# BUSINESS BANKING
# CREATING ACH TEMPLATES

FIRST INTERNET BANK

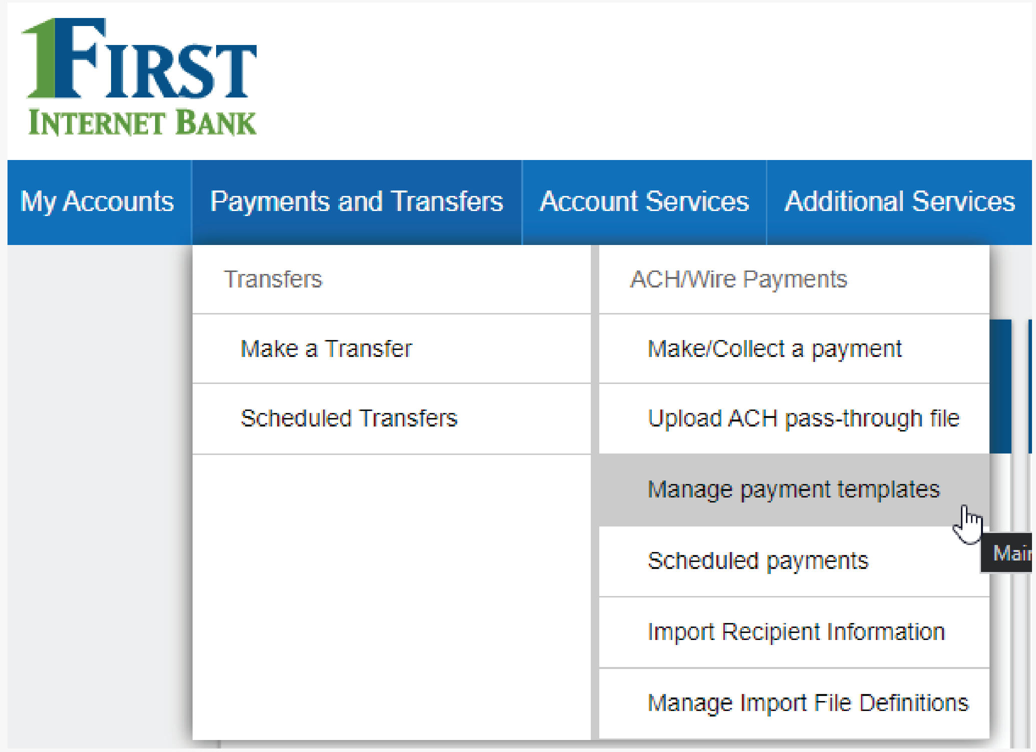
2021

At **First Internet Bank** our goal is to make online banking simple. We hope you find our instructional materials useful as you begin to take advantage of our platform capabilities.

A template holds the detail that goes along with the ACH (electronic) transfer being initiated including:

- Whether the payment is going to a business or individual (CCD vs. PPD).
- What First IB account will be affected by the transaction.
- The template name, so it can be identified quickly.
- Whether funds are being pushed out or pulled from the other bank.

ACH templates help **reduce errors** and **provide efficiency**. Create the template first, then initiate transactions quickly with no need to enter (and possibly enter incorrectly) details such as account number and routing number.




**TEMPLATE BASICS**

- Unlimited templates allowed.
- Templates are not required.
- Common uses of ACH Templates:
  - Payroll
  - Vendor payments.
  - Concentrating funds from accounts at other Financial Institutions.

**WHERE TO ADD A TEMPLATE:**

1. Payments and Transfers > Manage Payment Templates.
2. Payments and Transfers > Make/Collect a payment (**Add a new template** in Template list or **Save as template** after ad hoc payment is sent).

