FedACH Risk® Management Services

Quick Reference Guide

Creating an RDFI Alert Service Criteria Set: Notice of Returned Payroll Payments for Your Clients

An ITEM-level Criteria Set

FEDERAL RESERVE FINANCIAL SERVICES

V 03.26.15

RDFI Alert Criteria Set:
Notice of Returned Payroll Payments for Your Clients
Benefits

Criteria sets created to provide business clients with automated notice of returned payroll transactions

- Can give your institution’s cash/treasury management product managers the ability to offer business clients an ACH information service

- Can assist business clients in determining when employees may have forgotten to notify them of account changes for direct deposit

- Enable sending of automatic email alerts to business clients providing detailed information on each returned payroll transaction

- This quick reference guide will show you how to create a criteria set within the FedACH Risk RDFI Alert Service screens in the FedLine Web® access solution that is designed to automatically generate alerts when the criteria conditions are met

RDFI Alert Criteria Set:
Notice of Returned Payroll Payments for Your Clients
Universal Tips

- **Please make NOTE of these universal TIPS for creating criteria:**

  ✓ Always locate and click the SUBMIT button before moving away from an entry screen in order to ensure your work is saved

  ✓ File-level criteria sets use “OR” logic to allow a combination of criteria fields such as file debit value of $X OR credit value of $X

  ✓ Both Batch and Item-level criteria sets use “AND” logic: conditions set in ALL criteria fields need to be met before an alert is sent. For example, a problem would be created by setting both a debit value AND a credit value for an item

  ✓SEC code definitions apply; for example, a TEL cannot be a credit transaction. Use care not to inadvertently create an impossible combination

  ✓ Be sure to scroll down through entire entry screen

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Overview of criteria creation steps

- Criteria Level:
  - ✓ ITEM

- Enter email addresses for designated audience: corporate/business client's accounting, accounts payable, payroll staff and/or shared mailbox email addresses (can also include email address for your institution's internal staff if desired)

- Give criteria set a meaningful name, e.g. "ABC Co Payroll Return"

- Define business client account number(s)

- Criteria field(s):
  - ✓ SEC Code = PPD
  - ✓ Company ID = business client's
  - ✓ Company Name = business client's
  - ✓ Company Entry Description = business client's, e.g. "payroll"

- Assign email addresses to receive alerts for this criteria set

- Click SUBMIT

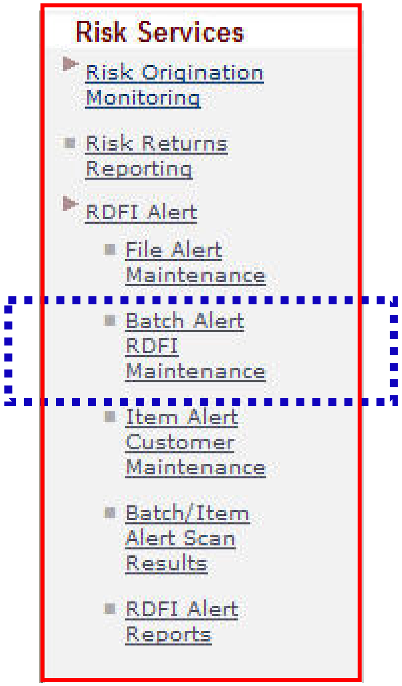
- Email Alert: If criteria conditions are met, designated client contacts receive email alerts the morning following the FedACH® Services processing day

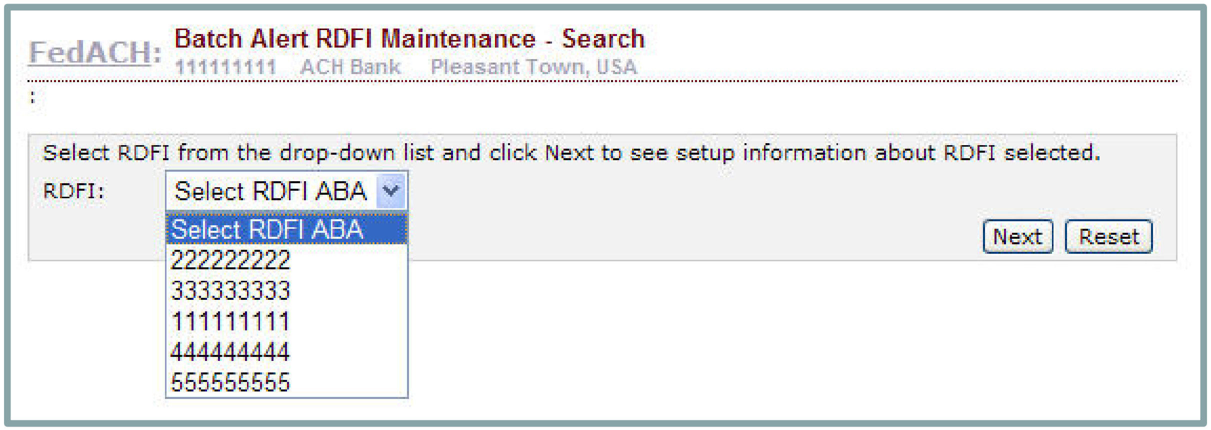
RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Email Heading Information: **One-time setup** of RDFI Information

NOTE: If this task has already been completed, skip to the Item Alert Customer Maintenance section beginning on slide 9





