

# INTERNATIONAL WIRE USER GUIDE

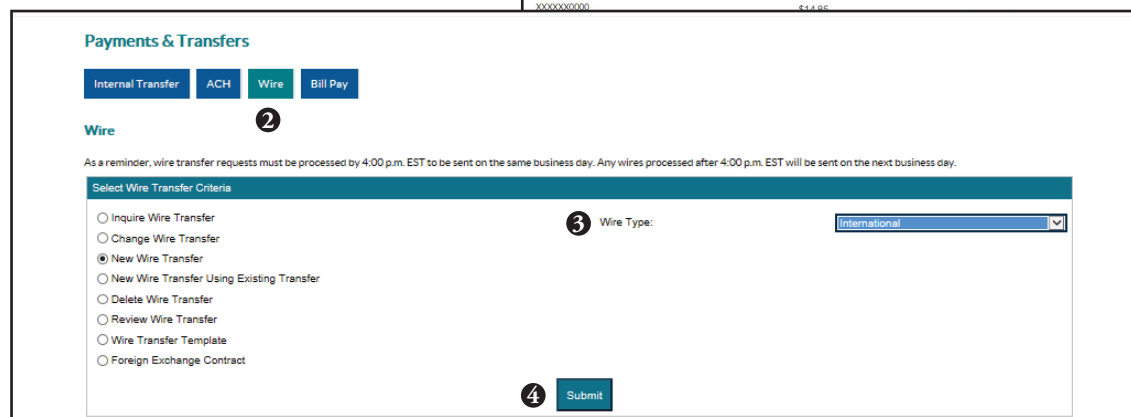
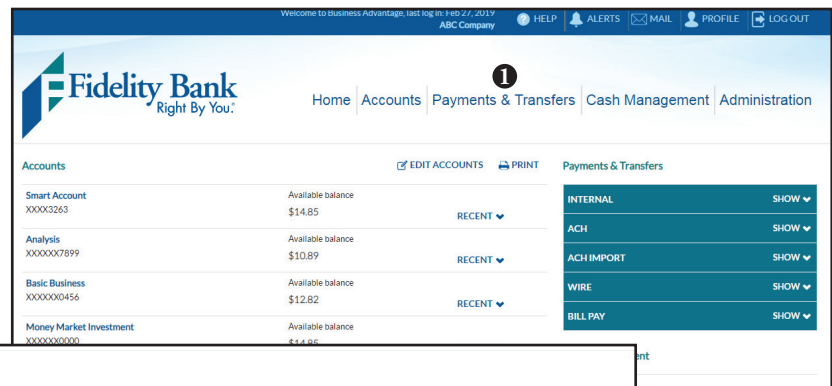


Wire transfers are processed Monday through Friday, excluding holidays. Transactions received on weekends are processed the next business day. Wire transfer requests must be received by 3:00 p.m. EST (in branch) or 4:00 p.m. EST (online) to be processed on the same business day. If the request is received after these times, 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)

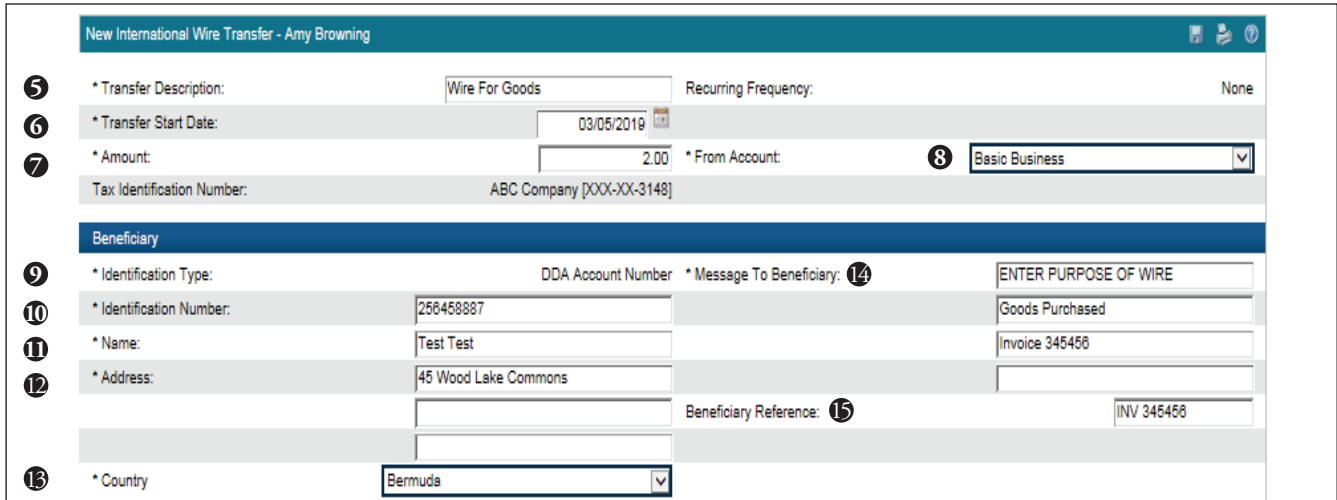
## Processing an International Wire Transfer

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 International.
4. Click Submit.

