ACH/FRB Select Items to Return

The **ACH/FRB Select Items to Return** Optional Software package allows a credit union to selectively choose whether or not to return or pay an ACH NSF item and whether or not to charge a fee. The ACH/FRB process allows for up to 9 sets of ACH/FRB return files on the system at a time. **When each file is uploaded, it is very important to name each file differently during the day, otherwise, the files and reports will write over the previous file. For example, the first file processed on 9-8-16 could be FRB0908, the second file FRB1908, the third file FRB2908, the forth file FRB3908, etc.** A return file is created after an ACH/FRB file is updated. Each return file is identified by the Date and Time of the update.

For example:	Thursday 09-08-16 07:45 AM.
	Thursday 09-08-16 12:15 PM.
	Thursday 09-08-16 04:00 PM.

When the **Select ACH\FRB Items to Return** screen is selected, there will be prompts to choose the desired return file to be worked on. See the next several pages for examples.

Credit unions that have already purchased the Share Draft Automated Returns optional software will also be licensed to use the ACHFRB Select Items to Return software. If not currently licensed, then Datamatic must enable the license for ACH/FRB Select Items to Return software after purchase.

Next change the options in the Overdraft Setup screen. This is located under [Main Ribbon > System Settings > Overdraft Setup].

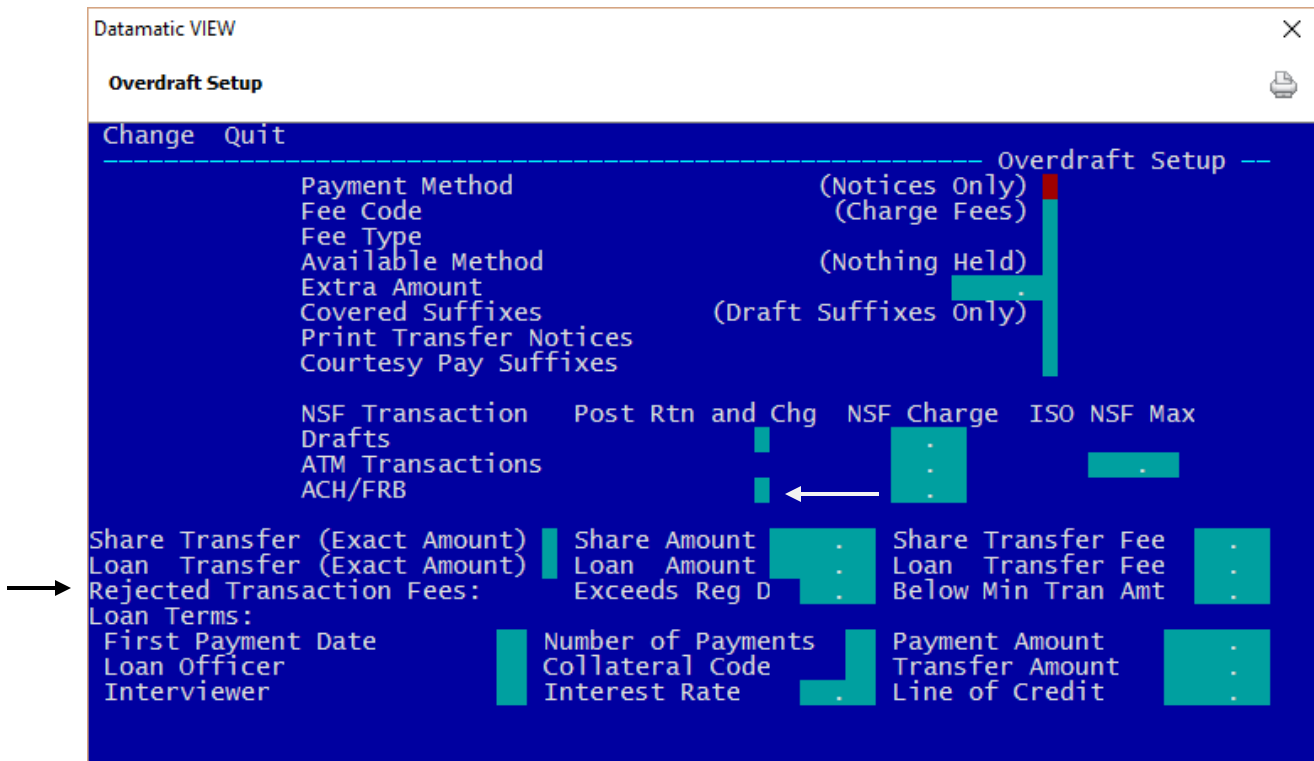**Figure 1**

The **"Post NSF Returns & Charges"** option on the **Overdraft Setup** screen needs to be set to **"S"** for Select for ACH/FRB. This will allow the credit union to utilize this software.

