



Treasury Management

Plan for disruption, embrace opportunity

Adapting to a growing remote workforce

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Introduction

Change is challenging

Employers world over are no doubt facing the need to adapt quickly to rapid change. Companies are becoming more and more decentralized. Satellite offices are springing up all over the U.S. and abroad. And more employees have, or need, the ability to work remotely.

Working from home is becoming more and more common, with the practice jumping a whopping **173%** since 2005.

Source: “Telecommuting Trend Data,” GlobalWorkplaceAnalytics.com, March, 2020
<https://globalworkplaceanalytics.com/telecommuting-statistics>

Unforeseen events, such as illness, unrest, and even nature, can also dramatically change the business landscape. In response, the ability to adapt can give your business the edge it needs to remain stable and competitive.

Preparedness is power

What happens when your employees don’t have access to a traditional office?

- Tasks that rely on paper become more challenging
- Preferred payment channels — like paper checks — might be unavailable
- Employees could have difficulty accessing secure websites
- Changes in day-to-day procedures might embolden fraudsters and may trigger increased fraud attempts

Remember that stressful times can sometimes breed innovation, and even temporary challenges have the potential to evolve into permanent improvements.

From increased mobile access, to the elimination of paper, here are some ways you can shore up a successful remote workforce while modernizing your treasury management.

Solutions to consider

Before we get started



- Be sure to reach out to your **Wells Fargo treasury management consultant** for further information about each of the below options.
- Keep in mind that some of these options might require a new service implementation with a corresponding cost. **Your treasury management consultant will reach out to you regarding any applicable pricing.**
- Not all options are applicable to, or can be implemented by, every type of business. **Your treasury consultant will discuss what's best for you.**

Potential business challenge	Solutions to consider	How Wells Fargo Client Services can assist
Payment channels		
Employees don't have access to a printer to print checks	<ul style="list-style-type: none"> • Ask your treasury consultant about alternative payment options like <i>CEO</i>® ACH Payments, <i>CEO</i> Wires, Voice Wires, ACH transmission, or <i>Zelle</i>® payments <p><i>Reminder: MICR ink must be used when printing paper checks</i></p>	
Employees don't have access to paper checks for payment	<ul style="list-style-type: none"> • Consider electronic payment methods such as <i>CEO</i> ACH, <i>CEO</i> Wires, voice wires, ACH transmission, Disbursements with <i>Zelle</i>, or <i>Payment Manager</i>® • Commercial cards and on-demand virtual card numbers may be alternative payment options 	<ul style="list-style-type: none"> • Commercial Card Expense Reporting (CCER) password resets and user access issues
A limited number of employees have authorization, or are available, to initiate Voice Wires	<ul style="list-style-type: none"> • New users can be set up on Voice Wires • All users should confirm they know their PINs • Additional users can be set up to approve non-repetitive wires 	

Potential business challenge	Solutions to consider	How Wells Fargo Client Services can assist
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Deposits

Remote employees might not have access to a check scanner for deposits	<ul style="list-style-type: none"> • Explore branch alternatives • Consider taking scanner to a different location that's accessible to the employee • Set employees up with <i>CEO</i>® Mobile Deposit • Look into available bank-by-mail options 	
Your cash delivery locations are closed or quarantined, prompting the need for quick changes to your operations	<ul style="list-style-type: none"> • Wells Fargo customer service officers can assist with multiple cash related requests 	<ul style="list-style-type: none"> • Cash vault deposit and change order details and adjustment details • Standing change order updates and adjustments • Touch tone (TIU) passcode reset for cash vault phone orders
Lockbox return mail is going unprocessed due to remote workforce	<ul style="list-style-type: none"> • Update your "Care of" fields and addresses to reroute mail • Request temporary lockbox instruction updates 	<ul style="list-style-type: none"> • One-time lockbox instruction updates/ address changes
Your payers located in other countries can't send you their checks or international wires	<ul style="list-style-type: none"> • You can potentially enroll in <i>Global Invoice Connect</i>® • Ask your treasury management consultant for information 	

Potential business challenge	Solutions to consider	How Wells Fargo Client Services can assist
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Fraud

