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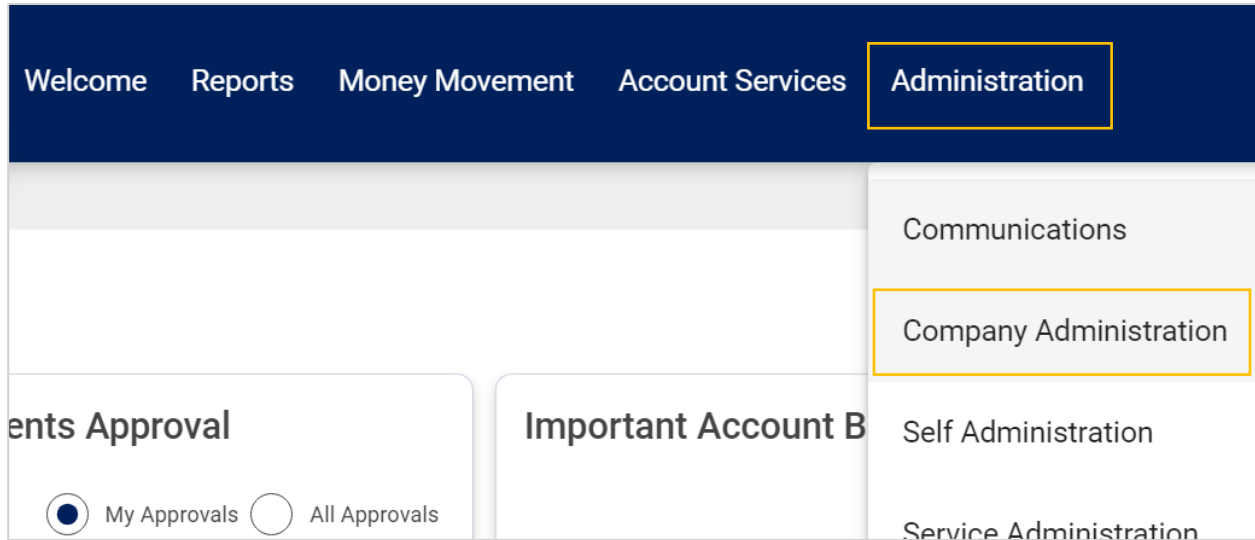
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ACH Returns and Notice of Change (NOC) Reporting

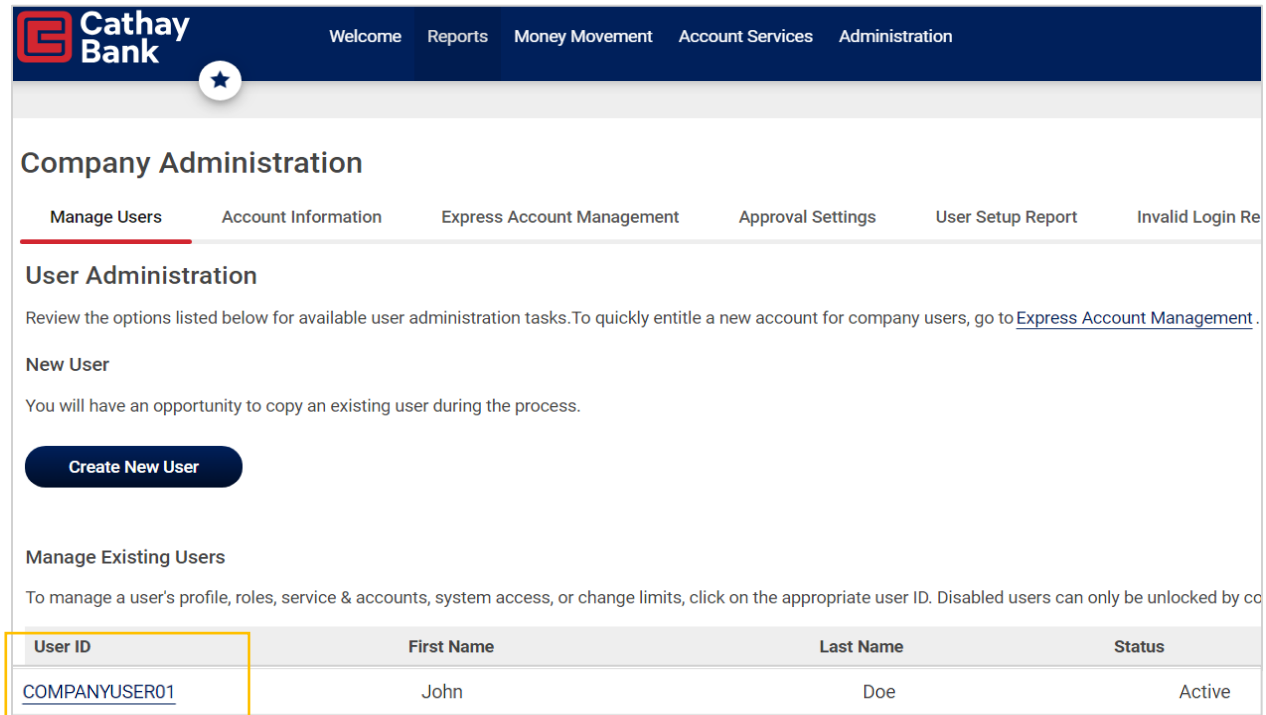
User Access Entitlement & Enabling Alert Notifications

