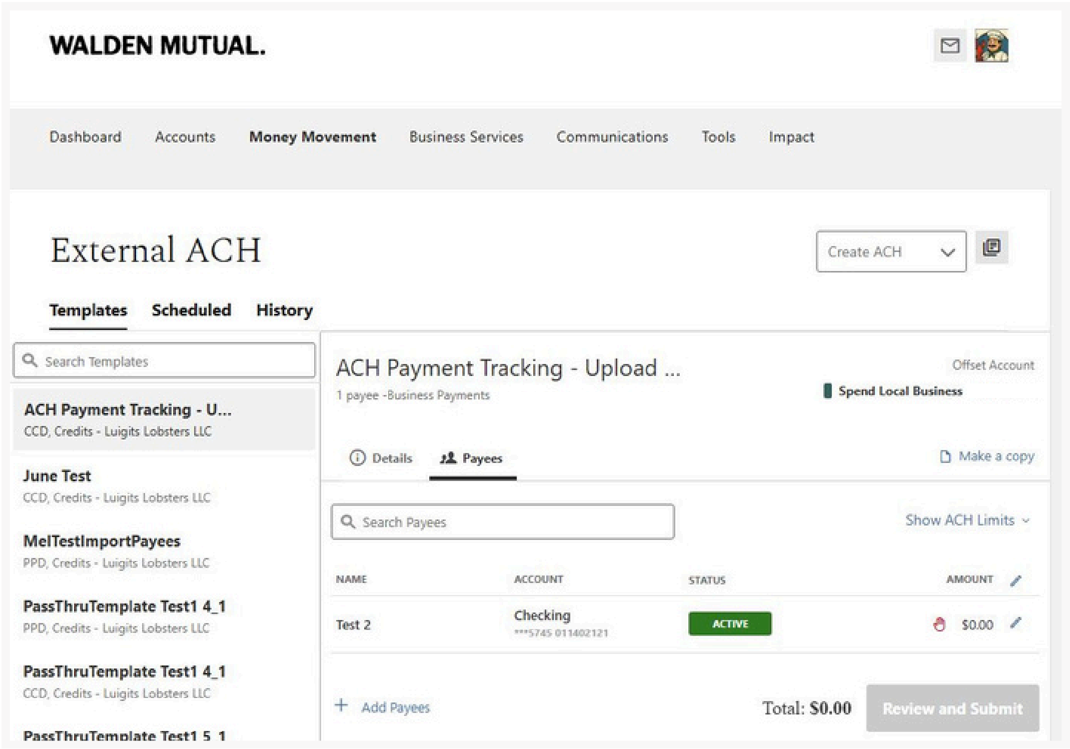
External ACH

The **External ACH** feature allows you to create ACH templates, add payees, and submit ACH transfers. But first, what exactly is an ACH?

Automated Clearing House (ACH) is an electronic network that facilitates the transfer of funds between banks and credit unions in the United States. It's a system for making electronic payments, including direct deposits, direct payments (like bill/invoice payments), and other forms of electronic funds transfers.

The ACH network is regulated by the federal government and managed by National Automated Clearing House Association (NACHA). NACHA Operating Rules and Guidelines can be purchased on NACHA's website.

ACH payments are generally faster, more secure, and less expensive than paper checks.



NOTE: Walden does not charge any fees for External ACH services.

IMPORTANT EXTERNAL ACH INFORMATION

Our ACHs take **2-3 business days to process**. ACHs will not process on a federal holiday or weekend.

The ACH **cut-off time is 3PM ET**. You can still submit ACHs after our cut-off time, but they will process the next business day.

ACHs in pending status (need Dual Authorization) need to be approved by 3PM ET. If a pending ACH is not approved by an approver, the ACH will expire and need to be resubmitted.

Recurring ACHs can by submitted up to 18 months in the future.

ACHs cab be uploaded as NACHA (TXT) or CSV files.

We allow the following ACH Standard Entry Class (SEC) codes. This three-letter code is used in the ACH network to classify and describe how a payment was authorized by the consumer or business receiving the payment:

> **CCD** - ACH Collections/Payments from/to a **Businesses** authorized in writing with an agreement or similarly authenticated.
> **PPD** - ACH Collections/Payments from/to **Individuals** authorized in writing or similarly authenticated.

NOTE: Looking for an ACH Collections/ACH Payments agreement template? Don't worry! Reach out to our Partner Experience team.

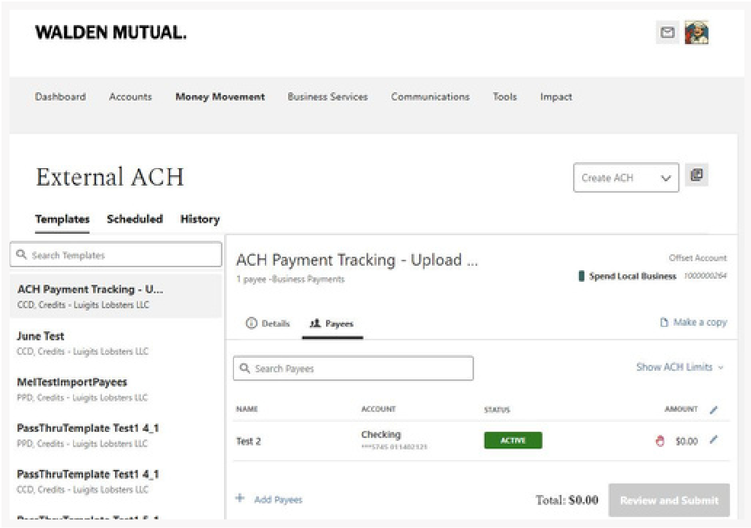
DEFAULT LIMITS

ACH Payments:	**ACH Collections:**
$25K Daily	**$25K Daily**
$35K Weekly	**$35K Weekly**
$50K Monthly	**$50K Monthly**

