



ACH User Guide

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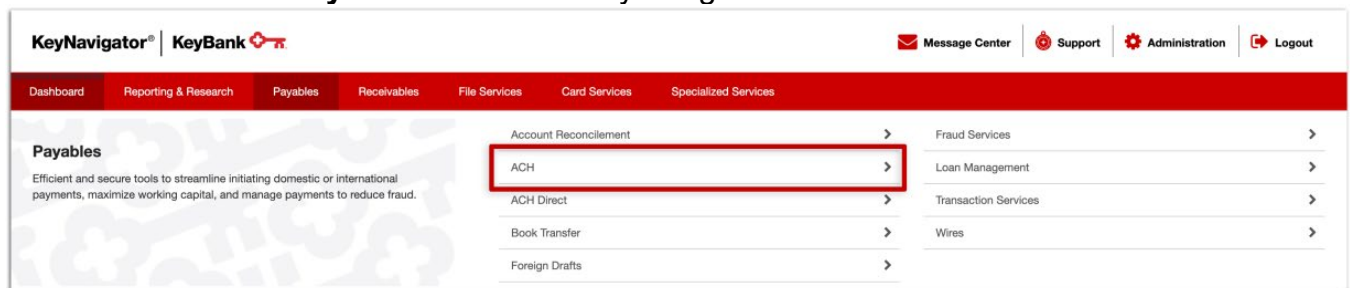
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1. KeyNavigator ACH

KeyNavigator's ACH service enables authorized users to initiate electronic debit and credit transactions. You can either create these transactions manually or import transaction information into the ACH module. Our easy to use templates allow you to create, store, and approve payments easily for payment types including payroll, tax and vendor payments. If you have proprietary software capable of creating compatible ACH files, you can upload the file directly into the KeyNavigator.

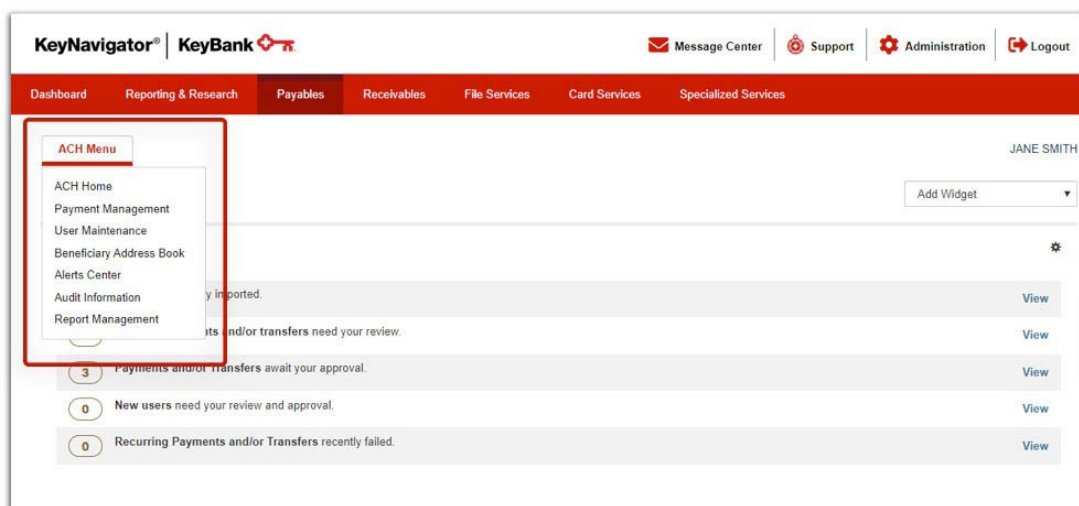
- From the **Business & Institutions** tab of www.key.com, log into **KeyNavigator**.
- Choose the **Payables** section of KeyNavigator and select **ACH**.



1.1 ACH Home

From the ACH Home page, you are able to customize your personal experience and navigate to any other function using the menus.

- Click on the **ACH Menu** to navigate to other ACH functions.



- Add additional widgets by clicking on the **Add Widget** drop down. From here, you can add as many widgets as you like to facilitate your business. Please note: newly added widgets are added to the bottom of the widget listing.

ACH Home

Notifications

- 6 Files were recently imported.
- 4 Recurring Payments recently failed.
- 2 New users need your review and approval.
- 0 Rejected payments need your review.
- 9 Payments await your approval.
- 22 Payment Templates await your approval.

View View View

Add Widget

- Add Widget
- Alerts Center
- Audit Information
- Beneficiary Address Book
- Download
- File Import History
- Import Map
- Notifications
- Payments List View
- Recurring Payment Exceptions
- Reports Management
- Template List View
- User Maintenance

- Click and drag any of the widgets to your desired order
- Click the gear icon and choose **resize** to show the widgets side-by-side. You may also **delete** widgets from here as well.

Remove
Resize

Payments List View

Max display of info: 400 days ⓘ

⊕ Add a New Payment ⊕ Quick Entry ⊕ File Import

08/10/2022 03:19 PM

Filter Select fields

All Payments Filters

<input type="checkbox"/> All	Actions	From Account	Beneficiary	Amount	Value Date	Status	Payment Type	Approval Cutoff	
<input type="checkbox"/>	View	1010101010101 ⓘ	MULTI	7,551.18	02/01/2019	Entered	Payroll	02/01/2019 20:00 EST	
<input type="checkbox"/>	View	2000202020202 ⓘ	ABC Supply Company	5,555.00	02/01/2019	Approved	Corporate/Vendor Payments	01/31/2019 20:00 EST	
<input type="checkbox"/>	View	3000303030303 ⓘ	XYZ Services Inc.	2,500.00	02/01/2019	Needs Repair	Corporate Collections	01/31/2019 20:00 EST	

Viewing 1-3 of 3 records

Display 50 per page Page 1 of 1

1.2 Notifications

- From the Notifications section, you may view additional information on recurring and rejected payments, payments and templates needing approval, and imported files.

ACH Home

Add Widget

Notifications

0

Files were recently imported.

View

0

Rejected payments and/or transfers need your review.

View

3

Payments and/or Transfers await your approval.

View

0

New users need your review and approval.

View

0

Payment and Template Background being processed.

View

2. Payments

2.1 Payments List View

The **Payments List View** widget can be reached via ACH Home or the Payment Management section from the ACH Menu. You will find many options for managing your payments and customizing your payment list views.

Payments List View

⚙

Max display of info: 400 days ⓘ

[+ Add a New Payment](#)
[+ Quick Entry](#)
[+ File Import](#)
08/10/2022 03:34 PM

Filter

Select fields

Set As Default

Rejected Payments

Filters

<input type="checkbox"/> All	Actions	ID	Beneficiary	Client Account Name	Payment Type	From Account	Status	Currency	Amount	⚙
There is no content										

Viewing 0-0 of 0 records

Display 50 per page
Page 1 of 1

Approve

Unapprove

Reject

Delete

Within the Payments List View widget, the default view is ‘Upcoming Payments’ which will display all ACH payments, in all statuses. The other View options available include:

- All Payments (Default)
- Approval Window Passed
- Approved Payments
- Future Dated Payments
- Imported Payments
- My Payments
- Payments needing Repair
- Payments Requiring Approval
- Payments Requiring My Approval
- Possible Duplicate Payments
- Rejected Payments
- Two Week Look Back
- Upcoming Payments

To change your default view, click the dropdown menu, select your desired view then, click **Set As Default** button.

