

PNC TREASURY MANAGEMENT GROUP

PINACLE CONNECT[®] SUPPORT CONTACT INFORMATION

1-800-669-1518

Option 1

Hours of operation:

8:00 a.m. – 8:00 p.m. ET

Monday – Friday except bank holidays

Contact our dedicated Treasury Management Client Care (TMCC) support staff for your PINACLE Connect[®] servicing questions. For general Enterprise Resource Planning (ERP) system questions, please contact your ERP service provider.

OPTION	TYPES OF SUPPORT	PLATFORMS
# 4	• Production support • Research inquiries • Plugin navigation • Questions on payment requests or account balances and transactions • Failed payment questions • Check pulls • Cancel payment • Request to override check mailing method	• Oracle NetSuite[®] • Sage Intacct[®] • Sage 100 • Microsoft Dynamics 365 Business Central

Do you exchange multiple files with PNC? PINACLE Connect file transfers can be identified by the “DGP” prefix in the file Sender ID, which you can find in your PINACLE[®] Integrated Payables module

Please note: All requests to add/change accounts or services should be made through your Treasury Management Sales Officer, Relationship Service Advisor, or Solution Coordinator.

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