## Processing an International Wire Transfer



The screenshot shows a web form titled "New International Wire Transfer - Amy Browning". The form is divided into several sections. The top section contains fields for: \* Transfer Description (Wire For Goods), Recurring Frequency (None), \* Transfer Start Date (03/05/2019), \* Amount (2.00), \* From Account (Basic Business), and Tax Identification Number (ABC Company [XXX-XX-3148]). Below this is a "Beneficiary" section with fields for: \* Identification Type (DDA Account Number), \* Message To Beneficiary (ENTER PURPOSE OF WIRE), \* Identification Number (256458887), \* Name (Test Test), \* Address (45 Wood Lake Commons), Beneficiary Reference (INV 345456), and \* Country (Bermuda). Numbered callouts 5 through 15 are placed next to the corresponding fields in the form.

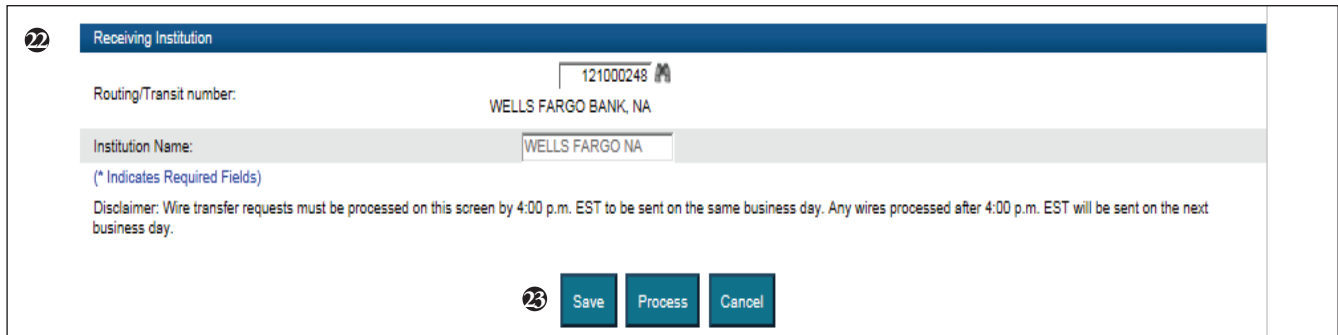
5. A New International Wire Transfer table will appear, enter a Transfer Description.
6. Enter Start Date.
7. Enter Amount.
8. In the From Account drop down box, select the account you would like to transfer from.
9. In the Beneficiary section, the Identification Type field will default to DDA Account Number.
10. Enter Identification Number (i.e. Account Number).
11. Enter beneficiary Name.
12. Enter beneficiary Address, including city, state/province, and zip-code.
13. Enter the Country of the beneficiary.
14. Enter a Message to Beneficiary. Include the Purpose of the Wire (required) and any additional information.
15. Enter a Beneficiary Reference.

## Processing an International Wire Transfer


Beneficiary Institution	
16 * Identification Type:	Swift Bank Code * Name: 18 Bank of Butterfield
17 * Identification Number:	BNTBBMHM Address: 19 65 Front Street Hamilton
	* Country 20 Bermuda
Intermediary Institution	
21 Identification Type:	None
	Name:
	Address:

16. In the Beneficiary Institution section, the Identification Type field will default to Swift Bank Code.
17. Enter the beneficiary institution's Identification Number.
18. Enter the beneficiary institution's Name.
19. Enter the beneficiary institution's Address.
20. Enter the beneficiary institution's Country.
21. If applicable, complete the Intermediary Institution section. If not applicable, select None.

## Processing an International Wire Transfer



22 Receiving Institution

Routing/Transit number:  

WELLS FARGO BANK, NA

Institution Name:

(\* Indicates Required Fields)