Payments List View

Max display of info: 31 days ⓘ

⊕ Add a New Payment ⊕ Quick Entry ⊕ File Import

Filter Select fields

<input type="checkbox"/> All	Actions	From Account	Beneficiary	Amount	Value Date	Status	Payment Type	Approval Cut
<input type="checkbox"/>	View	3030303030303 ⓘ	MULTI	7,551.18	02/01/20XX	Entered	Payroll	02/01/20XX 20
<input type="checkbox"/>	View	4040404040404 ⓘ	ABC Supply Company	5,555.00	02/01/20XX	Approved	Corporate/Vendor Payments	01/31/20XX 20
<input type="checkbox"/>	View	5050505050505 ⓘ	XYZ Services Inc	2,500.00	02/01/20XX	Needs Repair	Corporate Collections	01/31/20XX 20

Viewing 1-3 of 3 records

[Approve](#) [Unapprove](#) [Reject](#) [Delete](#)

01/17/20XX 04:23 PM

Upcoming Payments

+ Save view

All Payments

Approval Window Passed

Approved Payments

Basic Market All Payments

Check Payments

Future Dated Payments

Imported Payments

My Payments

You can also manage the fields within the **Payments List View** widget:

- Click on the **gear icon** after the last column header, click the checkboxes to select which columns that you want to see in each view. Click **Update**.
- Once the add columns window is closed, you can drag and drop your selected columns in the list to change their order. You may need to use the scroll bar at the bottom of the widget to see additional columns.
- Select **Save View** in the view dropdown to save your configuration. You will also choose to name this view before saving.
- You may save this new view as your default view by clicking the **Set As Default** button.

Along the bottom of the Payments List View widget are action buttons that allow you to Approve, Unapprove, Reject or Delete ACH payments shown in your list. The buttons you see are dependent on your role/access. At the top of the widget, here are additional links that allow you to go to other functions including Add a New Payment and Quick Entry.

Payments List View

Max display of info: 31 days ⓘ

⊕ Add a New Payment ⊕ Quick Entry ⊕ File Import

Filter Select fields

<input type="checkbox"/> All	Actions	From Account	Beneficiary	Amount	Value Date	Status	Payment Type	Approval Cut
<input type="checkbox"/>	View	3030303030303 ⓘ	MULTI	7,551.18	02/01/20XX	Entered	Payroll	02/01/20XX 20
<input type="checkbox"/>	View	4040404040404 ⓘ	ABC Supply Company	5,555.00	02/01/20XX	Approved	Corporate/Vendor Payments	01/31/20XX 20
<input type="checkbox"/>	View	5050505050505 ⓘ	XYZ Services Inc	2,500.00	02/01/20XX	Needs Repair	Corporate Collections	01/31/20XX 20

Viewing 1-3 of 3 records

[Approve](#) [Unapprove](#) [Reject](#) [Delete](#)

01/17/20XX 04:23 PM

Upcoming Payments

+ Save view

All Payments

Approval Window Passed

Approved Payments

Basic Market All Payments

Check Payments

Future Dated Payments

Imported Payments

My Payments

2.2 Template List View

The **Template List View** widget can be reached via ACH Home or the Payment Management section from the ACH Menu. You will find many options for managing your templates and customizing your template list views.

Template List View

01/17/2019 04:23 PM

[Add a New Template](#)
[File Import](#)

Filter:

Active Templates

<input type="checkbox"/> All	Actions	Template Name	Template Description	From Account	Beneficiary	Payment Type	Status	Amount	Schedule
<input type="checkbox"/>	View	corpcol	CorpCol-01	10101010101	XYZ Services Inc	Corporate Collections	Entered	0.00	
<input type="checkbox"/>	View	corppay	CorpPay-01	20202020202	ABC Supply Company	Corporate/Vendor Payments	Approved	100.00	Monthly
<input type="checkbox"/>	View	payroll	Payroll-01	30303030303	MULTI	Payroll	Incomplete	7,551.18	
<input type="checkbox"/>	View	conscol	ConsCol-01	40404040404	UserID 1 Test	Consumer Collections	Approver Reje...	0.00	
<input type="checkbox"/>	View	conscol	ConsCol-01	50505050505	UserID 2 Test	Consumer Collections	Re-Approval R...	0.00	

Viewing 1-4 of 4 records

Display 50 per page < Page 1 of 1 >

[Approve](#)
[Unapprove](#)
[Reject](#)
[Delete](#)

Within the Template List View widget, the default view is 'Active Templates' which will display all active and approved templates. The other View options available include:

- All Templates
- Deleted Templates
- My Templates
- Rejected Templates
- Scheduled Templates
- Templates Pending Approval

To change your default view, click the dropdown menu, select your desired view then, click **Set As Default** button.

Template List View

Template List View

01/17/2019 04:23 PM

[Add a New Template](#)
[File Import](#)

Filter:

Active Templates

<input type="checkbox"/> All	Actions	Template Name	Template Description	From Account	Beneficiary	Payment Type	Status	Amount	Schedule
<input type="checkbox"/>	View	corpcol	CorpCol-01	10101010101	XYZ Services Inc	Corporate Collections	Entered	0.00	
<input type="checkbox"/>	View	corppay	CorpPay-01	20202020202	ABC Supply Company	Corporate/Vendor Payments	Approved	100.00	Monthly
<input type="checkbox"/>	View	payroll	Payroll-01	30303030303	MULTI	Payroll	Incomplete	7,551.18	
<input type="checkbox"/>	View	conscol	ConsCol-01	40404040404	UserID 1 Test	Consumer Collections	Approver Reje...	0.00	
<input type="checkbox"/>	View	conscol	ConsCol-01	50505050505	UserID 2 Test	Consumer Collections	Re-Approval R...	0.00	

Viewing 1-4 of 4 records

Display 50 per page < Page 1 of 1 >

[Approve](#)
[Unapprove](#)
[Reject](#)
[Delete](#)

Dropdown menu options:

- Set As Default
- My Templates
- Save view
- Active Templates
- All Templates
- Deleted Templates
- My Templates
- Rejected Templates
- Scheduled Templates
- Templates Pending Approval

- Click on the **gear icon** after the last column header, click the checkboxes to select which columns that you want to see in each view. Click **Update**.
- Once the add columns window is closed, you can drag and drop your selected columns in the list to change their order. You may need to use the scroll bar at the bottom of the widget to see additional columns.
- Select **Save View** in the view dropdown to save your configuration. You will also choose to name this view before saving.
- You may save this new view as your default view by clicking the **Set As Default** button.

Template List View

⊕ Add a New Template
⊕ File Import
🖨️ 🔄 ⌛ 08/10/2022 03:37 PM

Filter

Set As Default
My Templates ▾
 Filters

<input type="checkbox"/> All	Actions	Template Name	Template Description	From Account	Beneficiary	Payment Type	Status	Amount	Select
There is no content									

⏪
⏩

Viewing 0-0 of 0 records
Display per page
Page of 1

Approve
Unapprove
Reject
Delete

2.3 Create a Payment

- 10

Payments List View

Max display of info: 31 days ⓘ

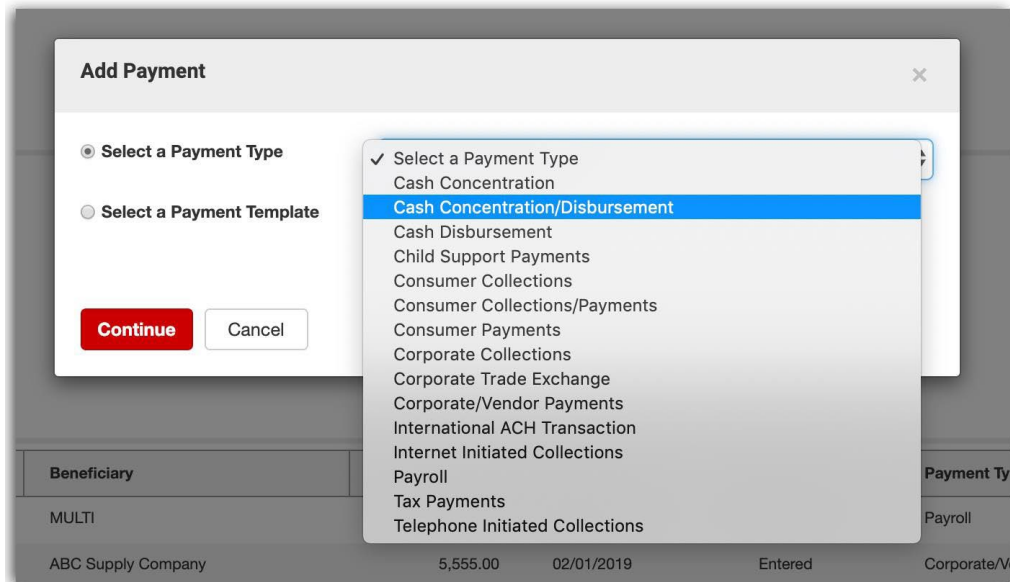
⊕ Add a New Payment ⊕ Quick Entry ⊕ File Import