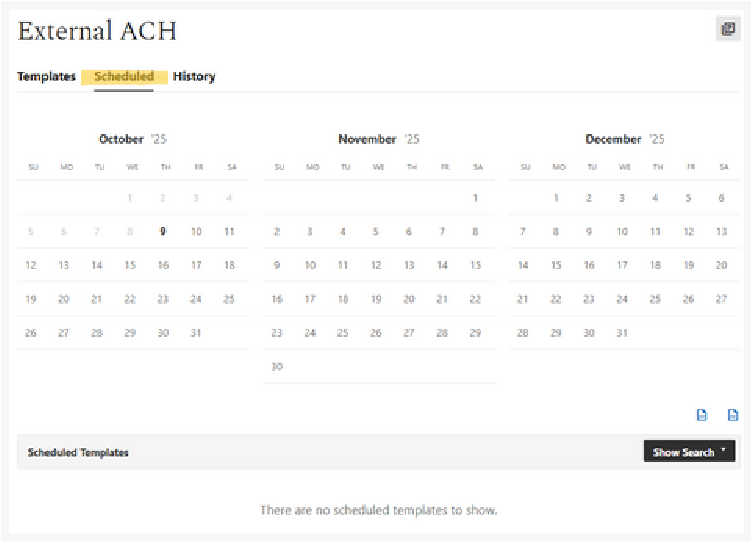
NOTE: If you need a limit increase either temporarily or permanently, please submit a request through **Communications** → **Account Service Request** → **Limit Change – ACH & Wire**. Limit increase requests must come from a signer on the account.

TEMPLATES

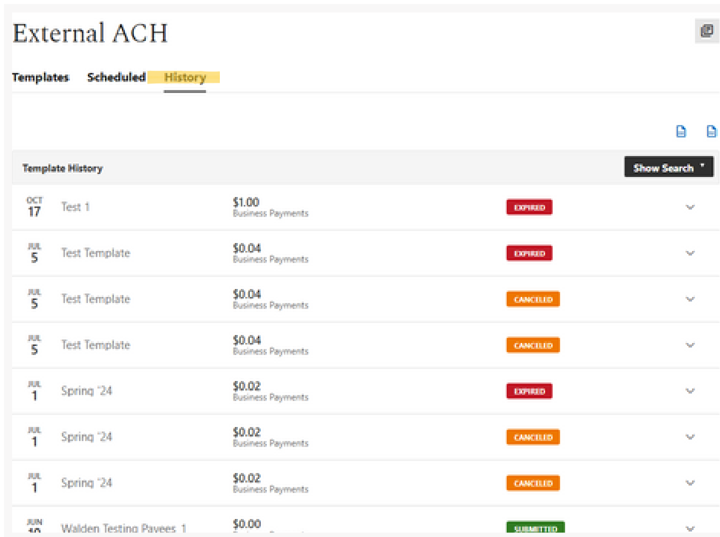
The External ACH feature automatically defaults to the **Templates** tab. An ACH template is a predefined format that an organization can use to create ACH batches. Information in the ACH templates include the **Template Name, Offset Account, Company Name, Transaction Type, Company Entry Description, Access Level** and **Payees.**



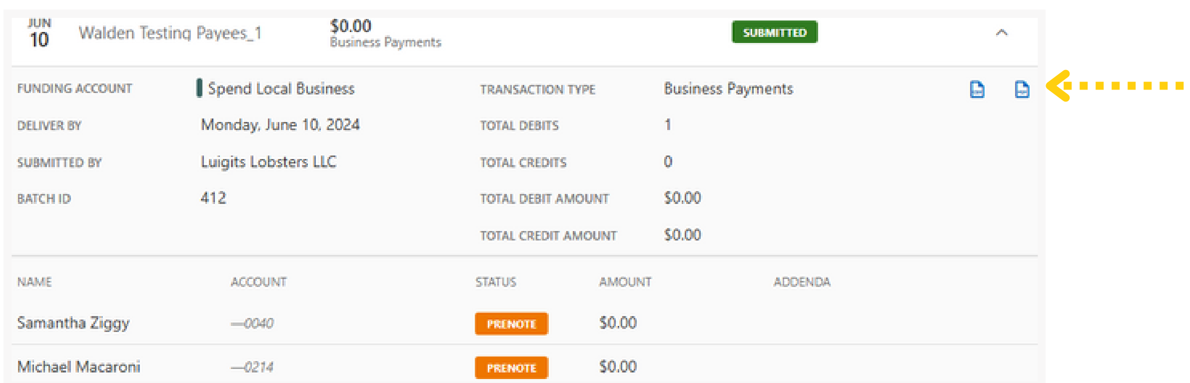
You can view templates submitted for future payments/collections by toggling to the **Scheduled** tab. This is also the tab you will use to cancel any pending or future templates.



You can view any templates successfully submitted, expired, or cancelled for payments/collections and corresponding data by toggling to the **History** tab.