The **"Rejected Transaction Fees"** option on the **Overdraft Setup** screen works together with two Return Reasons (from the ACH/Overdraft Transaction Report) listed below:

    K = Reg-D checks **(applies to both share drafts and ACH)**
    M = Less than Min Amount **(only applies to share drafts)**

The ACH/FRB Select Items to Return options are found under [Main Ribbon > Operations > ACH/FRB].

Operations - ACH/FRB

DESCRIPTION
- Upload File
- Edit ACH/FRB Report
- Change ACH/FRB Company Wizard
- Balance ACH/FRB File
- Review IAT Transactions
- Update ACH/FRB
- Select ACH/FRB Items to Return
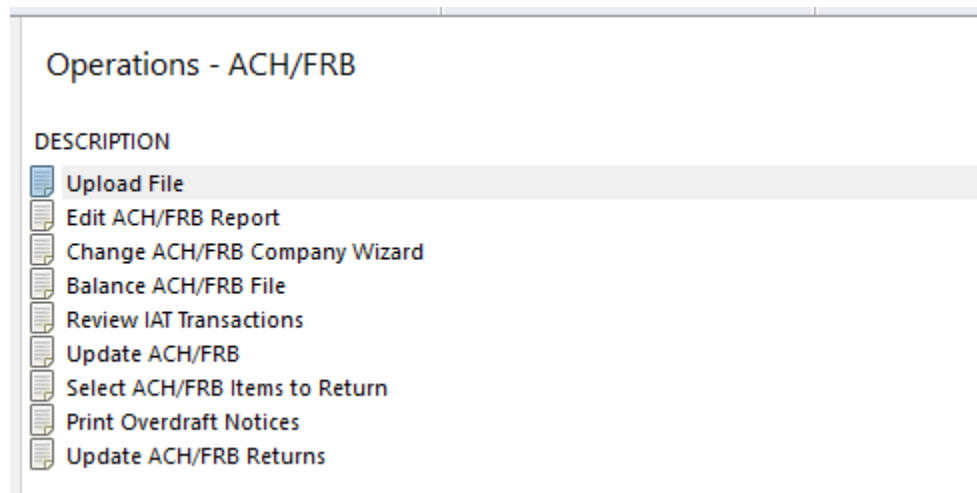- Print Overdraft Notices
- Update ACH/FRB Returns

Figure 2

See pages 3 and 4 for the order of using the ACH/FRB Return options. It will depend on whether or not the credit union is processing one ACH/FRB return file at a time (see page 3) or handling multiple ACH/FRB Return files (start on page 4).

"Select ACH/FRB Items to Return" – This option displays the NSF Return Selection screen. This screen lists all ACH/FRB items as they appear on the ACH NSF Report. The credit union may select each item to be returned or paid and if a fee will be charged. This is done by marking each one with one of the following options.

    Y – "Yes" for Return and Fee
    N – "No" for Pay and No Fee
    F – Fee Only (either leaves suffix negative or must be manually paid/returned for rejects)
    C – Courtesy Pay (enter fee and don't return the item)

For ACH/FRB Select Items to Return users who offer courtesy pay, the system will change the reason for items not covered by overdraft protection to "CPAY" for members coded for courtesy pay on the Member Information window. The "Paid" or "Returned" wording on the NSF notice is replaced with "CPAY" for these notices. This will print the correct wording on the notice generated and print the fee amount for the courtesy pay, if entered on the selection screen. If the courtesy pay maximum amount has been reached, the credit union will decide whether or not to pay or return the item(s).

One ACH/FRB Return File at a time

If the credit union does <u>not</u> process multiple ACH/FRB return files, follow the steps in one of the scenarios on this page. Only one ACH return file will display to be selected in this circumstance.

