

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.

Business ACH Help

Templates Scheduled **History**

Template History Show Search

OCT 15	Payroll - Auto Debit Test	\$30.00	Payroll PPD, Credits	REJECTED
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	

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.

Settings Help

Profile Security Widgets Contact Company Info **Notifications** Accounts Applications

Before setting a MOBILE notification, please go to the Contact Tab and 1) enter a mobile number if needed and 2) select "Send a Code via Text" to confirm the number.

General Alerts

General Alerts are security and other notifications triggered by important events, such as changes to your personal information. These types of alerts can't be turned off, but you can select how they are delivered.

Accounts

ACH BUSINESS ACH BUSINESS WIRES ESTATEMENTS TAX PAYMENT POSITIVE PAY BILL PAY MESSAGE CENTER USER SERVICES CHECK SERVICES SAVINGS GOALS

Business Admin

New User Added

Business ACH

Business ACH

OFF ☒ ON

EMAIL PUSH

☒ Email ☒ iPhone

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Cancel Save Changes

Business Wires

Business Wires

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		

Print Download

Business ACH Help

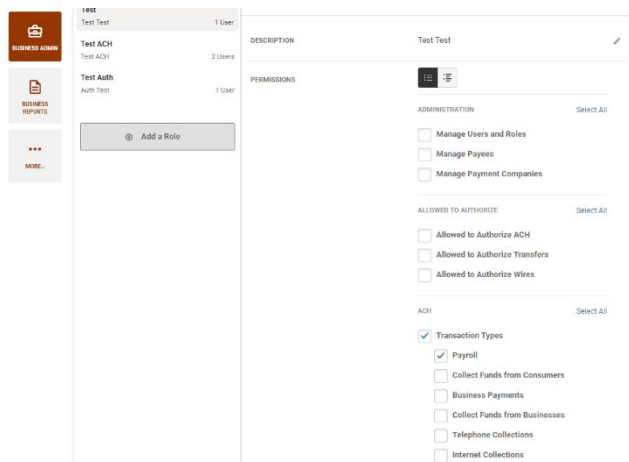
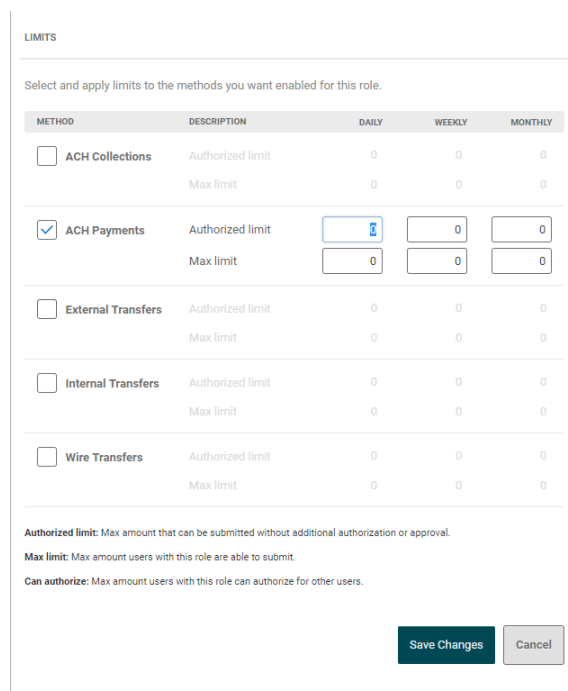
Templates Scheduled **History**

Pending Batches			
OCT 15	Payroll - Auto Debit Test	\$30.00 Payroll PPD, Credits	SCHEDULED Cancel ▼

Print Download

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.

