



First Horizon TreasuryConnectSM

Contact Center





CONTACT CENTER

The **Contact Center** allows you to add, modify, view, and delete payment beneficiaries. **Contact Center** entries can then be used when creating a payment, payment template, or payment request/template.

The **Contact Center** is intended to store beneficiaries periodically used to create freeform payments, templates, or payment requests/templates. For payments or payment requests made more frequently, a template would typically be created.

Updates or deletions of existing beneficiaries in the contact center will not affect transactions that have already been entered into the system or are in flight (any transaction in any status).

An audit entry will be made for any change to the **Contact Center**. Records that are deleted will be physically deleted from the database.

PAYMENT AND SERVICE TYPES SUPPORTED

Beneficiary information from the **Contact Center** is available for the following payment types and services:

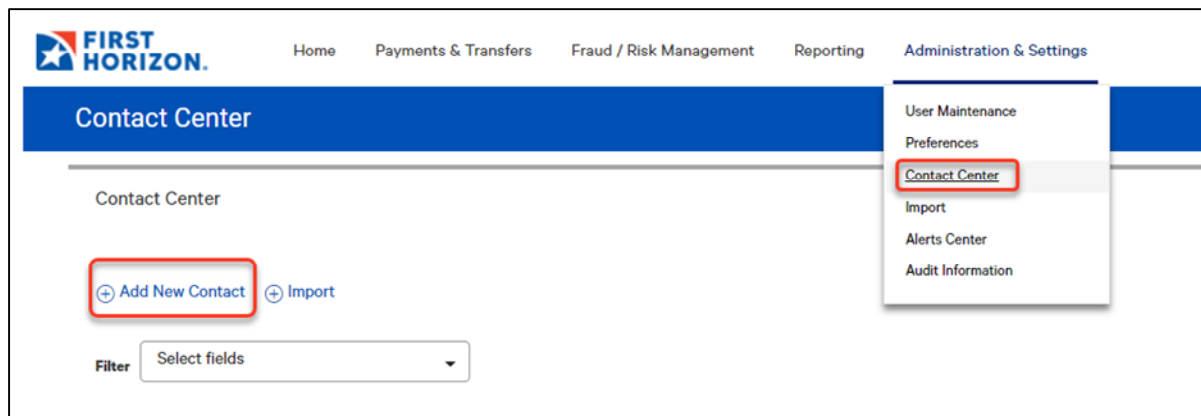
Payments or Services	Payment Types or Services
ACH	<ul style="list-style-type: none"> • Cash Concentration • Cash Concentration / Disbursement • Cash Disbursements • Consumer Collections • Consumer Collections / Payments • Consumer Payments • Corporate Vendor Payments • Corporate Collections • Corporate Vendor / Payments • International ACH Transaction • Internet Initiated Collections • Payroll Payments • Telephone Initiated Collections
Wire	<ul style="list-style-type: none"> • Draft • Multi-Bank Payments • Wire - Domestic • Wire - International
Canadian Payments	<ul style="list-style-type: none"> • Bill Pay • EFT Direct Deposit • EFT Direct Deposit Payments / Pre-authorized Debit Payments • EFT Pre-authorized Debit Payments
Real-Time Payments	<ul style="list-style-type: none"> • Real-Time Payments
Payment Requests	<ul style="list-style-type: none"> • Real-time Payment Requests



CREATING CONTACTS

To add a contact center entry:

1. Select **Contact Center** from the **Administration & Settings** menu.
2. Click **Add a New Contact**.



3. At **Contact Type**, check the appropriate checkbox: **Business**, **Individual**, or **Employee**.
4. In the **Contact Information** section, enter the beneficiary **Name** and **Contact ID Number**.
5. (Optional) In the Contact Address section, enter the **Contact Address** information.
6. (Optional) In the Contact Person section, **Contact Name**, if different from the beneficiary.
7. (Optional) Enter the Contact Person's **Email Address**, **Phone Numbers**, and **Fax Number**.
8. Expand the **Add Payment Account Information** section to enter the **Beneficiary's Account** information.

*Contact Type(s)
 Business Individual Employee

Contact Information
* Name (Business, Individual or Employee)
Contact 1

Contact ID Number
1234

Contact Address
Address Line 1
123 Any Street

Address Line 2

* Country
UNITED STATES

* City
Memphis

State
TENNESSEE

Postal Code
38013

Contact Person
Contact Name
First Name Last Name

Email
name@email.com

Phone
111-123-1234

Mobile

Fax

Payment Information
> Add Payment Account Information



9. Click the radio button to choose to add the Beneficiary's **Bank Information** or **IBAN** number.
10. If using the **Beneficiary's Account Information**, complete the following sections.
 - Use the drop down arrow to choose the **Account Type**.
 - Enter **Account Number**.
 - Enter the **Bank Routing Code** or use the drop down to choose the correct **Bank Routing Code**.
 - Use the drop down arrow to choose the **Currency**.
12. If using **IBAN**, complete the following sections.
 - Enter the **IBAN**.
 - Use the drop down arrow to choose the **Currency**.
13. (Optional) Enter **Intermediary Bank Information**, if applicable. (Not applicable for domestic ACH Payments. The Bank does not offer international ACH payments at this time.)
14. (Optional) Click the check mark to the left of **Make this the Primary Account for this Contact**, if applicable.
15. (Optional) In the grey box on the right labeled **Services Available for this Account**, click the services that are applicable.
16. (Optional) Click **Add Another Account** if this **Beneficiary** needs another account. Complete the fields as indicated above.
17. Click **Save Contact**.