Filter

<input type="checkbox"/> All	Actions	From Account	Beneficiary	Amount	Value Date	Status	Payment Type	Approval
<input type="checkbox"/>	View	3030303030303 ⓘ	MULTI	7,551.18	02/01/20XX	Entered	Payroll	02/01/20X
<input type="checkbox"/>	View	4040404040404 ⓘ	ABC Supply Company	5,555.00	02/01/20XX	Approved	Corporate/Vendor Payments	01/31/20X
<input type="checkbox"/>	View	5050505050505 ⓘ	XYZ Services Inc	2,500.00	02/01/20XX	Needs Repair	Corporate Collections	01/31/20X
Viewing 1-3 of 3 records								Display <input type="text" value="50"/> per page

[Approve](#) [Unapprove](#) [Reject](#) [Delete](#)

- From the **Add a Payment** screen, select your **Payment Type** from the drop down box.



Add Payment

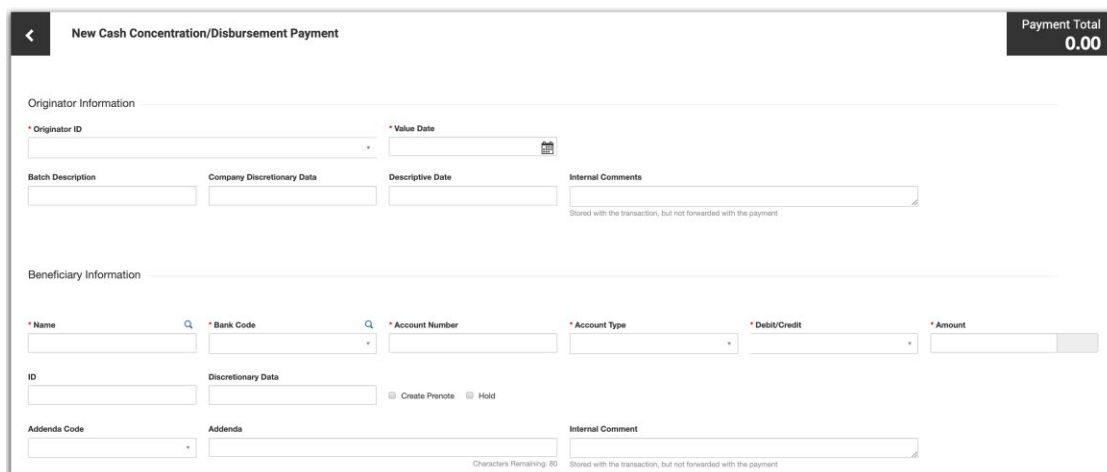
☒ Select a Payment Type
☐ Select a Payment Template

Continue **Cancel**

Beneficiary: ABC Supply Company
 Payment Type: Payroll
 Amount: 5,555.00
 Date: 02/01/2019
 Status: Entered

Select a Payment Type
 Cash Concentration
Cash Concentration/Disbursement
 Cash Disbursement
 Child Support Payments
 Consumer Collections
 Consumer Collections/Payments
 Consumer Payments
 Corporate Collections
 Corporate Trade Exchange
 Corporate/Vendor Payments
 International ACH Transaction
 Internet Initiated Collections
 Payroll
 Tax Payments
 Telephone Initiated Collections

- The **Payment Type** selected will determine the information you need to complete in the next section. In the example below, Cash Concentration / Disbursement has been selected. Once you select your Payment Type, click **Continue**.
- Required information is indicated with a red asterisk. The **Value Date** (a.k.a. the effective date) is the date the payment will credit or debit the beneficiary; the payment may be sent for processing a day in advance. Use optional fields such as **Batch Description**, **Descriptive Date**, **Company Discretionary Data** or **Internal Comments** for your reference.



New Cash Concentration/Disbursement Payment Payment Total: 0.00

Originator Information

* Originator ID:
 * Value Date:

Batch Description:
 Company Discretionary Data:
 Descriptive Date:
 Internal Comments:

Stored with the transaction, but not forwarded with the payment

Beneficiary Information

* Name:
 * Bank Code:
 * Account Number:
 * Account Type:
 * Debit/Credit:
 * Amount:

ID:
 Discretionary Data: ☐ Create Prenote ☐ Hold

Addenda Code:
 Addenda:
 Internal Comment:

Characters Remaining: 80

- Complete the **Beneficiary Section** with the information required, including: Payee Name, Account Number and Bank Code (or ABA, Swift or Routing Number).
- Based on payment type, **Addenda** can be added using a field that will count characters and provide the number remaining characters available.
- Continue to add beneficiaries until your payment is complete.

Beneficiary Information

* Name: Sam Stone * Bank Code: 021372953 (KEYBANK NATIONAL ASSOCIATION) * Account Number: 787788877978 * Account Type: Checking * Amount: 200.00 USD

ID: Discretionary Data: ☐ Create Prenote ☐ Hold Internal Comment:
Stored with the transaction, but not forwarded with the payment

> Beneficiary Exclusion Dates

[Add Another Beneficiary](#) [Clear Beneficiary Info](#)

Filter: [Edit Hold](#) [Edit Amounts](#)

<input type="checkbox"/> All	Actions	Name	Bank Code	Account Number	Account Type	Amount	CCY	Prenote	Hold	Status
<input type="checkbox"/>	View	Connie Crawford	021313569	78778887797	Checking	300.00	USD	No	No	

Viewing 1-1 of 1 records Display: 50 per page Page 1 of 1

[Delete](#)

500.00 USD to 2 Beneficiaries on 12 Jun 2020

☐ Save this payment as a template for future use

- When payment entry details are complete, click the **Submit** button and a confirmation window will be displayed. You may also choose Save for Later or Cancel.
- **Tip:** Choose the “save the payment as a template for future use” to create a template with the information you just entered.
- Use Quick Entry to utilize a template with one beneficiary and need to make a payment

The **Payment Approval** process is setup by your administrator. Certain payments may require multiple approvals by multiple users before being considered complete.

Payments List View

1 Payment Approved

ID: 47

To: Multiple Beneficiaries

From: ACME WIDGETS CO INC 1212 12121212121212

Amount 500.00 USD

Value Date: 06/12/2020

Payment Type: Payroll

Details

Max display of info: 400 days

05/19/2020 02:03 PM

Add a New Payment

Quick Entry

File Import

Filter

Select fields

All Payments

<input type="checkbox"/> All	Actions	ID	Beneficiary	Payment Type	From Account	Status	Am...	Value Date	Credit / Debit Indic...	
<input type="checkbox"/>	View	47	MULTI	Payroll	78778887797	Approved	500.00	06/12/2020	Credit	
<input type="checkbox"/>	View	46	MULTI	Payroll	78778887797	Entered	300.00	06/05/2020	Credit	
<input type="checkbox"/>	View	10	MULTI	Corporate/Vendor Payments	78778887797	Approved	90.00	05/29/2020	Credit	

Viewing 1-3 of 13 records

Display

3

per page

<

Page

1

of 5

>

Approve

Unapprove

Reject

Delete

- After your payment has been fully approved you will see a **Confirmation** box above the Payments List View widget, and the **Status** will change to **Approved**.

