



Attention: Small Business and Commercial Treasury Management Users (formerly known as Cash Management)

Update: The live date was originally set for March 10, 2025 and has been extended to July 14, 2025.

Please be aware that there are changes coming to Wires **July 14, 2025** that directly affect wire templates. Please read the below information and reach out to the Treasury Management Department with any questions.

Email: treasurymanagement@citizenslc.com
Call: (575) 647-4100

Wire Transfer migration to ISO20022

Important changes are on the horizon for Wire Transfers. Here is some information to get you started on what they are, what they mean, and when they will happen.

What is ISO20022?

Federal Reserve Banks currently use a proprietary wire format that is specific to the Fedwire Funds Service. This current FAIM format (Fedwire Application Interface Manual) is being replaced in favor of the ISO20022 (ISO) format, which is a global standard used by many financial institutions.

What does this mean?

All wires sent through the Federal Reserve will need to comply with the ISO20022 standards before the deadline. There are significant wire format and field label changes associated with this migration.

When is this happening?

The Federal Reserve cutover to ISO20022 from FAIM is July 14, 2025. All wires sent on or after this date must be in the new ISO format.

Here are some key terminology changes that will take place:

| FAIM format (current) | ISO20022 format (effective July 14, 2025) |
|---------------------------------|---|
| Beneficiary | Creditor |
| Originator | Debtor |
| Originating Bank/Sending Bank | Debtor AND Instructing Agent |
| Beneficiary Bank | Creditor Agent |
| Domestic Intermediary | Instructed Agent |
| International Intermediary Bank | Intermediary Agent |
| Routing Number | Agent ID |
| Reference Beneficiary | End to End ID |
| Address Line 1 | Building Number and Street Name |

| | |
|------------------------|---|
| Address Line 2/3 | Department, Sub Department, Building Name, Floor, Room, Town Location Name, District Name, Post Box |
| City | Town Name |
| State | Country Sub Division |
| Zip Code | Post Code |
| Country | Country |
| Account Number | Account Number |
| Amount | Amount |
| Additional Information | Remittance Information |
| Purpose | Purpose |

Those address fields don't seem to line up. What should we expect on Day 1 (7/14/25)?

Good catch! You should plan to review your Creditors (Beneficiaries) on Day 1, especially those that are tied to any recurring wires. You won't be able to make changes to Creditor information prior to July, 14, 2025, so please ensure you plan to review in a timely manner.

What can I be doing now?

- Please review your existing wire beneficiary list and delete any that you no longer need or use.
- Be aware of the upcoming changes and review all information we'll be sharing with you up until the migration date.
- Mark your calendars for July 14, 2025! You'll want to log in early on this day to ensure recurring wire data is correct.

How are we helping prepare for this change?

- As there isn't a 1:1 ratio between FAIM and ISO fields, we're only able to bring over limited amounts of data for wires. The biggest difference are the address fields, and for those changes we will be moving the information from Address Line 1 (FAIM) to Street Name (ISO). There is a 70-character limit for the Street Name field. Any Address Line 1 entries will be truncated as necessary.
- For Domestic wires only: not all of the new and segmented address fields are require. If the data is slightly off, the wire should still be able to be sent if the following required fields have not changed:

| | |
|--------------------------|-----------------------|
| Agent ID (Bank ID) | Account Number |
| Agent Name (Bank Name) | City/Town Name (City) |
| Agent City (Bank City) | Agent Country |
| Agent State (Bank State) | |

Small Business Treasury Management (formerly known as "Cash Management")

Banno Business platform

<https://citizenslc.com>

Will the way wires are set up and sent change as well?

For the Small Business Treasury Management – Banno Business product you access each day, changes to the naming conventions for the fields and their labels are the primary changes. There are many behind-the-scenes changes as well, but don't worry – we'll take care of those for you!

Here is an illustrated preview of how the screen will be different.

FAIM wires

Card

< Recipient

Recipient account

Recipient name

Account number

Address line 1

Address line 2 (optional)

City State Zip

Receiving financial institution [Find institution](#)

Routing/ABA number

Institution name

City State

ⓘ We temporarily don't support wires that require an intermediary financial institution. To create this type of wire, please use Cash Management.

Save

ISO wires

Card

< Add creditor

Wire type Domestic International USD

Creditor details
Person or company receiving the payment.

Name

Account number

Creditor address

Town name (city) Country subdivision (state)

Post code (zip) Country US

+ Show optional fields

Creditor agent [Find institution](#)
Beneficiary institution that holds the creditor's account.

Routing/ABA number Institution name

Reference beneficiary

Creditor agent address

Town name (city) Country subdivision (state)

Post code (zip) Country US

+ Show optional fields

Instructed agent
Creditor's receiving financial institution.

