

THE POWER IN ALL OF US

LAKE TRUSTSM

Treasury Guide | ACH

FAQs

When do ACH Transactions process?

ACH transactions can be processed as early as the next business day, as long as scheduled before the cutoff time of 3:30pm. If scheduling a transaction after 3:30pm, the systems will provide available processing dates to choose from.

Who is a recipient?

A **recipient** is a Company or Person you are sending funds to or collecting funds from. To set up a Recipient, see page 6.

FAQs

What is a template?

A template can be used to pay or request funds from a group of recipients that does not change frequently. Once you have saved a template, you can use it in the future to pay out the same recipients. You can change the dollar amounts (as needed).

When should I create a template?

Templates are ideal for businesses that:

- Pay a large number of employees via direct deposit
- Issue refunds to a large group of clients all at one time
- Collect Rent or Dues from a large group of individuals/ businesses at one time

FAQs

Where can I view more information about my completed ACH transaction?

Once you have successfully completed an ACH within Online Banking, you will be able to view the transaction within your **Activity Center**. By clicking on the header line, the transaction will expand with the complete ACH details.

Creating a Recipient

IMPORTANT:

Prior to creating an ACH, we recommend that you first create a recipient. However, the system does allow one-time recipients. If creating a one-time recipient, please skip ahead to Creating a Wire Transfer.

Creating a recipient.

- 1) Go to Commercial
- 2) Select Recipients
- 3) Click New Recipient
- 4) Once you click New Recipient, a new screen will appear
- 5) Depending on the service(S) you have elected, the Payment Type options may vary

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Home
Messages
Transactions
Commercial
User Roles
Wire Activity
Payments
Recipients
Users
Commercial Loans
Positive Pay
Locations
Reports
Services
Help

Add Recipient

Receiver Name *

Accounts (1)

Account	Payment Type
Account - New	ACH and Wire

Payment Type

- ACH and Wire
- ACH Only
- Wire Only
- ACH and Wire

Search by name or routing #.

Beneficiary FI ⓘ

Name *

IMPORTANT INFORMATION:

You may set up a recipient for both ACH and Wire transfers by selecting the ACH and Wire payment type when setting up your recipient.

NOTE: To complete the form, you will need both the ACH Instructions and the wire Instructions.

NOTE: Please verify with your member/client/vendor the appropriate Routing numbers, as some institutions process ACH and Wires through different channels.

Creating a recipient. (CONTINUED)

6) Based on the Payment Type selected, please complete the required fields indicated with an Asterisk (*)

- For International wires, you may notice that additional information is required for the recipient including the account type. Please select from:
 - IBAN (International Bank Account number) consists of up to 34 alphanumeric characters; the first two letters denote the country code, then two check digits, and finally a country specific Basic Bank Account Number (BBAN)
 - Account and Swift/BIC is an international bank code that identifies particular banks worldwide and consist of 8 or 11 characters
 - Account, IBAN, and Swift/BIC A Bank Identifier Code (BIC) is the same as the SWIFT code. ... Whereas an IBAN identifies a bank's country of business and one's precise account number within that institution, a BIC (Bank Identifier Code) breaks down into 3 more specific elements to aid a transaction

Routing Number
N/A ⋮
International Account Type
IBAN ✓
IBAN
Account and SWIFT/BIC
Account, IBAN and SWIFT/BIC
Address 3
<input type="text"/>
Wire Routing Number
<input type="text"/>
City
<input type="text"/>

Creating a recipient. (CONTINUED)

- 7) Once you have completed the required information select the check mark
- 8) Optional Recipient Details, these fields are not required and Lake Trust does not recommend using these fields
- 9) After completing the information, click Save Recipient

The screenshot shows the 'Edit Jonathan Frank Consumer' page in the Lake Trust system. The interface includes a navigation sidebar on the left with options like Home, Messages, Transactions, Commercial, User Roles, Wire Activity, Payments, Recipients (selected), Users, Commercial Loans, Positive Pay, Locations, Reports, Services, and Help. The main content area is titled 'Edit Jonathan Frank Consumer' and contains the following sections:

- Receiver Information:** Receiver Name (Jonathan Frank Consumer) and Email Address (ahardy@laketrust.org). There is a checkbox for 'Send email notifications for template payments'.
- Accounts (1):** A table with columns for Account, Payment Type, Financial Institution (FI), and Routing Number. One account is listed: Savings - *1201, ACH Only, with routing number 272078268.
- Recipient Details:** Fields for Wire Name (JJ Consumer), Receiver Name (TEST Change), ACH ID, Country (United States), Address 1 (2217 Pleasant), Address 2, City (Howell), State (Michigan), and ZIP (48843).

