First Horizon BusinessConnect℠

Contact Center

CONTACT CENTER

The **Contact Center** allows you to add, modify, view, and delete payment beneficiaries. **Contact Center** entries can then be used when creating a payment, payment template, or payment request/template.

The **Contact Center** is intended to store beneficiaries periodically used to create freeform payments, templates, or payment requests/templates. For payments or payment requests made more frequently, a template would typically be created.

Updates or deletions of existing beneficiaries in the contact center will not affect transactions that have already been entered into the system or are in flight (any transaction in any status).

An audit entry will be made for any change to the **Contact Center**. Records that are deleted will be physically deleted from the database.

PAYMENT AND SERVICE TYPES SUPPORTED

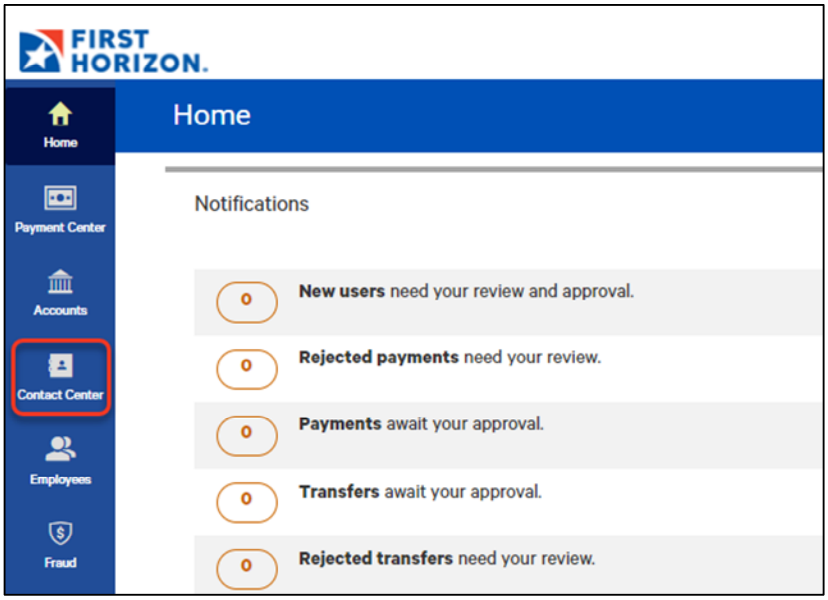
Beneficiary information from the **Contact Center** is available for the following payment types and services:

Payments or Services	Payment Types or Services
ACH	• Cash Concentration • Cash Concentration / Disbursement • Cash Disbursements • Consumer Collections • Consumer Collections / Payments • Consumer Payments • Corporate Vendor Payments • Corporate Collections • Corporate Vendor / Payments • International ACH Transaction • Internet Initiated Collections • Payroll Payments • Telephone Initiated Collections
Wire	• Draft • Multi-Bank Payments • Wire - Domestic • Wire - International
Canadian Payments	• Bill Pay • EFT Direct Deposit • EFT Direct Deposit Payments / Pre-authorized Debit Payments • EFT Pre-authorized Debit Payments
Real-Time Payments	• Real-Time Payments
Payment Requests	• Real-time Payment Requests

