BOSS Online Banking – User GuideDuplicate Payment Warning

BOSS Online Banking has enhanced the payment workflow with our newest upgrade. Users will now receive a message in regard to a possible duplicate payment. Duplicate payments can happen for a number of reasons, and we want to provide users the ability to view, check, capture, and warn of duplicate payments earlier in the payment lifecycle.

All payment types are included in the duplicate validation, regardless of how they were entered. The exception to this process is payments that have been created as part of a recurring schedule. Once a payment has been completed in BOSS, and another payment has similar information tied to it, the user will receive a Possible Duplicate Payment notice. Below are the prompts that will occur when this happens.

Possible Duplicate Payment Notice

Previous Domestic Wire payment that was created

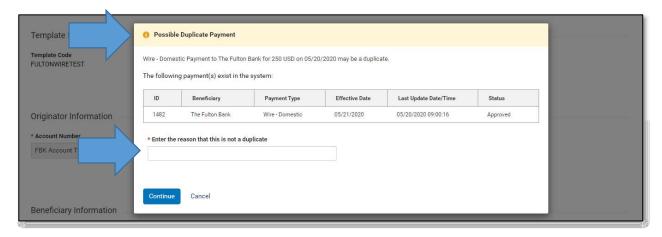


Creating another Domestic Wire payment with the same Beneficiary and amount

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After a user has submitted their Domestic Wire payment, they will receive a notice stating that this payment could possibly be a duplicate.



Note: Users must confirm and enter a reason for submitting a potential duplicate payment before they can submit it. When approving a payment that was previously identified as a possible duplicate, the approver is displayed with that reason in the Payment List view.

