

Associated Connect[®]

Reference Guide: ACH Filter
















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Portal Access

The Associated Connect portal allows users to access all Associated Connect services through an easy-to-use single sign-in. To access the portal, sign in to Associated Connect directly from Associated Bank's website at **AssociatedBank.com/Business** or **AssociatedBank.com/Commercial**. The portal has been divided into three sections:

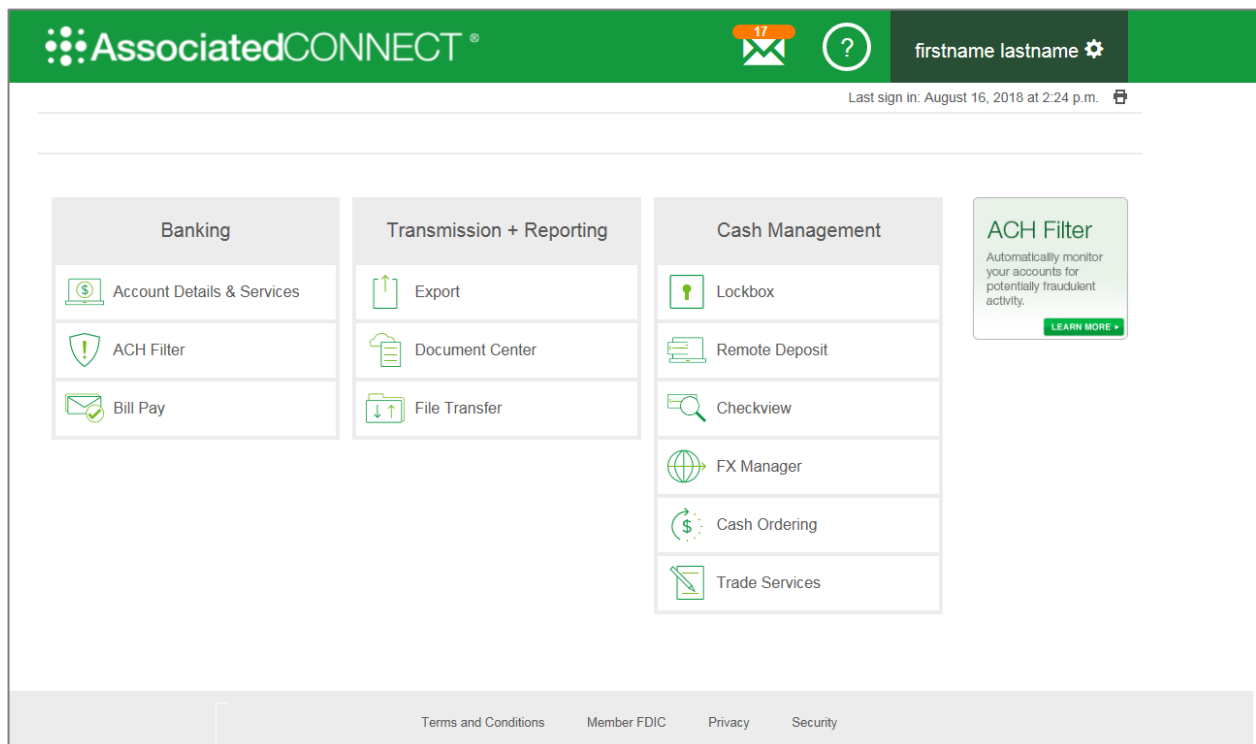
Category	Icon	Definition
Banking		Account Details and Services (Includes Account Balances, Account Transfers, ACH Origination, Check Inquiry, Image Search Transaction Activity, Positive Pay, Stop Payments and Wire Transfers.)
		Account Summary Page (Includes Ledger Balance, Available Balance, Collected Available Balance, Float Next Business Day, Float 2+ Days and Transactions and Details for each account)
		ACH Filter
		Bill Pay
Cash Management		Lockbox
		Remote Deposit
		Checkview
		FX Manager
		Cash Ordering
		Trade Services
Transmission and Reporting		Export
		Document Center
		File Transfer

To access Associated Connect, you will be required to verify your identity through one of two methods:

1. For clients who have access to high-risk services such as Bill Pay, ACH and Wire Transfers, you will sign in with your username and password, and then will be required to verify your identity through multi-factor authentication. Associated Connect users will be required to enter a unique access code generated by either a mobile or physical token to gain access to the portal. Additional information about how to set up, use and obtain a token from Associated Bank can be found in the Multi-Factor Authentication and Password Management Guide or by contacting Customer Care at 800-728-3501.
2. For clients who only have low-risk services, you will sign in with your username and password. Periodically, you will be asked a series of challenge questions to confirm your identity.

Associated Connect Portal

The Associated Connect Portal is the first screen you will see after signing in. This provides access to all of your online banking services.