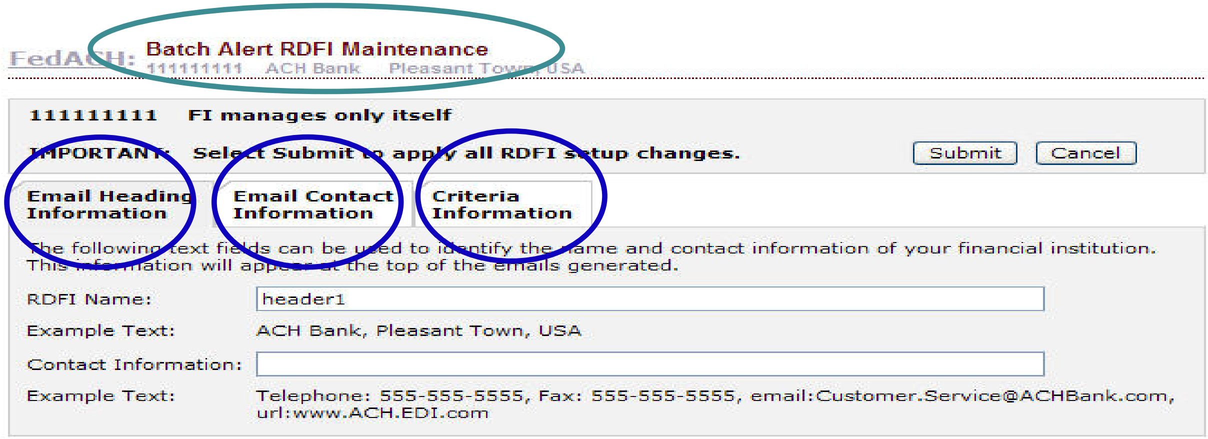
- **Item-level alert emails sent to clients carry heading information about your institution.**
- **The first time you set up an item-level criteria set, you will first need to use the Batch Alert RDFI Maintenance screens to enter this heading information about your institution**
- Select the Batch Alert RDFI Maintenance tab from the RDFI Alert menu
- Select the appropriate RDFI ABA from the drop list.
  - RDFIs acting as their own service participation point (SPP) will only see their ABA.
  - SPPs will see a list of all the ABAs for which they are performing maintenance.
- “Next” will take you to the entry tab. You will want to select the “Email Heading Information” tab.

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Email Heading Information: **One-time setup** of RDFI Information

FEDERAL RESERVE FINANCIAL SERVICES



Service Overview of the three entry tabs

On Email Heading tab, enter / modify existing RDFI information to display in item-level alert email headings.

> Enter the financial institution's name and contact information for the chosen RTN to be used on email notifications generated for any item-level alerts when and if item-level criteria are established. This heading information needs be entered only once, ideally the first time you begin using the service.

On Email Contact tab, enter / modify an email address book for contacts at the RDFI who will receive alert notices.

> Enter RDFI internal staff or shared mailbox email addresses to receive alert notification emails; build "address book" of possibilities and assign contacts per criteria set.

On Criteria tab, enter / modify batch level scan criteria for an RDFI

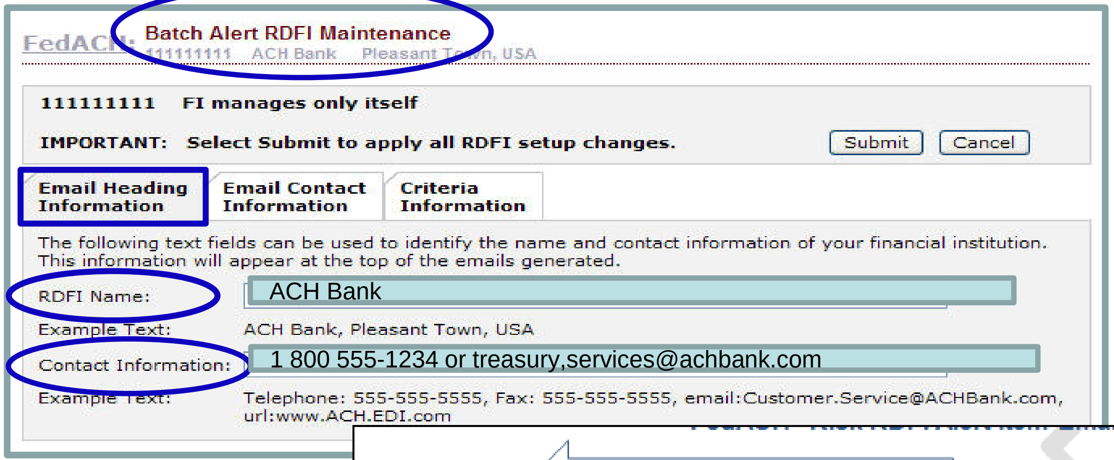
> Mix and match fields to create sets of unique monitoring criteria; each set gets a unique numeric identifier. Also assign email contacts to receive alerts for the particular criteria set.

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Email Heading Information: **One-time setup** of RDFI Information

FEDERAL RESERVE FINANCIAL SERVICES


FedACH: Batch Alert RDFI Maintenance
111111111 ACH Bank Pleasant Town, USA

111111111 FI manages only itself

IMPORTANT: Select Submit to apply all RDFI setup changes. Submit Cancel

Email Heading Information | Email Contact Information | Criteria Information

The following text fields can be used to identify the name and contact information of your financial institution. This information will appear at the top of the emails generated.

