

Applying ACH Payments to Orders

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

Payments with Automated Clearing House (ACH) are processed through the [aACE Payment Innovators \(PI\) integration](https://aace6.knowledgeowl.com/help/setting-up-payment-innovators). Before you can enter ACH payments for a customer, you must add their ACH information to their company record.

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 [ACH Processing Company portal](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 [R01-R33](https://www.vericheck.com/ach-return-codes/) and [R34-R84](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 Enter Payment window, verify the Amount Due, then select **ACH**.
aACE automatically enters the customer ACH information from their company record.

Order: 60017 | Douglas Fairbanks Elementary School | 04/16/26 | OPEN

Bill To: Douglas Fairbanks Elementary School, Fiona Watson, 957 Fontana Drive, Montboro, CO 80508

Apply Payment

Amount Due: 3,495.00
Credit Available: 0.00
Payment (Amount or Percent): 3,495.00
Balance after Payment: 0.00

Payment Method: CREDIT CARD DEBIT CARD CASH CHECK ACH WIRE BILL ME OTHER

Bank Name: Wells Fargo
Account Number: 000123456789

Receipt Notes: [Empty Field]

Buttons: Cancel, Apply Payment

	Total	Margin
Subtotal	3,495.00	43%
Adjustment	0.00	
Total	3,495.00	43%
Shipping	499.00	0.00
Tax	OUT	0.00
Grand Total	3,495.00	29%
Payment Due	3,495.00	

5. Select Apply Payment.