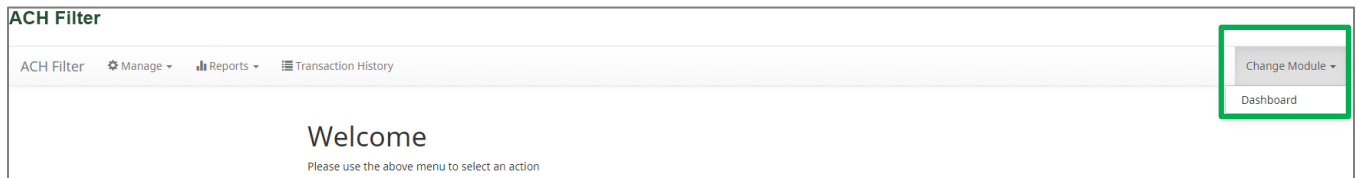


Change Module

Administrators will have the ability to manage, create, or edit users.

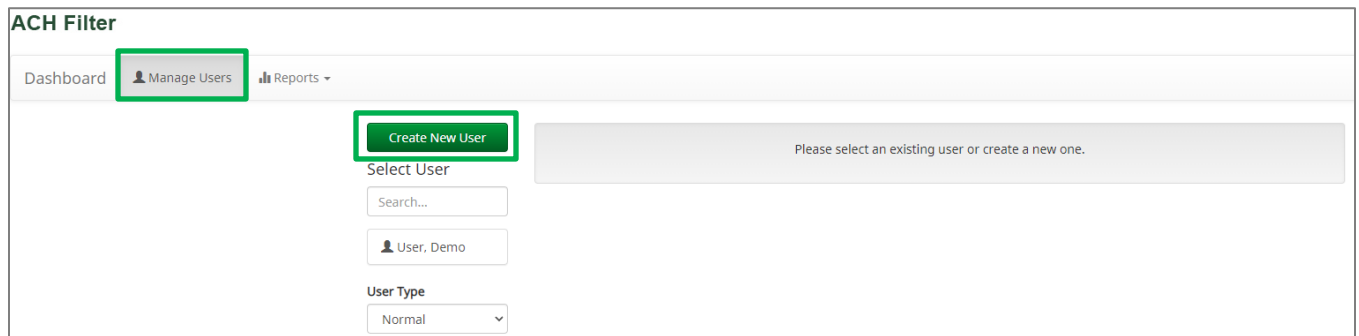
Manage Users

Select **Change Module** and then **Dashboard**.



Create New User

1. From the Dashboard menu, select **Manage Users** and then **Create New User**.



2. From the **Create New User** screen, complete the **New User** information fields.
 - a. **SSO ID** - needs to be entered as all upper-case letters and must match the Associated Connect Client ID. If the SSO ID and Client ID do not match and are not entered correctly, system access will be impacted.
 - b. **First Name** - user's first name
 - c. **Last Name** - user's last name
 - d. **Email Address** - user's email address
 - e. **Contact Phone Number** – user's phone number
 - f. **Cell Phone Number** – user's cell phone number

New User

SSO ID

First Name

Last Name

Email Address

Contact Phone Number

Cell Phone Number

(555) 321-0000

(555) 321-0000

Create User

3. Select from **Available Accounts** and check the boxes under **User Privileges** to give the user the desired access rights.
 - a. **Active** - this box is checked by default (user will be active)
 - b. **Available Accounts** - highlight the account(s) you want the user to access, then select the right arrow to move to the available account(s) to the **Selected Accounts** column
 - c. **User Privileges** - check the box(es) to give the user the desired access rights
 - **Act on Approved List** - user can add the Company from the transaction to the Approved List. Must also give user access to Transaction History
 - **Approved List** - user can add, delete and edit Companies. Setup > Approved List
 - **Change Transaction Status** - user can change the transaction status. Must also give user access to Transaction History
 - **Notification Rules** - user can configure notification rules for accounts by selecting Setup > Notification Rules
 - **Notification Rules Report** - user can view Notification Rules Reports for all accounts. Reports > Notification Rules Report
 - **Transaction History** - user can view transactions

Demo User

☒ Active

SSO ID

123456789

First Name

Demo

Last Name

User

Email Address

Demouser@abccompany.com

Contact Phone Number

(123) 456-7890

Cell Phone Number

(123) 456-7890

System Roles

[all | none]

☒ Audit Report
 ☒ Notification Delivery Report

ACH Filter

Available Accounts

>

>>

<<

<

Selected Accounts

2018121401 (xxxx1401)

User Privileges

[all | none]

☒ Act on Approved List
 ☒ Approved List
 ☒ Change Transaction Status
 ☒ Notification Rules
 ☒ Notification Rules Report
 ☒ Transaction History

Save User

4. Select **Save User** to save your settings and a **User Saved** message will appear on the top of the screen. A confirmation message will also be sent.

Edit User

1. From the Dashboard menu screen, select on **Manage Users** and then either **Search** for the user or **Select User** by name.

ACH Filter

Dashboard Manage Users Reports

Create New User

Select User

Search...

User, Demo

User Type

Normal

Please select an existing user or create a new one.