Steps:

First Scenario***	Second Scenario
Upload ACH/FRB file	Upload ACH/FRB file
Generate ACH/FRB Edit Report (if applicable)	Generate ACH/FRB Edit Report (if applicable)
Balance ACH/FRB File	Balance ACH/FRB File
Update ACH/FRB	*Repeat above 3 steps till all ACH files completed.
Select ACH/FRB Items to Return	Update ACH/FRB (all files updated together)
Generate an ACH Return List, if desired	Select ACH/FRB Items to Return
Print ACH NSF Notices	Generate an ACH Return List, if desired
Update ACH/FRB Returns	Print ACH NSF Notices
	Update ACH/FRB Returns (one return file)

***Repeat all these steps for each ACH/FRB being processed during the day.**

Select **"Select ACH/FRB Items to Return"** in the ACH/FRB folder under Operations. The system displays.
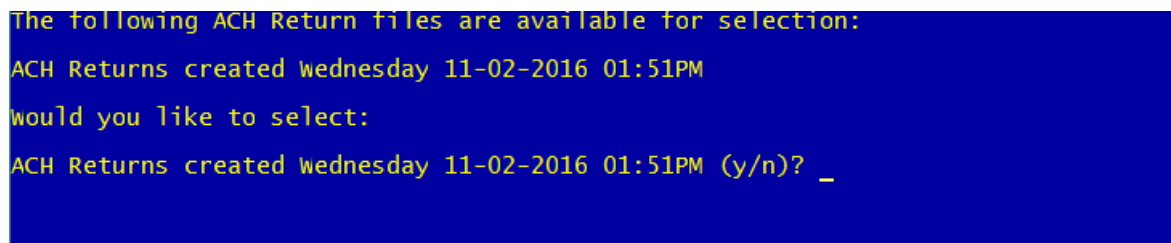
```
The following ACH Return files are available for selection:

ACH Returns created Wednesday 11-02-2016 01:51PM

Would you like to select:

ACH Returns created Wednesday 11-02-2016 01:51PM (y/n)? _
```

Figure 3

Enter "y" for yes to select the ACH return file and the system displays.

```
 Select  Maintenance  Print  Quit
 ---------------------------------------------------- NSF Return Selection --
          Bank ID        Account              - -   Draft          Seq

                                                                 Current
RTN? Fee    Reason           Account   Draft#  Amount  Name     Available
```
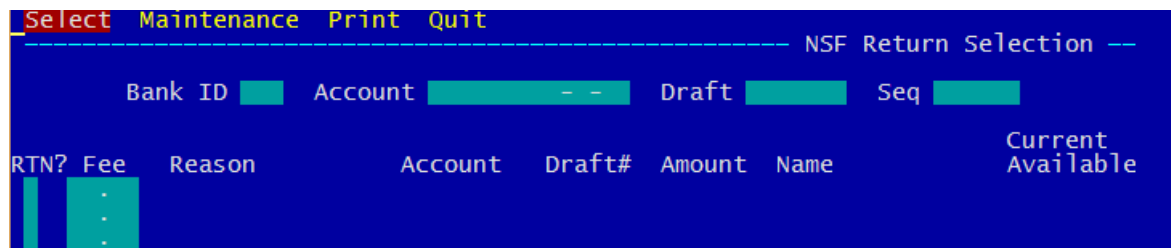
Figure 4

Press enter (with **"Select"** highlighted) and the system displays.

```
 Select  Maintenance  Print  Quit
 ---------------------------------------------------- NSF Return Selection --
          Bank ID        Account              - -   Draft          Seq

                                                                 Current
RTN? Fee    Reason           Account   Draft#  Amount  Name     Available
```
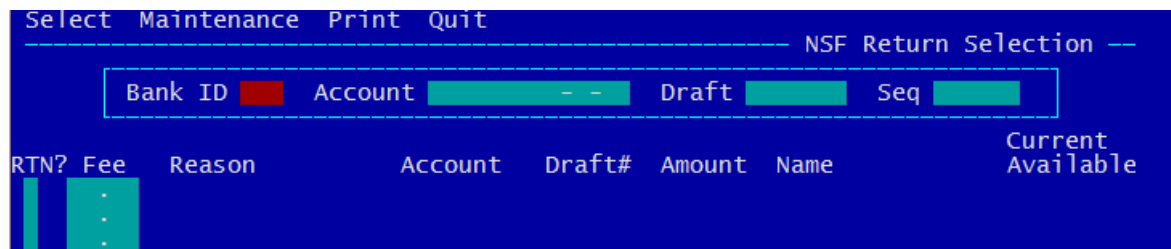
Figure 5

Continue to page 5.

Multiple ACH/FRB Return Files

If the credit union does process multiple ACH/FRB return files, follow the steps on this page. Up to 9 ACH return files could display to be selected in this circumstance.