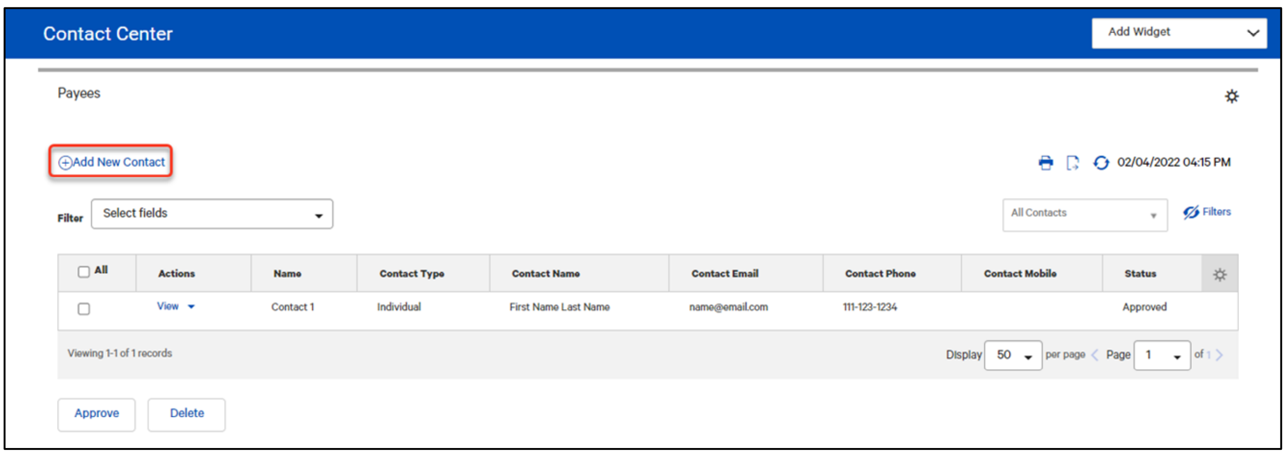
CREATING CONTACTS

To add a contact center entry:

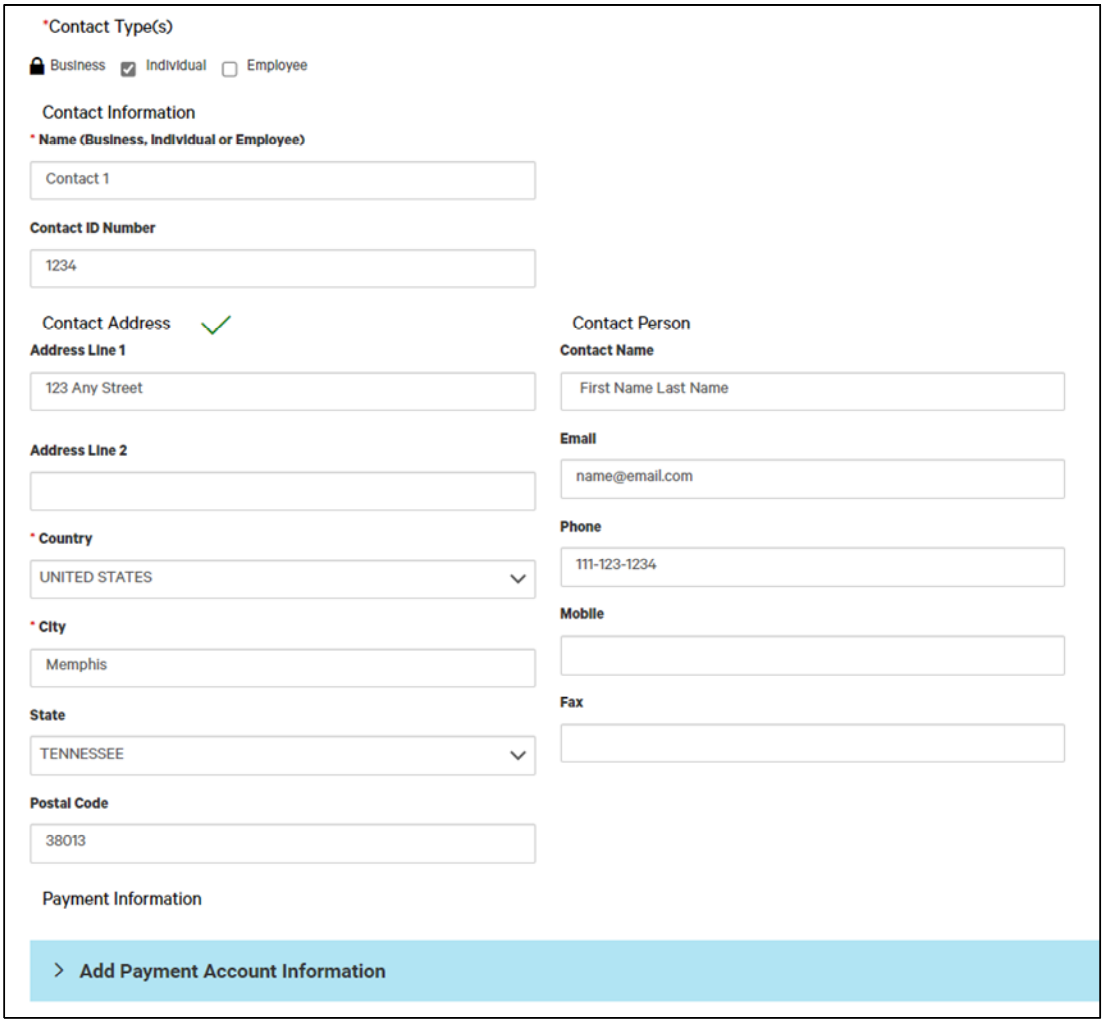
1. From the menu, click **Contact Center**.