Payments List View

Max display of info: 31 days ⓘ

01/17/2019 04:23 PM

⊕ Add a New Payment ⊕ Quick Entry ⊕ File Import

Filter Select fields

Upcoming Payments

<input checked="" type="checkbox"/> All	Actions	From Account	Beneficiary	Amount	Value Date	Status	Payment Type	Approval Cutoff
<input checked="" type="checkbox"/>	New	479681200000 ⓘ	MULTI	7,551.18	02/01/2019	Entered	Payroll	02/01/2019 20:00 EST
<input checked="" type="checkbox"/>	New	479681200000 ⓘ	ABC Supply Company	5,555.00	02/01/2019	Entered	Corporate/Vendor Payments	01/31/2019 20:00 EST
<input checked="" type="checkbox"/>	New	479681200000 ⓘ	XYZ Services Inc	2,500.00	02/01/2019	Entered	Corporate Collections	01/31/2019 20:00 EST

Viewing 1-3 of 3 records

Display 50 per page Page 1 of 1

Approve Unapprove Reject Delete

2.5 Create a Template

- To create an ACH template, select the **Add a New Template** link at the top on the top of the Template List View widget.

Template List View

⊕ Add a New Template ⊕ File Import

08/10/2022 03:37 PM

Filter Select fields

Set As Default My Templates Filters

<input type="checkbox"/> All	Actions	Template Name	Template Description	From Account	Beneficiary	Payment Type	Status	Amount	Spec
There is no content									

Viewing 0-0 of 0 records

Display 50 per page Page 1 of 1

Approve Unapprove Reject Delete

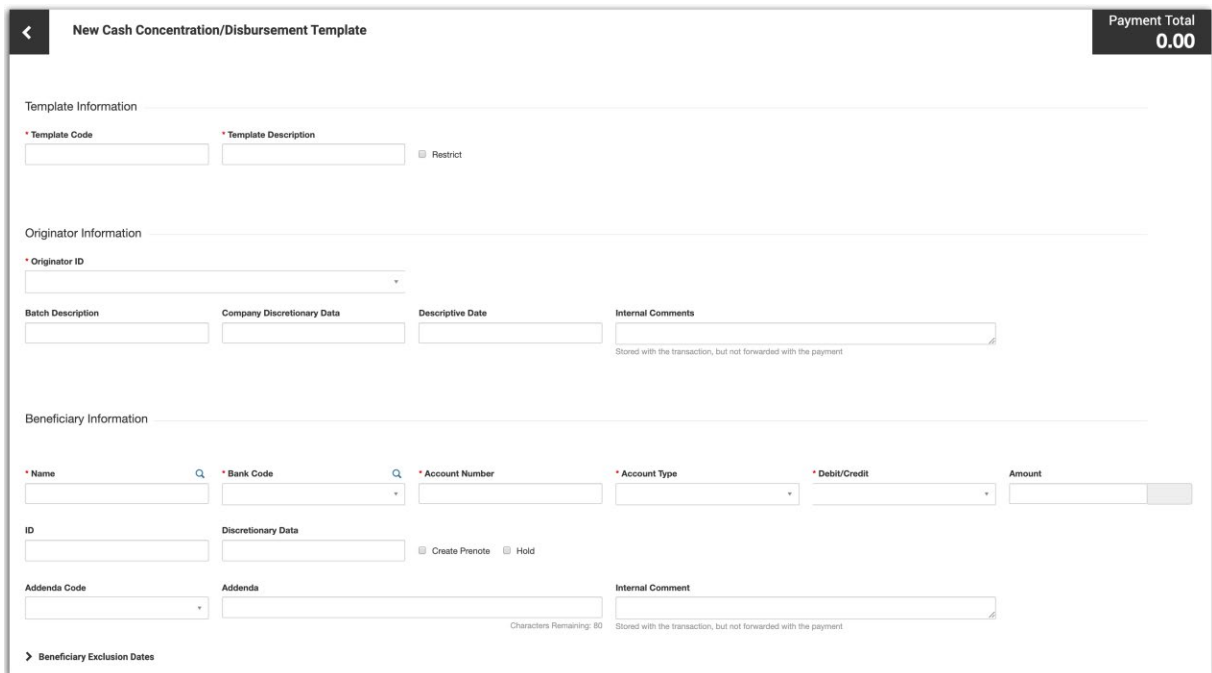
- From the **Add Template** screen, select your **Template Type** from the drop down box.

Add Template

Template Type

- ☒ Select A Template Type
- Cash Concentration
- Cash Concentration/Disbursement**
- Cash Disbursement
- Child Support Payments
- Consumer Collections
- Consumer Collections/Payments
- Consumer Payments
- Corporate Collections
- Corporate Trade Exchange
- Corporate/Vendor Payments
- International ACH Transaction
- Internet Initiated Collections
- Payroll
- Tax Payments
- Telephone Initiated Collections

- The **Template Type** selected will determine the information you need to complete in the next section. In the example below, Cash Concentration / Disbursement has been selected. Once you select your Payment Type, click **Continue**.
- Required information is indicated with a red asterisk. Use optional fields such as **Batch Description**, **Descriptive Date**, **Company Discretionary Data** or **Internal Comments** for your reference.



New Cash Concentration/Disbursement Template Payment Total 0.00

Template Information

* Template Code * Template Description ☐ Restrict

Originator Information

* Originator ID

Batch Description Company Discretionary Data Descriptive Date Internal Comments

Stored with the transaction, but not forwarded with the payment

Beneficiary Information

* Name * Bank Code * Account Number * Account Type * Debit/Credit Amount

ID Discretionary Data ☐ Create Prenote ☐ Hold

Addenda Code Addenda Internal Comment

Characters Remaining: 80

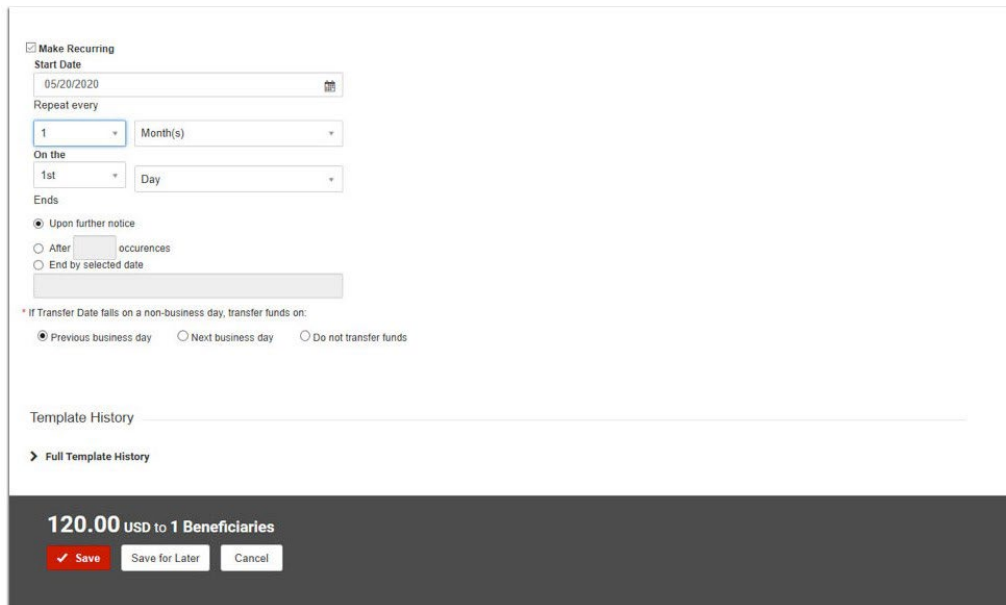
Stored with the transaction, but not forwarded with the payment

[Beneficiary Exclusion Dates](#)

- Complete the **Beneficiary Section** with the information required, including: Payee Name, Account Number and Bank Code (a.k.a. ABA, Swift or Routing Number).
- You may also create Prenotes, place the beneficiary on hold or exclusion dates.
- Continue to add beneficiaries until your template is complete.