2. Edit the user information, Available Account(s), and User Privileges as needed.
3. Select **Save User** to save changes. A **User Saved** message will appear on the top of the screen. A confirmation message will also be sent.

Default Page Preferences

The ACH Filter Transaction History page is the default landing page. To change the default from the Transaction History page to the Dashboard page:

1. Select on your user name in the upper right corner of the screen and select Preferences.

ACH Filter

ACH Filter Setup Reports Transaction History Change Module Harry Plate

Welcome

Please use the above menu to select an action

Preferences Logout

2. From there, select **Dashboard** in the **Default Module** drop down and save your preferences. You can also select preferences for the **Default Dashboard Page** as well as **Default ACH Filter Page**.

ACH Filter

Dashboard Manage Users Change Module Harry Plate

Preferences

Default Pages

Default Module
ACH Filter

Default Dashboard Page
- default -

Default ACH Filter Page
- default -

Save

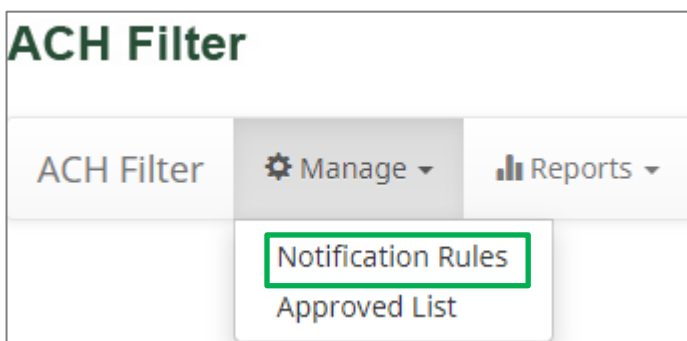
3. Select **Save** to save your setting changes.

Setup

Notification Rules

The Account Group notification method is email with the address defaulted to the Account Group Admin. The Account Group notification condition is **Notify for all Debits**. You may replace the Admin contact and/or add additional contacts and change the notification conditions.

1. Select Manage > Notification Rules



2. On the **Selection** screen, highlight the account(s) you want the user to access, and then select the right arrow to move to the account(s) to the **Account(s) Selected** section. Select **Next** to continue.

ACH Filter

ACH Filter Setup Reports Transaction History Change Module

Selection Contacts Conditions Confirm

Account Selection

Select Account(s)		Account(s) Selected
ABC COMPANY – xxxx4455 *	→	
	→	
	←	
	←	

*Accounts with default Notification Rules

Next

Note: Accounts with an **asterisk (*)** have the default Account Group Configuration with the Notification Method Email, Email 1 as the Account Group Primary Contact, and Notification Condition Notify for all ACH Debits.

- Enter the required information on the **Contacts** screen. You can enter up to six (6) cell phone numbers and up to six (6) email addresses. Select **Next** to continue.

Selection **Contacts** Conditions Confirm

Enter the contact information to receive the ALERT

This account is currently set to send all notifications on all ACH debits to Harry Plate (tamarie.juve@associatedbank.com).
To change this enter contact information below.

Cell Phone Text			
Cell Phone 1	<input type="text"/>	Cell Phone 4	<input type="text"/>
Cell Phone 2	<input type="text"/>	Cell Phone 5	<input type="text"/>
Cell Phone 3	<input type="text"/>	Cell Phone 6	<input type="text"/>

E-mail			
Email 1	<input type="text"/>	Email 4	<input type="text"/>
Email 2	<input type="text"/>	Email 5	<input type="text"/>
Email 3	<input type="text"/>	Email 6	<input type="text"/>

Back **Next**

Note: Type the 10-digit number using only numbers, no hyphens. The Account Group primary contact appears by default in the Email 1 field. You can replace it here if desired.

- Select your notification conditions on the **Conditions** screen. The recommended setting is **Notify for all ACH Debits**. Select **Next** to continue.

Selection
Contacts
Conditions
Confirm

Select a condition to receive the Alert

☐ Notify for all ACH Debits

☐ Notify only when an ACH Debit is over

☐ Notify only when an ACH Debit meets one or more of the following criteria

☐ The ACH Debit was created from a payment made by check
☐ The ACH Debit was created from a payment over the Internet
☐ The ACH Debit was created from a payment over the phone

☐ Notify only when an ACH debit is received from a Company not on the Approved List or does not meet the parameters on the Approved List

Back
Next

Condition	Description
Notify for all ACH Debits (recommended)	You will receive an ACH Alert for every ACH Debit to your account.
Notify only when an ACH Debit is over \$ <input type="text"/>	Enter the dollar amount as dollars and cents (for example, 125.00). You will receive an ACH Alert for all ACH Debits greater than the dollar amount. You will not receive an ACH Alert for an ACH Debit equal to or less than the dollar amount.
Notify only when an ACH Debit meets one or more of the following criteria	You will receive an ACH Alert for the criteria you select. You may select one, two or all three criteria: <ul style="list-style-type: none"> • Payment made by check • Payment made over the Internet • Payment made over the phone
Notify only when an ACH Debit is created by a Company not found in the Approved Company List	You will receive an ACH Alert for ACH Debits that do not meet the parameters of a Company on the Approved List. You will not receive an ACH Alert for ACH Debits that meet the parameters of a Company on the Approved List.

