

# TREASURY MANAGEMENT ONBOARDING

## PRODUCT OVERVIEW



**DELUXE** | Treasury Management Solutions





Deluxe Treasury Management Onboarding (TMO) allows financial institutions full visibility into their onboarding process while reducing onboarding times and ensuring data quality. Built-in integration features facilitate movement of opportunities in the CRM system seamlessly to the onboarding process during the sale.

Users key information once, reducing keying errors and ensuring all required information is captured. All forms, agreements, and other required

documents are immediately available to users so that they can work through the onboarding process across multiple channels simultaneously.

Treasury Management Onboarding provides a single solution for managing the entire process, resulting in a truly paperless experience for Treasury Management services.



### Provide stakeholders real-time insight into status, issues, and areas for improvement

- **Dynamic Real-time SLA Tracking** that supports changes throughout the process to ensure performance efficiency and accurate reporting
- **Single Platform** for the entire onboarding process allows for Sales and Management to easily see progress at any time
- **Automated Notifications** to Sales and other stakeholders at key process points
- **Process Enforcement** through task-based checklists that ensure requirements are met for each stage of onboarding



### Reduce duplicate and unnecessary entry of information and accelerate processing

- **Salesforce Integration** allows users to initiate the onboarding process directly from the CRM interface
- **CRM Integration** to keep information in-sync in TMO without manual updates.
- **Host System Integration** for account selection during data entry
- **Multiple Built-in Integration Methods** including web service, flat file, xml, and SQL to accommodate nearly any system
- **Robust API** for data interchange with other solutions
- **Billing Line Item Export** provides an automated file to ensure timely and accurate billing





CONTRACT GENERATION

## Automate generation and delivery of agreements and addendums

- **Automated Agreement and Addendum Generation** using the information collected on the setup forms eliminates duplicate data entry and the time-consuming task of creating these documents
- **Template Based Contract Configuration** allows for easy maintenance of ever-changing agreement and addendums setup
- **Automated Delivery of Contracts** when they are generated to increase process speed and reduce manual effort
- **Electronic Signing** through multiple channels such as DocuSign, signature pad, or touch screen tablet



SELF-SERVICE

## Enable the customer by giving them the means to interact with TMO directly

- **Straight Through Processing** by allowing customers initiate basic maintenance directly from the online banking portal
- **Customer Convenience** enables the customer to quickly initiate
- **Documentation Upload** through online banking integration eliminates email as the means of file transfer and instead places the documents directly into the TMO process



REAL-TIME REPORTING

## Insight into every part of the onboarding process

- **Interactive Dashboard Reports** provide an overall view of the process with the ability to drill down into any part of it
- **Point & Click Dashboard Designer** for quickly creating customized reports
- **In-Depth SLA Reporting** including gap analysis reporting and current request progress reports
- **Suggested Selling Intelligence** improves customer experience during the sale and allows Sales view of additional opportunity
- **Revenue Reporting**



CONTENT MANAGEMENT

## Single platform to manage content and processes

- **Automated Workflow Processes** to manage a complicated business process
- **Automatic Barcodes** to facilitate remote signing where electronic signatures are not possible
- **Documents and Information Stored in a Central Location** and immediately available through a variety of search options
- **Document Capture** through various channels including scanning, upload, batch import, and integration points
- **Complete Audit History** of all activity across all content
- **Records Management** to meet legal retention requirements



POINT & CLICK CONFIGURATION

## Maintain the TMO solution with codeless development

- **Smart Forms Logic Engine** for Point-and-click configurable form validation logic
- **Create New Product Setup Forms** in a drag-and-drop interface
- **Manage Process Routing and Notifications** in an easy to use designer
- **Reduce IT Dependencies** with flexible process logic configuration and maintenance



## Solution View

Manage and track onboarding from the sale through to billing with smart forms used to capture setup information and track the request through all stages of the sale. The information entered by the users on these forms is used to automate other processes, such as contract generation, so that the users do not need to enter data in more than one location.

