

ACH Alert Walkthrough

- Within the ACH Alert Module, you can manage your Approved Company List, access reports, and view recent Transaction History and Exceptions.

Delete	Company ID	Company Name	Maximum Amount	Frequency	Start Date	End Date	Edit
<input type="checkbox"/>	1356651600	CC 529 Dir ACH	\$250.00		07/11/2022		Edit
<input type="checkbox"/>	5760039224	CHASE CREDIT CRD	\$3,000.00		06/16/2022		Edit
<input type="checkbox"/>	9102009902	GREAT LAKES	\$10,000.00		07/05/2022		Edit
<input type="checkbox"/>	9864031005	ATT	\$200.00		07/11/2022		Edit
<input type="checkbox"/>	PAYPAL5177	PAYPAL	\$200.00		07/07/2022		Edit

- You can choose to add a company to the “**Approved List**” from the Transaction History page. This will add the Company ID so that future ACH transactions from this company will not trigger an exception notification. You can view/update the Approved List from the Manage tab.

Date	Company	Account #	Amount	Current Status	Manage
07/11/2022	ATT	xxxx1706	\$54.59	Pay - System	Return
07/11/2022	CC 529 Dir ACH	xxxx1706	\$100.00	Pay - System	Return

Account: Courtney Meer xxxx1706 SEC Code: WEB **Add to Approved List**

Transaction ID: 924196655 Description: CONTRIB Deadline To Return: Tuesday 1:00 PM EDT

Settlement Date: 07/11/2022 Trace #: 011001233132767

Individual Name: 492 61899864201 Company ID: 1356651600

- Please note the default Max Amount will be the dollar amount of the existing transaction you selected when adding the company to the allowed list. You can edit this amount if necessary. You can also choose a date range or frequency for how often the company you’re adding will be debiting the account.

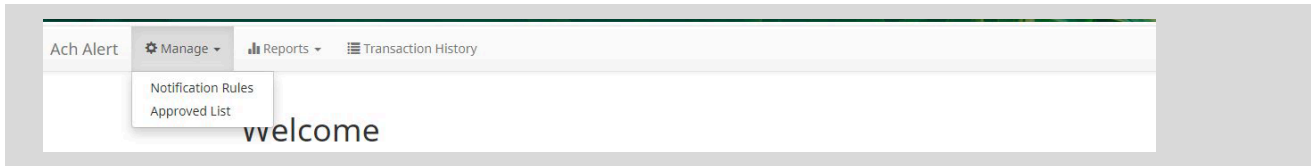
Add Company to Approved List

Company Id: 1356651600 Company Name: CC 529 Dir ACH Start Date: 07/11/2022 End Date: mm/dd/yyyy