5. Verify rules information on the **Confirm** screen and select **Save** to save settings.

Selection
Contacts
Conditions
Confirm

Confirm Notification Rules

Account(s) Selected

xxx3333 *

Cell Phone Text

Cell Phone 1: 5553210000

Cell Phone 2:

Cell Phone 3:

Cell Phone 4:

Cell Phone 5:

Cell Phone 6:

Emails

Address 1: John.Smith@abccompany.com

Address 2:

Address 3:

Address 4:

Address 5:

Address 6:

Notification Condition

Condition: Notify for all ACH Debits

Save

← Back

Approved List

Trusted trading partners that you authorize for ACH Debit payment may be added to the **Approved List**. Select **Manage > Approved List**.

ACH Filter

ACH Filter
Manage
Reports

Notification Rules

Approved List

Approved List Field Definitions

1. **Company ID** - Required field with a maximum of 10 characters including spaces. This field is validated as exact match. Valid characters are:

A-Z a-z	number sign #	underscore _
dash -	comma ,	
period .	space	

2. **Company Name** - Optional field with a maximum of 16 characters including spaces. This field is not validated.
3. **Max Amount** - This field is validated. If this field is blank, all amounts are valid. Do not leave this field blank when adding a Company for all accounts:
 - a. The transaction meets the parameters when the amount is less than or equal to the Max Amount.
 - b. The transaction does not meet the parameters when the amount is greater than the Max Amount.
4. **Frequency** - Optional field with values for a given period:
 - a. Select - No Frequency
 - b. Daily - Business Date
 - c. Monthly - monthly from the Business Date on which the Company first debits the account setup on the Approved List.
 - d. Yearly - yearly from the Business Date on which the Company first debits the account setup on the Approved List.

Note:

- If multiple transactions are on a file, the sort order is highest to lowest dollar value.
 - If the transaction with the highest dollar value exceeds the Maximum Amount, that transaction and all subsequent transactions for the period are not approved.
 - If the transaction with the highest dollar value is equal to or less than the Maximum Amount, that transaction is approved and all subsequent transactions for the period are not approved.
5. **Start Date** - Required field with format mm/dd/yyyy. The Start Date is defined as business date of the file load. This field is validated.
 - a. The transaction meets the parameters when the date is equal to or after the Start Date.
 - b. The transaction does not meet the parameters when the date is before the Start Date.
 6. **End Date** - Optional field with format mm/dd/yyyy. The End Date is defined as business date of the file load. If this field is populated, this field is validated.
 - c. The transaction meets the parameters when the date is equal to or before the End Date.
 - d. The transaction does not meet the parameters when the date is after the End Date.
 - e.

Add a Company to the Approved List

1. Select **Manage > Approved List** and then **Create**.

The screenshot shows the 'Approved List' interface. At the top left, there is a '+ Create' button highlighted with a green box. Below it is a table with the following columns: Delete, Company ID, Company Name, Maximum Amount, Frequency, Start Date, End Date, and Edit. The table body is empty, showing 'No records found.' At the bottom left, there is a 'Delete Selected' button, and at the bottom right, there is a 'Cancel' button.

2. On the **Approved Company** screen, complete the following fields:
 - a. Company ID (required)
 - b. Company Name (required)
 - c. Max Amount - cannot be blank (required)

- d. Frequency - Daily, Monthly or Yearly (optional)
- e. Start Date (mm/dd/yyyy) - or use the calendar to select the start date (required)
- f. End Date— must be greater than the start date (optional)

Approved Company

Company Detail

Company ID	<input type="text"/>	Company Name	<input type="text"/>
Max Amount	<input type="text"/>	Frequency	No Frequency <input type="button" value="v"/>
Start Date	10/29/2021	End Date	<input type="text"/>

Add Accounts to Approved List

- xxxx1401

3. Select **Save** to save the newly created company will be shown on your approved list.

+ Create

Approved List							
Delete	Company ID ↕	Company Name ↕	Maximum Amount	Frequency	Start Date	End Date	Edit
<input type="checkbox"/>	12345	Demo Company	\$5,000.00		10/29/2021		Edit

Note:

- A Company ID can only be added to the Approved List for all accounts once. If the Company ID is added with the same parameters, it will not be listed twice. If the Company ID is added with different parameters, it will modify the parameters.
- If the Company ID exists for an Account, adding it for all Accounts with different parameters will modify the Company ID and display for all accounts.
- If the Account Group User does not have access to all the accounts in the Account Group and adds the Company ID to all Accounts, the Company ID does not display for all Accounts. The Company ID will display for the Accounts to which the Account Group User has access.

