

Q. Why do I see a rejected status on my ACH or Wire History tab?

A. ACH and Wire Templates can be rejected for multiple reasons, including insufficient funds in the STAR settlement account, or Transaction Dollar Amount Threshold Exceeded.

For wires only, wire could be rejected due to an expired wire request being approved and submitted by the company authorizer.

The exact rejection reason can be confirmed by contacting STAR via chat, email, or telephone.

The screenshot shows the 'Business ACH' interface with the 'History' tab selected. A transaction on OCT 15 for 'Payroll - Auto Debit Test' is shown with a status of 'REJECTED' and an amount of '\$30.00'. Below this, a summary table provides details:

FUNDING ACCOUNT	STAR FIRST BUSINESS CHECKING	TRANSACTION TYPE	Payroll PPD, Credits
DELIVER BY	10/15/2020	TOTAL DEBITS	1
SUBMITTED BY	REM Spa Inc	TOTAL CREDITS	2
BATCH ID	136	TOTAL DEBIT AMOUNT	\$30.00
		TOTAL CREDIT AMOUNT	\$30.00

Below the summary table is a list of payees:

NAME	ACCOUNT	STATUS	AMOUNT	ADDENDA
Test Payee	-123456789	ACTIVE	\$10.00	
Payee Test	-741852963	ACTIVE	\$20.00	

Enable Rejected Template Notifications:

- Navigate to the Widget Options
- Select the Notifications Tab
- Choose the settings icon next to the Business ACH and/or Business Wires options
- Confirm the email address and select Save Changes.

The screenshot shows the 'Settings' page with the 'Notifications' tab selected. It includes instructions for setting mobile notifications and a section for 'General Alerts' with a settings icon. At the bottom, there is a navigation bar with icons for various services: BUSINESS ACH, BUSINESS WIRES, ESTATEMENTS, TAX PAYMENT, POSITIVE PAY, BILL PAY, MESSAGE CENTER, USER SERVICES, CHECK SERVICES, and SAVINGS GOALS.

The screenshot shows the 'Business ACH' notification settings. The 'Business ACH' toggle is turned ON. Under the 'EMAIL' section, the checkbox is checked and the email address 'nkkk@andersonsalonacademy.com' is entered. Under the 'PUSH' section, the 'iPhone' checkbox is checked. 'Cancel' and 'Save Changes' buttons are visible at the bottom.

Q. Why don't I see my submitted ACH or Wire template, which is supposed to be processed on today's business, on the scheduled transactions tab?

A. Templates submitted with a processing date of today's date will appear on the History tab.

Business ACH Help

Templates **Scheduled** History

October '20							November '20							December '20						
SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA
			1	2	3		1	2	3	4	5	6	7			1	2	3	4	5
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
25	26	27	28	29	30	31	29	30						27	28	29	30	31		

Business ACH Help

Templates Scheduled **History**

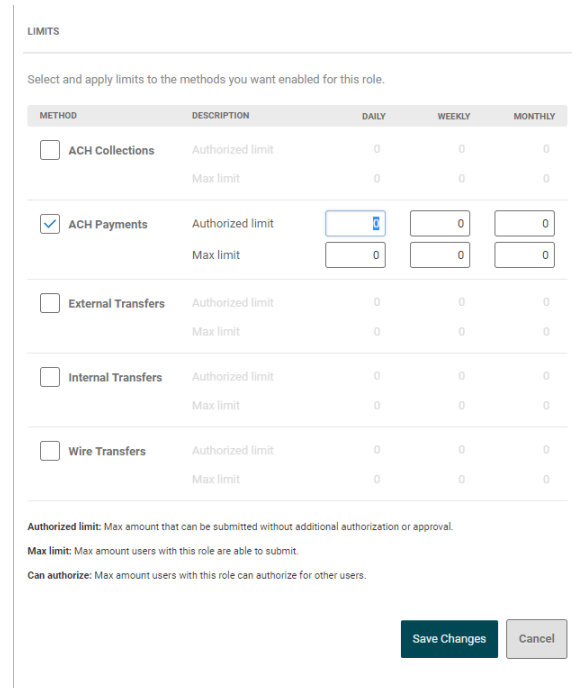
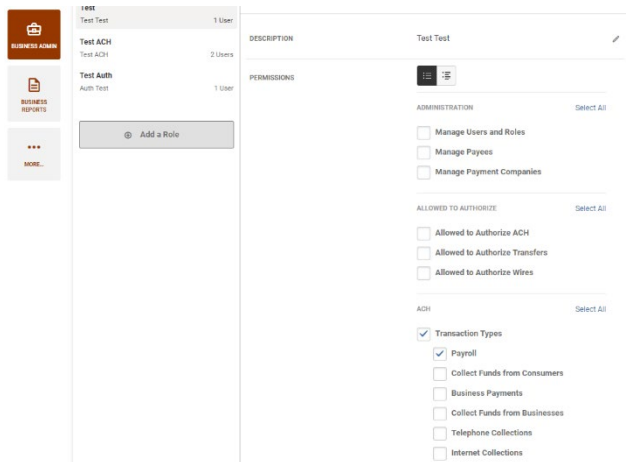
Pending Batches

