COMMERCIAL ADVANTAGE

Payment Automation Setup Quick Reference Guide

Published 08/04/2025

Table of Contents

This document is intended to operate as a guide to facilitate the easy use of the products it discusses. It does not and is not intended to alter, modify, waive, or change any agreements between users of the product and First Citizens Bank & Trust Co., or any terms and conditions imposed by First Citizens Bank & Trust Co. for use of the product. In the event that there is any conflict between this document and any applicable agreements or terms and conditions imposed by First Citizens Bank & Trust Co., those applicable agreements or terms and conditions shall control.

Overview

Learn how to navigate to Payment Automation, view the state of your file transmission, and alternate methods of accessing the transaction details.

Establishing Unattended Users

First Citizens Bank wants to ensure that the Payment Automation files are processed without error. A large part of this assurance is taking on the responsibility of setting up the Unattended users on behalf of our customers. **Unattended** profiles are host-to-host user(s) (example: MTFW or MTCSV) who are added by your First Citizens Bank Partners. Each file type will have its own Unattended user.

As you add the service, your relationship manager should confirm with you as what file type you will be using with the automated payments. The following are the available file types:

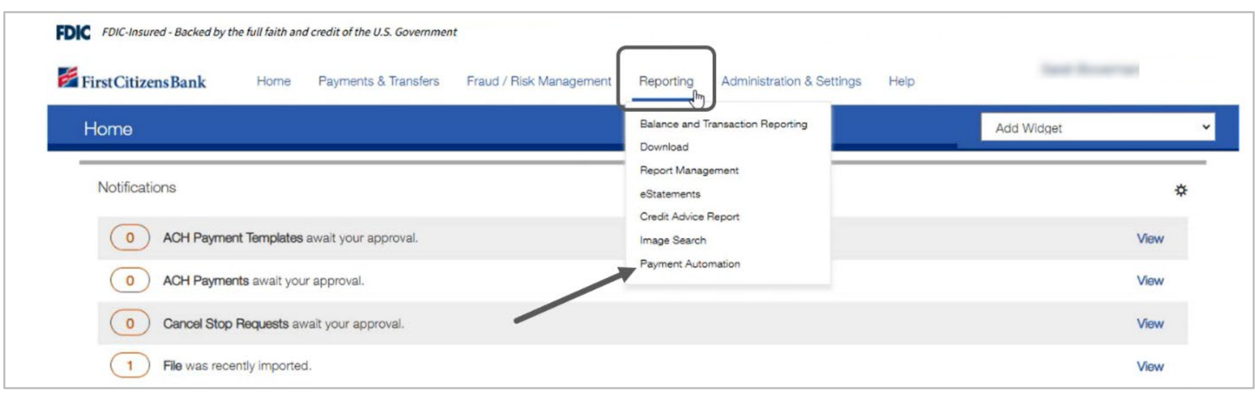
- MTCSV
- MTFW
- NACHA

Establishing Host Users

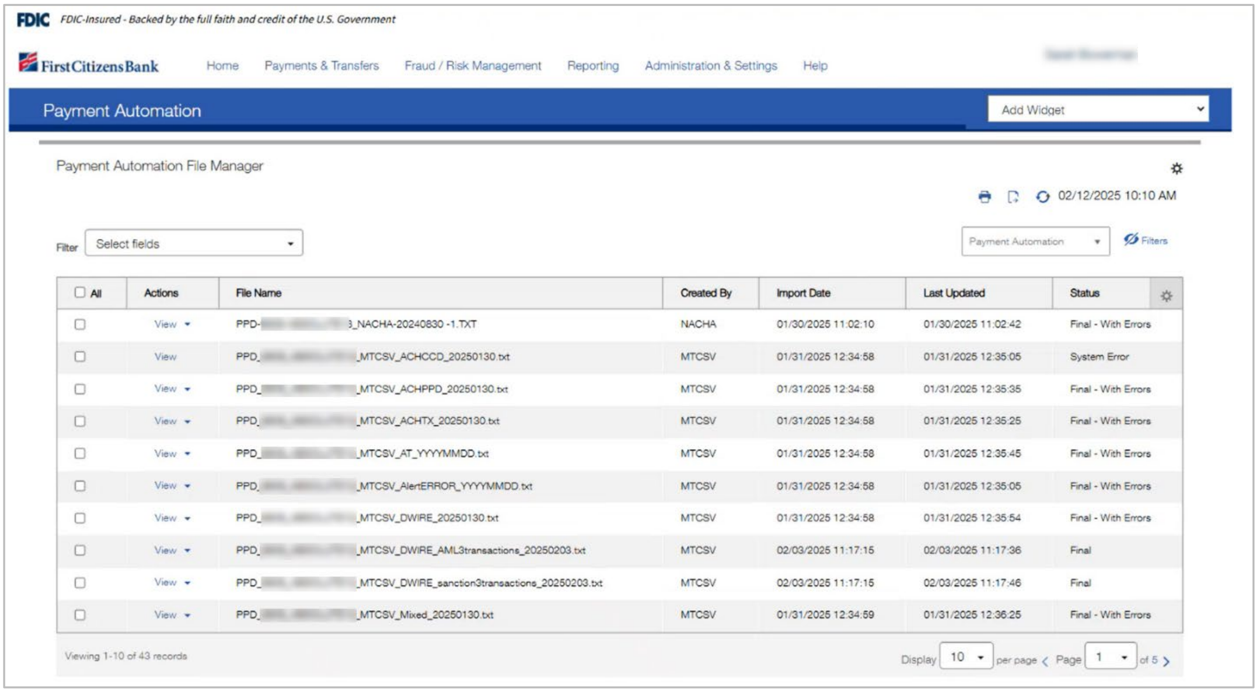
To create additional host users, clone the user that the Implementations Team helped you set up.

Viewing Payment Automation File Manager

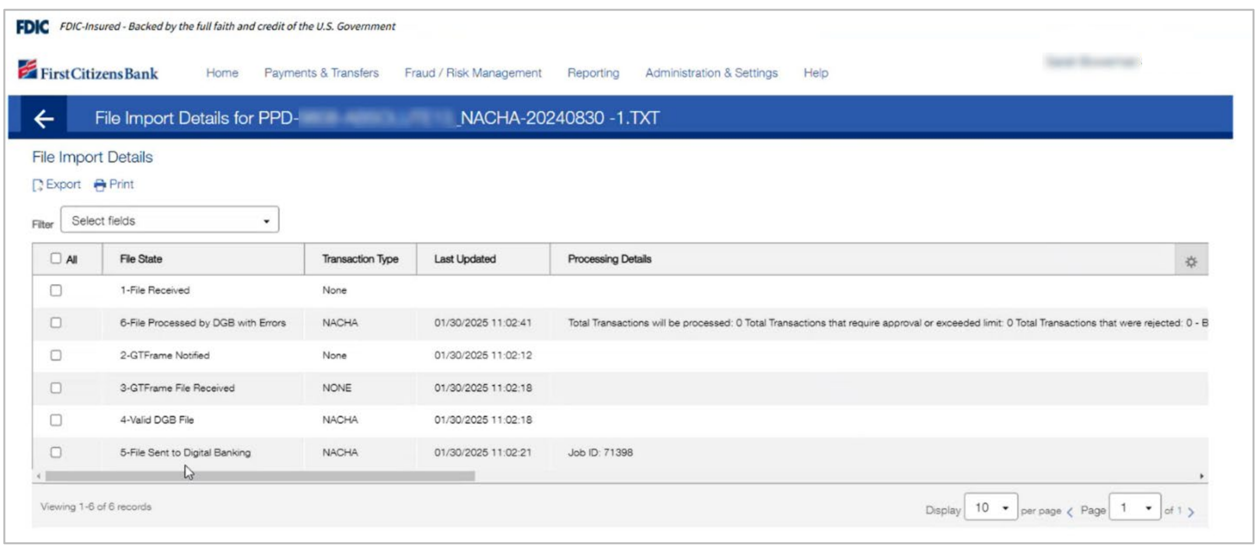
1. Navigate to **Payment Automation** listed as an option under the **Reporting** tab.



