Applying ACH Payments to Orders with Global Payments Integrated

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This guide explains how to apply ACH payments to orders with GPI. It is intended for advanced users.

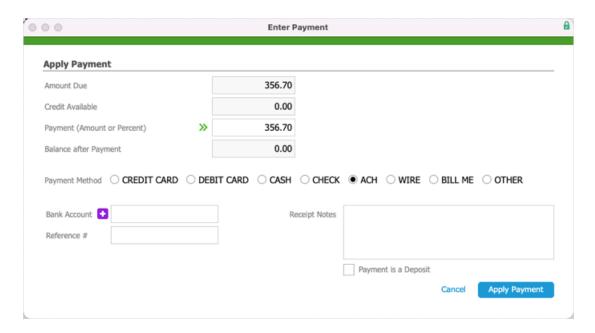
Payments with Automated Clearing House (ACH) are processed through aACE's <u>integration</u> with Global Payments Integrated (https://aace6.knowledgeowl.com/help/setting-up-global-payments-integrated) (GPI). The GPI secure payment processing service stores all sensitive account data, then provides a randomly generated alias, or "token," for use in future aACE transactions unless your system has been configured otherwise.

An ACH transaction is an electronic money transfer made between banks and credit unions across a network called the Automated Clearing House (ACH). ACH payments are possible when a customer gives you authorization to debit directly from their bank account(s). You must first obtain the customer's routing number and account number to use ACH payments.

You can check the status of your ACH transaction, view transaction activity, and manage email notifications through the <u>ACH Processing Company portal</u> (https://aace6.knowledgeowl.com/help/ach-processing-co-portal-and-reports). If you receive a return code for one of your ACH transactions, you must take action immediately. For more information on specific return codes and recommended actions, refer to Vericheck ACH return code explanations for <u>RO1-R33</u> (https://www.vericheck.com/ach-return-codes/) and <u>R34-R84</u> (https://www.vericheck.com/ach-return-codes-r34-r84/).

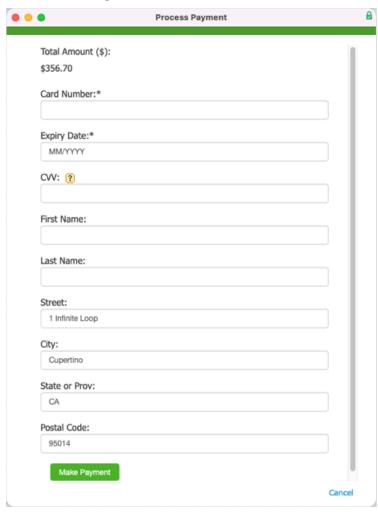
Apply a Customer Payment to an Order

- 1. From the Main Menu, go to **Order Management** > **Orders**.
- 2. Locate the open order with a payment due.
- 3. On the detail view, next to the Payment Due field, select the Add () icon.
- 4. At the Apply Payment dialog, verify the Amount Due, then select **ACH**.



5. Specify the Bank Account:

- o If a token already exists, select it from the dropdown list.
- If a token is not stored in aACE for this account, select the Add (→) icon, enter the card and billing address information, then scroll down and select Make Payment.



This submits the new token account information to GPI to validate the account, authorize the charge, and capture the funds. You cannot cancel the ACH payment after you select Make Payment. Instead, you would have to refund the payment amount.

- 6. At the Transaction Result dialog, select **OK**.
- 7. On the aACE Apply Payment dialog, select **Apply Payment**. aACE stores the account token and posts the receipt.