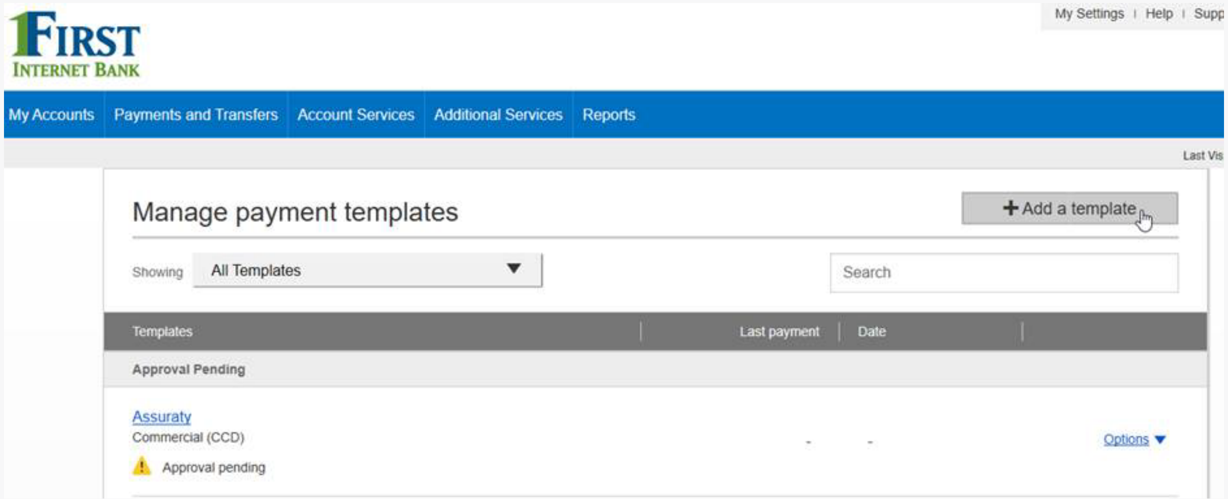
# MANAGE PAYMENT TEMPLATES SCREEN

**ACTIONS ON THIS SCREEN:**

- Add a template.
- Search for a template.
- Edit or delete a template (except those in an Approval Pending status).

**TEMPLATE STATUSES:**

- **Needs Attention** - the template was declined by an approver, or is missing some information (e.g. the account was closed or ACH ID deleted).
- **Approval Pending** - the template is new or was edited, which requires approval.
- **Approved** - only these templates can be used to initiate ACH payments.

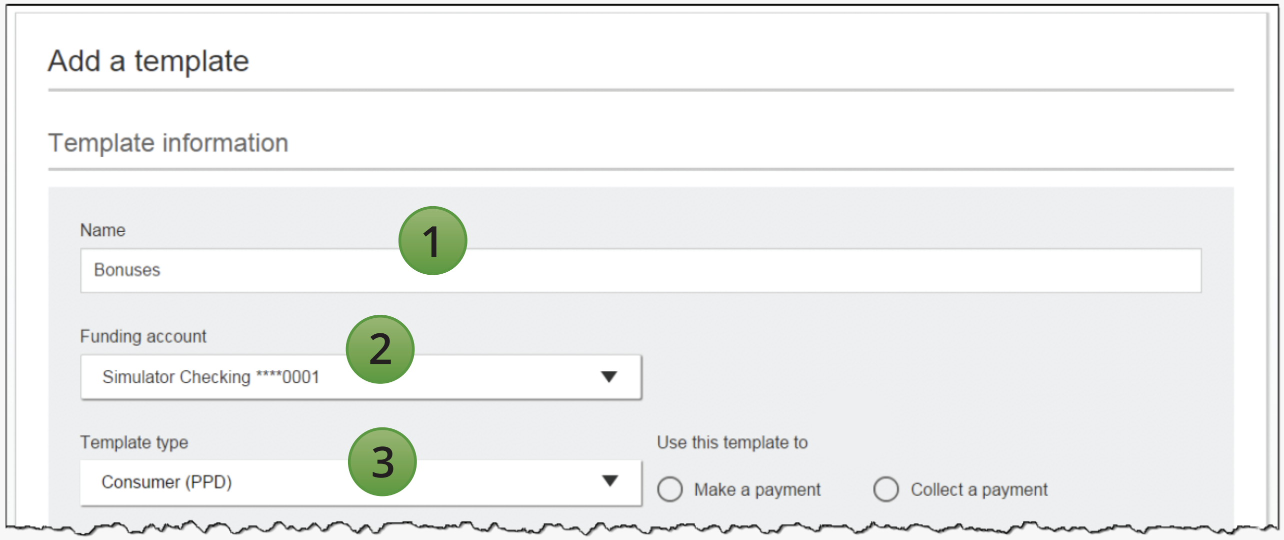


# STEPS TO ADD A TEMPLATE

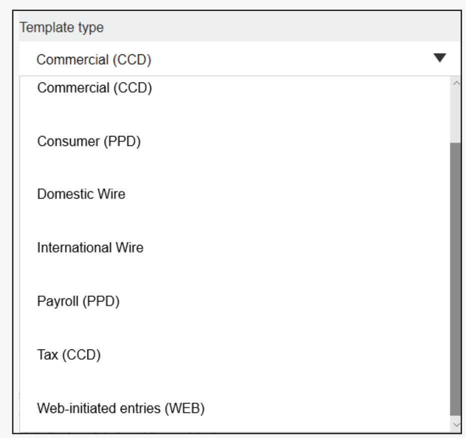
1. Enter a **Template Name**, which must be unique from other templates.
2. Choose **Funding Account:**
   - First Internet Bank controls funding accounts via account-level entitlements.
   - For this user, accounts with **Create ad hoc ACH payments** permission display.
3. Select **Template Type**
   - Business segment and user permissions determine the options that display.
   - **Tax payments** require details in the addenda record.
   - **Child support** is for employers to submit withholding for child support.
   - **Domestic wire** - we'll cover that in a separate job aid.

