

Digital Banking Domestic Wire Cancelling Wires & Recipient Update Guide

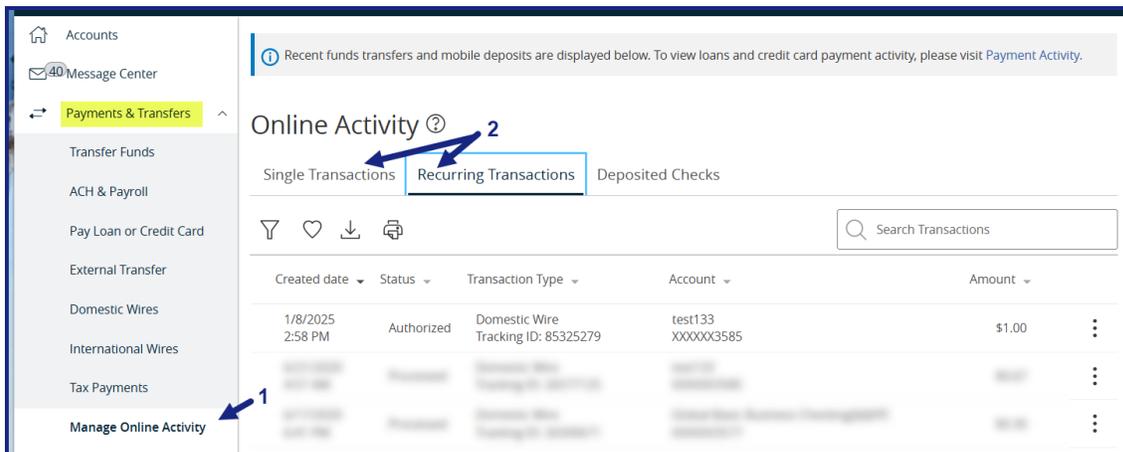
The instructions below will help you delete a recurring or a scheduled domestic wire payment and then update wire recipients with the required address information.

Deleting a Recurring or Scheduled Wire

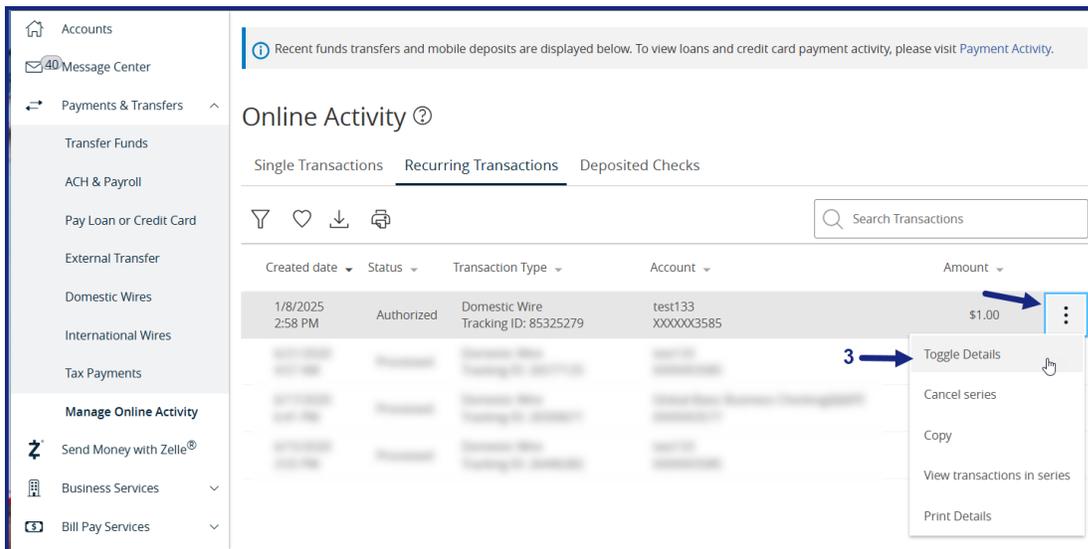
If you have a recurring or future dated scheduled wire that contains a recipient which requires an update, the wire/recurring wire series must be deleted and re-established after the recipient has been updated. The below steps will walk you through this process.