2.5.2 Recurring Templates

- You may choose to make this template recurring by clicking the **Make Recurring** checkbox.
- Upon checking the box, additional details will display including the start date, repeating patterns and end dates. You will also need to choose which action you desire when you transfer is scheduled for non-business days.



- When template entry details are complete, click the **Submit** button and a confirmation window will be displayed. You may also choose Save for Later or Cancel.

2.6 Approve Templates

The **Template Approval** process is setup by your administrator. Certain templates may require multiple approvals by multiple users before being considered complete.

Template List View ⚙

⊕ Add a New Template ⊕ File Import 🖨 📄 🔄 08/10/2022 03:51 PM

Filter Select fields Set As Default Rejected Templates Filters

<input type="checkbox"/> All	Actions	Template Name	Template Description	From Account	Beneficiary	Payment Type	Status	Amount
<input type="checkbox"/>	View	Templatename	usedfor	199681000527	MULTI	Payroll		20.2

Viewing 1-1 of 1 records Display 50 per page < Page 1 of 1 >

Approve

Unapprove Reject Delete

You may **approve templates** multiple ways:

Note: Templates in an **Entered** Status require approval before they're utilized for payment.

- Templates can be approved via:
 - In the ACH Template List View (via the ACH Home screen or the Payment Management screen), simply click the **check box** to the left of the individual template and click **Approve**.
 - Or click on **view** dropdown menu for an individual template and select **Approve**.
 - Or click on **View** from the Actions column and use the action buttons at the bottom of the screen that allow you to Approve, Delete, Modify or Reject.
 - You may also select the checkbox next to the **All** header and then click **Approve**.
- After your template has been fully approved you will see a **Confirmation** box above the Template List View widget, and the **Status** will change to **Approved**.

Template List View

01/17/20XX 04:23 PM

⊕ Add a New Template ⊕ File Import

Filter Select fields Active Templates

<input type="checkbox"/> All	Actions	Template Name	Template Description	From Account	Beneficiary	Payment Type	Status	Amount	Schedule	⚙
<input type="checkbox"/>	View	corpcol	CorpColl-01	1010101010101	XYZ Services Inc	Corporate Collections	Entered	0.00		
<input type="checkbox"/>	View	corppay	CorpPay-01	2020202020202	ABC Supply Company	Corporate/Vendor Payments	Approved	100.00	Monthly	
<input type="checkbox"/>	View	payroll	Payroll-01	3030303030303	MULTI	Payroll	Incomplete	7,551.18		
<input type="checkbox"/>	View	conscol	ConsColl-01	4040404040404	UserID 1 Test	Consumer Collections	Approver Reje...	0.00		
<input type="checkbox"/>	View	conscol	ConsColl-01	5050505050505	UserID 2 Test	Consumer Collections	Re-Approval R...	0.00		

Display 50 per page Page 1 of 1

Approve Unapprove Reject Delete

3. File Imports

All widgets related to file imports can be found on the Payment Management page via the ACH Menu.

3.1 Import Maps

- When creating an import map, you can choose from delimited, fixed and NACHA map types
- Based on your selection, other criteria may be required such as payment type, and clearing type.
- Add your file properties and data format details as requested based on your file.
- Fill in your file map field and value details.
- When complete, and no errors are found, click **save**.
- Views can be changed utilizing the drop-down box on the right and you may add/delete columns by clicking the gear icon.
- Click the Filter drop down to create a custom view by selecting the desired fields.
- Views may be printed or exported.

Import Map

[+ Add Import Map](#)

08/10/2022 03:57 PM

Filter

All Accounts [Filters](#)

<input type="checkbox"/> All	Actions	Format Name	Description	Payment Type Description	Map Type	Owner	
<input type="checkbox"/>	View	IKOTest	PPDCreditsDebits	Consumer Collections/Payments	Delimited	Client	
<input type="checkbox"/>	View	testDELIMITED	delete map	Payroll	Delimited	Client	
<input type="checkbox"/>	View	nachaCCD		Corporate/Vendor Payments	NACHA	Client	

Viewing 1-3 of 48 records

Display per page < Page of 16 >

Delete

3.2 File Import

You will find the **File Import** button on the top of the Payments & Template List View Widgets (in the ACH Home screen or Payment Management page).

- Click the Browse button toward the bottom of the page to select the file to Import.
- Select an import map from the Format Section.
- Choose Import As either Payments or Templates.
- After selecting your file, click the File Import button at the bottom of the page.

File Import

Format Section

	Format Name	Description	Payment Type	Agency	Owner	
<input type="radio"/>	CSVPayroll	Payroll	Payroll		Client	
<input checked="" type="radio"/>	NACHA File Import	NACHA Format	NACHA File Import		System	

Viewing 1-2 of 2 records

Display per page < Page of 1 >

File Section

☐ Load the file in test mode.

* Select Import File

Choose File No file chosen

Note: Payments and Templates are imported in an **Entered** Status and require approval before they're submitted for payment or templates are available to use.

3.3 File Import History

You will find the **File Import History** widget in the Payment Management page.

- From here, you may export or print files.
- You may also take the following action for the imported file history: View file details and error information or Delete the history record.

- Note: To approve, modify, delete or reject the imported payment or template, use the Actions options in the Payment List View or Template List View widgets.
- Views can be changed utilizing the drop-down box on the right and you may add/delete columns by clicking the gear icon.
- Click the Filter drop down to create a custom view by selecting the desired fields.
- Views may be printed or exported.

File Import History



08/10/2022 04:00 PM

Filter Select fields

My Imports

[Filters](#)

Actions	Import Date	File Name	Status	Import Type	Processed	Created	Rejected	Errors	Job ID	
---------	-------------	-----------	--------	-------------	-----------	---------	----------	--------	--------	--

There is no content

Viewing 0-0 of 0 records	Display 50 per page	Page 1 of 1
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4. User Maintenance

The User Maintenance section is available via the ACH Menu and can be added to the ACH Home page via the Add Widget dropdown.

For companies utilizing ACH Self Service, User Maintenance allows you to view information about existing roles and permissions setup for ACH. If you have modifications or additions to roles, please contact your Payments Advisor.

- The User Maintenance widget displays all users and IDs.
- Views can be changed utilizing the drop-down box on the right and you may add/delete columns by clicking the gear icon.
- Click the Filter drop down to create a custom view by selecting the desired fields.
- Views may be printed or exported.
- Select view or modify within the **Actions** column to display further information.

User Maintenance



01/04/2019 02:26 PM

Filter

Users

<input type="checkbox"/> All	Actions	User ID	User Name	Disabled	Status	Legal Administrator	Last Approved Date	Activation Date	Active	Last Login	
<input type="checkbox"/>	View	1010101010101	UserID 1 Test	No	Approved	No	12/11/2018 14:25:55		Yes	01/04/2019 14:17:11	
<input type="checkbox"/>	View	2020202020202	UserID 2 Test	No	Approved	No	12/11/2018 14:28:06		Yes	01/04/2019 13:55:20	

Viewing 1-2 of 2 records

Display per page < Page of 1 >

[Approve](#)

[Delete](#)

- Modify
- Disable
- Delete
- Copy User

- If you have the appropriate permissions, you may make the desired changes in the **User Detail** and **Assign Roles** tabs.
- You may view the history by expanding the **Audit** section on the User Detail tab.