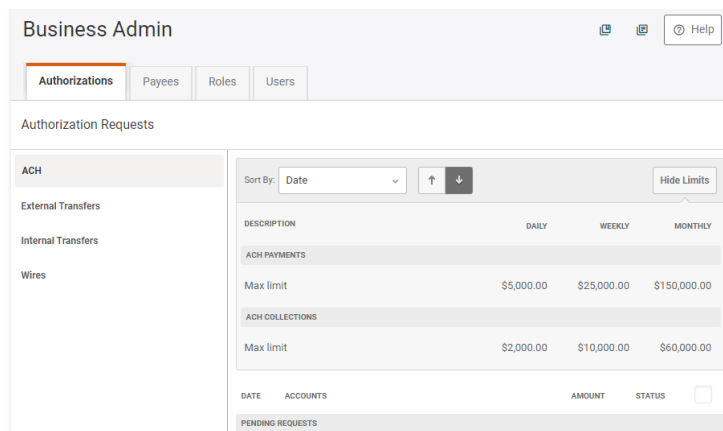
METHOD	DESCRIPTION	DAILY	WEEKLY	MONTHLY
<input type="checkbox"/> ACH Collections	Authorized limit	0	0	0
	Max limit	0	0	0
<input checked="" type="checkbox"/> ACH Payments	Authorized limit	0	0	0
	Max limit	0	0	0
<input type="checkbox"/> External Transfers	Authorized limit	0	0	0
	Max limit	0	0	0
<input type="checkbox"/> Internal Transfers	Authorized limit	0	0	0
	Max limit	0	0	0
<input type="checkbox"/> Wire Transfers	Authorized limit	0	0	0
	Max limit	0	0	0

Authorized limit: Max amount that can be submitted without additional authorization or approval.
Max limit: Max amount users with this role are able to submit.
Can authorize: Max amount users with this role can authorize for other users.