RDFI Name: ACH Bank

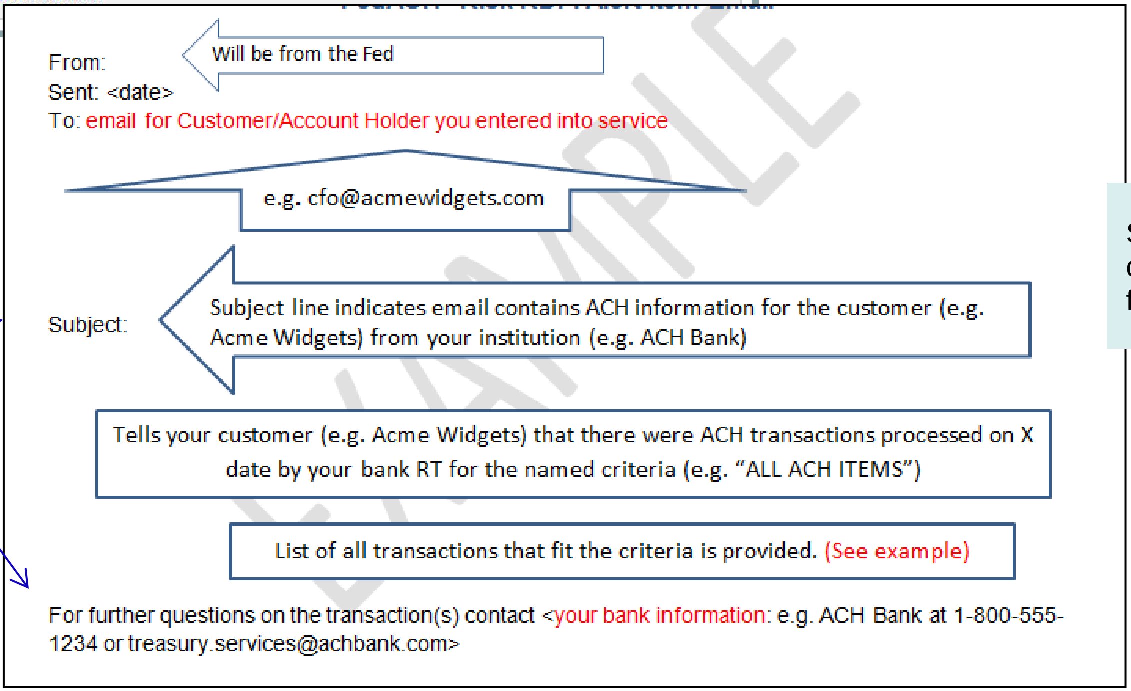
Example Text: ACH Bank, Pleasant Town, USA

Contact Information: 1 800 555-1234 or treasury,services@achbank.com

Example Text: Telephone: 555-555-5555, Fax: 555-555-5555, email:Customer.Service@ACHBank.com, url:www.ACH.EDI.com

- The information entered on the Batch Alert RDFI Maintenance ***Email Heading Information*** tab appears on all item-level alert emails, both on those sent out to your customers/clients (receivers) as well as on those sent to internal RDFI staff.
  - Use the “contact information” field to direct customer inquiries to call centers or website URLs

Sample of an RDFI’s information as shown on an item-level alert email



Sample of attached PDF detail shown on following page

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Email Heading Information: **One-time setup** of RDFI Information

FEDERAL RESERVE FINANCIAL SERVICES

Example of transaction detail provided, e.g. for an "All ACH Items" criteria

Transaction Type	Amount	Transaction Date	Originator Name	Transaction Description	SEC Code	Trace Number
Credit	$ 1,560.00	04/21/2011	MERCHANT ACCOUNT	SETTLEMENT	CCD	888828889999999
Credit	$ 70.00	04/21/2011	DEBIT CARD	BKCD STLMT	CCD	888888879999999
Credit	$ 150.00	04/21/2011	DEBIT CARD	BKCD STLMT	CCD	888888889999999
Credit	$ 1,645.00	04/21/2011	DEBIT CARD	BKCD STLMT	CCD	888988889999999
Credit	$ 200.00	04/21/2011	DEBIT CARD	BKCD STLMT	CCD	888888589999999
Credit	$ 312.00	04/21/2011	DEBIT CARD	BKCD STLMT	CCD	888778889999999
Credit	$ 1,381.00	04/21/2011	DEBIT CARD	BKCD STLMT	CCD	888888889992999
Debit	$ 1,007.87	04/21/2011	CASH CON	RETAIL CENT	CCD	888882889999999
Debit	$ 145.00	04/21/2011	CASH CON	RETAIL CENT	CCD	888888889969999
Debit	$ 6,626.00	04/21/2011	CASH CON	RETAIL CENT	CCD	888868889999999
Debit	$ 1,005.00	04/21/2011	CASH CON	RETAIL CENT	CCD	888788889999999
Debit	$ 354.00	04/21/2011	CASH CON	RETAIL CENT	CCD	888888889999999
Debit	$ 206.00	04/21/2011	CASH CON	RETAIL CENT	CCD	888888889929999
Credit	$ 3,015.00	04/21/2011	36 TREAS 310	MISC PAY	CCD	888848889999999
Credit	$ 780.22	04/21/2011	36 TREAS 310	MISC PAY	CCD	888888889996999
Credit	$1,560.00	04/21/2011	36 TREAS 310	MISC PAY	CCD	888878889999999
Credit	$ 545.33	04/21/2011	36 TREAS 310	MISC PAY	CCD	888888849999999
Credit	$ 416.00	04/21/2011	36 TREAS 310	MISC PAY	CCD	888888889999999
Credit	$ 52.70	04/21/2011	36 TREAS 310	MISC PAY	CCD	888848889999999
Credit	$ 1,760.00	04/21/2011	WIDGET PARTS	INV 2110	CCD	888884889999999
Credit	$ 374.32	04/21/2011	WIDGET PARTS	INV 3110	CCD	888888889499999
Credit	$ 936.00	04/21/2011	WIDGET PARTS	INV 2170	CCD	888888889994999
Credit	$ 112.02	04/21/2011	WIDGET PARTS	INV 2610	CCD	888884889999999
Credit	$ 1,560.00	04/21/2011	WIDGET PARTS	INV 2115	CCD	884888889999999
Credit	$ 787.16	04/21/2011	WIDGET PARTS	INV 4110	CCD	488888889999999
Credit	$ 1,809.00	04/21/2011	WIDGET PARTS	INV 2160	CCD	888884489999999
Credit	$ 569.57	04/21/2011	WIDGET PARTS	INV 2112	CCD	888588889999999