2. You can view all the files received. Select **View** to see error details.



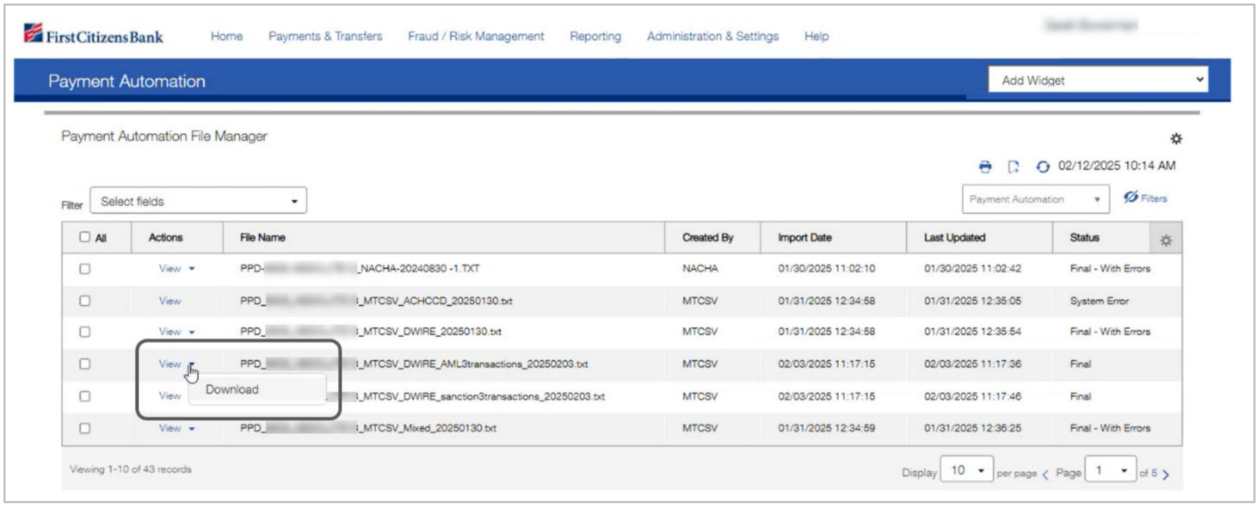
3. You'll be routed to **File Import Details**.



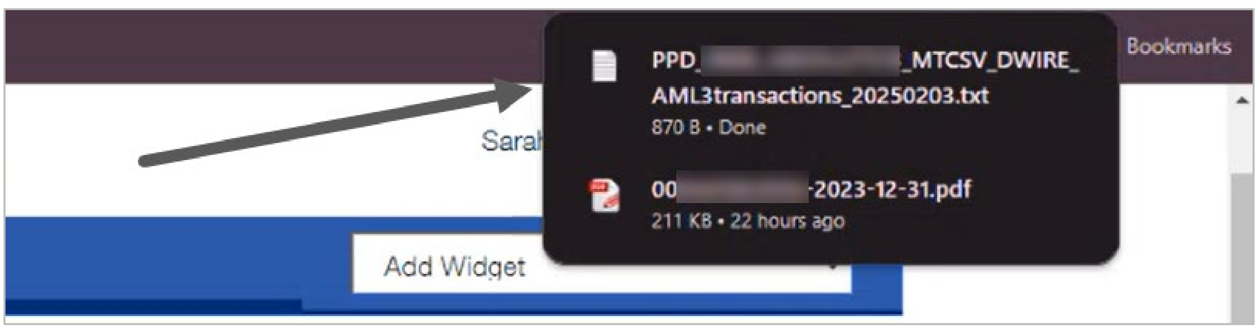
Download a File

To download a submitted file:

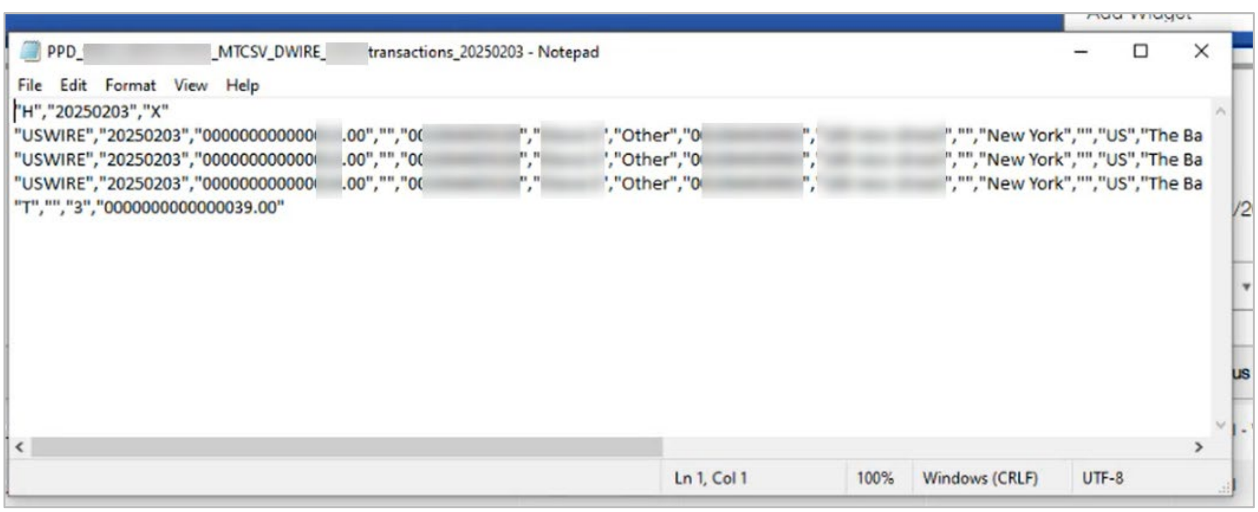
1. Select the down caret next to **View**, then select **Download**.



2. A pop-up on the top right corner will display the downloaded content. Click to open.



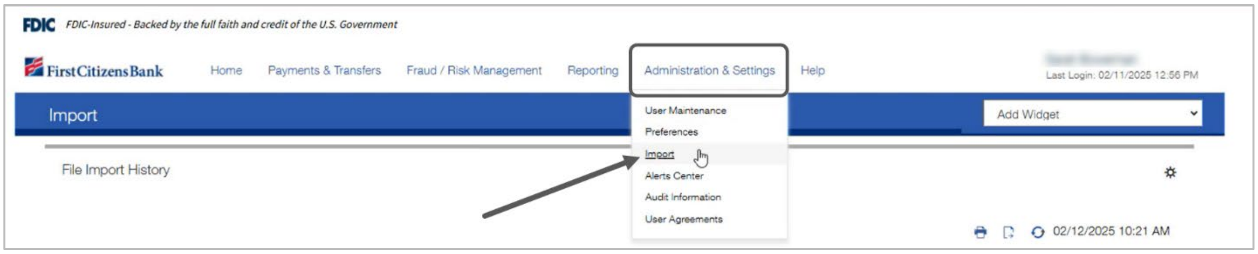
3. Review the content of the file.



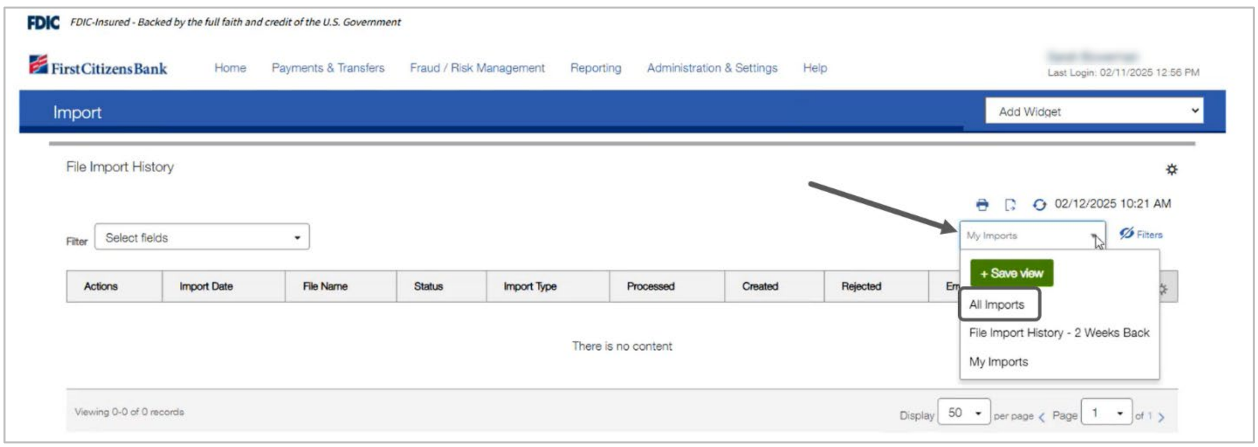
Import File Manager

To access an alternate method to view file transmission status:

