TD eTreasury®

FAQ's

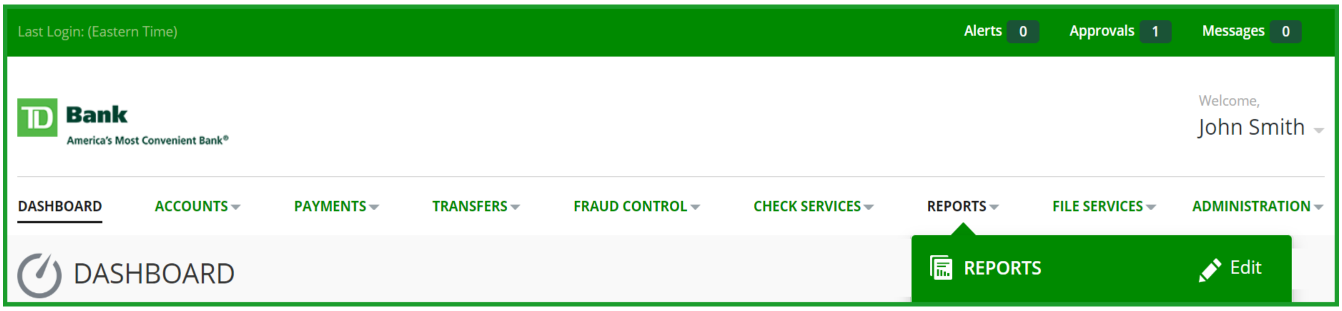
TD Bank

America's Most Convenient Bank®

Information Reporting

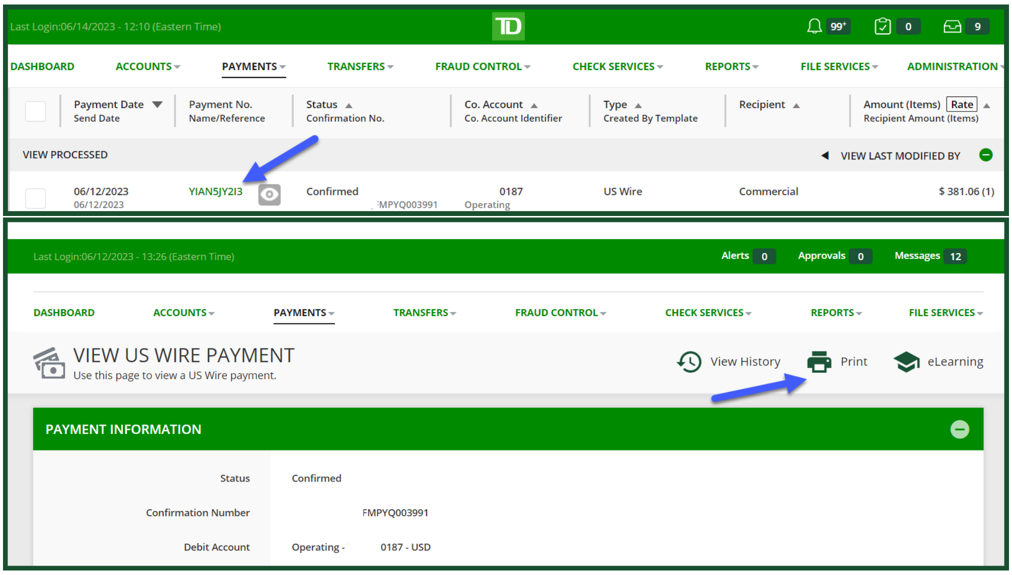
Where are my reports?