Modify a Company on the Approved List

1. Select **Manage > Approved List** and then select a specific Company hyperlink to **Edit**.

The screenshot shows a table titled "Approved List" with the following columns: Delete, Company ID, Company Name, Maximum Amount, Frequency, Start Date, End Date, and Edit. The first row contains the following data: ☐ in the Delete column, 12345 in Company ID, Demo Company in Company Name, \$5,000.00 in Maximum Amount, an empty field in Frequency, 10/29/2021 in Start Date, an empty field in End Date, and an **Edit** button in the Edit column. Above the table is a "+ Create" button. Below the table are "Delete Selected" and "Cancel" buttons.

Delete	Company ID	Company Name	Maximum Amount	Frequency	Start Date	End Date	Edit
<input type="checkbox"/>	12345	Demo Company	\$5,000.00		10/29/2021		Edit

2. From the **Approved Company** screen, edit the parameters under **Company Detail** and **Add Accounts to Approved List**. Select **Save** to save changes.

The screenshot shows the "Approved Company" form. It has two main sections: "Company Detail" and "Add Accounts to Approved List".

Company Detail

Company ID	<input type="text" value="12345"/>	Company Name	<input type="text" value="Demo Company"/>
Max Amount	<input type="text" value="\$5,000.00"/>	Frequency	<input type="text" value="No Frequency"/>
Start Date	<input type="text" value="10/29/2021"/>	End Date	<input type="text"/>

Add Accounts to Approved List

There are two large empty text areas for adding accounts. Between them are four buttons: →, →!, ←, and !←. To the right of the second text area is the text "2018121401 - xxxx1401".

At the bottom of the form are **Save** and **Cancel** buttons.

Delete a Company on the Approved List

1. Select **Manage > Approved List** and then check the Company to be deleted and select **Delete Selected**.

+ Create

Approved List

Delete	Company ID ↕	Company Name ↕	Maximum Amount	Frequency	Start Date	End Date	Edit
<input checked="" type="checkbox"/>	12345	Demo Company	\$5,000.00		10/29/2021		Edit

🗑 Delete Selected
⌂ Cancel

Reports

Approved List

To see your entire approved list, select **Reports > Approved List**.

ACH Filter

ACH Filter
⚙ Manage ▾

📊 Reports ▾
📋 Transaction History

Approved List

Notification Rules Report

welcome

Please use the above menu to select an action

From there, select the account you want to display and select **Search** to see the account's approved company ID's.

Approved List

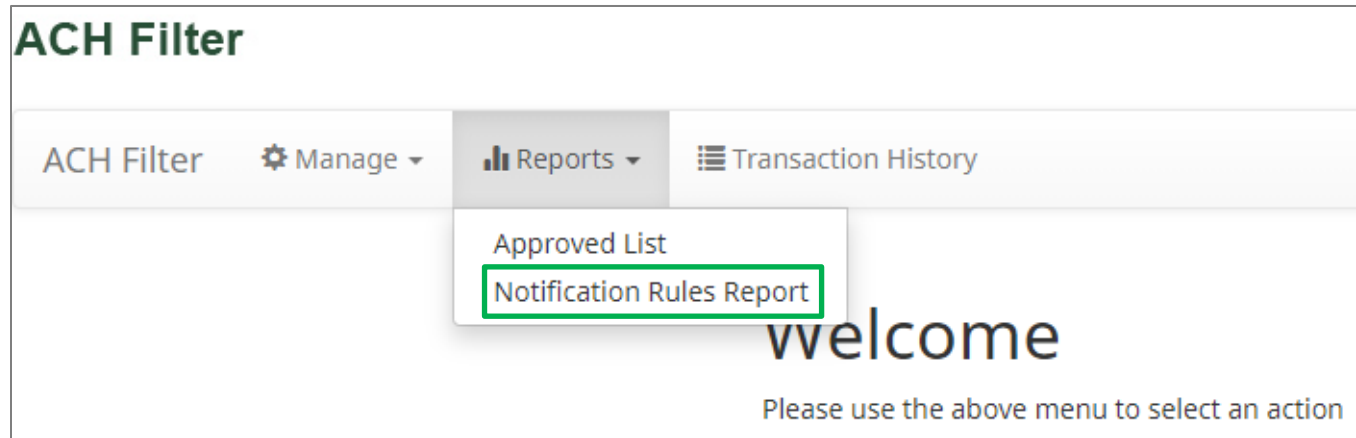
Account: 2018121401 - xxxx1401

Search
Cancel

Approved List						
Company ID ↕	Company Name ↕	Maximum Amount ↕	Frequency ↕	Start Date ↕	End Date ↕	Action
12345	Demo Company	\$5,000.00		10/29/2021		View

Notification Rules Report

View your notification rules by simply selecting on **Reports** then **Notifications Rules Report**.



The screenshot shows the 'ACH Filter' interface. At the top, there are four tabs: 'ACH Filter', 'Manage' (with a gear icon), 'Reports' (with a bar chart icon), and 'Transaction History' (with a list icon). The 'Reports' tab is selected, and a dropdown menu is open, showing 'Approved List' and 'Notification Rules Report' (which is highlighted with a green box). Below the tabs, there is a large 'welcome' message and a prompt: 'Please use the above menu to select an action'.