**NOTE:**

In the **Template Type** field, please select your form from the expanded dropdown: **Consumer** (PPD), **Commercial** (CCD), or **Web-initiated entries** (WEB), indicate if the template will be used to make or collect payments.

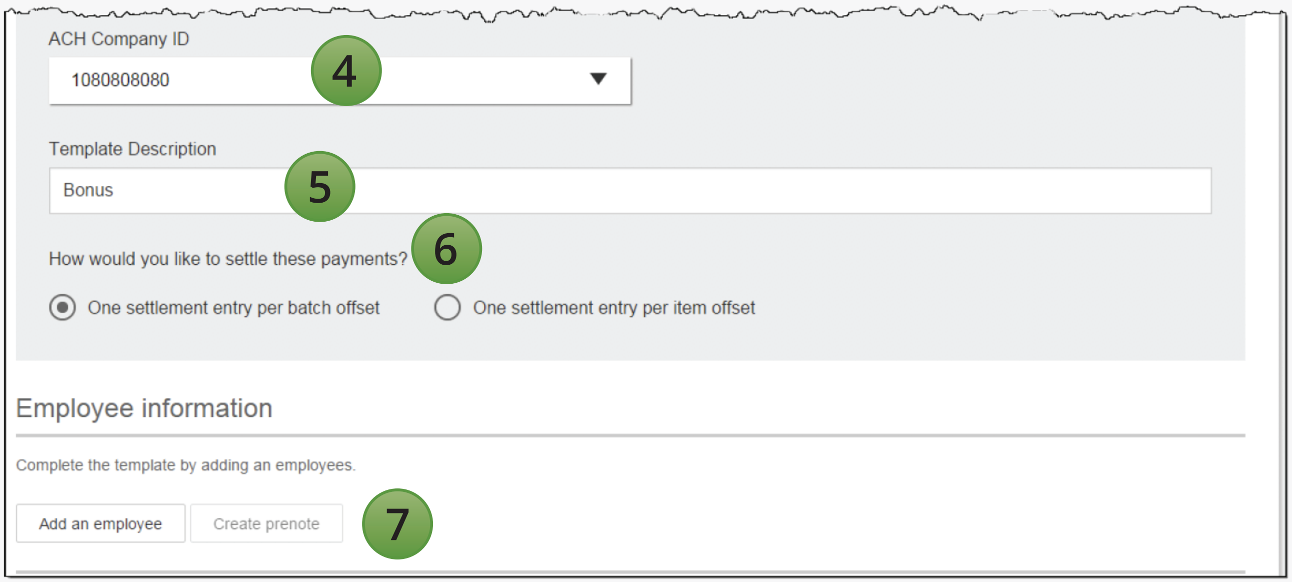



**EXPANDED DROPDOWN LIST OF TEMPLATE TYPES:**



## STEPS TO ADD A TEMPLATE

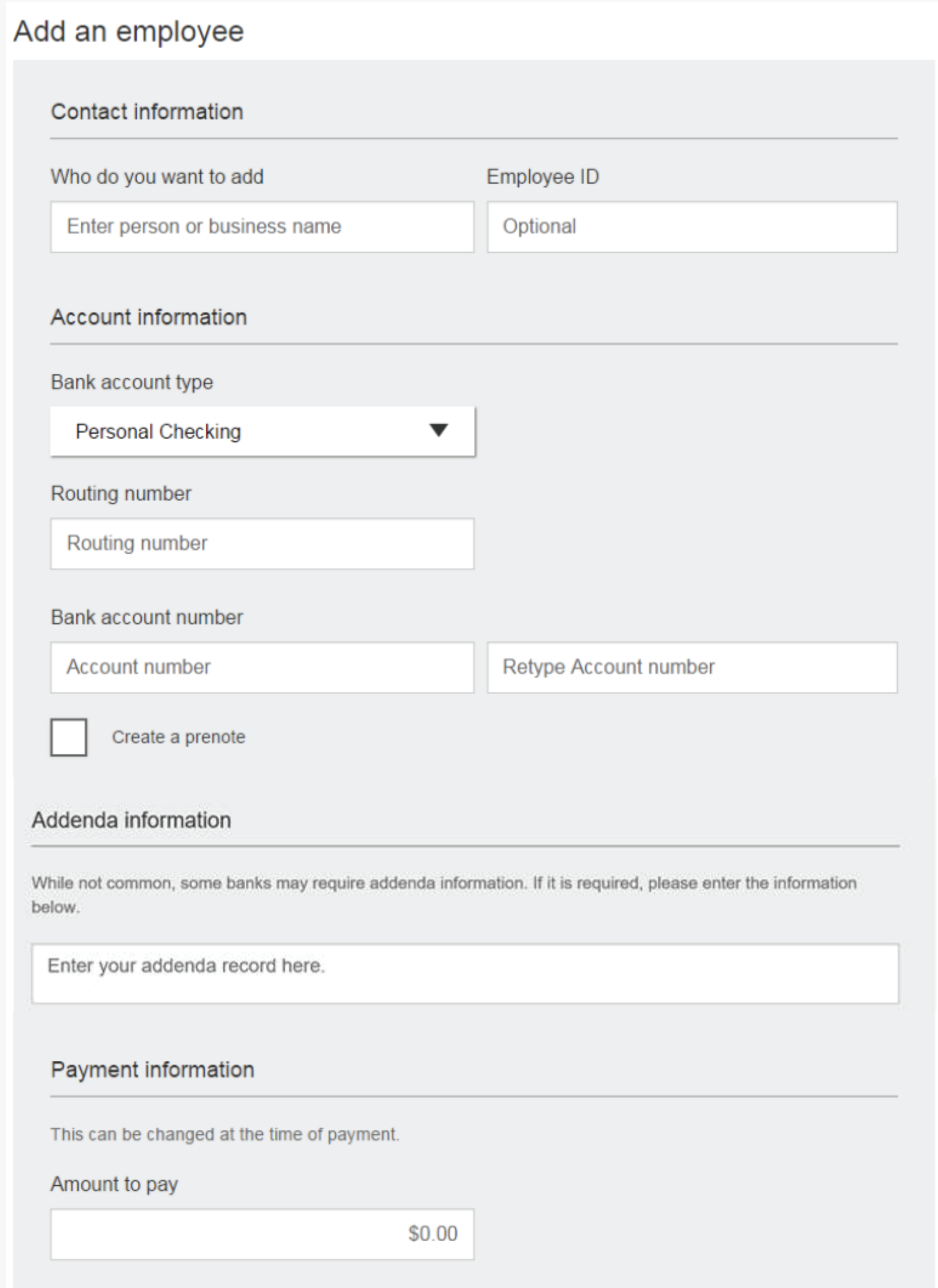
4. Select **ACH Company ID** - First Internet Bank will take care of this for you.
5. Enter **Template Description:**
   - Max 10 characters, passes to ACH batch and shows in recipient's transaction.
6. Choose to settle via **Batch Offset or Single Offset**
   - How the offsetting transaction is handled, e.g. 4 employees are paid $200 each:
     - **Batch offset:** one (1) $800 debit to the funding account (most common).
     - **Single offset:** four (4) $200 debits to the funding account.
     - Not applicable for tax payments.
7. Based on selected Template Type, enter participants (details in table on right).




| Template Type | Participant Type |
|---|---|
| Payroll (PPD) | Employee |
| Consumer (PPD) | Consumer |
| Commercial (CCD) | Recipient |
| Tax (CCD) | Tax authority |
| Child Support (CCD) | Recipient |
| Web-initiated entries (PPD) | Consumer |

## ADDING PARTICIPANTS

- No limit on entries per template.
- Pop-up window except for Tax template.
- Addenda is available except for Payroll or Web.
- Routing number is validated.
- Amount field can be $0 and then actual amount entered during initiation.



## ADDING PARTICIPANTS

Enter information for each participant (in this example, employees). The employees are listed in alphabetical order (according to first name) here and throughout Business Banking for easy viewing and editing. When complete, click **Save Template**.

