

Quick Reference Guide

ACH Reporting via Webster Web-Link®

The Accounts tab can be used to help manage ACH changes and returns, locate reporting, and take corrective action. ACH Reporting is located on the top navigation bar under the Accounts tab on Web-Link.



Depending on your entitlements, the top navigational bar may appear different, e.g. Home instead of Treasury Dashboard.

Notification Of Change (NOC) Report:

Accounts > Account Reports > Standard Reports > ACH Return and NOC

If a Receiving Depository Financial Institution (RDFI) receives an ACH entry with incorrect information (account type, account name, etc.), they may send a NOC Report. The NOC requires the information to be corrected for future transactions:

- Per the NACHA Rules*, you must make changes specified in the NOC within 6 banking days or prior to submitting another transaction, whichever is later. If the change is not made, then the RDFI may submit a Rules violation to NACHA
- If the NOC is in response to a Prenote entry, you must make changes prior to originating a monetary transaction

Notification Of Return (NOR) Report:

Accounts > Account Reports > Standard Reports > ACH Return and NOC

The RDFI may return an ACH transaction for reasons allowable by the NACHA Rules. There are a variety of Rules regarding returns and valid return reasons. Please see the NACHA Rules* for additional information on returns requirements.

IMPORTANT NOTES:

- R01 insufficient funds or R09 uncollected funds returns can be reinitiated up to 2 times. Reinitiated transactions include the original transaction contents (name, amount, etc.). Only correct the contents if there are errors (i.e. wrong R/T number). Include "RETRY PYMT" in the company entry description for re-initiations. If you would like help managing re-initiations of R01 and R09 returns, please ask for details on Webster's ACH Redeposit solution
- Other returned transactions (especially unauthorized returns) cannot be reinitiated without new authorization from the receiver, or obtaining corrected account information (i.e. if the return was due to a closed account, you cannot continue sending to that closed account)

Common Return Codes	Code
Insufficient funds	R01
Account closed	R02
No account/unable to locate account	R03
Invalid account number	R04
Uncollected funds	R09

Financial EDI Reporting:

Accounts > Reports > Financial EDI Report

This function offers easy access to the payment remittance information associated with your ACH transactions. It provides you context for each payment to improve your overall accounting operations.

Note: Information in EDI reporting reflects what was provided by the Originator, when the transaction was processed to your account.

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ACH Report Delivery:

Tools > Create > Report Delivery

This reporting tool is designed to notify you when your ACH reporting is ready and available for your review:

1. Select the report that you would like to create the report delivery for
2. Enter a description
3. Select the frequency that you would like to receive the report
Note: Some reports only have refreshed information once a day, and at specific timeframes. Keep this in mind as you setup your schedule
4. Select email as the delivery channel
5. Enter the email address(es) that you would like to receive the delivery to

Note: We recommend that you setup Report Delivery for your ACH Return and NOC report, so that you will be aware when you have received changes or returns. The Standard report provides current day information and we recommend that you setup the report for daily Report Delivery. The Standard report is based upon the Return Date, which is important to use for your returns monitoring and account reconciliation needs. The Customized report is a prior day report that allows your to look into your history, based upon the effective date of the original item, and not the returned date.

ACH Alerts:

Tools > Manage > Alert Settings

To help you stay connected to the status of your payments:

1. Select Create Alert, from the drop down list, select Payment Status
2. Select Payment Method (i.e. All ACH Payments, PPDs, etc). You can also create these alerts for Wires
3. Select the Status that you would like to be notified about

Note: We recommend that at a minimum you consider setting up Payment Status alerts for ACH for the following statuses: Pending Approval, Scheduled and Completed. See the Alerts - Payment and Transaction Descriptions QRG for more information on Payment Status alerts.

4. Select the appropriate Alert Delivery Option (i.e. email address)
5. Click Submit

Note: ACH Prefunding users will need to establish Payment Status alerts if they are processing future dated ACH payments, in order to help track that funds are available 1 business day prior to the settlement date. Select the "Failed" Status to be notified when funds are not available for processing.

GLOSSARY:

Automated Clearing House (ACH) is an electronic payment Network that exchanges funds via Electronic Funds Transfer (EFT).

Originator is the company or individual that initiates an ACH transaction according to an arrangement with a Receiver.

Receiver is the company or individual that has authorized the Originator to initiate an ACH entry to the Receiver's account with the RDFI.

Originating Deposit Financial Institution (ODFI) transmits ACH files, on behalf of the Originator, into the ACH network.

Receiving Depository Financial Institute (RDFI) receives an ACH transaction for the Receiver.

Notification of Change (NOC) Report is an advice from an RDFI to an ODFI that entry information requires correction and includes the correction details.

Notification of Return (NOR) Report is the return of an original entry that could not be posted or identified by the RDFI (closed account, non-sufficient funds (NSF), wrong account number, etc.).

*This summary was prepared by Webster Bank as independent work product, based upon information obtained from the 2018 NACHA Operating Rules and is subject to change. It does not replace the NACHA Rules Book, which contains all requirements for participants of the ACH Network. You are responsible for following the NACHA Rules. Webster Bank is not rendering legal advice or providing other professional services and makes no representation or warranties of any kind, either express or implied, including merchantability and fitness for a particular purpose.

