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5.3.1. Accounts Payable

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5.3.1.1.1. Vendor Bill Payment Initiation

5.3.1.1.1.1. Paying Bills (QBO)

Paying vendor bills in FISPAN Sync allows you to remain connected to your accounting system without needing to access your Bank Account separately. Follow these steps to learn how.

1 Navigate to Pay Bills

From FISPAN Sync's navigation bar, select **Accounts Payable → Pay Bills.**

Select Pay Bills

2 Select Bills to Pay

Use the filters to find the bills you would like to pay. If a default payment method has not yet been set for the vendor, choose your payment method from the respective column.

> **TIP:** You can select the Star Icon beside the Payment Methods dropdown to set that method as your default.

Then, select the payments using the boxes on the left and select **Start Payment Run**.

Select Bills and Add to Payment Run

3 Apply Vendor Credits (Optional)

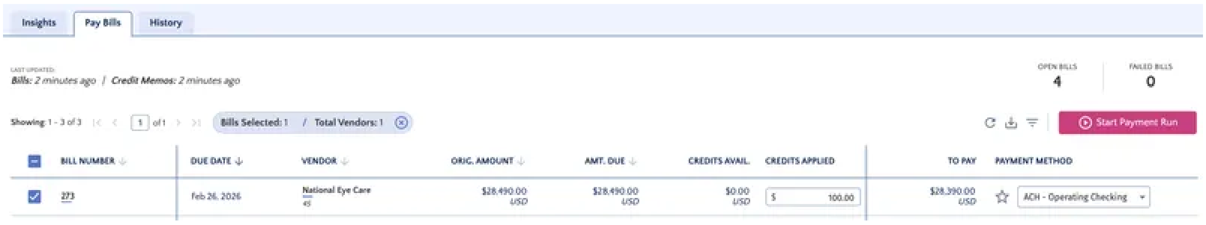
If a vendor has available credits, you can apply them before submitting payment.

In the **Credits Applied** column, enter the specific amount you wish to use. The amount cannot exceed the **Credits Available**.

> **NOTE:** If multiple credits exist for a vendor, they are automatically summed and displayed as a single available amount.

Once a credit is applied, the **To Pay** amount will automatically update to reflect the **Amount Due** minus **Credits Applied**.

Select your payment method and click **Start Payment Run**.

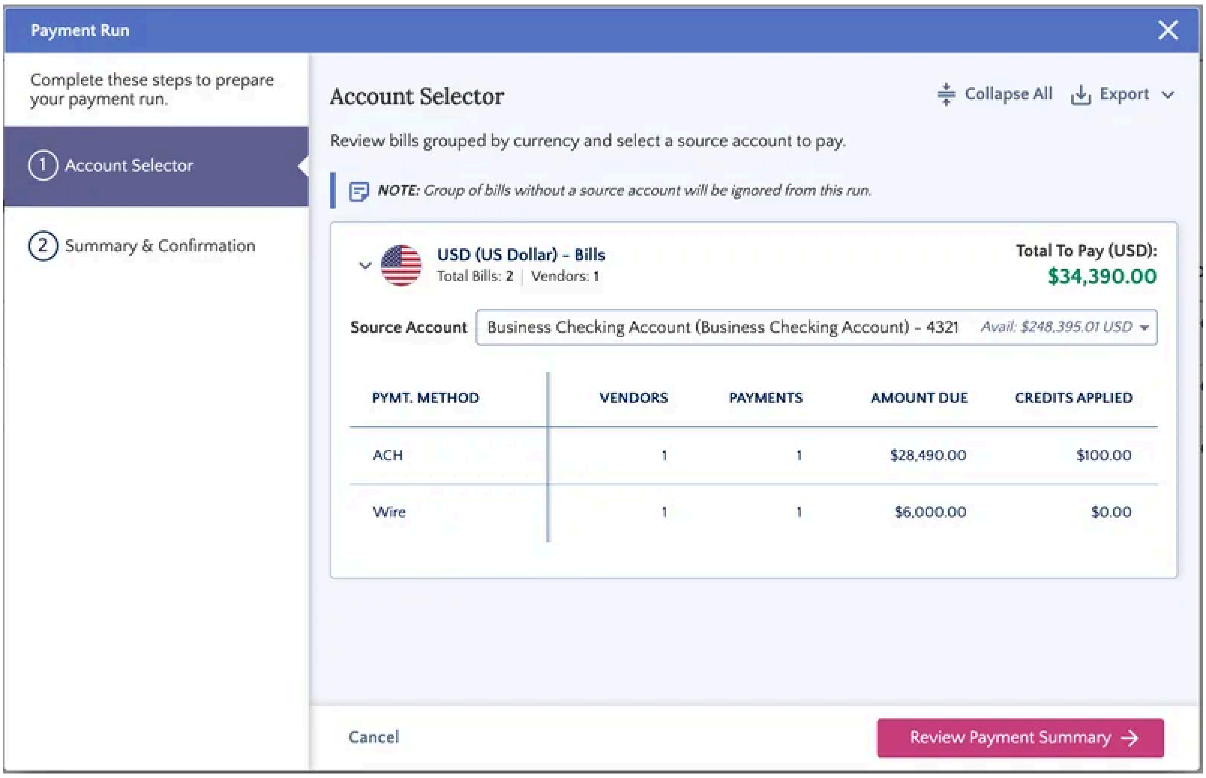


Apply Vendor Credits

4 Start Payment Run

Select the account from the dropdown menu. Before proceeding, confirm that the number of bills, payments, and amounts are correct, and ensure all applicable credits and discounts (if any) have been applied.

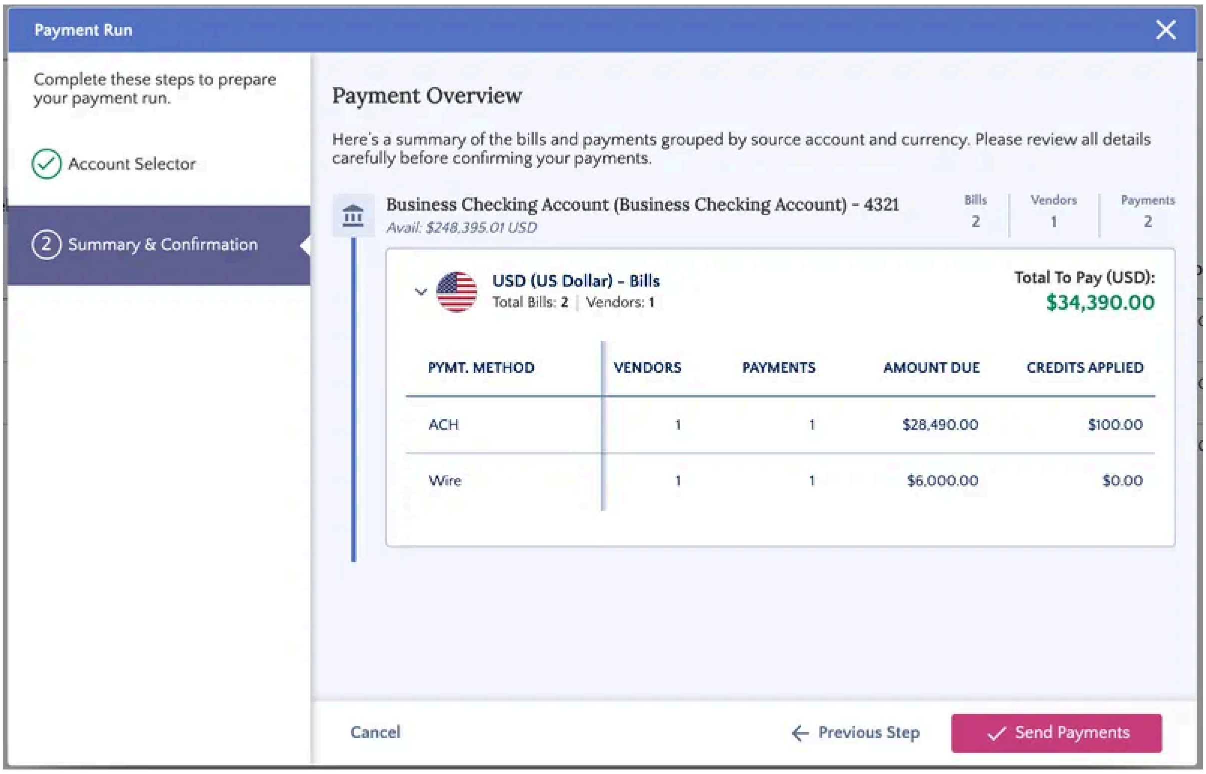
Click **Review Payment Summary** to continue.



Review Payment Summary

5 Review Payment Run

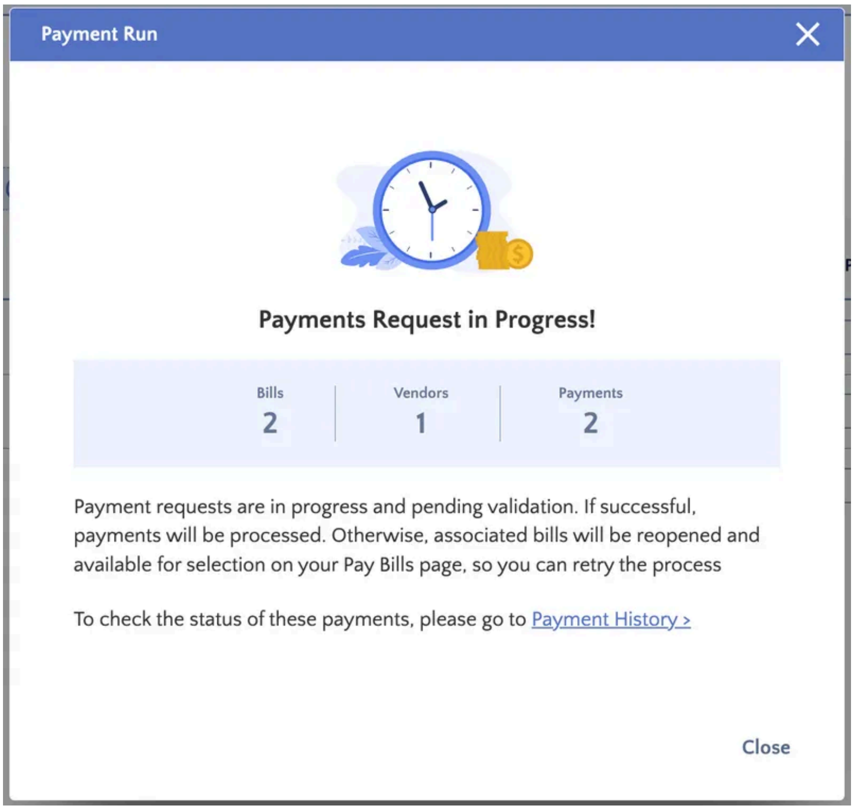
Once you have validated your bills to be paid, select **Confirm.**



Review Summary and Confirm Payments

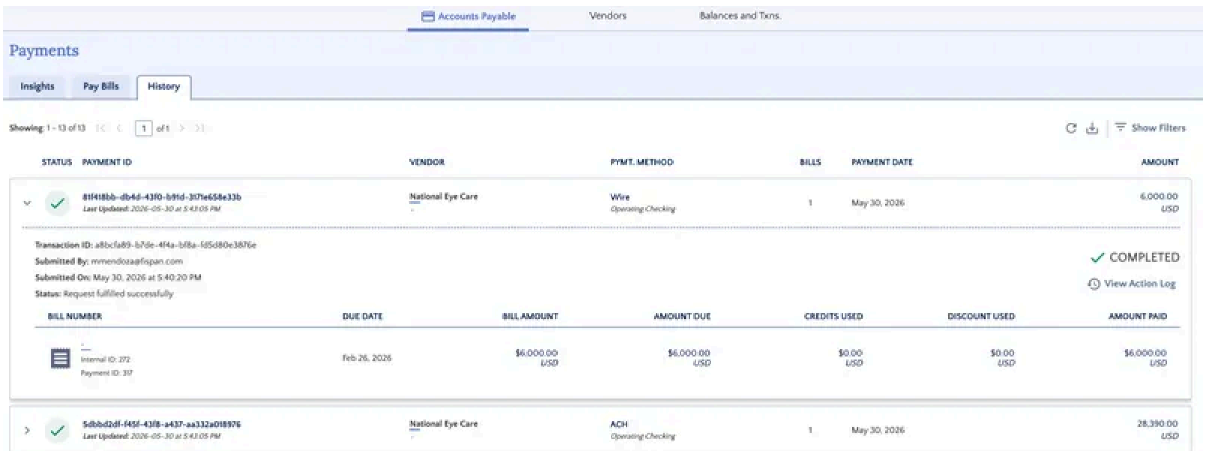
6 Confirm Payment Run

Once submitted, you will receive a confirmation.



Payment Confirmation

Navigate to the **History** tab to track the status.



History Tab

The status will appear as **Received** until the payment has been **Sent for Processing**. Once the payment is complete, the status will display as **Completed.**

If any payment fails during the run, a banner on the Payments page will alert you immediately.

Failed Bills Banner

A failed bill remains open on the Payments page and can be resubmitted for payment

5.3.1.1.1.2. Voiding Bills (QBO)

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5.3.2. Cash Management

6.1.3. Post-Onboarding Checklist (Workday)

You are now all set with Bank Feeds. If you want to manage the Bank Feeds connection, please follow the steps in the **Manage Bank Feeds** page of the product guide.

- **Enable Bank Feeds (Workday)**
- **Disable Bank Feeds (Workday)**

6.2. Configuration

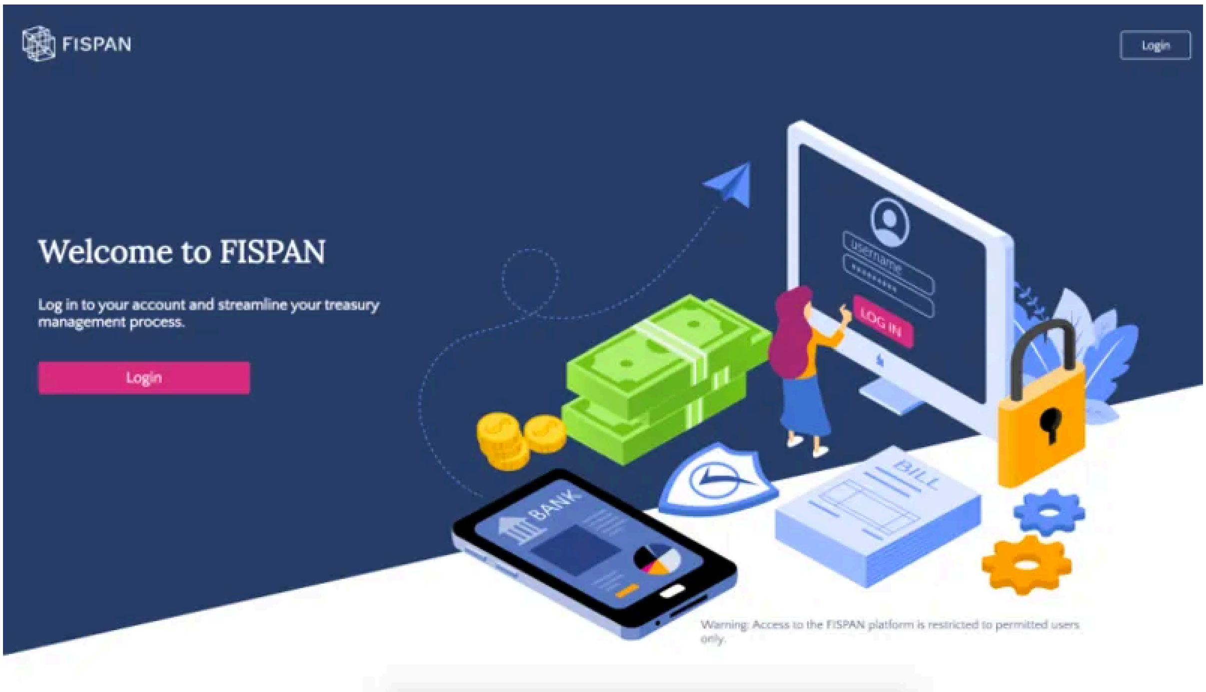
6.2.1. Mapping Bank Accounts (Workday)

Once the TD Bank installation and setup are completed, you are still able to map any new bank accounts that are added to the plugin. If you're setting up the plugin for the first time, you will have completed this during the Account Matching installation step.

