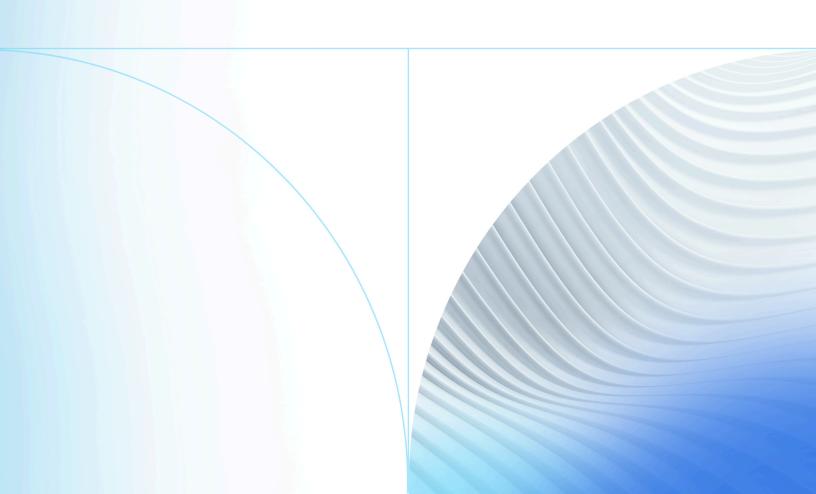
# jack henry™

# ISO 20022 Enhancement Guide for Treasury Management

05/22/2025



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## What's New for Treasury Management ISO 20022

Updates related to ISO 20022 have been applied to Treasury Management. Treasury Management ISO release information provides an overview of these changes and explains their impact on your institution.

## **Wires Conversion to ISO 20022**

Field names and verbiage have been updated throughout Treasury Management Back Office, Channel, Mobile Experience, and notifications to conform to ISO 20022 standards. Additionally, Treasury Management uses the WireTrnISOInquiry and WireTrnISOAdd SilverLake services. These services are updated versions of WireTrnInquiry and WireTrnAdd that now include ISO-compliant fields.

## **Tracking Information**

Jira®	TM-7235
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## **Minimum System Requirements**

SilverLake 2024

#### **Enhancement Details**

At a high-level overview, the following field names have been updated across JHA Treasury Management Back Office, Channel, and notifications:

#### ISO 20022 vs. FAIM Terms

ISO 20022	FAIM
Pacs.008 (Still called <i>Wires</i> in TM)	Outgoing Wire
Creditor*	Beneficiary

ISO 20022	FAIM
Debtor*	Originator
Debtor and Instructing Agent*	Originating Bank/Sending Bank
Creditor Agent*	Beneficiary Bank
Instructed Agent*  NOTE  This field defaults to the same value as the <b>Creditor Agent</b> field unless otherwise specified.	Receiving Bank  NOTE  This field appears as Domestic  Intermediary in Treasury Management.
Intermediary Agent	International Intermediary Bank
Agent ID	Routing Number
End to End ID*  NOTE  This field is sent as Not Provided if there is no user input.	Reference Beneficiary
Building Number and Street Name	Address Line 1
Department, Sub Department, Building Name, Floor, Room, Town Location Name,	Address Line 2 and 3

ISO 20022	FAIM
District Name, Post Box	
Town Name*	City
Country Sub Division	State
Zip Code	Post Code
Amount	Amount*  NOTE  This amount is the same for the Amount, Interbank Settlement Amount, and Instructed Amount.
Remittance Information  NOTE  This field still appears as Additional Information in Treasury Management.	Additional Information
Purpose	Purpose  NOTE  This field is now sent in the WireTrnISOAdd message.

## **Enhancement Details - Back Office**

JHA Treasury Management Back Office fields and screens have been updated to comply

with ISO 20022 standards.

## Company

Company menu options in Back Office have been updated to comply with ISO 20022 standards.

## **Edit Wire**

To access the *Edit* Wire page, go to **Company > Company Search**, and select the desired **Company Name**. Then, locate the *Product Features* section, and select **Edit** in the Wire row.

The following Edit Wire field has been updated to ISO 20022 format:

ISO Field	Related FAIM Field
Creditor Approvers	Beneficiary Approvers

## **Domestic Wire Entitlements**

To access a company user's domestic wire entitlements, go to **Company > Company Search**, and select the desired **Company Name**. Then, locate the *Users* section, and select **View User** from the **Actions** drop-down menu for the desired user. Finally, locate the *Wire* section, and then select **Entitlements > Domestic Wire Entitlements**.

The following Domestic Wire Entitlements fields have been updated to ISO 20022 format:

ISO Field	Related FAIM Field
Create Creditor	Create Beneficiary
Edit Creditor	Edit Beneficiary
Approve Creditor	Approve Beneficiary
Delete Creditor	Delete Beneficiary

## **International Wire Entitlements**

To access a company user's domestic wire entitlements, go to **Company > Company Search**, and select the desired **Company Name**. Then, locate the *Users* section, and select **View User** from the **Actions** drop-down menu for the desired user. Finally, locate the *Wire* section, and then select **Entitlements > International Wire Entitlements**.

The following International Wire Entitlements fields have been updated to ISO 20022 format:

ISO Field	Related FAIM Field
Create International Wire Creditor	Create International Wire Beneficiary
Edit International Wire Creditor	Edit International Wire Beneficiary
Approve International Wire Creditor	Approve International Wire Beneficiary
Delete International Wire Creditor	Delete International Wire Beneficiary

## Configuration

Configuration menu options in Back Office have been updated to comply with ISO 20022 standards.

