

BUSINESS BANKING ACH SERVICES FAQ & TERMS

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Overview

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

Applying for ACH Services & Requirements

Q: Who can apply for Business Banking ACH Services?

A: The business member who completes the Business DFCU Online Access Authorization form, referred to as the DFCU Online Administrator, can apply for Business Banking ACH Services.

Q: How do I apply for Business Banking ACH Services?

A: The DFCU Online Administrator would complete the ACH Origination Application. The ACH Origination Application can be obtained from our website > Business > Business Forms > Business Deposit 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 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.

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Q: How will I know if the business has been approved for Business Banking ACH Services?

A: Our Business Banking department will send the ACH Agreement via DocuSign for signature to the DFCU Online Administrator.

Q: How will I be notified if the business is denied Business Banking ACH Services?

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

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

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

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/calendar day	1000
Number/calendar day	1000
Amount/transaction	\$1,000,000
Amount/acct/calendar day	\$1,000,000
Amount/calendar day	\$1,000,000
Amount/calendar month	\$10,000,000

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Q: How do ACH Transaction Limits work?

A: ACH transaction limits are calculated based on processing date (withdrawal date), **not** the date when the transaction was drafted or approved.

Example: Company A has an Amount/calendar day limit of \$10,000.00. Today, Company A scheduled a total of \$15,000.00 in payments, \$10,000.00 to be processed in two days and the remaining \$5,000.00 to be processed in three days.

Q: How are ACH transactions approved?

A: Every ACH transaction requires an approval code. You 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 transaction(s). Each approver will have his/her own hard token.

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.

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

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

Q: What are the account type codes for Savings and Checking?

A: The account type codes for Savings and Checking are as follows.

Savings	Checking
Debit = 37	Debit = 27
Credit = 32	Credit = 22

Q: What if I start the payment/collection/template and realize I need to add a recipient. Do I have to start over?

A: If you have advanced past the Recipient & Amount page of the process, you will need to start over to add additional Recipients to the transaction. If you have **not** advanced past the Recipient & Amount page of the process, you can click on add recipient.

Q: In DFCU Online where can I see the ACH transactions that have been scheduled?

A: ACH transactions that have been scheduled in DFCU Online can be found in the Activity Center located under Services.

Q: What is the cutoff time for processing ACH transactions?

A: Transactions **must** be submitted prior to 3:00PM on a business day to be included in that day's processing.

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Fees

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, which the business member receives upon approval. Visit your local branch location for information regarding specific fees.

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

One Time Fees
Initial Set-up and Training
Additional Training per hour

Regular Monthly Fees
Minimum Monthly Fee
Up to 150 Debit and Credit Entries
151 and Over Debit and Credit Entries

Regular Yearly Fee
Regional Payment Association Membership Fee

Token Fee
First Initial Token per Business Agreement
Additional Tokens, including replacements

Requests & Questions

Q: How do I request a change to Business Banking ACH Services?

A: The DFCU Online Administrator **must** complete an ACH Origination Maintenance form. This form can be obtained from 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 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

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Q: Who would I contact if I have questions regarding ACH Origination services?

A: If you have questions regarding ACH Origination services, please contact the following:

Questions Regarding	Contact
Types or structures of ACH transactions.	The Clearing House Payments Authority
Maintenance/Changes to your ACH services.	Your local DFCU Financial branch.
Specific Transaction questions.	Deposit Accounting Email: depositaccounting@dfcufinancial.com
Training questions.	Treasury Management Specialist
The approval or decline decisions; periodic review; information needed for decisions.	Business Banking Phone Number: 313.216.3600 Email: Corporatebanking@dfcufinancial.com

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).

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Abbreviation/Term	Definition
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.
Subsidiary	A subsidiary is a company controlled by a holding company. If your company is a holding company and you need to schedule payments from one of your subsidiaries (companies that your company owns), you 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.