Mapping Accounts

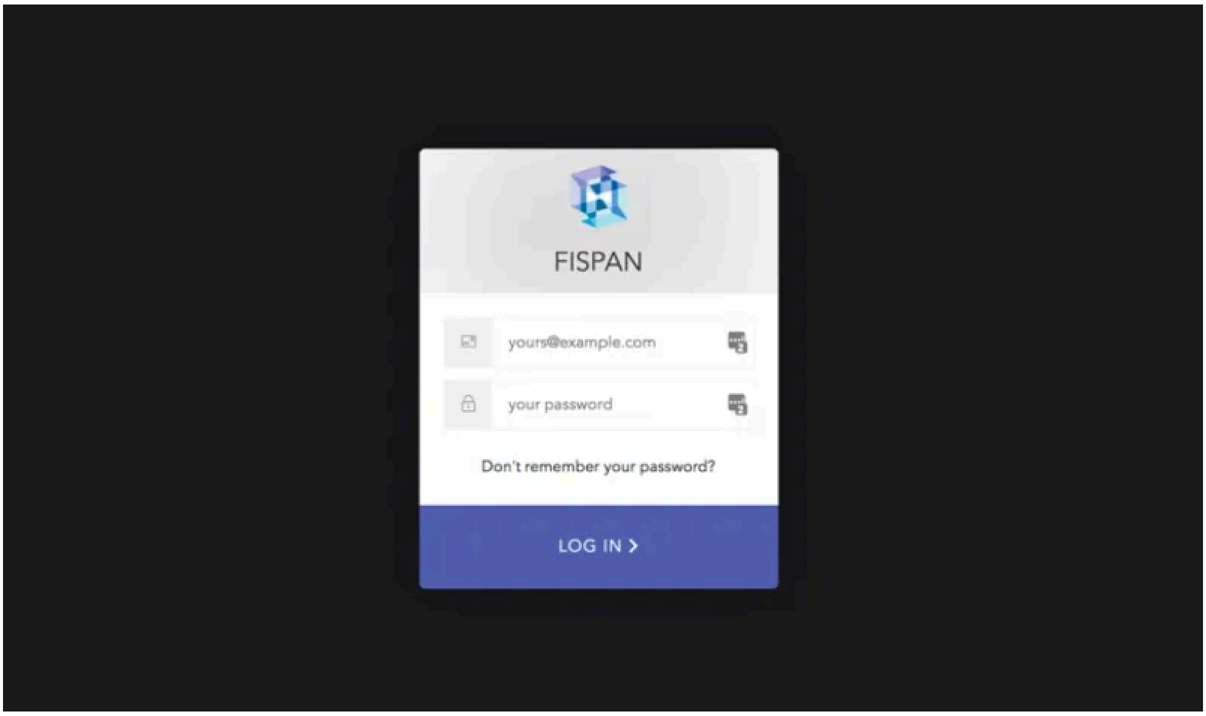
1 Log in to FISPAN Portal

Head to the **Production Portal** or the **Sandbox Portal** you used to register for an account with FISPAN when you installed the plugin.



Welcome to FISPAN

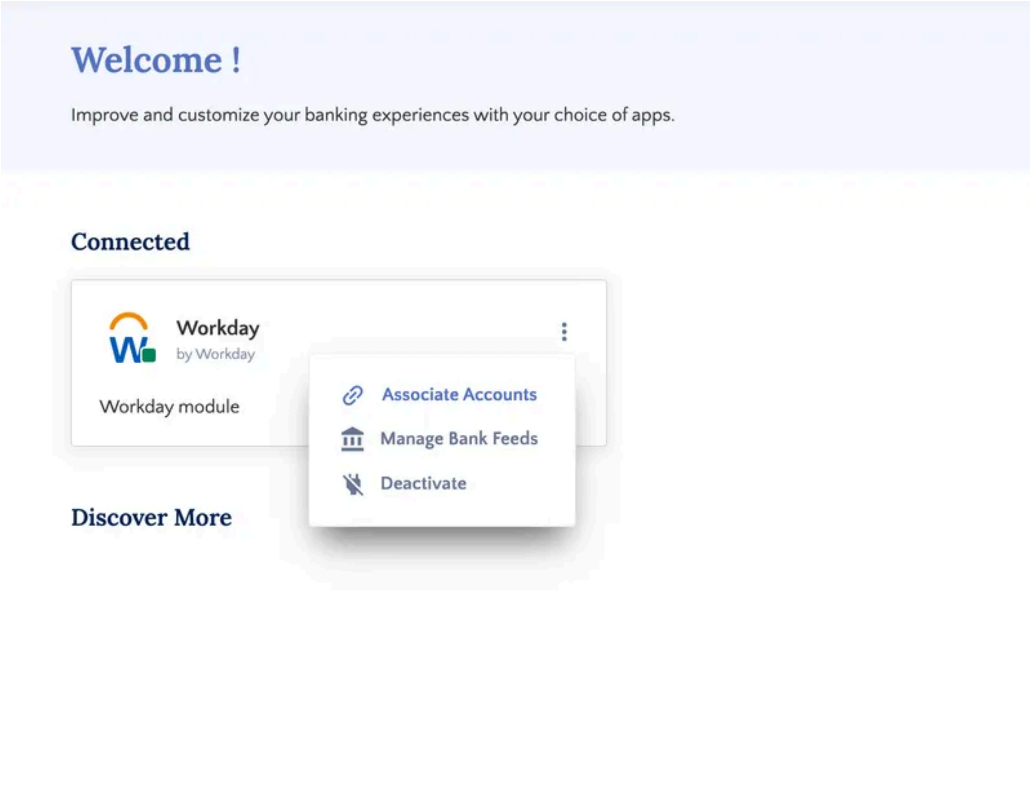
Log in to the portal with the email and password you used to register.



Log In

2 Go to Accounts

Select the "**...**" that appears in the top right corner of your ERP module and select **Associate Accounts**.

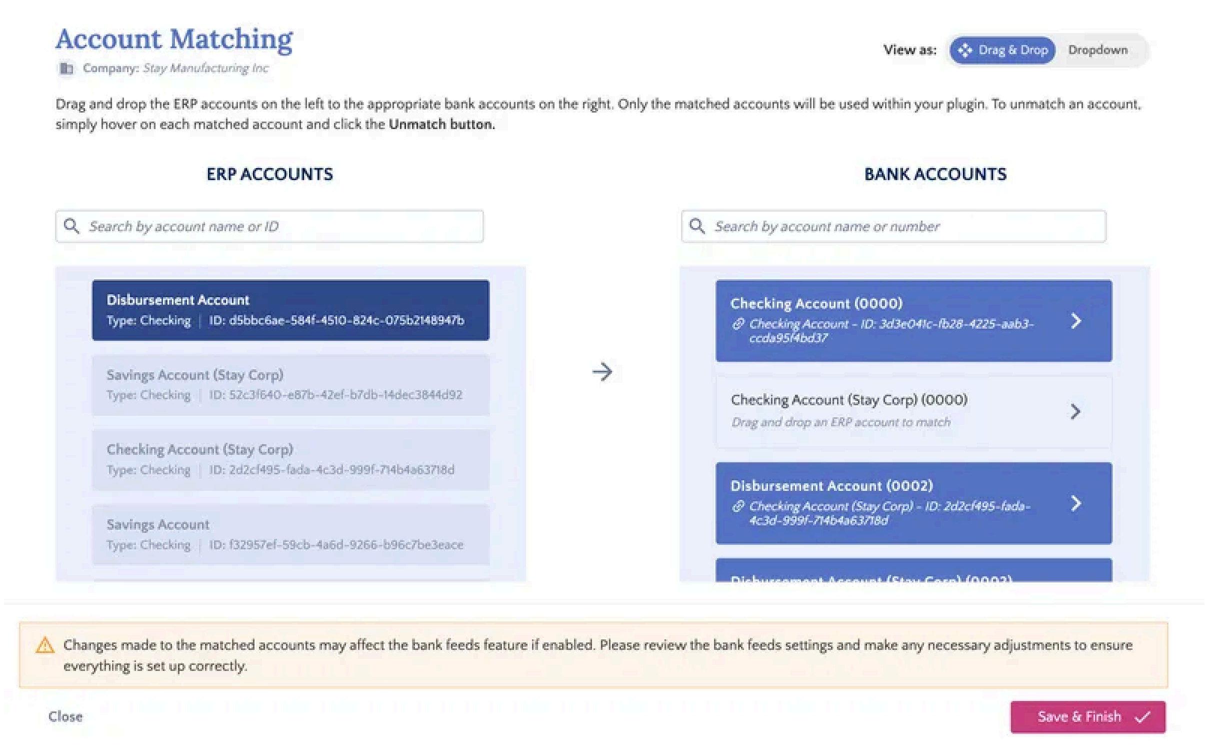


Select Associate Accounts

3 Match Accounts

Drag an ERP Account from the left column and drop it onto the desired Bank Account.

Continue until all accounts are matched.



Once you've successfully matched your accounts, click **Next Step**.

IMPORTANT: Updating mappings for accounts currently connected to Bank Feeds may disrupt your existing connections.

After completing the account mapping, you must update your feeds. Please review the **Managing Outdated Accounts** section within the **Disconnect Bank Feeds** page for instructions.

6.2.2. Setting Up Multi-Factor Authentication (Workday)

Multi-Factor Authentication (MFA) Overview

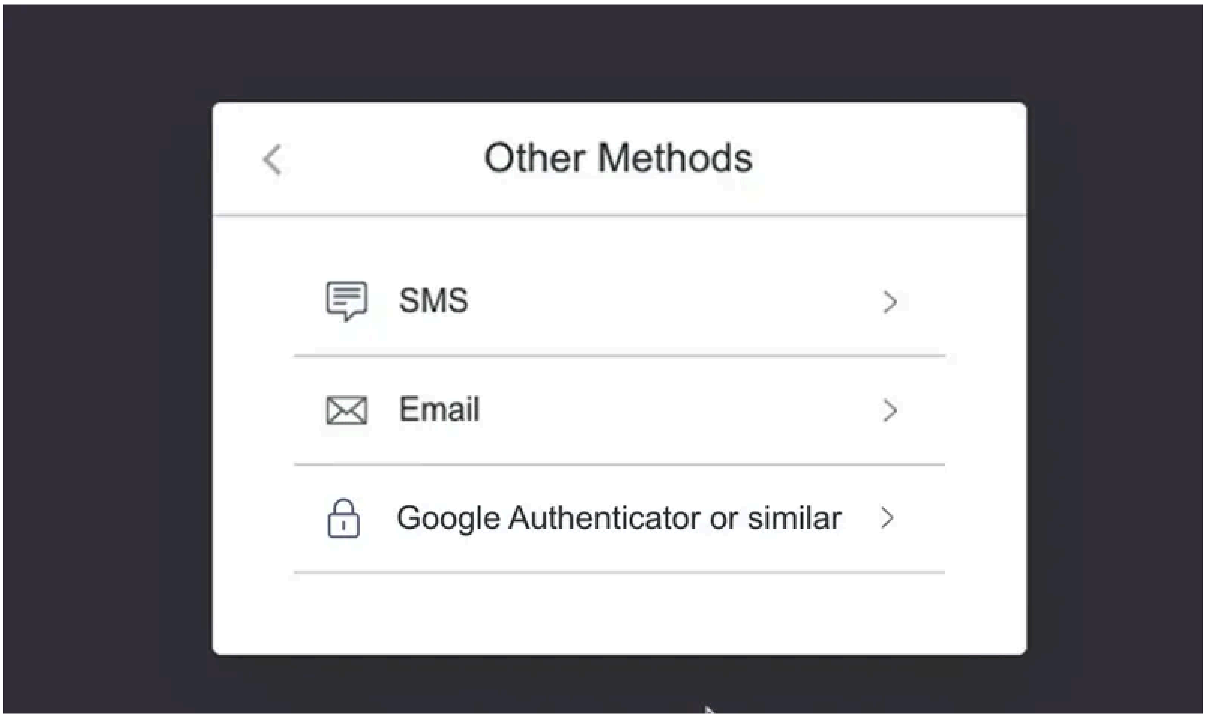
Multi-factor authentication (MFA) adds another level of security for all users when using the FISPAN Portal to **login**. With MFA, your data is protected against account breaches and is accessed by authorized users.

> **NOTE:** MFA does not apply to the Sandbox environment.

When registering, all new users must set up Multi-Factor Authentication (MFA) by choosing an authentication method (the default option will be shown first).

If you prefer a different method, select **Try Another Method** to choose one of the following options:

- SMS (preferred)
- Authenticator (or similar)
- Email



Authentication Methods

Setting Up SMS MFA

> **NOTE:** Multi-factor Authentication (MFA) is only required if you are a user in the Production environment. If accessing the Sandbox environment, you may skip this step.

The first time you log in to the Production environment, you will be prompted to establish your Multi-factor Authentication (MFA) setup. You have the option to select various methods of MFA.

1 Enroll Phone Number

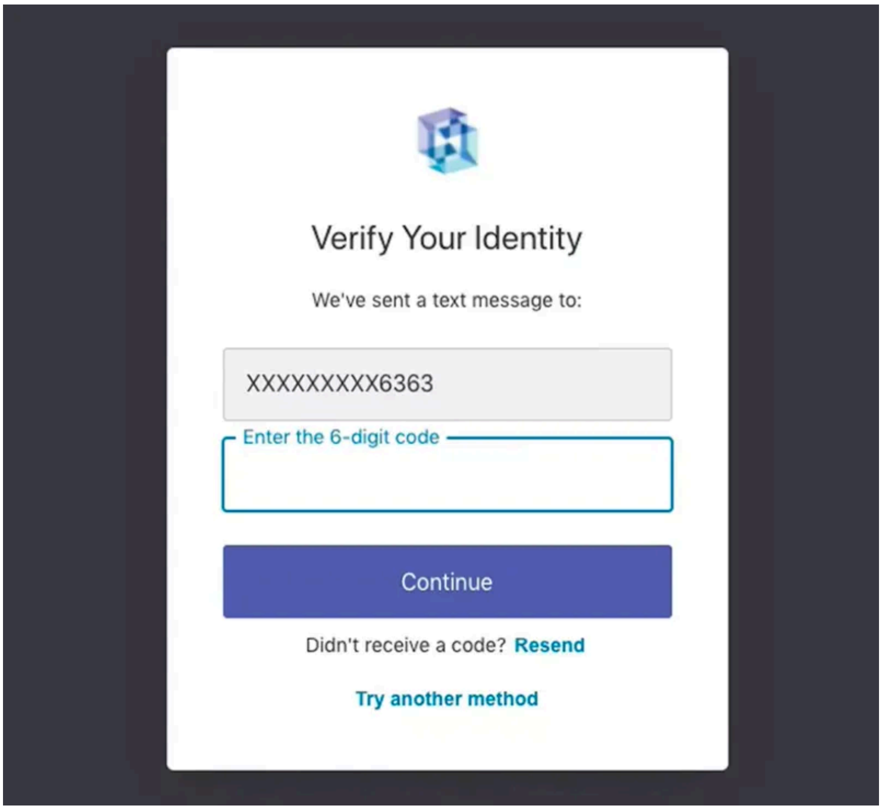
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

If you are unable to receive a text message to this number, or you prefer a different multi-factor authentication method, click **Try Another Method**.

Enter Code

Enter the 6-digit code you received in the applicable field.

