



Northwest Treasury Pro Customer Conversion FAQs

On Monday, March 13, Northwest Business Online Banking will be converted to Northwest Treasury Pro for eligible commercial and business customers who use advanced online treasury features like ACH and wires. If your accounts are converting, please refer to the following FAQs to help you navigate this change.

If you have additional questions, please contact your Treasury Management Advisor or call Treasury Management Support at 1-866 -892-9193, weekdays from 8 a.m. to 5 p.m.

What is Northwest Treasury Pro?

Northwest Treasury Pro is Northwest Bank's latest digital enhancement for commercial and business customers with treasury needs, offering everything you need to manage ACH and wire payments as well as enhanced reporting, customizable entitlements and so much more. You can learn more about Northwest Treasury Pro through these resources:

- [Video Guided Tour](#)
Walks you through Treasury Pro navigation and features
- [Simulator](#)
Allows you to navigate through Treasury Pro to learn first-hand how it works
- [Treasury Pro Conversion Website](#)
Where you'll find all the latest information about our conversion

What are the important dates related to this conversion?

- *Monday, February 27*
Any changes made in Northwest Business Online Banking beginning this day will NOT convert to Treasury Pro and will need to be reestablished beginning Monday, March 13. Examples include changes to user information, entitlements and account nicknames.

During this time, you will still be able to process real-time, ACH and wire transactions and transfers; check account balances and access applications like Bill Pay, eStatements and Express Deposit.

- *Week of March 6*
Watch your mail for two important communications from us: one with your activation key and temporary password, and another with your new company ID.

During this time, you can download Secure Browser, the safest, most efficient way to access Northwest Treasury Pro by [clicking here](#) and [following these instructions](#). You may need help from your company's IT administrator. Please note, you will not be able to log in until Monday, March 13 at 8 a.m.

- Before Friday, March 10 at 3 p.m.
If you connect Northwest Business Online Banking to Quickbooks via Direct Connect, you must back up your data following [these instructions](#).
- Sunday, March 12 at 4 p.m.
You will no longer have access to Northwest Business Online Banking.
- Monday, March 13 at 7:30 a.m.
You will receive an email from us with step-by-step instructions on how to download Secure Browser and log in for the first time.
- Monday, March 13 at 8 a.m.
You can begin to access Northwest Treasury Pro through Secure Browser and the Treasury Pro mobile app.
- Tuesday, March 14
Payments scheduled with an effective date up to March 14 will be processed. Any payments with an effective date of March 15 or after must be reestablished in Treasury Pro beginning March 13.

How do I access Northwest Treasury Pro beginning Monday, March 13?

Beginning March 13 at 8 a.m. business and commercial customers converting to Treasury Pro can sign into the new online platform and mobile app.

Important: To log in, you will need unique details we sent to you by mail and email, including a temporary password, activation key and Company ID. If you don't have this information, contact Treasury Management Support at 1-866-892-9193, weekdays from 8 a.m. to 5 p.m.

First Time Logging In- Secure Brower

- On March 13, you will receive an email from us letting you know that Northwest Treasury Pro is available.
- Before you log in, download Secure Browser. If you would like to download Secure Browser before March 13, you can do so by [clicking here](#) and [following these instructions](#). You may need help from your company's IT administrator. *Please note, you will not be able to log in until Monday, March 13 at 8 a.m.*
- After you download Secure Browser, follow [these instructions](#) to register your account and log in the first time.
- To log in, you will need:
 - User ID (all caps, no special characters EXCEPT periods and underscores)
 - Company ID
 - Temporary Password
 - Activation Key

Accessing the Treasury Pro Mobile App

After you log in through Secure Browser

- Delete your existing Northwest Business Online Banking app
- Download the new Northwest Treasury Pro app from the Apple App store or Google Play store.
- The new app looks like this:



What information is converting to Treasury Pro?

The following information will convert to Treasury Pro as of February 26.

If you made any changes to the following beginning February 27, you will need to update it in Treasury Pro beginning March 13.

- User IDs – are all caps and case sensitive in Treasury Pro, and do not include special characters EXCEPT periods and underscores. As an example, CustomerABC! Would log in as CUSTOMERABC
- Company Contact Information, including telephone numbers
- User information and entitlements
- Dual Control
- 24 months of account activity
- All ACH templates and recipients*
- All wire templates and recipients*

*Recipients are called “payees” in Treasury Pro

In addition, your enrollment in the following applications will remain the same:

- Bill Pay
- EStatements
- Positive Pay
- Express Deposit

What steps will I need to take after I log in?

- If you made any changes in Northwest Business Online Banking beginning February 27, those changes will need to be reestablished in Treasury Pro
- All future-dated and recurring ACH and wire transactions and transfers will need to be reestablished
- If you had any transactions scheduled for beginning March 15, they will need to be reestablished in Treasury Pro.

- If you would like to have the option to receive your dual authentication access code by SMS in addition to email, that will have to be set up.
- If you connect online banking to Quickbooks through DirectConnect, you will need to reestablish your connection, following [these steps](#).
- Account alerts will not convert and will need to be reestablished in Treasury Pro, which allows you to create account alerts and subscriptions, providing more robust options.
- Establish account nicknames- In Treasury Pro, all users can update account nicknames. These updates are displayed for all company users.

What will be different?

- Payees
 - All ACH and wire payees can be found in one place, allowing you to create one payee who can receive both types of transactions
- Transaction authentication
 - You will be asked to enter your Treasury Pro PIN when authorizing ACH and wire transactions.
- Mobile App
 - Mobile Deposit will not be available in Treasury Pro right away
 - You will not be able to edit entitlements in the mobile app
 - You will not be able to access customer service through Live Chat in the mobile app
- Credit Card Portal
 - Our business credit card portal will be upgraded to Spendtrack along with the release of Treasury Pro on March 13. Spendtrack provides many updated features and functionality, including the ability to see all cards in one view.
- Transfers
 - Customers will not have the ability to create external transfers since wire and ACH capability is available

What are some of the enhancements offered by Treasury Pro that I should consider as I review my account?

Entitlements

- While all existing online banking users will have access to the same entitlements and transaction limitations, Treasury Pro has more robust options, including the ability to give certain users access to specific accounts.

Dual Control

- Clients who use Dual Control will continue to have this security measure in place, and Treasury Pro offers additional levels of approval.

Wires

- Wire transaction import functionality streamlines payment and fraud protection

- FX transactions are available in Treasury Pro

Reporting

- Treasury Pro offers much more robust reporting capabilities, including the ability to create report templates, and schedule and deliver reports automatically.

Transfers

- Treasury Pro customers have the ability to initiate one transfer to many payees, rather than just one-to-one.
- Transfers can be imported into Treasury Pro

Additional Support

- For additional assistance with Treasury Pro, please contact your Treasury Management Advisor or call 1-866-892-9193, weekdays from 8 a.m. to 5 p.m.