Same details as creditor agent

Intermediary agent
Institution facilitating funds between sender and recipient.

Use intermediary agent

Cancel Save

Small Business Treasury Management (formerly known as “Cash Management”)

Cash Management ó netteller (legacy platform)

<https://citizenslc.com>

Will the way wires are set up and sent change as well?

For the legacy Cash Management -netteller product you access each day, changes to the naming conventions for the fields and their labels are the primary changes. There are many behind-the-scenes changes as well, but don't worry – we'll take care of those for you!

Here is an illustrated preview of how the screen will be different. Please note the ISO screen example provided below may be subject to change.

Define New Wire For Money Mk 0002

General Wire Information [Click here for International wire input screen](#)

Wire Name

Creditor Account Information

Creditor Account Number **'Credit Account Number' in FAIM Format**

Creditor Account Name **'Credit Account Name' in FAIM Format**

Creditor Account Address Information:

Building Number (e.g., House Number) Street Name (e.g., Elm Street) **'Credit Account Address' in FAIM Format**

Town Name (e.g., City) Country Sub Division (e.g., State or Province) US Country Code (e.g., US)

Post Code (e.g., Zip Code)

Display Additional Creditor Account Address Fields

Creditor Agent Information

'Beneficiary FI..BBK/4100' in FAIM Format Creditor Agent ID Search for ABA Number

'Beneficiary FI name..BBK/4100' in FAIM Format Creditor Agent Name

Creditor Agent Address Information:

Town Name (e.g., City) Country Sub Division (e.g., State or Province) US Country Code (e.g., US) **'Beneficiary FI address1..BBK/4100' in FAIM Format**
'Beneficiary FI address2..BBK/4100' in FAIM Format
'Beneficiary FI address3..BBK/4100' in FAIM Format

Use an Instructed Agent

Instructed Agent Information

'Receiving Bank ABA Number' in FAIM Format Instructed Agent ID 103901569 Search for ABA Number

'Receiving Bank Name' in FAIM Format Instructed Agent Name AMER BT TULSA
Town Name TULSA
Country Sub Division OK
Country US - United States **'Receiving Bank Address' in FAIM Format**

Wire Information

'Remarks' in FAIM Format Remittance Information

Save as Repetitive Wire?

Amount: \$0.00

'Reference Beneficiary..RFB/4320' in FAIM Format End-to-End ID

If no value is indicated, 'Not Provided' will be populated for this field.

Cancel Submit

Commercial Treasury Management

Commercial Treasury Management platform

<https://treasury.citizenslc.com>

We will also have a modal in place on <Treasury Management> screens where Creditors are in use. This modal will display once per session and will display for two weeks to ensure all users are aware of the need to review the Creditor information.

Verify Creditor (Beneficiary) Information

Address formatting changes occurred on March 10, 2025.
Please verify that all creditor information is correct prior to initiating the wire.

Ok

Will the way wires are set up and sent change as well?

In general, for the Treasury Management product you access each day, only the fields and their labels are changing. There are many behind-the-scenes changes, but don't worry – we'll take care of those for you!

Here is a preview of how the screens will be different. Example: Create Domestic Creditor

The image displays two side-by-side screenshots of web forms. The left form is titled "Create a Domestic Beneficiary" and the right form is titled "Create a Domestic Creditor". Both forms have a progress bar at the top with steps: "1. Beneficiary Information", "2. Review", and "3. Confirmation".

Left Form (Beneficiary):

- Radio buttons for "Domestic" (selected) and "International".
- Fields: Bank ID, Bank Name, Bank City, Bank State, Account Number, Re-enter Account Number, Name, Address (Address Line 1, Address Line 2), City, State, Zip Code, Notes.
- Section: "Intermediary Bank Information" with fields: Bank ID, Bank Name, City, State.

Right Form (Creditor):

- Radio buttons for "Domestic" (selected) and "International".
- Fields: Agent ID, Agent Name, Agent City, Agent State, Account Number, Re-enter Account Number, Name, Country, Building Number, Street Name, City/Town Name, State/Country Sub Division, Post Code, Notes.
- Section: "Instructed Agent Information" with fields: Agent Country, Agent ID, Agent Name, Agent City/Town Name, Agent State/Country Sub Division.

Blue boxes highlight differences:

- A box on the left form highlights the "Address" section (Address Line 1, Address Line 2, City, State, Zip Code).
- A box on the right form highlights the "Additional Location Information" section (Building Number, Street Name, City/Town Name, State/Country Sub Division, Post Code).
- A box on the right form highlights the "Instructed Agent Information" section (Agent Country, Agent ID, Agent Name, Agent City/Town Name, Agent State/Country Sub Division).