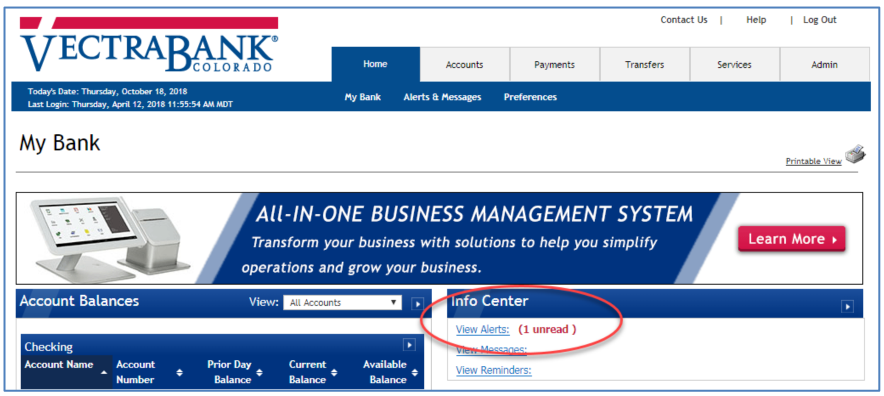
ACH Reject and Notification of Change Guide

When your account is setup and enabled for **ACH Direct Deposit** or **Tax Payments**, the Customer Service Administrator (**CSA**) will receive an email alert when an ACH Reject or Notification of Change (**NOC**) report is available for viewing.

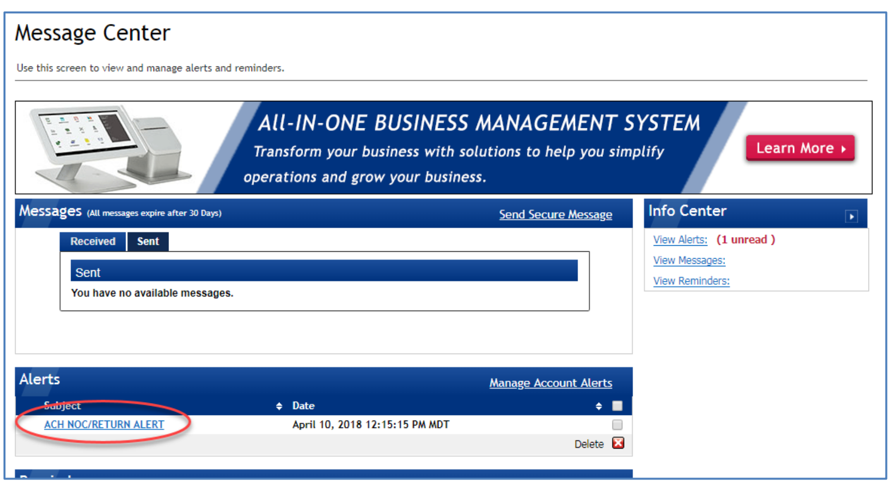
Note: If you have enabled the alert – ACH NOC/Return Alert, you will also be sent the same notification to your email address we have on file.

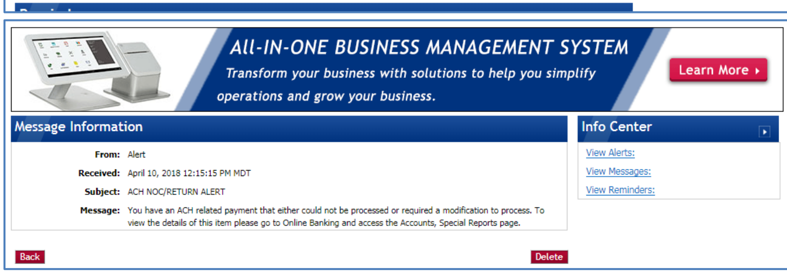
To view an Alert Message

1. Visit www.vectrabank.com.
2. Log into Business Online Banking.
3. On the right-hand side of the Home screen, click on **View Alerts** or navigate to the **Alerts & Messages** section under the **Home Tab** to go to the **Message Center**.