## **Wire Configuration**

To access the *Wire Configuration* page, go to **Configuration** > **Product Feature Configuration** > **Wire** > **Configure**.

The following Wire Configuration field has been updated to ISO 20022 format:

ISO Field	Related FAIM Field
Creditor Approvers	Beneficiary Approvers

## **Authentication Profiles**

To access the Authentication Profiles page, go to Configuration > Authentication Profiles,

and select the desired **Profile Name**. Then, expand the *Wire* section.

The following Authentication Profiles fields have been updated to ISO 20022 format:

ISO Field	Related FAIM Field
Create Creditor	Create Beneficiary
Edit Creditor	Edit Beneficiary
Delete Creditor	Delete Beneficiary
Approve Creditor	Approve Beneficiary

## **Notification Configuration**

To access the *Notification Configuration* page, go to **Configuration** > **Notification Configuration**, and then expand the *Wire* section.

The following Notification Configuration fields have been updated to ISO 20022 format:

ISO Field	Related FAIM Field
Wire Creditor Created	Wire Beneficiary Created
Wire Creditor Pending Approval	Wire Beneficiary Pending Approval
Wire Creditor Approved	Wire Beneficiary Approved
Wire Creditor - Edited/Deleted	Wire Beneficiary - Edited/Deleted
Wire Creditor - Approval Rejected	Wire Beneficiary - Approval Rejected

## **Reports**

*Reports* menu options in Back Office have been updated to comply with ISO 20022 standards.

## **Wire File Upload Report**

To access the *Wire File Upload Report* screen, select **Reports**. Then, locate the *Wire File Upload Report* and select **Run Report**. Input your preferences and select **Run Report** again.

The following Wire File Upload Report fields have been updated to ISO 20022 format:

ISO Field	Related FAIM Field
Total Creditors	Total Beneficiaries
Creditor (in pop-up box after selecting <b>View</b> .)	Beneficiary

## **Wire Payment Report**

To access the *Wire Payment Report* screen, select **Reports**. Then, locate the *Wire Payment Report* and select **Run Report**. Input your preferences and select **Run Report** again.

The following Wire Payment Report fields have been updated to ISO 20022 format:

ISO Field	Related FAIM Field
Creditor Name	Beneficiary Name
Creditor Amount	Beneficiary Amount

#### Transaction ID Pop-Up

ISO Field	Related FAIM Field
End to End ID	Reference Beneficiary
Creditor Information	Beneficiary Information
Agent ID	Bank ID
Agent Name	Bank Name
Agent Address	Bank Address

ISO Field	Related FAIM Field
Intermediary Agent Information	Intermediary Bank Information

#### NOTE

The *Creditor Information* **Address** and **Agent Address** fields appear the same as they did with FAIM fields, with the following changes:

- Line 1: Building Number, Street Name.
- Line 2: City/Town Name, State/Country Sub Division, Post Code.
- · Line 3: Country Code.
- Lines 4–11 display fields in the following order if they are used: Department, Sub Department, Post Box, Building Name, Floor, Room, Town Location Name, District Name.

## **Enhancement Details - Channel**

JHA Treasury Management Channel and Mobile Experience fields and screens have been updated to comply with ISO 20022 standards.

#### **Dashboard**

Dashboard options in Channel have been updated to comply with ISO 20022 standards.

## **Payments Pending Approval Widget**

If the *Payments Pending Approval* widget does not appear on your *Dashboard*, select the **Configure Dashboard** option, locate the *Payments Pending Approval* widget, and select **Add Widget**.

The following *Payments Pending Approval Widget* field has been updated to ISO 20022 format:

ISO Field	Related FAIM Field
Wire Creditor – Approval Rejected	Wire Beneficiary – Approval Rejected

## **Payments**

*Payments* menu options in Channel have been updated to comply with ISO 20022 standards.

## **Create USD Wire (Domestic and International)**

To access the Create USD Wire screen, go to Payments > Wire > Create USD Wire.

#### **NOTE**

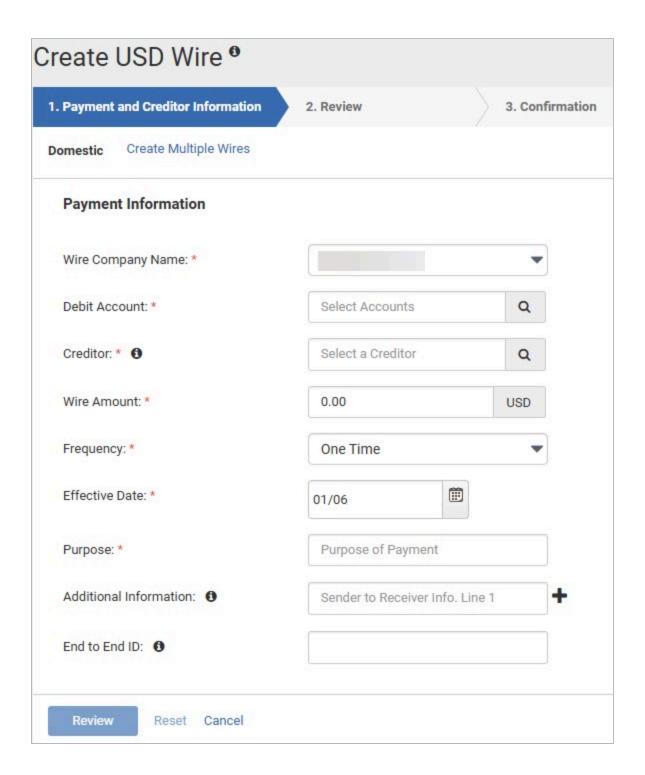
All verbiage on *Create USD Wire* screens that references beneficiaries has been updated to use the term creditor. The **Address** and **Agent Address** fields on all screens appear in the following order:

- Line 1: Building Number, Street Name.
- Line 2: City/Town Name, State/Country Sub Division, Post Code.
- Line 3: Country Code.
- Lines 4–11 (if used): Department, Sub Department, Post Box, Building Name, Floor, Room, Town Location Name, District Name.

The following *Create USD Wire* screens have updated field names to conform to ISO 20022 standards:

#### Create USD Wire

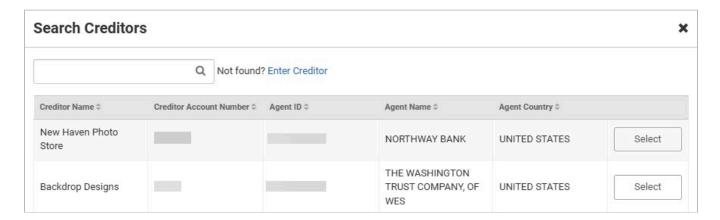
ISO Field	Related FAIM Field
Payment and Creditor Information	Payment and Beneficiary Information
Creditor	Beneficiary



To access the *Search Creditors* screen, go to the *Create USD Wire* page and select the amagnifying glass next to **Creditor** field.

#### Search Creditors Page

ISO Field	Related FAIM Field
Creditor Name	Beneficiary Name
Creditor Account Number	Beneficiary Account Number
Agent ID	Bank ID
Agent Name	Bank Name
Agent Country	Bank Country



The Creditor Information section appears on the Payment and Creditor Information tab of the Create USD Wire workflow after selecting a creditor.

#### **Creditor Information**

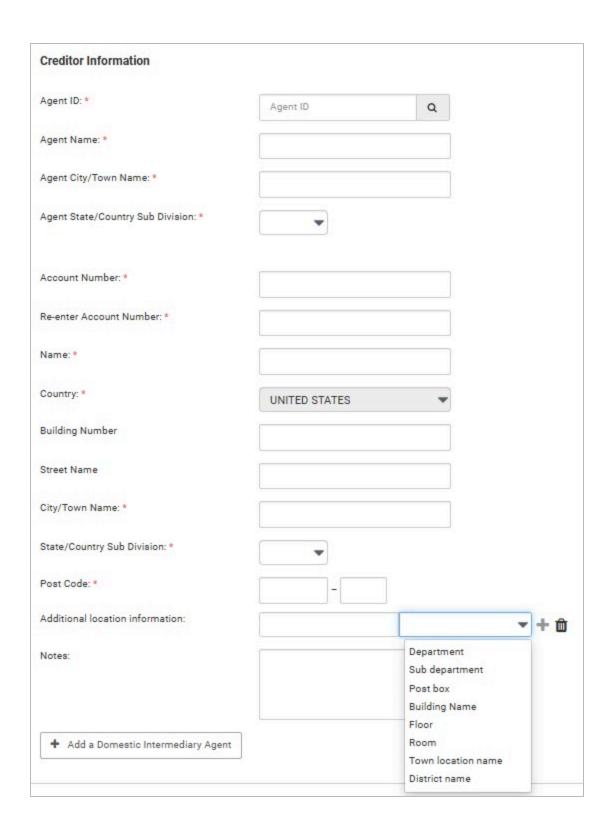
ISO Field	Related FAIM Field
Agent ID	Bank ID
Agent Name	Bank Name
Agent Country	N/A
Agent City/Town Name	Bank City
Agent State/Country Sub Division	Bank State

ISO Field	Related FAIM Field
Country	
Building Number	Address
Street Name	
City/Town Name	City
State/Country Sub Division	State
Post Code	Zip Code

To access the *Additional Location Information* drop-down menu, select **Enter Creditor** on the *Search Creditors* screen.

Additional Location Information drop-down menu options:

- Department
- Sub Department
- Post Box
- Building Name
- Floor
- Room
- Town Location Name
- District Name



To access the *Intermediary Agent Information* section, select **Enter Creditor** on the *Search Creditors* screen and then select **Add a Domestic Intermediary Agent**.