User Access Entitlement

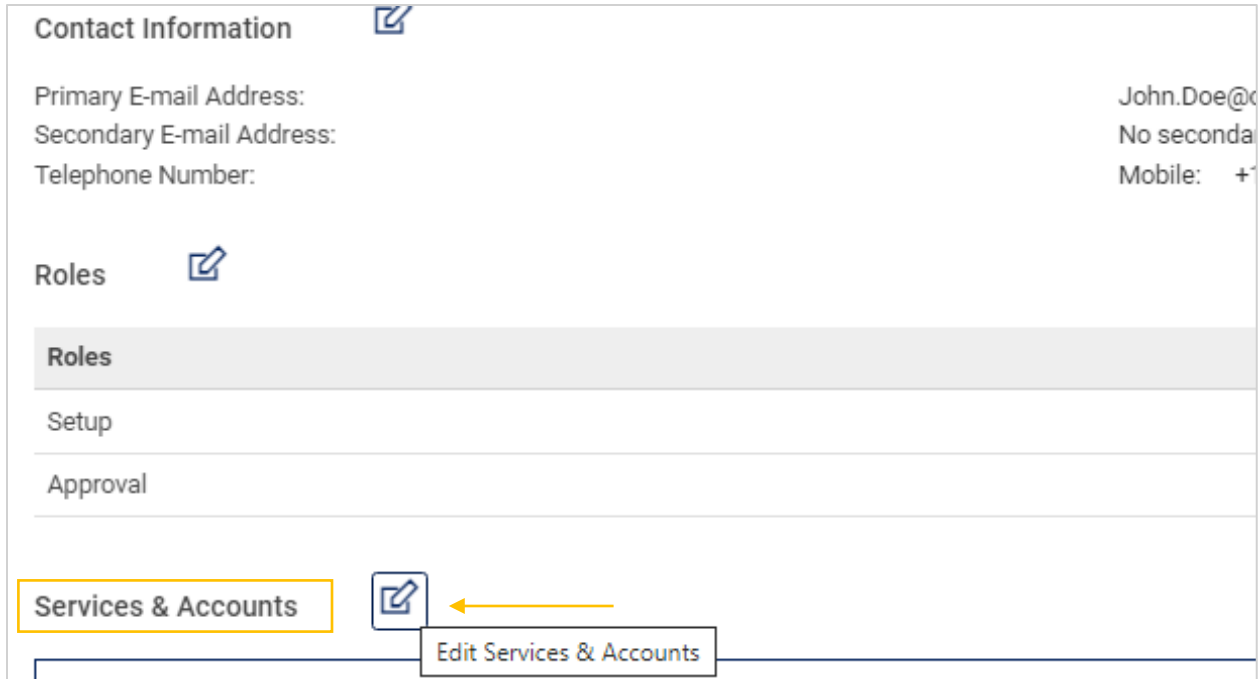
1. Select **Administration > Company Administration**.