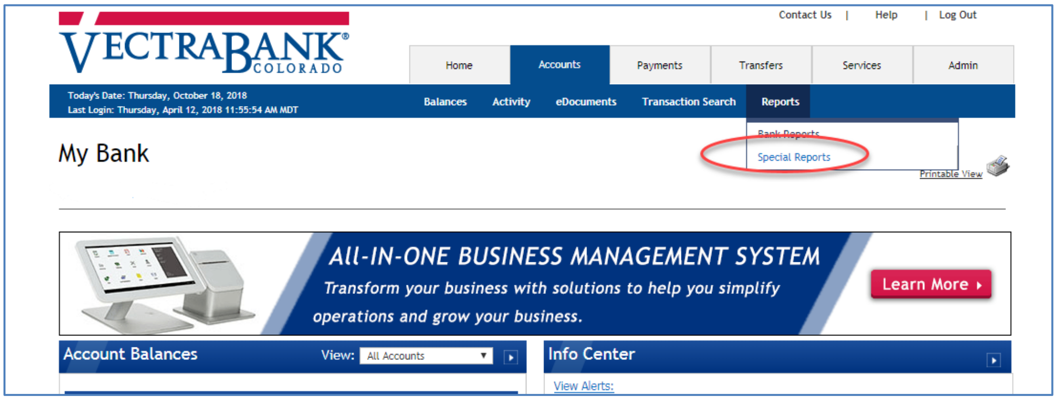
4. In the Alerts section of the Message Center you should see a new **ACH NOC/Return Alert.** Click on the alert to view the message.



