

When sending an international wire via Treasury Management, there are a few additional steps from the domestic process, and they are outlined below. To execute the below steps, your business has to have both online wire origination and the foreign wire option enabled.

## Creating an International Creditor

From your main dashboard, select the Wire Creditors option from the Payments tab. Once on this page, click Create New Creditor in the top right corner. Before entering the required information, make sure to change the type of creditor at the top from Domestic to International.

Create an International Creditor

1. Creditor Information 2. Review 3. Confirmation

☐ Domestic ☒ International \* Indicates Required Field

Account/ <sup>*</sup> IBAN Number: *	<input type="text" value="123456789"/>	Agent ID *	<input type="text" value="ROYCCAT2"/> <input type="button" value="Swift Code"/>
Re-enter Account/ <sup>*</sup> IBAN Number: *	<input type="text" value="123456789"/>	Agent Name: *	<input type="text" value="Royal Bank of Canada"/>
Name: *	<input type="text" value="INT Testing"/>	Agent Country: *	<input type="text" value="CANADA"/>
Country: *	<input type="text" value="CANADA"/>	Agent City/Town Name: *	<input type="text" value="Toronto"/>
Building Number:	<input type="text" value="111"/>	Agent State/Country Sub Division:	<input type="text"/>
Street Name:	<input type="text" value="Main Street"/>		
City/Town Name: *	<input type="text" value="Montreal"/>		
State/Country Sub Division:	<input type="text" value="Quebec"/>		
Post Code:	<input type="text"/>		
Notes: ⓘ	<a href="#">Additional location information</a> <input type="text"/>		

**Intermediary Agent Information**

A domestic intermediary bank is also required. At First Carolina Bank, all international wires are processed through Pacific Coast Bankers Bank. Their information is as follows, though once you enter the Agent ID, the rest of the information should prefill:

- **Agent ID:** 121042484
- **Agent Name:** Pacific Coast Bankers Bank
- **City:** Walnut Creek
- **State:** CA

Depending on your provided instructions, you also have the option to add an international intermediary agent here.

Intermediary Agent Information

Domestic Intermediary Agent

Agent ID: \*

121042484

Q

Account Number:

Notes: ⓘ

Agent Name: \*

PACIFIC COAST BANKERS' BANK

Agent City/Town Name: \*

WALNUT CREEK

Agent State/Country Sub Division:

CA

+ Add an International Intermediary Agent

Review

Reset

Cancel

Once all information has been entered, click Review, and once you have reviewed the information for accuracy, select Confirm. This will save the creditor for later use.

Create an International Beneficiary

1. Beneficiary Information

2. Review

3. Confirmation

Beneficiary Information

Account Number: 123456789

Name: Testing Testing

Address: 171 N Windstead Ave  
Rocky Mount NC 27803 US

Notes:

Bank ID: HSBC123456

Bank Name: HSBC Hong Kong

Bank Address: 1 Hong Kong St  
Hong Kong China

Intermediary Bank Information

Bank ID: 121042484

Bank Name: PACIFIC COAST BANKERS' BANK

Bank Address: WALNUT CREEK, CA  
UNITED STATES

Confirm

Back

Cancel

## Creating an International Wire

From your main dashboard, select the Create USD Wire option from the Payments tab. Before entering the required information, make sure to change the type of wire at the top from Domestic to International.

In entering the required payment information, you will first select the drop-down for Wire Company Name. The only options that will be available in the drop-down are companies that wire agreements have been completed for. The chosen Wire Company Name will impact the Debit Account(s) available, which you will select by clicking the magnifying glass to the right of the field. Click the magnifying glass to the right of the Beneficiary field to access current beneficiaries or create a new one.

The screenshot shows the 'Create USD Wire' form with the following fields and values:

- Wire Company Name:** First Carolina Test Bank
- Debit Account:** DDA 2
- Creditor:** Select a Creditor
- Wire Amount:** 1.00 USD
- Frequency:** One Time
- Effective Date:** 09/05/2025
- Purpose:** Payment
- Additional Information:** INT Wire
- End to End ID:**

Buttons at the bottom: Review, Reset, Cancel.

If your creditor has been previously created, search for them and click Select to the right of the creditor when you have located them. If no creditors have been created, you can click Enter Creditor, which will prompt additional fields to be completed. Follow the steps in the first section of this guide if creating a new creditor, paying close attention to adding the domestic intermediary agent, Pacific Coast Bankers Bank.