From there, select the account you want to display and the **Rules Report** will populate. The Notification Rules Report displays the Account Number, Account Setting, Notification Condition with applicable data, Email and Cell Phone.

Notification Conditions for QA Demo Company								
Account Number	Account Setting	Notification Condition	Amount	Check	Internet	Phone	Email	Cellphone
xxxx1401	Pay All	All Debits	-	-	-	-	1. xxxxxxxx@xxxxxx.com 2. 3. 4. 5. 6.	1. 2. 3. 4. 5. 6.
Total count: 1								

Transaction History

Default Transaction History Screen

View the Transaction details in the Transaction History to detect fraudulent or unauthorized ACH Debits for the financial institution to return. Trusted trading partners that you have authorized for ACH Debit payment may be added to the Approved List to suppress future ACH Alert Notifications and to approve payment.

Transaction Status for Accounts set to Pay All:

- Transaction loads with status Pay–System if Company ID does not meet Approved List parameters.
- Transaction loads with status Approved List Pay if Company ID does meet Approved List parameters.
- Account Group (AG) User may change transaction status Pay–System to Return, which will change the status to Return–User. This action must be performed within the Return Deadline Rules.
- AG User may change transaction status Approved List Pay to Return, which will change the status to Return–User. This action must be performed within the Return Deadline Rules.

- AG User may change transaction status Return–User to pay which will change the status to Pay–User. This action must be performed before the end of day. Transactions with status Return–User after end of day cannot be managed to pay.
- AG User may change transaction status Pay–User to return which will change the status to Return–User. This action must be performed within the Return Deadline Rules.

Transaction Status for Accounts set to Return All:

- Transaction loads with status Return–System if Company ID does not meet Approved List parameters.
- Transaction loads with status Approved List Pay if Company ID does meet Approved List parameters.
- Account Group (AG) User may change transaction status Return–System to pay which will change the status to Pay–User. This action must be performed before the end of day. Transactions with status Return–System after end of day cannot be changed to pay.
- AG User may change transaction status Approved List Pay to Return, which will change the status to Return–User. This action must be performed within the Return Deadline Rules.
- AG User may change transaction status Return–User to Pay, which will change the status to Pay–User. This action must be performed before the end of day. Transactions with status Return–User after end of day cannot be changed to pay.
- AG User may change transaction status Pay–User to Return, which will change the status to Return–User. This action must be performed within the Return Deadline Rules.

Status.	Change Status	End of Day Status	Comments
Pay–System	No Action	Pay	
Approved List Pay	No Action	Pay	
Return–System	No Action	Return	
Pay–System	Return–User	Return	Valid within Return Deadline Rules
Pay–User	Return–User	Return	Valid within Return Deadline Rules
Approved List Pay	Return–User	Return	Valid within Return Deadline Rules
Return–System	Pay–User	Pay	Valid before End of Day
Return–User	Pay–User	Pay	Valid before End of Day

Filter Transaction History Results

1. Select **Transaction History** and then select the **Filters** hyperlink to expand the filter fields.

- Note:** Use the “Ctrl” key to select multiple status types.

- ## Transaction Summary

- | Transaction History | | | | | | Date Range |
|---|-----------------|--------------------------|------------|--|-----------|---|
| <div> <div>Filters</div> <div> 8 transactions totaling \$3,625.00
 Rows 1 - 8 of 8. </div> </div> | | | | | | <div> <div>August 16, 2017</div> <div></div> </div> |
| Date | Company | Account # | Amount | Current Status | Manage | |
| 08/16/2017 | Chamber of Comm | xxxx4444 | \$25.00 | Return - System | Pay | |
| 08/16/2017 | Chamber of Comm | xxxx4444 | \$100.00 | Return - System | Pay | |
| 08/16/2017 | Chamber of Comm | xxxx3333 | \$100.00 | Pay - System | Return... | |
| 08/16/2017 | Chamber of Comm | xxxx3333 | \$25.00 | Pay - System | Return... | |
| 08/16/2017 | ABC Corporation | xxxx4444 | \$1,750.00 | Return - System | Pay | |
| Account: Harrys knives xxxx4444 | | SEC Code: CCD | | Add to Approved List | | |
| Transaction ID: 502595995 | | Description: Invoice | | Deadline To Pay: Wednesday 5:00 PM CDT | | |
| Individual Name: Harry's Home Goods | | Trace #: 323173360126609 | | | | |
| | | Company ID: ACHFilter | | | | |
| 08/16/2017 | ABC Corporation | xxxx4444 | \$750.00 | Return - System | Pay | |
| 08/16/2017 | ABC Corporation | xxxx3333 | \$750.00 | Pay - System | Return | |
| 08/16/2017 | ABC Corporation | xxxx3333 | \$125.00 | Pay - System | Return | |

Daily totals are summarized at the top of the screen. All of the columns on this page are “sortable” by selecting the green text.