OCT 15	Payroll - Auto Debit Test	\$30.00 Payroll PPD, Credits	SCHEDULED	Cancel	▼
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Template History Show Search ▼

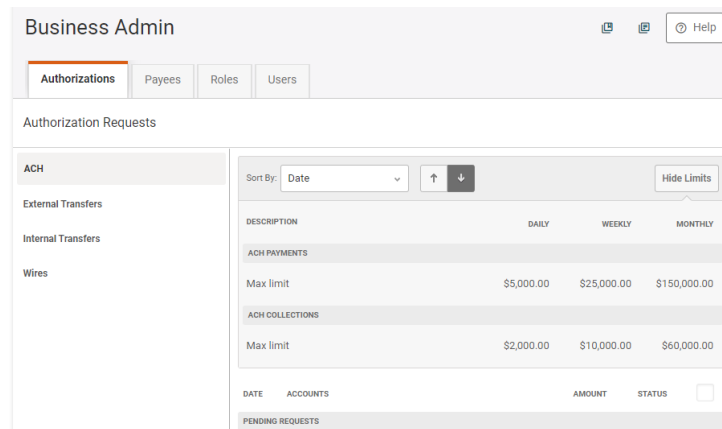
SEP 23	Payroll - Auto Debit Test	\$30.00 Payroll PPD, Credits	SUCCEEDED	▼
SEP 18	Test Auto Debit	\$25.50 Business Payments CCD, Credits	SUCCEEDED	▼

- Q. I am building a user role that has ACH Payroll authorities enabled, where do I input the payroll limit?**
- A.** Payroll limits are aggregated with and listed under the ACH Payments limit at the company profile level and user role level.



User role limits cannot exceed the company profile limit for each transaction type. To find ACH Limits for the company profile:

- Navigate to the Business Admin widget
- Select the Authorizations Tab
- Highlight the ACH option and click Show Limits



Q. How do I pay my state and federal taxes electronically (via ACH)?

A. State and Federal (EFTPS) Tax payments can be made by selecting the Tax Payment Widget.



TAX PAYMENT

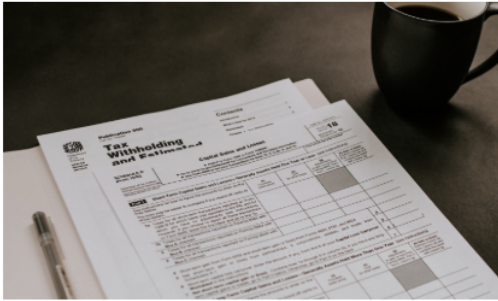
Content

- DASHBOARD
- ACCOUNTS
- TRANSFERS
- BUSINESS ADMIN
- BUSINESS REPORTS
- MORE...

Tax Payments

By selecting one of the following payment options, you will be leaving STAR Financial's Online Banking and will be rerouted to an external payment site. Payments scheduled through either of these sites will be scheduled with the IRS or State of Indiana and NOT through STAR Financial Bank.

[Click Here To Schedule A Federal Tax Payment](#)



[Click Here Schedule an Indiana State Tax Payment](#)

Q. How do I create a recurring wire template?

A. Online banking does not currently support recurring wire templates. A one-time Wire Template can be submitted through the Business Wire Widget.

