

BUSINESS BANKING ACH SERVICES

EMPLOYEE FAQ & TERMS

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Overview

DFCU Financial offers ACH Origination services to Business Banking members through DFCU OnLine. ACH, Automated Clearing House, is the primary system that businesses use for electronic funds transfer.

If you have any questions regarding the Business Banking ACH Services process, please contact Corporate Banking at x3600.

Applying for ACH Services & Requirements

Q: Who can apply for Business Banking ACH Services?

A: The DFCU OnLine Administrator can apply for Business Banking ACH Services.

Q: How does the DFCU OnLine Administrator apply for ACH services?

A: The DFCU OnLine Administrator would complete the ACH Origination Application. The ACH Origination Application can be obtained from DNA or on our website > Business > Business Forms > Business ACH Forms. Once the form is completed, it can be:

- Emailed to corporatebanking@dfcufinancial.com using our Secure Email system.
- Brought into a DFCU Financial branch location.
- Mailed documents to DFCU Financial, P.O. Box 370, Dearborn, MI 48121.

Q: What are the requirements for Business Banking ACH Services?

A: The following are the requirements for Business Banking ACH Services, the business **must**:

- Be a member for 90 days *or* have a loan with DFCU Financial,
- Have no more than 3 insufficient funds fees in a rolling 12 month period,
- Year to date rolling collected balances of at least 10% of the requested debit and credit limits, *and*
- Satisfactory OFAC and FICO scores.

Q: How will an approval be communicated to the DFCU OnLine Administrator?

A: Corporate Banking will send the ACH Agreement via DocuSign for signature to the DFCU OnLine Administrator.

Q: How will the business be notified if they are denied for ACH Services?

A: Corporate Banking will mail an Adverse Action Notice to the business if they are denied for ACH Services.

Q: How long does the process take from the time the ACH Origination Application is submitted until the DFCU OnLine Administrator can login online and start making transactions?

A: The implementation of Business Banking ACH Services, if approved, can take up to 7 to 10 business days.

Q: What are the Business Banking ACH Services approval steps?

A: The following are the Banking ACH Services approval steps:

1. **Corporate Banking** will send the ACH Agreement via DocuSign for signature to the DFCU OnLine Administrator.
2. The **DFCU OnLine Administrator** will receive an email notification from DocuSign. He/she will review and sign the ACH Agreement. Once signed the ACH Agreement automatically comes back and is filed into a workflow in OnBase.
3. **Delivery Channel Support** accesses the form in the OnBase workflow and completed the ACH set-up in Q2central.
4. When set-up is complete, **Deposit Accounting** will process The Payments Authority Membership for the business.
5. Once the membership has been processed, the **Treasury Management Specialists** will receive an email that set-up is complete and to schedule a formal end-user training with the DFCU OnLine Administrator.

Transactions

Q: What types of transactions can be processed through Business Banking ACH Services?

A: The following services can be processed through Business Banking ACH Services:

Transaction Type	Description
ACH Payroll	Sends funds to numerous recipients at the same time through ACH Batch payment.
ACH Single Pmts	Send funds to a single recipient through the Automated Clearing House (ACH) system.
EFTPS (Tax Pmts)	Send funds to a Federal, state, or local tax authority using the Electronic Federal Tax Payment System (EFTPS).
ACH Payments	Send funds to multiple recipients through the ACH.
ACH Collections	Collect funds from multiple recipients through the ACH.
ACH Single Receipts	Collect funds from a single recipient through the ACH.
ACH Pass Thru*	Upload a complex NACHA-format file that includes multiple ACH batches.

*ACH Pass Thru allows all SEC Codes except IAT. IAT cannot be processed through DFCU Financial.

Q: What are the ACH Transaction Limits?

A: Transaction limits are determined by the business' needs and will not exceed the established maximum limits shown provided below.

Transaction Type	Limit
Number/acct/day	1000
Number/day	1000
Amount/transaction	\$1,000,000
Amount/acct/day	\$1,000,000
Amount/day	\$1,000,000
Amount/month	\$10,000,000

Q: How are ACH transactions approved?

A: Every ACH transaction requires an approval code. Most businesses will obtain the approval code from a hard token. The hard token provides a 6 digit code that is used in DFCU OnLine to approve the ACH transactions.

✔ **Note:** Corporate Banking has the ability to determine whether a business should be offered the use of Secure Access Codes to approve ACH transactions instead of hard tokens.

Q: Is a hard token needed for someone that will have only draft capabilities?

A: No, a hard token is only needed for Transaction Approvers.

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Q: Where can a business upload a file for batch payments or collections?

A: To upload a 2-column or 5-column .CSV file, from the Commercial menu they would select Payments > New Payment > Payment from file.

Q: What if the business starts the payment/collection/template and realizes they need to add a recipient. Do they have to start over?

A: If they have advanced past the Recipient & Amount page of the process, they will need to start over to add additional Recipients to the transaction.

Q: Where can I see the Business Banking ACH transactions that a business has scheduled in DFCU OnLine?

A: Business Banking ACH transactions that a business has scheduled in DFCU OnLine can be found in the Activity Center – use CSR Assist to view a business' Activity Center. These transactions can also be found in Q2central under All Transactions.

Q: What are the cutoff times for processing ACH transactions?

A: Transactions **must** be submitted prior to 3 PM on a business day to be included in that day's processing.

Fees

Q: What fees are associated with Business Banking ACH Services?