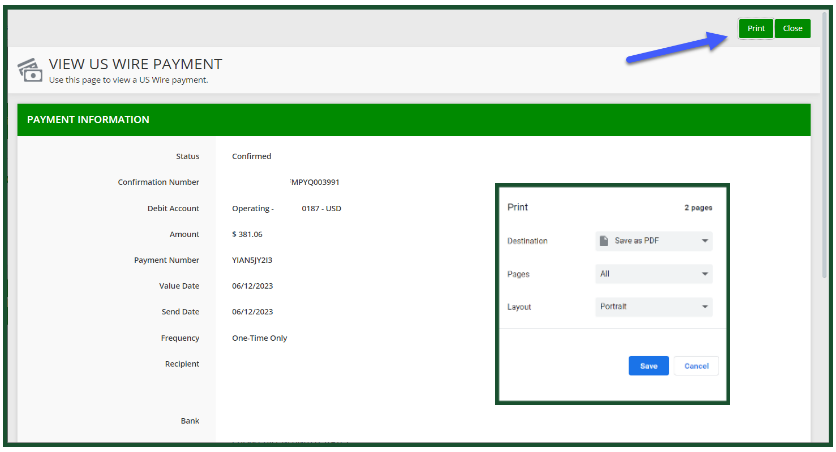
Your entire reporting collection is consolidated into a new menu including a 'My Reports' feature. (Account, Payment, Transfer, Check Services, Fraud Control, File Services, Special, User Activity, User Audit, User Setup Reports)



How can I see details of a payment in a report format?

To see payment details in a report format, select the payment number associated with the payment and print to PDF. The standard 'Payment Report' can also be customized to receive payment information.



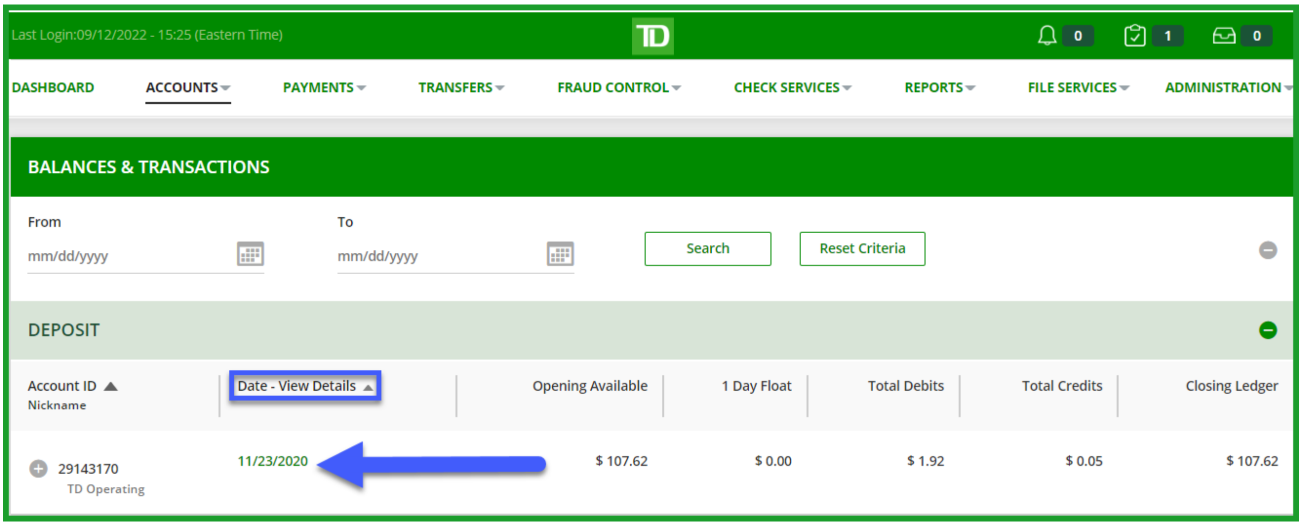


How do I export information from the Prior and/or Current Day screen?

To export information from your Prior Day and Current Day screen go to the Accounts menu and create an export profile.

How can I view Prior Day account details?

The Prior Day view details for each account is now a hyperlink represented within the 'Date - View Details' column. If there is no hyperlink, there are no transactions.