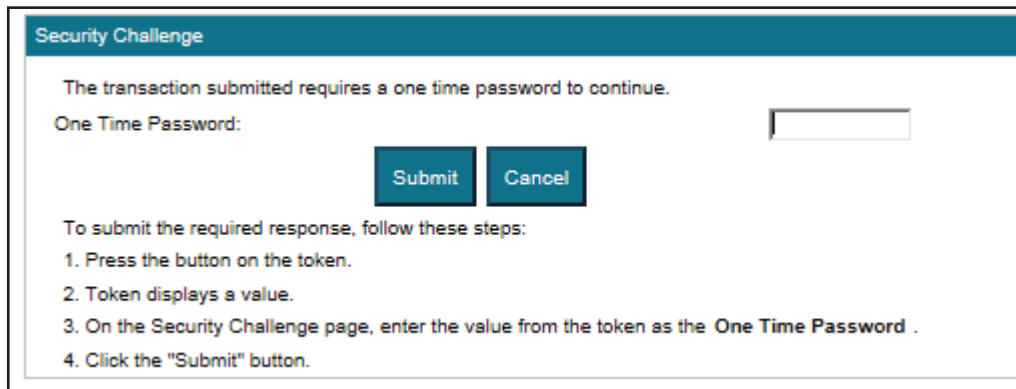
Disclaimer: Wire transfer requests must be processed on this screen by 4:00 p.m. EST to be sent on the same business day. Any wires processed after 4:00 p.m. EST will be sent on the next business day.

23

22. In the Receiving Institution section, click on the binoculars icon next to the Routing Transit Number field. In the search box that appears, enter Wells Fargo (our International Wire Source) in the Bank Name field and click Search. In the list of results, click on 121000248. The window will close and the Bank information will automatically fill in to the form.

23. 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 International Wire. The system will request a token passcode.**



Security Challenge

The transaction submitted requires a one time password to continue.

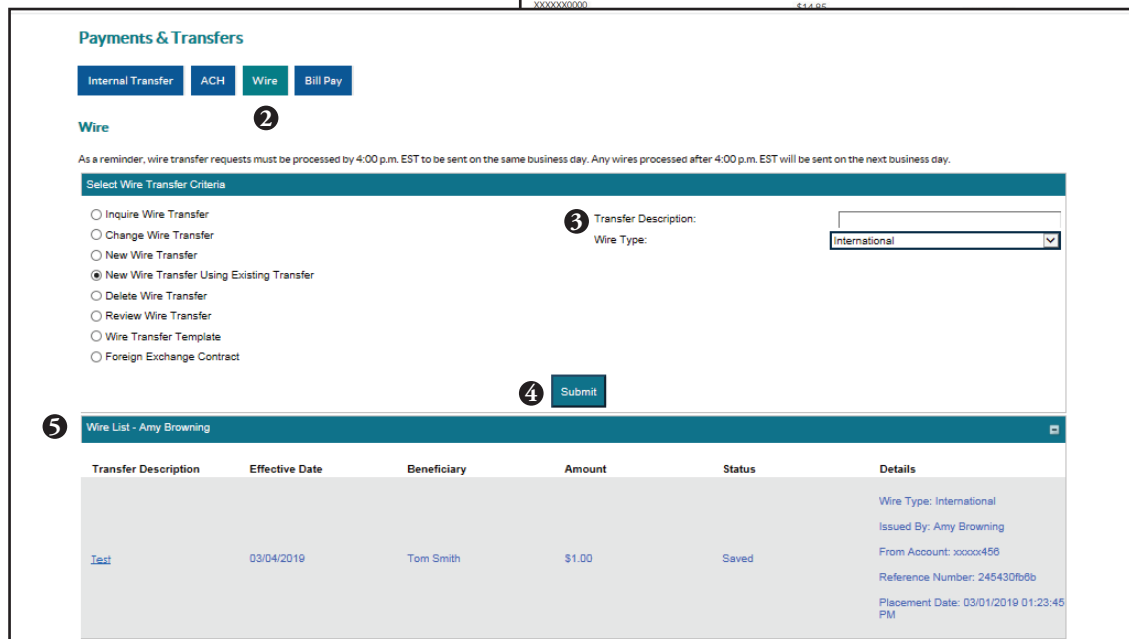
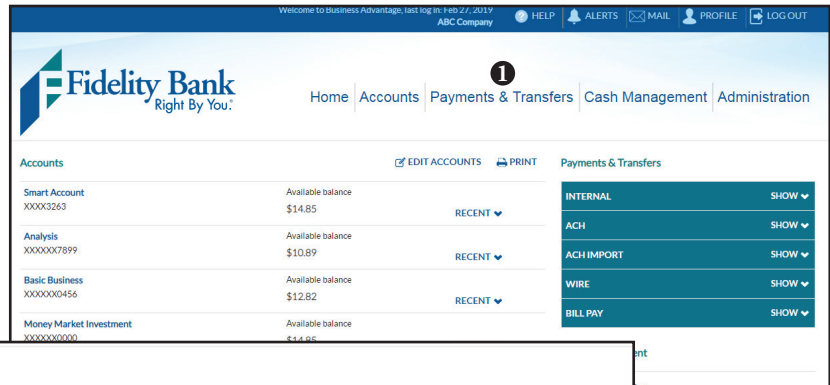
One Time Password:

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 International 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 International.
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 International Wire. The system will request a token passcode.**