Sample of item-level alert email detail

RDFI Alert Criteria Set:
Notice of Returned Payroll Payments for Your Clients
Creating Customer, Item-level Criteria

- To begin establishing customer item-level criteria, select **"Item Alert Customer* Maintenance"**
  - ✓ * NOTE: While item alert customer maintenance is most typically used to establish item-level criteria using customer account number(s) level to send alerts out to account holders, as for this basic positive pay notification service, item-level criteria can also be established to send alerts to internal RDFI staff informing them of activity that occurs at the item/customer account number level, e.g. as for a closed account transaction tracker, which is built at the item, account number level but intended for internal use by the financial institution

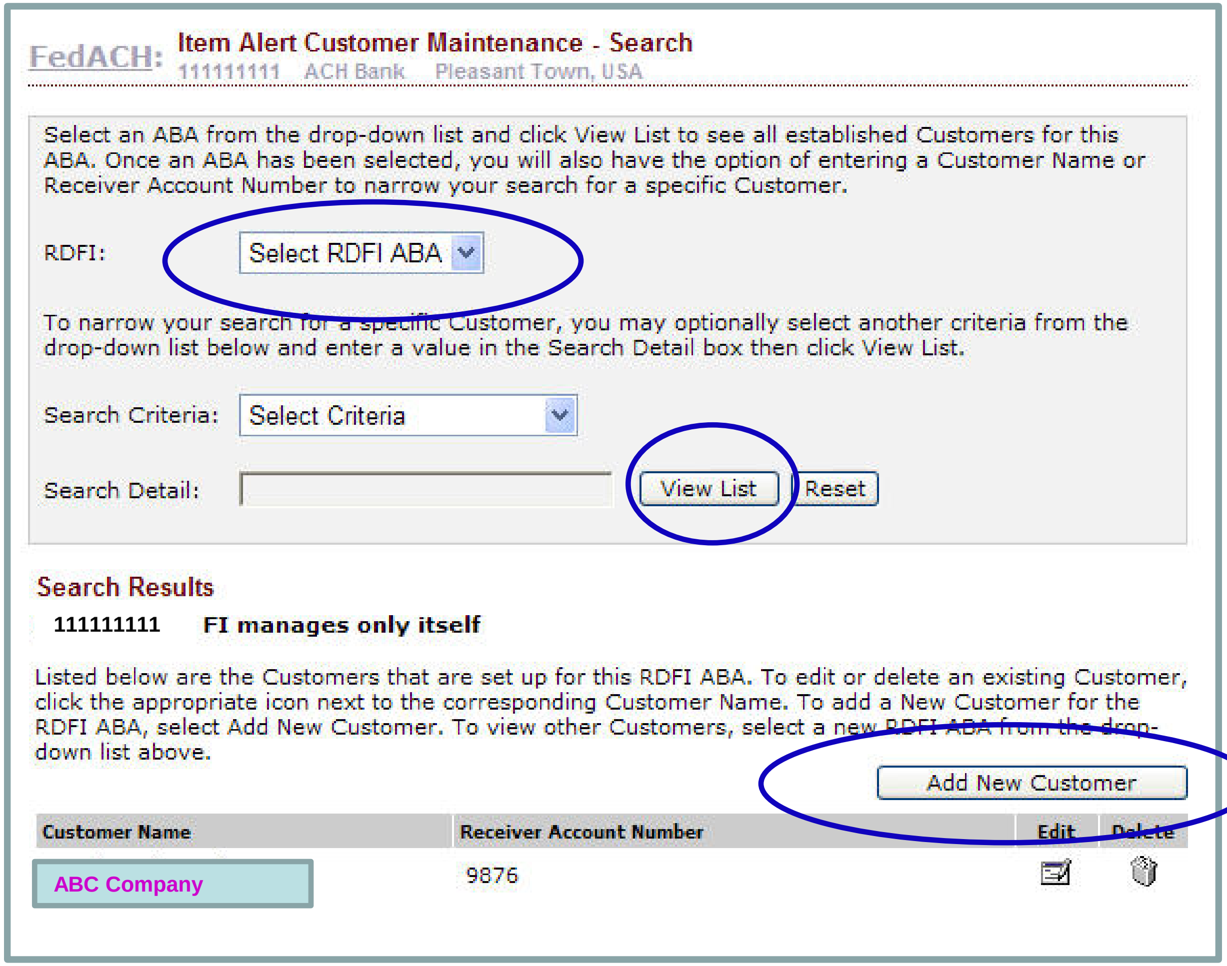
- Within this section, menu items will give the RDFI the ability to do the following for **item**-level scans:
  - enter / modify existing **customer** / account number information
  - enter / modify **email addresses** for an RDFI's customers/receivers or internal staff who will receive item-level alert notices
  - enter / modify item level **scan criteria** for an RDFI's customer / receiver or for RDFI internal staff alerts on activity at a customer / account number level