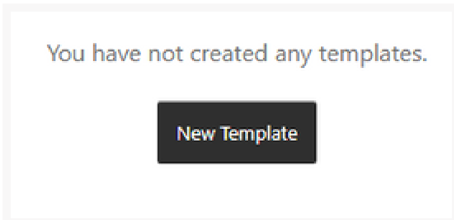
Clicking the **carrot ("^ ") icon** will expose the details of the submitted template. You can also download this information as a CSV or PDF file as an export.

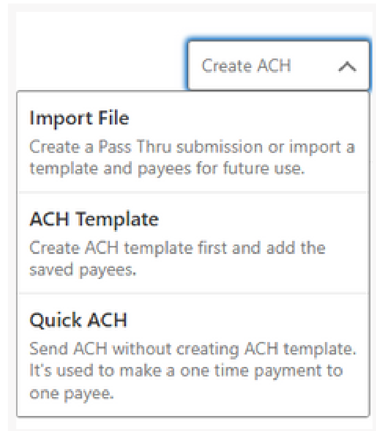


NOTE: Before a user can create ACH templates, they must be assigned the Create ACH Template permission. Additional permissions that allow users to edit ACH templates and the payees in the ACH template include Edit ACH Templates, Manage ACH Templates, Delete ACH Templates, Manage ACH and Wire Payees and Import ACH Templates. They also need permission to access and manage ACH for the relevant account. See General Permissions and User Maintenance for more information about these permissions and how to edit a user's permissions.

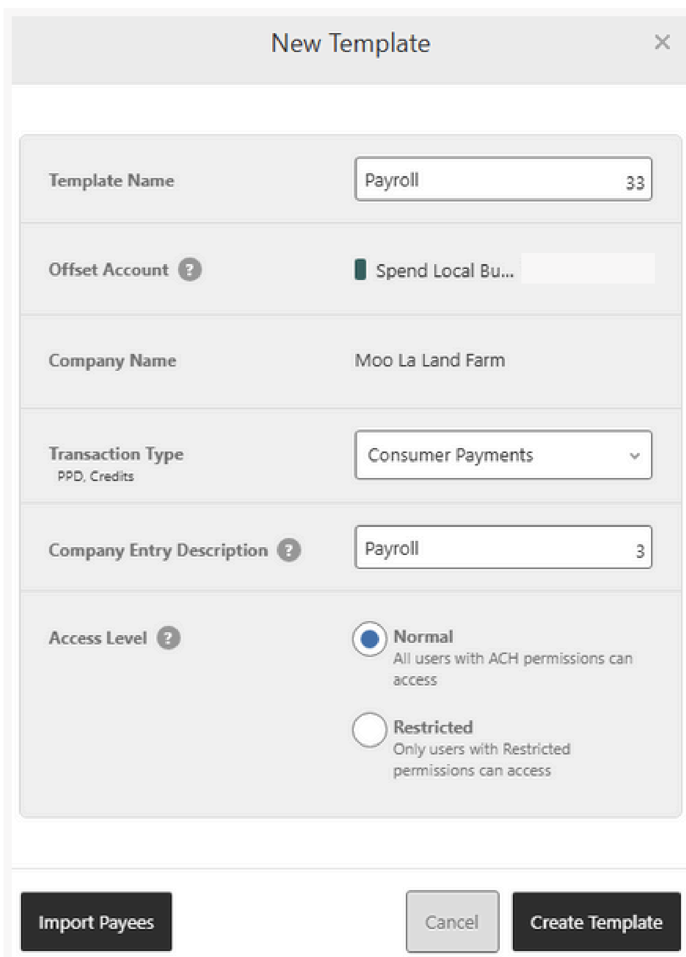
CREATING A TEMPLATE

Go to **Money Movement** → **External ACH** → **Templates**. To create a template, click **New Template** or **ACH Template** from the Create ACH dropdown.



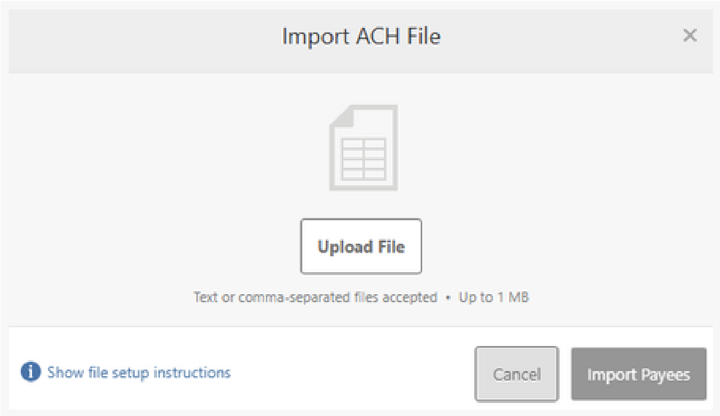


The New Template window will open.