#### WHEN IS APPROVAL REQUIRED?

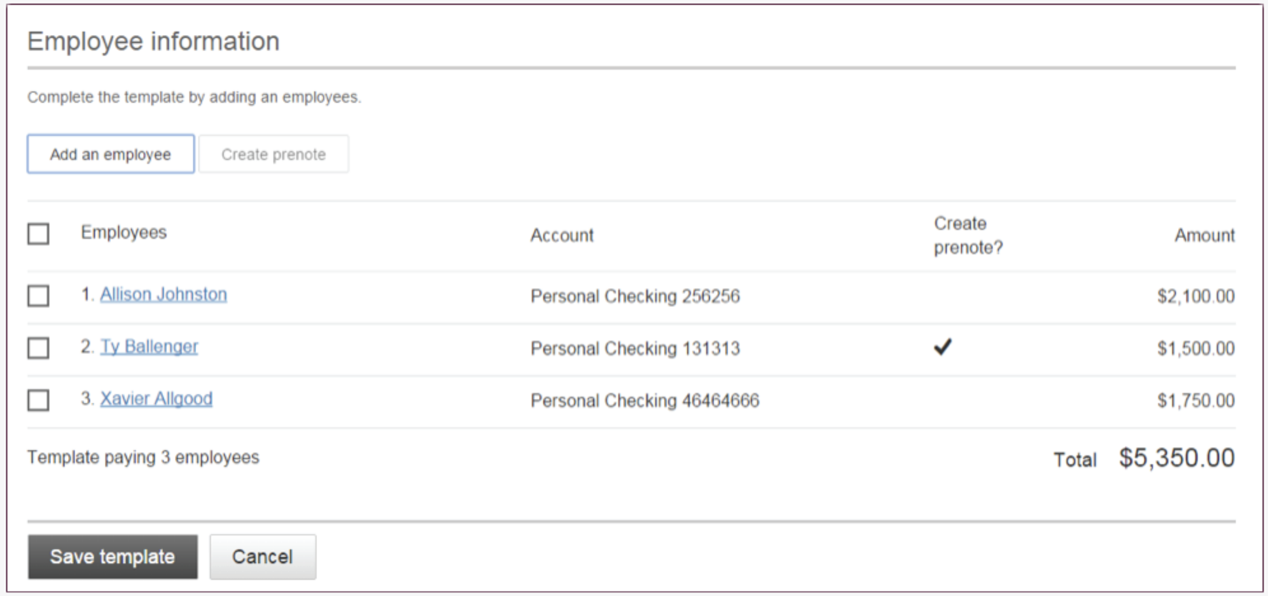
If there is another approver at the business (i.e. another Business Admin or a user who has ACH Template Approval permission), then the template must be approved.

**If approval is required** (see next page for steps to approve):

- Email is routed to all business users who can approve templates.
- Status of the template is **Approval Pending.**

**If approval is not required:**

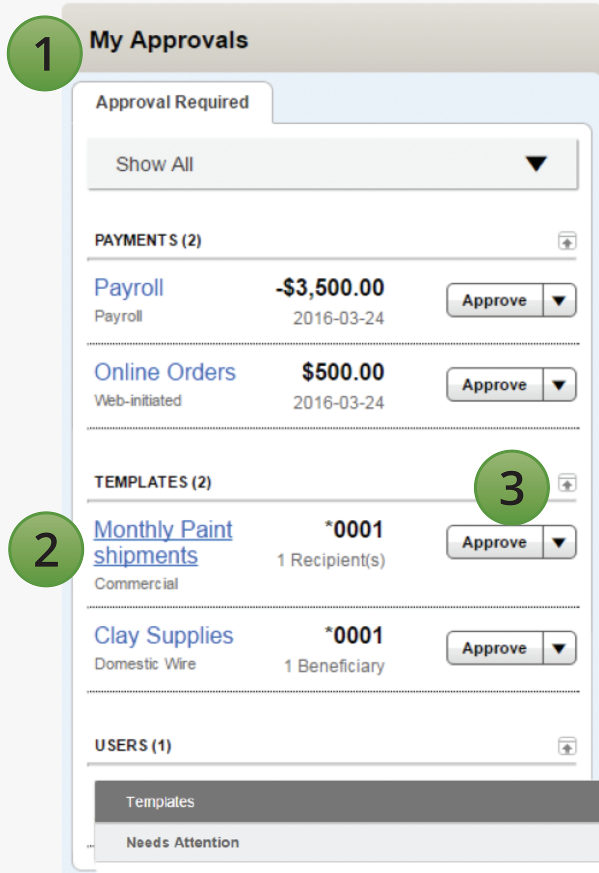
- Status of the template is **Approved.**
- Template can be used for initiation.



# APPROVE TEMPLATES

If approval is required, templates must be approved before they are available for use. Also, if edits are made, the template is unavailable until approved.

1. Go to the **My Accounts** screen > **My Approvals.**
2. Click the template name to review details.
3. Click **Approve** for desired template.
4. Click **Confirm** on the pop-up window.
5. The template is now available to use and shows as Approved on the template screen.




**TIPS:**

- Approving a template **does not** require additional verification via Multi-factor Authentication (MFA).
- Decline action moves the template to **Needs Attention** and sends an email to the person who created the template.