

BMO

Online Banking for Business

Product Transition Guide

Published September 11, 2023

Online Banking for Business

Overview

When your Bank of the West business deposit accounts and cash management services convert to BMO, your TreasuryNow platform will be replaced by BMO's Online Banking for Business platform. This guide provides you with the following:

- Actions you need to take to use Online Banking for Business before and after your accounts convert
- Important differences between TreasuryNow and Online Banking for Business
- Contacts and resources available to assist you

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Online Banking for Business



Important dates and required action summary

Important dates and events	Action required?	Actions to take <i>Select the section name to access action details</i>
Account and Services Freeze: August 4, 2023 (7 p.m. CT)	No	Last day to add new accounts or services in TreasuryNow for migration to Online Banking for Business
Online Banking for Business Setup Period: August 14 – September 4, 2023	Yes	Set up password (Access) Set up multi-factor authentication (Access) Familiarize yourself with Online Banking for Business (Access) Verify alert subscriptions (Access) Access, customize, & modify reporting (Access) Validate payment templates (Access) Validate payment entitlements/limits/approval levels (Access) Confirm your payment recipients (Payment Services)
Dual Maintenance: August 14 – September 4, 2023	No	User maintenance, report template creation/modification, and payment template creation/modification that are done in TreasuryNow during the Online Banking for Business Setup Period (August 14, 2023 – September 4, 2023) won't carry over to Online Banking for Business. Any changes applied to these functions in TreasuryNow during this time will need to be entered in Online Banking for Business. (Dual maintenance)
September 1, 2023 (7 p.m. CT)	Yes	Stop using TreasuryNow for actionable services; use TreasuryNow only for historic research (Stop using TreasuryNow for actionable services)
Conversion to Online Banking for Business: September 5, 2023	Yes	Manage Positive Pay Exceptions Daily Email Alerts (Alerts) Recreate QuickBooks Report Templates (Reporting) Viewing Historical Reports (Access)

Important changes summary

Category	Impacted items <i>Select the impact name to access change details</i>
Access	Online Banking for Business setup period Customer sign in Multi-factor authentication Online Banking for Business homepage
Administration	Administrator role Administrative approvals
Alerts	Differences in alerts (TreasuryNow to Online Banking for Business) Positive pay exceptions email alerts
Entitlements	Differences in entitlements (TreasuryNow to Online Banking for Business) Entitlements at a service level
Reporting	Historical account information Information reporting (TreasuryNow to Online Banking for Business) QuickBooks online format

Key

 Required action	Required steps to ease your transition and limit disruption to your business.
 Additional support	Additional resources available to support your transition to new services.

Important changes to Online Banking for Business – Access

Online Banking for Business setup period

You'll have access to Online Banking for Business on August 14, 2023 to familiarize yourself with the platform before transitioning from TreasuryNow. This Online Banking for Business setup period is your chance to explore the platform, try out some of its features and review the data we've migrated for you. You'll receive an email

from the BMO Welcome Team on August 1, 2023 with information on how to access Online Banking for Business during the Online Banking for Business setup period.

During the Online Banking for Business setup period you'll be able to:

- ✓ **Review items that have migrated from TreasuryNow.** All services, accounts, users, templates, and custom reports in TreasuryNow as of end of day August 10, 2023 will be automatically migrate into Online Banking for Business for you. You will initially have access to two months of account balances and transactions history in Online Banking for Business. Additional history will load later (see section on [Historical account info](#)).
 - Explore Online Banking for Business and familiarize yourself with the platform. Visit [the Online Banking for Business Getting Started Hub](#) for a tour of Online Banking for Business and helpful information on how to use it.
 - Access the products, entitlements, services, accounts, users, templates, beneficiaries, and custom reports areas within Online Banking for Business to confirm that they were migrated correctly.
 - Note that entitlements for Loans, Recon Management, Tax and Bill Payments, and ACH Fraud Control won't be available in Online Banking for Business until September 5, 2023. Don't make changes to these entitlements in TreasuryNow from August 11, 2023 through September 4, 2023 as they will not take effect. Changes can be made to these entitlements in Online Banking for Business on or after September 5, 2023.
 - Access your reports to customize or modify your reporting by going to Account Information > Reports. Watch [an on-demand video](#) to learn how to create default reporting settings, generate reports, and customize reports.
 - Verify your alert subscriptions via Online Banking for Business and following this path: **Administration > Alerts**. The [Online Banking for Business Help Center](#) has information on creating new alerts.
 - Validate payment templates by going to the **Payments & Receivables** tab and choosing **Manage Templates** under each corresponding product.
 - Schedule new payments to process after September 5, 2023.
 - Confirm your Payment recipients.