2. Select **Manage Users** and then select the **User ID** of the person that is being given entitlement access to **ACH Reporting**.



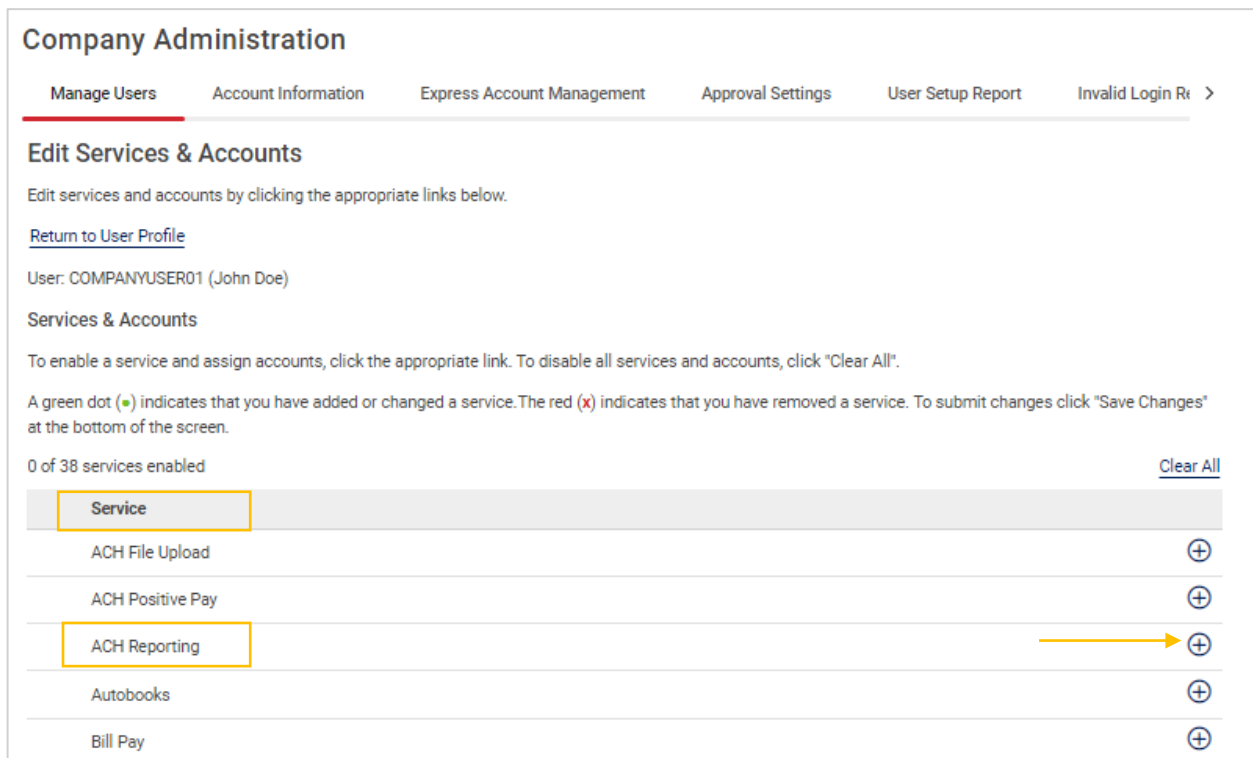
3. Under **Services & Accounts**, click on the **Edit Services & Accounts** icon.