Wire Deletion

1. Log into Digital Banking and navigate to the Payments & Transfers tab on the left menu. Select “Manage Online Activity”.
2. 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***



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.



Recent funds transfers and mobile deposits are displayed below. To view loans and credit card payment activity, please visit Payment Activity.

Online Activity ?

Single Transactions | **Recurring Transactions** | Deposited Checks

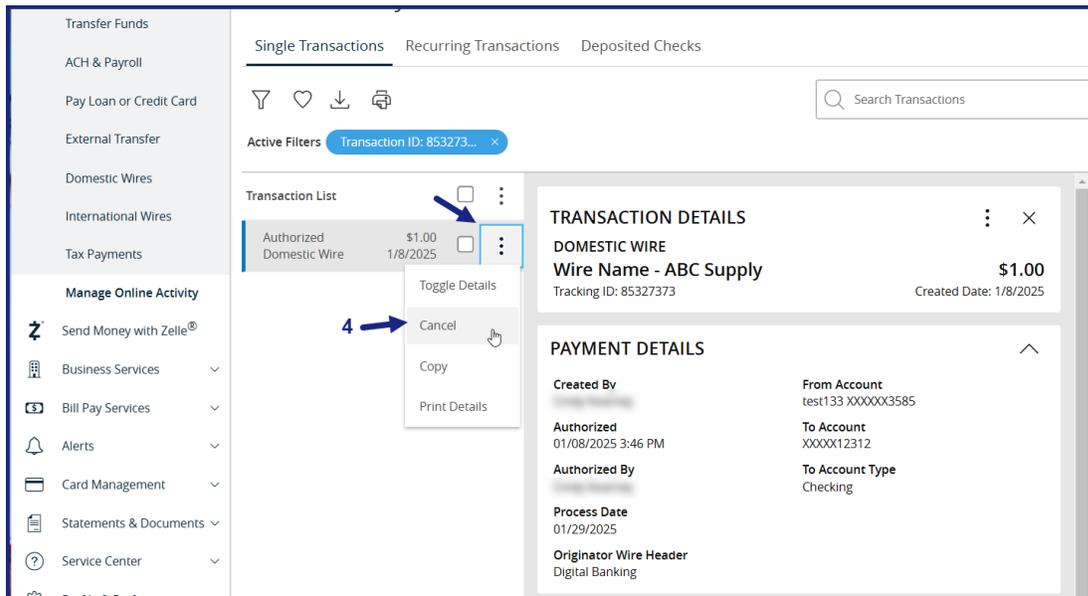
Search Transactions

Created date	Status	Transaction Type	Account	Amount
1/8/2025 2:58 PM	Authorized	Domestic Wire Tracking ID: 85325279	test133 XXXXXX3585	\$1.00

3 →

- Toggle Details
- Cancel series
- Copy
- View transactions in series
- Print Details

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



Single Transactions | Recurring Transactions | Deposited Checks

Search Transactions

Active Filters: Transaction ID: 853273...