Schedule payments. Your payments scheduled in TreasuryNow for processing on or after September 5, 2023 will be transitioned to Online Banking for Business. To learn more about scheduled payments, go to scheduled payments section.

- ⓪ Note: Online Banking for Business won't be available for the majority of the weekend starting on September 2, 2023. **The [Online Banking for Business Help Center](#) has a step-by-step description of actions you need to take during the Online Banking for Business Setup period.**

Primary Administrators only: During the Online Banking for Business Setup period primary administrators can:

- Verify profile information and entitlements
- Set up, modify and delete users
- Verify the following accounts:
 - XIM (checking accounts)

- XST (savings accounts)
- XAM (loans accounts) (note: some loans will migrate to LoanIQ instead of XAM and won't be available until September 5, 2023. Loan history will be available on TreasuryNow)
- DXA (data exchange accounts held with other banks)
- Add, modify, and remove approval levels
- Add, modify, and remove limits
- Create new groups

Dual maintenance

Throughout the Online Banking for Business Setup Period (August 14, 2023 through September 4, 2023), changes to certain functions (not including Payments) in TreasuryNow won't carry over to Online Banking for Business. During this time, if you need to make a change relating to user management, alerts management or account information reporting and you'll need the change to become effective immediately, you'll need to make the change in TreasuryNow and Online Banking for Business.

Conversely, if you'd like to make a change relating to those functions during the Online Banking for Business Setup Period but you don't need the change to take effect until September 5, 2023, you'll only need to make the change in Online Banking for Business.

If you need to make changes that take immediate effect between August 14, 2023 and September 4, 2023 to the following functions, you'll need to enter them in both TreasuryNow and Online Banking for Business:

- User management (administrators only):
 - Create/modify/delete/approve new or existing users (note: administrators can delete other administrators but not Primary Customer Administrators (PCAs))
 - Create and approve new user groups
 - Add/modify/remove limits for payments
 - Add/modify/remove approval levels for payments
- Alerts management:
 - Subscribe/unsubscribe to alerts
- Account information reporting:
 - Create/modify/delete customized report templates

Entitlements

TreasuryNow service entitlements will change in Online Banking for Business.

A TreasuryNow to Online Banking for Business Entitlements mapping document showing a comprehensive view of entitlements that are available within Online Banking for Business will be included in this PTG soon.

Service entitlements won't be defined at the account level. In Online Banking for Business, entitlements for a user are available at the service level for all accounts entitled to the service.

Watch this [on-demand video](#) to learn how to add entitlements, set service entitlements, and set account entitlements.

First time sign-in

You'll use a Customer ID and an Online Banking for Business User ID to sign into Online Banking for Business.

Your Customer ID will be the number "29" followed by your TreasuryNow Client ID. For example, if your TreasuryNow Client ID is "123456", your Online Banking for Business Customer ID will be "29123456".

Your Online Banking for Business User ID will be the same as your TreasuryNow User ID. Online Banking for Business User IDs will be up to 12 characters in length. If your TreasuryNow User ID is longer than 12 characters in length, it'll be shortened to the first 12 characters only.

You'll receive sign-in instructions via email from the BMO Welcome Team. Check your inbox for your temporary password and follow the instructions.