The screenshot shows a user profile page with the following sections:

- Contact Information** (with an edit icon):
 - Primary E-mail Address: John.Doe@o
 - Secondary E-mail Address: No seconda
 - Telephone Number: Mobile: +
- Roles** (with an edit icon):
 - Roles
 - Setup
 - Approval
- Services & Accounts** (highlighted with a yellow box):
 - Edit Services & Accounts** (highlighted with a yellow box and arrow)

4. From the **Service** list, locate **ACH Reporting** and click the **circled plus icon** on the far right.



The screenshot shows the **Company Administration** page with the following navigation tabs: **Manage Users**, **Account Information**, **Express Account Management**, **Approval Settings**, **User Setup Report**, and **Invalid Login R**.

Edit Services & Accounts

Edit services and accounts by clicking the appropriate links below.

[Return to User Profile](#)

User: COMPANYUSER01 (John Doe)

Services & Accounts

To enable a service and assign accounts, click the appropriate link. To disable all services and accounts, click "Clear All".

A green dot (•) indicates that you have added or changed a service. The red (x) indicates that you have removed a service. To submit changes click "Save Changes" at the bottom of the screen.

0 of 38 services enabled [Clear All](#)

Service	
ACH File Upload	+
ACH Positive Pay	+
ACH Reporting	+
Autobooks	+
Bill Pay	+

5. After selecting the service, a **green dot** will appear next to the service name (ACH Reporting). The circled plus icon will change to a **circled x** icon and a message reading **Service enabled, accounts not applicable**.

Company Administration

[Manage Users](#) [Account Information](#) [Express Account Management](#) [Approval Settings](#) [User Setup Report](#) [Invalid Login Report](#) [ACH File SEC Codes](#)

Edit Services & Accounts

Edit services and accounts by clicking the appropriate links below.

[Return to User Profile](#)

User: COMPANYUSER01 (John Doe)

Services & Accounts

To enable a service and assign accounts, click the appropriate link. To disable all services and accounts, click "Clear All".

A green dot (•) indicates that you have added or changed a service. The red (x) indicates that you have removed a service. To submit changes click "Save Changes" at the bottom of the screen.

1 of 38 services enabled [Clear All](#)

Service	
ACH File Upload	+
ACH Positive Pay	+
• ACH Reporting	Service enabled, accounts not applicable. x
Autobooks	+
Bill Pay	+

6. Scroll to bottom of screen and select **Save Changes** to save all changes made.

Wire USD Intl One Time

Wire USD Intl Template Based

Save Changes **Do not save changes**

The following message will be displayed indicating the user was updated successfully.

User Profile

To edit the user's profile, click the appropriate edit link. To delete the user, click "Delete User". To modify the user's system access, click the edit link for User Information.

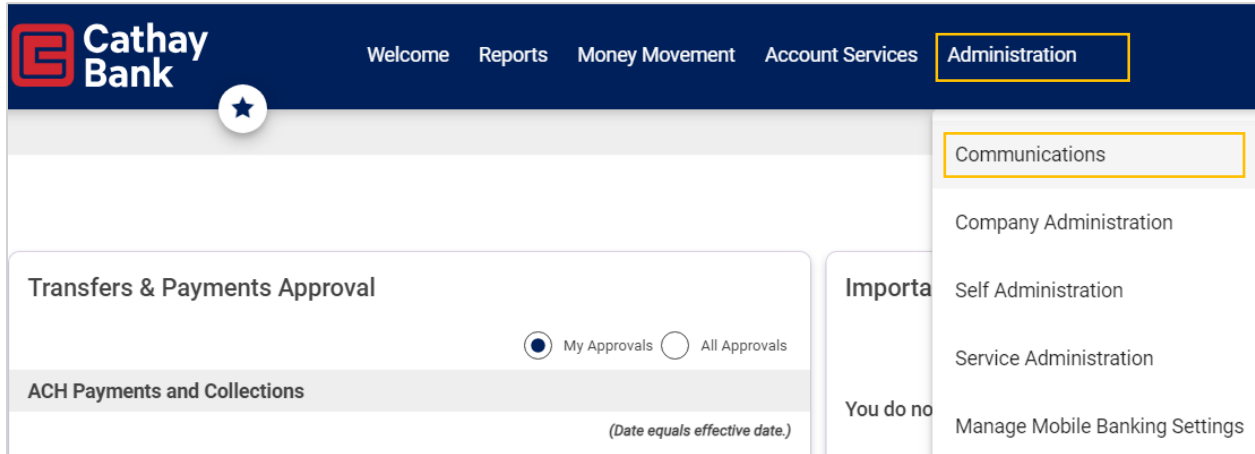
✓ **The user was updated successfully.**

