

Automated Clearing House (ACH)

Q: What is an effective date in an ACH file?

A: An effective date is the date within the ACH file/transfer that the funds should be deposited or withdrawn from an account. If the effective date falls on a weekend or observed holiday, the ACH file/transfer will settle the next business day.

Q: When should I submit my ACH file/transfer to meet my effective date?

A:

Credit Entries	Next Day ACH	Should be transmitted no later than 5:30 p.m. MT / 4:30 p.m. PT at least one banking day* before the effective date** of the entries.
	Same Day ACH***	Must be transmitted no later than 10:30 a.m. MT / 9:30 a.m. PT on the effective date of the entries.
Debit Entries	Next Day ACH	Should be transmitted no later than 5:30 p.m. MT / 4:30 p.m. PT at least one banking day* before the effective date** of the entries.
	Same Day ACH***	Must be transmitted no later than 10:30 a.m. MT / 9:30 a.m. PT on the effective date of the entries.

* Banking day is defined as a day the Bank and Federal Reserve are both open (other than Saturdays, Sundays, or Federal Holidays).

** Effective Date must be a banking day, or the file will be processed on the first banking day after the effective date.

***Same Day ACH refers to entries initiated by the customer with an effective date of the current date, which are submitted to the Bank per the processing deadlines above for same-day settlement. Same-day entry fees will apply to said entries as noted in the Bank's fee schedule.

Q: I sent an ACH file in error. What should I do?

A: Contact our ACH Department at 855-342-3400 as soon as possible. If the file has already been processed, we may be able to help you create a reversal file to reverse the entries depending on the error.

Q: How do I receive addenda information that may accompany ACH items being deposited to my account?

A: There are two ways to get ACH addenda information. You can use the “Documents” tab in I-Corp, our Business Online Banking service, to retrieve your notice or you can enroll in our Electronic Data Interchange (Fed Payment Reporter) service. Please talk to your Treasury Solutions Representative if you have questions about either service.

Q: How do I submit an ACH file to the bank for processing?

A: All ACH files (built in I-Corp or with a third party software) must be uploaded through I-Corp. Please refer to the ACH User Guide on how to create or import ACH files, located under the “I-Corp Resources” link for detailed instructions.

Q: What type of limit will I have?

A: File totals are calculated and deducted from your limit based on when the file settles, known as a Settlement Date Limit. You will have an ACH transfer limit that is designed to best fit your transfer needs and protect your business from possible fraudulent activity.

First Interstate Bank also utilizes hard limits to protect you further, meaning you can make ACH transfers up to your Settlement Date Limit. You will not be able to make transfers over your limit. If you need to make a transfer over your Settlement Date Limit, please contact your local Treasury Solutions Representative to make adjustments to your existing limit.

Q: What should I do if I have a file that will exceed my settlement date limit?

A: You will need to contact your local Treasury Solutions Representative to have the limit increased prior to submission.

Q: I received a secure email containing an ACH Return Notification. What should I do?

A: An ACH Return Notification means that an ACH item you initiated is being returned to your account and the receiver did not receive the funds. The email will also contain a specific return reason code detailing why the item was returned (the secure email may contain both Return and Notification of Change information). The ACH item will need to be corrected based upon the return reason code and re-generated to either credit/debit the receiver’s account.

Q: I received a secure email for an ACH Notification of Change (NOC). What should I do?

A: An NOC means that an ACH item you initiated was obtained by the receiver. However, the receiving bank is requesting that a correction be made to that receiver’s banking information. The email will also contain a specific correction reason code detailing what changes to make (the secure email may contain both Return and Notification of Change information). The ACH Rules state that the correction must be made within six banking days or prior to the initiation of the next ACH entry.

Q: Can I send Federal or State tax payments through I-Corp?

A: Yes, Federal or State tax payments can be easily setup within I-Corp. Please refer to the ACH User Guide located under the “I-Corp Resources” link for assistance.

Q: What does my transfer status mean?

A:

Transfer Status	What It Means
Disapproved	The transfer was flagged to be reviewed due to the transfer exceeding limits or a transfer reviewing threshold. The transfer in question was then reviewed and disapproved by the financial institution or the approver.
File Not Originated	The transfer was not submitted to the bank and will not process. The user will need to edit the transfer and click Complete ACH again.
File Not Originated: Exceeded Limit	The transfer was not submitted to the bank and will not process. The transfer exceeded the limit. The user must contact their Treasury Solutions Representative to discuss a limit increase.
Partial Origination	The transfer has more than one batch, and at least one of the batches has been sent to the Federal Reserve for processing. You may no longer change or delete any batch within the transfer.
Pending Origination	The transfer has been successfully submitted to the bank, which will hold the transfer until the appropriate processing day. You may still change or delete the file.
Processed	The transfer has been sent by the bank to the Federal Reserve for processing, so you may no longer change or delete the transfer.
Recurring Entry	The transfer is a repeating transfer that is being held by the bank until the appropriate processing day. You may still change or delete the transfer.
Saved	The transfer has been created, but not processed.
Transfer Exceeds Review: Pending Approval	The transfer has been submitted, but still requires additional review based on your company's review threshold or the number of transfers submitted. This transfer will not process until it has been approved by the appropriate individual.
User Deleted	The transfer was previously in Pending Origination status, then was deleted by a user at your company. This transfer will not process, but will remain visible to you for reference.
User Suspended	The transfer was previously in Pending Origination status, then was changed by a user at your company and wasn't re-submitted for processing. This transfer will not process until the user goes back into the transfer and clicks on Complete ACH.

Q: Who should I contact if I have questions about ACH?

A: Please contact your local Treasury Solutions Representative if you have questions regarding ACH. You may also contact our Treasury Support team at 855-342-3400.