A: The following are the fees* associated with Business Banking ACH Services:

One Time Fees	
Initial Set-up and Training	\$30.00
Additional Training per hour	\$20.00

Token Fee	
First Initial Token per Business Agreement	Free
Additional Tokens, including replacements	\$20.00 each

Regular Monthly Fees	
Minimum Monthly Fee	\$25.00
Up to 150 Debit and Credit Entries	Free
151 and Over Debit and Credit Entries	\$0.10 per entry

Regular Yearly Fee	
Regional Payment Association Membership Fee	\$99.00

*Fees are subject to change.

Q: Where are the fees associated with Business Banking ACH Services located?

A: The fees associated with Business Banking ACH Services are located in the ACH Agreement as Attachment 3 - Fee Schedule.

BUSINESS BANKING ACH SERVICES EMPLOYEE FAQ & TERMS, continued

Q: If the business terminates ACH Services at any time, can any of the ACH Service fees be refunded to a business?

A: No, not unless instructed by Corporate Banking.

Requests & Questions

Q: How does a business request a change to their Business Banking ACH Services?

A: The DFCU OnLine Administrator **must** complete an ACH Origination Maintenance form. This form can be obtained from DNA or our website > Business > Business Forms > Business ACH Forms. Once the form is completed, it can be:

- Emailed to corporatebanking@dfcufinancial.com using our Secure Email system.
- Brought into a DFCU Financial branch location.
- Mailed documents to DFCU Financial, P.O. Box 370, Dearborn, MI 48121.

The following changes can be requested using the ACH Origination Maintenance form:

- Increase/Decrease of Aggregate Limits
- Termination of ACH Services
- Changing of a Billing Account
- Replacement for a lost/stolen Token
- Adding a new ACH Approver
- Removing a ACH Approver

Q: If a business member has ACH questions, who do I contact?

A: You would contact the following if a business member has ACH Questions:

Question	Contact
I have a question regarding types or structures of ACH transactions.	The business member would need to contact The Clearing House Payments Authority .
How do I apply for ACH services?	Instruct the member to go to our website > Business > Business Forms > Business ACH Forms. Once the form is completed, it can be: <ul style="list-style-type: none"> • Emailed to corporatebanking@dfcufinancial.com using our Secure Email system. • Brought into a DFCU Financial branch location. • Mailed documents to DFCU Financial, P.O. Box 370, Dearborn, MI 48121.
I would like to be contacted by a MRR for further details on ACH services.	Submit a 'Business Banking Return Call Request' iRequest to the member's preferred branch. A member of the preferred branch management team will assign the iRequest to a Treasury Management Specialist.
I have a question about a transaction.	Contact the Deposit Accounting department x8780.
I have a question about a decision on application and/or periodic review.	Contact the Corporate Banking department x3600.

ACH Terms

Abbreviation/Term	Definition
ACH – Automated Clearing House	The primary system that agencies use for electronic funds transfer.
ACH Credit	A deposit to the DFCU account.
ACH Debit	A withdrawal from the DFCU account.
ACH Operator	The central clearing facility (either the Federal Reserve Bank or the Clearing House) that receives entries from ODFIs, distributes the entries to RDFIs, and performs settlement functions.
ACH Pass Thru	ACH Pass Thru is used to load and submit properly formatted NACHA-format files. The file can contain one or more batches, both debit and credit batches, and multiple SEC Codes.
CCD – Corporate Credit or Debit	Used for transfers between business accounts (Business to Business).
EPN – Electronic Payments Network	An electronic automated clearing house (ACH) that services as the sole ACH for the private sector in the United States.
Hard Token	A fob provided by DFCU, that is assigned to every ACH approver that provides an access code that must be entered in DFCU OnLine to approve an ACH transaction.
NACHA – National Automated Clearing House Association	The national organization that maintains the operating rules, standards, and procedures that govern all ACH activities and procedures.
ODFI	Originating Depository Financial Institution
Originator	The person or organization that has authorized an Originating Depository Financial Institution (ODFI) to transmit a credit or debit entry to the account of a receiver with a Receiving Depository Financial Institution (RDFI).
PPD – Prearranged Payment and Deposit Entry	A prearranged entry to or from a consumer account, for example, direct deposit of payroll (Business to Consumer or Consumer to Consumer).
Prefunding	Prefunding requires that the funds be available in the DFCU account on the day the transaction is scheduled and processed. All ACH debit transactions being sent out of DFCU will be pre-funded.
RDFI	Receiving Depository Financial Institution
Receiver	An individual, corporation, or other entity that has authorized an originator to initiate a debit or credit ACH entry to an account held at a Receiving Depository Financial Institution.
SEC (Standard Entry Class) Code	Standard Entry Class code required by NACHA rules for every ACH transaction.

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Abbreviation/Term	Definition
Subsidiary	A subsidiary is a company controlled by a holding company. If the company is a holding company and the business needs to schedule payments from one of their subsidiaries (companies that the business owns), the business would enable Subsidiaries in User Management and enter the subsidiary's identifying information (company name, tax ID, etc).
The Clearing House Payments Authority	The association designed to provide payment system support and education for payment professionals.
TMS – Treasury Management Specialist	Treasury Management Specialists are branch employees who act as the business' ACH point person. They are responsible for training the business member on the Commercial ACH process, helping with the initial set-up, assisting business members and employees with questions regarding the Commercial ACH process.