

# DOMESTIC WIRE USER GUIDE

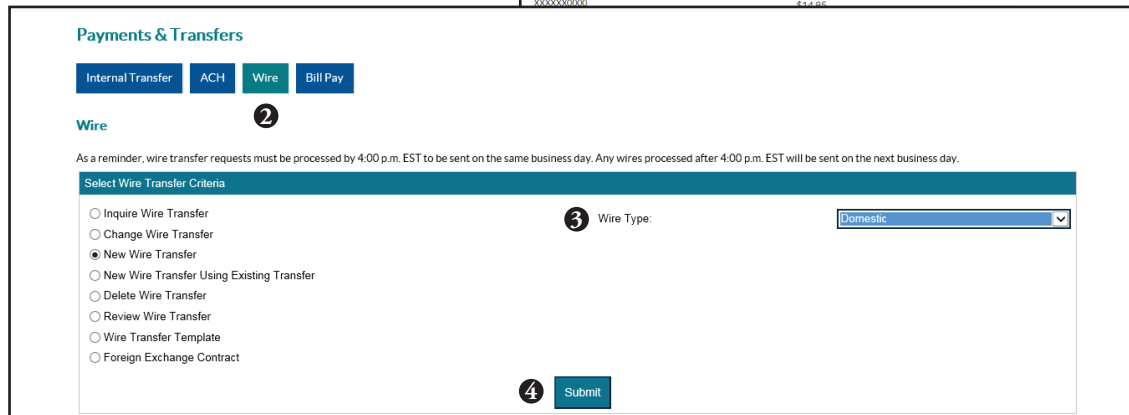
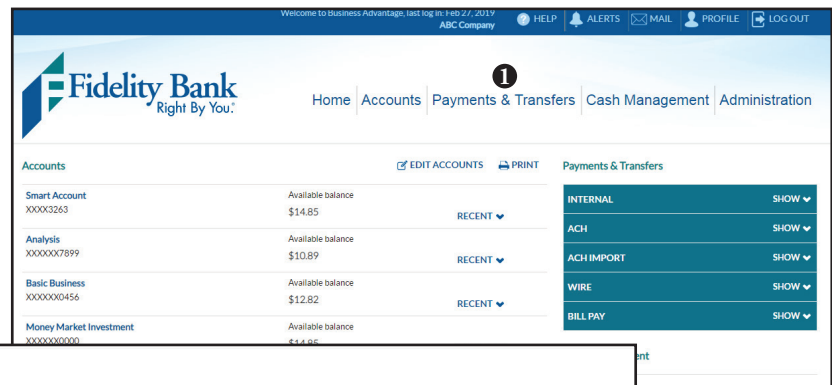


Wire transfers are processed Monday through Friday, excluding holidays: transactions received on weekends are processed the next business day. Wire transfer requests must be received by 4:00 p.m. EST (in branch and online) to be processed on the same business day. If the request is received after 4:00 p.m. EST, it will be processed on the next business day.

For technical support, please call 1-855-547-1385 and select option 3 or email [bus.solutions@fidelitybanknc.com](mailto:bus.solutions@fidelitybanknc.com)