Steps:
> Upload ACH/FRB file
> Generate ACH/FRB Edit Report (if applicable)
> Balance ACH/FRB File
> Update ACH/FRB

The above four steps can be done up to 9 times before processing any returns on the **"Select ACH/FRB Items to Return"** screen.

Very Important:

After a **Select ACH/FRB Items to Return** screen is finished, the **Notices** must be printed **immediately** after the select and return screen is completed and before updating the returns. If the ACH Overdraft Notices are printed AFTER the returns have been updated, or too long after the returns have been processed, the notices will NOT reflect changes in the select and return process.

End of Day processing will NOT automatically update the Returns and Fees for ACH. The ACH return files must be manually updated when finished making changes and processing the screen.

Also, after an ACH return file is updated, the file will no longer be available to select on the **Select ACH/FRB Items to Return** screen.

Steps after Select ACH/FRB Items to Return screen is finished:
> Generate ACH Return List, if desired
> Print ACH NSF Notices
> Update ACH/FRB Returns

**Note: After the first ACH/FRB return file has been finished, the notices printed and the ACH returns updated, the next ACH/FRB return file can be worked on when the staff is ready.

The example below shows three ACH/FRB return files waiting to be processed. The returns for the first ACH file updated will be ready to select. Enter a "y" for yes to continue or an "n" for no to choose another file.
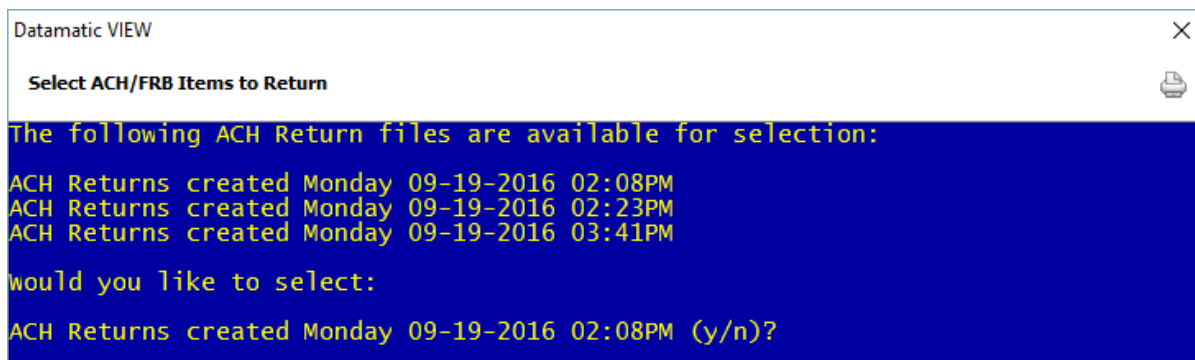

Figure 6

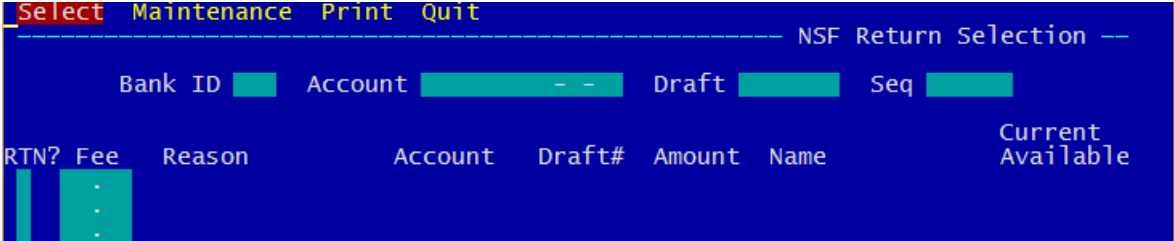Enter "y" for yes to select the ACH return file and the system displays.

Figure 7

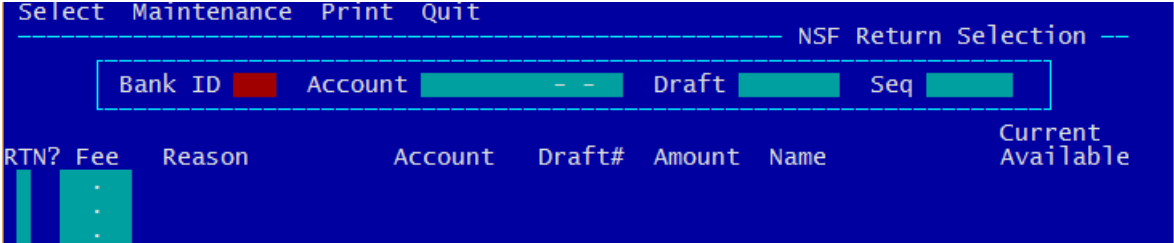Press enter (with **"Select"** highlighted) and the system displays.