## Intermediary Agent Information

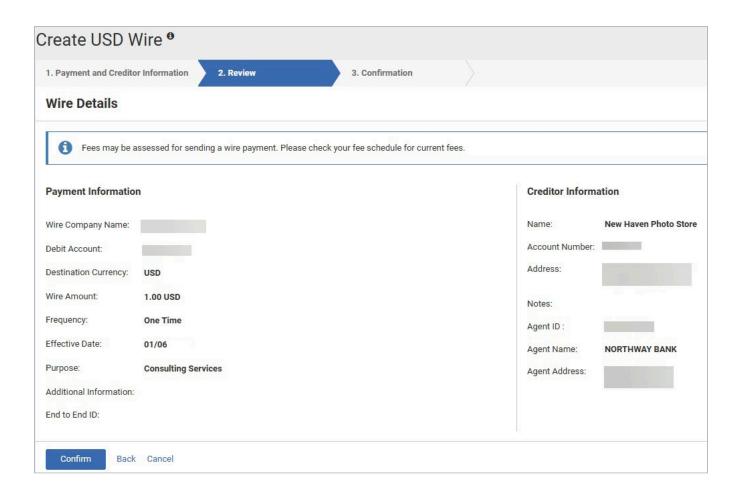
ISO Field	Related FAIM Field
Agent ID	Bank ID
Agent Name	Bank Name
Agent City/Town Name	Bank City
Agent State/Country Sub Division	Bank State



Select **Review** to go to the *Review* tab of the *Create USD Wire* worflow.

#### Review

ISO Field	Related FAIM Field
End to End ID	Reference Beneficiary
Creditor Information (tab)	Beneficiary Information
Agent Name	Bank Name
Agent ID	Routing Number
Agent Address	Bank Address



Select **Confirm** to go to the *Confirmation* tab of the *Create USD Wire* workflow. This screen contains all information from the previous *Review* tab.

## **Create USD Wire from Template**

To access the *Create USD Wire from Template* screen, go to **Payments** > **Create USD Wire from Template**.

#### **NOTE**

All verbiage on the following screens that references beneficiaries have been updated to use the term creditor. The **Address** and **Agent Address** fields on all screens appear in the following order:

- Line 1: Building Number, Street Name.
- Line 2: City/Town Name, State/Country Sub Division, Post Code.
- · Line 3: Country Code.
- Lines 4–11 (if used): Department, Sub Department, Post Box, Building Name, Floor, Room,

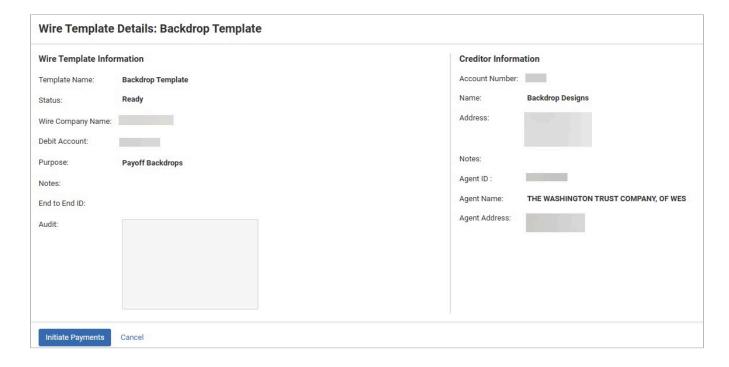
Town Location Name, District Name.

The following *Create USD Wire from Template* screens have updated field names to conform to ISO 20022 standards:

To view the Wire Details screen, select Actions > View next to the desired template name.

#### Wire Template Details - View

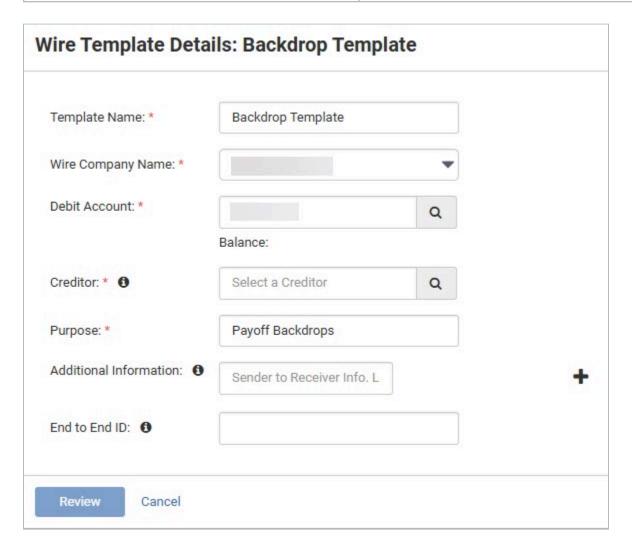
ISO Field	Related FAIM Field
End to End ID	Reference Beneficiary
Agent Name	Bank Name
Agent Address	Bank Address



To edit the Wire Details screen, select Actions > Edit next to the desired template name.

#### Wire Template Details - Edit

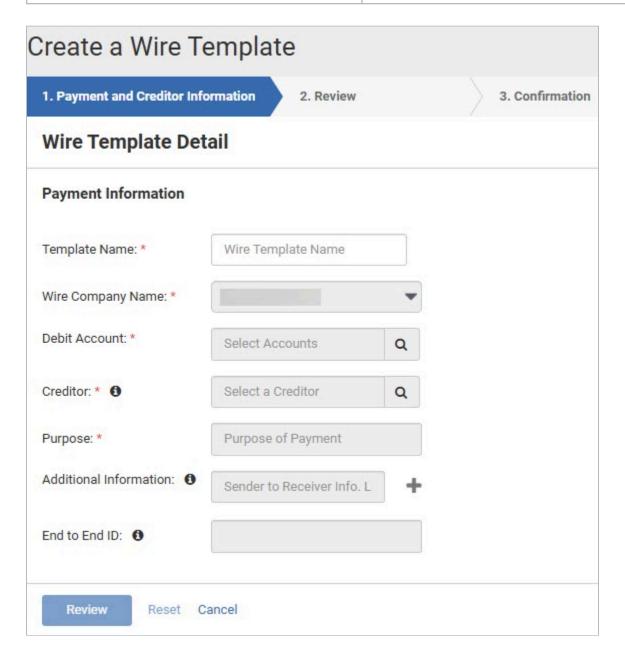
ISO Field	Related FAIM Field
Creditor	Beneficiary
End to End ID	Reference Beneficiary



To create a wire template, select **Create New Template**.