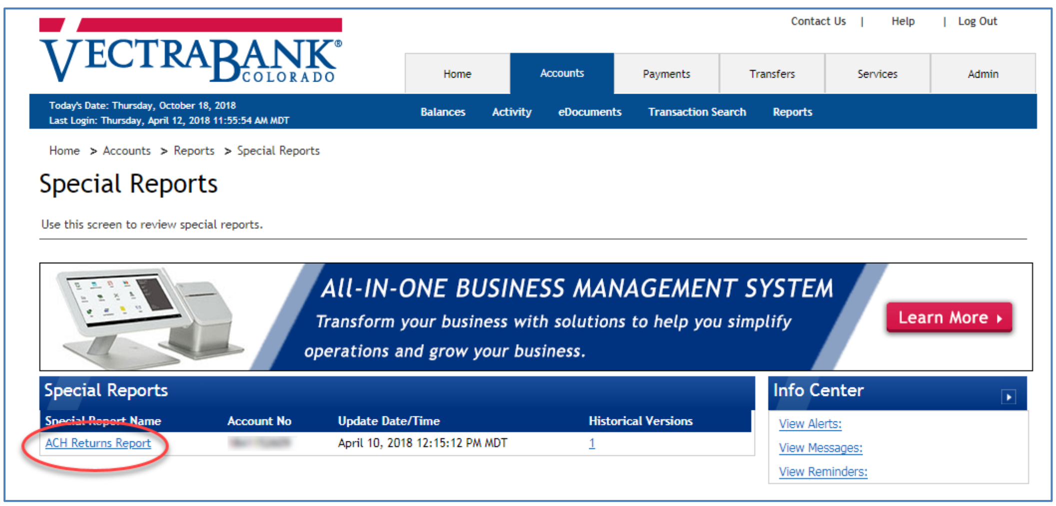


To Access an ACH Reject or Notification of Change Report

1. Go to the **Accounts Tab**, hover over **Reports**, and select **Special Reports**.



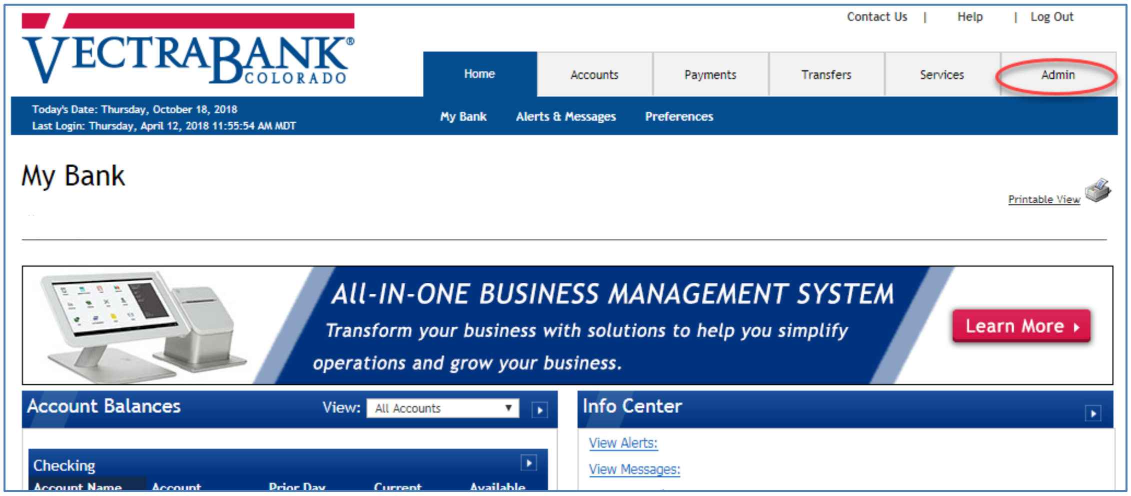
2. Click on the ACH Return Report you want to view.



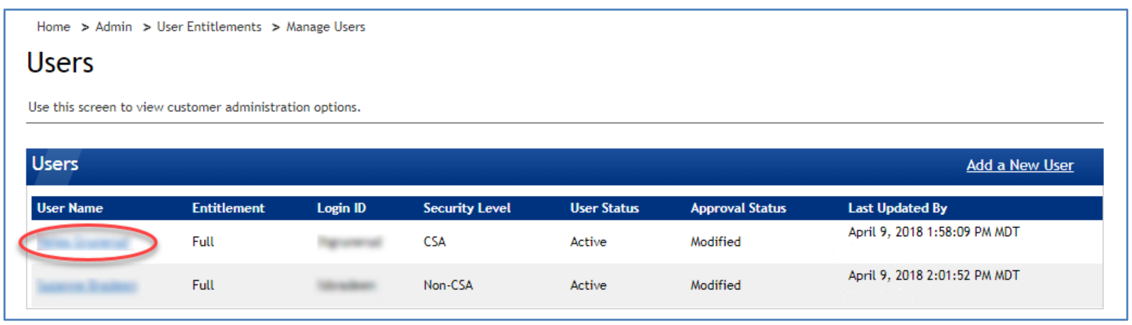
3. View the report and take the appropriate action to resolve the issue.

To Enable Other Users to View ACH Rejects and Notification of Change Reports and Messages

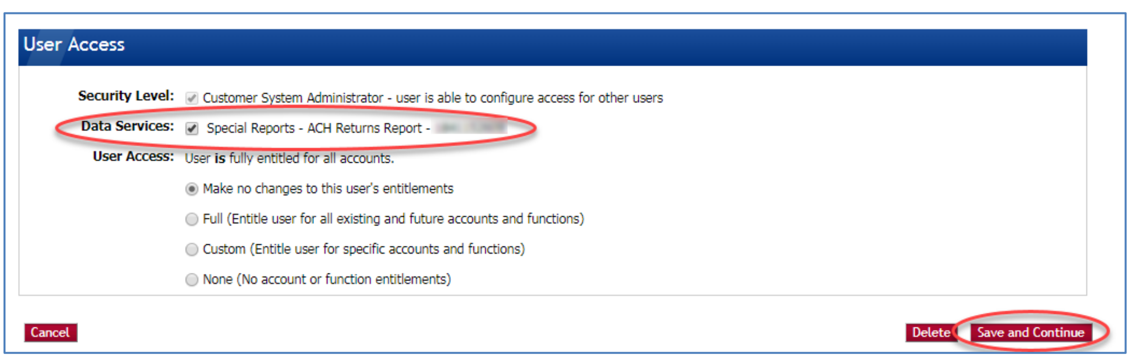
1. Log into Business Online Banking and navigate to the **Admin Tab**.