Transaction Detail

Selecting the arrow next to any individual transaction will expand the transaction to provide you with additional details. There is a button that allows you to add an item to your **Approved List** directly from the item detail. The detail will also tell you the deadline to disposition the item.

Transaction History					
<div>Filters</div>					Date Range August 16, 2017
8 transactions totaling \$3,625.00 Rows 1 - 8 of 8.					
Date	Company	Account #	Amount	Current Status	Manage
08/16/2017	Chamber of Comm	xxxx4444	\$25.00	Return - System	Pay
08/16/2017	Chamber of Comm	xxxx4444	\$100.00	Return - System	Pay
08/16/2017	Chamber of Comm	xxxx3333	\$100.00	Pay - System	Return...
08/16/2017	Chamber of Comm	xxxx3333	\$25.00	Pay - System	Return...
08/16/2017	ABC Corporation	xxxx4444	\$1,750.00	Return - System	Pay
<div> <div> Account: Harrys knives xxxx4444 Transaction ID: 502595995 Individual Name: Harry's Home Goods </div> <div> SEC Code: CCD Description: Invoice Trace #: 323173360126609 Company ID: ACHFilter </div> <div> Add to Approved List Deadline To Pay: Wednesday 5:00 PM CDT </div> </div>					
08/16/2017	ABC Corporation	xxxx4444	\$750.00	Return - System	Pay
08/16/2017	ABC Corporation	xxxx3333	\$750.00	Pay - System	Return
08/16/2017	ABC Corporation	xxxx3333	\$125.00	Pay - System	Return

Paying or Returning an Item

You can **Manage** or decision an item by selecting **Pay** or **Return** from the Transaction History screen. If you select **Pay**, the item will be paid as indicated by “**Debit will be paid**”. Additionally, the **Current Status** will change to **Pay-User**. Finally, when you pay an item, you can also choose to immediately add the item to your Approved List by selecting “**Add to Approved List**”.

Transaction History Date Range
August 16, 2017

Filters

8 transactions totaling \$3,625.00
Rows 1 - 8 of 8.

Date	Company	Account #	Amount	Current Status	Manage
08/16/2017	Chamber of Comm	xxxx4444	\$25.00	Pay - User	Return...
08/16/2017	Chamber of Comm	xxxx4444	\$100.00	Pay - User	Return...
08/16/2017	Chamber of Comm	xxxx3333	\$100.00	Pay - System	Return...
08/16/2017	Chamber of Comm	xxxx3333	\$25.00	Pay - System	Return...
08/16/2017	ABC Corporation	xxxx4444	\$1,750.00	Return - System	Pay
08/16/2017	ABC Corporation	xxxx4444	\$750.00	Pay - User	Debit will be paid. + Add to Approved List
08/16/2017	ABC Corporation	xxxx3333	\$750.00	Pay - System	Return
08/16/2017	ABC Corporation	xxxx3333	\$125.00	Pay - System	Return

You can save the details of the payment to your Approved List so that in the future the item will not require dispositioning. You also have options to input parameters for Max Amount, Frequency, Start Date, and End Date.

ACH Filter

ACH Filter Settings

Transaction History

Filters

8 transactions totaling \$3,625.00
Rows 1 - 8 of 8.

Date	Company	Account #	Amount	Current Status	Manage
08/16/2017	Chamber of Comm	xxxx4444	\$25.00	Pay - User	Return...
08/16/2017	Chamber of Comm	xxxx4444	\$100.00	Pay - User	Return...
08/16/2017	Chamber of Comm	xxxx3333	\$100.00	Pay - System	Return...
08/16/2017	Chamber of Comm	xxxx3333	\$25.00	Pay - System	Return...
08/16/2017	ABC Corporation	xxxx4444	\$1,750.00	Pay - User	Return
08/16/2017	ABC Corporation	xxxx4444	\$750.00	Pay - User	Return
08/16/2017	ABC Corporation	xxxx3333	\$750.00	Pay - System	Return
08/16/2017	ABC Corporation	xxxx3333	\$125.00	Pay - System	Return

Add Company to Approved List

Company Id	Company Name	Max Amount	Frequency	Start Date	End Date
ACHFilter	ABC Corporati	1750	-- none --	08/16/2017	mm/dd/yyyy

Save Cancel

Returning an item is similar to paying an item. Simply select **Return**. You will be prompted to select the reason that you are returning the item. This is a required component to return the transaction.