#### Create Wire Template

ISO Field	Related FAIM Field
Creditor	Beneficiary
End to End ID	Reference Beneficiary

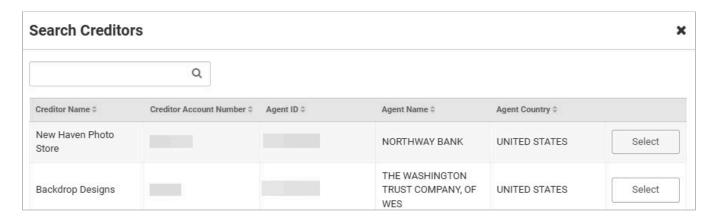


To access the Search Creditors screen, go to the Create a Wire Template page and select

the magnifying glass next to Creditor field.

#### **Search Creditors**

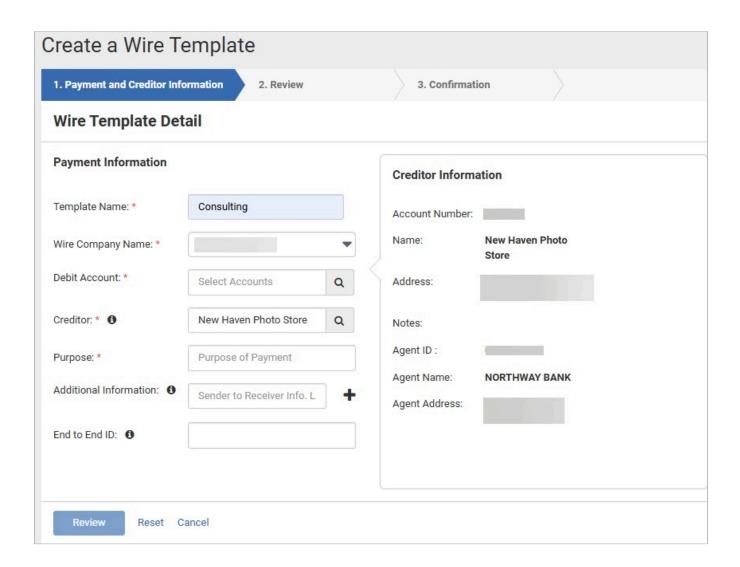
ISO Field	Related FAIM Field
Creditor Name	Beneficiary Name
Creditor Account Number	Beneficiary Account Number
Agent ID	Bank ID
Agent Address	Bank Address
Agent Country	Bank Country



The Creditor Information section appears on the Payment and Creditor Information tab of the Create Wire Template workflow after selecting a creditor.

#### **Creditor Information**

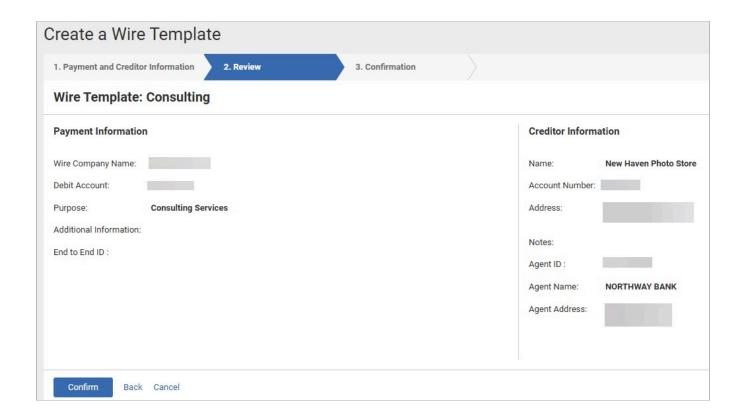
ISO Field	Related FAIM Field
Agent ID	Bank ID
Agent Name	Bank Name
Agent Address	Bank Address



Select **Review** to go to the *Review* tab of the *Create Wire Template* workflow.

#### Review - Payment and Creditor Information

ISO Field	Related FAIM Field
End to End ID	Reference Beneficiary
Agent ID	Bank ID
Agent Name	Bank Name
Agent Address	Bank Address



Select **Confirm** to go to the *Confirmation* tab of the *Create a Wire Template* workflow. This screen contains all information from the previous *Review* tab.

## **Upload Wires**

#### **NOTE**

All verbiage on the following screens that references beneficiaries has been updated to use the term creditor.

The following *Upload Wires* screens have updated field names to conform to ISO 20022 standards:

#### Upload Wire File - Summary, Review, and Confirmation

ISO Field	Related FAIM Field
Total Creditors	Total Beneficiaries
Creditor Name	Beneficiary Name

#### **Details**

ISO Field	Related FAIM Field
Creditor	Beneficiary
Agent ID	Bank ID
Agent Name	Bank Name
End to End ID	Reference Beneficiary

## **Wire Payment Activity**

To access the Wire Payment Activity screen, go to Payments > Wire Activity.