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Creating Customer, Item-level Criteria

NOTE: If this client has already been defined in the service, skip to slide 13

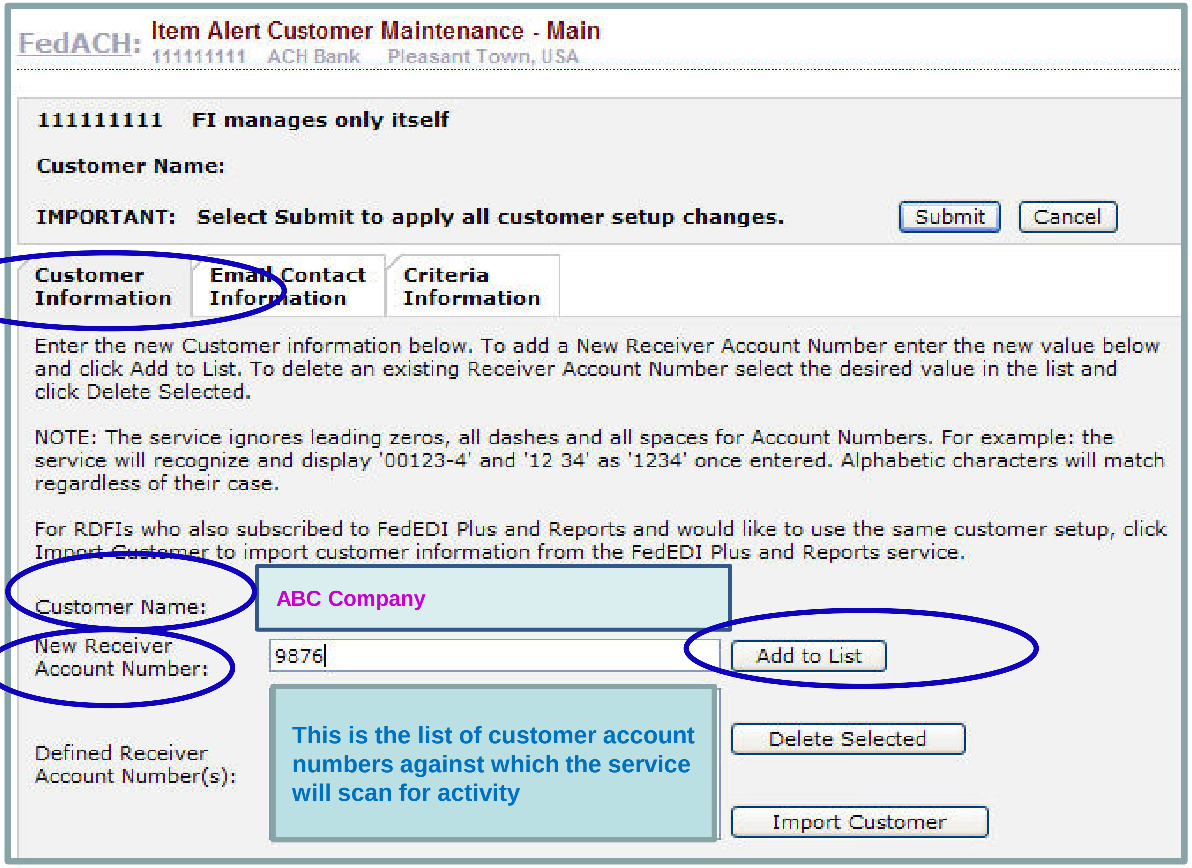


- Upon selecting the “Item Alert Customer Maintenance” menu, you will see your RDFI ABA. If you operate the service for more than one ABA, select the one you want from the drop down menu
- Click “View List,” which will show you any customers already established for this ABA and allow you to “Add” a new customer
- Select “Add New Customer,” which will bring you to the three customer, item-level entry tabs shown on the following slide

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Customer Information



Enter the customer name and then the customer account number.

"Add" the customer account number to the customer's list of "Defined Receiver Account Numbers."

