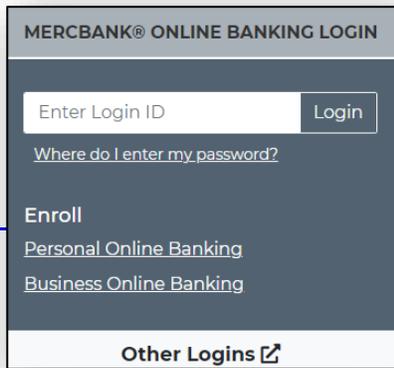


Purpose

This guide will outline the steps to update recipient account details for recipients saved within Business Online Banking. If you need additional help, please contact our Treasury Support Services Team at (800) 453-8700 option 2 or by email at treasurysupport@mercbank.com. Our Treasury Support Services Team is here to assist you during the business hours of 8:00 AM to 5:30 PM EST, Monday through Friday.

- 1) Go to <https://www.MercBank.com> and **Login**
- 2) From the toolbar, **select Treasury** to proceed.

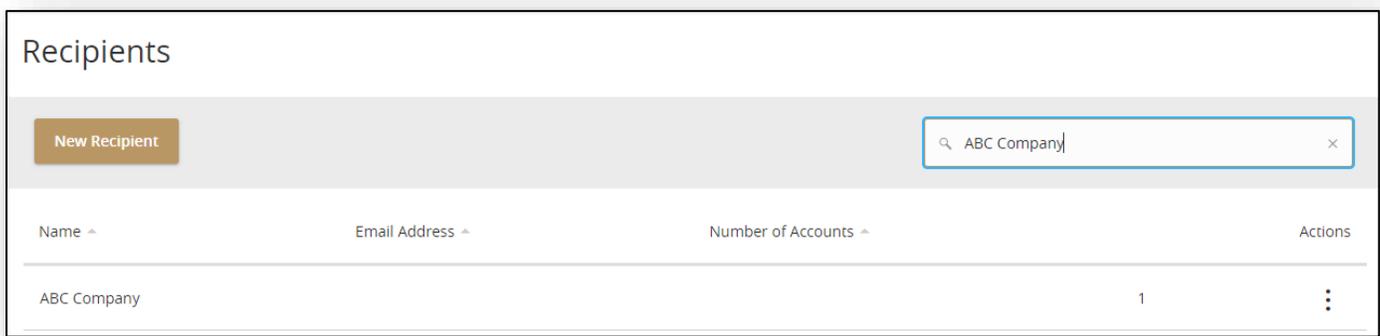


- 3) From the Treasury Services section, **select the Recipients tile.**

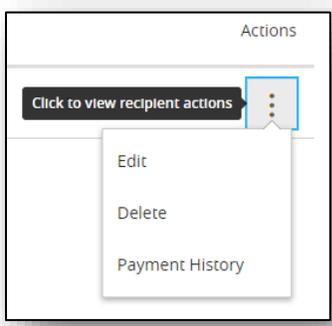
Note- If the recipient is part of a recurring transaction, see *How to Cancel and Re-establish Recurring Payments* section below.



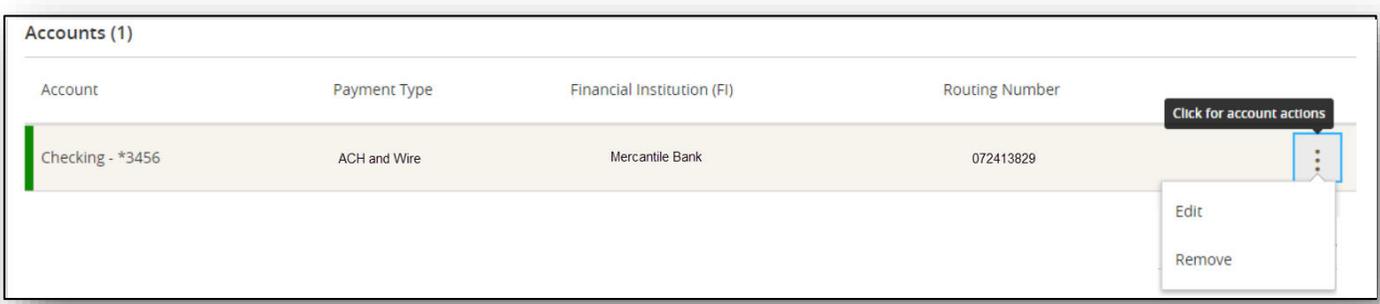
4) From the Recipients screen, **locate** the recipient you want to correct by scrolling or using the search feature.