You'll be able to reset your password by:

- On your computer, go to www.bmo.com
- Under "Welcome to BMO" select **BMO U.S. English**
- In the top right corner of the main navigation, select **Sign In**
- Under "Commercial", choose **Online Banking for Business**
- On the Sign In page, select "**Reset Password**"
- Enter your Customer ID, User ID and email in the respective fields
- You'll receive an email with a temporary password
- Return to the Online Banking for Business Sign In page
- Enter your Customer ID, User ID, and temporary password in the respective fields
- Review the terms and agree to text message verification
- Verify your identity via the one-time passcode that is sent to your mobile number
- You'll be prompted to create a password and to reconfirm the password

If you don't have a US or Canadian mobile number your administrator can reset your password for you via the "**Manage Users**" section of Online Banking for Business.



If you have trouble signing-in to Online Banking for Business, please reach out to a Migration Specialist at 866-523-1663 or contact your Online Banking for Business administrator.

Multi-factor authentication (MFA)/ Two-factor authentication (2FA)

If you release payments or manage users, you received an RSA SecurID soft token and set up instructions via email. After you sign into Online Banking for Business for the first time, we'll ask you to set up your RSA SecurID soft token. You'll need to use your token to confirm your identity when modifying users or user access, or approving and releasing payments, via desktop or mobile.



We'll provide you with your RSA SecurID token and set up instructions via email before August 11, 2023, using the email you used for TreasuryNow.



If you are having issues with the installation instructions, please reach out to a Migration Specialist at 866-523-1663.

If you are a Primary Account Administrator (PCA) (see [Administrative roles in Online Banking for Business](#)), you can request a hard token for other PCAs or Users after you register your soft token. You can request the hard

token in Online Banking for Business via Manage Users. If you are the sole PCA, you can call Client Services at 1-800-400-2781, who will submit a request for a hard token on your behalf.

Online Banking for Business Getting Started Hub

The [Online Banking for Business Getting Started Hub](#) will help orient you to the Online Banking for Business platform through on-demand video courses and personalized training.

Protected Emails

Whenever we send you a protected email, you'll receive a BMO Financial Group Notification at the address you used to register your Message Center account. Protected emails will remain in the Message Center for 90 days before they're automatically deleted.



Learn more about reading, replying to and composing protected email via the message center on the [Online Banking for Business Help Center](#).

Stop using TreasuryNow for actionable services

All your payments will process through TreasuryNow until September 1, 2023. All scheduled payments will transition from TreasuryNow to Online Banking for Business after September 1, 2023.

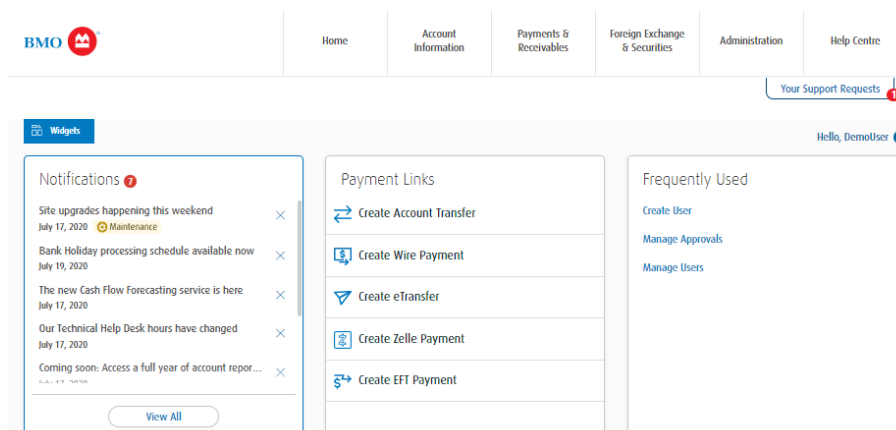
You'll only be able to access TreasuryNow for "View Only" access to create reports, perform historical transaction searches, view previous stop payments, and other research actions between September 1 and November 30, 2023.



Please don't use TreasuryNow for anything other than historic research starting at 7 p.m. CT on September 1, 2023.