New Remote Deposit Capture Service
Created By: MANAGER  
1/28/2019 5:57:05 PM

← Back
→ Next
↑ Hold
⊘ Cancel Stage
👤 Assign to Other User
👤 Assign to Me
💾 Save As Draft
📢 Escalate

Sales
Approval
Data Entry
Setup
Billing
Complete

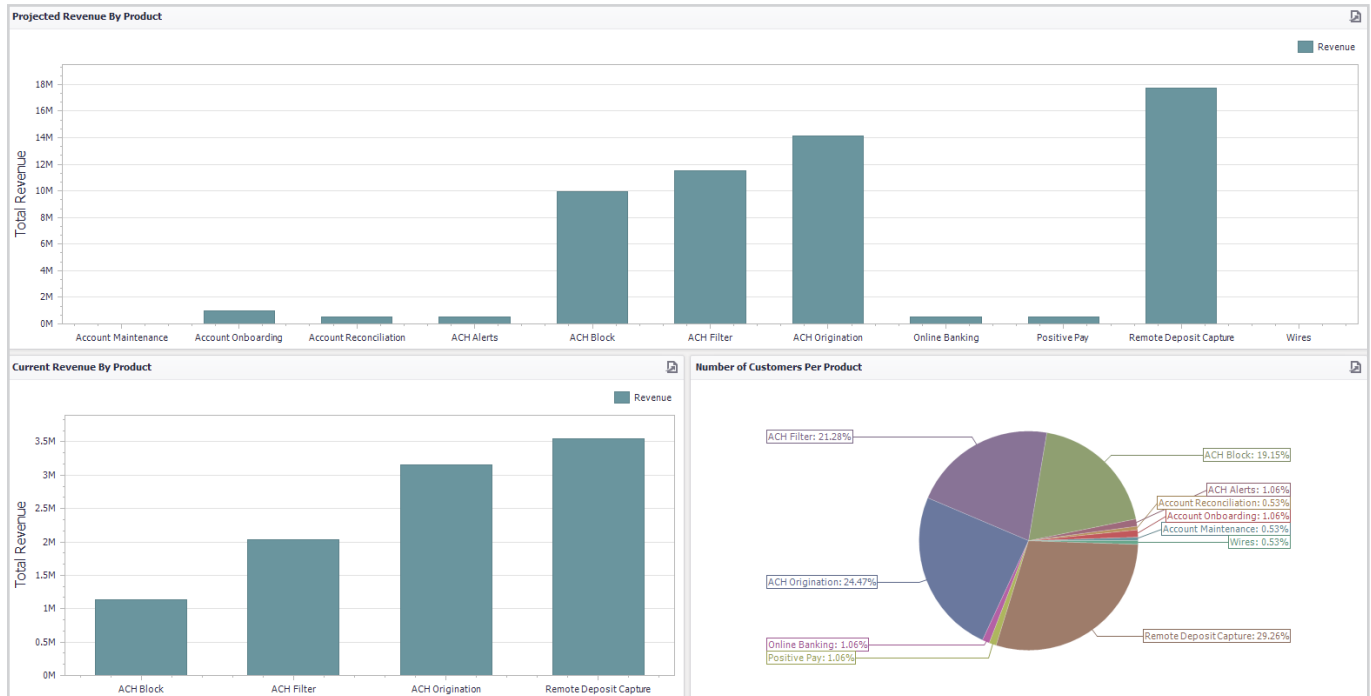
33%  
16 remaining hours of 24 total hours

SLA Date	Actual Completion Hours
1/31/2019 2:00:00 PM	
Estimated Completion Date	Actual Adjusted Completion Hours
1/30/2019 3:00:00 PM	
Actual Completion Date	