Figure 8
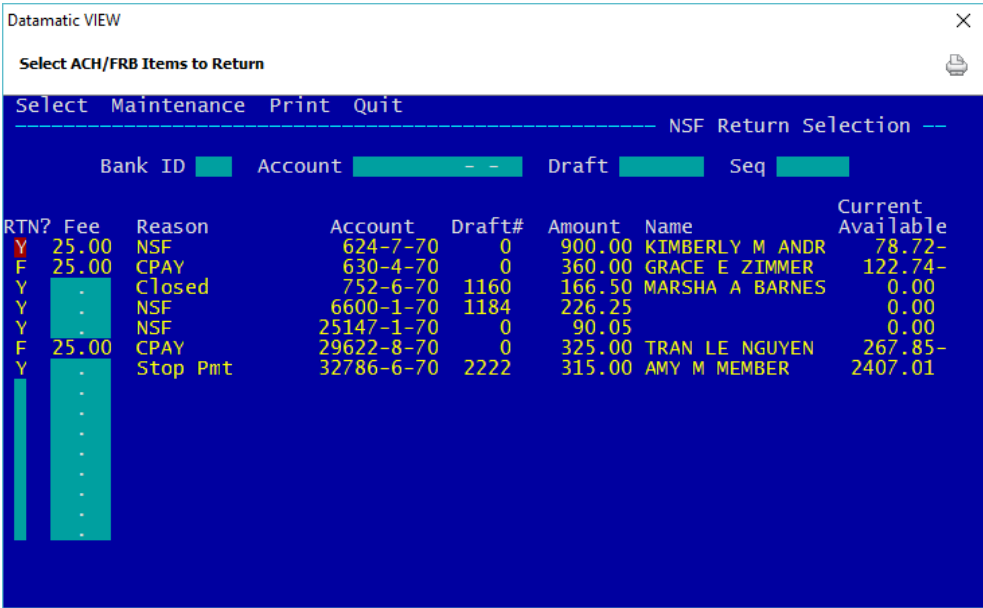
Press enter again and the system displays.

Figure 9

Note: After making selections and processing the screen, press Esc then either select **"Quit" or press Esc again. This will save the changes made. Do not use the red X to close the screen.

Note: The **"Current Available" column is for share suffixes only. Loan suffixes (LOC) will be blank.

The items on this screen list all items as they appear on the ACH NSF Report. This screen allows the credit union to select a different return option, as well as, change the fee amount, if desired.

Return selections: Y = "Yes" for Return and Fee
N = "No" for Pay and No Fee
F = Fee Only (either leaves suffix negative or must be manually paid/returned for rejects)
C = Courtesy Pay (enter fee and don't return the item)

When the system sees that a member has courtesy pay and the negative amount has not exceeded the maximum, the **"RTN?"** Column on the NSF Return Selection screen will display an "F" and the **"Reason"** column will display **"CPAY"**. If the credit union changes a return to CPAY, which is done by entering a "C" in the **"RTN?"** column and processing the screen, this changes the "C" in the **"RTN?** Column to an "F" and changes the **"Reason**" column to **"CPAY"**. This also changes the Action on the NSF notice to **"CPAY"**.

The "Fee" amount will default from the Overdraft Setup screen. However, this amount can be changed, if desired, or the amount can be deleted out so that no fee is assessed.

The **Sequence Number** (Seq) only needs to be entered to display the items from a specific sequence number and beyond. Most of the time, the sequence number will <u>not</u> need to be entered. The maximum number of items that can be displayed at one time is 15.

**Note: To display only one item on this screen, enter the following then press enter.
Bank ID: Leave blank.
Account: Account Base, Check Digit and Suffix.
Draft: Leave blank.

NSF Return Maintenance

Since there is not a Batch Return process available at this time for ACH/FRB items, the "Maintenance" selection will not be used for the ACH/FRB items. This selection is not available for the ACH return items.