Creating an ACH Transaction

FAQs

What options are available within Online Banking when scheduling an ACH transaction?

- **ACH Batch** – Select when sending payments to multiple recipients.
- **ACH Collection** – Select when collecting funds from multiple recipients.
- **ACH Payment** – Select when sending a payment to a single recipient.
- **ACH Receipt** – Select when collecting funds from a single recipient.
- **Payroll** – Select when sending payroll payments to multiple recipients.

Creating an ACH Transfer.

STEP-BY-STEP GUIDE

- 1) To Create an ACH, Click Commercial and then Payments from the dropdown.
 - 2) Click new payment and then select the transaction option you wish to use (ACH Payment, ACH Collection, Payment, etc.).
- Select the SEC code based on whether the recipient is a person or a company:
 - PPD Prearranged Payment and Deposit (Person)
 - CCD Cash Concentration and Disbursement (Company)

The screenshot shows the 'ACH Payment' form with a 'Change Type' link. Under the 'Origination Details' section, the 'SEC Code' field is highlighted with a red box. A dropdown menu is open, showing the current selection '----Select a SEC Code----' and two options: 'PPD - Prearranged Payment and Deposit' and 'CCD - Cash Concentration and Disbursement'. The 'PPD' option is highlighted in blue. To the right of the dropdown, there is a warning icon (a triangle with an exclamation mark) and a checkmark icon. Below the dropdown, there are labels for 'Compar', 'Max 1', 'Effective', and 'Recipient/Account' with a search box containing the text 'Search by name or account.' and 'Amou'.

Creating an ACH Transaction.

STEP-BY-STEP GUIDE (CONTINUED)

4) Once you select the Payment Option, a new screen will appear.

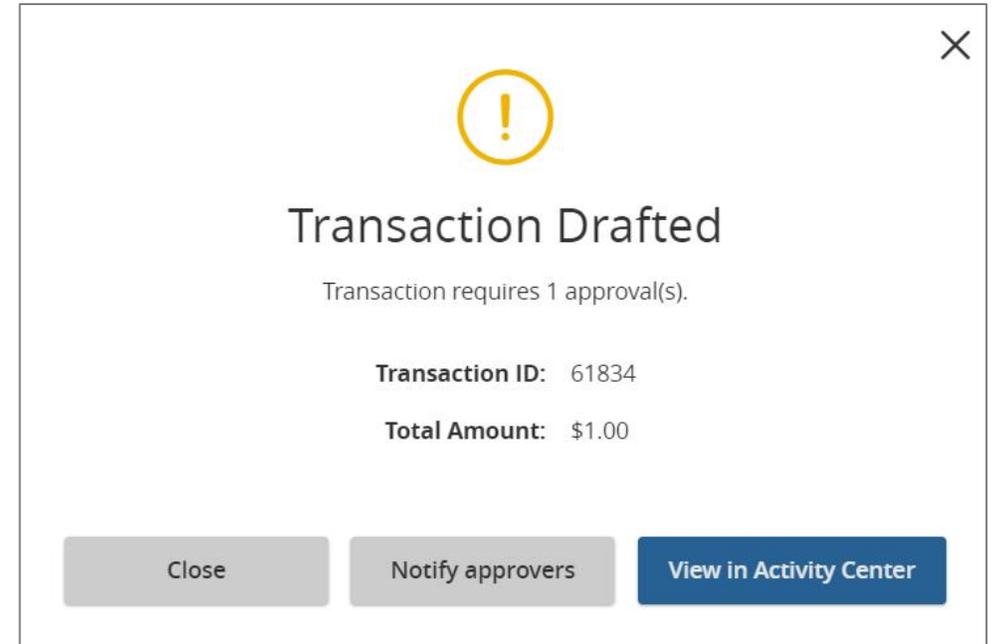
- **From Subsidiary** will display your Parent company name and Billing DDA Account.
- **Account** is the Lake Trust Account the transaction will process through. Only accounts with ACH services will appear in this list.
- **Effective Date** is the date you wish to have the transaction take place on.
- **Recurrence** is the frequency of the transaction. This is where recurring transaction can be created. If this is a one-time transaction, leave this field at "None."
- **Recipient/ Account** is where you will search for the name of the person/business the transaction will be processed for.
- **Amount** is the amount you wish to pay or collect.