Transaction List
Authorized Domestic Wire \$1.00 1/8/2025

4 →

- Toggle Details
- Cancel
- Copy
- Print Details

TRANSACTION DETAILS

DOMESTIC WIRE

Wire Name - ABC Supply **\$1.00**

Tracking ID: 85327373 Created Date: 1/8/2025

PAYMENT DETAILS

Created By test133 XXXXXX3585

Authorized 01/08/2025 3:46 PM

Authorized By XXXXX12312

Process Date 01/29/2025

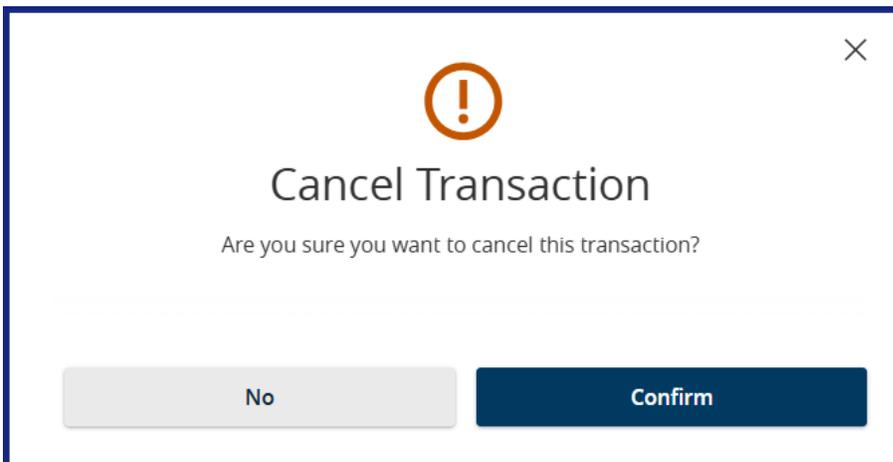
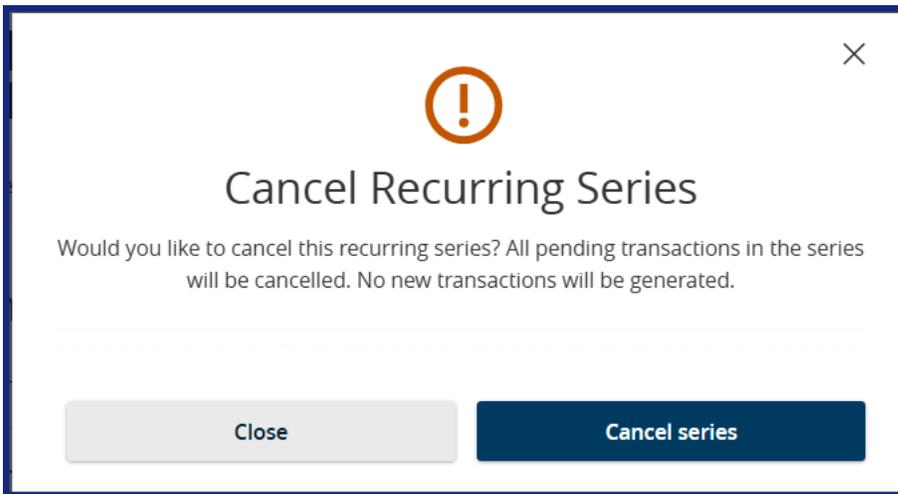
Originator Wire Header Digital Banking

From Account test133 XXXXXX3585

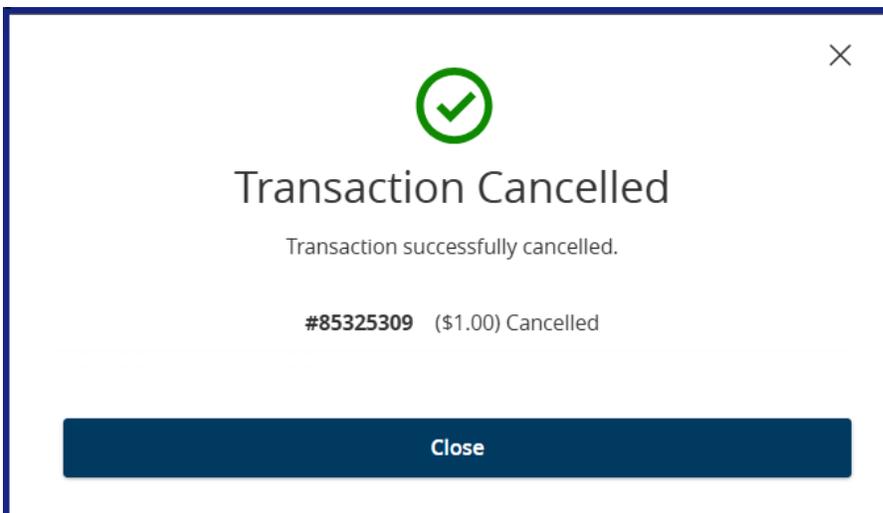
To Account XXXXX12312

To Account Type Checking

- A confirmation message will appear. Click on “Cancel series” to cancel a recurring wire or “Confirm” to cancel a scheduled wire.