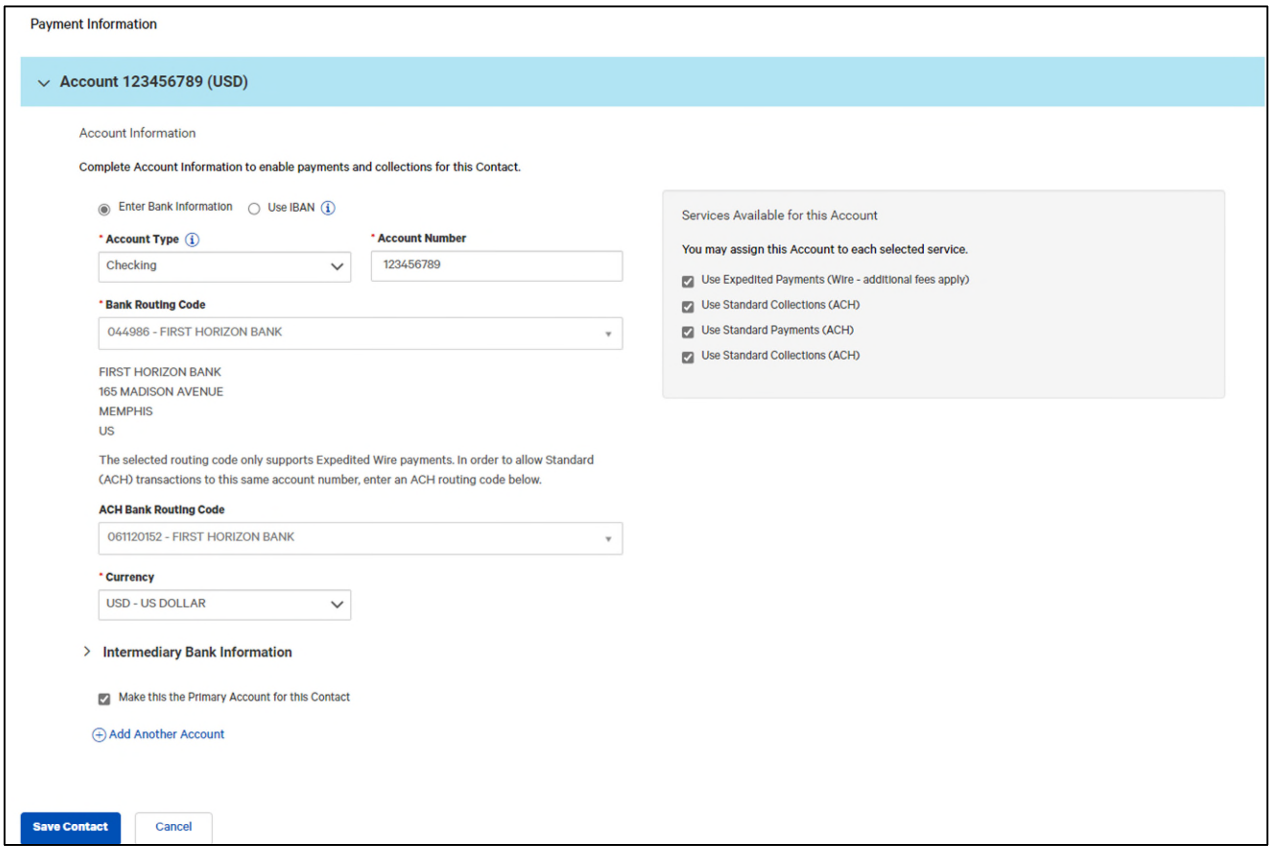
2. Click **Add a New Contact**.



3. At **Contact Type**, check the appropriate checkbox: **Business**, **Individual**, or **Employee**.
4. In the **Contact Information** section, enter the beneficiary **Name** and **Contact ID Number**.
5. (Optional) In the **Contact Address** section, enter the **Contact Address** information.
6. (Optional) In the **Contact Person** section, **Contact Name**, if different from the beneficiary.
7. (Optional) Enter the **Contact Person's Email Address, Phone Numbers**, and **Fax Number**.
8. Expand the **Add Payment Account Information section** to enter the **Beneficiary's Account Information.**