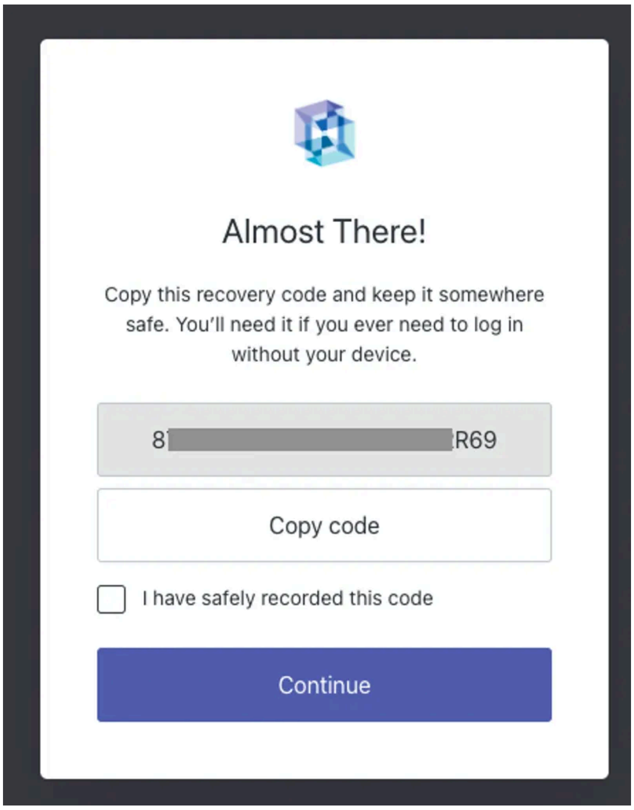
Select **Continue.**



6-digit Verification

Save Recovery Code

After setting up SMS and inputting the first one-time code, you will be presented with a recovery code that should be stored in a safe location. This code is for resetting the MFA, to switch the MFA type (i.e., Authenticator), or to use a different phone number.



Recovery Code

Setting Up Authenticator MFA

If you would like to use an authenticator application for MFA, follow these steps.

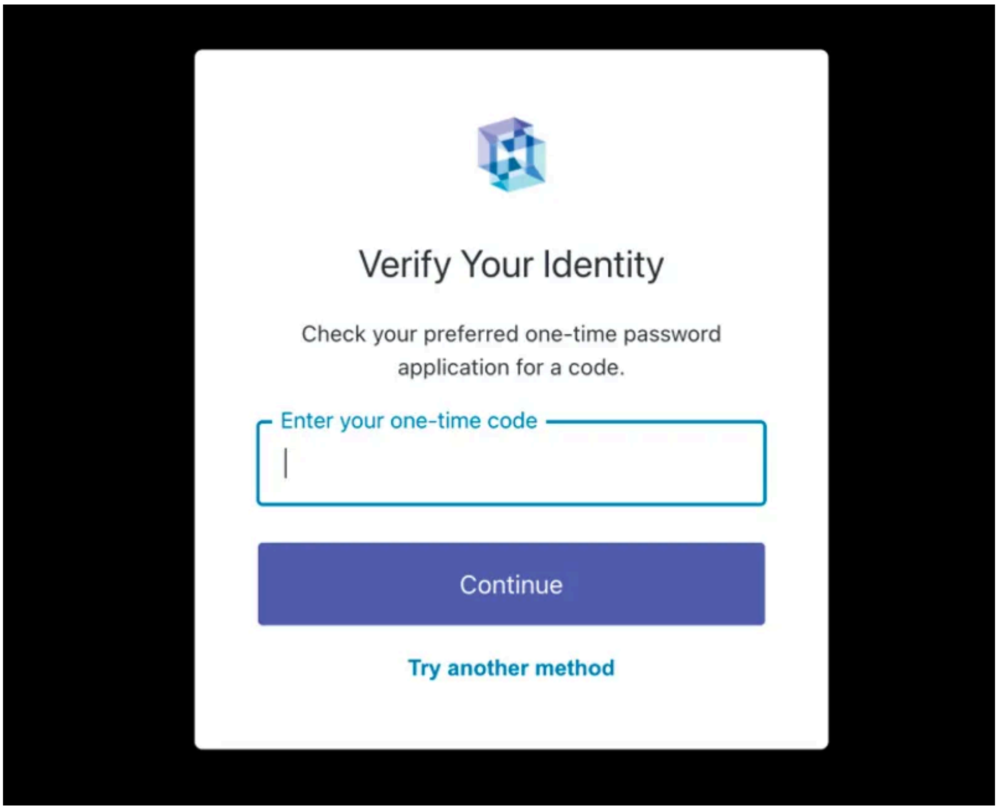
1 Set Up Authentication App

Download and install a compatible app, such as Auth0 Guardian App (**iOS**, **Android**) or **Google Authenticator**, on your mobile device and complete setup.

2 Verify Your Identity

Go into the Auth0 or Google Authenticator app to view your temporary verification code.

Enter the code from the app into the field on your screen and select **Continue**.



Authenticator

6.3. Product Features

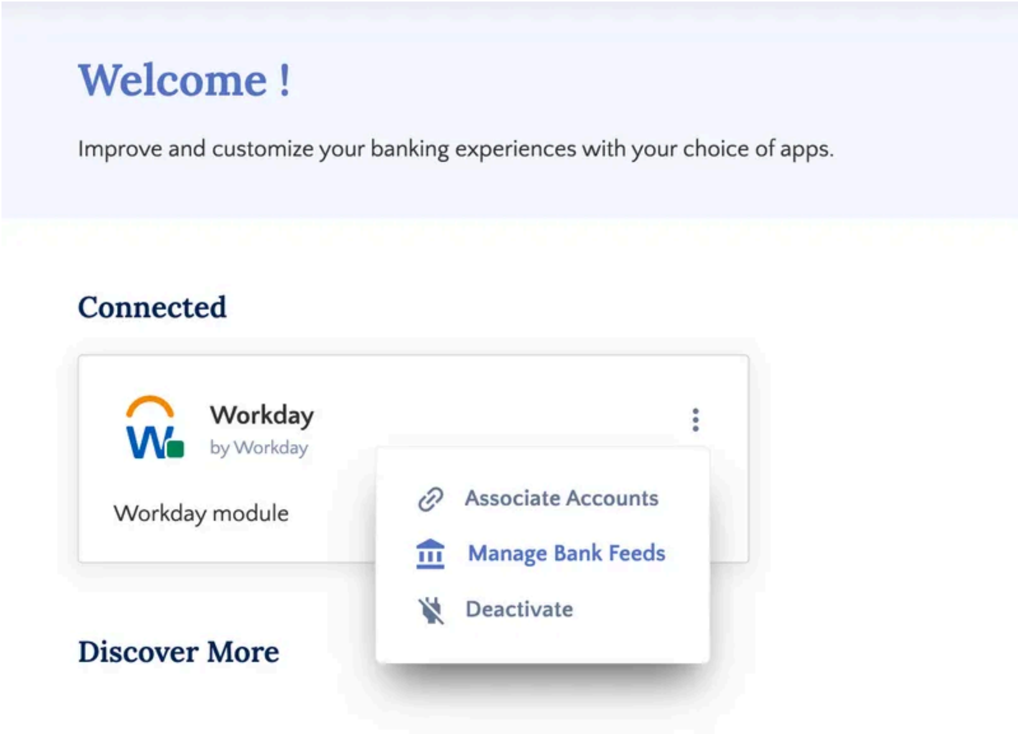
6.3.1. Bank Feeds

6.3.1.1. Enable Bank Feeds (Workday)

Once you've completed the plugin installation and setup, you may want to enable/disable bank feeds connection for bank accounts.

Head to the **FISPAN Portal** you used to register for an account with FISPAN when you installed the plugin.

Login into the Portal and once logged in, Select the "**...**" that appears on the top right corner of Workday module and select **Manage Bank Feeds**.



Manage Bank Feeds Module

Bank Feeds allow for your settled bank transactions to automatically flow into Workday's Bank Reconciliation module for reconciliation, removing the need to export and import bank statements manually.

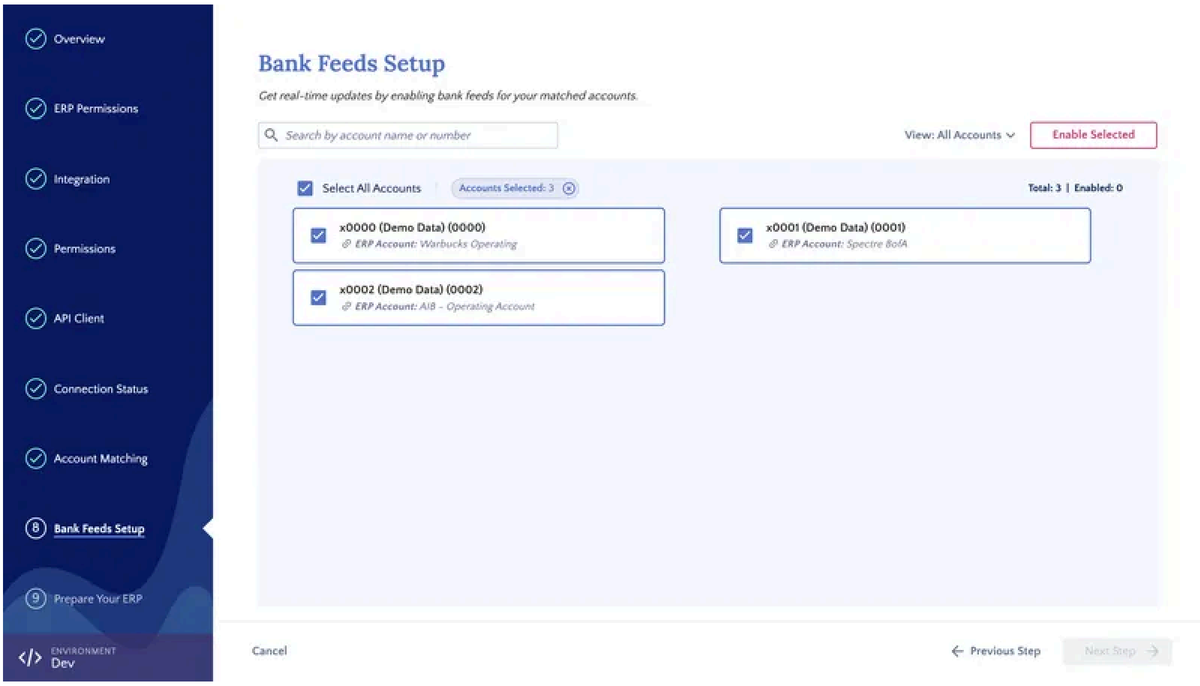
Enabling Bank Feeds

Follow these steps in the FISPAN Portal to enable Bank Feeds for Workday.

1 Select Accounts

On the Bank Feeds Setup page, you will see a list of all your mapped accounts (including accounts already enabled). Select the specific accounts you wish to connect and click **Enable Selected**.

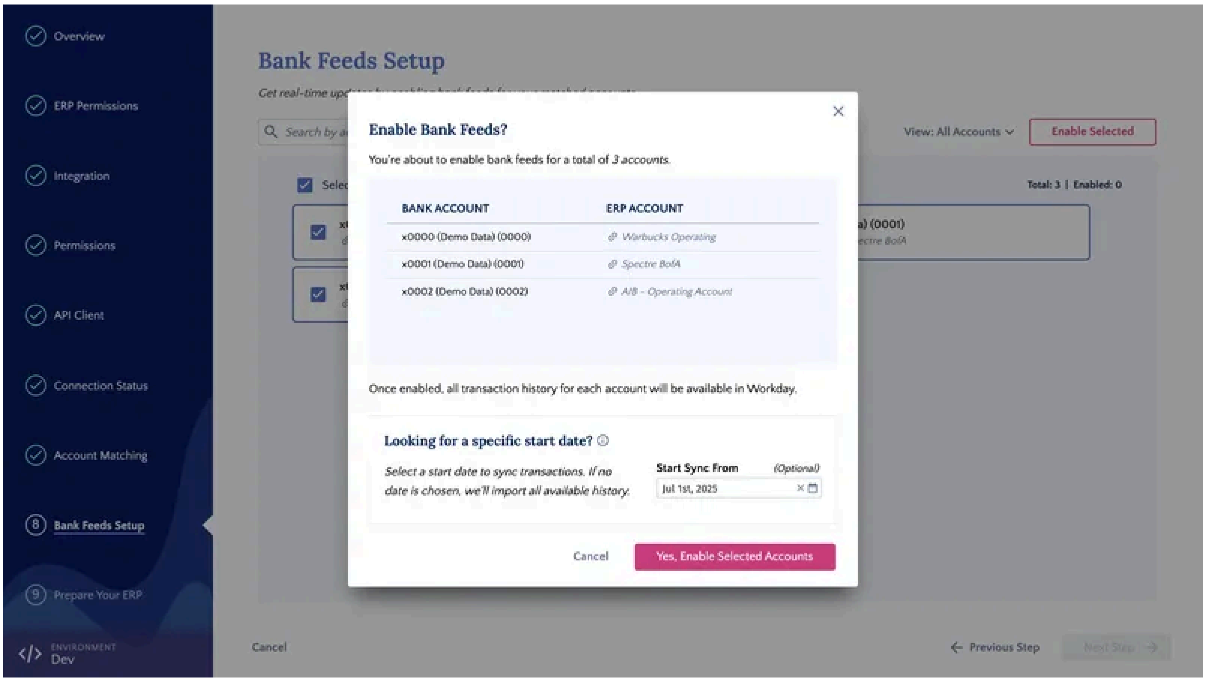
> **NOTE:** Only bank accounts mapped during the Account Matching step will appear on the Bank Feeds Setup page to be selected.



Select Accounts

2 Add Sync Date

A pop-up will display your chosen accounts. Here, you can specify the **Start Sync From** date from which transactions should flow into Workday. If no date is selected, all available historical transaction data will be pushed from the bank.



Select Sync Date

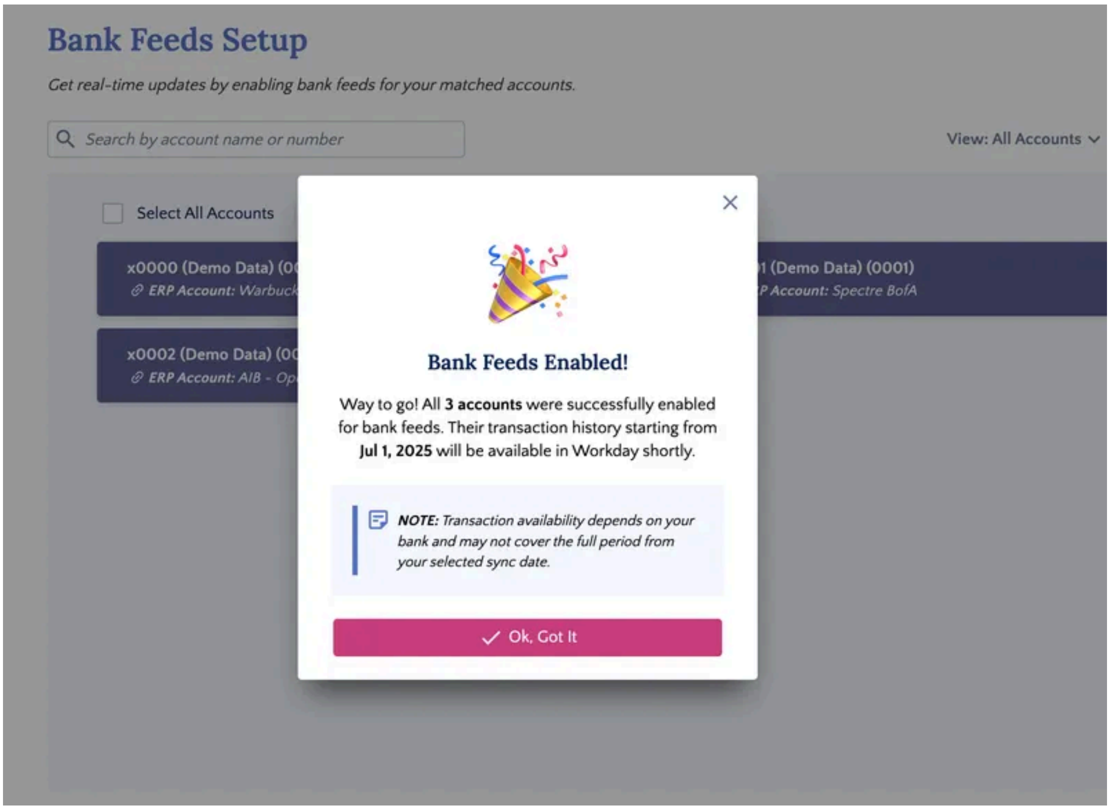
> **NOTE:** Transaction availability depends on your bank and may not cover the full period from your selected sync date.