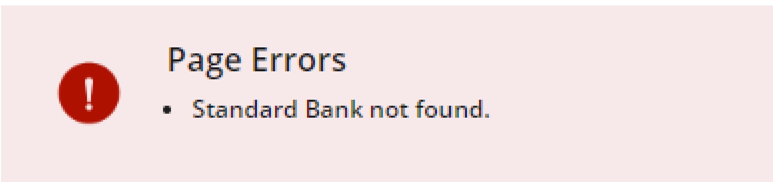
Where can I view Line of Credit transactions unavailable on the Prior Day report?

The LOC transactions can be viewed under the Account Activity tab.

ACH

Why is the ACH Bank ID (ABA) invalid?

If you receive a message indicating that your ABA is invalid for a recipient, this could be due to the ABA bank routing number being retired.
Please validate the recipient bank ABA with the recipient for confirmation on payment. You may also validate the recipient bank ABA at https://www.frbservices.org/EPaymentsDirectory .



Why is my ACH import with addenda format failing?

If your ACH file contains addenda and your import is failing, the failure could be due to a missing field terminator. Per NACHA standard please ensure the '\' (terminator indicator) is added to the end of your addenda line.

Example: Addenda 298DMD*IV*485698-22*PI*10800.00

Can my ACH NACHA import company ID contain a space?

No, please remove any spaces from ACH Company ID to successfully import a file.

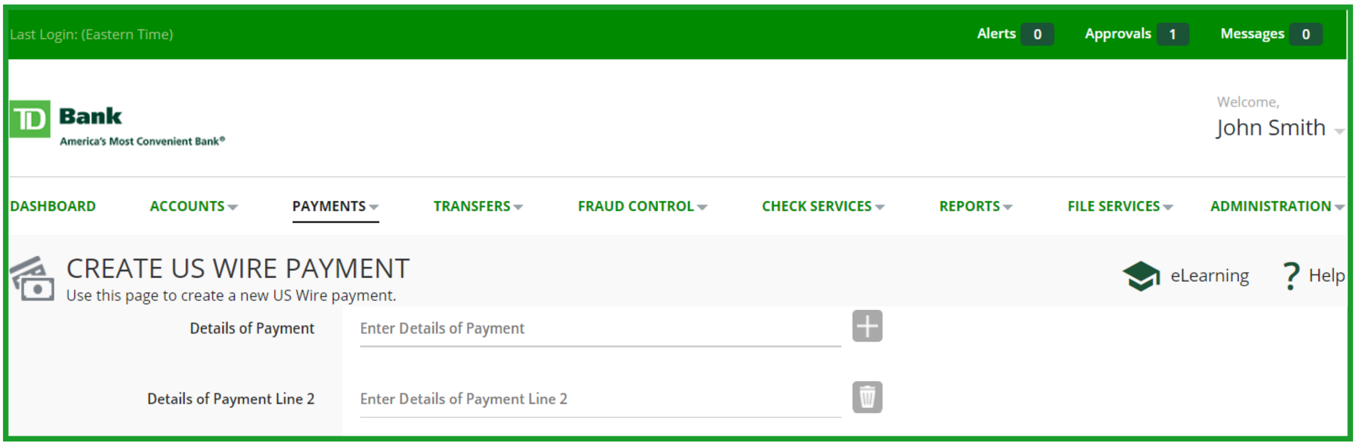
What if my existing ACH Template Addenda cannot be modified?

Please create a new, freeform ACH payment and save it as a template.

Wires- Domestic and International

Where can I enter payment details for a wire payment?

Please utilize the 'Details of Payment' fields.



What if my processed wires are in Received by Bank status?

To validate the status of a wire please go to Current Day or Prior Day reports for confirmation of payment.

