



ACH from Start to Finish

Diversified Technology  
P.O. Box 949  
Bloomsburg, PA 17815  
Support Line: 800-537-8903 ext. 1  
[Support@DiversifiedTechnology.com](mailto:Support@DiversifiedTechnology.com)

# ACH From Start to Finish



## Contents

ACH Setup.....	3
Client Setup .....	3
System File Setup.....	3
Customer Direct Debit .....	5
Billing .....	7
ACH File Creation .....	7
ACH File Maintenance .....	8
Payment Processing.....	10
Changing ACH File Before Submitting to the Bank.....	12
Adding a customer to the ACH File .....	12
Removing a customer from the ACH File .....	13
Print Balance Differences.....	13
Changing the Amount.....	14



## ACH Setup

### Client Setup

The ACH process in Diversified Billing System starts with setup at the bank. When requesting setup for ACH, you will be asked two questions:

1. Does the bank accept a NACHA file?  
A Nacha file is a text file that is uploaded to their bank's website with the bank information of each customer. This file also includes the information of what the bank calls the "originator." The originator is the client's information.
2. Should that file be balanced or unbalanced?  
Nacha files can be balanced or unbalanced. A balanced file includes the transactions for each customer, and an offsetting record of the total amount of the client's bank information. This is called an offset record and is used to balance the file. An unbalanced file includes records for each customer, and no offset record.

### System File Setup

Setup begins in the system file under the ACH tab.

Information Required for System File Setup:

1. The client's official bank name
2. The bank routing number – this should always be 9 digits, if it begins with a zero, the system will automatically truncate that digit. You should not be concerned about this.
3. Account number where deposits will be made.
4. Official company name.
5. IRS Employer ID – The client's IRS ID (EIN)

Utility Billing System File

<b>Company Name</b>	Diversified Technology		
<b>Address</b>	Diversified Technology		
	946 RAILROAD AVENUE		
<b>City, State Zip</b>	Bloomsburg	PA	17815-
<b>Phone #</b>	(570) 245-0050		

Defaults Options Receipts Billing Aging UDF Custom ACH Backup

<b>Bank Name</b>	ANYTOWN BANK		
<b>Bank Routing/Transit #</b>	241272066		
<b>Account #</b>	022222222		
<b>Company Name</b>	DIVERSIFIED		
<b>IRS Employer ID #</b>	256007513		
<b>ACH Export Program</b>			
<b>ACH Pay Location Code</b>	AC		
<b>Prenote</b>	<input type="checkbox"/>		
<b>ACH Import program</b>			
<b>ACH for Final Bills</b>	<input checked="" type="checkbox"/>		
<b>Balanced ACH File</b>	<input checked="" type="checkbox"/>		
<b>Add Accounts to batch not in original billing</b>	<input checked="" type="checkbox"/>		

The ACH pay location code will auto populate to your batch when you process your receipts.

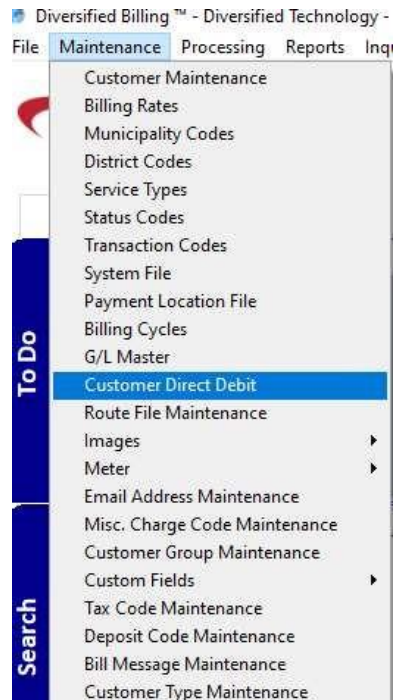
If the checkbox for 'ACH for Final Bills' is checked, the system will generate ACH files to send to the bank for final billings. If unchecked, the system will not generate these files.

The checkbox labeled 'Balanced ACH File' is checked if the client noted that their bank wants a 'balanced ach file' (This answer comes from the questions the client asks the bank on setup).