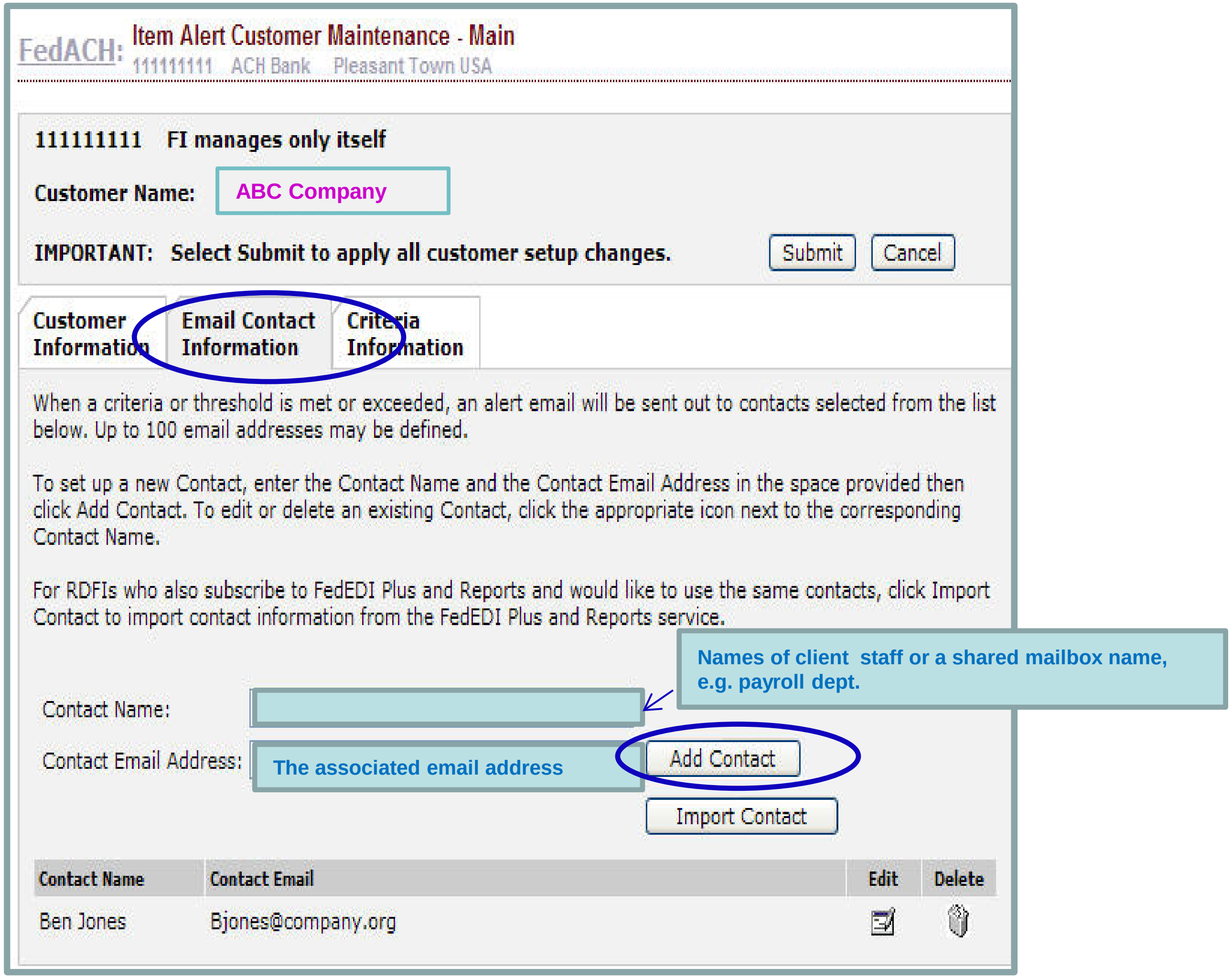
If there are additional customer account numbers you want to associate with this customer, continue to enter and add them to the list.

Once finished, move on to "Email Contact Information" tab.

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Email Contact Information



You will use this entry tab to build an address book of contacts for this client.

Enter the name of a contact to receive alert emails for this client. You can also send these alerts to your institution's own internal staff if so desired. Group emails can be used.

Enter that contact's email address.

Click Add contact.

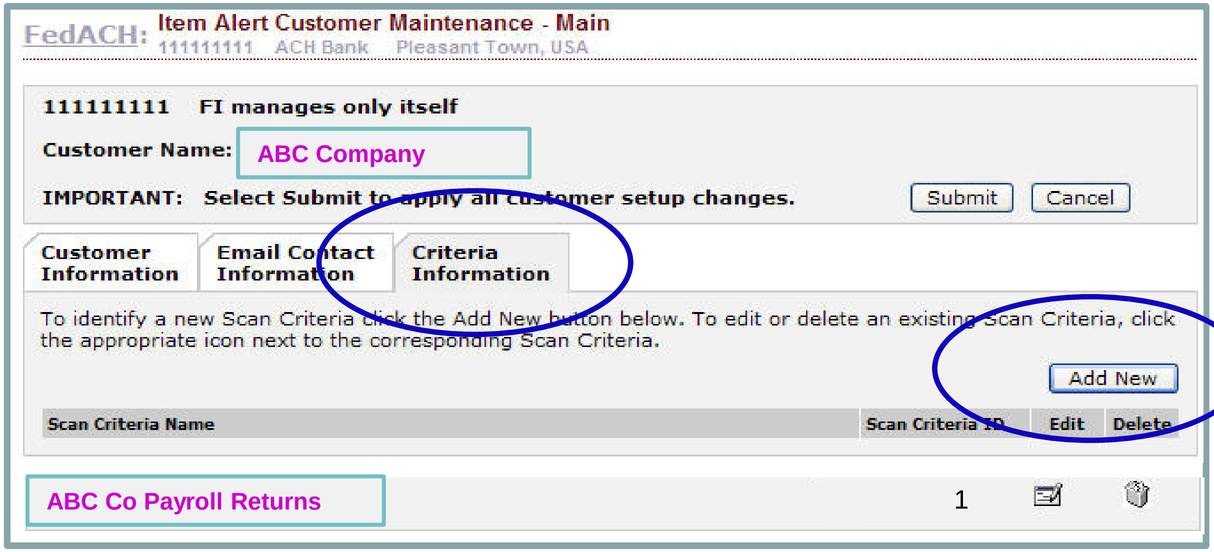
Continue to build the email address book for this customer. You will pick and choose which addresses to assign to this criteria set in a later step.

