

Huntington/FirstMerit Merger Online Treasury Management Transition Guide

Challenge:

Effect a seamless transition to Huntington for the large base of Treasury Management customers acquired from the merger with FirstMerit

Solution:

An easily accessible yet comprehensive overview of all of Huntington's TM products and platforms—along with detailed instructions for the conversion; a 100-page online Transition Guide housed everything customers needed to get set up quickly and effectively on Huntington systems

An overall "Checklist of Priority Tasks" highlighted the key steps necessary to ensure a totally smooth conversion; service information was structured for the various users, from senior level executives to mid-level operations clerks – set up similarly throughout for ease of use. To support easy navigation, hyperlinks from the Table of Contents jumped to each section within the Guide, as well as hyperlinks to external documents such as full User Guides



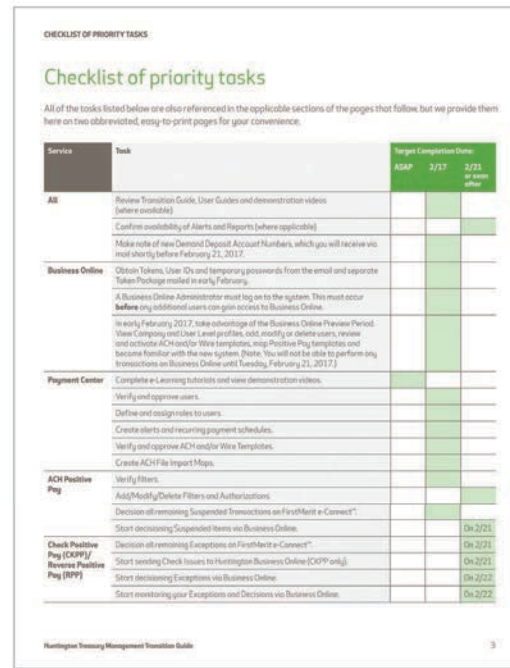
Welcome.
YOUR TREASURY MANAGEMENT TRANSITION GUIDE

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Version 1.0 | January 1, 2017

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CHECKLIST OF PRIORITY TASKS

Checklist of priority tasks

All of the tasks listed below are also referenced in the applicable sections of the pages that follow but we provide them here on two abbreviated, easy-to-print pages for your convenience.

Service	Task	Target Completion Date		
		ASAP	2/17	2/23, at latest
All	Review Transition Guide, User Guides and demonstration videos (where available) Confirm availability of Alerts and Reports (where applicable) Make note of new Demand Deposit Account Numbers, which you will receive via email shortly before February 21, 2017.			
Business Online	Obtain Token, User ID and temporary passwords from the email and separate Token Package mailed in early February. A Business Online Administrator must log on to the system. This must occur before any additional users can gain access to Business Online. In early February 2017, take advantage of the Business Online Preview Period. View Company and User ID level profiles, edit, modify or delete users, review and activate ACH and/or Wire templates, assign Positive Pay templates and become familiar with the new system. Please, you will not be able to perform any transactions on Business Online until Tuesday, February 21, 2017.			
Payment Center	Complete e-Learning tutorials and view demonstration videos. Verify and approve users. Define and assign roles to users. Create alerts and recurring payment schedules. Verify and approve ACH and/or Wire Templates. Create ACH File Import Maps.			
ACH Positive Pay	Verify filters. Add/Modify/Delete Filters and Authorizations. Decision all remaining Suspended Transactions on FirstMerit e-Connect. Start declining Suspended items via Business Online.			01/2/21
Check Positive Pay (CKPP)/ Reverse Positive Pay (RPP)	Decision all remaining Exceptions on FirstMerit e-Connect. Start declining Check Issues via Huntington Business Online (CKPP only). Start declining Exceptions via Business Online. Start monitoring your Exceptions and Decisions via Business Online.			01/2/21 01/2/21 01/2/22 01/2/22

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Checklist of Priority Tasks



BUSINESS ONLINE

Welcome to Business Online

Business Online is the single point of access to all your accounts at Huntington – checking, savings, loans and the full suite of Treasury Management Services. It provides a comprehensive array of payment and financial management options to meet your company's needs.

Key differences for FirstMerit customers:

- With Business Online, you can choose from three levels of online Advanced Reporting (Premier, Select and Basic) based on your company's needs. (See full details of these reporting packages in the [Advanced Reporting](#) section.)

Transition Highlights:

- Important information will be sent to you in early February, including:
 - Your Business Online security tokens, temporary passwords and user names.
 - Details regarding system requirements, instructions and a handy Quick Start Guide.
- All of your page information will be transferred automatically to Business Online.
 - Recurring account transfers, online loan payments and ACH payments will need to be re-established.
 - Bill Pay payments will continue without interruption.
- Prior to conversion, Huntington will set up the designated administrator and all current users with a Company ID, User Name and Temporary Password. Tokens are required to access all services. Tokens will be sent to the Admin for distribution to each user.
- Up to 24 months of transaction history for your prior FirstMerit accounts will be associated with your new Huntington Bank account number. When exporting or downloading information, you may need to adjust the date filters if you will be using these reports for reconciliation if you will be importing data into the accounting systems, etc.

Your To-Do List:

- Take advantage of the **Preview Period** (beginning in early February) to familiarize yourself with Business Online prior to conversion. You'll be able to explore the new system and its many advantages. (Please note that you will have limited functionality, you will not be able to transact during this Preview Period.)
- Your company's Administrator must be the first user to access Huntington Business Online and accept the Huntington Online Agreement before other authorized users can access the system.
- Re-create any recurring account transfers and online loan payments you established at FirstMerit.
- Prior to conversion, familiarize yourself with Huntington's role-based system. Learn how to create and assign roles, approve and modify a user, etc. All of this information is available on the Business Online [Billing User Guide](#). Users may also leverage our [Business Online Help Center](#).
- Ensure users have at least one domestic phone number that can be entered directly by the user (without an extension) established in their Business Online User Profile.

For Questions:
Customers with Treasury Management Services, call our Treasury Management Support Team at **800-480-4862, Option B, Option B**.
Customers without Treasury Management Services, call Business Direct at **800-480-2001**.

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