

ACH RETURNS

FREQUENTLY ASKED QUESTIONS

What is an ACH return?

When a voucher is sent using an electronic payment method and is rejected by the bank of deposit. This can occur for a variety of reasons; the return reason is shown on the query MTAP_ACH_RETURNS.

What is the difference between a Notice of Change (NOC) and ACH return?

A NOC will be sent to your agency from the State Accounting Bureau (SAB) by file transfer. This occurs when the bank of deposit accepts the funds, however, requests a change within the information that was sent with the payment. The notification that is sent by SAB will include the information that needs to be updated. Agencies are required to resolve NOCs and can request to have information updated using [form 202](#). If your agency uses a subsystem the information will need to be updated there as well.

ACH returns occur when the receiving bank rejects the payment and returns the money to our bank account. The payments are unreconciled and cancelled in SABHRS. These are now identified by the agencies; SAB will no longer be sending notifications. This will be done by running the query MTAP_ACH_RETURNS.

What do I need to do when a payment is rejected?

A supplier update [form 202](#) will need to be sent to the SAB to update or remove the account information. If you are using a subsystem that interfaces information into SABHRS, the subsystem will need to be updated with new bank account information as well.

Please include the last four numbers of the bad bank account in section 12 of form 202 with instructions such as “replace account 5454 with the new account information provided” or “remove account 5454 from the supplier account”.

The payment will need to be reissued if the payee is still due the funds.

When do I run the query?

This is a business process that will need to be worked out internally to meet the unique needs of each agency. If your agency issues few payments, monthly may be adequate. For some agencies, daily will be a better choice.

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How do I run the query?

Choose **My Reports** icon from the home screen, click Query Viewer.

If using classic home, use the path below to navigate to query viewer:

Main Menu > Reporting tools > Query > Query Viewer

Type the query name MTAP_ACH_RETURNS into the search field and click search. Add this query to your favorites so it is easy to find the next time you need to use it.

Any date range can be selected. This query has business unit security, so you should only see the BUs you have access to.

How can I find the cancel/close journals if needed?

Navigate to MT Payment Inquiry. You can see the below payment has been cancelled and the description has been updated to let you know it was an ACH return. If you need to view the CAN or CLO journals associated with the cancellation click the Acctg Entries link.

MT Payment Inquiry

Vouchers For a Payment

Supplier: [REDACTED] Pymnt Ref ID: 0011465222
Accounting Date: 02/07/2018
Payment Date: 02/08/2018
Reconcile Date:
Cancel Date: 02/09/2018
Cancel Action: Close
Date Staledated:
Staledate Status:
Action Date:
Days Outstanding: 1

GREAT FALLS MT 59405-8304 USA

Payment Amount: 39.00 USD
Payment Method: EFT
Pay Status: Void

Description: ACH Payment Returned

Voucher Payment Details Personalize | Find | View All | First 1 of 1 Last

Business Unit	Voucher ID	Invoice Number	Invoice Date	Supplier ID	Supplier Loc	Currency	Gross Invoice Amount	Paid Amount	Acctg Entries	Detail Lines	View Advice
5801Z	07521438	16518992	02/06/2018	[REDACTED]	000003	USD	39.00	39.00			View Advice

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