User limits default to the associated company limits but may be changed. To review the approval settings, which may be impacted by this change, go to [Approvals Administration](#).

User Alert Enablement

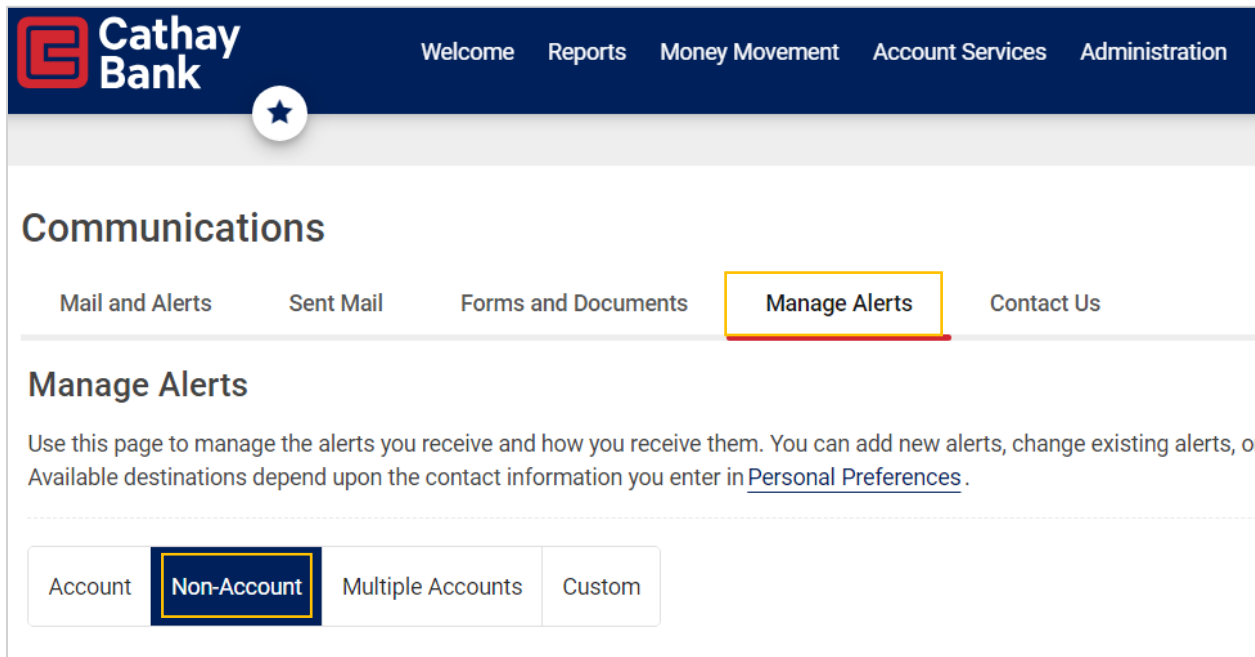
Each user entitled to ACH Reporting (Users and Administrators) must perform the following steps to receive an email Alert when a new ACH Report is available.