TEMPLATE FIELDS	DESCRIPTION
Template Name	This is the name of your template - which will appear in your ACH batch records.
Offset Account	If you only have one account available, it is preselected. For ACH Payments, select the account to be used as the funding account and the funds that are sent to the payees are debited. For ACH Collections, select the account that receives funds from payees.
Company Name	This is the name of your organization that will show for the recipient of the ACH. It can only be 16 characters, so it's ok if you have a longer name (it automatically gets truncated).
Transaction Type	This is where you can select from the following Transaction Types: • **Consumer Payments:** Send money to an **individual** with prior written authorization. • **Consumer Collections:** Collect money from an **individual** with prior written authorization. • **Business Payments:** Pay money to a **business** with prior written authorization. • **Business Collections:** Collect money from a **business** with prior written authorization.
Company Entry Description	This is where you must enter a description of the transaction that the payee will see when the item posts to their account. It is a maximum of 10 characters. Description examples include, Payroll, Direct Dep, Reg Salary, Vendor Pay, or Loan Pymt.
Access Level	Select Normal or Restricted. The access level, combined with ACH permissions, controls user access to ACH Templates. • **Normal** allows all users with the essential ACH permissions to access the template. • **Restricted** allows only users with required ACH permissions plus the **Access to Restricted Collection/Payment Templates** permissions to access the template. A lock next to an ACH template indicates that the template has a **Restricted** access level.

NOTE: The Import Payees feature allows you to upload a NACHA (TXT) or CSV file for future use. To access Import Payees, users must be assigned the Import ACH Templates and Create ACH Template permission. See General Permissions and User Maintenance for more information about these permissions and how to edit a user's permissions.



Click **Show file setup instructions** to see supported NACHA file details.

File setup instructions

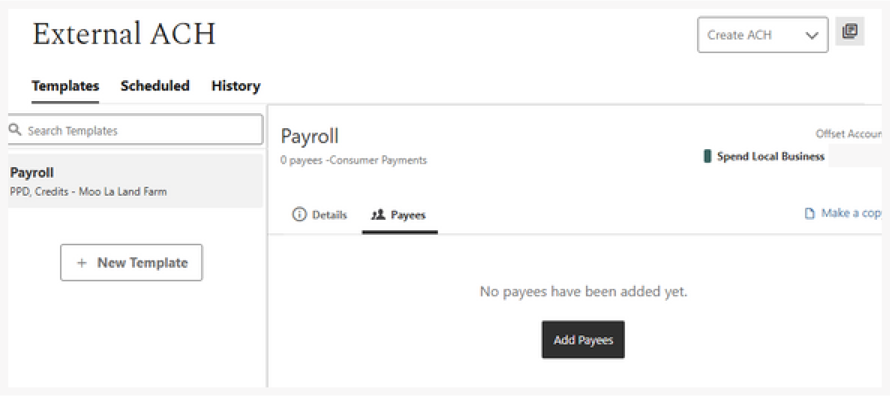
FIELD	LENGTH	NAME	FORMAT	R/O	NOTES
01	2	Transaction Code	Numeric	R	Must be 22,23,27,28,32,33,37,38
02	9	Receiving DFI Identification	Numeric	R	Must be 9 numeric
03	17	DFI Account Number	Alpha Numeric	R	
04	10	Amount	Numeric	R	No $ or commas allowed
05	15	Individual Identification Number	Alpha Numeric	O	
06	22	Individual Name	Alpha Numeric	R	

Click **Create Template** to create the ACH template. This doesn't submit the ACH batch for processing, but it saves and creates the template. We will also confirm your identity by sending you a verification code to your preferred email address or mobile phone number. Click **Send Code,** enter the code once you receive it, and click **Verify**.

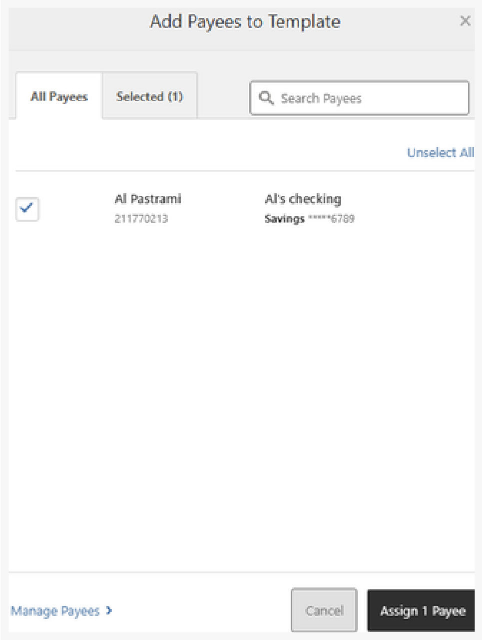
After we verify your code, a success message is presented that confirms your template has been created.

SUBMITTING A TEMPLATE

To submit a template, on the Template screen, select the template you want to send. Go to **Money Movement → External ACH → Templates**.



The template details will open on the right side of the screen. If no payees have been imported, click **Add Payees** to add previously created payees.



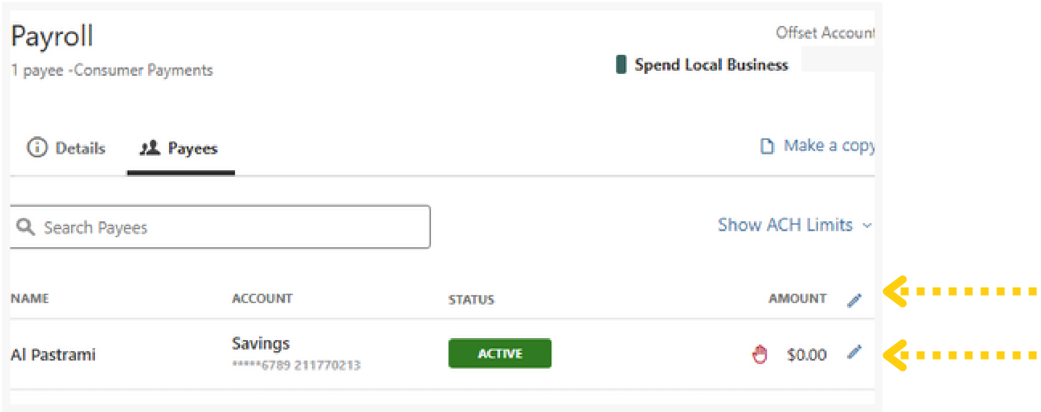
Check each payee you would like to add to the template for transmission, then click **Assign Payees** to add them to your template. See Payees and Adding External ACH Payment Method for more information on how to create a payee.