Print Return Listing

After selecting which items will be returned/paid, as well as, which items will be assessed a fee and processing the screen, a report can be generated using the **"Print"** selection at the top of the screen. This report displays the items that were marked to be returned. When finished, the system displays.
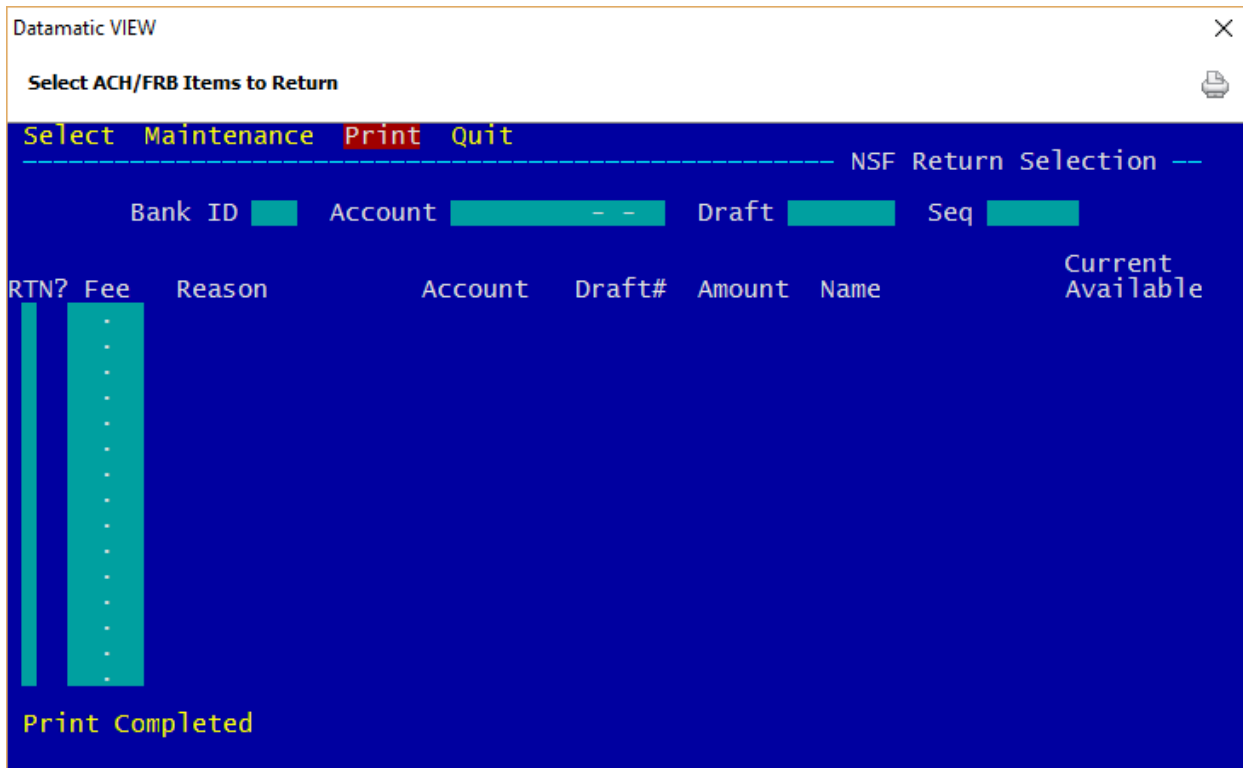