Click submit

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Criteria Information



- All established criteria sets for a given “Customer Name” appear on this criteria information tab
  - Add new or additional Criteria Sets for this customer by clicking “Add New”
  - Edit or delete established Criteria Sets by clicking Edit or Delete
    - New/edited Criteria Sets are effective the next business day
- Scanning for item-level (account number/customer level) alerts starts once FedACH Services end-of-day processing has concluded

- To start entering positive pay notification criteria for this customer, click “Add New”

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Criteria Information

FedACH: **Item Alert - Criteria Maintenance**
111111111 ACH Bank Pleasant Town USA

111111111 FI manages only itself

Customer Name: ABC Company

Criteria Information
There is a monthly charge per scan criteria set, and a per item fee for each item matched for alerting purposes. Please see the FedACH Services Fee Schedule at http://www.frbservices.org/ for more details.

Enter the information below to create a New Scan Criteria. The Scan Criteria ID is auto populated but can be overwritten during the creation of a new Scan Criteria.

At least one criteria must be defined. If more than one criteria is defined then an item alert will be triggered when all criteria defined are met.

Scan Criteria Name: e.g. ABC Co Payroll Returns Scan Criteria ID: 1

Alert Criteria

Send an Alert for all Items ☐

ODFI ABA:

Company Name: ABC Company

Company ID: Client's Co. ID, e.g. 9876543210

Company Entry Description: Client's, e.g. payroll

SEC Code: PPD

Credit Dollar: Select Option

Debit Dollar: Select Option

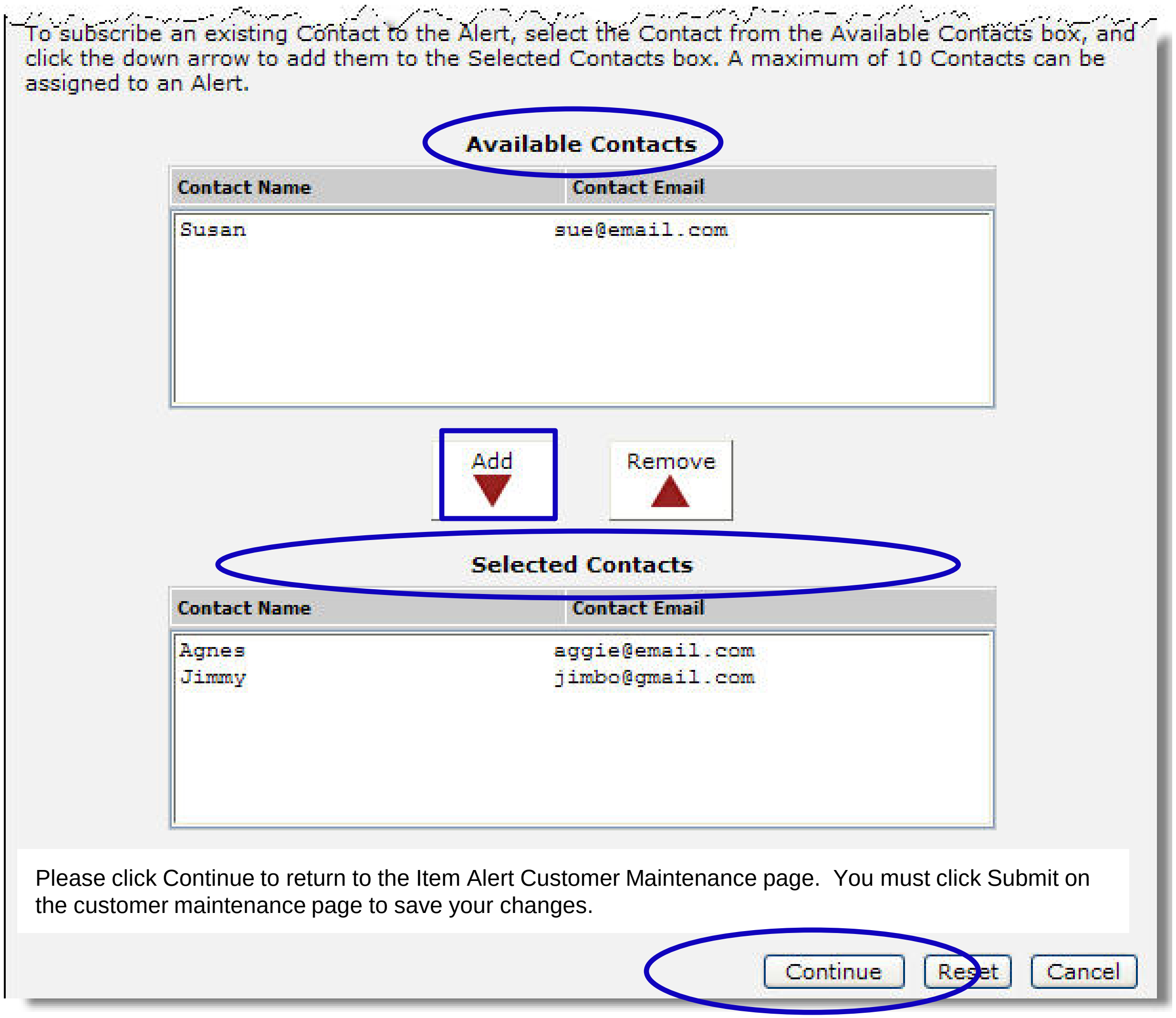
Immediate/SameDay Settlement only: ☐

- Give criteria set a meaningful name
- Select "Debit Dollar" drop down of "equal to or greater than"
- Enter a debit dollar value that would trigger scanning and reporting for most items. For example, a small value of $0.01 would report on nearly all items. Enter a value of your choice.