If call backs are needed to confirm vendor instruction changes (sent through potentially fraudulent email), remote employees might not have access to vendor phone numbers	<ul style="list-style-type: none"> • Compile a list of vendor phone numbers where employees can electronically access them (e.g., OneNote, a shared drive, or a company intranet, if applicable) 	
Changes in regular day-to-day procedures might trigger increased fraud attempts	<ul style="list-style-type: none"> • Consider installing ransomware protection • Access Wells Fargo educational materials (like fraud protection content on Treasury Insights) 	<ul style="list-style-type: none"> • ACH and wire details and reporting information • Company and account limit (ACH, wire) updates • Approval limit updates for users • Contact information updates
Limited staff available to manage positive pay exceptions	<p>Add more users who can:</p> <ul style="list-style-type: none"> • Upload new check files • Ensure exception items are decisioned using <i>CEO</i>® Fraud Manager • Cancel/void current outstanding items using <i>CEO</i> Fraud Manager or SAFE Transmission 	<ul style="list-style-type: none"> • Submit “return all” or “pay all” decisions on your behalf • Reorder and reroute a token to an alternative address
Limited staff available to approve/deny ACH transactions	<ul style="list-style-type: none"> • Give additional users the authority to add ACH pre-authorizations • Give additional users ACH Fraud Filter decision authority 	

Portal access

<p>Employees preparing to work from home may need to consider <i>CEO</i>® portal credentials and access</p>	<ul style="list-style-type: none"> • Ensure your employees have up-to-date user access to <i>CEO</i> • <i>CEO</i> Mobile tokens can be accessed from smart phones (Note: A hard token is required to obtain a soft token) • Existing administrators can set up additional users as needed • All authorized users should be set up to receive <i>CEO</i> Alerts • Pull reports to view inactive/active users • All users should regularly log in to the portal so their access isn't disabled • Users should confirm that their tokens are not due to expire in the near future; if so, users can call Wells Fargo Client Services and request early replacement • Users should confirm that their <i>CEO</i> profiles, including their cell phone numbers, are up to date • Make sure you have current contact information for your bank contacts (such as Client Services, your treasury consultant, and your Wells Fargo relationship manager), as well as their appropriate backups • Temporarily increase the number of users that have authority to approve/reject wire transfers • Designate multiple administrators and approvers and consider different locations for geographic resiliency • Training documents, such as user guides, can help you navigate <i>CEO</i> (ask your treasury consultant about available materials) • Reorder and reroute a token to an alternative address 	<ul style="list-style-type: none"> • User password resets • Token passcode resets • Reorder and reroute token to alternate address • Enable/disable users • Delete users • User maintenance requests to add or remove product access • Submit Return Item decisions • Provide contact sheets for other departments such as Transmission Support, Cash Vault, CCER, ACH, Wires, etc.
<p>One or more <i>CEO</i> administrators are unavailable and the designated backup requires guidance or refresher training</p>	<ul style="list-style-type: none"> • You can contact a Wells Fargo customer service officer for a walk through 	

Potential business challenge	Solutions to consider	How Wells Fargo Client Services can assist
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Branch access

Employees need emergency access to cash	<ul style="list-style-type: none"> You can reach out directly to your local branch and ask about withdrawal limits; if your withdrawal request is over the branch limit, please contact your treasury consultant <i>Reminder: If you plan to send a non-authorized signer, a branch service document is required</i> 	
Employees can't make it to branches during regular business hours or branches are closed	<ul style="list-style-type: none"> You could mail or use a courier to have checks delivered to: 1801 Park View Dr. Shoreview, MN 55126-5030 Phone for shipping: 763-795-2877 	

Some things to keep in mind as you consider solutions

- Does your organization have the flexibility to quickly adopt new solutions?
- Do you conduct any business by fax? You might want to use email, where possible.
- Your commercial card program administrators might have to revise their internal purchasing guidelines and open additional merchant category codes (MCCs).
- What are your employees' awareness levels when it comes to identifying fraud?
- How many of your employees have access to *CEO* and specific *CEO* functions?
- Are there any parts of your treasury management process that are internet dependent versus company network dependent?

For more information, you can refer to the following Wells Fargo resources:

Resources

Your Wells Fargo Treasury Management Consultant

Your Wells Fargo Relationship Manager

Treasury Management Client Services:

Call 1-800-289-3557 or email 1800ATWELLS@wellsfargo.com

If applicable, contact your dedicated client service officer

Treasury Insights:

<https://digital.wf.com/treasuryinsights/>

Coronavirus updates for commercial banking customers

<https://www.wellsfargo.com/com/focus/coronavirus-updates/>

Together we'll go far