Click **Yes, Enable Selected Accounts** to continue.

3

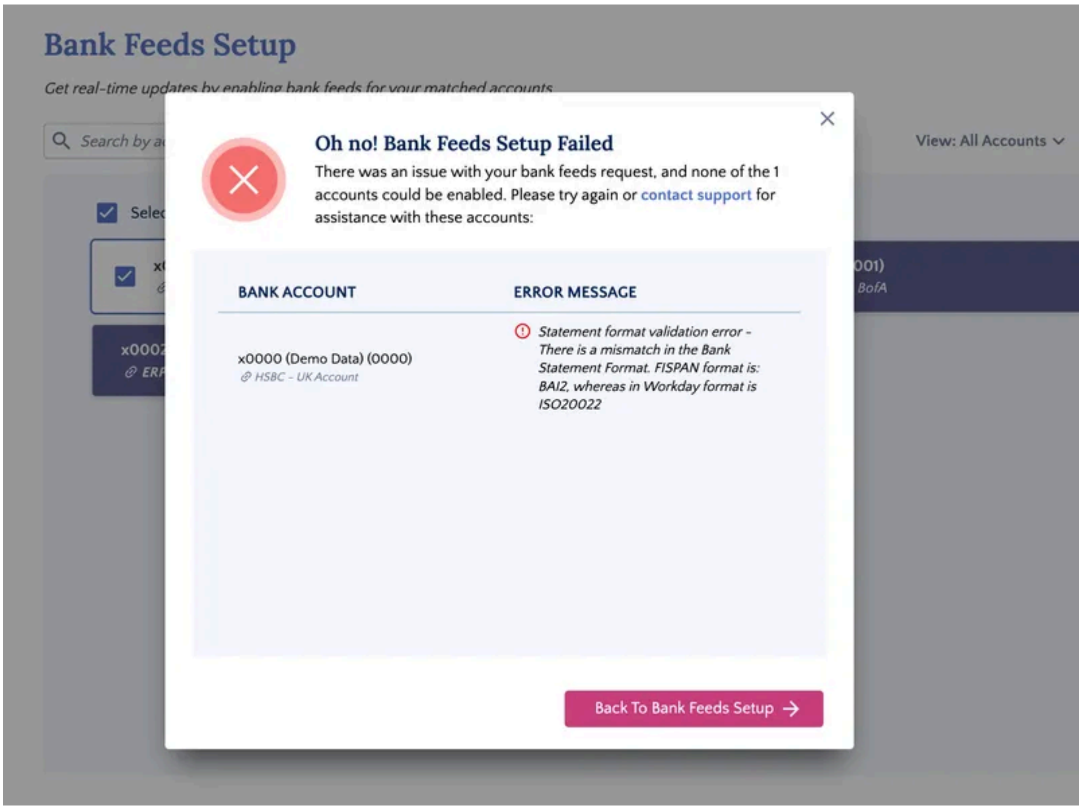
Confirm Accounts Enabled

Once successfully enabled, a confirmation pop-up will appear, and the Bank Feeds Setup page will update to show the connected status of these accounts.



Bank Feeds Connection Successfully Established

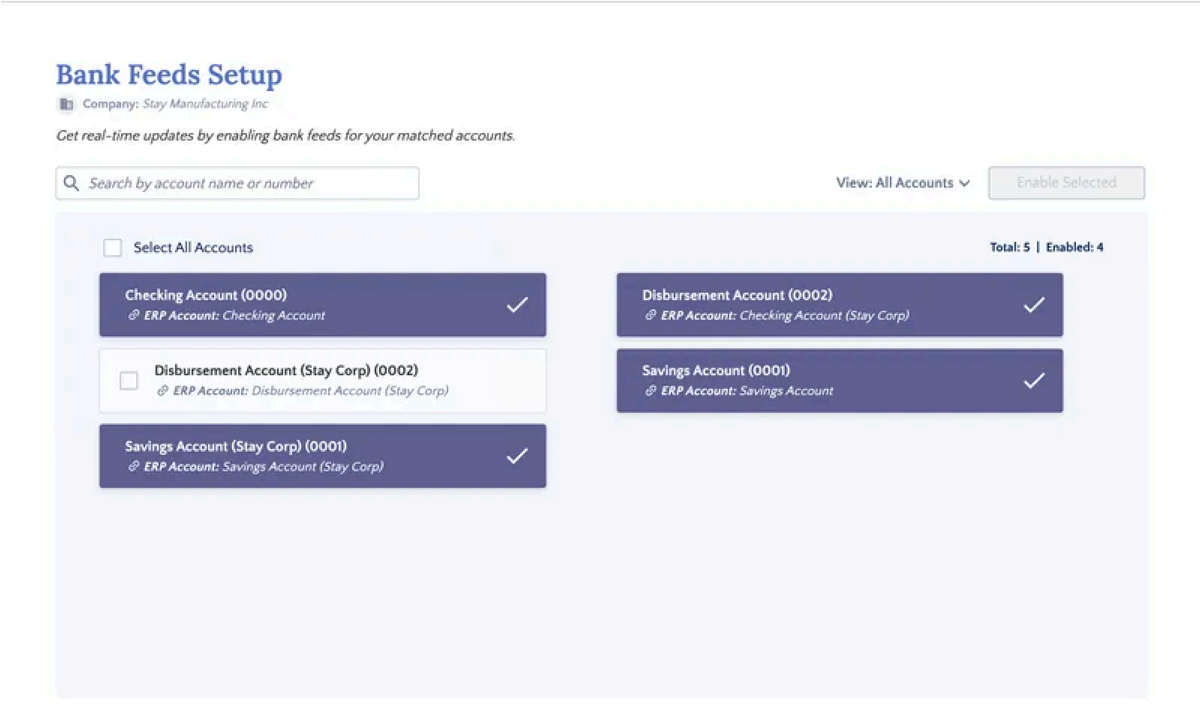
If any accounts fail to connect, a pop-up will list the failed accounts along with their specific error messages. Please contact FISPAN Support and provide these error messages for troubleshooting.



One of the Accounts Failed to Connect

Any accounts that did not encounter an error will continue to process successfully.

Once you have finished enabling your accounts, click **Next Step** to follow the post-onboarding checklist, or click **Close** to exit the setup wizard.



Bank Feeds Setup Page

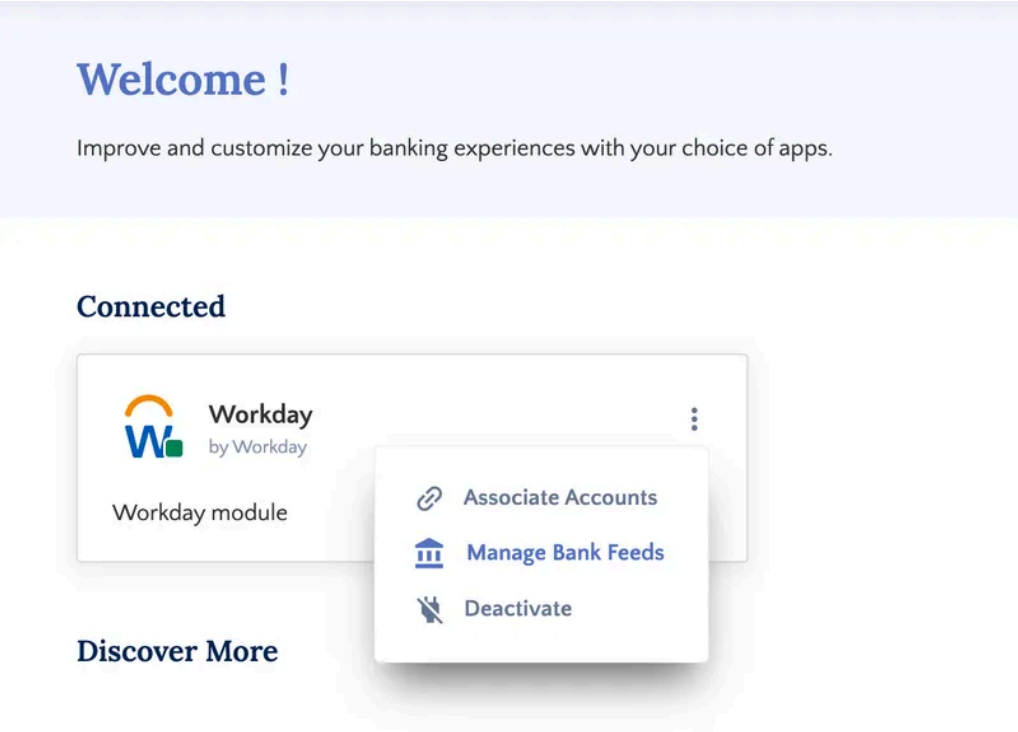
> You will start seeing transactions in your Bank Reconciliation Module shortly.

6.3.1.2. Disable Bank Feeds (Workday)

Once you've completed the plugin installation and setup, you may want to enable/disable bank feeds connection for bank accounts.

Head to the **FISPAN Portal** you used to register for an account with FISPAN when you installed the plugin.

Login into the Portal and once logged in, Select the "**...**" that appears on the top right corner of Workday module and select **Manage Bank Feeds**.



Manage Bank Feeds Module

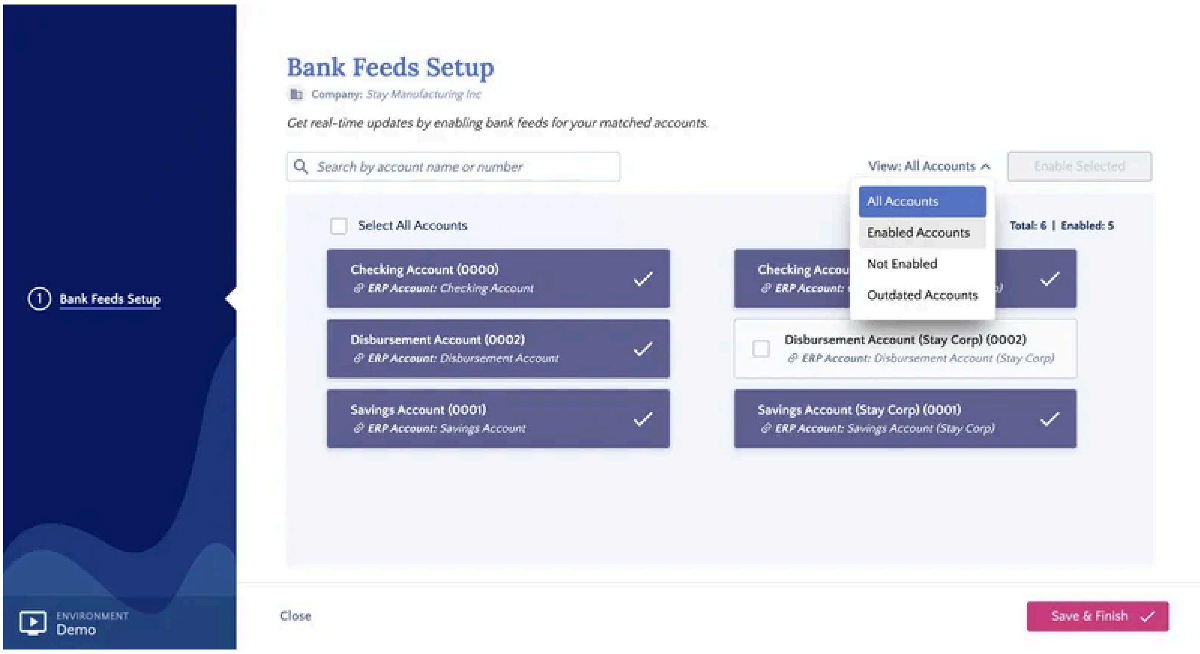
Disable Bank Feeds

Follow these steps to remove an account from Bank Feeds via the Bank Feeds Setup page.

1 Locate Account to Disconnect

On the Bank Feeds Setup page, active accounts are highlighted in blue and marked with a checkmark.

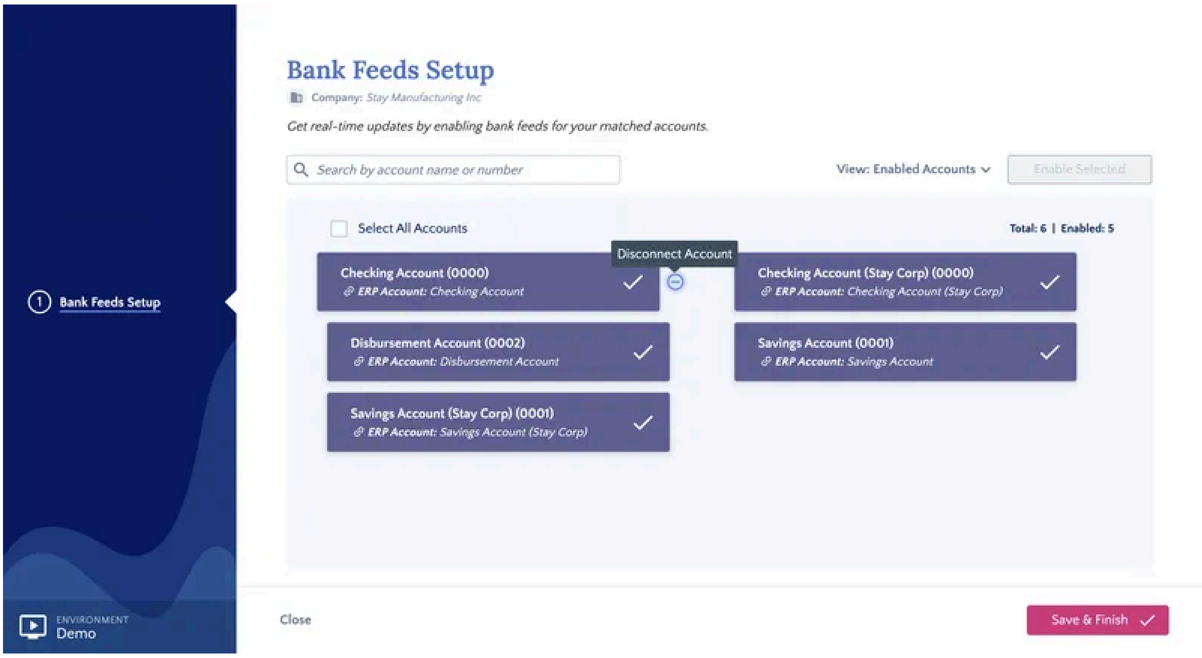
TIP: Use the **Enabled Accounts** filter to view only connected accounts.



Bank Feeds Setup Page

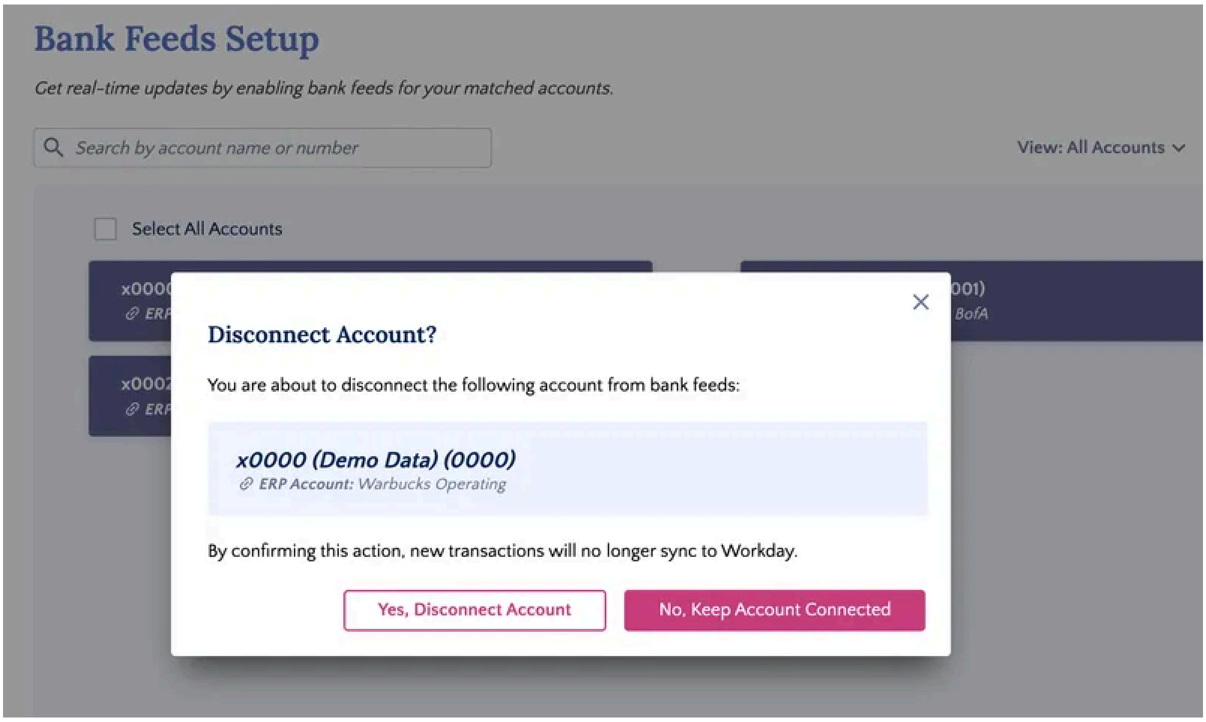
2 Disconnect Account

Hover over the connected account to reveal the **Disconnect Account** icon (represented by a 'No Entry' symbol). Click the icon.