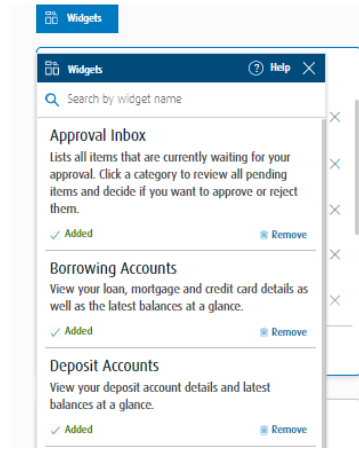
Online Banking for Business homepage

You'll access the Online Banking for Business homepage after sign-in. The homepage is organized by boxes, called widgets, that showcase the information you need to access (image below). For example, there is a notifications widget that lists important announcements, a Deposits widget that displays your Deposit Account balances and transactions, a Payment Links widget that provides one-click access into payment services you may need to access, and more.





You can customize the widgets on your homepage by choosing the blue “Widget” button on the top left corner of the screen and searching in the Widget Library (image below). You can select, drag and drop widgets to reorder them on your homepage.



Scheduled TreasuryNow payments

Scheduled TreasuryNow payments will be moved to Online Banking for Business by September 5, 2023:

- Domestic wires
- International wires
- Domestic drawdown wires
- Account transfers
- Bill payments
- Account Reconciliation – recon management

This doesn't include book transfers, check printing, federal tax payment wires, Zelle or Real-time Payments. You'll need to rekey any future date payments from September 5, 2023 onward into Online Banking for Business manually. Further, only ACH payments scheduled in TreasuryNow by August 10, 2023 at 7 p.m. CT (effective September 5, 2023 or after) will be moved to Online Banking for Business. Any scheduled ACH payment(s) effective September 5, 2023 or after must be submitted in Online Banking for Business directly after August 10, 2023 at 7 p.m. CT.

Viewing historical reports

TreasuryNow will be available in “View Only” mode to create reports, perform historical transaction searches, view previous stop payments, and other research actions until November 30, 2023. You won't be able to use TreasuryNow for any treasury service functions available in Online Banking for Business.

We'll load transaction data from January 1, 2022 from TreasuryNow to Online Banking for Business. We expect to complete this process by November 20, 2023.



Learn more about when historical account information will move from TreasuryNow to Online Banking for Business in the [Historical account information](#) section of this PTG.

Important changes to Online Banking for Business – Alerts

Alerts in Online Banking for Business

You'll notice some differences in alerts between TreasuryNow and Online Banking for Business.

- Alert options have changed. Review the TreasuryNow to Online Banking for Business [Alerts mapping document](#) to review alerts that are available to you in Online Banking for Business.
- You can customize your alerts in different ways. For example, instead of “at or below” and “above” balance alerts, you'll see “greater or equal” and “less than or equal” in Online Banking for Business; you can enter other customizable alert amounts in Online Banking for Business.
- You won't receive alerts via SMS/TXT. You can subscribe to alerts via HTML/email and Online Banking for Business homepage notifications.
- Going forward, you won't receive alerts relating to “payment initiated to a new recipient.” An alert that provides similar information in Online Banking for Business is the “Outgoing Wire Payments” alert.



To learn more about creating alerts, visit the [Online Banking for Business Help Center](#).

Positive pay exceptions email alerts

Beginning September 5, 2023, you can action Positive Pay exceptions between 9:30 a.m. – 3 p.m. CT. You can't action exceptions before 9:30 a.m. CT or after 3 p.m. CT.



Please go to [Online Banking for Business](#) > [Recon Management](#) > [Manage Exceptions](#) daily to manage your Positive Pay exceptions, if needed.

Positive Pay exception email alerts are sent as reminders:

Email Alerts (no SMS)	Timeframe (CT)
Initial exception email(s)	9:30 a.m. – 10 a.m.
Reminder email(s) for pending exception	1 p.m. – 1:30 p.m.



To learn more about Positive Pay exceptions, review the [Account Reconciliation \(ARP\) PTG](#).

Important changes to Online Banking for Business – Client Administration and User Management

Administrative approvals

Take note of the following changes relating to approvals within Online Banking for Business:

- When creating or modifying a user, you can require the change to have an approval before taking effect. You can designate up to three approvers to review the change.