We will also confirm your identity by sending you a verification code to your preferred email address or mobile phone number. Click **Send Code**, enter the code once you receive it, and click **Verify**.

After we verify your code, a success message is presented that confirms that a payee has been added to your template.

Payees are added to templates with an Active status and $0.00 payment amount.

Click the **Pencil icon** next to the amount to edit all payees at once or the individual **Pencil icon** next to each payee up date them one-by-one.

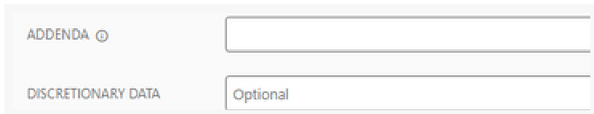


Payees can have three statuses:

STATUS	DESCRIPTION
Active	The payee is a live entry that is included in the template. The payment/collection will process once submitted.
On Hold	The payee isn't a live entry and won't be included in the template. The payment/collection will not process once submitted.
Prenote	The system creates a zero-dollar prenote entry in this template. Prenotes are optional. If you use them, they must be sent at least three days prior to submitting a live entry. For example, your organization can submit a prenote entry for a new employee using direct deposit to ensure the accuracy of the payee's bank account and information.

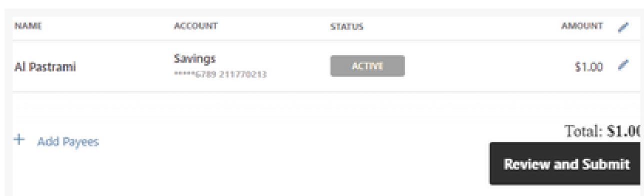
NOTE: A will show if a payee is in active status, but no amount has been entered. The status must be changed, or the amount entered must be above $0.00 to submit the template.

There are also two optional fields you can enter for payees; you can add **Addenda** information or **Discretionary Data**. Addenda information allows you to enter up to 80 alphanumeric characters to provide additional details for this transaction. For example, you might include invoice details or reference numbers to help the payee apply the payment in their accounting system.

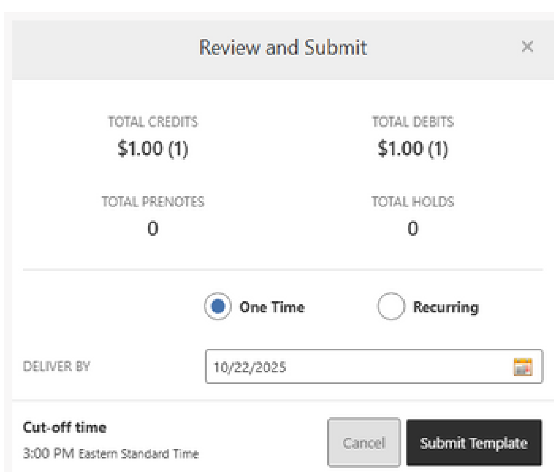


Discretionary Data is a two-character code that you make up for your organization's internal use. Once all information has been entered and the Payee has an amount, you will be able to submit the template.

Click **Review and Submit.**



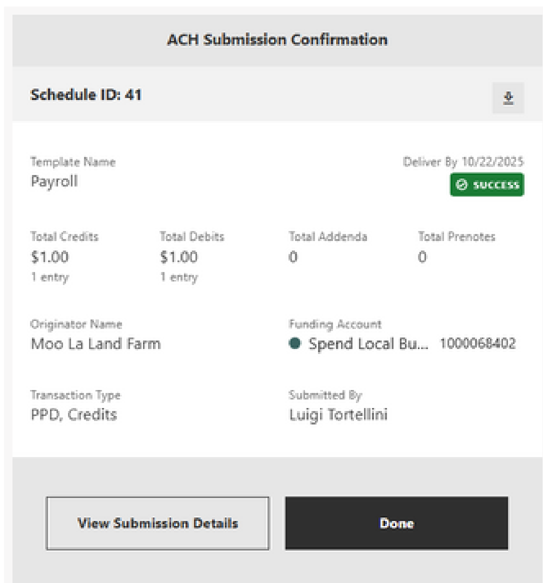
The **Review and Submit** box will appear. Designate the template as a **One-Time** payment/collection or **Recurring** payment/collection, and then select the **Deliver By** date. Click **Submit Template.**



NOTE: Please submit ACH templates before our cut-off time of 3:00PM ET to ensure the template is processed same day. If you submit after our cut-off time, it will process the next business day. Our ACH templates take 2-3 business days to process such that they're received by your payee. During this time, we will place a hold on your account for the total amount of the template. Once the template has been delivered, the hold is removed.

We will also confirm your identity by sending you a verification code to your preferred email address or mobile phone number. Click **Send Code**, enter the code once you receive it, and click **Verify**.

After we verify your code, a success message is presented that confirms that the template has been successfully submitted.

