

Maintaining Effective Treasury Functions for Your Business



With any challenging environment (such as the current COVID-19 pandemic), it's important to not only consider implications for yourself and your family, but for your business and your employees. In addition to possible impacts to financial operations, business disruptions can create a compromised time where hackers are especially active. Huntington is here to help you think through the components of your contingency plan.

Payment Center & Business Online Best Practices

- Assign more than one person to all roles, including System Administrator, to support uninterrupted system access
- Ensure all profiles are up to date with current contact information (consider remote numbers and cellphone numbers)
- Cross-train employees to provide back-up (user guides and training are available in the Online Help section within BOL; webcasts available upon request)
- Ensure employees are extra diligent with all data security, confirmation routines, and password protocols
- Remember, unless you contacted us first, we will never reach out to you asking for your account information

Do you have what you need to **work remotely?**

- Computer Equipment
- Login Token
- Wire PIN (if applicable)
- Secured Check Stock
- Signature Stamps

Other Considerations

Mailed Payments

- Determine how you will handle gathering/processing mail remotely
- Have deposit slips and night drop bags on hand

Checks

- Consider initiating ACH payments via Payment Center if you cannot print physical checks
- Update contact information for authorized account signers to their remote address (if applicable)

Merchant Services

- As customer foot-traffic may be reduced, consider alternative transaction options (i.e. remote orders)
- Contact your FiServ partner with questions or to learn about additional merchant options

Questions about your specific services? Please contact your Huntington Treasury Management Advisor.

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