

Understanding the ACH Processing General Workflow

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This guide discusses the stages of ACH processing. It is intended for general users.

An ACH transaction is an electronic money transfer made between banks and credit unions across a network called the Automated Clearing House (ACH). When aACE processes an ACH request, the process generally takes 3-5 days to clear. To track the status of your ACH request, there are multiple statuses that populate the ACH Status field in the aACE receipt.

The screenshot displays the 'Receipts' interface for a transaction with ID 60001, dated 08/28/25, with a status of PENDING. The interface is divided into several sections:

- Customer Payment Details:** Shows the receipt ID (60001), date (08/28/25), and status (PENDING).
- Payment Info:** A table with columns for Company, Amount, Pmnt Method, Reference #, Customer Bank Acc, ACH Status, and Notification Status. The company is Chisholm High School with an amount of 1,314.30. The Pmnt Method is ACH, and the ACH Status field is currently empty.
- Bank Info:** Shows the Bank Account (1120 | Undeposited Funds - Cash/Checks), Deposit On date (08/28/25), and other bank-related fields.
- Invoices:** A table listing invoices. The first row shows Invoice 60024 dated 08/28/25 for Chisholm High School, with a Grand Total of 1,314.30. Summary rows at the bottom show Total Allocated of 1,314.30 and Out of Balance of 0.00.

Pending Status

aACE assigns new transactions the ACH Status of PENDING. The receipt status is also still Pending.

While a receipt is in a PENDING status, there are some validations that are activated in aACE. The receipt should not be edited or posted. aACE displays a warning if editing or posting is attempted.

Processing Status

aACE labels receipt ACH Status as PROCESSING when transactions within the ACH network contain certain statuses:

- **At Service Bureau** – The funds are in the network but have not reached the receiving bank
- **Service Bureau Remit** – The receiving bank is now funded.

The transaction typically remains in these statuses for 2-4 days. The receipt status is Pending.

Cleared Status

When the transaction is complete and funds have been verified, aACE posts the receipt and assigns the ACH Status of CLEARED. This also means the funds are deposited into the receiving bank account. This status appears on the 4th or 5th day of processing.

Returned Status

If an error occurs during processing, the ACH payment displays the ACH Status as RETURNED. An error can include a bad account number, insufficient funds, payment stopped, or more.

If you receive a RETURNED ACH Status for a request, you must take action immediately. You can access reports on your transaction activity and related email notifications through the [ACH Processing Company portal](https://aace6.knowledgeowl.com/help/ach-processing-co-portal-and-reports) (<https://aace6.knowledgeowl.com/help/ach-processing-co-portal-and-reports>). For more information on specific return codes and recommended actions, refer to Vericheck ACH return code explanations for [R01-R33](https://www.vericheck.com/ach-return-codes/) (<https://www.vericheck.com/ach-return-codes/>) and [R34-R84](https://www.vericheck.com/ach-return-codes-r34-r84/) (<https://www.vericheck.com/ach-return-codes-r34-r84/>).

The aACE receipt remains in the Pending status. To take action in aACE, you can:

- Edit the details and re-submit the ACH
- Post the receipt without further processing
- "Delete" the transaction by posting the receipt, then voiding it. This maintains the transaction data.