Disconnect Account Icon

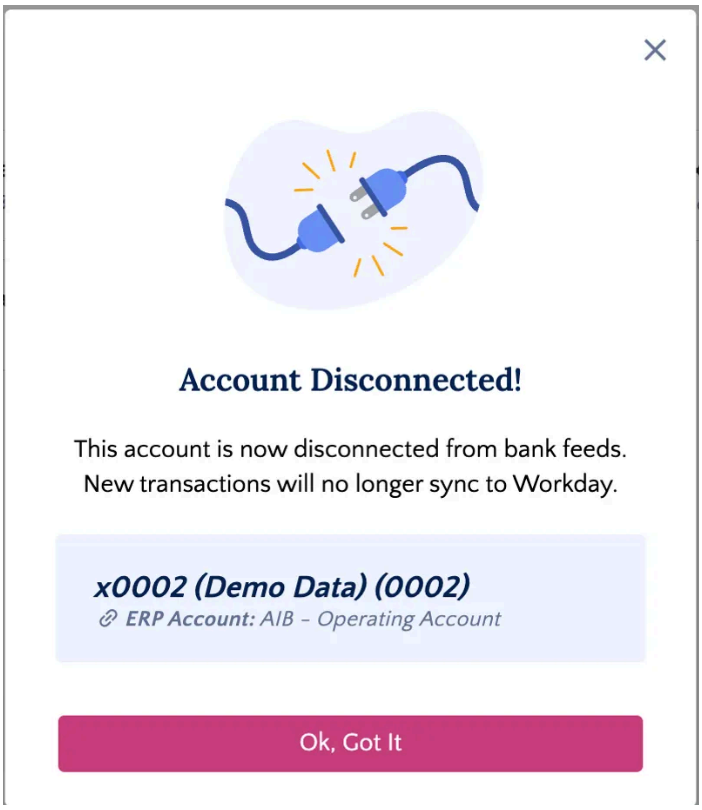
A confirmation pop-up will appear. Click **Yes, Disconnect Account' to proceed**.



Disconnect Account

3 Confirm Account Disconnected

Once successfully disconnected, a confirmation message will appear. This account will no longer receive transaction data in Workday.



Account Successfully Disabled

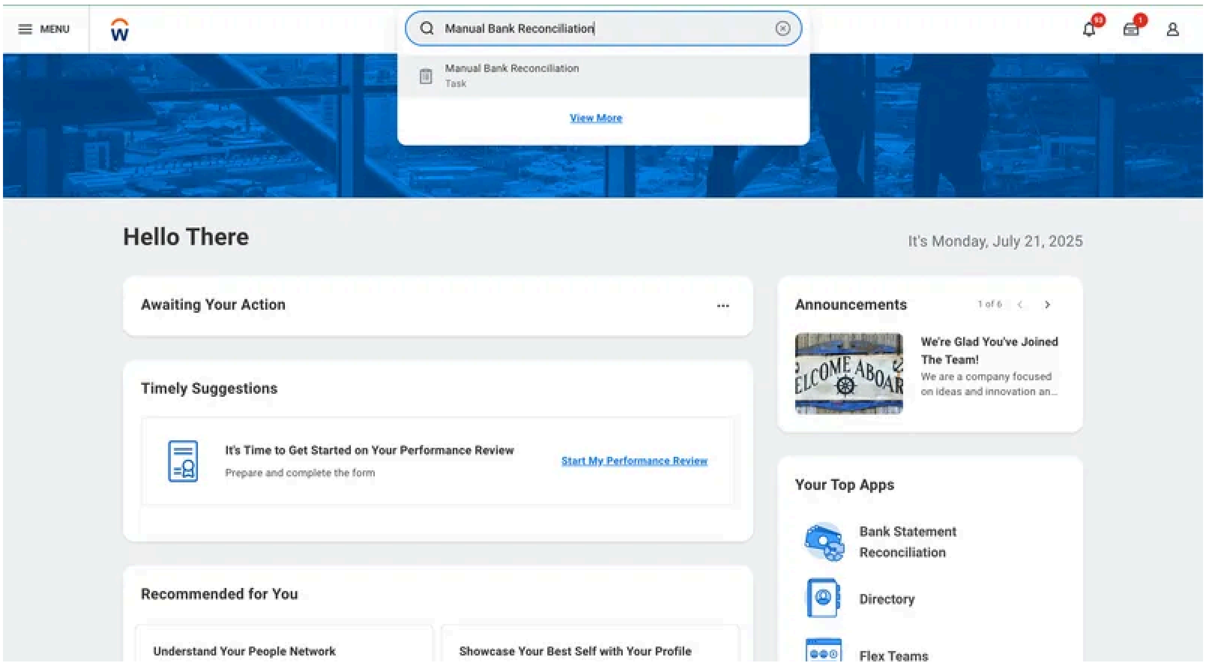
If the disconnection fails, a pop-up will display the reason for the failure. If you are unable to resolve the issue, please contact support.

6.3.1.3. Access Bank Reconciliation Module (Workday)

Once your bank accounts are connected via Bank Feeds, your bank transactions will automatically feed into the Bank Reconciliation Module in Workday. Follow these steps to retrieve your bank transactions.

1 Go to Bank Reconciliation

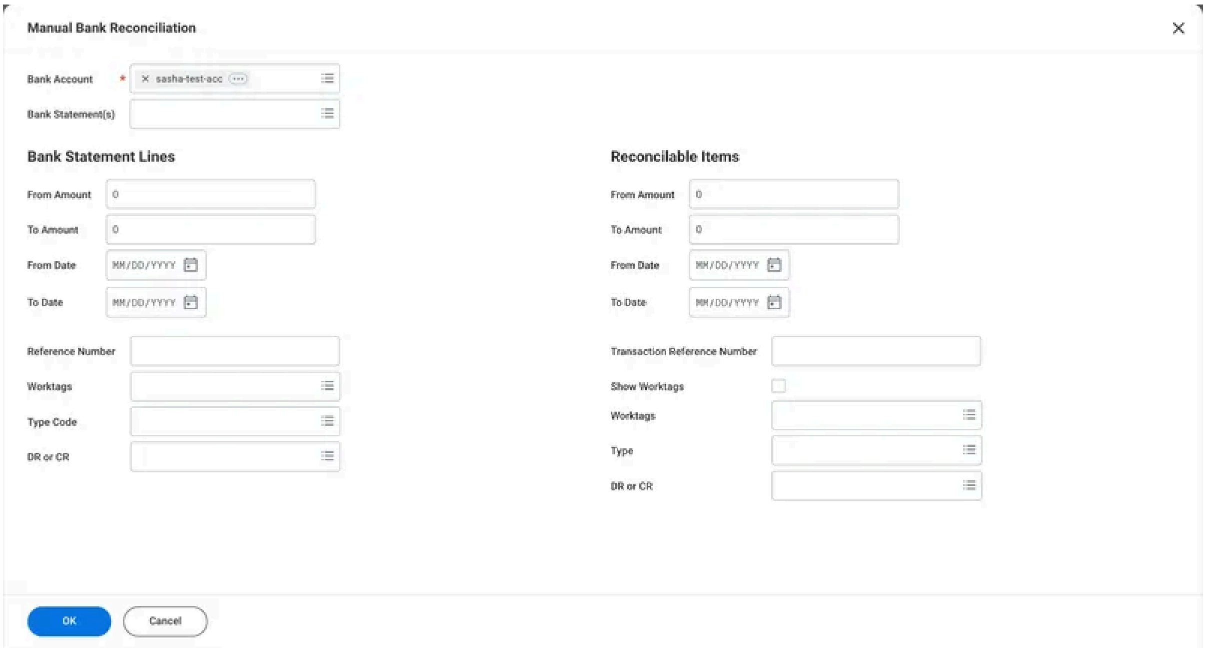
In Workday's search bar, type **Manual Bank Reconciliation Module** and select the corresponding task from the results.



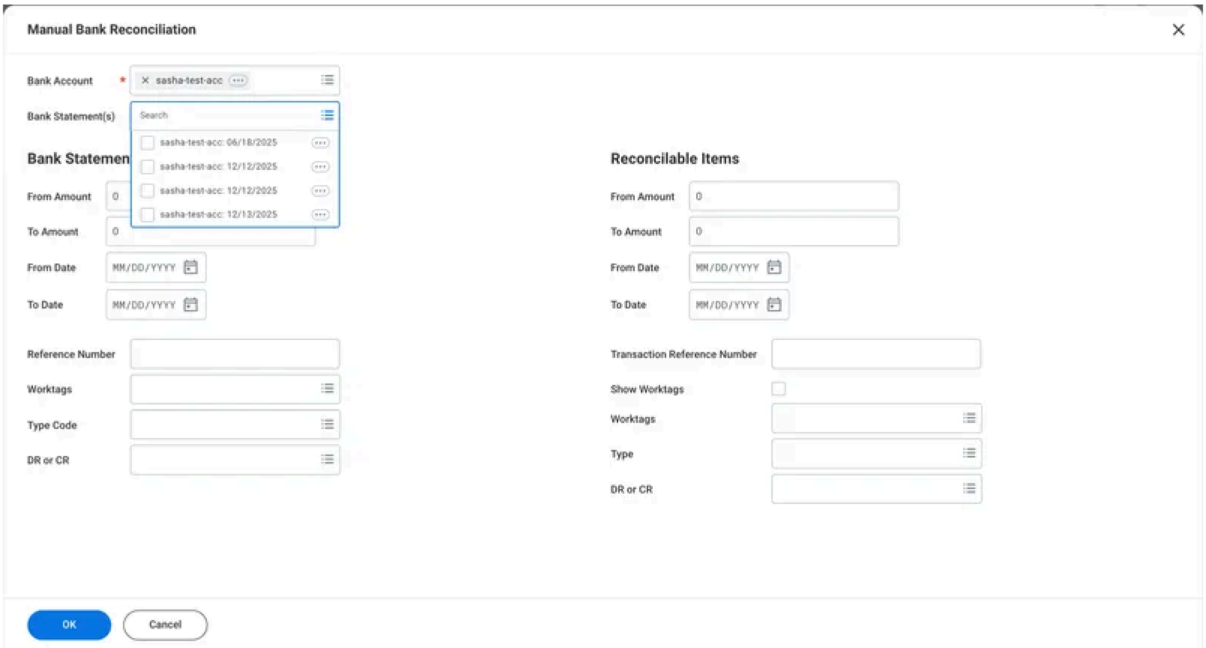
Manual Bank Reconciliation Module

2 Select Bank Account

Select the bank account you wish to view transactions for.



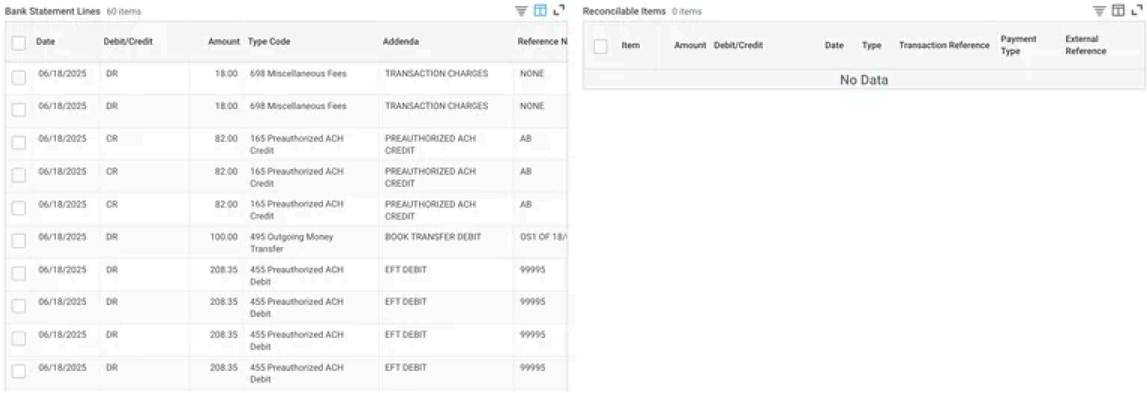
You can also select a specific bank statement to view its associated transactions.



Select Bank Statements

3 Access Bank Feeds

On the left-hand side, you can see transactions pushed by the integration.



Bank Statement Lines 60 items

Date	Debit/Credit	Amount	Type Code	Addenda	Reference N
06/18/2025	DR	18.00	698 Miscellaneous Fees	TRANSACTION CHARGES	NONE
06/18/2025	DR	18.00	698 Miscellaneous Fees	TRANSACTION CHARGES	NONE
06/18/2025	CR	82.00	165 Preauthorized ACH Credit	PREAUTHORIZED ACH CREDIT	AB
06/18/2025	CR	82.00	165 Preauthorized ACH Credit	PREAUTHORIZED ACH CREDIT	AB
06/18/2025	CR	82.00	165 Preauthorized ACH Credit	PREAUTHORIZED ACH CREDIT	AB
06/18/2025	DR	100.00	495 Outgoing Money Transfer	BOOK TRANSFER DEBIT	0S1 OF 18/
06/18/2025	DR	208.35	455 Preauthorized ACH Debit	EFT DEBIT	99995
06/18/2025	DR	208.35	455 Preauthorized ACH Debit	EFT DEBIT	99995
06/18/2025	DR	208.35	455 Preauthorized ACH Debit	EFT DEBIT	99995
06/18/2025	DR	208.35	455 Preauthorized ACH Debit	EFT DEBIT	99995

Reconcilable Items 0 items

Item	Amount	Debit/Credit	Date	Type	Transaction Reference	Payment Type	External Reference
No Data							

Bank Feeds Data

The following table outlines field mappings, how data from your bank maps to the Bank Statements page in Workday.

Workday (Bank Statement Module)	Transaction Data
Date	Posted Date
Type	Debit or Credit Indicator
Type Code	TypeCode
Addenda	Description
Reference Number	Check Number* (if non-null) or Customer Reference*
Bank Reference Number	Bank Reference Number
Amount	Amount

*****Items marked with an asterisk will only appear if the transaction data includes them. Please note that not all transactions will contain every data point listed above.

6.4. Release Notes

6.4.1. Release Notes (Workday)

2026

February

Feb 01, 2026

Added

We are excited to announce the pilot availability of Workday Bank Feeds. Please contact your bank representative for assistance with enabling this product.

7. Product Assistant

Product Assistant helps you get fast, reliable answers about your plugin experience without leaving the page you are working on. Use it to learn how features work, find guidance for common tasks, and review trusted documentation sources behind each answer.

Overview

Product Assistant is an in-plugin help experience designed to answer questions about the plugin and related workflows. It gives you a simple way to ask how-to questions, understand available functionality, and find relevant product guidance while you work.

Product Assistant is built to search and summarize trusted Product Guide content. It can help explain features, clarify setup steps, and point you to the source material used to generate an answer.

Product Assistant also uses the current conversation to give better follow-up responses. That means you can ask a question, continue the conversation, and refine your request without needing to repeat everything from the beginning.