5) **Select** the **Actions** menu and choose **Edit** to access the recipient record.



6) From the Edit screen, **select** the actions menu and choose **edit** to update the recipient account details.



7) **Update** all the required information for the recipient. **Select** the **check mark** to confirm updates.

Payment Type ACH and Wire	Beneficiary Type Domestic	
Account Type * Checking	Account/IBAN * 653243	
Financial Institution (FI) Refined Search Search by name or routing #.	ACH Routing Number * 072413829	
Beneficiary Financial Institution ⓘ		
Name * MERCANTILE BANK	Country * United States	FI ABA Number * 072413829
Address 1 (Required) * 310 Leonard St Nw	Address 2	City (Required) * Grand Rapids
State (Required) * Michigan	Postal Code * 49504	

8) **Scroll** down and **select** **Save Recipient**

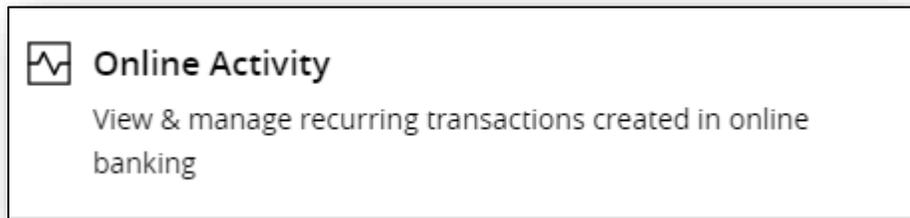
Save Recipient

How to Cancel and Re-establish Recurring Payments

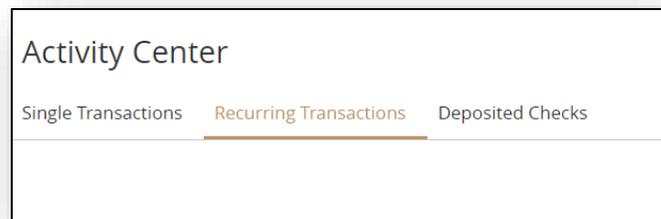
Overview

If you have to update recipient details that are part of a recurring payment, please follow these steps on how to cancel, copy, edit, and then approve (re-establish).

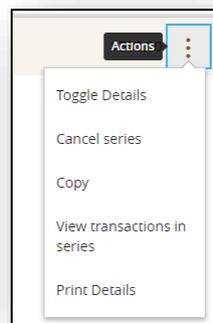
- 1) From the Activity & Management section, **select** the **Online Activity** tile.



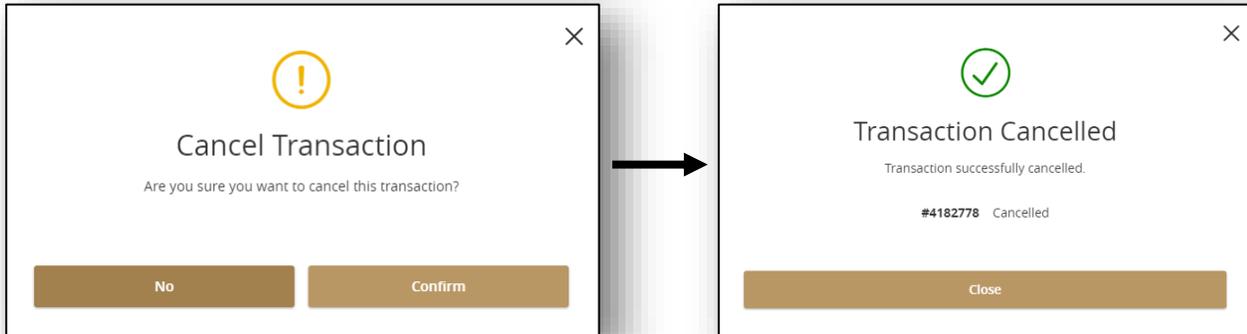
- 2) From the Activity Center page, **select** the **Recurring Transactions** tab.