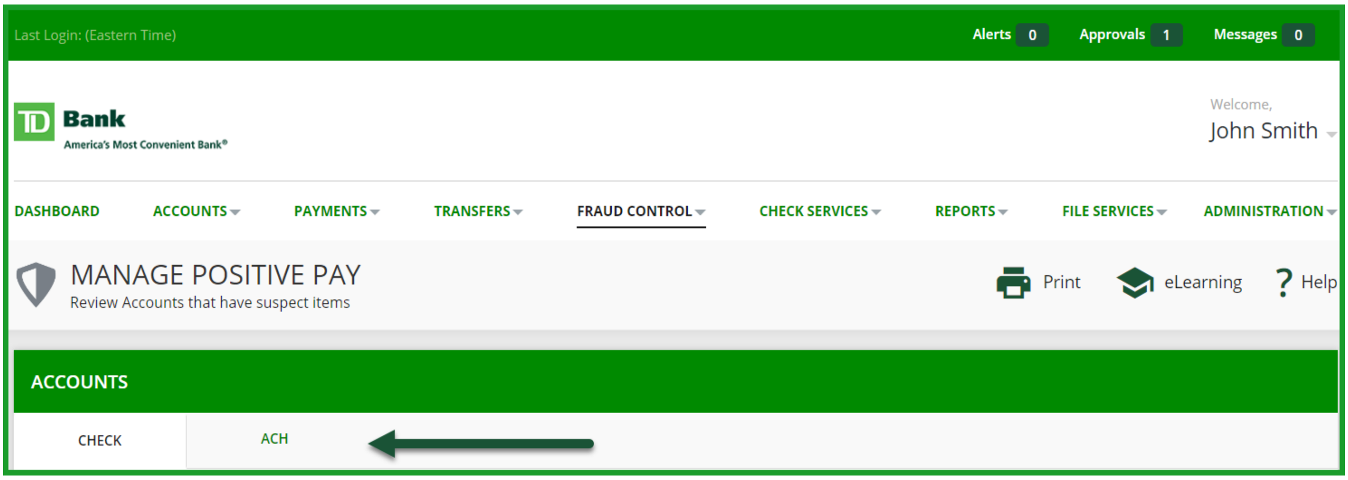
What if I don't see my payment templates?

In cases where your payment template isn't available, please recreate the template.

Positive Pay - Check and ACH

How can I manage Positive Pay items?

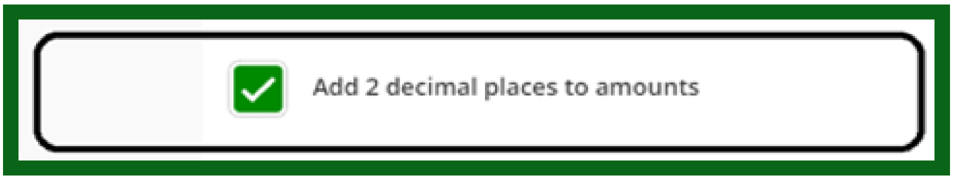
To simplify Positive Pay, ACH and Check exceptions have their own tab.



What is the Positive Pay Fixed Width upload format?

Check positive pay upload files not configured to include the decimal amount must be flagged at the profile level to add decimals.

- If the Option "Add 2 decimal places to amounts" is checked, the upload process will automatically add two decimals to the amount that is listed in the file to be uploaded. Example: If the amount in the input file is 500, it will be uploaded as 5.00. With this option, the user cannot send an amount with a decimal like 5.00, 5.25, etc.
- If the Option is not checked, the file will be uploaded with .00 added to the Amount. Example: If the amount in the input file is 500, the amount will be uploaded as 500.00. If the file contains an amount with a decimal, the Option "Add 2 decimal places to amounts" should NOT be checked.