> **NOTE:** Product Assistant does not make changes in your environment. It is a guidance tool only.

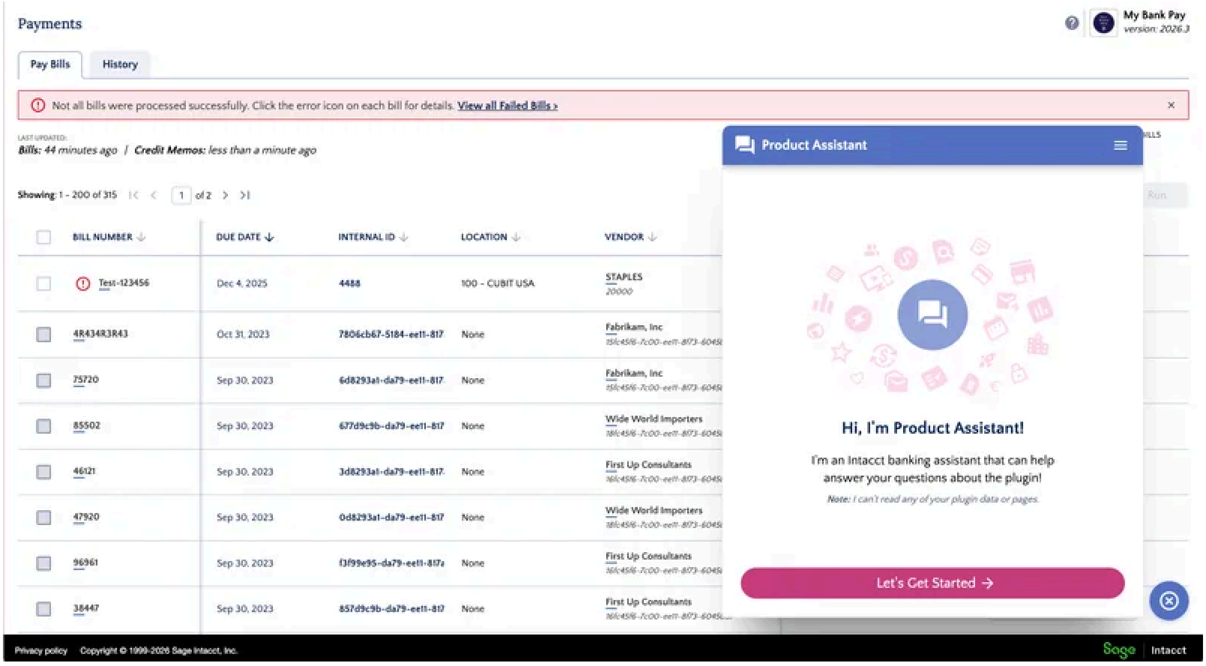
Product Assistant Setup

Use these steps to open Product Assistant and complete the first-time onboarding flow.

1 Open Product Assistant

Open the Product Assistant panel from within your plugin.

When you open it for the first time, you will see a welcome screen that introduces the assistant and explains that it can answer questions about the plugin.



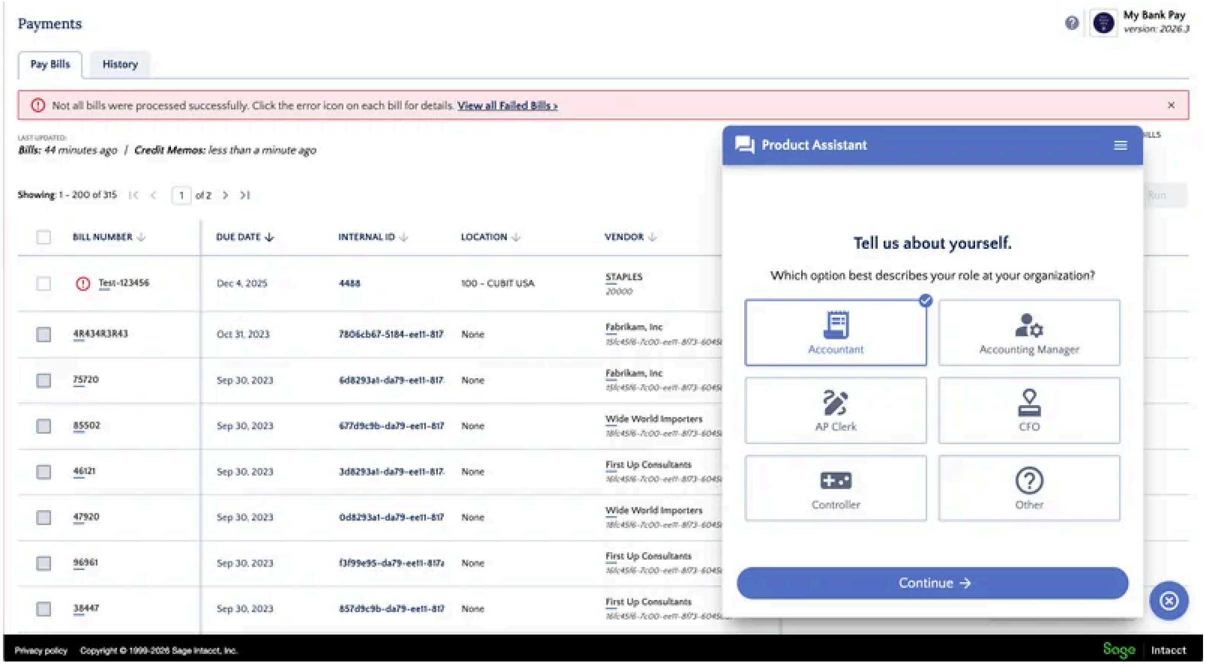
Click Let's Get Started

2 Select Your Role

Choose the option that best matches your role at your organization.

Examples may include:

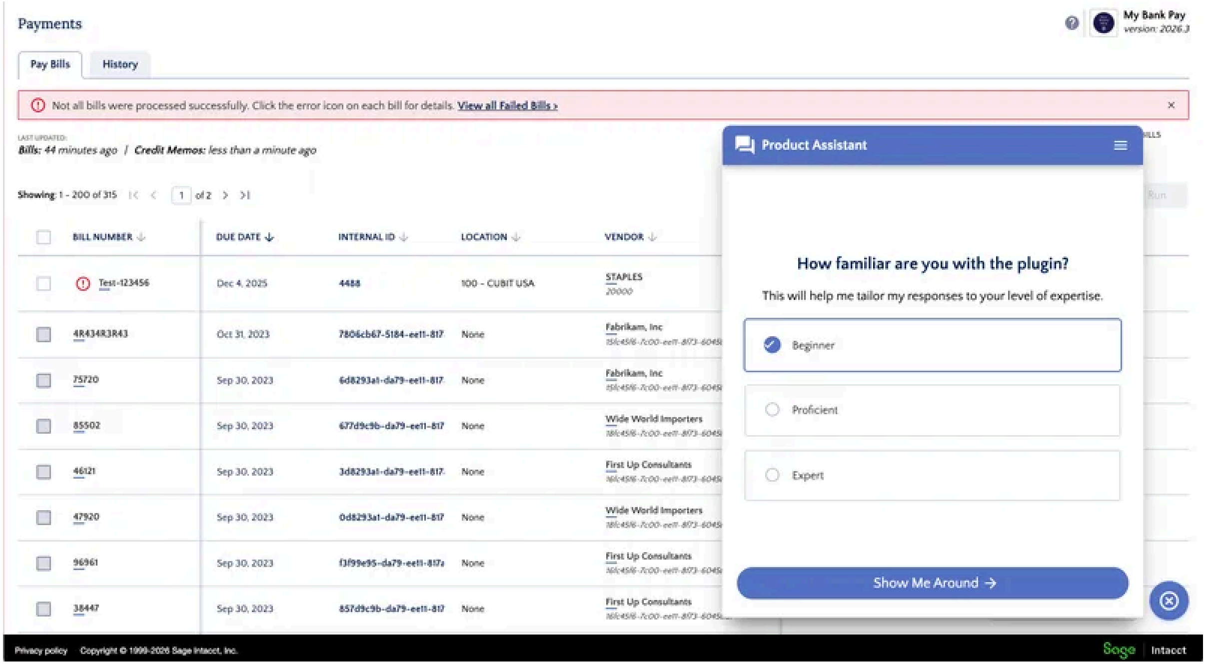
- **Accountant**
- **Accounting Manager**
- **AP Clerk**
- **CFO**
- **Controller**
- **Other**



3 Choose Your Experience Level

Select how familiar you are with the plugin:

- **Beginner**
- **Proficient**
- **Expert**



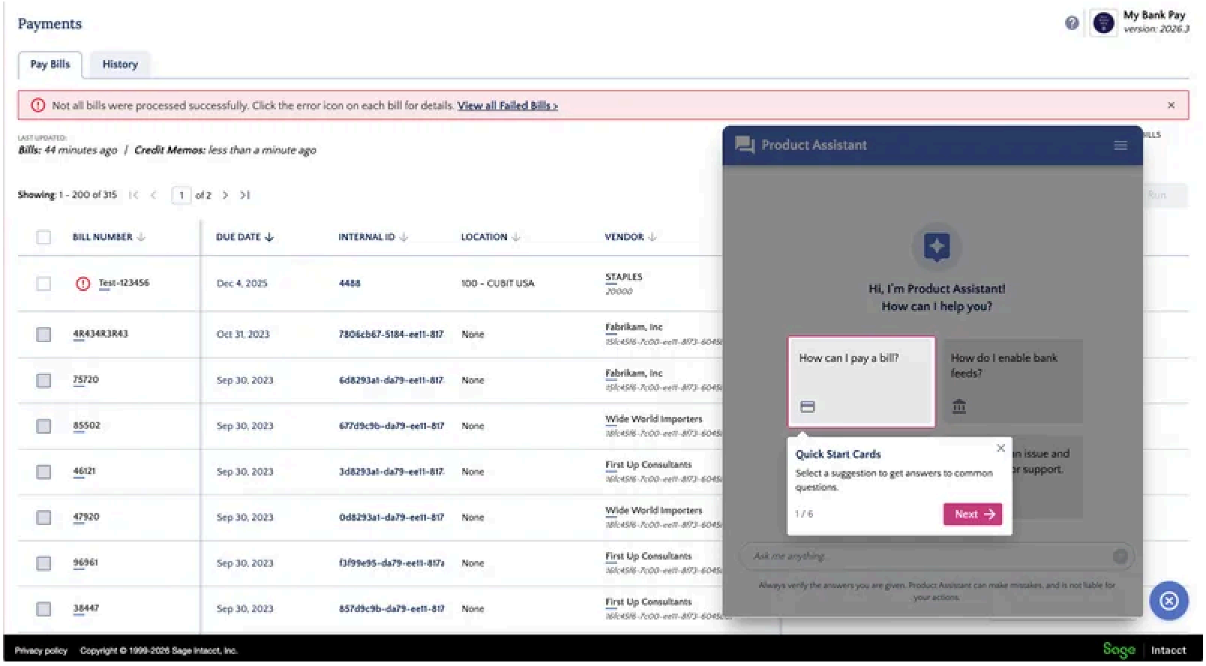
Select Expertise

4

Start the Guided Tour

Click **Show Me Around** to begin a short walkthrough of the Product Assistant interface.

The guided tour introduces the quick-start questions, the message area, source indicators, and the input field where you can type your own questions.



Navigate Through Self-Guided Tour

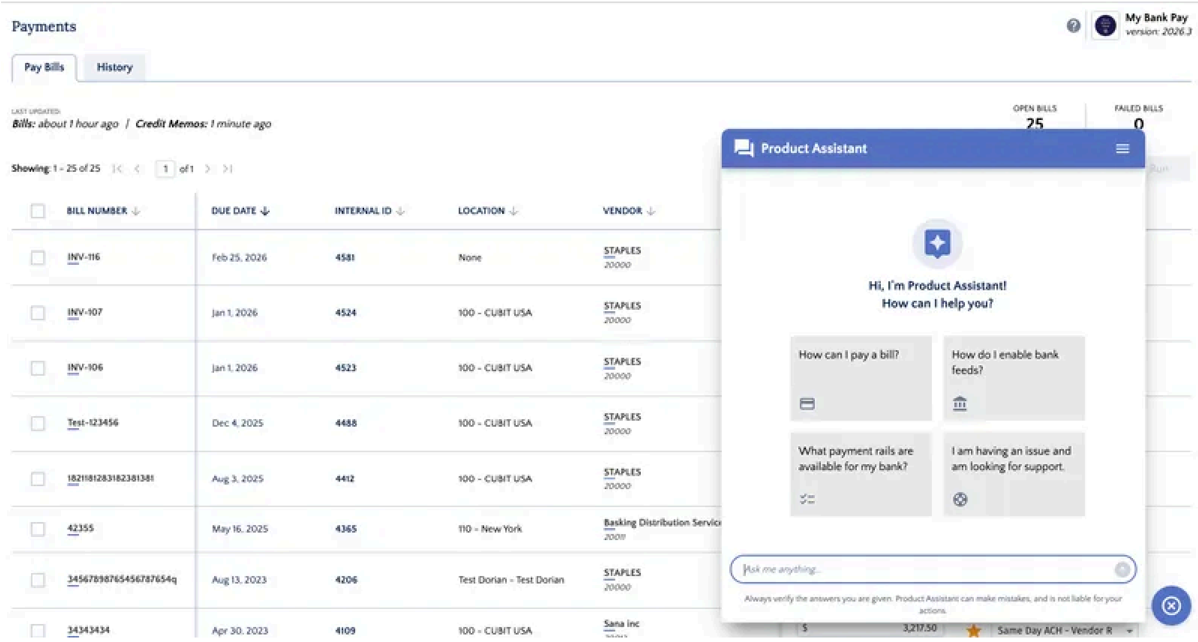
Use the Assistant

1 Start with a Suggested Question

On the home screen, Product Assistant may show quick-start cards for common topics.

These suggested prompts help you get started with questions such as:

- How to complete a payment-related task
- How to enable a feature
- What options are available for your bank
- Where to go for support



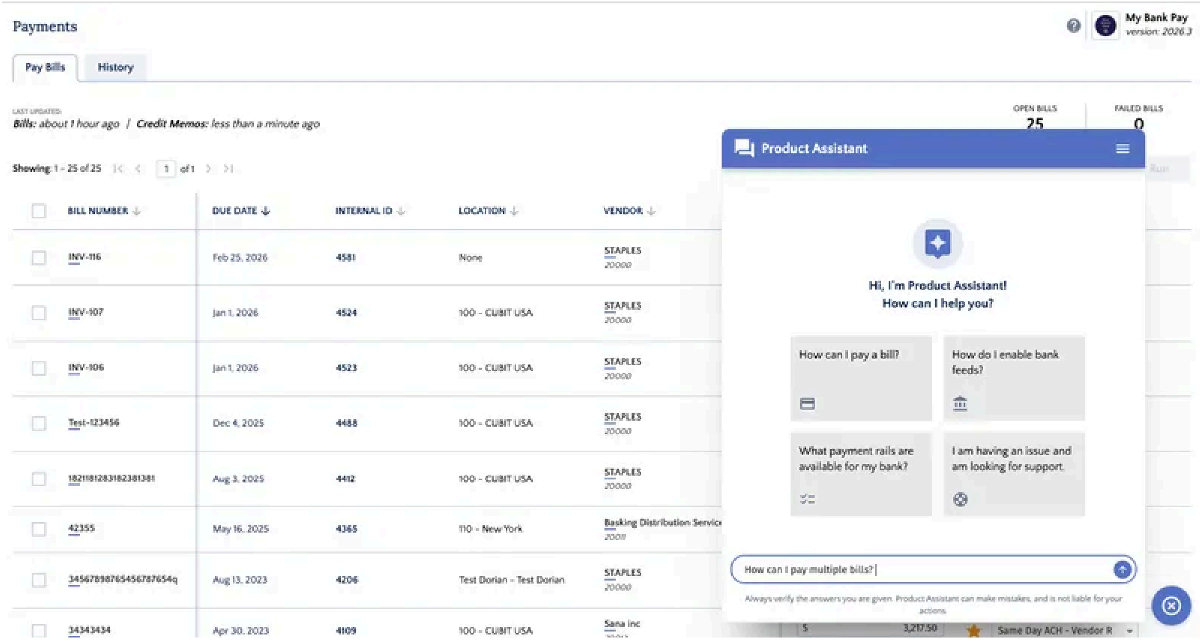
Select a Suggested Question

2

Or Ask Your Own Question

Type your question into the **Ask me anything...** field and submit it.