Administrative roles in Online Banking for Business

If you were set up as a “Corporate Administrator” in TreasuryNow, you’ll be set up as a “Primary Customer Administrator (PCA)” in Online Banking for Business. PCAs have the highest administrative authority and act on behalf of their respective company in Online Banking for Business. PCAs can:

- Request new services and authorize changes
- Create and modify users and administrators
- Manage all access, entitlements and limits of all users and administrators

Administrators and PCAs share some privileges, but Administrators have certain limitations. Administrators can contact the bank for customer inquiries, similar to PCAs. Administrators can:

- Create and modify users and administrators
- Entitle users to services to which administrators are also entitled
- Entitle users with accounts and/or services
- Set up users with approval levels and limits based on the service settings

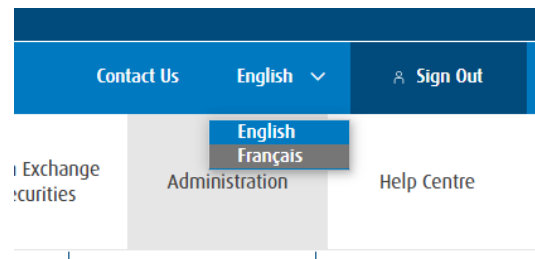
User roles/schemes

The “User Role” in TreasuryNow is known as “Group” in Online Banking for Business. You can put a user profile in a group and all entitlements of the users in the group will be controlled by the group. As such, you only need to entitle an account or payment function to the group instead of entitling them to every user in the group.

Important changes to Online Banking for Business – Features and functionality

Language

Online Banking for Business will support English and French. To change the language to French, go to the Online Banking for Business homepage, select “English” at the top of the screen, then select “Français” in the drop-down menu (image below).



Live chat

If you had access to live chat in TreasuryNow, you'll be able to use live chat in Online Banking for Business starting on September 5, 2023.

Message center

The Online Banking for Business Message Center has additional functionality compared to TreasuryNow. You'll be able to share requests for support (via desktop) with us and we'll send you updates on your support ticket.

Online Banking for Business mobile

You can access the Online Banking for Business platform safely and securely from a mobile device that runs iOS or Android operating systems. You can use the app to:

- monitor your cash flow
- access user password reset functions
- send and receive payments
- review and approve payments approvals



Download the Online Banking for Business Mobile App for a device that runs iOS from [the Apple App Store](#). Download the app for a device that runs Android on [the Google Play website](#).



Watch this [short video](#) to learn more about Online Banking for Business mobile app features. The [Online Banking for Business mobile benefits sheet](#) has more information on the accessibility and features of Online Banking for Business mobile.

Time zone

You can choose a preferred time zone in Online Banking for Business starting on September 5, 2023.

To select your preferred time zone, sign in to Online Banking for Business, then:

- Go to the **Administration** tab
- Select **My Profile** in the drop-down menu under the **Settings** header
- Go to the **Time Zone** drop down box and choose your time zone
- Choose **Save**

Important changes to Online Banking for Business – Miscellaneous

Cashflow forecasting – transaction view

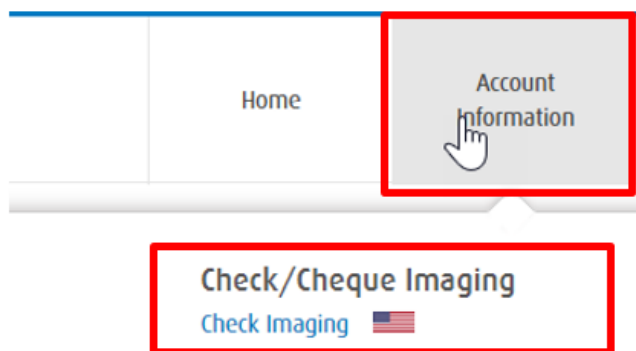
Beginning September 5, 2023, all users entitled to the same Online Banking for Business account can view self-entered transactions regardless of which user entered the transaction. Previously, self-entered transactions were only accessible to the user who entered the transaction in TreasuryNow.

Use Cashflow Forecasting in Online Banking for Business as a replacement to the Cash Position Report in TreasuryNow to view all account transactions. Note, Cash Flow Forecasting will use transactions posted on or after September 5, 2023 for forecasting options. Historical transaction information from TreasuryNow before September 5, 2023 won't be referenced in Cash Flow Forecasting.