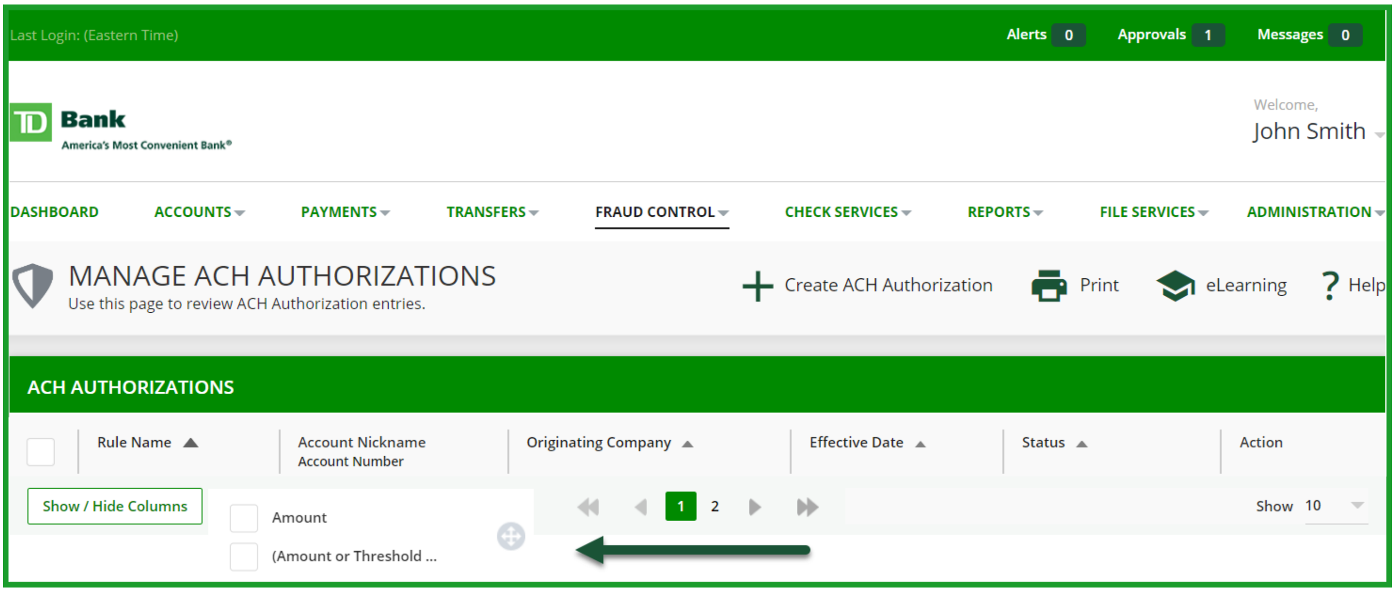


What does threshold amount indicate on the ACH Authorization Rule?

The ACH Authorization Rule 'threshold amount' field indicates payment limits.

How can I review ACH authorization entries in the ACH Authorization menu?

To view the amount field, user should select Amount in the 'Show/Hide' dropdown menu.



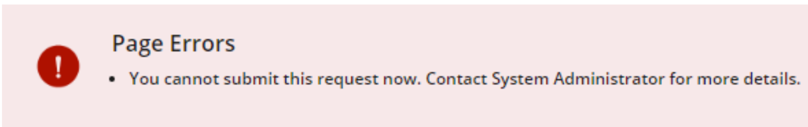
Why is the ACH Authorization threshold amount not displayed?

If the Threshold Amount for an ACH Authorization rule is unlimited or undefined, the amount will not display on the summary and detail screen once the rule is Active. (Default undefined amount is $99,999,999.99)

Check Services

Why am I receiving an error when performing a check image search?

When a check image search is performed resulting in the message below, this indicates there are no results for the criteria entered.



Transfers

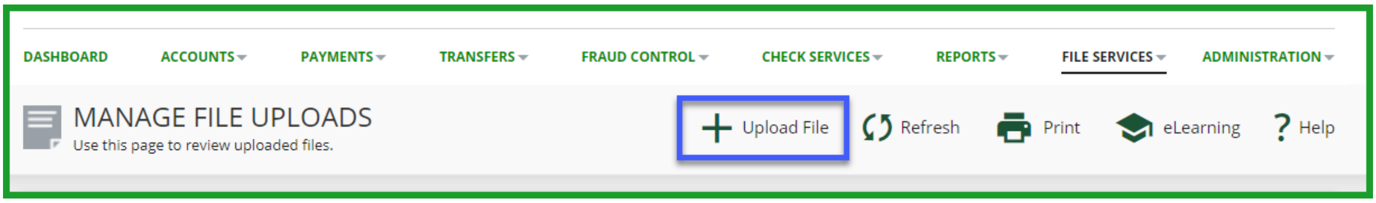
How can I verify my One-to-One Transfer was successful?

