ACH Processing Co Portal and Reports

Last Modified on 04/08/2025 2:20 pm EDT

Payment Innovators + ACH Processing Company

Payment Innovators, the payment processor, uses **ACH Processing Company** to manage Automated Clearing House transactions within the ACH network. Once your company integrates with Payment Innovators and activates ACH payments, your administrator will be given access to the ACH Processing Company portal. In the portal, you can view and generate reports for transaction activity.

Set Up

Logging In and Changing Password

- 1. URL: <u>https://client.achprocessing.com/ach</u>
- 2. Use your preset username to login received from Payment Innovators when ACH was set-up for you.
- 3. We suggest NOT changing the password so that Payment Innovators customer service is able to access your portal and assist with any questions.



Processing Company Your Supplier of EFT Online Services

Enter Login Information								
Username:								
	Log in							

Add a User

1. Click Customer Admin and then New User (left hand side)

Lew Welcome aaceadmin!									
ACH	Processing Company Your Supplier of EFT Online Services								
Home									
Customer Admi	Customer Admin								
User Setup									
New User									
Maintenance									
Account Information									
Email Setup									
Account Group									
Logout									

- 1. Type in username, password, confirm password.
- 2. Confirm "Active" is checked
- 3. Select the permission level that is appropriate for the new user and click Submit

Set up Email Alerts for Returns

1. To setup email notifications for returned transactions, first go to Customer Admin then select Email Setup.



- 1. Under "Select Event," choose "Return/Change Notification Imported"
- 2. The screenshot below shows an example of a return alert email. To get more details, you'll need to login and run a report (instructions in the next section).

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Subject: Return file is uploaded successfully !
Hello,
The Return file \"achpcdal030123.ret\" was uploaded successfully into the system.
Please log on for full details
https://client.achprocessing.com/ach/Login.aspx
Regards,
ACHProcessing.com Team.
This is an auto generated mail, please do not reply. Contact us at 972-473-6633 with questions or email us at operations@achprocessing.com.

ACH Reporting/ Navigating the Portal

From the Main Home portal page, select ACHReport button in the upper right of the window.

A new Log-In is required. Enter your Username and Password.

🔅 ACH	H Processing Company
	ACH Processing Secure Log-In
	Username
	Username
	Password
	Password
	Login Forgot password

Once logged in, Select the desired report from the drop-down list in the upper right of the window.

Processing Company Your Supplier of EFT Online Services	Select
Report Name	
Customer Avant Garde Information Sol	
Customer Avant Garde Information Sol	Run Report
Customer Avant Garde Information Sol	Run Report

Reports

Report Builder

Select **Report Builder** from the drop-down list in the upper right of the window to get a list of all transactions.

Return Summary Report
Return Summary Report
Change Notification
Customer Summary Billing Report
Discount Fee Detail Report
Remit Transactions
Report Builder
File Upload Report

The Filter fields differ based on the type of report you select from the drop-down. After selecting Report Builder, enter the Transaction Originated Start and End Dates. You may leave the rest of the fields blank to display all transactions that occurred within the date period. Alternatively, entering data into the filter fields will constrain the results accordingly.

ACH	Process. Your Sup	ing Company plier of EFT Online Ser	vices									Report Bui	lder		•
Report	Builder														
Cus	tomer Company e Originated Starl	• Avant G	Garde Informat	ion Solutions, LLC			Date Origin	ated End]			G	1
Amo	ount From			Amount To			Status			Select)			-	
Effe	Effective Date Start				Effective Date End							٦	1		
Acc	ount Number				Account Name					Routing	Number				
File	File Name			Transaction Key	SEC Code Sel			elect		•					
														Run Repor	
	Customer Id	CustomerName	TED Key	Account Number	Routing Number	Company E	EntryDescription	Action	Status	Amount	Effective Date	SEC Code	Name	Load Date	File Na
						No	o data								
50 10	0 200													Page 1 of 1 () items)

To constrain results to only those originated through your company: Enter SEC code to PPD

Click "Run Report"

Pay special attention to the "Status" column. You will review the following:

- Pending. These are new transactions, waiting to close at end of day
- At SB. (at service bureau) typically day 2-4
- SB Remit. (funded to bank)
- Returned. (must take action, See Return Summary Report below)

Return Summary Report

Select **Return Summary Report** from the drop-down list in the upper right of the window to get a list of all transactions that have generated failures, ie. returned checks (i.e. insufficient funds, bad account number, etc.)

Select your date range, and Run Report.

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ACH	Your Supplier of EFT Online Services												
Return	Return Summary Report												
Cus	Customer Company * Avant Garde Information Solutions, LLC												
Date	originated Start	• [2024-08-01			۵	Date Originated	Date Originated End * 2025-04-08					
											Run Report		
											[≡-]ਯ		
	Company Id	Custom	Compan †	Company Identific	SEC Code	Company	Name	Amou	Int Reason Code	Routing Number	Account Number		
	PTL046	Avant G	Avant Gard	1470886898	PPD	Payment	Customer ABC	\$10,000.	00 R29	036076150	xxxxx3743		
	PTL046	Avant G	Avant Gard	1470886898	PPD	Payment	Customer XYZ	\$3,027.	3 R29	36076150	xxxxx3743		
50 10	50 100 200 Page 1 of 1 (2 items) < 1 >												

The Reason code column will give you a code that can be referenced to determine the action to be taken.

Use this article: <u>ACH Return Code Explanations (https://aace6.knowledgeowl.com/help/ach-return-code-</u> <u>explanations</u>) to lookup the Reason Code, explanation and suggested next step. Alternatively, this link <u>https://www.vericheck.com/ach-return-codes/can</u> also be used.

Remit Report

Select **Remit Transactions** from the drop-down list in the upper right of the window to get a list of all transactions that have have been deposited into the bank account.

This report will show transactions originating at the service bureau with a status of *File Transmitted*, meaning the service bureau has completed depositing funds.

Manually Entering a Transaction

- 1. Select Transactions, then Input Transactions on the sub-menu.
- 2. Select the SEC Code "PPD" and give the transaction an "Entry Description"
- 3. Select type of account Checking or Savings. This will then display the selection of Debit (pulling funds from an account) or Credit (sending funds to an account)
- 4. For Action Subtype, choose Automated Withdrawal (or Deposit)
- 5. Enter the information in the Routing Number, Account Number, and Amount and Company/Individual Name fields. Other fields are optional but may be used to transmit the required information.
- 6. Proceed to Transactions/Approval to review and approve the file.

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