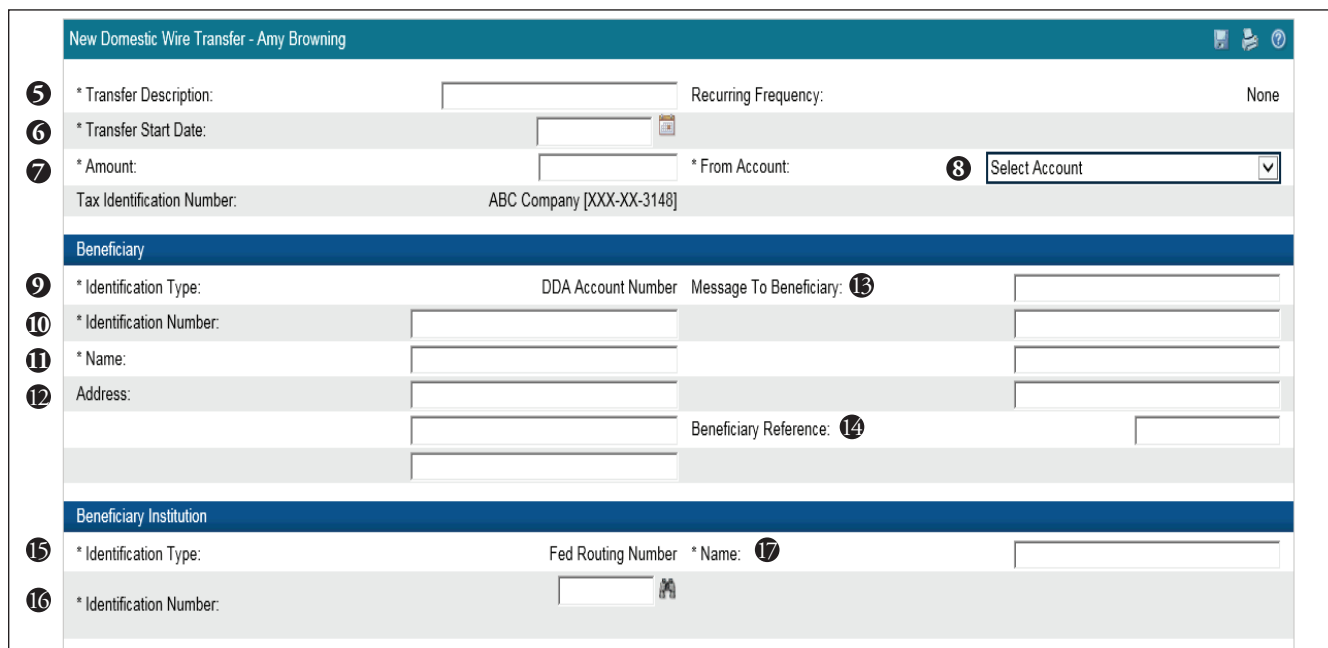
## Processing a Domestic Wire Transfer

1. Log into Business Advantage and select Payments & Transfers on the main navigation menu.
2. Click the Wire button and New Wire Transfer.



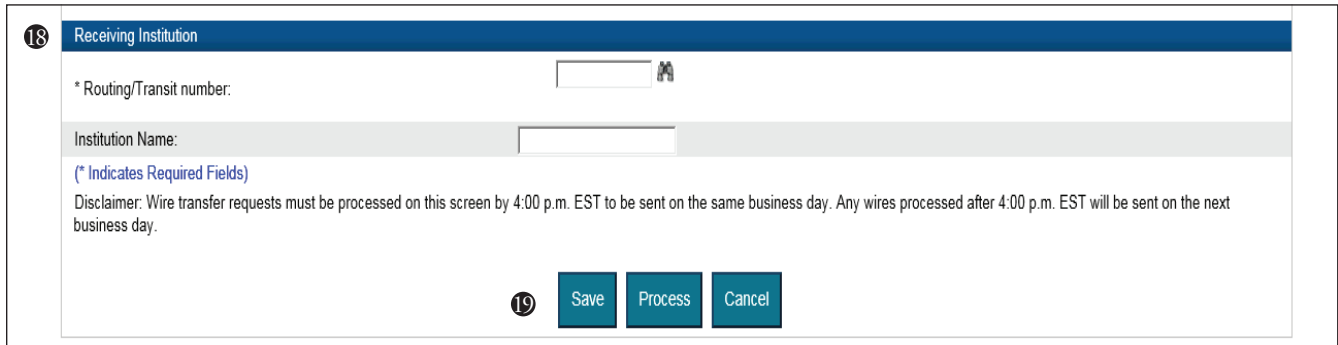
3. Use the Wire Type drop down box to designate Domestic.
4. Click Submit.

## Processing a Domestic Wire Transfer



5. A New Domestic Wire Transfer table will appear, enter a Transfer Description.
6. Enter Start Date.
7. Enter Amount.
8. In the From Account drop down box, select the account you would like to transfer from.
9. In the Beneficiary section, the Identification Type field will default to DDA Account Number.
10. Enter Identification Number (i.e. Account Number).
11. Enter beneficiary Name.
12. Enter beneficiary Address.
13. Enter a Message to Beneficiary.
14. Enter a Beneficiary Reference.
15. In the Beneficiary Institution section, the Identification Type field will default to Fed Routing Number.
16. Enter the beneficiary institution's Identification Number. If needed, use the binoculars to search for the beneficiary bank.
17. Enter the beneficiary institution's Name.

## Processing a Domestic Wire Transfer



18 Receiving Institution

\* Routing/Transit number:

Institution Name:

(\* Indicates Required Fields)

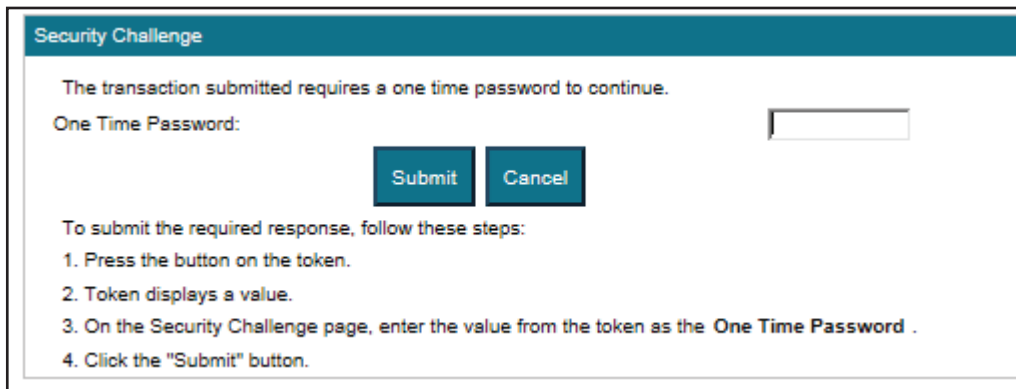
Disclaimer: Wire transfer requests must be processed on this screen by 4:00 p.m. EST to be sent on the same business day. Any wires processed after 4:00 p.m. EST will be sent on the next business day.