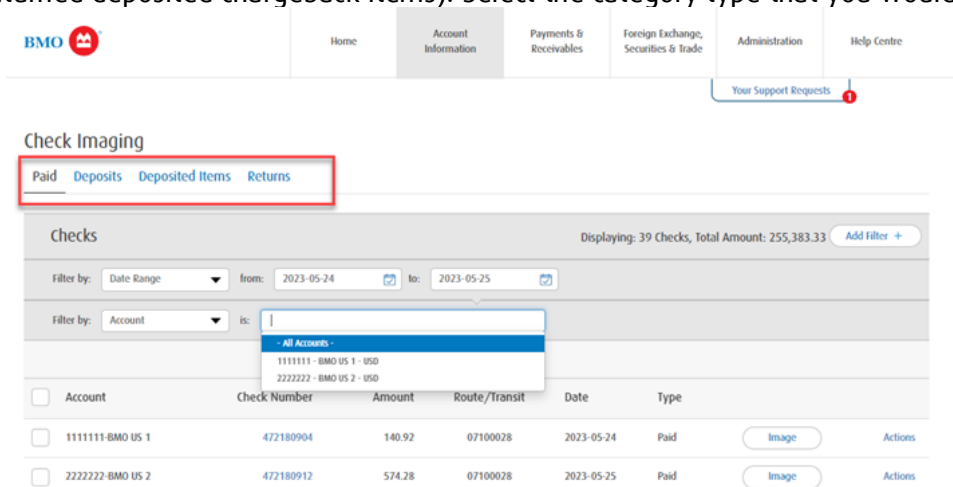
Check imaging

View check images in Online Banking for Business via the Check/Cheque Imaging service:

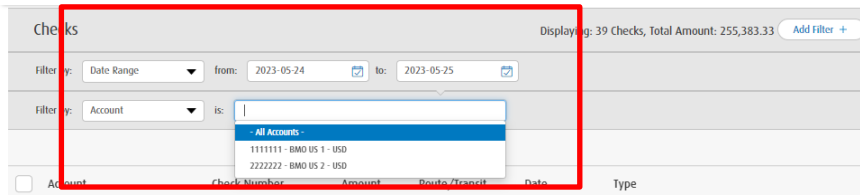
1. On the Online Banking for Business homepage, navigate to **Account Information** and select **Check Imaging**.



2. The Check Imaging service categorizes images into four tabs: **paid**, **deposits**, **deposited items** and **Returns** (returned deposited chargeback items). Select the category type that you would like to view.



3. Apply filters to search for images based on date range, account, and other filters in the gray filter bar at the top of the screen. You can select up to 365 days in each search. A maximum of 1,000 images can be displayed.



4. Select the **Image** button to view the image online, or select the Check Number in blue. Select **Actions** to download up to 20 images at a time, download the index in PDF, or download the index in CSV formats.

<input type="checkbox"/>	Account	Check Number	Amount	Route/Transit	Date	Type	
<input type="checkbox"/>	1111111-BMO US 1	472180904	140.92	07100028	2023-05-24	Paid	<input type="button" value="Image"/> <input type="button" value="Actions"/>
<input type="checkbox"/>	2222222-BMO US 2	472180912	574.28	07100028	2023-05-25	Paid	<input type="button" value="Image"/> <input type="button" value="Actions"/>

Important changes to Online Banking for Business – Payment services

Authorized user list

Beginning on August 14, 2023, manage authorized users by going to Online Banking for Business and following this path: Administration tab > User Management > Manage Users.



To learn more about managing users in Online Banking for Business, please see:
[How do I modify an Online Banking for Business user?](#)

Payment priority levels

Beginning September 5, 2023, payments cannot be marked as high-priority in Online Banking for Business. Please work directly with the payment approver to expedite high-priority payments in Online Banking for Business.

Check orders

We'll accept and process your existing checks. When you're ready to reorder new check stock, please contact our preferred vendor to place your order. You will receive BMO Bank checks with new routing numbers that will be based on Commercial or Retail assignment.