9. Click the radio button to choose to add the **Beneficiary's Bank Information** or **IBAN** number.
10. If using the **Beneficiary's Account Information**, complete the following sections.
    - Use the drop-down arrow to choose the **Account Type**.
    - Enter **Account Number**.
    - Enter the **Bank Routing Code** or use the drop down to choose the correct **Bank Routing Code**.
    - Use the drop-down arrow to choose the **Currency**.
12. If using **IBAN**, complete the following sections.
    - Enter the **IBAN**.
    - Use the drop-down arrow to choose the **Currency**.
13. (Optional) **Enter Intermediary Bank Information**, if applicable. (Not applicable for domestic ACH Payments. The Bank does not offer international ACH payments at this time.)
14. (Optional) Click the check mark to the left of **Make this the Primary Account for this Contact**, if applicable.
15. (Optional) In the grey box on the right labeled **Services Available for this Account**, click the services that are applicable.
16. (Optional) Click **Add Another Account** if this **Beneficiary** needs another account. Complete the fields as indicated above.
17. Click **Save Contact**.

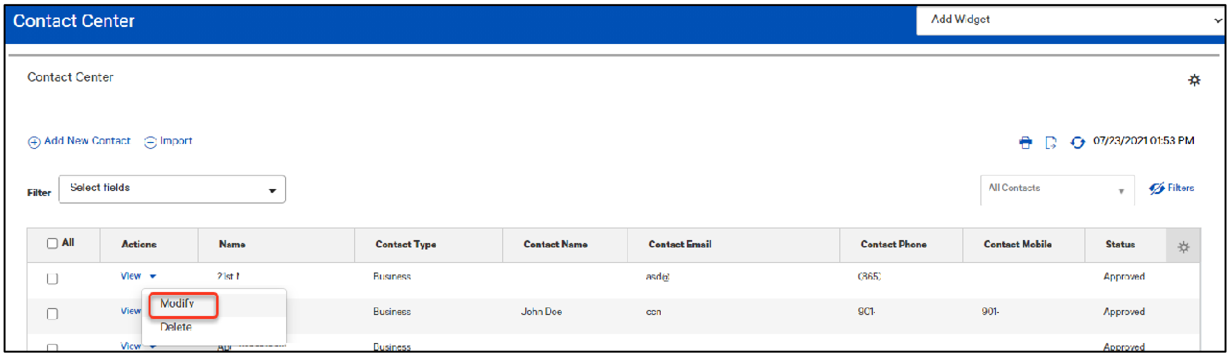


The **Contact Center** entry is now available on all applicable payment screens. You can select the entry by selecting the search icon next to the beneficiary field on a payment screen. Please note that the name of the beneficiary field is different for different payment types. You can also save a new beneficiary directly from a payment screen by selecting the **Add Beneficiary Record** radio button and clicking **Commit Changes**.