[User Detail](#)
[Assign Roles](#)

User Information

User ID

UserID 1 Test

Locale

English (United States)

Time Zone

US/Eastern

User Name

ABC 123 Company Test

Company

DEF 123 Company Test

Status

Approved

[Audit](#)

[Back](#)

5. Beneficiary Address Book (BAB)

The Beneficiary Address Book is available via the ACH Menu and can be added to the ACH Home page via the Add Widget dropdown.

- The BAB widget displays all contacts available for payments or templates.
- Views can be changed utilizing the drop-down box on the right and you may add/delete columns by clicking the gear icon.
- Click the Filter drop down to create a custom view by selecting the desired fields.
- Views may be printed or exported.
- Select **Modify** for the desired contact to modify any of the details
- Click **Save Contact** when complete.

Beneficiary Address Book

⚙️

[Add New Contact](#)

08/10/2022 04:04 PM

Filter

Select fields

All Contacts

Filters

<input type="checkbox"/> All	Actions	Name	Contact Type	Contact Name	Contact Email	Contact Phone	Contact Mobile	Status
<input type="checkbox"/>	View	ABC Company	Business	Rosemary Trusso				Approved
<input type="checkbox"/>	View	ABC Company	Business					Approved
<input type="checkbox"/>	View Modify Delete	BE	Individual					Approved

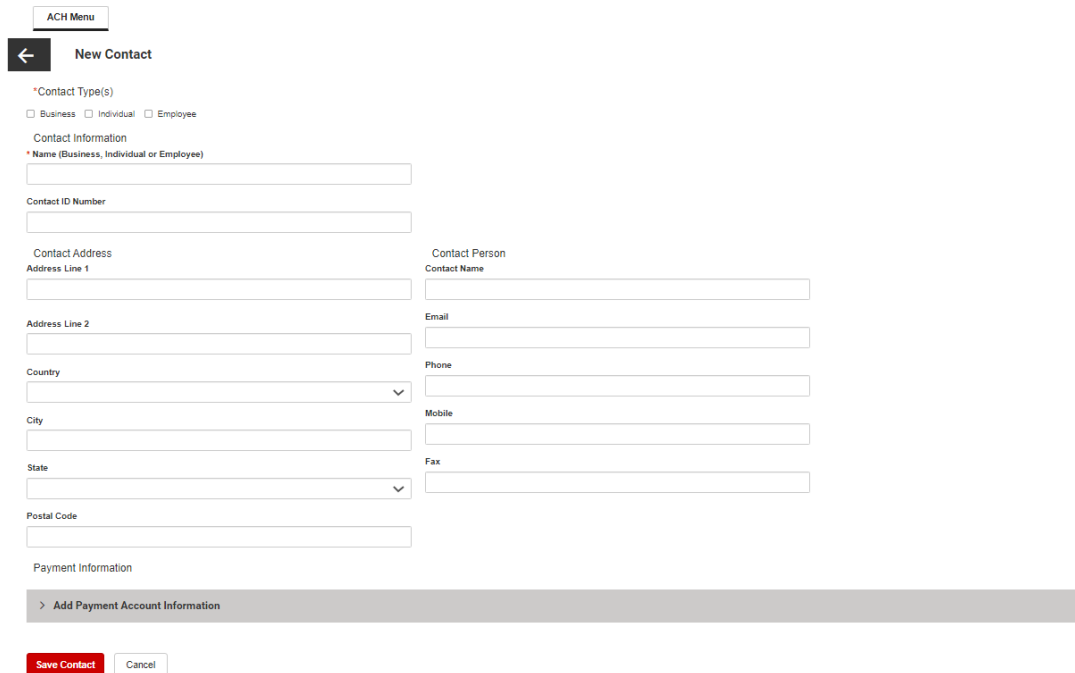
Viewing 1-3 of 45 records

Display 3 per page
Page 1 of 15

Approve

Delete

- To create a new contact in the BAB, click the **Add New Contact** Button at the top of the widget.
- Enter all desired information including the type of contact and payment information. Please note the fields with the red asterisks are required.
- Click **Save Contact** when complete.



ACH Menu

← New Contact

*Contact Type(s)
☐ Business ☐ Individual ☐ Employee

Contact Information
 *Name (Business, Individual or Employee)

Contact ID Number

Contact Address
 Address Line 1

 Address Line 2

 Country

 City

 State

 Postal Code

Contact Person
 Contact Name

 Email

 Phone

 Mobile

 Fax

Payment Information
 > Add Payment Account Information

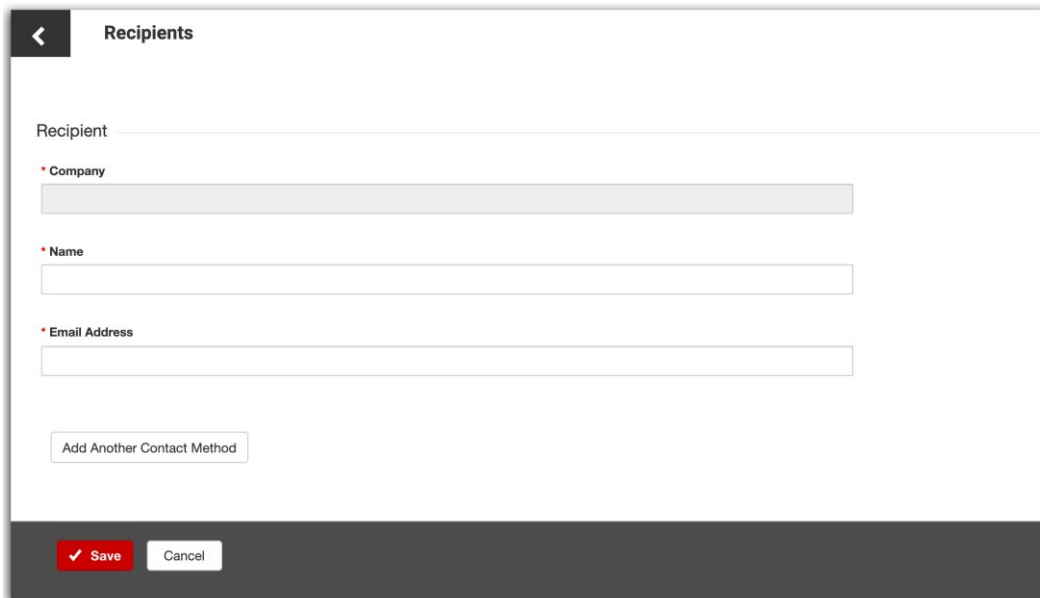
Save Contact Cancel

6. Alerts Center

The Alerts Center is available via the ACH Menu and the individual widgets can be added to the ACH Home page via the Add Widget dropdown.

6.1 Recipients & Recipient Groups

- The Recipients and Recipient Group widgets display the existing recipients for your company. You may modify, delete or view the existing contacts.
- Views can be changed utilizing the drop-down box on the right and you may add/delete columns by clicking the gear icon.
- Click the Filter drop down to create a custom view by selecting the desired fields.
- Views may be printed or exported.
- To create a new recipient, select **Insert** at the top of the Recipient widget.
- Enter the name and email address for your new recipient. Additional emails may be added by selecting the **Add Another Contact Method**.