Contact our preferred vendor to place your check or deposit ticket orders:
Deluxe Cash Management phone line: 1-800-428-7629




If you need updated MICR spec sheets you may contact our Client Services team.

Important changes to Online Banking for Business – Reporting

Information reporting functionality within Online Banking for Business

In Online Banking for Business, you'll notice a product-specific approach to reporting which can be accessed under various service options. The service tabs include **Account Information**, **Payments & Receivables**, and **Administration**. The product-specific approach results in easier access to reports directly under each service, as opposed to all reports being listed under the Information Reporting service in TreasuryNow.

Familiarize yourself with Online Banking for Business reporting functionalities and locations:

Functionalities	TreasuryNow	Online Banking for Business
View generic account activities including all special and product reports	Information Reporting > Run Reports	Account Information > Account Reporting > Reports > Generate BMO Online Banking for Business <i>Note, this behavior applies to Deposit Account reports</i>
	Information Reporting > Run Report > Create > Schedule Report	 You will need to run/pull the report in real time on Online Banking for Business.
	Information Reporting > Run Report > Customize	Account Information > Account Reporting > Reports > Customize
View Transactions/account activity	Reporting > Transaction Search	Account Information > Account Reporting > Transaction Search
View Balances	Reporting > Balances	Accessible as a widget via Online Banking for Business homepage
View Balances (Deposit accounts only)	Reporting > Balances	Account Information > Account Reporting > Reports (also available via Online Banking for Business Home Page widget)
E-Statements	Reporting > E-Statements	Account Information > e-statements > Account statements US Account Information > e-statements > Loan Statements
Account Groups	Reporting > Account Groups	Account Information > Account Reporting > Account Groups

PDR Subtotal Location Report	Information Reporting > Run Reports > PDR Subtotal Location Report	Account Information > Account Reporting > Reports > Generate BMO Online Banking for Business
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Reports in Online Banking for Business

You'll notice differences in report mapping from TreasuryNow to Online Banking for business.



[This TreasuryNow to Online Banking for Business Reports Mapping document](#) shows a comprehensive view of reports that are available in Online Banking for Business.

Account transfer activity reports - Account transfer date range

You'll notice a difference in Account Transfer Activity Reports date ranges. Account Transfer Activity Reports within Online Banking for Business won't have an exact match for these date ranges that were available within TreasuryNow:

- Last 7 Days
- Last Month
- Last 3 Months



[This TreasuryNow to Online Banking for Business Reports Mapping document](#) shows a comprehensive view of reports that are available in Online Banking for Business.

BAI codes

You'll be able to download files in the BAI format from Online Banking for Business in real time. You'll also be able to use them as part of a scheduled file delivery.



[This Online Banking for Business BAI Format document](#) shows a list of status, summary and transaction codes for BAI format.

[This Bank of the West to BMO BAI Mapping document](#) shows how the BAI file format used at Bank of the West maps to the BAI file format used at BMO.

[This Online Banking for Business U.S. BAI2 File Specifications document](#) provides information on BAI2 file specifications, BAI2 status and summary codes, BAI2 transaction codes, and more.

CAMT52/53 file format

You will have access to the CAMT52/53 reporting format in Online Banking for Business.

Starting on September 5, 2023, you'll see remittance information for all new Real-time payment transactions in the CAMT52/53 export formats for all transactions. You won't see remittance information for historical Real-time Payment transactions.

The ISO CAMT format will be granted as an entitlement if you have certain reports:

- Current Day Statement Report (Product Code CDR)
- Previous Day Statement/Range Report (Product Code PDR)
- Previous Day Statement/Range Report (Product Code RPDR)

- Previous Day Subtotal Location Report (Product Code APDR)



The [Online Banking for Business Help Center](#) has more information on the ISO CAMT file format.

Date range of customized reports

Your customized TreasuryNow reports with date ranges of “Last 3 months” or “Last 30 days” will use the “Last 60 Days” date range in Online Banking for Business. Although reports will no longer support date ranges of “Last 3 months” or “Last 30 days”, you can manually retrieve this data by entering these date ranges within the “**Custom Range**” date range option.