You can ask straightforward how-to questions, follow-up questions, or more specific questions related to your workflow.



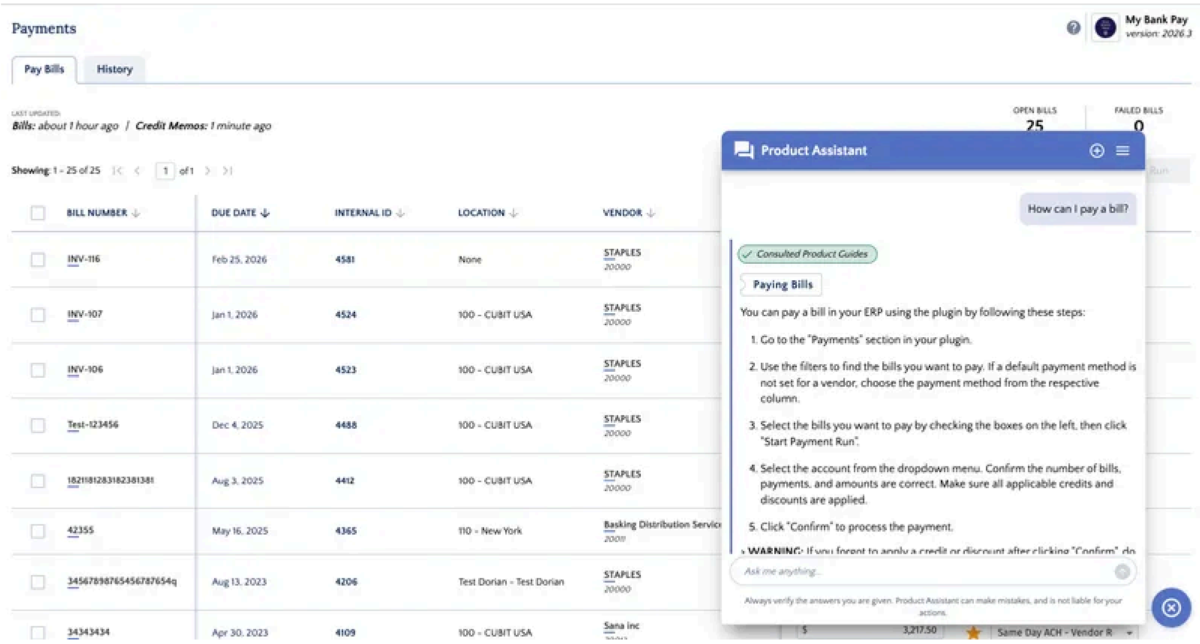
Type Your Own Question

3 Review the Response

Product Assistant will reply directly in the conversation panel.

Responses may include:

- Step-by-step guidance
- Feature explanations
- Product Guide references
- Links to relevant documentation



View Response

4 Continue the Conversation

You can ask follow-up questions in the same thread to get more targeted help.

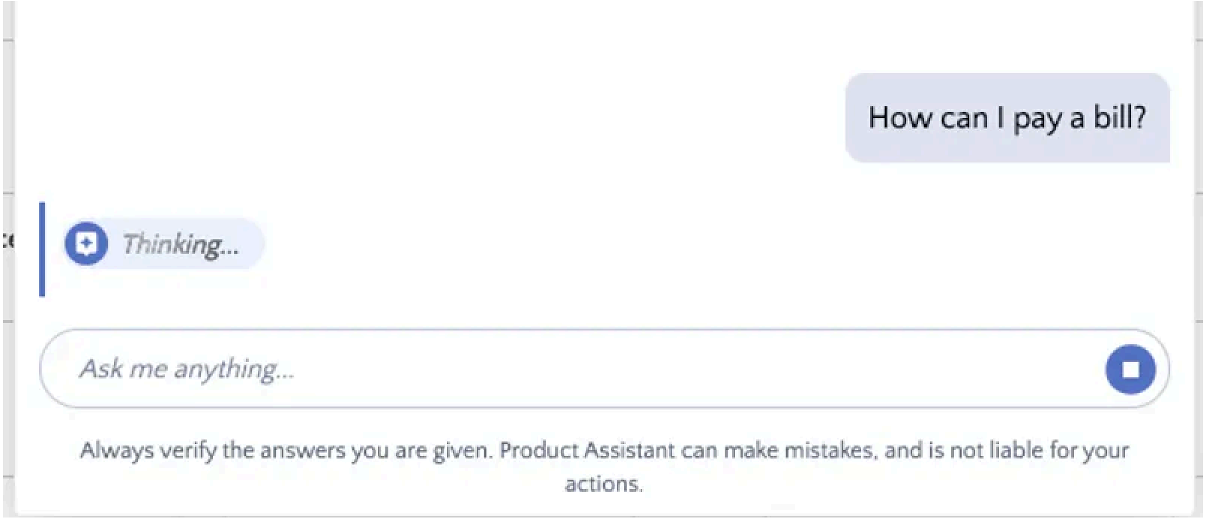
Because Product Assistant uses the current conversation as context, it can often understand what you are referring to without requiring you to repeat earlier details.

Understand Trusted Answers

1 Check the Status Indicator

While preparing a response, Product Assistant may show a status such as **Thinking...** or indicate that it is consulting trusted documentation.

This gives you visibility into when the assistant is working on an answer or checking a source.



Assistant is Thinking

2 Review Trusted Source Links

Each response may include source links to help you understand whether Product Assistant referenced trusted documentation.

Use these source links to review the underlying documentation and confirm that it matches your question.

View Source Links

3 **Verify Important Answers**

Product Assistant is designed to be helpful, but like any AI tool, it can occasionally return incomplete or incorrect information.

Before taking action, especially for important tasks or configuration decisions, confirm the answer against the cited documentation.

Manage Conversations

1 **Use Conversation History**

Product Assistant can support multiple conversations, making it easier to separate different questions or workflows.

This is helpful if you want to keep one thread for payments, another for setup questions, and another for support-related topics.

2 **Switch Between Conversations**

Use the conversation menu to move between previous Product Assistant threads.

> This allows you to return to an earlier discussion and continue where you left off.

FAQs

What can Product Assistant **do?**

Product Assistant helps answer questions about the plugin by searching, retrieving, summarizing, and explaining information from trusted Product Guides. It is intended to help you understand features, complete common tasks, and find the right documentation more quickly.

Can Product Assistant **make changes in my ERP?**

No. Product Assistant is a guidance experience only. It can answer questions and surface documentation, but it cannot change settings, update data, or perform actions on your behalf.

Where does Product Assistant **get its answers from?**

Product Assistant relies on published Product Guide content as its trusted source of information. It uses that documentation to generate responses and, when available, shows the sources used for the answer.

Does Product Assistant **remember other conversations?**

Product Assistant uses context from the current conversation thread only. This helps it answer follow-up questions more naturally, but it does not carry context across separate conversations.

Should I trust every answer automatically?

You should review the source indicators and verify important answers before acting on them. Product Assistant is designed to be helpful, but it can still make mistakes, so trusted sources should always be your final reference.

8. Failed Payment Notifications

Subscribe to email alerts for any payments sent through the plugin that fail by enabling Failed Payment Notifications, an optional feature of the Accounts Payable product. Use this guide to learn how the feature works and how to set it up.

Overview

When a payment doesn't go through, the Failed Payment Notifications feature ensures you're immediately alerted. An email is sent to the individual who originally submitted the payment, listing the payment failure and all affected bills. If configured, a copy can also go to a shared team inbox.

To prevent a flood of messages, we send failure notification emails once every 10 minutes. All payment failures that occur within that 10-minute window are automatically grouped and sent in a single email. There is no maximum limit to the number of failures that can be included in one notification.

Failures can result from issues like incorrect details (validation failures) or problems with the payment network (payment network failures), depending on your specific setup. Detailed information about the failure reason and the current status of the payment can be found within the ERP's Payment History page.

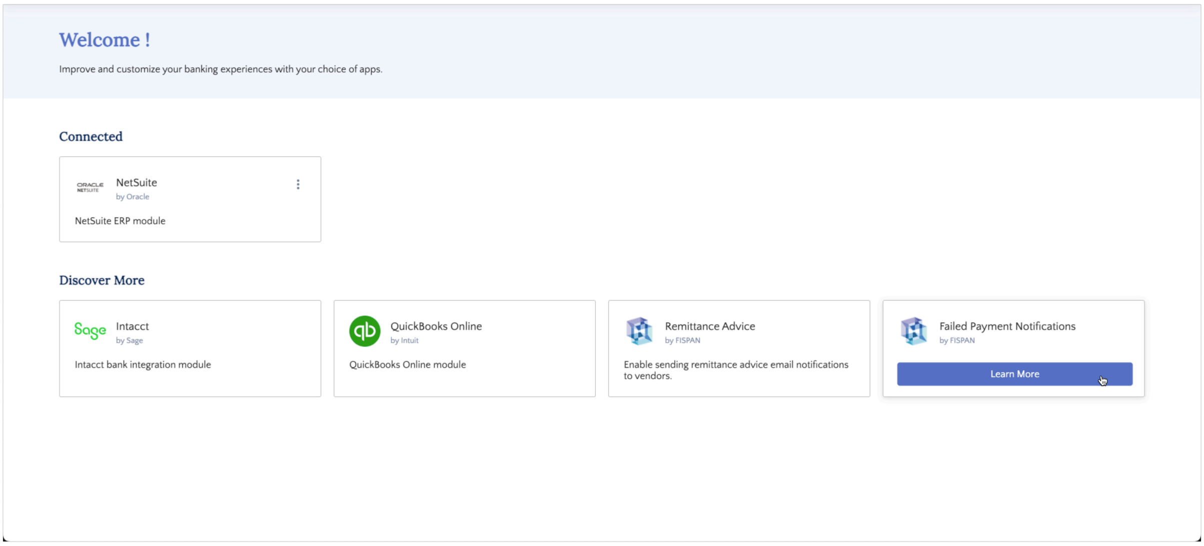
Setup and Settings

Follow these to enable or disable Failed Payment Notifications.

1 Go to Failed Payment Notifications

Log in to the FISPAN Portal at https://sys.fispan.live/login.

From the Control Center dashboard, go to **Failed Payment Notifications**.

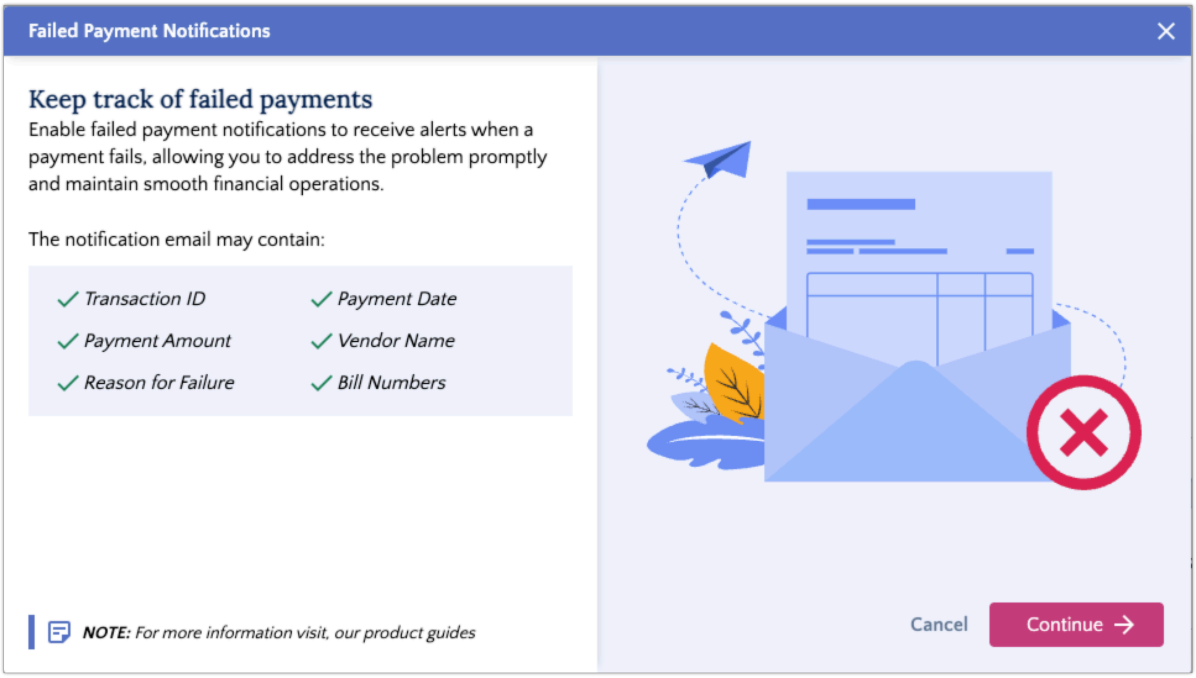


Use the Control Center to Go to Failed Payment Notifications

> **NOTE:** Don't see the **Failed Payment Notifications** option? Please reach out to support and request that this feature be enabled for you.

2 Enable Failed Payment Notifications

To begin enabling the Failed Payment Notifications feature, click on the **Learn More** button. This will display some details about the Failed Payment Notifications feature.



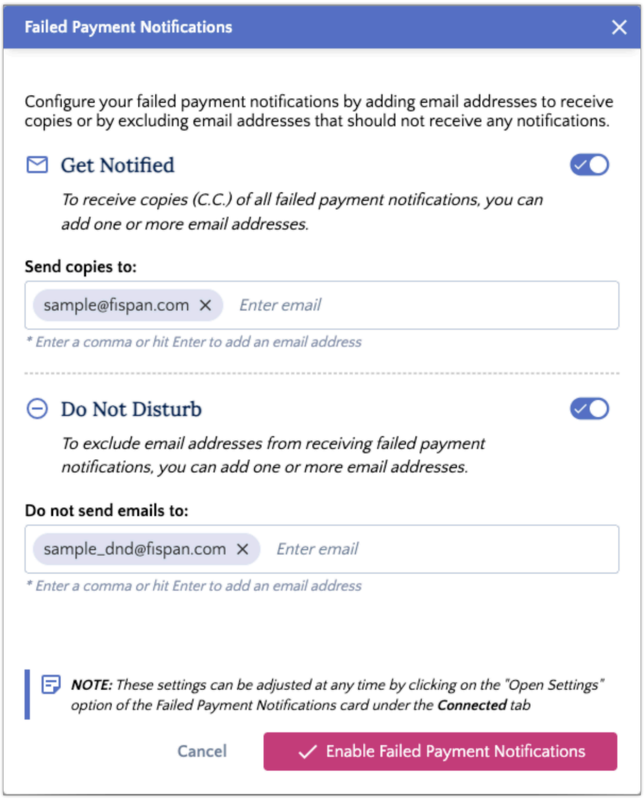
View Details about the Failed Payment Notifications feature.

When you are ready to configure your settings for this feature, click **Continue**.

3 Configure Settings

To finish setting up your notifications, you can configure the two optional settings:

- **Get Notified:** This setting includes a list of email addresses that will receive all failure notifications. This would be useful for a large team that wants to leverage a shared inbox to centralize failure notifications.
- **Do Not Disturb:** This setting is an opt-out mechanism, such as if a specific user at the business does not want to receive payment failure notifications (but other users do).