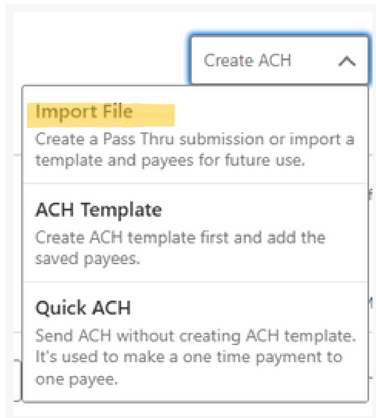


IMPORTING A NACHA OR CSV FILE

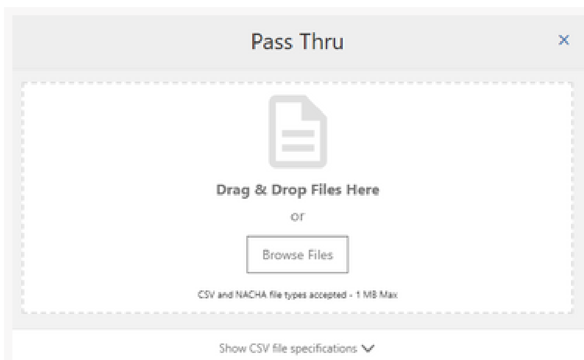
If you already have ACHs ready to go in a **NACHA TXT** file format or **CSV** file format, you can use our **Import File** feature to create your template or a **Pass Thru Submission**. A **Pass Thru Submission** is when an ACH is sent without a template being created.

NOTE: NACHA TXT files are generally created by your organization's accounting system. For more information please check out NACHA Operating Rules and Guidelines, available through **NACHA's website.**

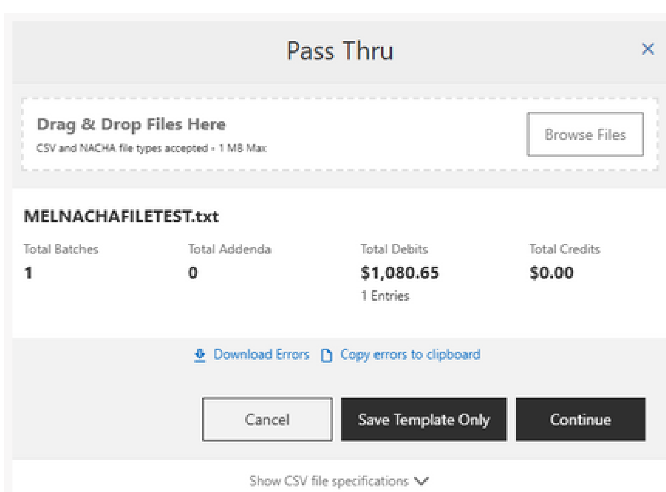
To create a template using a NACHA TXT or CSV file, go to **Money Movement** → **External ACH** → **Templates** and click **Import File** from the **Create ACH** dropdown.



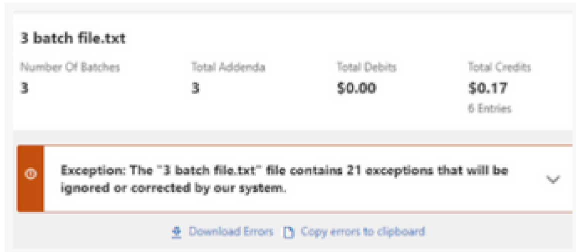
Drag and drop a **NACHA TXT** or **CSV** file or click **Browse File** to upload.



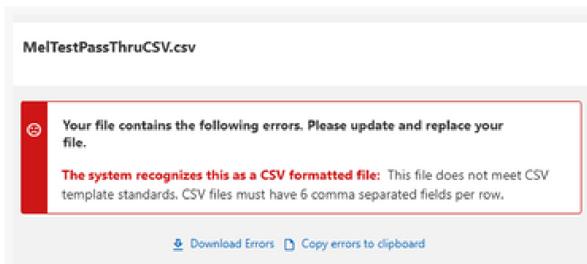
Click **Continue** to submit the ACH. You can also click **Save Template Only** to import the batch and payees from the file as a template for future use.



NOTE: We will check to see if there are any issues with the uploaded file. If there is an issue with the file, an exception or error message will appear. Messages in an orange box are exceptions and are informational. This allows users to proceed, and we will automatically address the exception.



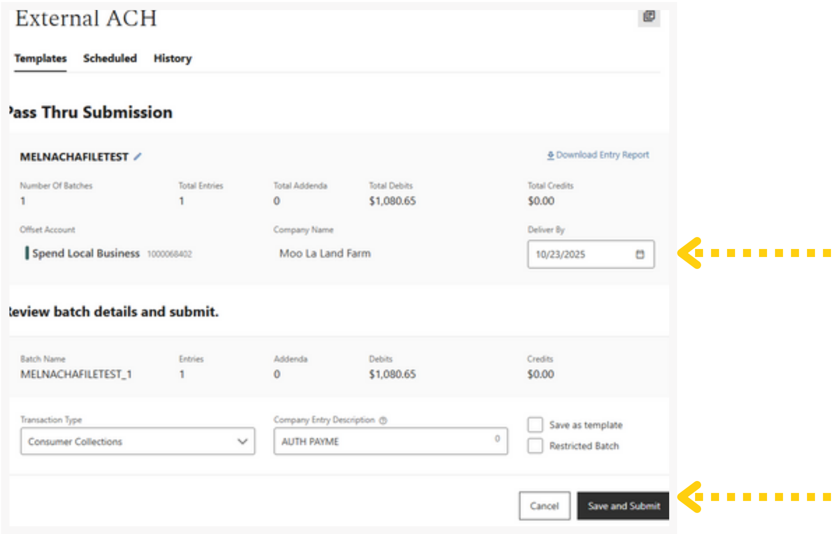
Messages in a red box are errors and the user can't proceed until the file has been corrected and uploaded again.