Figure 10
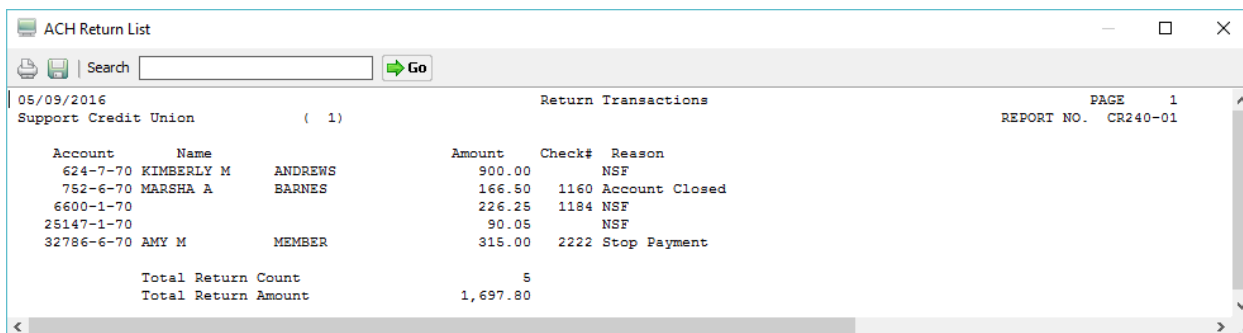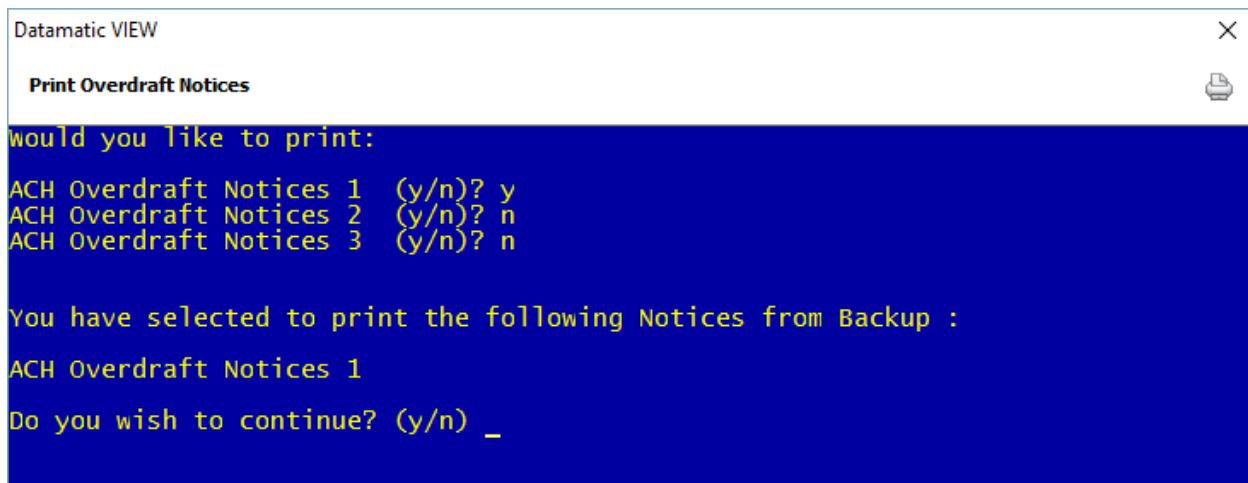
Example of ACH return report in Backup. (ACH Return List)

Figure 11

Print ACH NSF Notices

Go to [Main Ribbon > Operations > ACH/FRB > Print Overdraft Notices]. Select **Backup** to see the notices to be printed for today.

After a **Select ACH/FRB Items to Return** screen is finished, the **Notices** must be printed **immediately** after the select and return screen is completed and before updating the returns.

In the example below, there are 3 notice files to be printed. Select the appropriate notice file to be printed. In this example, the notices for the first file are going to be printed since the Select and Return process was completed for that file.

```
Datamatic VIEW                                                              ×

 Print Overdraft Notices                                                    🖨

Would you like to print:

ACH Overdraft Notices 1  (y/n)? y
ACH Overdraft Notices 2  (y/n)? n
ACH Overdraft Notices 3  (y/n)? n


You have selected to print the following Notices from Backup :

ACH Overdraft Notices 1

Do you wish to continue? (y/n) _
```

      Figure 12

Enter a "y" for yes to continue or enter an "n" for no to not print notices or start over.

Next, make a printer selection then follow the instructions on the screen.

ACH/FRB Select Items to Return

Update ACH/FRB Returns

Next, the **Update ACH/FRB Returns** selection can be made. Only 1 file can be selected at a time to be updated. **IMPORTANT:** Make sure that the **Select ACH/FRB Items to Return** screen is closed prior to making this selection. Use the **Quit** option at the top of the screen.

Note: After the **"Update ACH/FRB Returns" selection has been made and the update process finished, the "Select ACH/FRB Items to Return" screen is no longer available for selections to be made.

This option credits the share or draft account(s) for items being returned and assesses any **NSF** charges for both items being paid and returned, if applicable. The ACH items **not** selected for return will remain with either a negative balance with no fees or a negative balance with fees charged. This will depend on the option selected in the return process.

