking platform will require a one-time setup. Your Username will carry over to the new platform while your current password will be set to the last 4 of your **company's TIN** and will be changed during the initial login (one-time setup mentioned above).

3. **Will my Bill Pay stay the same?**

Yes, if you are a current Bill Pay user, your payment history, payees, and scheduled payments will continue; however, you will most likely need to accept an updated disclosure or answer secret questions as part of the initial Bill Pay access attempt.

4. **How will I access services previously under the “Cash Manager” Tab?**

All information previously listed under the “**Cash Manager**” tab will be transitioned to the new Digital Banking solution. It will also be conveniently labeled as “Cash Manager” for ease of use/reference purposes.

5. **What business services will be listed under the “Cash Manager” tab?**

ACH Origination and Wire Transfers along with all the other services you currently have with online banking.

6. **Will my existing ACH Origination batches convert?**

Yes, all batches will convert and 90 days of ACH batch history will be available. Please save any additional batch history you would like to see prior to our conversion on November 13<sup>th</sup>, 2023.

7. **Will there be any difference in the ACH Origination process?**

- **Approval Pending:** ACH Batch is new or has been previously processed. This batch is ready to process again. If previously created, a user must click “Approve” to move to the next status.
- **Uploaded:** This is a batch that has been uploaded via IMPORT BATCH and ready to be approved. The batch will be required to be approved for edits to the batch and/or to be Initiated.
- **Ready:** ACH Batch has been approved by a user and is ready for a second user to initiate. To meet the dual control requirements, this step cannot be done by the same user that authorized the batch. **NOTE: If your company does not have Dual Control requirements, those settings will carry over and the Dual Control steps can both be accomplished by the same user.**
- **Initiated:** ACH Batch is initiated. Status is considered complete at this time. Once initiated, the SEND date and EFFECTIVE date should display in their respective columns on the screen. The batch will display as Ready after the batch has processed with your End of Day processing.

8. **Will Cash Management User Access remain the same?**

Yes, user information and user access will convert; however, there may be some differences with our new platform. We recommend that the ADMIN User review user access for Organizations at the time of conversion to make any needed updates.

9. **Will there be any changes with my token security?** Secure token codes will still be required for Cash Management Users that have ACH, Wire, or Positive Pay authorization. We are introducing token usage that will add a higher level of security. Out of band authentication (OOBA) will require something you know (username

and password) and something you have (Duo App as a soft token, or cell phone for voice or text security code).

**IMPORTANT: Cash management users will need to have their cell phone numbers and email addresses updated prior to the upgrade. The VIP Access app and the previous hard tokens will become obsolete.**