The screenshot shows the 'Search Creditors' modal with a search bar and a table of results.

Search bar: Not found? Enter Creditor

Creditor Name	Creditor Account Number	Agent ID	Agent Name	Agent Country
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When entering the rest of the Payment Information, including Wire Amount, Frequency, Effective Date, and Purpose, make sure to also include Int Wire in the Additional Information field.

Create USD Wire <sup>o</sup>

1. Payment and Creditor Information 2. Review 3. Confirmation

☐ Domestic ☒ International Create Multiple Wires \* Indicates Required Field

Payment Information	Creditor Agent
Wire Company Name: * First Carolina Test Bank	Agent ID: * ROYCCAT2 Swift Code
Debit Account: * DDA 2	Agent Name: * Royal Bank of Canada
Creditor: * Select a Creditor	Agent Country: * CANADA
Wire Amount: * 1.00 USD	Agent City/Town Name: * Toronto
Frequency: * One Time	Agent State/Country Sub Division: 
Effective Date: 09/05/2025	<b>Domestic Intermediary Agent</b>
Purpose: * Payment	Agent ID: * 121042484
Additional Information: * INT Wire	Agent Name: * PACIFIC COAST BANKERS' BANK
End to End ID: * 	Agent City/Town Name: * WALNUT CREEK
	Agent State/Country Sub Division: CA
	Account Number: 
	Notes: 
	<a href="#">+ Add an Intermediary Agent</a>
	<a href="#">Back</a>

[Review](#) [Reset](#) [Cancel](#)

Once you are ready to move forward, click Review at the bottom left of your screen. Review and verify your Wire Details and click Confirm to send the wire to another user for dual approval.

Create USD Wire <sup>o</sup>

1. Payment and Creditor Information 2. Review 3. Confirmation

Wire Details [Download](#) [Print](#)

**Pending Approval:** Wire payment is in pending approval status.

Payment Information	Creditor Information
Transaction ID: W000003175244	Name: INT Testing
Wire Company Name: First Carolina Test Bank	Account Number: 123456789
Debit Account: DDA 2	Address: 111 Main Street Montreal, Quebec CANADA
Destination Currency: USD	Notes:
Wire Amount: 1.00 USD	Creditor Agent ID: ROYCCAT2
Effective Date: 09/05/2025	Agent Name: Royal Bank of Canada
Purpose: Payment	Agent Address: Toronto CANADA
Additional Information: INT Wire	
End to End ID:	<b>Instructed Agent Information</b>
Audit: 9/5/2025 10:45:30 AM : mgeorge01 : New	Agent ID: 121042484
	Agent Name: PACIFIC COAST BANKERS' BANK
	Agent Country: US
	Notes:

[Create Another Wire](#) [View Wire Activity](#)

An audit trail is provided with each transaction. These can be viewed in Wire Activity.



When you are ready to approve the wire, check the box to the left of the transaction. Options to Approve or Reject will populate at the bottom of the screen.

Payments Pending Approval    Transfer (0)    Loan Payment (0)    **Wire (1)**    ACH (0)

<input checked="" type="checkbox"/>	Transaction ID ▾	Wire Type ▾	Debit Account ▾	Beneficiary Name ▾	Currency ▾	Wire Amount ▾	Effective Date ▾	Created Date ▾	Status ▾
<input checked="" type="checkbox"/>	<a href="#">W000001687438</a>	International	DDA 2	International Wire Test Name	USD	\$0.25	06/08/2023	06/08/2023	Pending Approval

Once you click Approve, you will need to confirm your approval a second time.

**Approve this Wire** ✕

Are you sure you want to approve this Wire?

Comments:

Additional security confirmation and identity verification may be required prior to completing approval. Like when you log in, you will need to enter your Symantec Token code as well as your four-digit PIN, all together with no spaces. Click Verify when finished.

**Identity Verification**

We need to verify your identity for the security of the account. Please enter your security code followed by your 4-digit PIN (no space).

The wire status will then update to Transmitted.

Wire Activity

Recurring WiresWire File Activity

Create New PaymentDownloadPrint

Type to filter

	Transaction ID	Wire Company	Wire Type	Debit Account	Beneficiary Name	Currency	Wire Amount	Effective Date	Created Date	OMAD	Status	Actions
<input type="checkbox"/>	W0000001687438	First Carolina Test Bank	International	DDA 2	International Wire Test Name	USD	0.25	06/08/2023	06/08/2023		Transmitted	

Viewing 1 - 1 of 1 wires

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