Payment Information

Account 123456789 (USD)

Account Information

Complete Account Information to enable payments and collections for this Contact.

Enter Bank Information Use IBAN

* Account Type
Checking

* Account Number
123456789

* Bank Routing Code
044986 - FIRST HORIZON BANK

FIRST HORIZON BANK
165 MADISON AVENUE
MEMPHIS
US

The selected routing code only supports Expedited Wire payments. In order to allow Standard (ACH) transactions to this same account number, enter an ACH routing code below.

ACH Bank Routing Code
061120152 - FIRST HORIZON BANK

* Currency
USD - US DOLLAR

> Intermediary Bank Information


Make this the Primary Account for this Contact

[Add Another Account](#)

Services Available for this Account

You may assign this Account to each selected service.

- Use Expedited Payments (Wire - additional fees apply)
- Use Standard Collections (ACH)
- Use Standard Payments (ACH)
- Use Standard Collections (ACH)

The **Contact Center** entry is now available on all applicable payment screens. You can select the entry by selecting the search icon  next to the beneficiary field on a payment screen. Please note that the name of the beneficiary field is different for different payment types. You can also save a new beneficiary directly from a payment screen by selecting the **Add Beneficiary Record** radio button and clicking **Commit Changes**.



MODIFY A CONTACT

To modify an existing contact:

1. Find the contact in the list of contacts.
2. Click the **View** drop down arrow.
3. Click **Modify**.

Contact Center

Filter: Select fields

<input type="checkbox"/> All	Actions	Name	Contact Type	Contact Name	Contact Email	Contact Phone	Contact Mobile	Status
<input type="checkbox"/>	View	21st	Business		ast@j	(955)		Approved
<input type="checkbox"/>	View Modify Delete		Business	John Doe	con	901	901	Approved
<input type="checkbox"/>	View	agg	Business					Approved

4. Make appropriate changes:
 - a. Contact Information.
 - b. Add additional Payment Accounts.
5. You may also view the **Payments and Templates used by this Contact**
6. Click **Save Contact**.

> Add Payment Account Information

Payments and Templates used by this Contact

Payments

ID	Type	Beneficiary	Status	Value Date	Last Update Date/Time
1421	Cash Concentration/Disbursement	Zts	Approval Window Passed	06/24/2021	06/24/2021 18:16:41

Templates

Template Code	Template Description	Type	Beneficiary	Status	Last Update Date/Time
There is no content					

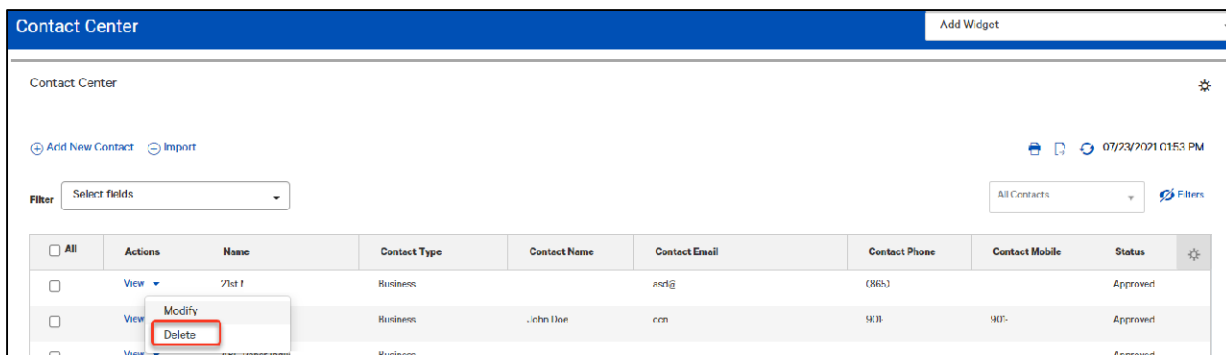
Save Contact Cancel



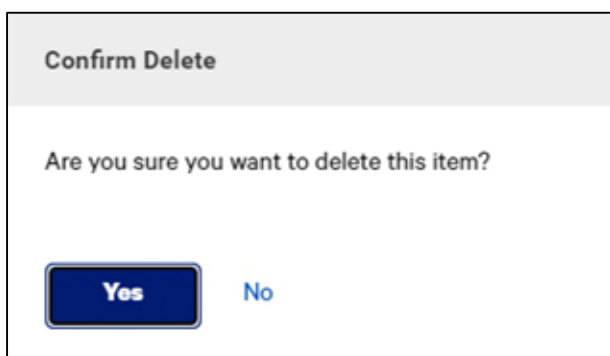
DELETE A CONTACT

To delete a Contact:

1. Find the contact in the list of contacts.
2. Click the **View** drop down arrow.
3. Click **Delete**.



4. Confirm the deletion.



NOTE

When changes are made to contact information in the **Contact Center**, those changes are automatically applied to future payments associated with the contact. In the case of currently active payments, users are notified of any changes to contacts that affect these payments so that the payments can be updated as well.

Templates associated with a contact are automatically updated when any changes are made to that contact. The templates will require approval and so are automatically placed in **Re-Approval Required** status. Users are notified of this status change through the **Templates Awaiting Approval** alert. Templates can also be filtered by **Re-Approval Required** status. Note that for users with auto-approval entitlements, templates associated with updated contacts are automatically approved.

So that users can determine how updates will affect payments and templates, the **Contact Detail** screen will display a list of all payments and templates that use an account associated with the contact. This will help users know what actions need to be taken on the affected payments/templates. Use the right arrow **>** to expand the section and view the affected items.