

New Outstanding Instant Offers (OIP) Process to Prevent Misfunding and Simplify Reconciliation

In the past, you were able to clear Outstanding Instant Offers (OIP) from the Instant Back Office by using the 'Outstanding Instant Pays report.'

We've updated that process so that now, clearing Outstanding Instant Pays must be managed and actioned by the Instant accounting team. This is to ensure that your Instant Sutton Bank account remains whole and does not become depleted, which could lead to underfunded scenarios and make reconciliation a challenge.

Please follow this new process when you cannot recover an Outstanding Instant Pay:

1

Send an email to mgrsupport@instant.co & accounting@instant.co informing us that there is an OIP you cannot collect and would like cleared from the Instant Back Office

2

In the email, please specify:

- ☐ The employee whose OIP you would like cleared
- ☐ The amount
- ☐ Whether the funds were recovered from the employee outside of Instant or not

3

Once the email is sent, please immediately send an ACH to your Instant float account held at Sutton, totaling the OIP amount you have requested we clear

4

Once the Instant Accounting team sees the ACH arrive in the bank account, we will proceed to clear the OIP from the report