#### **NOTE**

All verbiage on the following screens that references beneficiaries has been updated to use the term creditor. The **Address** and **Agent Address** fields on all screens appear in the following order:

- Line 1: Building Number, Street Name.
- Line 2: City/Town Name, State/Country Sub Division, Post Code.
- Line 3: Country Code.
- Lines 4–11 (if used): Department, Sub Department, Post Box, Building Name, Floor, Room, Town Location Name, District Name.

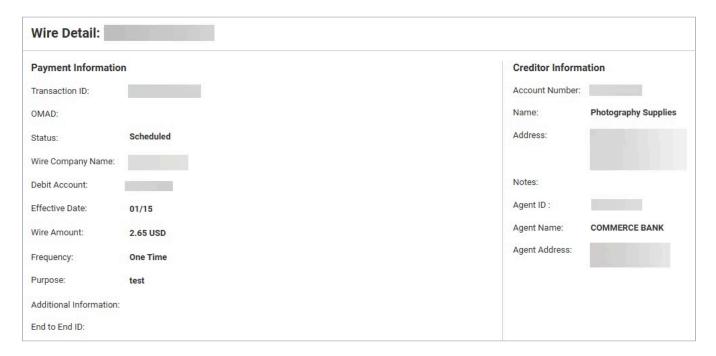
The following *Wire Payment Activity* screens have updated field names to conform to ISO 20022 standards:

To access the *Wire Detail* page for a desired payment, select the corresponding **Transaction ID**.

#### Wire Detail Page – Payment, Creditor, and Intermediary Agent Information

ISO Field	Related FAIM Field
End to End ID	Reference Beneficiary
Agent ID	Bank ID

ISO Field	Related FAIM Field
Agent Name	Bank Name
Agent Country	Bank Country



## **Recurring Wires**

To access the *Recurring Wires* screen, go to **Payments > Recurring Wires**. To access the *Recurring Wire Detail* page for a desired payment, select the corresponding **Transaction ID**.

#### **NOTE**

All verbiage on the following screens that references beneficiaries has been updated to use the term creditor. The **Address** and **Agent Address** fields on all screens appear in the following order:

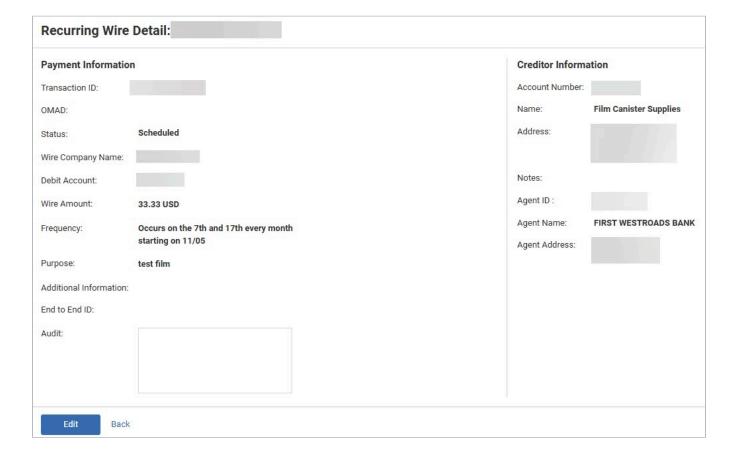
- Line 1: Building Number, Street Name.
- Line 2: City/Town Name, State/Country Sub Division, Post Code.
- · Line 3: Country Code.
- Lines 4–11 (if used): Department, Sub Department, Post Box, Building Name, Floor, Room, Town Location Name, District Name.

The following Recurring Wires screens have updated field names to conform to ISO 20022

#### standards:

# Recurring Wire Detail Page – Payment, Creditor, and Intermediary Agent Information

ISO Field	Related FAIM Field
End to End ID	Reference Beneficiary
Agent ID	Bank ID
Agent Name	Bank Name
Agent Country	Bank Country



## **Wire Templates**

To access the Wire Templates screen, go to Payments > Wire Templates. To access the

Wire Template Details page for a desired payment, select the corresponding **Template Name**.

#### NOTE

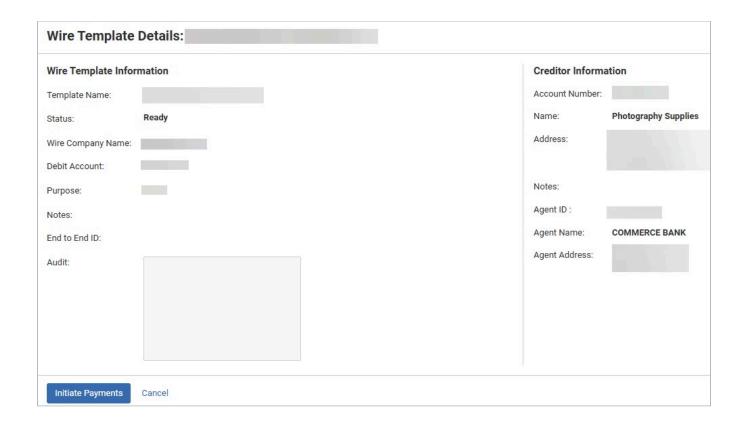
All verbiage on the following screens that references beneficiaries has been updated to use the term creditor. The **Address** and **Agent Address** fields on all screens appear in the following order:

- Line 1: Building Number, Street Name.
- Line 2: City/Town Name, State/Country Sub Division, Post Code.
- Line 3: Country Code.
- Lines 4–11 (if used): Department, Sub Department, Post Box, Building Name, Floor, Room, Town Location Name, District Name.

