

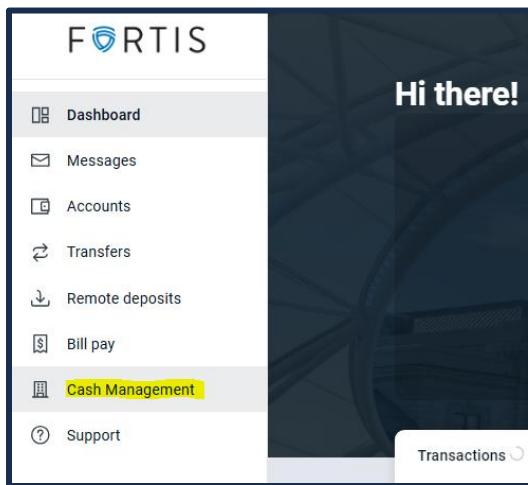
## Process a Domestic Wire via Online Banking Without Dual Control

### Purpose

The purpose of this guide is to outline steps to enter and send a domestic wire via online banking without dual control.

### Instructions

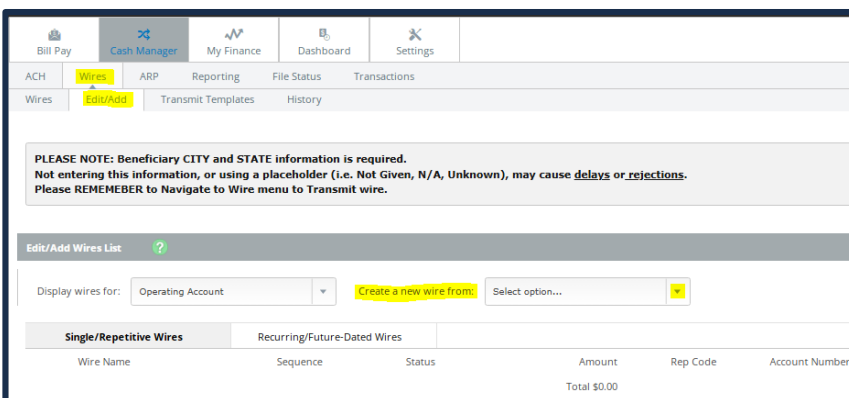
1. Login to your online banking account (<https://www.fortisbankus.com/>)
2. Navigate to *Cash Management*



3. You will be prompted to enter your Secure Token from your VIP Access App.



4. To set up a new wire, you will navigate to 'Edit/Add' and choose an account from the dropdown labeled 'Create a new wire from:'



5. You will then see the screen to enter the wire details:

**General Wire Information**

Wire Name  → *This field is for your reference only. Enter a name for you to ID the wire.*

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**Creditor Account Information**

Creditor Account Number  → *The account you are sending the wire to.*

Creditor Account Name  → *The name of the person/entity you are sending the wire to.*

**Creditor Account Address Information:**

<input type="text"/>	<input type="text" value="Cannot be a P.O. Box"/>	
Building Number (e.g., House Number)	Street Name (e.g., Elm Street)	
<input type="text"/>	<input type="text"/>	<input type="text"/>
Town Name (e.g., City)	Country Sub Division (e.g., State or Province)	Country Code (e.g., US)
<input type="text"/>		
Post Code (e.g., Zip Code)		

Display Additional Creditor Account Address Fields

→ *Enter the address of the person you are sending the wire to.*  
**\*\*This is not the receiving bank address.**

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**Creditor Agent Information** → *This is the receiving bank*

Creditor Agent ID

Creditor Agent Name

**Creditor Agent Address Information:**

<input type="text"/>	<input type="text"/>	<input type="text"/>
Town Name (e.g., City)	Country Sub Division (e.g., State or Province)	Country Code (e.g., US)

Use an Instructed Agent  
If no separate Instructed Agent ID is used, the Creditor Agent ID provided will also be used as the Instructed Agent ID for the wire.

→ *Enter the information of the receiving bank.*

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**Wire Information**

Remittance Information

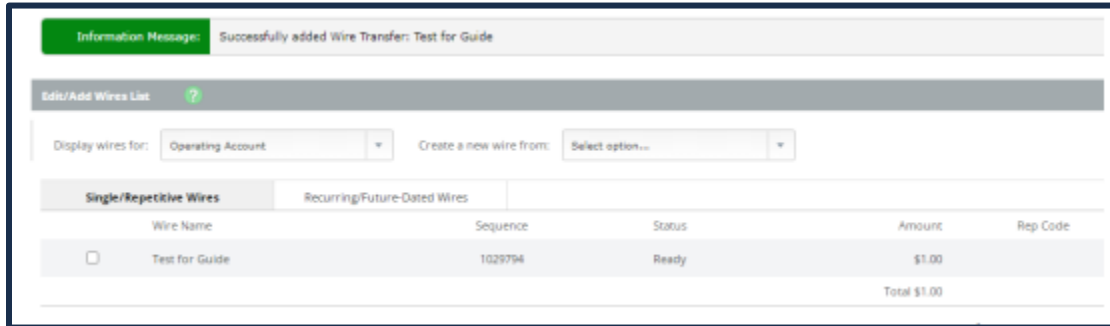
Save as Repetitive Wire?