1. Navigate to **Administration > Communications**.



The screenshot shows the Cathay Bank website's Administration menu. The top navigation bar includes 'Welcome', 'Reports', 'Money Movement', 'Account Services', and 'Administration'. The 'Administration' menu is open, showing options: 'Communications', 'Company Administration', 'Self Administration', 'Service Administration', and 'Manage Mobile Banking Settings'. The 'Communications' option is highlighted with a yellow box. Below the menu, there are sections for 'Transfers & Payments Approval' with radio buttons for 'My Approvals' (selected) and 'All Approvals', and 'ACH Payments and Collections' with a note '(Date equals effective date.)'.

2. Select **Manage Alerts > Non-Account**.



The screenshot shows the 'Manage Alerts' page in the Cathay Bank system. The top navigation bar includes 'Welcome', 'Reports', 'Money Movement', 'Account Services', and 'Administration'. The 'Communications' section is active, with sub-tabs: 'Mail and Alerts', 'Sent Mail', 'Forms and Documents', 'Manage Alerts' (highlighted with a yellow box), and 'Contact Us'. Below the sub-tabs, the 'Manage Alerts' heading is followed by a paragraph: 'Use this page to manage the alerts you receive and how you receive them. You can add new alerts, change existing alerts, or Available destinations depend upon the contact information you enter in [Personal Preferences](#).' At the bottom, there are four tabs: 'Account', 'Non-Account' (highlighted with a yellow box), 'Multiple Accounts', and 'Custom'.

3. Locate the following alerts under the **Available** alerts section, then click on the circled plus icon.
 - **ACH Notice of Change Receive**
 - **ACH Return Report Created**

Available

Wire File Import Completed With Errors	+
User Telephone Number Changed	+
Updated User Entitlements	+
ACH Notice Of Change Received	→ +
ACH Returns Report Created	→ +

[Disclosure](#)

Got Questions? We can help +

4. Click the **box** to select the email address, then click **Add** to save the alert.

Available

Wire File Import Completed With Errors	
User Telephone Number Changed	
Updated User Entitlements	
ACH Notice Of Change Received <small>Notifies you when an ACH Notice of Change file is received.</small>	Send To: <input checked="" type="checkbox"/> Email John.Doe@cathaybank.com
<div style="display: flex; gap: 10px;"> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; background-color: #003366; color: white; border-radius: 5px;">Add</div> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; border-radius: 5px;">Cancel</div> </div>	
ACH Returns Report Created <small>Notifies you when an ACH Returns report is available.</small>	Send To: <input checked="" type="checkbox"/> Email John.Doe@cathaybank.com
<div style="display: flex; gap: 10px;"> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; background-color: #003366; color: white; border-radius: 5px;">Add</div> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; border-radius: 5px;">Cancel</div> </div>	

5. The alerts will now be visible under **Active** alerts section of Manage Alerts.

Communications

Mail and Alerts Sent Mail Forms and Documents **Manage Alerts** Contact Us

Manage Alerts

Use this page to manage the alerts you receive and how you receive them. You can add new alerts, change existing alerts, or delete non-mandatory alerts. Enabled alerts are always delivered to your online banking mailbox. Available

