

## What services are included in ACH Monitor?

ACH Monitor is a comprehensive internet service that offers increased ACH fraud protection and facilitates customer self-service of ACH payment research and maintenance. Customers are kept informed of ACH payment activities with real-time email notifications, and they are able to make pay or return decisions on ACH debits. The three packages offered within ACH Monitor are described below:

### Fraud Review and Approval Package :

- x Provides “real-time” status information regarding which payments have been rejected for no authorization record. Customers can also make pay or return decisions on rejected items electronically
- x Provides online access to company’s authorization records
- x Provides “real-time” status information regarding the acceptance of newly created authorization records during the add process. This will ensure that the authorization record was added properly and is “active”

### Direct Transmission Package:

#### Control Total Reporting

- x Ensures that control totals are validated prior to distribution. This will eliminate the reconciliation issues created when file (or partial file) reversals must be done
- x Provides an improved Control Total entry option for customers using the VRS (telephone entry)
- x Customers are able to change or delete Control Totals that were entered incorrectly (before their file is

What documentation is required for each package of ACH Monitor?

Note: Multiple copies of the same form are not necessary if several packages are utilized.

ACH Fraud Review and Approval : Master Treasury Management Services Agreement, Client Election and System Administrator Form

ACH Origination Services via Direct Transmission: Master Treasury Management Services Agreement, Client Election and System Administrator Form

ACH Monitor Payment and File History Service: Master Treasury Management Services Agreement, Client Election and System Administrator Form

How is ACH Monitor sold to customers and at what prices?

The services available in ACH Monitor are divided among 3 different offerings

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What if my customer enrolls in the Direct Transmission package and also wants to sign up for Fraud Review and Approval? Will they get another set of User IDs and passwords?

No. Customers can enroll in multiple packages of ACH Monitor and have all services show up under a single log in. ACH Monitor is integrated with Commercial Services Single Sign-On (CSSO), so customers will need to only log into Single Sign-On and click on the ACH Monitor

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