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18. The Receiving Institution section should automatically populate with the Routing Transit Number and Institution Name.

19. Click Save, Process, or Cancel.

**If you are a token user, you will be prompted to verify that you are an authorized user to submit a Domestic Wire. The system will request a token passcode.**



Security Challenge

The transaction submitted requires a one time password to continue.

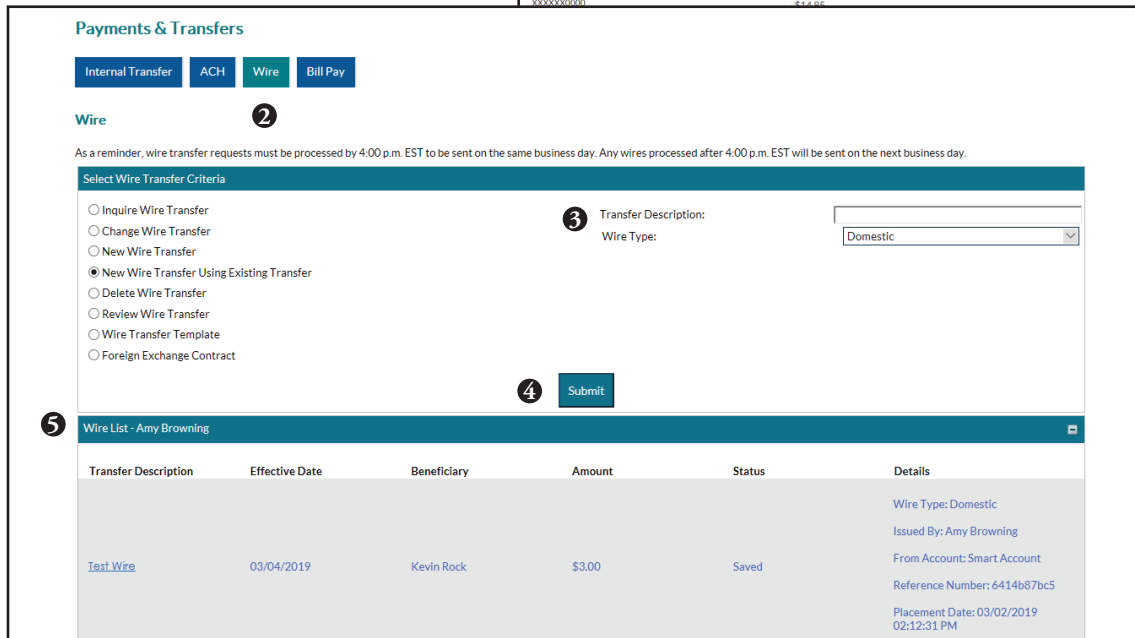
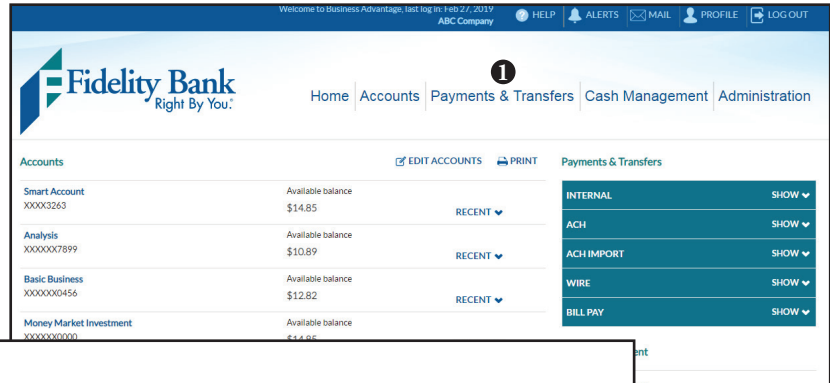
One Time Password:

To submit the required response, follow these steps:

1. Press the button on the token.
2. Token displays a value.
3. On the Security Challenge page, enter the value from the token as the **One Time Password**.
4. Click the "Submit" button.

# Editing an Existing Domestic Wire Transfer

1. Log into Business Advantage and select Payments & Transfers on the main navigation menu.
2. Click the Wire button and New Wire Transfer Using Existing Transfer.



3. Use the Wire Type drop down box to designate Domestic.
4. Click Submit.
5. A Wire list will appear, choose the transfer you would like to edit.
6. Review the wire and make any necessary changes.
7. Click Save, Process, or Cancel.

**If you are a token user, you will be prompted to verify that you are an authorized user to submit an Domestic Wire. The system will request a token passcode.**

