

Commercial Cash Management (CCM)

Effective **September 24, 2026**, the following upgrades will be added to your NetTeller access:

ACH Module

Faster Processing & Better Control

- » **Quick Addenda Edits:** Add or change addenda details directly on the Quick Edit screen to save multiple clicks.
- » **Pending Approval Alerts:** Check a box on the Edit screen to automatically notify designated approvers when a batch is ready.
- » **Enhanced History:** Confirmation numbers are now included on the history screen for faster reconciliation.
- » **Recurring Payments (Admins Only):** Automate your ACH batches on a defined schedule. Admins receive this feature automatically and can grant access to others via Cash Management User Settings.

Positive Pay Module

Exception Management Made Easy

- » **Global Exception View:** See exceptions across all your accounts on a single, comprehensive screen.
- » **Bulk 'Pay All / Return All' Buttons:** Handle all check or ACH exceptions instantly with new bulk-action buttons.
- » **Distinct Pay/Return Options:** New individual radio buttons make it clearer to confirm your decision, helping prevent accidental selections.
- » **Exception Reason Codes:** See exactly why an ACH item was flagged so you can make faster pay/return decisions.
- » **ACH Filters Dashboard:** Access a new view-only page showing your ACH filter setups directly from the bank's core system.
- » **Custom Upload Formats:** Create multiple tailored upload formats (names, delimiters, etc.) for different systems or accounts.
- » **Direct Correction Link:** Send a secure message to the bank directly from the module to easily correct accounting or encoding errors.

Wire Module

Simplified Tracking & Automation

- » **Enhanced History:** Beneficiary names and effective dates are now visible on the history screen for complete tracking.
- » **Recurring Wires (Admins Only):** Schedule wires to transmit automatically on a set frequency. Admins receive this automatically and can grant access to others. (Note: Existing Wire controls, including verification phone calls on the effective date, remain in place.)

Reporting Module

Insight & Customization

- » **Activity & Summary Reports:** Pull detailed transaction reports (including Positive Pay Exception Items) or daily summaries for one or multiple accounts by timeframe and code. Download in Excel, PDF, or Word.
- » **Saved Report Templates:** Save your search criteria (date ranges, selected accounts) to instantly run frequent reports again without re-entering the data.

Alerts Module

Better Security Notifications

To keep your accounts secure and keep you in the loop, automated alerts will now be generated instantly whenever:

- » A user's email address or phone number is changed.
- » A user's access levels (entitlements) are changed.
- » An ACH batch or Wire transfer has been modified.
- » An ACH batch or Wire transfer status changes to "Pending Approval."

Adding Recurring ACH Payments to NetTeller Users

NetTeller Administrators were given access to Recurring ACH and Wire Payments with our recent upgrade to NetTeller. Access can be given to other NetTeller users by following these instructions.

Adding Recurring ACH Payments to NetTeller Users

» NetTeller Administrators....Log in to NetTeller, click on the “Cash Management” Tab, hold the mouse over “Users” and select “CM User List”.

» To add recurring ACH functionality, select “User Settings” next to the user whose access you want to edit in the dropdown on the right side of the screen...

» At the bottom of the screen select “Edit Recurring ACH”. Select “Submit”.

☒ Display / Download ACH
☒ Full ACH Control
☒ Initiate ACH
☒ Initiate Same Day ACH
☒ Work with ACH
☐ Quick Edit ACH Only
☒ Edit Recurring ACH
☒ Delete ACH
☐ Import Record
☒ Update Record
☒ Upload ACH
☒ Restricted Batch Access

Cancel Submit

Adding Recurring Wire Payments to NetTeller Users

» NetTeller Administrators....Log in to NetTeller, click on the “Cash Management” Tab, hold the mouse over “Users” and select “CM User List”.

To Add Recurring Wire Functionality

» select “Default Settings” from the dropdown on the right side of the screen next to the user whose access you want to edit.

» Select “Define Recurring Wires” and “Edit Recurring Wires”. Select “Submit”.

» Next to the same user, choose “Account Settings” from the dropdown on the right.

» Choose the desired account and select “Define Recurring Wires” and “Edit Recurring Wires.” Select “Submit”. Repeat for all applicable accounts.

User: BarbAdmin

☒ Transaction Inquiry	☒ Define Non-Rep Wires	☐ Upload Positive Pay
☒ Statement Inquiry	☒ Edit Non-Rep Wires	☐ Work Positive Pay Items
☒ Current Day Balance	☒ Define Rep Wires	☐ Download ARP File
☒ Prior Day Balance	☒ Edit Rep Wires	☐ Upload ARP
☒ Stop Inquiry	☒ Define Recurring Wires	☐ Work ARP Items
☒ Stop Additions	☒ Edit Recurring Wires	☒ Transfers
	☒ Enter Future-Dated Wires	☐ Order Checks
☒ Passport	☒ Transmit Wires	☐ Bill Payment
☐ No Balance View		☒ View Rates
☐ Work ACH Exceptions		☐ ES

Creating a NetTeller Wire

A wire PASSWORD is required for all NetTeller users who process on-line wires. Your initial wire password is assigned by FCCB and can be changed in the options tab found on the home page of NetTeller. Please contact your administrator if you have questions about your wire password.

Please note: you will be required to enter your secure token number (either from your VIP access app or from your physical token) during certain steps of this process depending on your on-line banking settings.