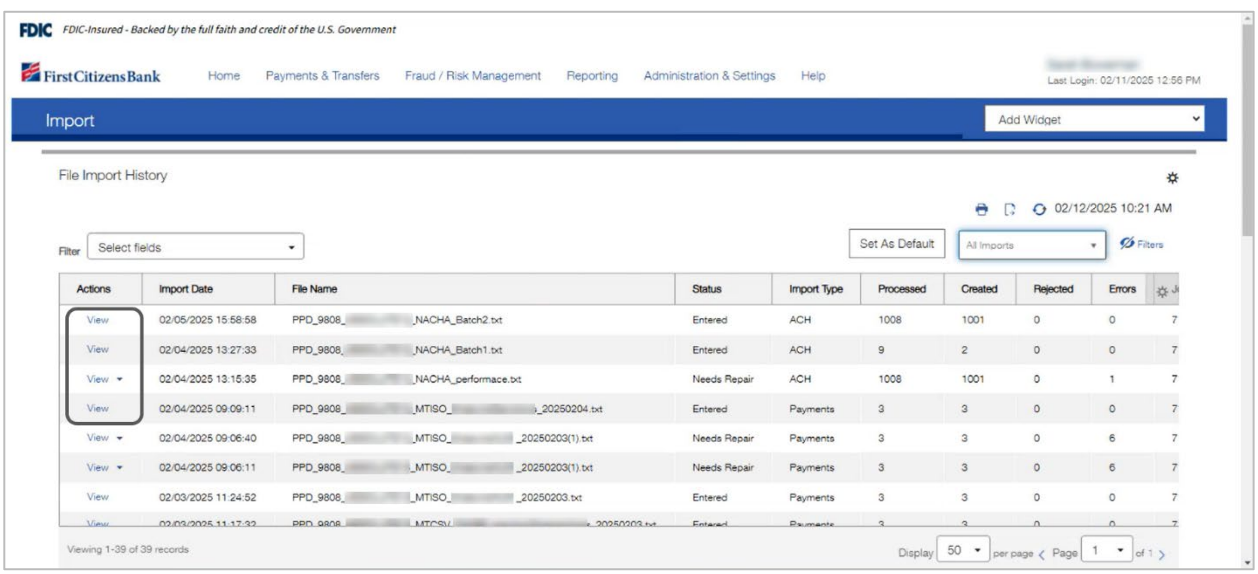
1. From the home page, navigate to the **Administration & Settings** tab, then select **Import**.



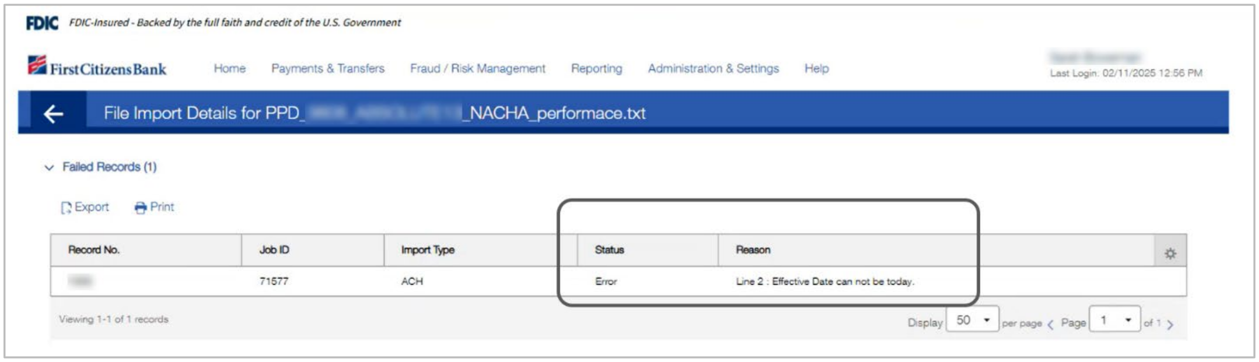
2. Select the drop-down caret next to **My Imports** menu, then select **All Imports**.



3. Click on the **View** link for the row you'd like to see.



4. You can see the status details.



Questions?

We’re here to help. Contact Business Engagement Center with questions at 866-322-4249 (866-FCB-4BIZ). Our team is happy to assist you. For more information visit our **Commercial Advantage Learning Center**.