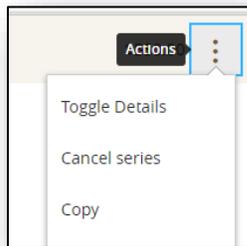
- 3) **Select** the **Actions Menu** for the recurring payment you want to edit and **select Cancel Series**.



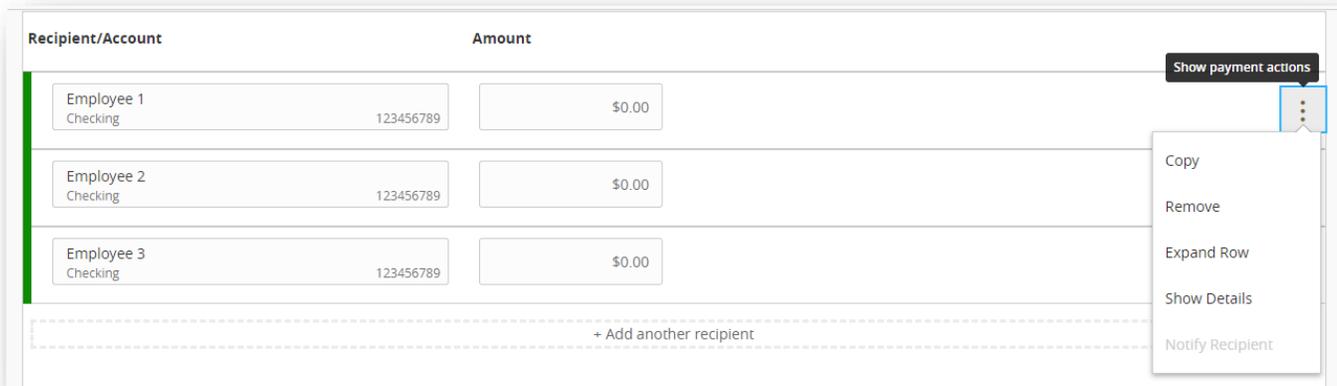
4) **Select Confirm** and a *Transaction Cancelled* message will display, **select Close**.



5) After the series has been cancelled, **select the Actions Menu** again and then **Copy**. This will load the original payment details for you to make edits.



6) Once the payment screen has loaded, **locate** the recipient you want to edit. **Select** the **actions** menu then **select Show Details**



7) Select the **edit (pencil) icon** under *Recipient Details* on the far right-side.

RECIPIENT DETAILS		
Display Name Employee 1	Recipient Name Employee 1	ACH ID
Email Address		



8) Select the **actions menu** under the Account section of the Recipient Details screen and then **select edit**.

Accounts (1)			
Account	Payment Type	Financial Institution (FI)	Routing Number
Checking - *3456	ACH and Wire	Mercantile Bank	072413829

Click for account actions

- Edit
- Remove

9) **Update** all the required information for the recipient. **Select the check mark** to confirm updates.

Payment Type ACH and Wire	Beneficiary Type Domestic
Account Type * Checking	Account/IBAN * 653243
Financial Institution (FI) Refined Search Search by name or routing #.	ACH Routing Number * 072413829
Beneficiary Financial Institution	
Name * MERCANTILE BANK	Country * United States
Address 1 (Required) * 310 Leonard St Nw	FI ABA Number * 072413829
State (Required) * Michigan	City (Required) * Grand Rapids
Postal Code * 49504	

10) Scroll down and **select Save Recipient**

 Save Recipient

11) **Select payment action:**

 Draft Approve

- a. **Draft-** loads the payment, but does not send or initiate. If you have Dual Control (approvals) set-up, this could be the only action you can take on the payment and then someone else has to approve.
- b. **Approve-** initiates the payment for processing by the bank. **Note-** Payment approvals should take place the day the payment is drafted before the payment cutoff time for that day.

12) To **review** your **payments status**, or to cancel, **select Transfer & Payments** from the toolbar.

 Transfers & Payments

13) From the Activity & Management section, **select the Online Activity** tile.

**Online Activity**

View & manage recurring transactions created in online banking