Business Wires

Classic

Scheduled

History

Payee Details

Payee *

Payee Account *

Funding Account *

Company Name *

Category

Amount * [Show Limits >](#)

Frequency

Deliver By *

Originator to Beneficiary Info
140 characters max value

Payment Confirmation

Payee

Payee Account

WELLS FARGO BANK, NA
SAN FRANCISCO, CA

Routing Number
Account Number

Funding Account
 \$433,885.50

Category

Amount

Frequency

Deliver By

Originator to Beneficiary Info

Cut-off time

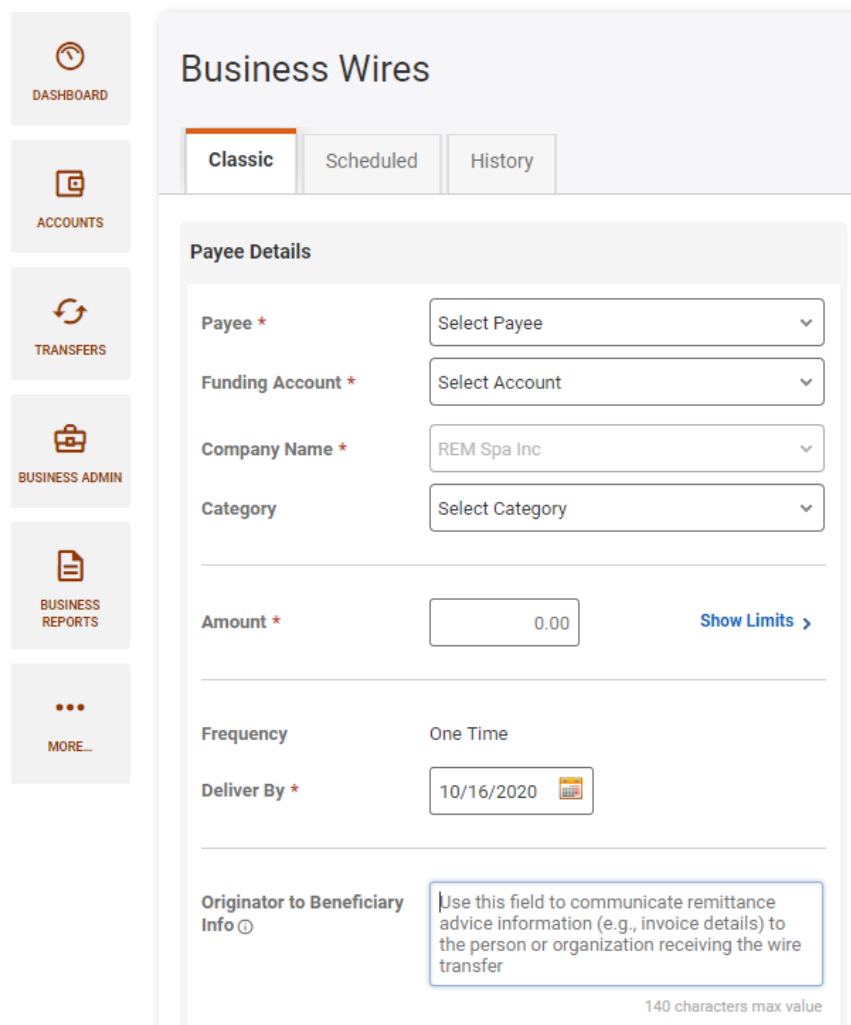
Available balance

Q. How do I submit a request for a foreign currency wire?

A. Online banking does not currently have an option to select foreign currency types.

To submit a request:

- Input the foreign currency amount in the “Amount” field
- Include the foreign currency type in the “Originator to Beneficiary Info” field. Use this field to include any additional beneficiary information.



The screenshot shows the 'Business Wires' interface. On the left is a navigation menu with icons for Dashboard, Accounts, Transfers, Business Admin, Business Reports, and More. The main content area is titled 'Business Wires' and has three tabs: 'Classic' (selected), 'Scheduled', and 'History'. Below the tabs is the 'Payee Details' section with the following fields:

- Payee ***: Select Payee (dropdown menu)
- Funding Account ***: Select Account (dropdown menu)
- Company Name ***: REM Spa Inc (dropdown menu)
- Category**: Select Category (dropdown menu)
- Amount ***: 0.00 (text input) with a [Show Limits >](#) link
- Frequency**: One Time
- Deliver By ***: 10/16/2020 (calendar icon)
- Originator to Beneficiary Info**: A text area with a tooltip that reads: 'Use this field to communicate remittance advice information (e.g., invoice details) to the person or organization receiving the wire transfer'. Below the text area is the note '140 characters max value'.

- Q. Why aren't my accounts and/or user rights appearing when I log into online banking?**
- A. Each business has a designated online banking Master User. The Master User is responsible for creating roles that determine the viewable accounts and rights for each Sub-User. If you are not sure who is listed as the Master User, contact STAR via chat, email, or phone.

