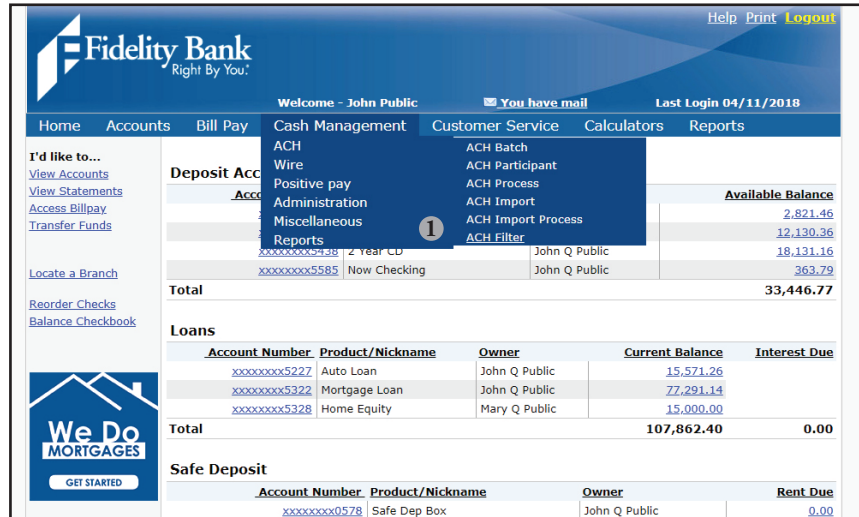


ACH FILTER USER GUIDE

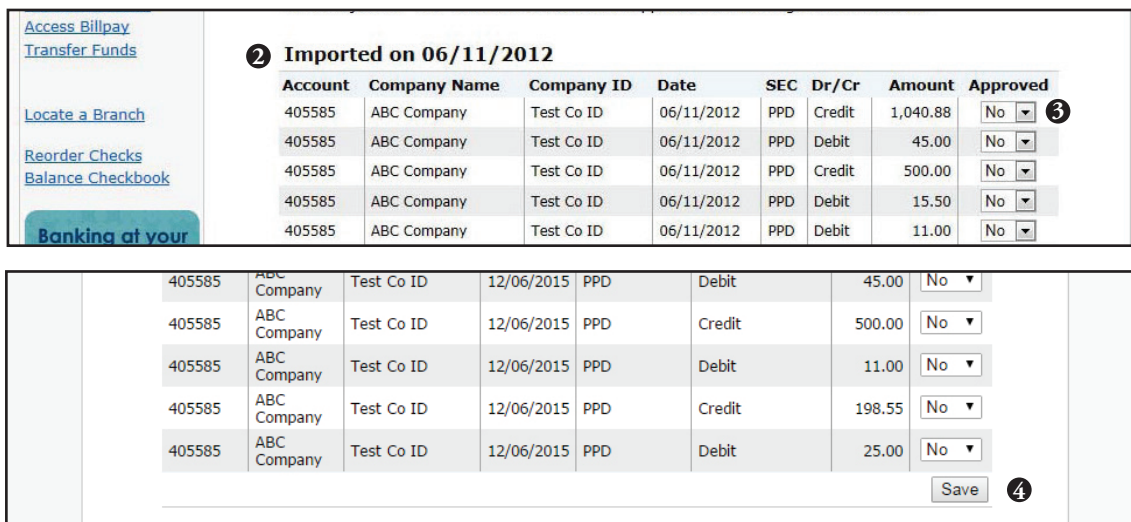


Managing Your ACH Exceptions

- Once you are logged into your Online Banking account, select Cash Management, ACH, and then ACH Filter the main navigation menu. Then follow the easy steps below to review exceptions:



If there are no exceptions, the screen will state that there are no exceptions to view. If there are exceptions to view, an ACH Filter page will appear with a list of the exceptions that need to be reviewed. **All exceptions will default to No in the approved column.**



- Review the list of exceptions.
- If you want to approve the transaction for processing, select Yes in the drop down box in the approved column.
- Click Save to save your changes.

Exceptions not changed to Yes will be returned. All exceptions must be reviewed by 1:00 p.m. EST

For technical support, please call 1-855-547-1385 and select option 3 or email bus.solutions@fidelitybanknc.com.