The 'Recipients' form is a mobile-style interface with a dark header bar containing a back arrow and the title 'Recipients'. Below the header, there is a 'Recipient' label followed by a text input field. This is followed by three required fields, each with an asterisk and a label: '* Company', '* Name', and '* Email Address'. Each of these fields has a corresponding text input box. Below these fields is a button labeled 'Add Another Contact Method'. At the bottom of the form is a dark bar with two buttons: a red 'Save' button with a checkmark icon and a white 'Cancel' button.

Once you have created recipients, you may add them to **Recipient Groups**.

- Create a new recipient group by clicking **Insert** at the top of the Recipient Group widget. Begin by entering a **Group** name.
- Or click Modify from Actions for an existing **Group** name
- Add recipients by searching by name in the **Recipient Name** field. Simply start typing their name in the box.
- Click **Save** when you have entered all the desired recipients.

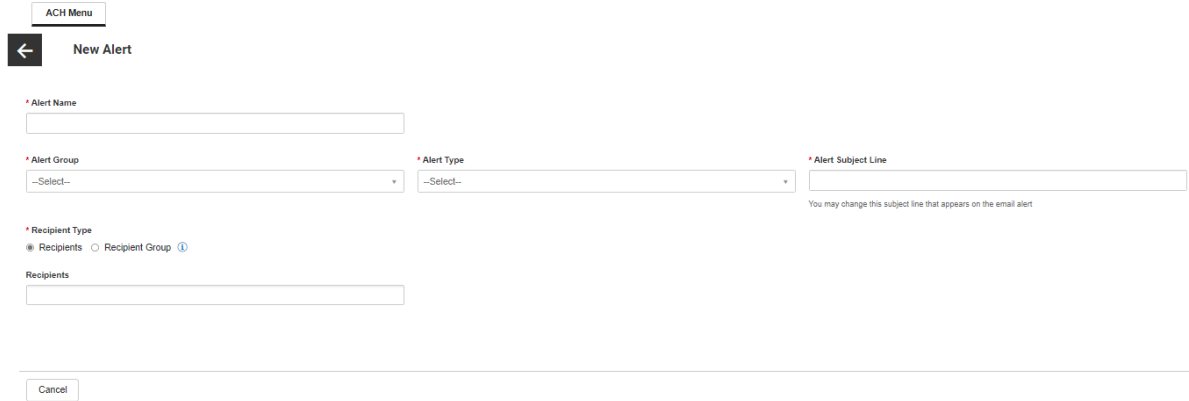


The 'Add Recipient Group' form is a mobile-style interface with a dark header bar containing a back arrow and the title 'Add Recipient Group'. Below the header, there is a 'Recipient Group' label followed by a text input field. This is followed by two required fields, each with an asterisk and a label: 'Group Name' and '* Recipient Name'. Each of these fields has a corresponding text input box. At the bottom of the form is a dark bar with two buttons: a red 'Save' button with a checkmark icon and a white 'Cancel' button.

6.2 Alerts

- The Alerts widget will display the existing alerts for your company. You may modify, delete or view the existing alerts.
- Views can be changed utilizing the drop-down box on the right and you may add/delete columns by clicking the gear icon.

- Click the Filter drop down to create a custom view by selecting the desired fields.
- Views may be printed or exported.
- To create a new alert, select **Add New Alert** at the top of the Alerts widget.



ACH Menu

← New Alert

* Alert Name

* Alert Group

* Alert Type

* Alert Subject Line

Recipients

Cancel

- Enter the desired name in the **Alert Name** field. Select a name that is meaningful to you.
- Next, select the **Alert Group** from Payments and Transfers or Administration (based on your permissions).
- The **Alert Types** drop down menu will populate based on the alert group selected.
- The **Alert Subject Line** will populate based on the alert type selected. You may create your own meaningful **Alert Subject Line** in that field.
- Click **Save** when complete.

Alerts Center

Alerts Recipient Groups Recipients

✓ Alert Submitted

⊕ Add New Alert

Filter Select fields

<input type="checkbox"/> All	Actions	Alert Name	Alert Group	Alert Type	Alert Subject Line	Recipient	Time Zone
<input type="checkbox"/>	MODIFY	Payroll Needs Approval	Payments and Transfers	Payments Awaiting My Approval	You Have Payments and/or Transfers Awaiting Approval	user_ID@testone.com	EST US:Eastern


Viewing 1-1 of 1 records

Display 50 per page Page 1 of 1




Delete

6.3 Alerts Center


- The Alerts Center widget is the hub for all the alerts, recipients and recipient groups that have been created for your company.
- In each of these tabs, you may modify, delete or view the existing details.
- Views can be changed utilizing the drop-down box on the right and you may add/delete columns by clicking the gear icon.
- Click the Filter drop down to create a custom view by selecting the desired fields.
- Views may be printed or exported.
- You may create new alerts, recipients and groups from this widget as well.

Alerts Center 

[Alerts](#) [Recipient Groups](#) [Recipients](#)

[+ Add New Alert](#)    08/10/2022 04:12 PM

Filter

<input type="checkbox"/> All	Actions	Alert Name	Alert Group	Alert Type	Alert Subject Line	Recipient	Time Zone	
There is no content								

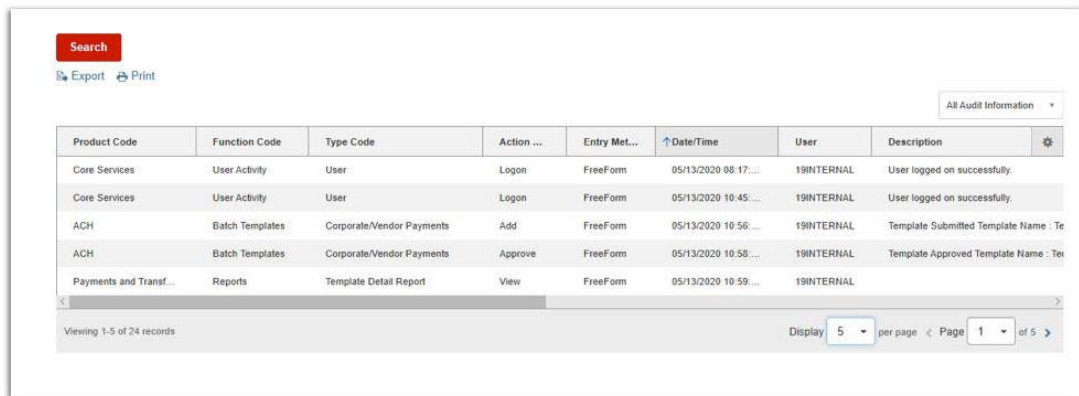
Viewing 0-0 of 0 records Display per page < Page of 1 >

[Delete](#)

7. Audit Information

The Audit Information widget is available via the **ACH Menu** and the widgets can be added to the ACH Home page via the **Add Widget** dropdown.

- Select a range of options for a report to create a custom audit report
- Select from several search fields and click **Search**.
- The results will appear on the bottom of the page.
- You may **export** or **print** the results using the buttons under the search button.
- Save this exact report as a view by clicking the view drop down on the far right of the report and selecting the **Save View** button.
- Views can be changed utilizing the drop-down box on the right and you may add/delete columns by clicking the gear icon.
- Click the Filter drop down to create a custom view by selecting the desired fields.
- Views may be printed or exported.