The following *Wire Templates* screens have updated field names to conform to ISO 20022 standards:

# Wire Template Details Page – Payment, Creditor, and Intermediary Agent Information

ISO Field	Related FAIM Field
End to End ID	Reference Beneficiary
Agent ID	Bank ID
Agent Name	Bank Name
Agent Country	Bank Country



## **Wire Creditors**

To access the *Wire Creditors* page, go to **Payments** > **Wire Creditors**.

#### NOTE

This menu option was formerly named Wire Beneficiaries. All verbiage on *Wire Creditors* screens that references beneficiaries has been updated to use the term creditor, unless specified otherwise. The **Address** and **Agent Address** fields on all screens appear in the following order:

- Line 1: Building Number, Street Name.
- Line 2: City/Town Name, State/Country Sub Division, Post Code.
- · Line 3: Country Code.
- Lines 4–11 (if used): Department, Sub Department, Post Box, Building Name, Floor, Room, Town Location Name, District Name.

The following *Wire Creditors* screens have updated field names to conform to ISO 20022 standards:

To access creditor details, either select the **Creditor Name**, or select **Actions** > **View** next to the desired creditor.

#### Wire Creditors and **Actions** > **View**

ISO Field	Related FAIM Field
Creditor Name	Beneficiary Name
Agent ID	Bank ID
Agent Name	Bank Name

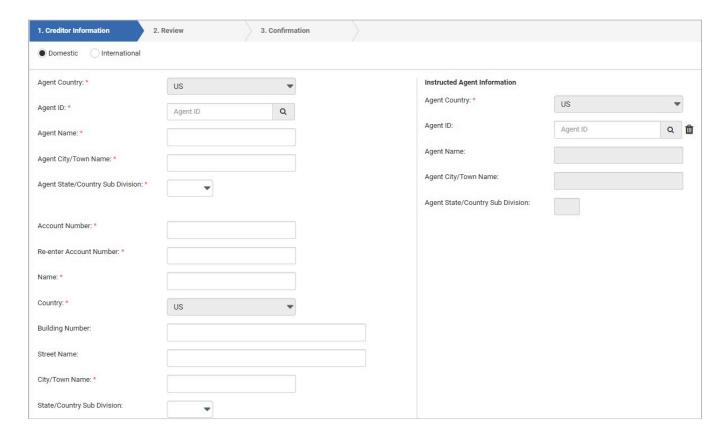


To create a creditor, select **Create a New Creditor**.

#### **Create New Creditor**

ISO Field	Related FAIM Field
Agent ID	Bank ID
Agent Name	Bank Name
Agent Country	Bank Country
Country	Creditor Country
Building Number	Address Lines 1 and 2
Street Name	Address Lines I drid 2

ISO Field	Related FAIM Field
City/Town Name	City
State/Country Sub Division	State
Post Code	Zip Code



## Additional Location Information drop-down menu options:

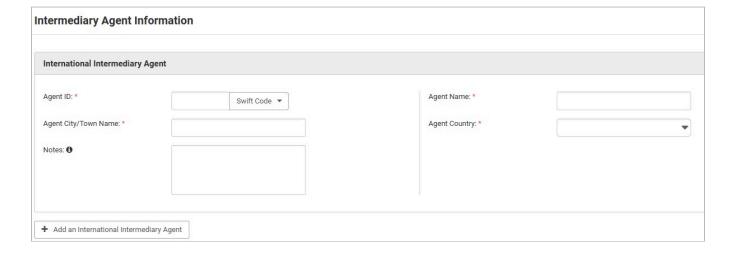
- Department
- Sub Department
- Post Box
- Building Name
- Floor
- Room
- · Town Location Name
- District Name



Select the International radio button to create an international creditor. The Intermediary Agent Information section now appears in the Creditor Information tab. Select **Add an International Intermediary Agent** to add intermediary agent information.

#### Intermediary Agent Information

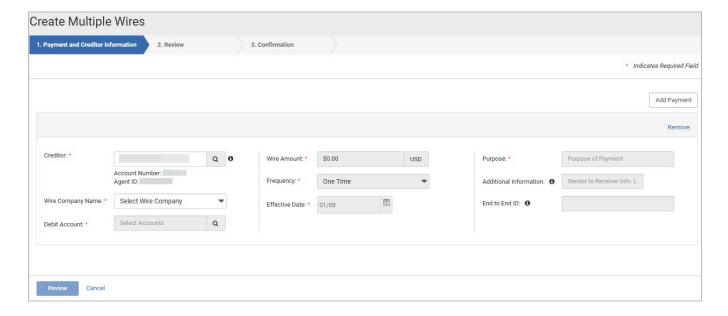
ISO Field	Related FAIM Field
Agent ID	Bank ID
Agent Name	Bank Name
Agent City/Town Name	Bank City
Agent Country	Bank Country



To access the *Create Multiple Wires* page, locate the desired creditor and select **Action** > **Initiate**.