The Pass Thru Submission screen will open which allows you to further customize and modify your template before submitting it. Some of these fields might already be captured in the file you've uploaded.

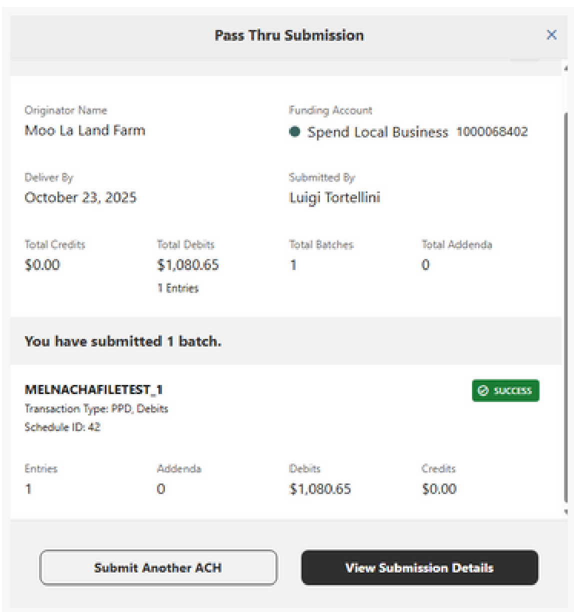
- Click **Pencil Icon** to modify the name that was generated from the file name.
- In the **Offset Account** list, select an offset account. For payment templates, this is the account that will be debited to cover the credit transactions (ex. payroll). For collection templates, this account will receive the funds collected from payees.
- In the **Company Name** list, select a name. The ACH Payment Company Name value enable the business to identify a unique company in the batch header records. For example, if the business has two locations with separate payroll files, they might require a unique ACH Payment Company for each location.
- In the **Deliver By** field, select a delivery date.
- In the **Review Batch Details and Submit** section, review the details of each batch. **Batch Names** are generated and can't be edited.
- In the **Transaction Type** list, select a transaction type. See page 5 for detailed descriptions.
- In the **Company Entry Description field**, enter a description for the transaction that will be posted to the payee's account. The description can be no more than 10 characters. Examples include Payroll, Direct Dep, Reg Salary, Vendor Pmt, Loan Pymt.
- Select the checkbox if you want the batch to be designated as a **Restricted Batch.**
- Select the checkbox if you want to **Save as Template** for future use.

Select the **Deliver By** date then click **Save and Submit**.



We will also confirm your identity by sending you a verification code to your preferred email address or mobile phone number. Click **Send Code**, enter the code once you receive it, and click **Verify**.

After we verify your code, a success message is presented that confirms that the Pass Thru has been successfully submitted.

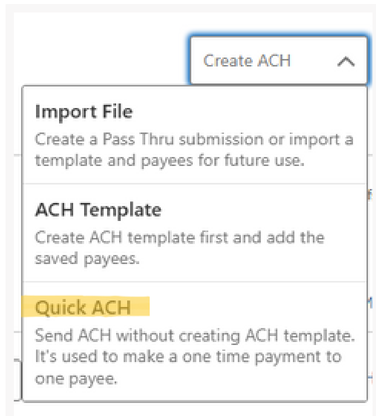


NOTE: If you clicked to **Save This File As A Template For Future Use,** it will now show under your templates. To see your current templates, go to **Money Movement → External ACH → Templates.**

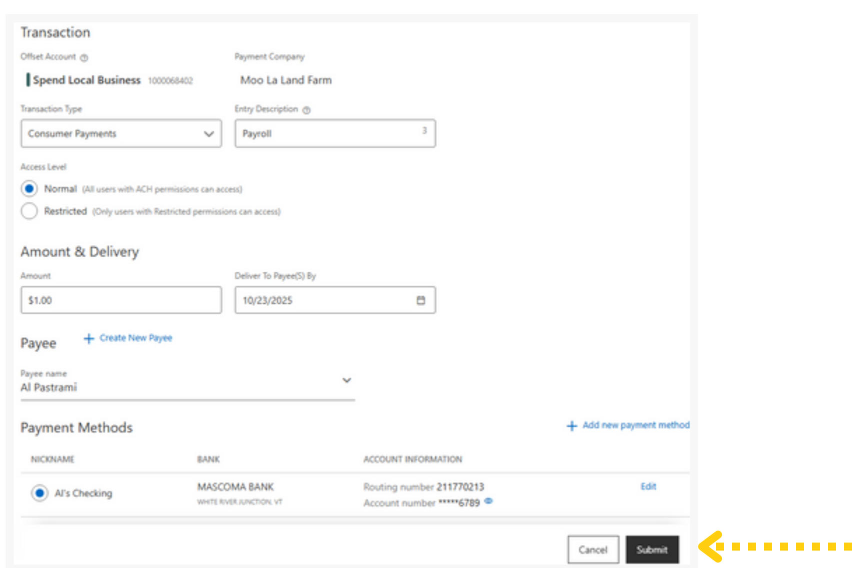
CREATE A QUICK ACH

Our Quick ACH feature allows you to create a fast, one-time payment or collection without creating a template for future use. You can still save the payee for future use.