Sequence	Stage	SLA Date	Estimated Completion Date	SLA Hours	SLA Hours Remaining	% Complete	Actual Completion Date	Actual Completion Hours	Class Object Id	Parent Class Object Id
1	Sales	1/29/2019 4:00:00 PM	1/29/2019 8:00:00 AM	8.0000	0.0000	100	1/28/2019 5:58:21 PM	0.0000	0.0000	73623
2	Hold - Sales	1/29/2019 4:00:00 PM	1/29/2019 8:00:00 AM	0.0000	0.0000	0		0.0000	0.0000	73623
3	Approval	1/29/2019 8:00:00 PM	1/29/2019 8:00:00 AM	0.0000	0.0000	0	1/28/2019 5:58:50 PM	0.0000	0.0000	73623
4	Hold - Approval	1/29/2019 4:00:00 PM	1/29/2019 8:00:00 AM	0.0000	0.0000	0		0.0000	0.0000	73623
5	Data Entry	1/29/2019 4:00:00 PM	1/29/2019 4:00:00 PM	8.0000	8.0000	0		0.0000	0.0000	73623
6	Hold - Data Entry	1/30/2019 3:00:00 PM	1/29/2019 4:00:00 PM	0.0000	0.0000	0		0.0000	0.0000	73623

## Revenue Reporting

Provides valuable analytics around Treasury product sales using a flexible real-time dashboard that shows revenue by a variety of criteria. This gives the FI insight into sales trends and other information about their customer base.





## Suggested Selling


See instant cross-sell opportunities for products added to the request, with recommendations based on the ever changing historical sales trends already tracked by the TMO solution.

Request - 2/1/2019 1:45:43 PM - Request ID: 2806 - Entity: Company Brilliant - 74025 Created By: MANAGER  
2/1/2019 1:45:43 PM


Add Product Bundle(s) Add Product(s)

Stage	Product	SLA Date	Estimated Date	% Complete
Sales	Add ACH Origination Service	3/12/2019 1:20:02 PM	3/12/2019 1:20:02 PM	0
Sales	New Account Onboarding	3/12/2019 2:00:00 PM	3/12/2019 2:00:00 PM	0
Sales	New Account Reconciliation Service	3/12/2019 2:00:00 PM	3/12/2019 2:00:00 PM	0
Sales	Add ACH Alerts	3/12/2019 2:00:00 PM	3/12/2019 2:00:00 PM	0
Sales	Add ACH Origination Service	3/12/2019 2:00:00 PM	3/12/2019 2:00:00 PM	0
Sales	Add Online Banking Service	3/12/2019 2:00:00 PM	3/12/2019 2:00:00 PM	0
Sales	Add Positive Pay Service	3/12/2019 2:00:00 PM	3/12/2019 2:00:00 PM	0
Sales	New Remote Deposit Capture Service	3/12/2019 2:00:00 PM	3/12/2019 2:00:00 PM	0


1 - 8 of 8 records Show 100 records



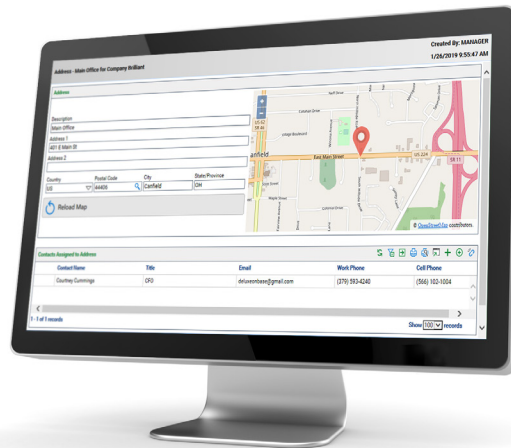
59.57% also purchased  
**ACH Filter**  
Authorizes automatic clearing house (ACH) transactions.




31.17% also purchased  
**ACH Block**  
Debit Block protects your business against unauthorized automatic clearing house (ACH) transactions.



9.26% also purchased  
**Wires**  
A wire transfer is an electronic transfer of money. A traditional wire transfer goes from one bank or credit union to another using a network such as SWIFT or Fedwire.



Treasury Management Onboarding removes much of the complexity and cost from the traditional onboarding process, speeds service delivery (and, in turn, time-to-revenue), and frees sales teams to focus less on paperwork and more on improving the customer experience and generating revenue.

 Treasury Management Onboarding is available with in-house or hosted delivery options. For more information, call **800.937.0017** or contact your Deluxe sales representative.