2. Select the user that you would like to enable to view ACH Rejects and NOC reports.

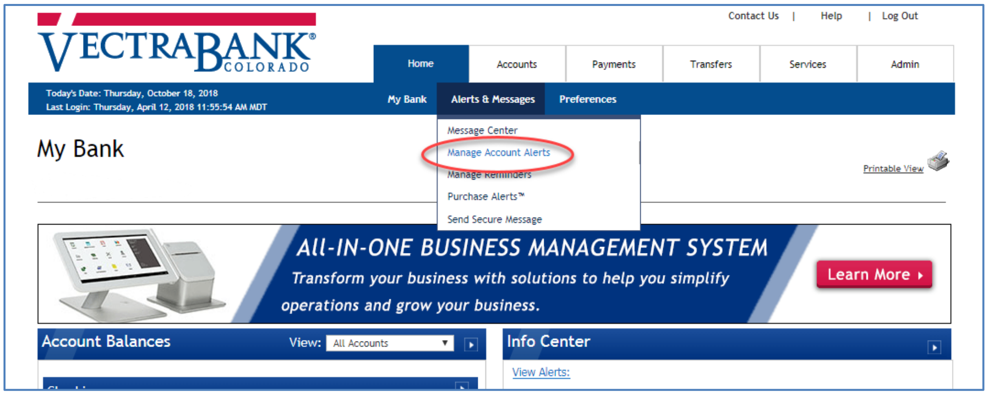


3. Under the **User Access** section and under **Data Service**, check the **Special Reports – ACH Returns Report** box to enable the report. Click **Save and Continue** and the account is now enabled to view the ACH Returns and NOC reports.

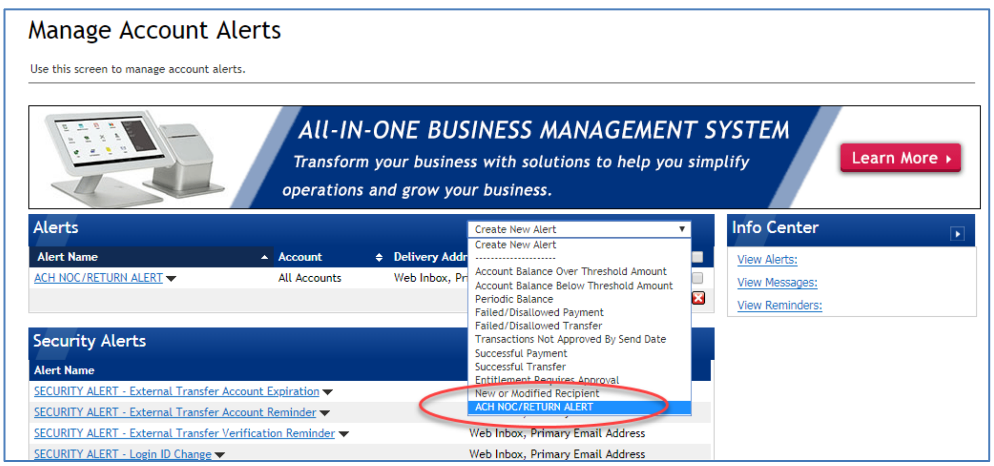


Enable Users to Receive Email Alert Messages

1. To enable a **CSA** to receive an email that an ACH Reject or NOC alert is available (recommended), navigate to the **Home Tab** and hover over **Alerts & Messages**, and click on **Manage Account Alerts.**



2. Click on the **Create New Alert** dropdown menu and select **ACH/NOC Return Alert**. This will create a new Alert.



3. Check the **Web Inbox** for **Delivery Options** and **Primary Email Address** under **Nickname**. Click **Submit** and the email alert is enabled for the account (only one alert needs to be created, even if there are multiple ACH accounts).