Historical account information

Historical account information from January 2022 to September 2023 will move from TreasuryNow to Online Banking for Business on a rolling basis following the below timeline:

First Business Day After Historical Data Migrates to Online Banking for Business	Range of Historical Data available on Online Banking for Business	Range of Historical Data to be Migrated
August 14, 2023	June 2023 - July 2023	May 31, 2023 – July 31, 2023
September 4, 2023	From June 2023	August 1, 2023 – September 1, 2023
September 11, 2023	From April 2023	March 31, 2023 – May 30, 2023
September 18, 2023	From February 2023	January 31, 2023 – March 30, 2023
September 25, 2023	From December 2022	November 30, 2023 – January 30, 2023
October 9, 2023	From October 2022	September 30, 2022 – November 29, 2022
October 16, 2023	From August 2022	July 29, 2022 – September 29, 2022
October 23, 2023	From June 2022	May 31, 2022 – July 28, 2022
November 6, 2023	From April 2022	March 31, 2022 – May 30, 2022
November 13, 2023	From February 2022	January 31, 2022 – March 30, 2022
November 20, 2023	From January 2022	December 31, 2021 – January 30, 2022

QuickBooks format

In the QuickBooks format report, BOTW IDs will be replaced by BMO IDs:

- BOTW INTU.BID 68363 will be replaced by BMO INTU.BID 53742

- BOTW FID 122232843 will be replaced by BMO BANK ID 071000288

You'll need to update QuickBooks by removing the old ID and linking the new ID.

The Online Banking for Business QuickBooks Online (QBO) customized report template will allow you to select "Date Range". Additionally, you won't need to choose "Summary", "Detail" or "Summary and Detail" as you did in the TreasuryNow QBO customized report template. The Online Banking for Business QBO customized report template will include all summaries and balances as a default.

The Online Banking for Business QuickBooks Online (QBO) report template doesn't have the option to "Include Activities Since Last Download". Instead, you'll need to select "Prior Day" or input the date range since the last download to capture the same information.

Online Banking for Business doesn't offer automation to QuickBooks. If you use QuickBooks Online for reporting, you'll need to download files and upload them to QuickBooks.


 **You may be required to download QuickBooks software and/or update QuickBooks by removing an old ID and linking a new ID. Contact the QuickBooks support team for assistance at 1-800-446-8848.**

 **The [Online Banking for Business Help Center](#) and the [Online Banking for Business Basics – Account Information Reporting lesson](#) has more information on generating reports and customizing reports.**

QuickBooks Online (QBO) date range format


The Online Banking for Business QuickBooks Online (QBO) customized report allows you to select a "Date Range" or use a default setting to always include summaries and balances. There is no option to "include activities since last download."

To view this information, you'll need to choose "Prior Day" or customize the date range to begin on the day of the last download.

 **Refer to [the Online Banking for Business Basics – Account Information Reporting lesson](#) for more information on generating reports and customizing reports.**

QuickBooks report templates

Your Account Reporting templates set to export in QuickBooks won't migrate to Online Banking for Business.

 **Starting on September 5, 2023, if you need to use the QuickBooks Report templates for Account Reporting, you'll need to recreate templates by following the regular process of creating an Account Reporting template and choosing "QBO file" from the output dropdown.**

Additional resources summary

Topic	Resources
Migration information	Treasury and Payment Solutions for Bank of the West Customers
User resources	Bank of the West to BMO BAI Mapping Document Online Banking for Business Basics lesson – Account Information Reporting Online Banking for Business BAI Format Online Banking for Business Getting Started Hub Online Banking for Business Help Center Online Banking for Business Mobile Benefits Sheet Online Banking for Business User/User Group Administration TreasuryNow to Online Banking for Business Alerts Mapping Document TreasuryNow to Online Banking for Business Information Reporting Mapping Document
Live support	<p>You may contact a Migration Specialist with any questions at 866-523-1663. Migration Specialists are available:</p> <ul style="list-style-type: none"> • August 14 – October 6, 2023: 7 a.m. – 7 p.m. CT