The screenshot shows the 'ACH Payment' form in the Lake Trust system. The interface includes a navigation sidebar on the left with options like Home, Messages, Transactions, Commercial, User Roles, Wire Activity, Payments (highlighted), Recipients, Users, Commercial Loans, Positive Pay, Locations, Reports, and Services. The main form area is titled 'ACH Payment' and includes a 'Change Type' link. It contains several input fields: 'SEC Code' (set to 'PPD - Prearranged Payment and Deposit'), 'Company Entry Description' (with a 'Max 10 characters' limit), 'From Subsidiary' (set to 'PB Test I ****6789'), 'Account' (with a search field 'Search by name or number'), 'Effective Date' (with a calendar icon), and 'Recurrence' (set to 'None'). Below these fields is a table for 'Recipient/Account' and 'Amount', with a search field 'Search by name or account.' and a value of '\$0.00'. At the bottom right, there are three buttons: 'Cancel', 'Draft', and 'Approve'. The top right corner of the page says 'Welcome back, Katie Callicutt'.

Creating an ACH Transaction.

STEP-BY-STEP GUIDE (CONTINUED)

- 4) After you have completed the required information, you will then have the option to select **Draft** or **Approve**.
- If you select **Draft**, then this means you are doing one of two things
 - You have created an ACH for a future date that you will have to approve (prior to or up until the process date).
 - You have elected for Dual Approval. The system will then require you to notify an approving officer to approve the transaction.
 - All drafted and approved transactions can be viewed in Activity Center.



A notification modal window with a yellow warning icon at the top center. The title is "Transaction Drafted" and the subtitle is "Transaction requires 1 approval(s)". Below this, the "Transaction ID" is 61834 and the "Total Amount" is \$1.00. At the bottom, there are three buttons: "Close" (grey), "Notify approvers" (grey), and "View in Activity Center" (blue).

Transaction Drafted

Transaction requires 1 approval(s).

Transaction ID: 61834

Total Amount: \$1.00

Close Notify approvers View in Activity Center

Setting up a template.

IMPORTANT:

Prior to creating a template, it is recommended that you first create a recipient. However, the system does allow recipients to be created during a template setup.

Creating a Template.

- 1) From the Payment Screen, click Create Template.
- 2) Select your transaction type (ACH Payment, ACH Collection, Payroll, etc.).
- 3) A new screen will appear. Complete the following fields:
 - Template Name
 - SEC Code (PPD or CCD) Note: All recipients on this template must have the same SEC Code; we cannot combine PPD and CCD Recipients in the same template.
 - Company Entry Description (only use if this is for a reversal of one of your previously processed transactions).
 - Lake Trust account – the account the transaction is processing through.
- 4) Add your first recipient to the template. By clicking “+Add another recipient”, you can add as many recipients as you would like in one file.
- 5) Once you have added the recipients, Click Save. Your template has now been saved for future use under the Payments menu option.