Search

Export Print

All Audit Information

Product Code	Function Code	Type Code	Action ...	Entry Met...	↑Date/Time	User	Description
Core Services	User Activity	User	Logon	FreeForm	05/13/2020 08:17:...	19INTERNAL	User logged on successfully.
Core Services	User Activity	User	Logon	FreeForm	05/13/2020 10:45:...	19INTERNAL	User logged on successfully.
ACH	Batch Templates	Corporate/Vendor Payments	Add	FreeForm	05/13/2020 10:56:...	19INTERNAL	Template Submitted Template Name : Te
ACH	Batch Templates	Corporate/Vendor Payments	Approve	FreeForm	05/13/2020 10:58:...	19INTERNAL	Template Approved Template Name : Te
Payments and Transf...	Reports	Template Detail Report	View	FreeForm	05/13/2020 10:59:...	19INTERNAL	

Viewing 1-5 of 24 records

Display 5 per page Page 1 of 5

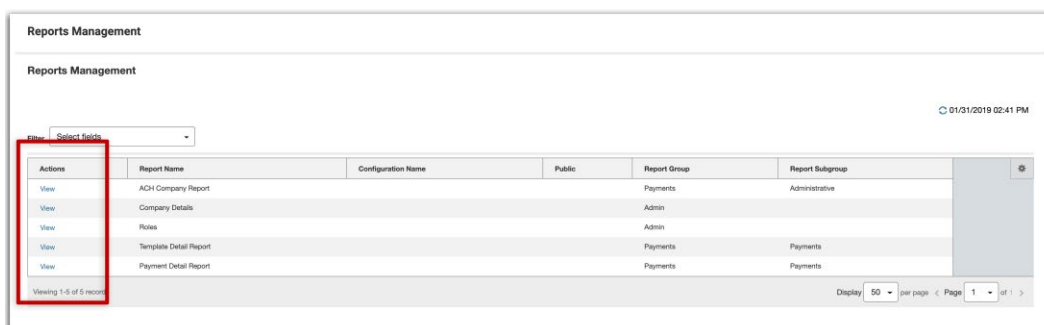
8. Reports Management

The Reports Management widget is available via the **ACH Menu** and the widgets can be added to the ACH Home page via the **Add Widget** dropdown.

The following reports are available in the Reports Management Widget:

- ACH Company Report
- Company Details
- Roles
- User Permission from Roles
- Template Detail Report
- Payment Detail Report

For each of these reports, select View from the **Actions** column.



Reports Management

Reports Management

01/31/2019 02:41 PM

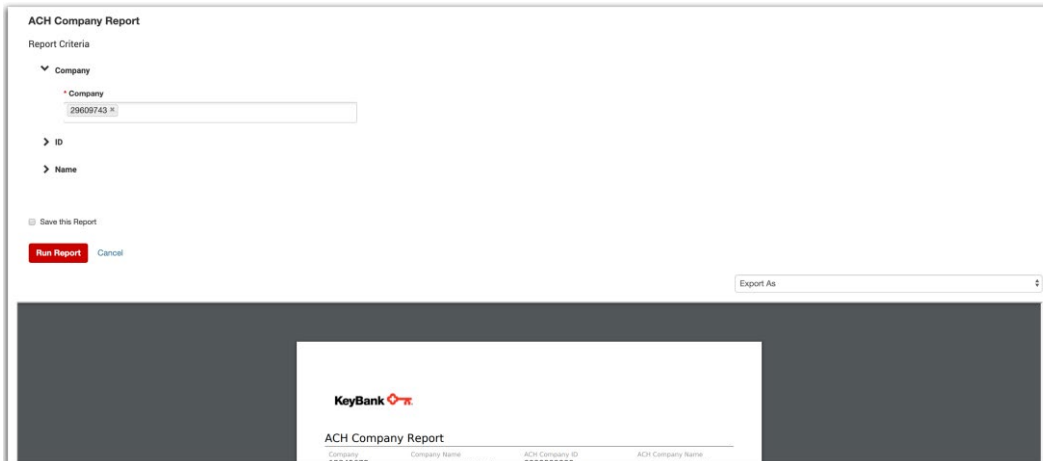
Select Fields

Actions	Report Name	Configuration Name	Public	Report Group	Report Subgroup
View	ACH Company Report			Payments	Administrative
View	Company Details			Admin	
View	Roles			Admin	
View	Template Detail Report			Payments	Payments
View	Payment Detail Report			Payments	Payments

Viewing 1-5 of 5 records

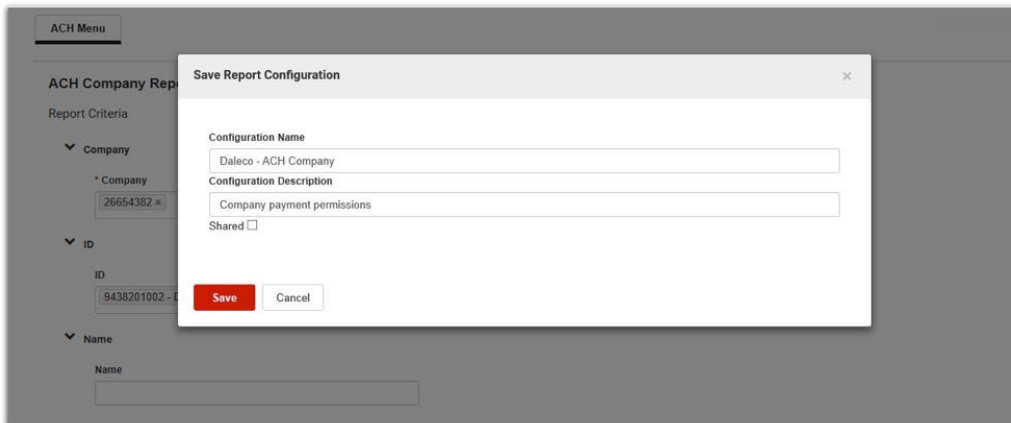
Display 50 per page Page 1 of 1

- For each of these reports, please select your desired criteria from the fields using the list or starting to type in the field. Fields with a red asterisk are required.
- Select **Run Report** to view your results.

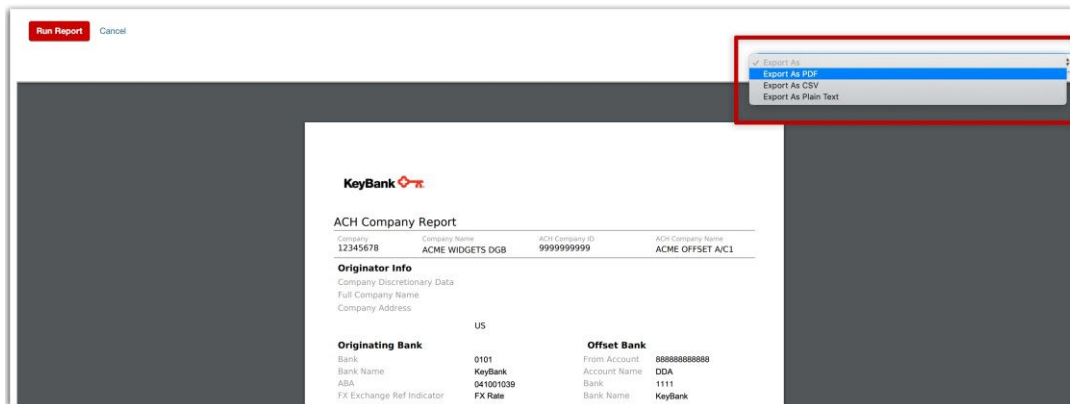


Company	Company Name	ACH Company ID	ACH Company Name
12345678	ABC COMPANY	999999999	ABC COMPANY

- You may save this search criterion to your Reports Management widget by clicking the **Save this Report** checkbox.
- Then enter the desired name and description and click **Save**. The saved report will appear in the Report Management widget in alphabetical order. Find your report by the configuration name column.



- The report results will appear under the search criteria and may be using the **Export As** dropdown to the right. Export options are PDF, CSV or Plain Text. You may also print or save the report by using the modal buttons.



- The saved report will appear in the Report Management widget in alphabetical order. Find your report by the configuration name column.
- Views can be changed utilizing the drop-down box on the right and you may add/delete columns by clicking the gear icon.
- Click the Filter drop down to create a custom view by selecting the desired fields.
- Views may be printed or exported.