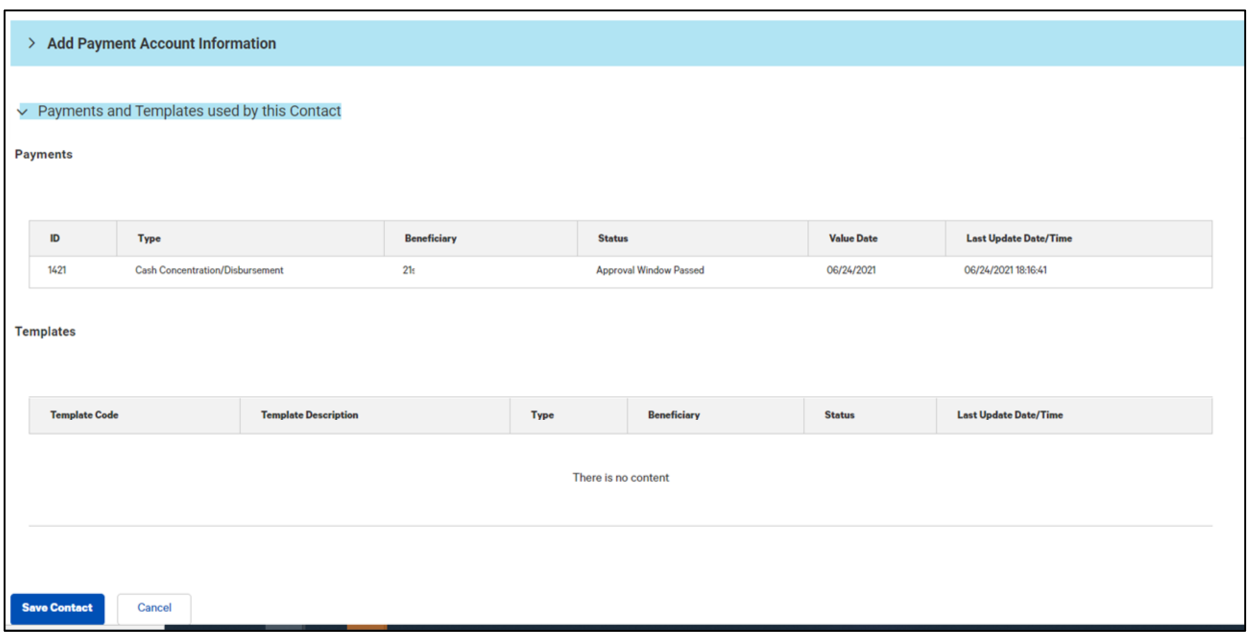
MODIFY A CONTACT

To modify an existing contact:

1. Find the contact in the list of contacts.
2. Click the **View** drop down arrow.
3. Click **Modify**.



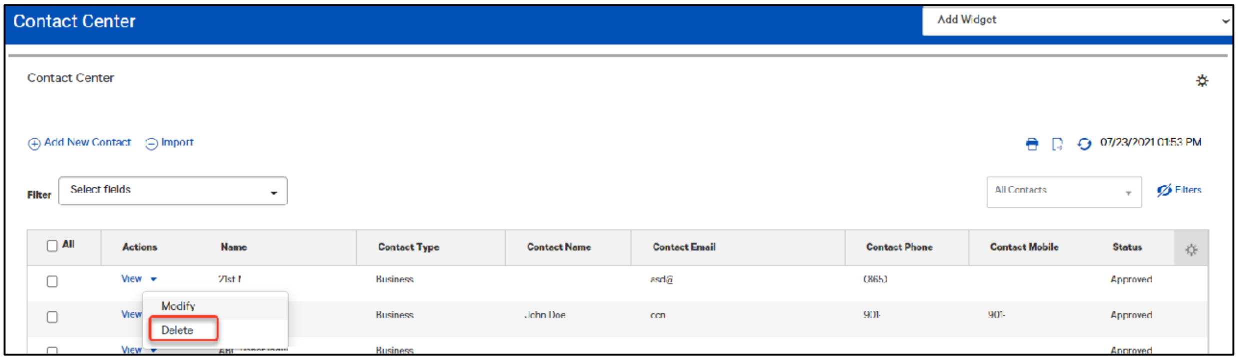
4. Make appropriate changes
   a. Contact Information
   b. Add additional Payment Accounts
5. You may also view the **Payments and Templates used by this Contact.**
6. Click **Save Contact.**



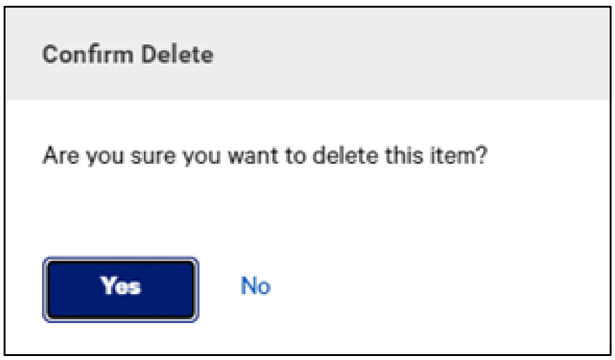
DELETE A CONTACT

To delete a Contact:

1. Find the contact in the list of contacts.
2. Click the **View** drop down arrow.
3. Click **Delete**.



4. Confirm the deletion.



NOTE

When changes are made to contact information in the **Contact Center**, those changes are automatically applied to future payments associated with the contact. In the case of currently active payments, users are notified of any changes to contacts that affect these payments so that the payments can be updated as well.

Templates associated with a contact are automatically updated when any changes are made to that contact. The templates will require approval and so are automatically placed in **Re-Approval Required** status. Users are notified of this status change through the **Templates Awaiting Approval** alert. Templates can also be filtered by **Re-Approval Required** status. Note that for users with auto-approval entitlements, templates associated with updated contacts are automatically approved.

So that users can determine how updates will affect payments and templates, the **Contact Detail** screen will display a list of all payments and templates that use an account associated with the contact. This will help users know what actions need to be taken on the affected payments/templates. Use the right arrow › to expand the section and view the affected items.