Account **Non-Account** Multiple Accounts Custom

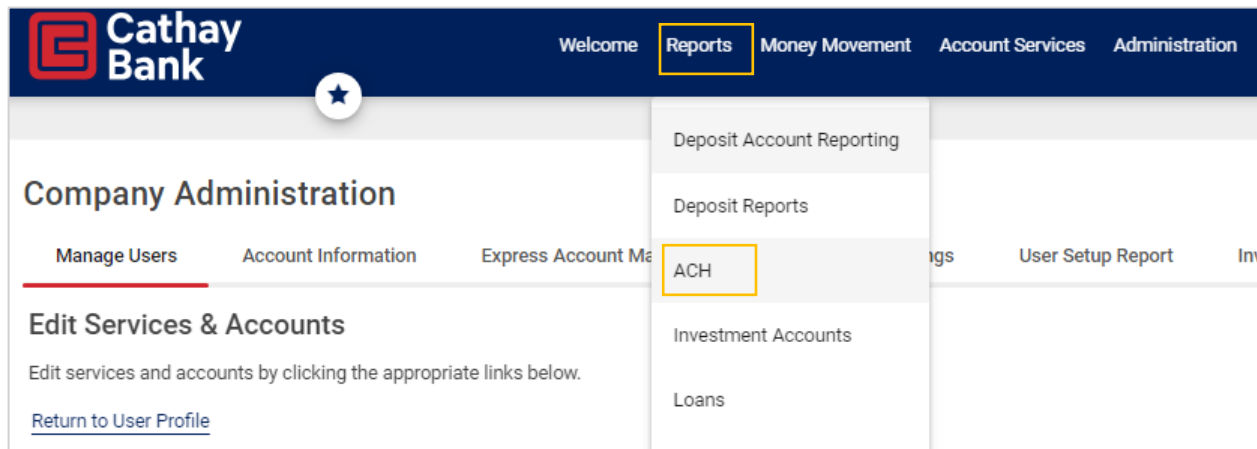
Active

E-mail Address Changed	Send To: John.Doe@cathaybank.com
Telephone Number Changed	Send To: John.Doe@cathaybank.com
Password Changed	Send To: John.Doe@cathaybank.com
ACH Notice Of Change Received	Send To: John.Doe@cathaybank.com
ACH Returns Report Created	Send To: John.Doe@cathaybank.com

Accessing and Viewing ACH Reports

To obtain information about an item that prompted an alert or to search for multiple items within a specified period.

1. Navigate to **Reports > ACH**.



Cathay Bank

Welcome **Reports** Money Movement Account Services Administration

Company Administration

Manage Users Account Information Express Account Management **ACH** User Setup Report

Edit Services & Accounts

Edit services and accounts by clicking the appropriate links below.

[Return to User Profile](#)

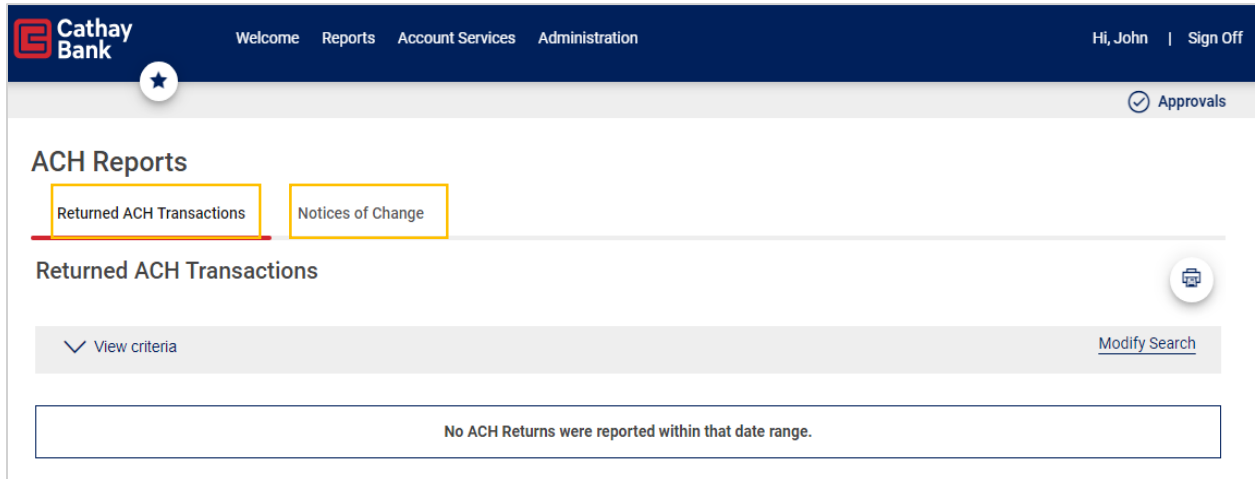
Deposit Account Reporting

Deposit Reports

Investment Accounts

Loans

2. You will have the option of selecting **Returned ACH Transactions** (default screen) or **Notices of Change**.



Cathay Bank | Welcome | Reports | Account Services | Administration | Hi, John | Sign Off

