

# **Digital Banking Domestic Wire Cancelling Wires & Recipient Update Guide**

The instructions below will help you delete a recurring or a scheduled domestic wire payment and then update wire recipients with the required address information.

## **Deleting a Recurring or Scheduled Wire**

If you have a recurring or future dated scheduled wire that contains a recipient which requires an update, the wire/recurring wire series must be deleted and re-established after the recipient has been updated. The below steps will walk you through this process.

### Wire Deletion

- 1. Log into Digital Banking and navigate to the Payments & Transfers tab on the left menu. Select "Manage Online Activity".
- If you are locating a single scheduled wire, select the "Single Transactions" tab. For a recurring wire, select the "Recurring Transactions" tab so you can cancel the recurring series.
   \*\*\*Important: a recurring wire must be cancelled from the Recurring Transactions tab to cancel the entire series\*\*\*

슈 Accounts 전40 Message Center	() Recent funds transfers and mobile deposits are displayed below. To view loans and credit card payme	ent activity, please visit Payment Activity.		
→ Payments & Transfers ∧ Transfer Funds ACH & Payroll	Online Activity ② 2 Single Transactions Recurring Transactions Deposited Checks			
Pay Loan or Credit Card External Transfer		Search Transactions		
Domestic Wires	Created date  Status  Transaction Type  Account  Account	Amount 👻 \$1.00		
Tax Payments	1			
Manage Online Activity	toring through storer announ	:		

- 3. Click on the ... icon on the far right of the transaction. Before cancelling the wire, we recommend that you view the details by selecting "Toggle Details". You may want to make note of the specific payment/recurring information details that are displayed in the right pane such as:
  - a. The Wire Name (the recipient)
  - b. The "from" account
  - c. Any information in the Message to Beneficiary field
  - d. The recurring frequency (if applicable) for when you set the wire up again.



(;) ⊡4	Accounts Message Center	Recent funds transfers and mobile deposits are displayed below. To view loans and credit card payment activity, please visit Payment Activity.								
2	Payments & Transfers ^	Online Activity <sup>③</sup>								
	ACH & Payroll Pay Loan or Credit Card	Single Transact	Single Transactions Recurring Transactions Deposited Checks							
	External Transfer	Created date 👻	Status 👻	Transaction Type 👻	Account 👻	Amount 🚽				
	Domestic Wires	1/8/2025 2:58 PM	Authorized	Domestic Wire Tracking ID: 85325279	test133 XXXXX3585	\$1.00				
	Tax Payments					3 - Toggle Details				
ż	Manage Online Activity Send Money with Zelle®	100.00		Sumpli States		Сору				
	Business Services $\checkmark$ Bill Pay Services $\checkmark$					View transactions in series Print Details				

4. On the left pane of the details page, click on the ... icon and select "Cancel" or "Cancel Series" to cancel the wire/wire series.

	Transfer Funds	Single Transactions	Recurring Transac	tions Deposited Checks		
	ACH & Payroll		0			
	Pay Loan or Credit Card	7 🖓 🛧 🖨			Q Search Transa	octions
	External Transfer	Active Filters Transaction	ID: 853273 ×			
	Domestic Wires	Transaction List	• □ :			
	International Wires			TRANSACTION DETAILS		: ×
	Tax Payments	Authorized Domestic Wire 1/8	\$1.00	DOMESTIC WIRE		\$1.00
	Manage Online Activity		Toggle Details	Tracking ID: 85327373	Cre	eated Date: 1/8/2025
ź	Send Money with Zelle®	4 🛶	Cancel			
	Business Services		Copy	PAYMENT DETAILS		^
E E E E E E E E E E E E E E E E E E E	Bill Pay Services		Print Details	Created Bv	From Account test133 XXXXXX3585	
	Alerts			Authorized 01/08/2025 3:46 PM	To Account XXXXX12312	
Ŷ	Cond Management			Authorized By	To Account Type	
	Card Management V			Prosess Date	Checking	
	Statements & Documents $ \smallsetminus $			01/29/2025		
?	Service Center $\sim$			Originator Wire Header Digital Banking		
<u>~</u>						

5. A confirmation message will appear. Click on "Cancel series" to cancel a recurring wire or "Confirm" to cancel a scheduled wire.



(	) ×						
Cancel Recurring Series							
Would you like to cancel this recurring se will be cancelled. No new tr	ries? All pending transactions in the series ansactions will be generated.						
Close	Cancel series						
	~						
(	D						
Cancel Tr	<b>D</b> ^						
Cancel Tr Are you sure you want t	D ansaction o cancel this transaction?						

6. A successful cancellation message should appear. You can now update the recipient.





### **Domestic Wire Recipient Management**

Access the Manage Recipients page under the Business Services tab on the left navigation menu. Recipients can be added, deleted, or edited on this screen. Note: once a recipient is updated, any templates that recipient is linked to will also be updated with the most current, saved recipient information.

#### **Updating the Recipient**

- 1. Search for a specific recipient by typing in their name in the "Search recipient" field on the upper right of the page.
- 2. Click on the ... icon under the "Actions" column on the far right of the screen.
- 3. Select "Edit" to update the recipient information.

(;) 	Accounts Message Center		Manage Recipients		
≓ zĭ	Payments & Transfers	~	New Recipient		1 - Q. Search recipients
₫	Business Services	^	Name 🗠	Email Address 🗠	Number of Accounts ~ Actions
	Manage Users		ABC Supply		
	Manage Recipients		noc sappy		
	Set Approval Alerts		ACC Page 8	Saging and gifts as there are	3 🔶 Edit
	Positive Pay		ALC: Sugar Suprace	2010/1011/001001/01101000000000	Delete Payment History
	Fee Schedule				

- Edit ABC Supply Display Name \* Email Address
- 4. Complete the address fields that are highlighted below. Then click on "Save Recipient".

ABC Supply						ouncauons	
Accounts (1)							+ Add account \land
Account	Payment Type	Financia	al Institution (FI)		Routing Numbe	r	
Checking - *2312	Wire Only	First Cit	tizens Bank		053100300		:
Recipient Details							^
Wire Name * 💿		ACH Name 💿			ACH ID 💿		
ABC Supply							
Country		Address 1			Address 2		
United States	$\sim$						
City		State			ZIP		
		Select State		$\sim$			
Templates (4)							~
					4		
					Ca	ncel	Save Recipient



5. If there are any missing required fields, they will be indicated with a red box. An error message with details will appear at the top of the page. See example below:

Recipient Errors     Address 1: This field is required								
Display Name *	E	mail Address		Send email notificati	ons			
ABC Supply								
Accounts (1)					+ Add account \land			
Account	Payment Type	Financial Institution (FI)		Routing Number				
Checking - *2312	Wire Only	First Citizens Bank		053100300	:			
Recipient Details					^			
Wire Name * ③	A	ACH Name 💿		ACH ID ③				
ABC Supply								
Country *		ddress 1 *		Address 2				
United States	$\sim$		$\triangle$					
City *	S	itate *		ZIP *				
Raleigh		North Carolina	$\sim$	27601				

6. If the recipient is linked to any templates, a message will pop up informing you that the changes made will be applied to those templates.





7. The Recipient Saved message will appear confirming that the recipient has been successfully updated. You can now set up a wire or recurring wire series with the updated recipient.

