Digital Banking Upgrade
(Conversion FAQ - What to Expect at Conversion)

TREASURY MANAGEMENT USERS

When will the new services go live?
February 12th, 2024, is the Go Live date for our new digital banking solutions. You will still login from the https://stridebank.com website as you have in the past.

Will the system be down during the upgrade?
Yes, we will be in view only mode from 4 p.m. on Friday, February 9th until Monday, February 12th at 8 a.m.

Will I be able to login with the same login credentials as I had prior to the 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).

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 as part of the initial BP access attempt.

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 solution. It will also be conveniently labeled as "Cash Manager" for ease of use/reference purposes.

What business services will be listed under the "Cash Manager" tab?
ACH, Positive Pay, Wires along with all the other services you have come to expect with our Digital Banking solutions.

I do not have a "Cash Manager" tab but am interested in these services. How can I enroll for these services?
Contact Treasury Management Concierge Services at 866-749-5900, email our team at treasurymgmtsupport@stridebank.com or send us a Secure Message.

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 February 12, 2024. You can download the batches by selecting the drop-down menu on the batch and selecting Download.

Will there be any difference in the ACH Origination process?

The Dual Control Process will remain the same after conversion.

- **Ready:** 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 this to the next status.
- **Ready to Initiate:** 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.
- **Processed:** Stride Bank has processed the ACH batch, and it can no longer be updated until end-of-day processing is complete. The batch returns to a Ready status after end-of-day processing.
- **Uploaded:** The ACH batch information was uploaded directly from another accounting software system using the ACH upload feature.
- **NEW ADDED FEATURE** – You will now be able to make an ACH recurring.

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 review user access at the time of conversion to make any needed updates.

Will there be any changes to Check Positive Pay or ACH Filters?

Positive Pay will remain the same for checks.

- You will upload your issued items.
- Pay/Reject exception items.

ACH Filters will have added features.

- You will decision to Pay/Reject exception items.
- You will be able to manage (add, edit, delete) your own filters.
- You will be able to view your active filters.

Will there be any added security features?

Yes, there is added security. We have instituted the use of tokens for Users who are admins or have permissions to transmit money outside of the bank (ACH and Wires). These tokens will be used to complete the tasks (User Management, Transmit ACH or Wire) and verify user identity. This new feature will remove the need for Stride Bank to approve new users, edits to users or do call backs to verify wires.