To Add/Edit an Online Domestic Wire

- » Access **NetTeller** and click on the **Cash Management Link** and select **"Wire"**.
- » Select **"Edit/Add"**.
- » From the **"Create a new wire from"** drop down menu choose the account that the wired funds will come from.
- » **Fill in the wire information.**
 - › The wire name is the nickname that you give the wire so that you can recognize it in the future.
 - › Credit account information is the person/company you are sending the wire to
- » Check the **"Repetitive Wire"** Box if you regularly send wires to this recipient.
If you check this box, this wire will be saved as a template.
- » Select **"Submit"** – Your wire information has now been saved.

To Transmit an Online Domestic Wire....

- » If you selected the **"Repetitive Wire"** Box, select the **"Transmit Templates"** option.
- » If you did NOT select the **"Repetitive Wire"** Box, and this is a one-time wire, select the **"Transmit"** tab to the left of the words edit/add.
- » Check the box in front of the wire you want to transmit and select the word **"Transmit"** on the far-right side of the line
- » Verify the information
- » Select the **"Frequency"** of the Wire. If this is a One Time Wire, select **"None"**.
Depending on the frequency selected, the available options will vary.
- » Check the **"Retain Template after Scheduling"** box if you will be using this template again.
- » Enter your Wire Password and hit **"Transmit"**.
- » The transmitted wire will display as **"Initiated"** on the transmitted wire page.

FCCB's Operations Department will verify EVERY online wire with a phone call to someone on the list of authorized representatives provided by your business. You should receive this confirmation call within 30 minutes of initiation. The wire will not be processed until it has been verified by an authorized representative.

Processing a Manual ACH Transaction

Creating a new Batch

Setting up a template with payment information

- » Log into NetTeller and access the Cash Management tab. This will bring you to your ACH Batch List.
- » To create a new batch, select the Company name in the drop down next to "Create a new batch for:"
- » On the New Batch page.... Enter a **Batch Name** (Payroll, vendor payments etc....) All other required information will be prefilled for you. Select "Submit".
- » On the Add Record Page...
- » Enter the information for the person or business that you are sending an ACH transaction to.

OR

- » Select "Add Multiple" at the bottom of the page to enter information for more than 1 person or business that you are sending an ACH transaction to. Enter 5 names at a time to avoid being logged out of NetTeller (see "Editing a Batch", "Adding a Record".)
 - > **Credit** = Sending money (example - paying employees or vendors)
 - > **Debit** = Pulling money (example - pulling rent payment or donations)
- » Once the file is complete select "Submit". Check the file for accuracy and select "Submit" again. This will take you back to your Batch List.

Quick Editing a Batch

Changing payment amounts

- » From the drop down on the right select "Quick Edit".
- » Change the payment amounts and select "Save". This will take you back to your Batch List.

Editing a Batch

Changing payee information or adding a record

- » From the drop down on the right select "Edit".
- » Select "Edit" on the line entry that you want to edit.
- » Edit the information that needs to be changed and select "Submit".
- » Check the file information for accuracy and select "Submit". This will take you back to your Batch List.

Adding a Record

- » From the drop down on the right select "Edit".
- » Select "Add Record" at the bottom of the page.
- » Follow Instructions above"Creating a New Batch, On the Add Record Page".

Initiating a Batch

- » From the drop down on the right select "Initiate".
- » Select the "Effective Date" (This is the day that the debit & credit will post).
- » Select the "Frequency". If this is a One Time ACH Transaction, select "None". Depending on the frequency selected, the available options will vary.
- » If there is an offset account listed, make sure it is correct.
- » If you want the amounts in the file to reset to \$0.00, check the box where indicated.
- » Select "Initiate". You will be taken back to your Batch List where you will receive a green message letting you know that the batch has been successfully initiated.
- » Optional...Send an email to eb@myfccb.com. In the subject line include your company name. In the body of the email include the amount and the effective date.

Processing an Uploaded ACH Transaction

- » Create your NACHA formatted file and save it somewhere on your computer.
- » Log into NetTeller and access the Cash Management tab.

Uploading your ACH file

- » Select the **"Upload"** option.
- » Select **"Choose File"** from the box.
Once you find the correct file, Select **"Open"**.
- » Select **"Upload"**.
- » You will be directed to the File Upload Status Page.
Select **"Refresh List"**. Depending on the size of the file it may take a few seconds for the file to upload.
- » Once the status has changed to **"Uploaded"**,
Select **"Batch List"** and your file will be in your list.
- » Select **"View"** to make sure that the information uploaded correctly.
- » Select **"Batch List"**.
- » Proceed to instructions for **"Initiating a Batch"** below.
- » If you are uploading a CSV or TXT file please contact us to help you adjust your Import Layout.

Editing a Batch

Changing payee Information

- » From the drop down on the right select **"Edit"**.
- » Select **"Edit"** on the line entry that you want to edit.
- » Edit the information that needs to be changed and select **"Submit"**.
- » Check the file information for accuracy and select **"Submit"**. This will take you back to your Batch List.

Initiating a Batch

- » From the drop down on the right select **"Initiate"**.
- » Select the **"Effective Date"**
(This is the day that the debit & credit will post).
- » Select the **"Frequency"**. If this is a One Time ACH Transaction, select **"None"**. Depending on the frequency selected, the available options will vary.
- » If there is an offset account listed, make sure it is correct.
- » If you want the amounts in the file to reset to \$0.00, check the box where indicated.... this is not necessary for uploaded files.
- » Select **"Initiate"**. You will be taken back to your Batch List where you will receive a green message letting you know that the batch has been successfully initiated.
- » Send an email to eb@myfccb.com. In the subject line include your company name. In the body of the email include the amount and the effective date.

If you have questions about Processing an Uploaded ACH File, please reach out to **Electronic Banking** at 1-888-741-9531