

# Business ACH

Welcome to Business ACH from The Cooperative Bank of Cape Cod. We are confident that you will enjoy the new user interface and streamlined process. This document will help guide you through using this new and improved service.

## ACH ACCOUNTS

You may initiate ACH transactions only from company accounts that have been approved by the Bank. These companies will be listed in the New Template setup. Please be sure that the Company Name is the same name as the Offset Account. **Please contact Cash Management Support if you do not see the appropriate Company Name or Account.**

## ADD/EDIT/DELETE A PAYEE (PARTICIPANTS)

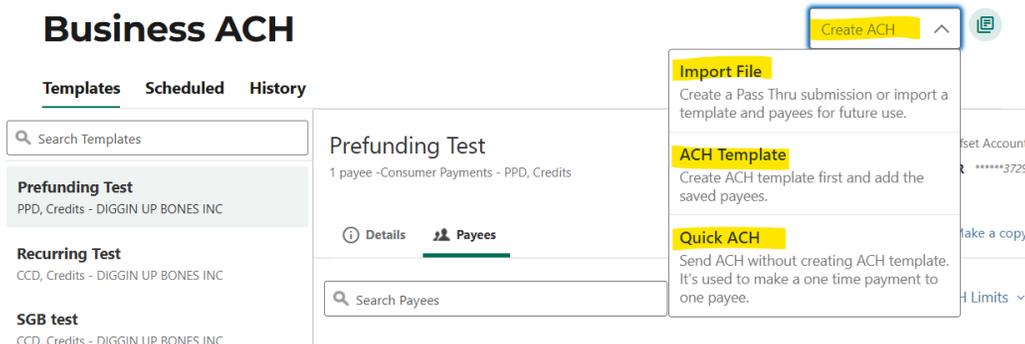
To add a new Payee, click on **Business Admin** and select the **Payees** tab. Click on the Add New Payee.

If you enter an email address for the Payee, you will have the option to send an email to the Payee when an ACH is sent.

To change a Payee's payment instructions, click on the Payee's name and click the pencil icon next to the payment method. As a fraud prevention measure, we strongly recommend that you verify by phone any changes to a Payee's payment details.

## ORIGINATE AN ACH TRANSACTION

Business ACH offers a convenient process for sending ACH transfers. From the Main Menu, click on **Business** and then **Business ACH** to send a one-time Quick ACH, set up an ACH Template or Import File of ACH transactions.



Import File – Import a NACHA formatted file or CSV file. CSV file specifications are detailed in Online Banking.

Quick ACH – send a one-time ACH to a single payee without having to create an ACH Template.

ACH Template – create an ACH Template that can be saved and used for future ACH transactions.

## Create an ACH Template

- Click on ACH Template from the dropdown menu
- Enter a Template Name (max 40 characters)
- Select an Offset Account
- Select a Company Name
  - **Be sure your Company Name matches the company name of your Offset Account**
- Select a Transaction Type
  - Consumer Payments – PPD, Credits
  - Consumer Collections – PPD, Debits
  - Business Payments – CCD, Credits
  - Business Collections – CCD, Debits
- Enter Company Entry Description (purpose of the payment, i.e. payroll, fees, etc)
- Select Access Level for other online Users
- Click Create Template

### New Template ×

Template Name	Template Test <span>27</span>
Offset Account ?	<span>Stark Operating</span> ▼
Company Name	STARK INDUSTRIES
Transaction Type PPD, Credits	Consumer Payments - PPD, ... ▼
Company Entry Description ?	payroll <span>3</span>
Access Level ?	<input checked="" type="radio"/> <b>Normal</b> All users with ACH permissions can access <input type="radio"/> <b>Restricted</b> Only users with Restricted

Import Payees Cancel Create Template

- Click Add Payees

### Template Test

0 payees - Consumer Payments - PPD, Credits

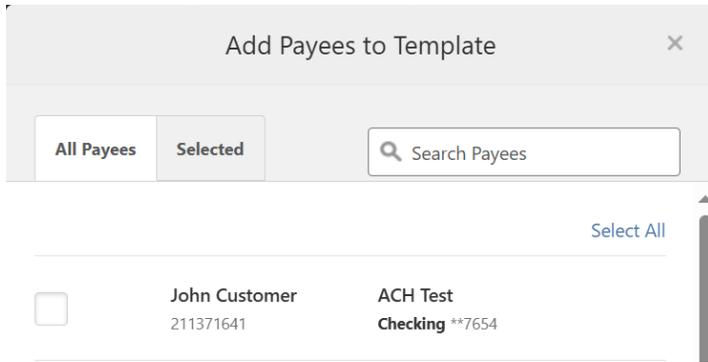
Offset Account Stark Operating \*\*\*\*\*4854

[Details](#) [Payees](#) [Make a copy](#)

No payees have been added yet.

Add Payees

- A list of your existing Payees will appear. Select existing payees or click on Manage Payees (at the bottom) to Add New Payee. Click Add Payees.