Amount \$  → *Enter the amount of the wire.*

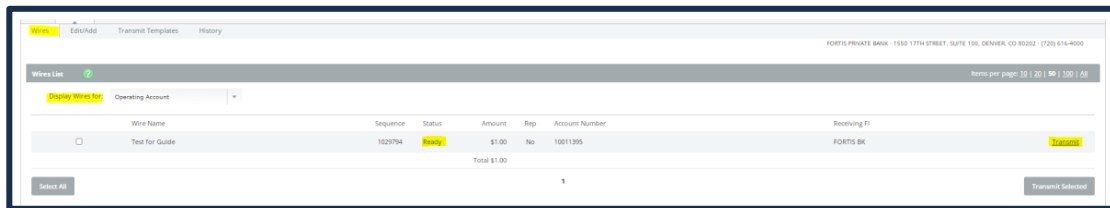
End-to-End ID  → *Information in this field is guaranteed to be received by the receiver.*  
If no value is indicated, 'Not provided' will be populated for this field.



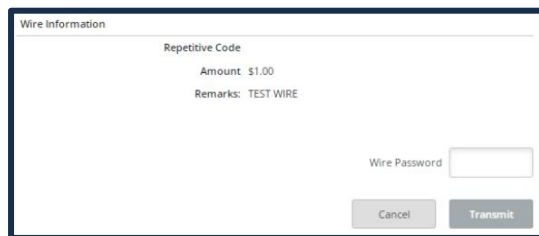
6. Once you have the form fields complete, you will select *Submit* ***\*This does not send the wire***
7. The screen will return to the *Enter/Edit* page where you are able to see the wire to edit or delete.



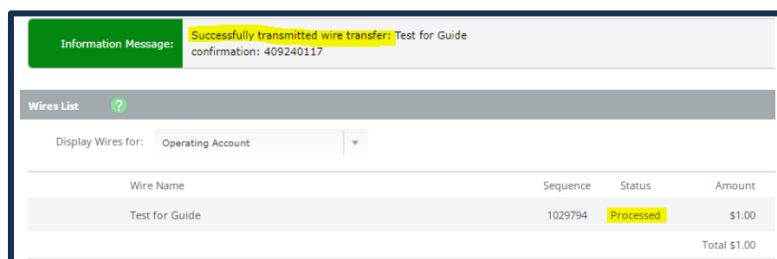
8. To send the wire, navigate back to the main *Wires* tab.
  - You will see wires ready to be transmitted here:



9. Select 'Transmit' to process the wire (or if you have multiple, you can check the box next to each wire and choose 'Transmit Selected')
10. The screen will navigate to a page where you can do a final review of the wire information.
  - Enter your Wire Password (4-digit PIN) and select the *Transmit* button.



**\*\*Do not close or refresh the page until you see the *green confirmation message* and the wire shows as *Processed*. This step may take 1-2 minutes.**



11. Navigate to the *History* tab under *Wires* to find the confirmation and *OMAD (aka Federal Reference #)*. This is a unique identifier for each wire that can be used for tracking purposes.

Wire Name	Transmitted	Effective	Amount	Rep Code	Recurring	Receiving Account Number	Beneficiary Name	Receiving FI	OMAD
Test for Guide	04/09/2024	04/09/2024	\$1.00		None	10011395	PAYROLL ACCOUNT	FORTIS BK	20240409MMQFMPB00025804091739FT01

## Frequently Asked Questions

- **What if I do not know the beneficiary address?**
  - We recommend reaching out to the beneficiary to verify any missing information.
  - There is a chance the wire could be delayed or returned if any information is inaccurate or missing.
- **What if I do not remember my Wire Password?**
  - Our Client Services team can assist Monday-Friday (9am-5pm MST) via email [clientservices@fortisbankus.com](mailto:clientservices@fortisbankus.com) or phone call 720-616-4000.
- **How can I change my Wire Password?**
  - Navigate to Settings and locate **Internet Banking Wire Password** half-way down the page
- **When will the beneficiary receive the wire?**
  - Once the wire shows as **Processed** in online banking, it has left Fortis Bank and the timing is completely up to the receiving bank
- **When will the funds leave my account?**
  - As soon as the wire shows **Processed**, you can navigate back to the main Dashboard and see the funds debiting your account