Add Email Addresses to Get Notified or to Do Not Disturb

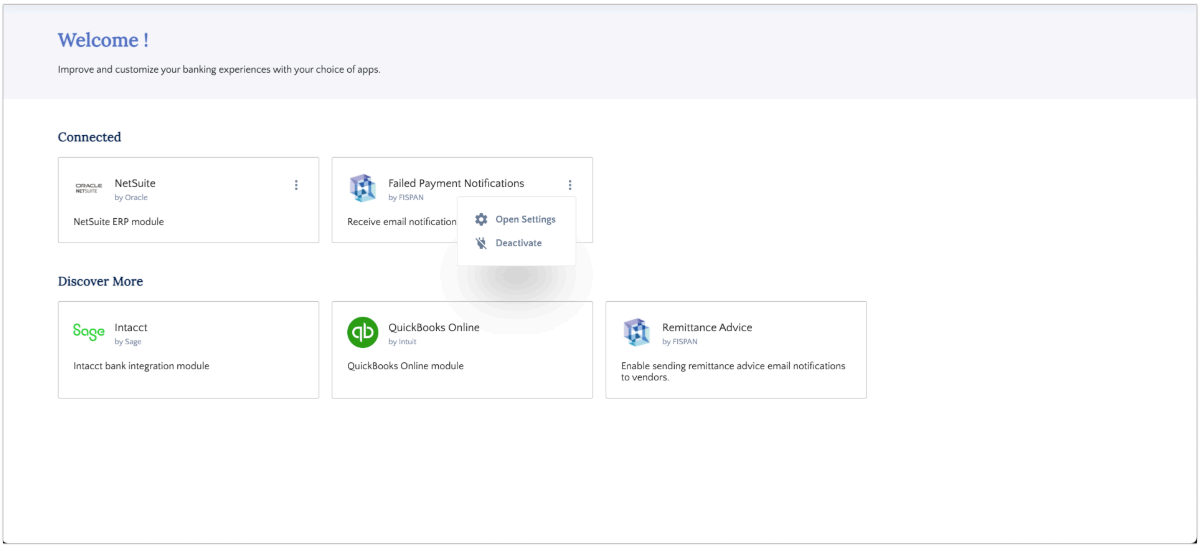
Once these settings are enabled, any future payment failures will be automatically grouped and sent out at the next 10-minute interval.

4

Modify Settings

You can modify the settings or deactivate the feature at any time.

To do this, hover over the Failed Payment Notification, click the three dots button, and select **Open Settings** or **Deactivate** to update the configuration.

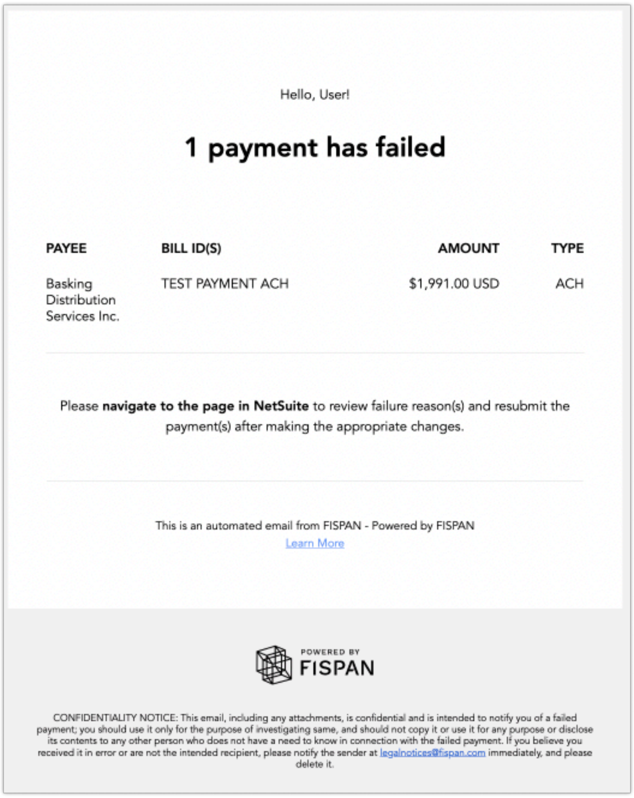


Modify Failed Payment Notifications Settings in the Portal's Control Center

Please allow up to 15 minutes for changes to take effect.

Email Example

The email template below is an example of what the payer would receive shortly after the payment was marked as failed.


Hello, User!

1 payment has failed

PAYEE	BILL ID(S)	AMOUNT	TYPE
Basking Distribution Services Inc.	TEST PAYMENT ACH	$1,991.00 USD	ACH

Please **navigate to the page in NetSuite** to review failure reason(s) and resubmit the payment(s) after making the appropriate changes.

This is an automated email from FISPAN - Powered by FISPAN
Learn More

POWERED BY FISPAN

CONFIDENTIALITY NOTICE: This email, including any attachments, is confidential and is intended to notify you of a failed payment; you should use it only for the purpose of investigating same, and should not copy it or use it for any purpose or disclose its contents to any other person who does not have a need to know in connection with the failed payment. If you believe you received it in error or are not the intended recipient, please notify the sender at legalnotices@fispan.com immediately, and please delete it.

Sample Email Notification

FAQs

Below is a list of common questions that may arise with the feature. For further assistance with Failed Payment Notifications, use the **Contact Us** page to connect with support.

How often are emails sent?

Emails are sent every 10 minutes, shortly after the 10-minute mark (timing may vary depending on system volume).

How many payments will be batched into one email? How many times am I notified?

There is no limit to how many payments will be batched into a single email. You will only be notified once per failed payment.

Is there a limit to the number of CC or "Do Not Disturb" emails I can configure?

There is no hard limit on CC or "Do Not Disturb" emails.

9. Payment Rail Requirements

Your TD plugin is designed to streamline your payment process by supporting various payment methods. While it uses the standard payment fields you're familiar with in your ERP, it also provides new custom fields to handle the complexity of domestic and international payments.

These new fields ensure we capture all necessary details for different payment methods. To get started, refer to the following guides. They walk you through exactly what information needs to be present in your Vendor records and your Bills to successfully initiate payments using any of the supported methods.

- **ACH Requirements**
- **Check Requirements**
- **Wire Requirements**
- **International USD Wire Requirements**

9.1. International USD Wire Requirements

International US Wire transfers enable the movement of funds from the US to supported countries. All transfers must be in **USD**.

The Wire payments will be received by your bank about 20 minutes after they're released from the TD M-secure browser.

For NetSuite users, the Entity Bank Details bundle is required to process International US Wire payments through the plugin.

> **NOTE:** Please submit your Wire transfers **by 5:00 PM EST** to ensure they meet the final batch deadline. Wire transfers received after 5:00 PM EST will be processed the following day.

Key Terms

Below are some key terms to help you navigate the instructions and setup for FedWire payments more easily.

Term	Definition
International Bank Account Number (IBAN)	A standard international numbering system developed to identify an individual's account at a financial institution. The structure consists of a two-letter country code, followed by two digits and up to 30 alphanumeric characters.
SWIFT/BIC Code	A Bank Identifier Code (BIC), also known as a SWIFT code, is an 8-to-11-character alphanumeric code that uniquely identifies financial institutions. **Note:** If the BIC is unavailable, you must provide the bank's full name and address instead.

Vendor and Bill Requirements

To prevent payment delays or returns, all payments are required to have the following requirements:

1. ### Payer's Address

   The payer's address details, such as their Address Line 1, City, State, Postal Code, and Country, are mandatory.

2. ### Vendor Record

   The Entity's Full Name, Address, Postal/Zip Code, City, State/Province, and Country are required. Their Phone Number is recommended.

3. ### Currency

   The currency for the Vendor Bill and Destination Bank Account must be in USD. The Method of storage must be **International** within the Bank Details record, where applicable.

4. ### Destination Country (Suggested)

   The destination country should be listed correctly in the Vendor, Bill, and Entity Bank Account Address (stored in the FISPAN Bank Details bundle).

Banking Requirements

To successfully submit an International USD Wire payment, you must have the following information:

1. Must submit EITHER a **Receiving Account Number** OR an **IBAN**
2. Must submit EITHER a **Creditor Agent BIC/SWIFT Code** OR a **Local Branch Code**

Available Countries

- Andorra
- Argentina
- Australia
- Austria
- Bahrain
- Bangladesh
- Belgium
- Benin
- Botswana
- Brazil
- Bulgaria
- Burkina Faso
- Cameroon
- Canada
- Chile
- China
- Colombia
- Costa Rica
- Croatia
- Cyprus
- Czech Republic
- Côte d’Ivoire
- Denmark
- Dominican Republic
- Egypt
- Estonia
- Fiji
- Finland
- France

- Germany
- Greece
- Guinea-Bissau
- Hong Kong
- Hungary
- Iceland
- India
- Indonesia
- Ireland
- Israel
- Italy
- Japan
- Jordan
- Kenya
- Kosovo
- Kuwait
- Latvia
- Lithuania
- Luxembourg
- Malaysia
- Mali
- Malta
- Mexico
- Monaco
- Montenegro
- Morocco
- Namibia
- Netherlands
- New Zealand

- Nicaragua
- Niger
- Nigeria
- Norway
- Oman
- Pakistan
- Peru
- Philippines
- Poland
- Portugal (incl. Azores and Madeira)
- Qatar
- Romania
- Rwanda
- San Marino
- Saudi Arabia
- Senegal
- Serbia
- Singapore
- Slovakia
- Slovenia
- South Africa
- South Korea
- Spain
- Sri Lanka
- Sweden
- Switzerland
- Taiwan
- Thailand
- Togo

- Turkey
- Ukraine
- United Arab Emirates
- United Kingdom
- United States
- Vatican City
- Vietnam
- Zambia

9.2. Wire Requirements

FedWire, or domestic US Wires, are payments used to move funds within the US. All transfers must be in **USD**.

FedWire payments will be received by your bank about 20 minutes after they're released from the TD M-secure browser.

For NetSuite users, the Entity Bank Details bundle is required to process FedWire payments through the plugin.

> **NOTE:** Please submit your Wire transfers **by 5:00 PM EST** to ensure they meet the final batch deadline. Wire transfers received after 5:00 PM EST will be processed the following day.

Key Terms

Below are some key terms to help you navigate the instructions and setup for FedWire payments more easily.

Term	Definition
SWIFT/BIC Code	A Bank Identifier Code (BIC), also known as a SWIFT code, is an 8-to-11-character alphanumeric code that uniquely identifies financial institutions. **Note:** If the BIC is unavailable, you must provide the bank's full name and address instead.

Vendor Record & Bill Requirements

To prevent payment delays or returns, all payments are required to have the following three requirements:

1. ### Vendor Record

The Entity's full name, address, and phone number must be accurately populated on the Vendor record.

2. **Billing Address and Location**

   The Entity and Bill (if applicable) Billing Addresses must be located in the country of destination and must match the country specified in the Entity Bank Details record.

3. **Currency**

   The currency for the Vendor Bill must be in USD.

Payment Requirements

Payment Context

- **Swift BIC Country Code:** US
- **Method:** Domestic
- **Country:** United States
- **Currency:** USD

Requirements

1. The payer's address details, like **Address Line 1, City, State, Postal Code,** and **Country**, are mandatory.
2. **Routing Number** is mandatory.
3. **Account Number** is mandatory.
4. **Receiving Bank Name** is mandatory.
5. **Payer Account Number** must be between 6 and 10 digits.
6. **Destination Account Number** can be up to 12 digits.

7 **Beneficiary's Address (Address Line 1, Postal Code, City, Province)** in the Wire payment is mandatory as per the latest ISO rules.

9.3. ACH Requirements

ACH payments are used to move funds within the United States only and must always be in USD.

For NetSuite users, the Entity Bank Details bundle is required to process ACH payments through the plugin.

Vendor & Bill Requirements

To prevent payment delays or returns, all payments are required to have the following three requirements:

1. **Vendor Record**

   The Entity's full legal name, address, and phone number must be accurately populated on the Vendor record.

2. **Billing Address and Location**

   The Entity and Bill (if applicable) Billing Addresses must be located in the country of destination and must match the country specified in the Entity Bank Details record.

3. **Currency**

   The currency for the Entity Bill must be in USD.

Payment Requirements

Payment Context

- **Method:** Domestic
- **Country:** United States
- **Currency:** USD

Requirement Information

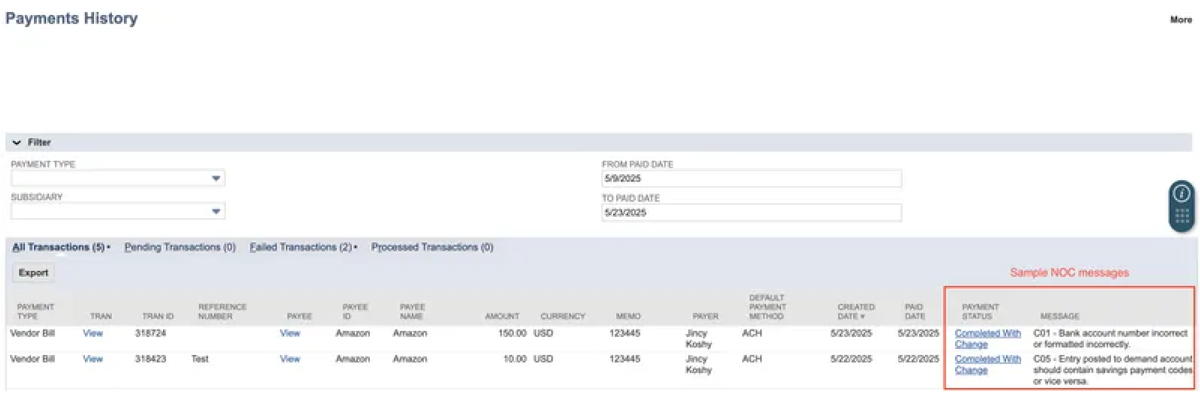
1. **Routing Number** is mandatory.

2. **Account Number** is mandatory.

Additional Information

Notification of Change (NOC) codes are supported for International ACH payments.

After an ACH payment is initiated, the recipient's bank may issue an NOC if the account details are outdated or incorrect. While the current transaction may still be successful, this notice serves as a warning that the payee's information must be updated. Neglecting to update the details could cause future payments to fail.



View Notification of Change

Please review and address these notifications promptly to prevent future payment failures.

9.4. Check Requirements

Check print payments involve checks that are printed and cut by the bank rather than processed in-house. The user submits check print files, and the bank handles printing and distribution to vendors.

NetSuite Specific Requirements

Installing the Entity Bank Details bundle is highly recommended for processing check payments through the NetSuite plugin.

For vendors with **Check Payments Only**, ensure there are no blank Entity Bank Details records.

Vendor Record & Bill Requirements

To avoid payment delays or returns, please include the following required information for all payments.

1. ### Vendor Record

The Entity's full name and address must be accurately populated on the Vendor record.

> **NOTE:** The bill address is only pulled from the main Address field on the Vendor record. For Intacct users, this would be any additional addresses stored in areas such as the **Contact List**. For NetSuite users, this would be any additional addresses below the Address tab that are not marked as the **Default Billing** address.

2. ### Billing Address and Location

The Billing Addresses for the Entity and Bill (if applicable) must be located in the country of destination and must match the country specified in the Vendor Entity

Bank Details record.

3

Vendor Billing Address

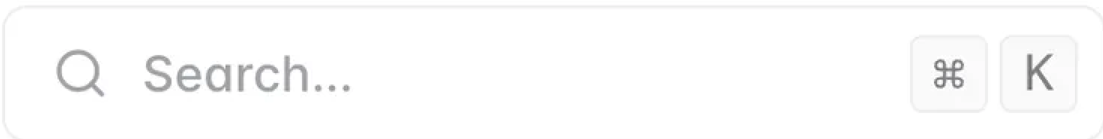
Ensure the address on the bill matches the address in the vendor profile, as the plugin uses the bill address to determine where the payment is sent.

> **NOTE:** If you encounter errors, first verify that a complete address exists on the Entity Profile. Then, update the bill using these steps:
>
> 1. Navigate to the bill and click **Edit**.
> 2. Select the **Billing** subtab.
> 3. In the **Entity Select** dropdown, choose the address linked to the entity profile.
> 4. Ensure the full address is correct (add it if necessary) and click **Save**.

10. Support

10.1. Contact Us

Need help with a specific topic? Enter keywords in the search bar on the left panel to narrow your results. If you don't find what you need, our support team is ready to assist you.



Search for Keywords

Hours 5:00AM – 5:00PM (Pacific Time)

Onboarding Email: td.onboarding@fispan.com

For onboarding support inquiries relating to: Enrollment Form Submissions, Onboarding Troubleshooting, and Production Promotion Requests

Support Email: td.support@fispan.com

For support inquiries relating to: Account Maintenance, Production Technical Support, and Product Feedback/Feature Requests