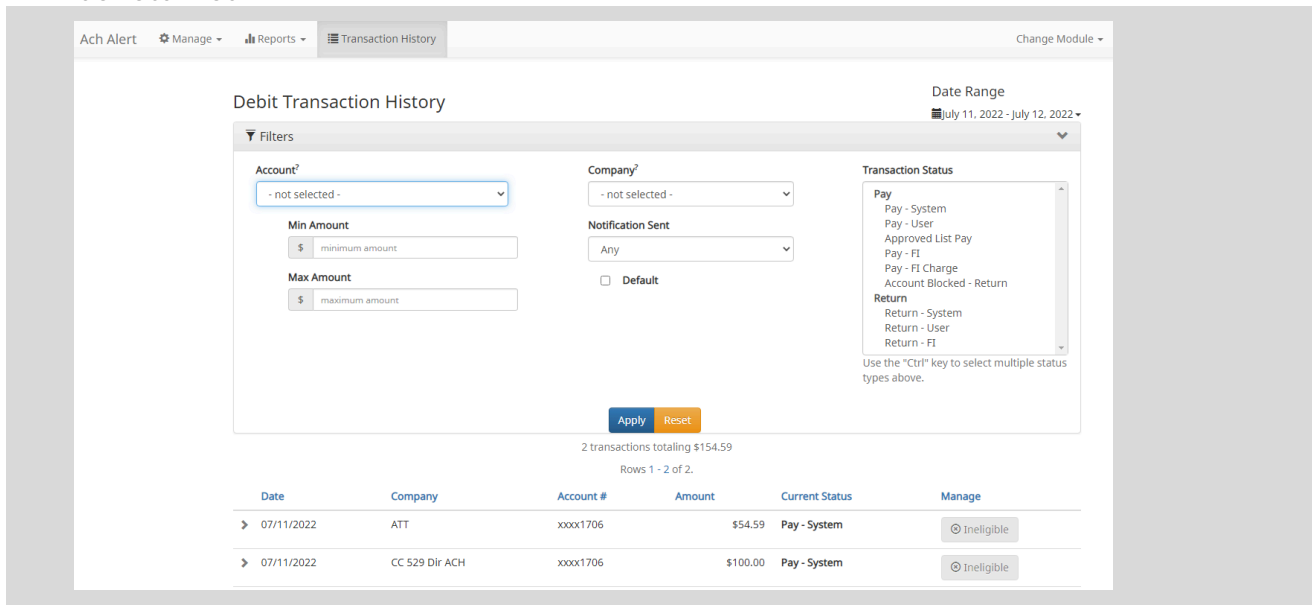
Max Amount: 100 Frequency: -- none --

Save **Cancel**

- You can also choose to manually update your approved list by selecting the “**Manage**” option at the top. You can also choose to setup default Notification Rules as well.



- On the “**Transaction History**” tab, you can select the word Filters or the dropdown arrow in the Filters box to narrow your search to identify Exceptions or review recent transactions. All decisioning of Exceptions must be processed by 1pm (EST). After the 1pm (EST) cutoff, items on the Exception list will be automatically paid or return based on the default setting you have set up. Transactions labeled “Ineligible” are not able to be returned.



Reviewing Exceptions

- If there are any exception items that need reviewed, you will receive an email notification from ACHALERT@FFBT.COM (We recommend adding this email to your saved/allowed contacts within your email service to avoid emails being blocked).
 - You may choose to receive a separate email for each transaction or one email for each account that is set up for the service(s).
 - You will receive separate emails for ACH Alert exceptions and Positive Pay exceptions. Positive Pay exception emails will show “Check Alert” within the email subject line, where ACH Alerts will just display “ALERT”.

Ach Alert

End of Day Cut-Off Time: Tuesday 1:00 PM EDT

Total ACH Debits \$0.00	0	
Set to Pay \$0.00	0	Set to Return \$0.00
Approved List Exceptions \$0.00	0	Block List Returns \$0.00

Positive Pay

End of Day Cut-Off Time: Tuesday 1:00 PM EDT

Exceptions \$0.00	0	
Set to Pay \$0.00	0	Set to Return \$0.00

- From the Dashboard landing page, you will see an overview of any exceptions that are Set to Pay or that are Set to Return, as well as the End of Day Cut-Off Time of 1pm (EST).
- You can select any of the dollar amount links to be taken to the Transaction History page to be able to review the individual exception items and to view the current status. You may also select the Transaction History option to be taken to the same screen.
- You may choose to change the default status from Pay or Return from the Transaction History page. If it is past the End of Day Cut-Off time, it will display “Ineligible” next to the item within the Manage column.

Ach Alert
Manage
Reports
Transaction History
Change Module

Debit Transaction History

Date Range
July 5, 2022 - July 11, 2022

Filters

5 transactions totaling \$534.59
Rows 1 - 5 of 5.

Date	Company	Account #	Amount	Current Status	Manage
07/11/2022	ATT	xxxx1706	\$54.59	Pay - System	Return
07/11/2022	CC 529 Dir ACH	xxxx1706	\$100.00	Pay - System	Return
07/07/2022	PAYPAL	xxxx1706	\$80.00	Pay - System	Ineligible
07/05/2022	CHASE CREDIT CRD	xxxx1706	\$200.00	Approved List Pay	Ineligible
07/05/2022	GREAT LAKES	xxxx1706	\$100.00	Pay - System	Ineligible

Contact FFBT’s Digital Banking Department at 1-800-371-3316 ext. 8351 or email digitalbankingsupport@ffbt.com with any additional questions.



Member FDIC