ACH Filter

ACH Filter ⚙️ Setup

Transaction

Filters

Date

>	08/16/2017								
>	08/16/2017								
>	08/16/2017	Chamber of Comm	xxxx3333	\$100.00	Pay - System			Return...	
>	08/16/2017	Chamber of Comm	xxxx3333	\$25.00	Pay - System			Return...	
>	08/16/2017	ABC Corporation	xxxx4444	\$1,750.00	Return - User			Pay	
>	08/16/2017	ABC Corporation	xxxx4444	\$750.00	Return - User			Pay	
>	08/16/2017	ABC Corporation	xxxx3333	\$750.00	Pay - System			Return	
>	08/16/2017	ABC Corporation	xxxx3333	\$125.00	Pay - System			Return	

ACH Filter

ACH Filter ⚙️ Setup

Transaction

Filters

Date

Written Statement of Unauthorized Debit

To return this transaction you are required to complete a Written Statement of Unauthorized Debit.
This transaction is a PPD ACH debit for \$25.00 to Chamber of Comm from your account xxxx4444
A PPD (Prearranged Payment and Deposit Entry) is a one-time or recurring debit used to transfer funds from a consumer account.
Please select the reason you are returning this transaction:
☒ Never Authorized to Debit Account
☐ Authorized ACH Debit Amount Incorrect
☐ Debited Before Date Authorized
☐ Debit Authorization was Revoked
☐ 3rd Party Did Not Send Funds to Payee
☐ Improperly reinitiated

Cancel Back Next

Once you choose a reason for the return, a written statement with the stated reason will be generated. You can also check the box to download a PDF copy of the statement for your records.

ACH Filter

ACH Filter ⚙️ Setup

Transaction Date

Filters

08/16/2017

08/16/2017

08/16/2017

08/16/2017

Written Statement of Unauthorized Debit

< Change Reason
Return Reason: Never Authorized to Debit Account

I, Harry Plate, state that I am an authorized signer or have corporate authority to act on the account "Harrys knives" ending in xxxx4444. I am returning this transaction because:

I did not authorize, and have never authorized, Chamber of Comm to originate one or more ACH entries to debit funds from any account at Associated Bank.

I certify that the foregoing is true and correct.

☒ I consent to electronically signing this form

Electronic Signature
Harry Plate

☒ Download PDF Copy

Cancel Back Sign

08/16/2017 ABC Corporation xxxxx4444 \$1,750.00 Return - User Pay

08/16/2017 ABC Corporation xxxxx4444 \$750.00 Return - User Pay

08/16/2017 ABC Corporation xxxxx3333 \$750.00 Pay - System Return

08/16/2017 ABC Corporation xxxxx3333 \$125.00 Pay - System Return

[Download as CSV](#)

At the bottom of your Transaction History screen is a button that will allow you to download and export all of your transaction history items as a .csv file.

Transaction History Date Range
August 16, 2017

Filters >

8 transactions totaling \$3,625.00
Rows 1 - 8 of 8.

Date	Company	Account #	Amount	Current Status	Manage
08/16/2017	Chamber of Comm	xxxx4444	\$25.00	Return - User	Pay
08/16/2017	Chamber of Comm	xxxx4444	\$100.00	Pay - User	Return...
08/16/2017	Chamber of Comm	xxxx3333	\$100.00	Pay - System	Return...
08/16/2017	Chamber of Comm	xxxx3333	\$25.00	Pay - System	Return...
08/16/2017	ABC Corporation	xxxx4444	\$1,750.00	Return - User	Pay
08/16/2017	ABC Corporation	xxxx4444	\$750.00	Return - User	Pay
08/16/2017	ABC Corporation	xxxx3333	\$750.00	Pay - System	Return
08/16/2017	ABC Corporation	xxxx3333	\$125.00	Pay - System	Return

[Download As CSV](#)

This will provide you with a file as shown below:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	ACH Alert I Date		Account Name	Account N	Amount	Company Name	SEC Code	Recurring	State	County	Company	Status	Individual Name	Trace #
2	502596008	08/16/2017	Harrys knives	xxxx4444	\$25.00	Chamber of Comm	PPD	X	WI	all		USER_RETURN	Harry's Home Goods	3.23173E+14
3	502596007	08/16/2017	Harrys knives	xxxx4444	\$100.00	Chamber of Comm	PPD	X	WI	all		USER_PAY	Harry's Gifts	3.23173E+14
4	502596006	08/16/2017	Harrys Silverware	xxxx3333	\$100.00	Chamber of Comm	PPD	X	WI	all		DEFAULT_PAY	Harry's Gifts	3.23173E+14
5	502596005	08/16/2017	Harrys Silverware	xxxx3333	\$25.00	Chamber of Comm	PPD	X	WI	all		DEFAULT_PAY	Harry's Home Goods	3.23173E+14
6	502595995	08/16/2017	Harrys knives	xxxx4444	\$1,750.00	ABC Corporation	CCD	X	WI	all		USER_RETURN	Harry's Home Goods	3.23173E+14
7	502595993	08/16/2017	Harrys knives	xxxx4444	\$750.00	ABC Corporation	CCD	X	WI	all		USER_RETURN	Harry's Home Goods	3.23173E+14
8	502595991	08/16/2017	Harrys Silverware	xxxx3333	\$750.00	ABC Corporation	CCD	X	WI	all		DEFAULT_PAY	Harry's Home Goods	3.23173E+14
9	502595989	08/16/2017	Harrys Silverware	xxxx3333	\$125.00	ABC Corporation	CCD	X	WI	all		DEFAULT_PAY	Harry's Home Goods	3.23173E+14

