

# ACH Processing Co Portal and Reports

Last Modified on 04/08/2025 2:16 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: <https://client.achprocessing.com/ach>
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

A screenshot of the login form titled "Enter Login Information". It contains a "Username:" label followed by a text input field. At the bottom right of the form is a "Log in" button.

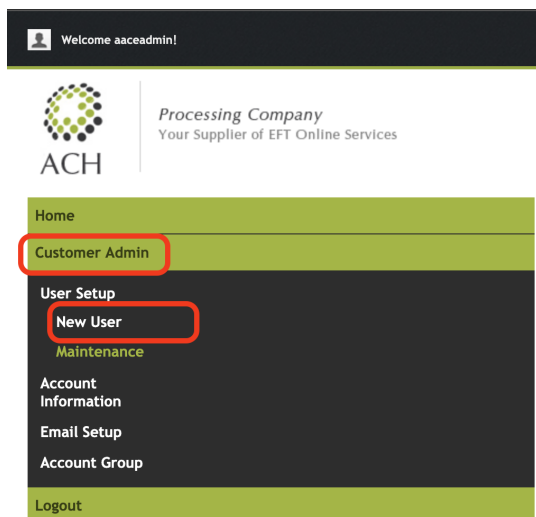
Enter Login Information

Username:

Log in

### Add a User

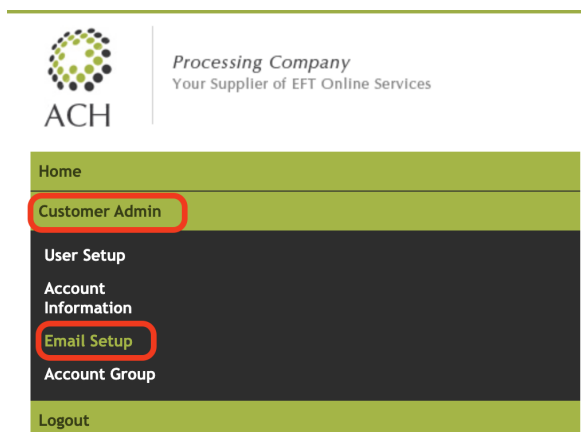
1. Click Customer Admin and then New User (left hand side)



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).

**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>

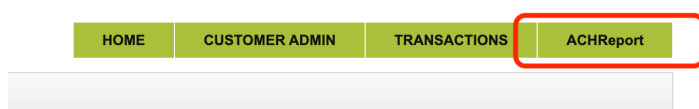
Regards,

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](mailto: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 Processing Company

**ACH Processing  
Secure Log-In**

Username

Password

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

The screenshot shows the aACE Software interface. At the top left is the ACH logo. To its right is the text "Processing Company" and "Your Supplier of EFT Online Services". In the top right corner, there is a red-bordered dropdown menu with "Select..." as the placeholder text. Below this, there is a "Report Name" section with a text input field containing "Customer ..." and "Avant Garde Information Sol...". To the right of this input field is a green "Run Report" button. Below the "Report Name" section is a large empty box with the text "No data" centered. At the bottom left, there are pagination controls with "50", "100", and "200". At the bottom right, it says "Page 1 of 1 (0 items)".


## 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.

The screenshot shows a dropdown menu with the following options: "Return Summary Report", "Return Summary Report", "Change Notification", "Customer Summary Billing Report", "Discount Fee Detail Report", "Remit Transactions", "Report Builder", and "File Upload Report". The "Report Builder" option is highlighted with a red border.

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.



Processing Company  
Your Supplier of EFT Online Services

Report Builder

Report Builder

Customer Company \* Avant Garde Information Solutions, LLC

Date Originated Start2025-03-26

Date Originated End

Amount FromAmount To

StatusSelect...

Effective Date StartEffective Date End

Account NumberAccount NameRouting Number

File NameTransaction KeySEC CodeSelect...

Run Report

<input type="checkbox"/>	Customer Id	CustomerName	TED Key	Account Number	Routing Number	Company EntryDescription	Action	Status	Amount	Effective Date	SEC Code	Name	Load Date	File N
No data														

50100200Page 1 of 1 (0 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.



Processing Company  
Your Supplier of EFT Online Services

Return Summary Report

**Return Summary Report**

Customer Company \* Avant Garde Information Solutions, LLC

Date Originated Start \* 2024-08-01

Date Originated End \* 2025-04-08

**Run Report**

<input type="checkbox"/>	Company Id	Custom...	Compan... ↑	Company Identific...	SEC Code	Company ...	Name	Amount	Reason Code	Routing Number	Account Number
<input type="checkbox"/>	PTL046	Avant G...	Avant Gard...	1470886898	PPD	Payment	Customer ABC	\$10,000.00	R29	036076150	xxxxxx3743
<input type="checkbox"/>	PTL046	Avant G...	Avant Gard...	1470886898	PPD	Payment	Customer XYZ	\$3,027.43	R29	036076150	xxxxxx3743

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

