Reference Guide: ACH Recipients

Purpose

Add and manage recipients before creating an ACH template or ACH transaction

Add a new Recipient

1. Select Business Banking > Recipients. Click **Add Recipient**.
2. In the **Display Name** field, enter the name of the individual or company you will be paying or collecting funds from.
3. Enter an email address if you would like to send the recipient an email notification when the transaction has been initiated. *Optional field*
4. Under **Payment Type**, select ACH/Wire or ACH only.
5. Select the **Account Type** drop down for the appropriate account type of the recipient. (checking, savings, loan)
6. Enter the recipient **Account Number**. If you do not know the **Routing Number**, use the search feature under Financial Institution (FI) to locate it. You may search by FI name or routing number. Once selected in the search, the routing number will prefill in the ACH Routing number field.
7. Under Recipient Details, enter the **ACH Name**. This should be the person or company you are paying or collecting funds from.
8. Review Optional Details and complete any optional additional recipient details as needed.
9. **Save** Recipient

Manage Existing Recipients

From the Recipients list, you can:

- Edit recipient information
- Delete a recipient
- View payment history for a specific recipient
- Select a recipient to view its details

Quick Tips

Add Recipients first
Recipients must be set up before creating an ACH transaction or template.

Verify account information
Verify the account type, account number, routing number, and ACH Name before saving.

Use the routing number search
If the routing number is unknown, use the available search feature.

Keep recipients up to date
Use the options menu next to a recipient to edit or delete information as needed.

If you have any questions, contact our Customer Care Center:

1-855-275-7226 opt 3

Email: customercare@southernbank.com