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

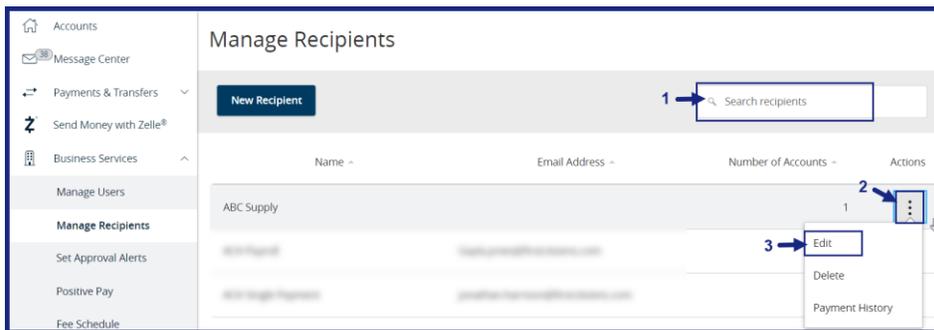


Domestic Wire Recipient Management

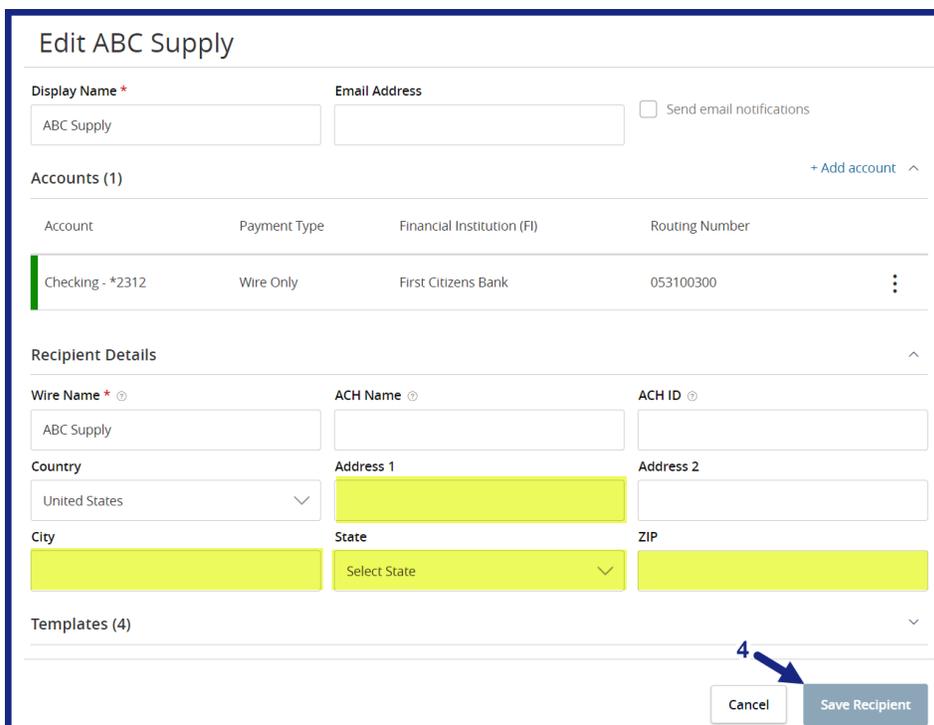
Access the Manage Recipients page under the Business Services tab on the left navigation menu. Recipients can be added, deleted, or edited on this screen. Note: once a recipient is updated, any templates that recipient is linked to will also be updated with the most current, saved recipient information.

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.



4. Complete the address fields that are highlighted below. Then click on “Save Recipient”.



- 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 *

Email Address

Send email notifications

Accounts (1) + Add account ^

Account	Payment Type	Financial Institution (FI)	Routing Number	
Checking - *2312	Wire Only	First Citizens Bank	053100300	⋮

Recipient Details ^

Wire Name * ⓘ

ACH Name ⓘ

ACH ID ⓘ

Country *

Address 1 *

Address 2

City *

State *

ZIP *

- 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.

×



Payment Templates will be Updated

Changes made to this Recipient will update all linked Payment Templates.

Cancel

OK

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.