Your ACH Template has been created!

### Initiate an ACH Template

- Select your Template from the list on the left side of the page.
- Click the pencil icon to the right to Edit each Payee, update payment amount and addenda details.
  - You can also change the Status of a Payee. Options include Active, On Hold or Prenote.
- Click Save Changes
- Review your ACH Template. If all looks accurate, Click Review and Submit

**Template Test** Offset Account

1 payee -Consumer Payments - PPD, Credits **Stark Operating** \*\*\*\*\*4854

[Details](#) [Payees](#) [Make a copy](#)

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Show ACH Limits ▾

NAME	ACCOUNT	STATUS	AMOUNT
Bruce Banner	Checking *8651 211371641	ACTIVE	🚫 \$0.00

[+ Add Payees](#) Total: **\$0.00** [Review and Submit](#)

- Set your Deliver By date or create a Recurring ACH (see below for more information about Recurring ACH).
- Select option to Send Notification to Payee Upon Processing (optional)
- Click Submit Template

Review and Submit ✕

TOTAL CREDITS <b>\$2.00 (2)</b>	TOTAL DEBITS <b>\$2.00 (1)</b>
TOTAL PRENOTES <b>0</b>	TOTAL HOLDS <b>0</b>

**One Time**      **Recurring**

DELIVER BY

**Send Notification To Payee Upon Processing**  
The payee must have a valid email.

**FDIC** FDIC-Insured - Backed by the full faith and credit of the U.S. Government

**Cut-off time**  
4:00 PM Eastern Standard Time

- Verification Needed - enter your 2FA or hard token security code. Click Verify
- If you have Dual Control enabled, approval is required (see below)

### **RECURRING ACH**

When setting up a Recurring ACH, you will need to select an option for Non-Business Day Handling. When your recurring ACH falls on a date that is a weekend or bank holiday, you will need to choose either Deliver Before or Deliver After the effective date.

- If you are setting up a recurring ACH payment, the common practice is to Deliver Before (especially in the case of direct deposit of payroll), however, you may choose either Deliver Before or Deliver After depending on your agreement with the ACH participant.
- If you are setting up a recurring ACH collection, you will need to select Deliver After, unless your agreement with the ACH participant specifically authorizes you to collect the funds prior to the effective date if the effective date falls on a non-business day.

### **APPROVE AN ACH UNDER DUAL CONTROL**

To approve an ACH under Dual Control, click on **Business Admin, Authorizations, ACH**. View transactions that are in the Needs Authorization Status. You can then choose to authorize or reject the transaction.

NOTE: ACH transactions under Dual Control can also be approved via the Bank’s mobile app.

### **VIEW SCHEDULED ACH AND HISTORY**

From the Main Menu, click on **Business** and then **Business ACH**. You will see the Scheduled and History tabs. Under the Scheduled tab, you may cancel a future-dated ACH.

## ACH LIMITS

The Bank will establish maximum Daily, Weekly and Monthly ACH Limits for your Business. The previous online banking system had only a maximum Daily ACH Limit. Initially, we will establish a Weekly and Monthly Limit that is a multiplier of the Daily Limit. We recommend that you review these limits and adjust them as appropriate for your business' activity. Please contact your Relationship Manager to make changes to your ACH Limits.

## REQUEST AN ACH LIMIT INCREASE

If you exceed your Daily, Weekly or Monthly Limit you will see a message letting you know that the transaction you are attempting to send has exceeded your Daily, Weekly or Monthly Limit. Click on Request Increase. The system will display your Current Limits as well as the Needed Limits in order for the transaction to process.

### < Limit Increase Request

#### Current Limits

Daily	Weekly	Monthly
\$10,000.00	\$75,000.00	\$100,000.00

#### Needed Limits

Daily	Weekly	Monthly
\$11,000.00	\$75,000.00	\$100,000.00

Enter the Needed Limits into the request form and select an Expiration Date. Note that all temporary limit increases will expire at the end of the current month. Select No Expiration Date to request a permanent increase.

#### Desired Limits

Daily  
\$11,000.00

Weekly  
\$75,000.00

Monthly  
\$100,000.00

Expiration Date  
07/31/2025



No Expiration Date

Message  
bonuses



**Once the temporary limit increase is approved by the Bank, your ACH transaction will automatically process.**

## ALERTS

The Bank has enabled certain Alerts related to ACH transactions. However, each User has the option to enable additional Alerts and the Bank strongly recommends that you set up additional Alerts related to your ACH transactions:

- To manage your Alerts go to **Tools, Alerts, Business ACH**.
- Additional Alerts can be found under **Tools, Alerts, Business Admin**.

## CUSTOMER SUPPORT

If you have any questions about Business ACH, please reach out to our Cash Management Support Team at [cashmanagementsupport@mycapecodbank.com](mailto:cashmanagementsupport@mycapecodbank.com) or 508.568.3260