Save Changes **Cancel**

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

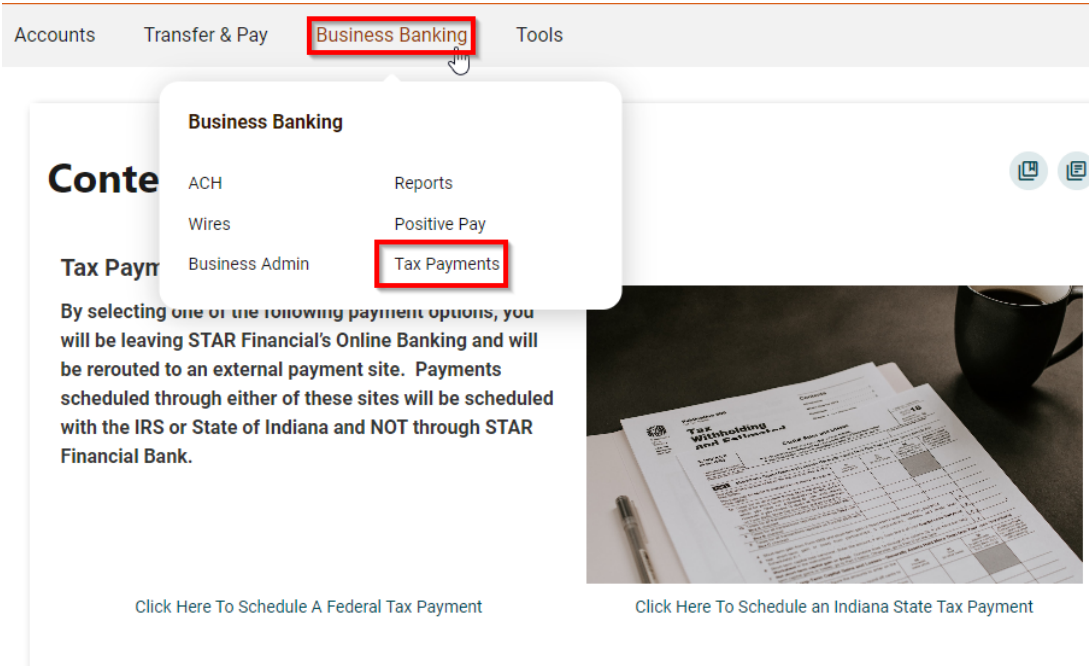


Q. How do I pay my state and federal taxes electronically (via ACH)?

A. State and Federal (EFTPS) Tax payments can be made by clicking Tax Payments from the Business Banking drop-down.



TAX PAYMENT



The screenshot shows the STAR Financial Online Banking interface. The top navigation bar includes 'Accounts', 'Transfer & Pay', 'Business Banking', and 'Tools'. The 'Business Banking' menu is open, displaying options: 'ACH', 'Wires', 'Business Admin', 'Reports', 'Positive Pay', and 'Tax Payments'. The 'Tax Payments' option is highlighted with a red box. Below the menu, there is a section titled 'Tax Paym' (partially visible) with a warning: '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.' Below this warning are two links: 'Click Here To Schedule A Federal Tax Payment' and 'Click Here To Schedule an Indiana State Tax Payment'. To the right of the links is an image of a tax form titled 'Tax Withholding and Estimated' and a coffee cup.

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



Submission Scheduled History

Payee Details		Payment Summary	
Payee *	<input type="text" value="American Bank - Test"/> Enter payee manually Edit payee account	You Send	\$0.00 USD
Funding Account *	<input type="text" value="Select Account"/>	Funding Account	None Selected
Company Name *	<input type="text" value="Select Company"/>	Payee	
Amount *	<input type="text" value="0.00"/> Show Limits >	Payee Account	PAYEE'S FINANCIAL INSTITUTION
Frequency	One Time		THREE RIVERS FEDERAL CREDIT UNION
Send On *	<input type="text" value="07/12/2023"/>		FORT WAYNE, IN
Wire Purpose ⓘ	<input type="text" value="Enter wire purpose"/> 0 / 30		Routing Number
Originator to Beneficiary Info ⓘ	<input type="text" value="Use this field to communicate remittance advice information (e.g., invoice details) to the person or organization receiving the wire transfer"/> 0 / 100		Account Number
		Frequency	One Time
		Send On	07/12/2023
		Wire Purpose	
		Originator to Beneficiary Info	
		Cut-off time	03:00 PM (Eastern Standard Time)
			Confirm Payment

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.

Business Wires

Submission Scheduled History

Payee Details

Payee *

Select Payee

Enter payee manually

Funding Account *

Select Account

Company Name *

Select Company

Amount *

0

Show Limits >

Frequency

One Time

Send On *

07/12/2023

Originator to Beneficiary Info ⓘ

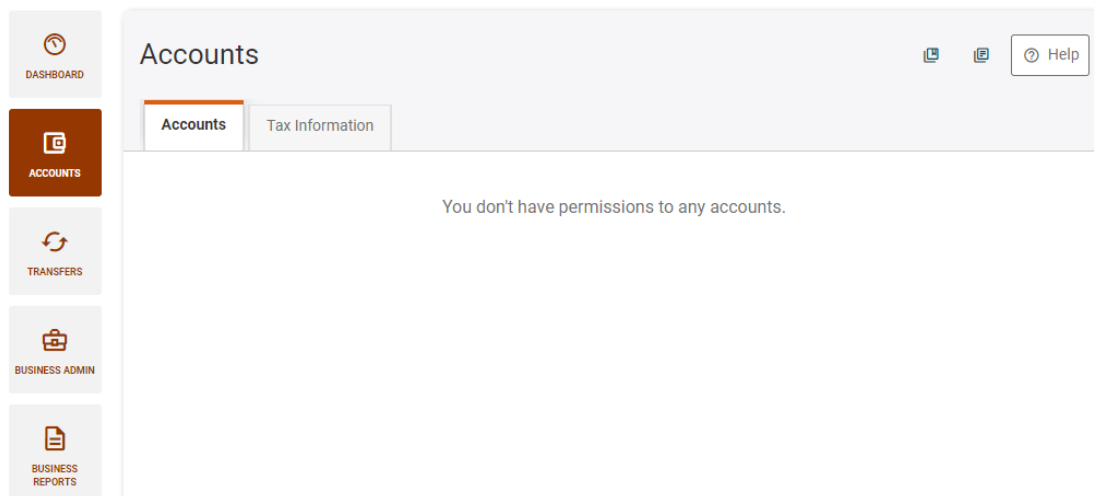
Use this field to communicate remittance advice information (e.g., invoice details) to the person or organization receiving the wire transfer

0 / 140

Available balance

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.



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