To create a Quick ACH , go to **Money Movement** → **External ACH** → **Templates** and seelct **Quick ACH** from the dropdown.



- From **Offset Account**, select the account for the transaction.
- Select the **Payment Company** if more than one is available.
- Select the **Transaction Type**, such as Consumer Payment, Consumer Collection, Business Payment, and Business Collection.
- Enter the **Entry Description**. The description can be no more than 10 characters. Examples include Payroll, Direct Dep, Reg Salary, Vendor Pmt, Loan Pymt.
- Select the **Access Level** as **Normal** or **Restricted**.
- Enter the **Amount** of the transaction.
- Enter the **Deliver By** date of the transaction.

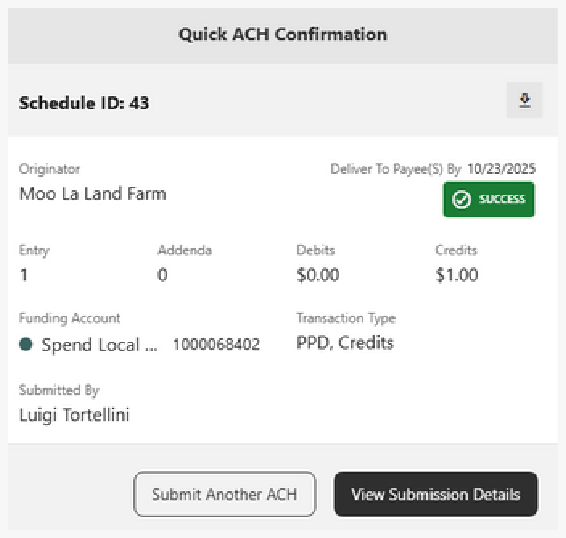


NOTE: Some of the fields will automatically be filled out. If this happens, don't worry - we already did some of the work for you!

Click **Submit**.

We will also confirm your identity by sending you a verification code to your preferred email address or mobile phone number. Click **Send Code**, enter the code once you receive it, and click **Verify**.

After we verify your code, a success message is presented that confirms that the Quick ACH has been successfully submitted.



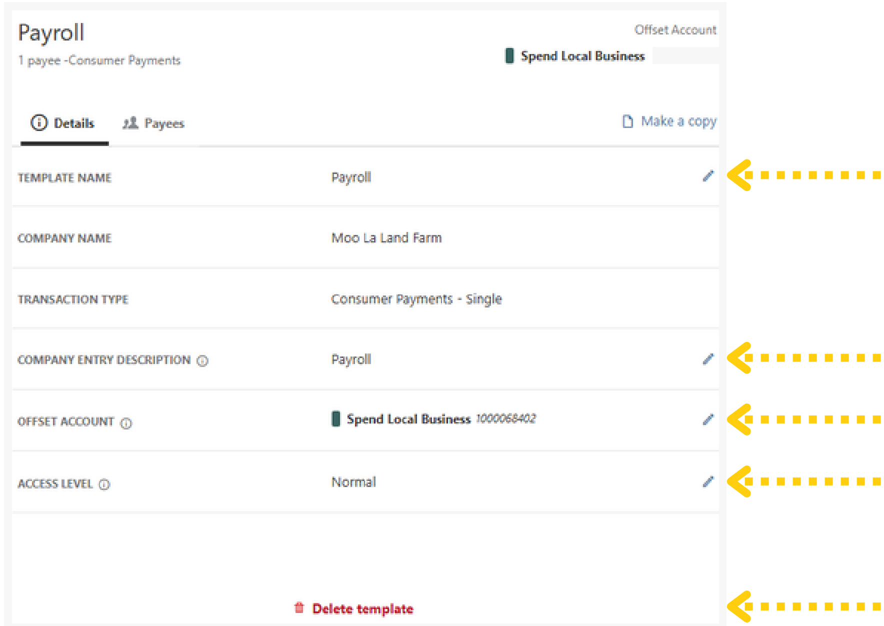
TEMPLATE MAINTENANCE

The **Edit Template** function allows users to edit the **Template Name, Company Entry Description, Offset Account** and **Access Level**. Edits aren't applied to templates pending authorization, authorized templates, or future-dated templates.

NOTE: To edit a template, users must be assigned the **Edit ACH Template** permission.

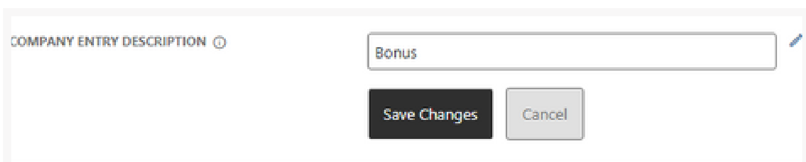
To create edit a template, go to **Money Movement** → **External ACH** → **Templates** and select the template.

Select the **Details** tab.



Click **Pencil icon** next the field to edit, or the **Trash icon** to delete the template.

Click **Save Changes.**



We will also confirm your identity by sending you a verification code to your preferred email address or mobile phone number. Click **Send Code**, enter the code once you receive it, and click **Verify**.

After we verify your code, a success message is presented that confirms that the template has been successfully updated.