ACH TRANSACTIONS
Quick Reference Guide

FM UNION BANK
Member FDIC

Updating Existing ACH Templates Following the Digital Banking Upgrade

Following the Digital Banking Upgrade, some ACH templates may not function as expected. Specifically, the credit and debit offset amounts may not update to balance the file. If you experience this issue, follow the steps below to reset the offset account in your template.

1. Sign in to **FMUB Digital Banking**.
2. Navigate to **ACH > ACH Templates**.
3. Locate the affected ACH template and click the pencil (**Edit**) icon.
4. Find the **Offset Account** field (your account with FMUB).
5. Use the dropdown to clear the selected account, leaving the **Offset Account** field blank.
6. Click **Save & Close**.
7. Locate the same template and click the pencil (**Edit**) icon again.
8. In the **Offset Account** dropdown, select your FMUB account.
9. Click **Save & Close**.

Your ACH template should now function properly.
If you continue to experience difficulties, please contact FMUB at (920) 623-4000 for assistance.