Approvals

ACH Reports

Returned ACH Transactions | Notices of Change

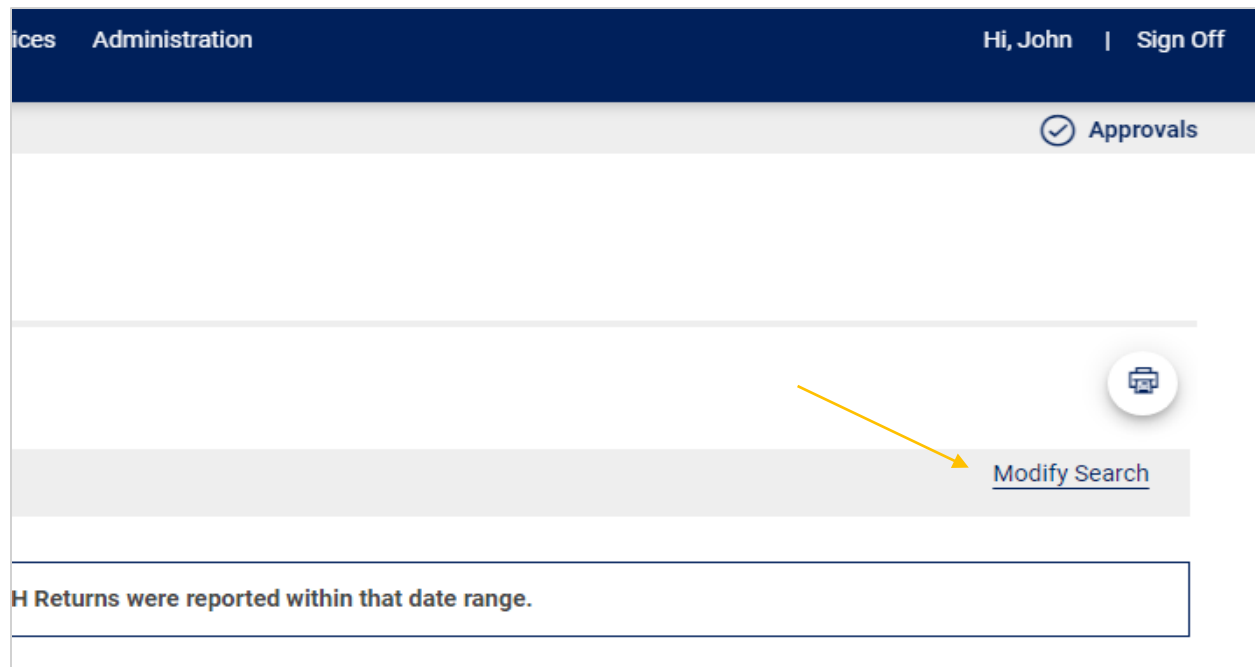
Returned ACH Transactions

View criteria | Modify Search

No ACH Returns were reported within that date range.

Report Search Feature

1. Click on **Modify Search** to open search field options.



ices | Administration | Hi, John | Sign Off

Approvals

Returned ACH Transactions

View criteria | **Modify Search**

No ACH Returns were reported within that date range.

2. Make selections in the available fields to specify search criteria for reports.
 - **Output To** = Report format options Screen (HTML), CSV, PDF, and NACHA (one selection per search)
 - **Company name/ID** = Search using a single ACH ID or multiple ACH ID's (if your company has multiple ACH ID's).
 - **Date** = Search for one specific date
 - **Date Range** = Search using a date range (date range limited to a maximum increment of three months per search).

ACH Reports

Returned ACH Transactions Notices of Change


Search ACH Returns

Output To:
Screen (HTML) ▼

Company name/ID
All company names/IDs ▼

Date

Specific Date

Date
09/15/2024 

Date Range

Search