Please go to the Account Activity screen to view the status of the transfer under Pending Transactions.

File Services

Where can I find the Create File upload button?

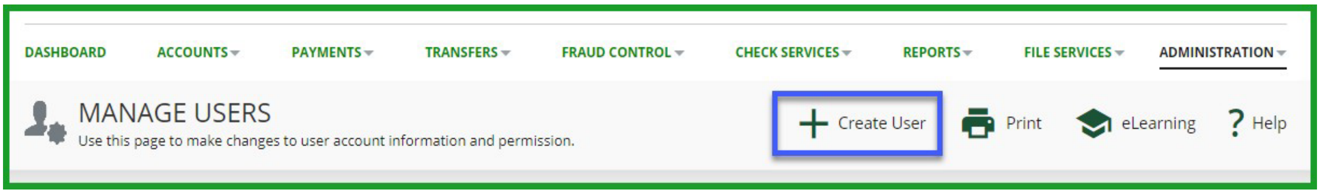
The Create File Upload button is located on the Manage File Uploads page.



Managing Users – System Administrators

How does a system administrator create a new user?

The Create New User button is located under the Manage Users screen.



What do I do when receiving invalid credentials or login errors?

Please email or call Treasury Management Service Support at tmss@td.com or 1-866-475-7262.

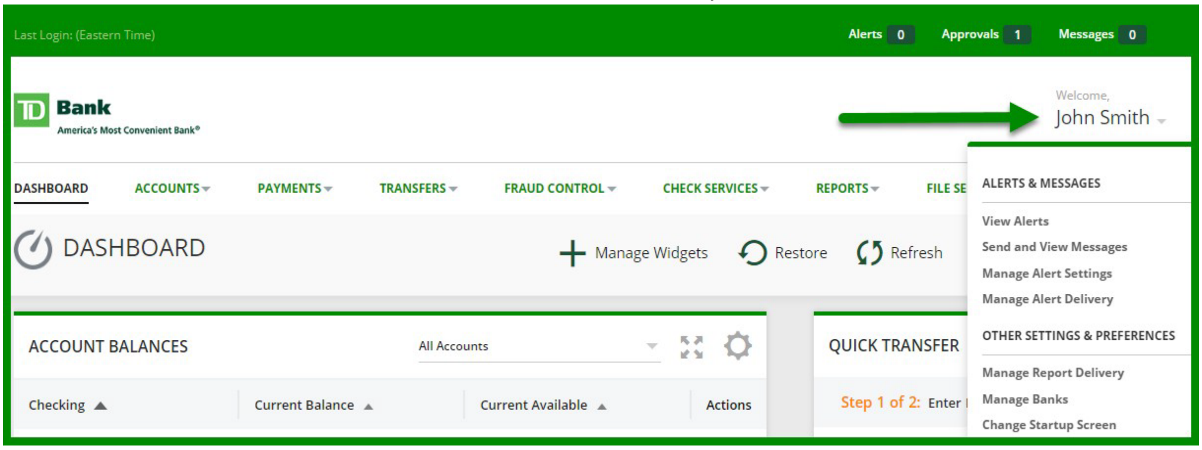
What if my User Setup Report times out?

In instances where the user setup report times out, please reference user permissions on the Manage Users menu.

Manage Settings – Tools

Where can I manage my preferences?

Tools menu items are located under the 'Welcome Dropdown Menu'.



System Messages

How will I know if my request was submitted?
After submission of any request on TD eTreasury (successful, unsuccessful, warning) will appear at the bottom of the screen.