- **Scroll down to see the contact/email section in the bottom half of the entry screen**

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Criteria Information



From the address book of available email contacts you created earlier for this customer, add those you want to receive alerts when this set of criteria is met to the “Selected Contacts” list

Each alert criteria set must have **at least one email contact noted in the Selected Contacts section** and can have a maximum of 10 email contacts

Add or Remove email contacts by clicking “Add” and “Remove”

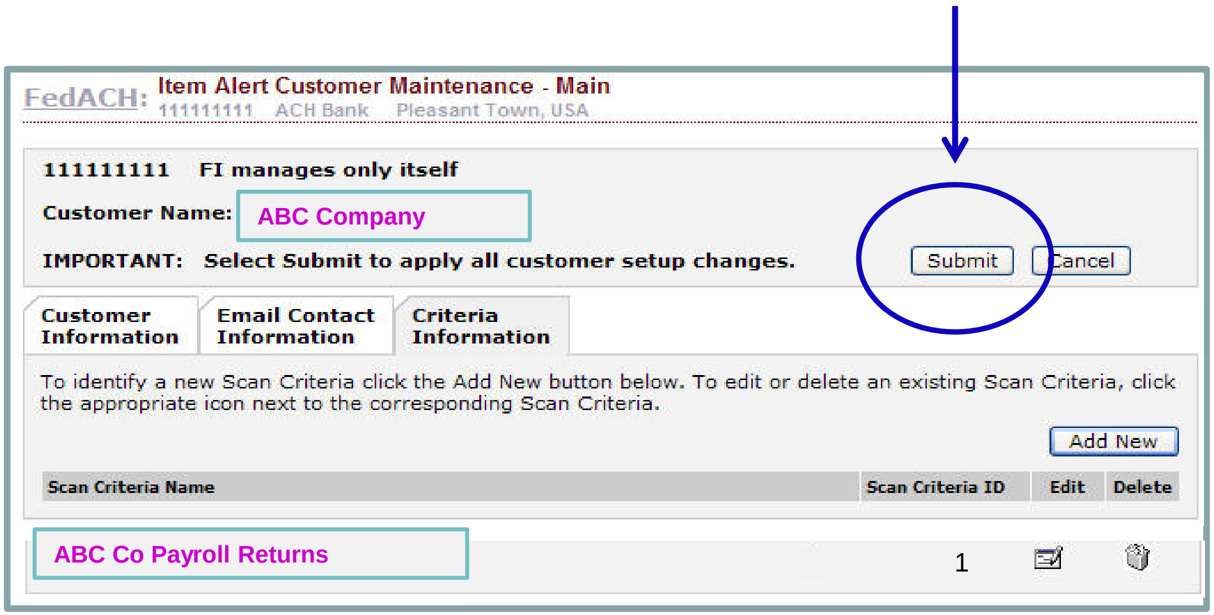
IMPORTANT NOTE: “Continue” returns you to the Item Alert Customer Maintenance page where you **MUST click SUBMIT** to save your entries.

FEDERAL RESERVE FINANCIAL SERVICES

RDFI Alert Criteria Set:

Notice of Returned Payroll Payments for Your Clients

Saving Criteria



To save your entries, click "Submit" on the page entitled "Item Alert Customer Maintenance - Main."

FedACH Risk RDFI Alert Service

For Help

•Review a chart of RDFI Alert Criteria Field Definitions on FRBservices.org/Operations Resources/FedACH Services Resources/FedACH Risk Management Services Resources at http://www.frbservices.org/operations/fedach/index.html

•Review handbooks and other quick reference guides at FRBservices.org/Operations Resources/FedACH Services Resources/FedACH Risk Management Services Resources at http://www.frbservices.org/operations/fedach/index.html

•Contact the FedACH ® Services Central Operations Support (COS) Site via information on FRBservices.org/Contact Us/FedACH Services/FedACH Central Operations Support Site at http://www.frbservices.org/contactus/fedach_operations.html

•Find contact information, such as your institution's account executive and FedACH sales specialist, on FRBservices.org/Contact Us/My FedDirectory® Service at http://www.frbservices.org/contacts/index.jsp