The example below shows three ACH/FRB return files waiting to be updated. The first ACH return file to be updated will be ready to select. Enter a "y" for yes to continue or an "n" for no to choose another file.
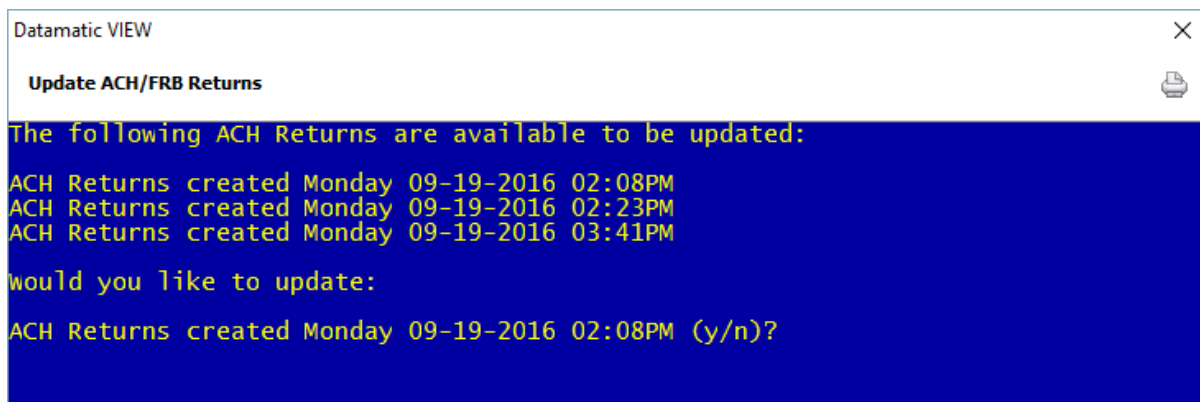

Figure 13

Enter a "y" for yes to update the ACH/FRB returns. Enter another "y" for yes to confirm the selection or enter an "n" for no to not update.

After the update of the ACH Returns is finished, the fees will be posted and the accounts credited for the items returned.

Repeat the process when ready to do the Select and Return for the next file, if applicable.

[Main Ribbon > Reports > Current Day]

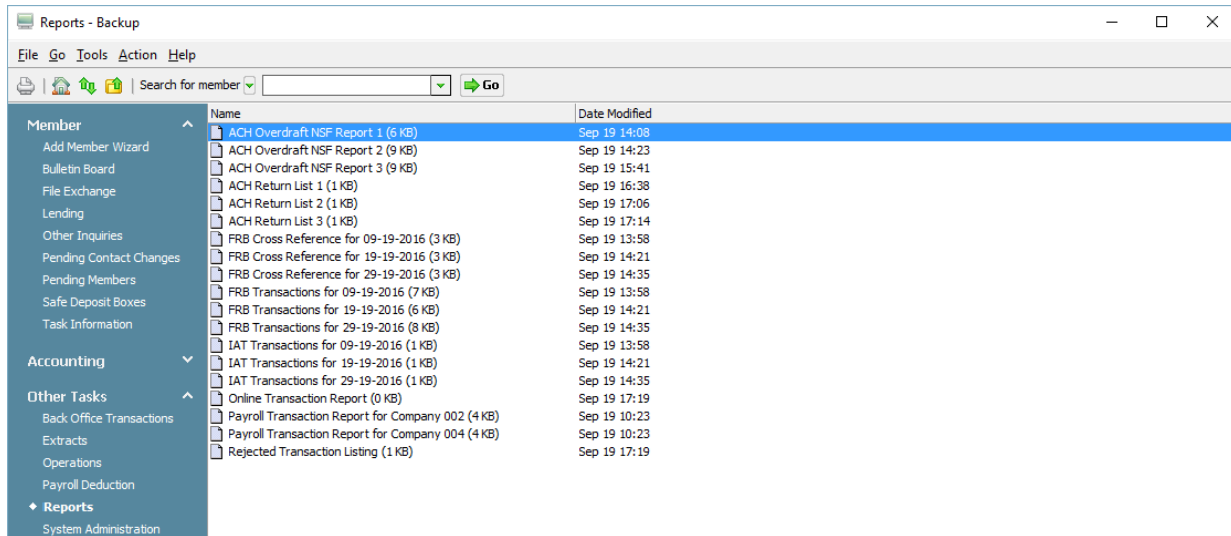Example of Backup folder for today.

Figure 14

Since 3 ACH/FRB files were uploaded, balanced and updated, there are 3 separate reports for the following:

- ACH Overdraft NSF Report
- ACH Return List (if generated)
- FRB Cross Reference Report
- FRB Transactions
- IAT Transactions

If the credit union generates the ACH Edit Report before balancing each file, there will be 3 ACH Edit Reports in Backup also.

Return ACH items to ACH Vendor

The last step is to get a list of the returned ACH items to the ACH vendor.

IMPORTANT: The actual return of the ACH/FRB items will need to be done by the method currently used at the credit union. There is not a Batch Return process available on the system at this time for ACH/FRB items.