The screenshot shows the 'ACH Collection' template creation interface in the Lake Trust system. The interface includes a left-hand navigation menu with options like Home, Messages, Transactions, Commercial, User Roles, Wire Activity, Payments, Recipients, Users, Commercial Loans, Positive Pay, Locations, Reports, Services, Help, Settings, and Log Off. The main content area is titled 'ACH Collection' and contains several sections: 'Template Properties' with fields for Template Name and Template Access Rights (2 of 10 user roles selected); 'Origination Details' with fields for SEC Code (a dropdown menu), Company Entry Description (Max 10 characters), and To Subsidiary (PB Test Account 1 *****6789); and 'Account' with a search field. Below these is a 'Recipients (1)' section with a search field and a table with columns for 'Recipient/Account' and 'Amount'. The table currently shows one entry with an amount of \$0.00. At the bottom, there is a summary of '\$0.00' and '1 collections (1 for \$0.00)', along with 'Cancel' and 'Save' buttons.

Using a template.

- 1) Go to Commercial and then Payments. This screen will show all templates that have been created. To pay or collect funds using a template, select the three dots to the right of that template and click Pay.
- 2) This screen will show a list of recipients based on the created templates. Choose the effective date and enter the amounts for each recipient. You do not need to complete the Company Entry Description unless this is a reversal of one of your previously processed transactions. If you would like to add a description, click on a recipient to see the Addendum box.
- 3) If you do NOT want to pay a recipient with this transaction but want the recipient to be on the template for future transactions, click on the three dots to the right of the recipient's name and select the "Do Not Pay" box.
- 4) Once complete, select Draft or Approve.

[+ Create Template](#)

Templates

10 Results Filters: **All** ACH Batch ACH Collection ACH Payment Payroll

Name ^	Type ^	Recipients ^	Last Paid Date ^	Last Paid Amount ^	Actions
☆ Alina B	ACH Payment (PPD)	1			⋮
☆ Alina Baker	ACH Payment (PPD)	1			⋮
☆ Future Payments	Payroll (PPD)	4			⋮
☆ Multi Pay Template	ACH Batch (PPD)	3	7/12/2019		⋮
☆ Payroll Template	Payroll (PPD)	2	7/12/2019		⋮
☆ Q2 test 3.11.21	Payroll (PPD)	6			⋮

Pay

Edit

Copy

Delete

Editing a template.

- 1) Go to Commercial and then Payments. This screen will show all templates that have been created. To pay or collect funds using a template, select the three dots to the right of that template and click Edit.
- 2) On this screen, the template name, originating account and recipient information can all be edited. Recipients can also be added or deleted to the existing list of recipients.
- 3) Once edits have been completed, click Save.

[+ Create Template](#)

Templates

10 Results Filters: **All** ACH Batch ACH Collection ACH Payment Payroll

Name ^	Type ^	Recipients ^	Last Paid Date ^	Last Paid Amount ^	Actions
☆ Alina B	ACH Payment (PPD)	1			⋮
☆ Alina Baker	ACH Payment (PPD)	1			⋮
☆ Future Payments	Payroll (PPD)	4			⋮
☆ Multi Pay Template	ACH Batch (PPD)	3	7/12/2019		⋮
☆ Payroll Template	Payroll (PPD)	2	7/12/2019		⋮
☆ Q2 test 3.11.21	Payroll (PPD)	6			⋮

Pay

Edit

Copy

Delete

Deleting an ACH Transaction

Deleting a Recurring ACH transaction

- 1) Go to the Activity Center.
- 2) Click on the Recurring Transaction Tab.
- 3) Click in the action dots located at the end of the recurring transaction.
- 4) Select "Cancel Series".
- 5) Click on single transactions in activity center. Each transaction in a recurring payment/collection is built individually. When one is processed the next recurring transaction is created as an individual payment/collection.
- 6) Locate the authorized payment/collection waiting to process on the next scheduled date for this recurring payment/collection and click the action dots located at the end of the transaction.
- 7) Select "Cancel". This completes deleting your recurring transaction.

Deleting one ACH transaction in a recurring series

To cancel just one transaction from a series, the previous transaction must first process through the account. Once this has occurred, the system will generate the next scheduled transaction under “Single Transactions” where it can then be cancelled.

- 1) Click on the Single Transaction Tab.
- 2) Click on the action dots located at the end of the scheduled transaction you wish to cancel.
- 3) Click Cancel. This will delete only the one occurrence while still maintaining the series for the recurring ACH transaction.