ACH Contact Management Tool

Introduction

This section of the user guide covers how to use the Contact Management Tool. This tool allows you to build a list of businesses and individuals you use frequently, making it easy to send and collect payments quickly.

You can import a list of contacts in either TSV or CSV format. It may be helpful to create your file in Excel and use the Save As option to select (*.csv) or (*.tsv).

Information to include:

- Individual or Company Name*
- ID
- Contact Type*
- Account Type*
- Account Number*
- R&T Number*
- Payment Type*

**Required*

If column headers **are** included, they should read exactly as they appear above, in any order. If column headers **are not** included, the information must be in the exact order listed above, from left to right.

Add Contacts using CSV or TSV File Import

Follow the steps below to import a list of contacts in CSV or TSV format.

Step	Action
1	In online banking, navigate to **Payments & Transfers** > **Contacts** > **All Contacts**.
2	Click the **New** drop down near the top, right corner and choose **Import Contacts.**
3	Click **Choose File** and locate the CSV file on your computer.
4	Click **Upload.** A small green pop up will appear to confirm a successful upload.

Add Contacts Manually

Follow the steps below to add contacts manually.

Step	Action
1	In online banking, navigate to **Payments & Transfers** > **Contacts** > **New Contact.**
2	Add **Contact Details**.
3	Click **Save Contact** or **Save and Add Another.**

Make a Contact Active or Inactive

Follow the steps below to make an existing contact Active or Inactive.

Important: Any changes made to a contact will NOT affect any pending or recurring payments for this contact.

Step	Action
1	In online banking, navigate to **Payments & Transfers** > **Contacts** > **All Contacts**.
2	Click the **Name** of the contact to open the **Contact Details**.
3	Just above Contact Details you will see the current status of the contact. Click to make the contact Active or Inactive.
4	Click **Back to Contacts**.

Edit an Existing Contact

Follow the steps below to edit an existing contact.

Important: Any changes made to a contact will NOT affect any pending or recurring payments for this contact.

Step	Action
1	In online banking, navigate to **Payments & Transfers** > **Contacts** > **All Contacts**.
2	Click the **Name** of the contact to open the **Contact Details**.
3	**Edit** the Contact Details and **Save Changes**.
4	Click **Back to Contacts**.