## Action > Initiate (Create Multiple Wires)

ISO Field	Related FAIM Field
Creditor	Beneficiary
Agent Name	Bank Name
Agent Address	Bank Address
End to End ID	Reference Beneficiary

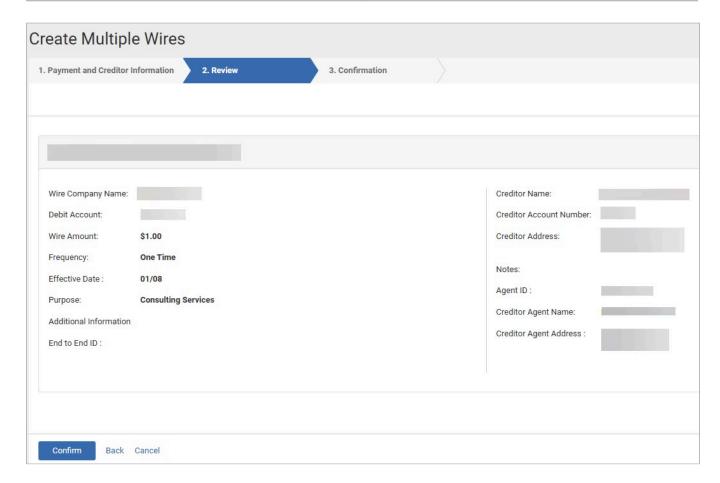


Select **Review** to go to the *Review* tab of the *Create Multiple Wires* workflow.

#### **Review and Confirmation**

ISO Field	Related FAIM Field
End to End ID	Reference Beneficiary

ISO Field	Related FAIM Field
Creditor Name	Beneficiary Name
Creditor Account Number	Beneficiary Account Number
Creditor Address	Beneficiary Address
Agent ID	Bank ID
Creditor Agent Name	Beneficiary Bank Name
Creditor Agent Address	Beneficiary Bank Address



Select **Confirm** to go to the *Confirmation* tab of the *Create Multiple Wires* workflow. This screen contains all information from the previous *Review* tab.

## **Wire Upload Formats**

To access the Wire Upload Formats page, go to Payments > Wire Upload Formats.

#### **NOTE**

All verbiage on *Wire File Upload* screens that references beneficiaries has been updated to use the term creditor.

The following *Wire Upload Formats* screens have updated field names to conform to ISO 20022 standards:

To access the Wire Upload Template Formatting Tool page, select Create New Format.

#### Create New Format – Wire Upload Template Formatting Tool Tiles

ISO Field	Related FAIM Field
City/Town Name	City
State/Country/Sub Division	State
End to End ID	Reference Beneficiary
Agent ID	Bank ID

The following tiles have been added to the Wire Upload Template Formatting Tool page:

- Building Number
- Street Name
- Department
- Sub Department
- Post Box
- · Building Name
- Floor
- Room
- Town Location Name
- · District Name

## Glossary - Payment Information

ISO Field	Related FAIM Field
End to End ID	Reference Beneficiary

#### Glossary – Creditor Information

ISO Field	Related FAIM Field
Agent ID	Bank ID
City/Town Name	City
State/Country Sub Division	State
Post Code	Zip Code
Building Number	
Street Name	
Department	
Sub Department	
Post Box	Street Address Line 1 and 2
Building Name	Street Address Line Fand 2
Floor	
Room	
Town Location Name	
District Name	

## Glossary - Instructed Agent Information

ISO Field	Related FAIM Field
Agent ID	Bank ID

## **Admin**

Admin menu options in Channel have been updated to comply with ISO 20022 standards.

## **User List - User Wire Entitlements**

The following *User List* screens have updated field names to conform to ISO 20022 standards:

#### Wire Entitlements - Domestic

ISO Field	Related FAIM Field
Create Creditor	Create Beneficiary
Edit Creditor	Edit Beneficiary
Approve Creditor	Approve Beneficiary
Delete Creditor	Delete Beneficiary

#### Wire Entitlements - International

ISO Field	Related FAIM Field
Create International Creditor	Create International Beneficiary
Edit International Creditor	Edit International Beneficiary
Delete International Creditor	Delete International Beneficiary
Approve International Creditor	Approve International Beneficiary

## **Profile**

The following *Profile* screen has updated field names to conform to ISO 20022 standards:

#### Notification Setup - Wire

ISO Field	Related FAIM Field
Wire Creditor Created	Wire Beneficiary Created
Wire Creditor Pending Approval	Wire Beneficiary Pending Approval
Wire Creditor Approved	Wire Beneficiary Approved
Wire Creditor - Edited/Deleted	Wire Beneficiary - Edited/Deleted
Wire Creditor - Approval Rejected	Wire Beneficiary - Approval Rejected

## **Enhancement Details - Notifications**

JHA Treasury Management notifications have been updated to conform to ISO 20022 standards.

Notification	ISO Changes
Incoming Wire Credit	Beneficiary Name label is now Creditor Name.
Wire Payment Created	
Wire Payment Pending Approval	
Wire Payment Approved	
Wires - Approval Rejected	
Wire Failed	
Wire - Edited/Deleted	
Wire Payment Pending Approval up to 30 Minutes Prior to Cutoff	
Rate Quote/Contract Accepted	
Rate Quote/Contract Approval Rejected	

Notification	ISO Changes
Wire Beneficiary Created	Title of notification is now Wire Creditor Created.  Beneficiary Name label is now Creditor Name.
Wire Beneficiary Pending Approval	
Wire Beneficiary Approved	
Wire Beneficiary – Edited/Deleted	
Wire Beneficiary – Approval Rejected	