The checkbox for 'Add Account to batch not in original billing' is checked if the client would like to be able to add new people to the ACH batch after the file was created during the billing.

## Customer Direct Debit

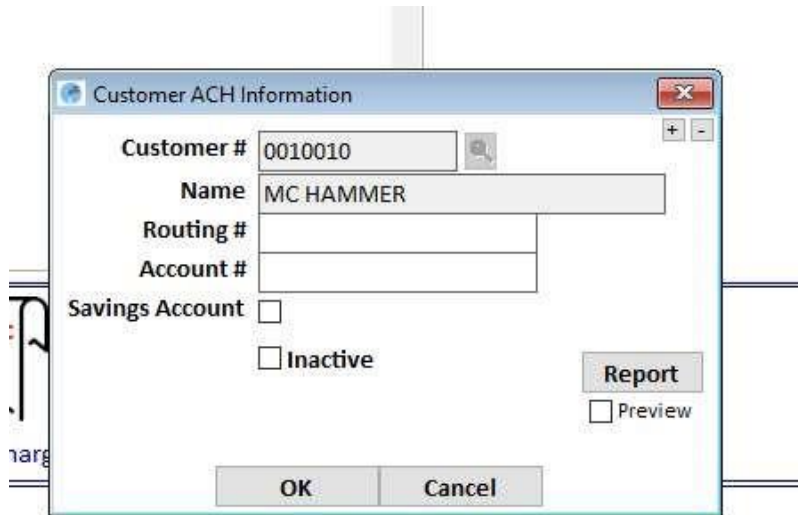
After ACH details are recorded in the System File, customer accounts can then be added to this payment option. Customer direct debit is the client's way of adding their customer base to ACH as they sign up.



Use the magnifying glass to select a customer. If the customer is not currently signed up for ACH, the system will ask you if you would like to add a record for the customer.



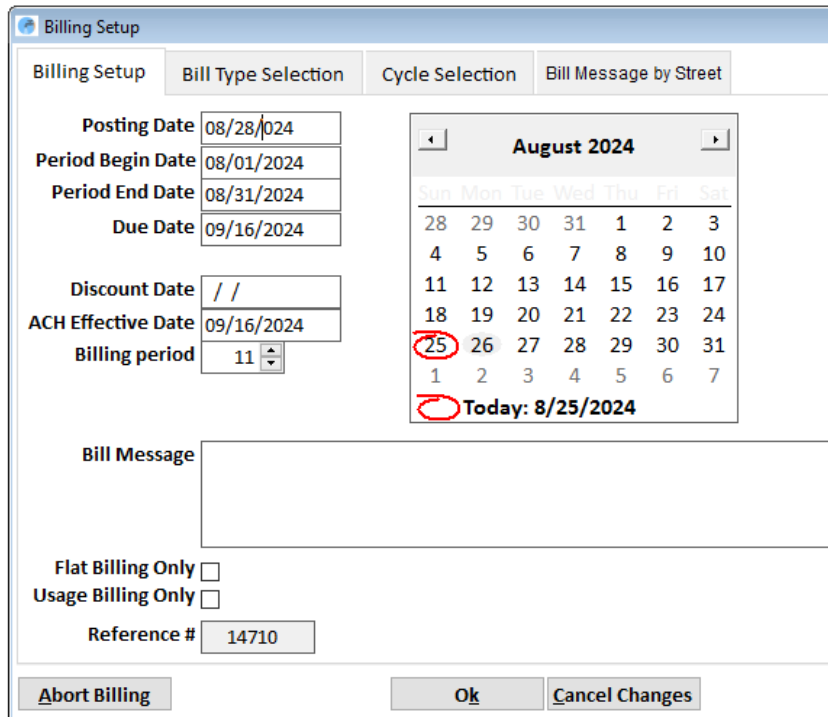
In the following screen, you can add or edit the routing number and account number. Check the box for savings account for savings, leave it unchecked for checking account.

A screenshot of a software dialog box titled "Customer ACH Information". The dialog box has a standard Windows-style title bar with a close button (X) and zoom controls (+ and -). Inside the dialog, there are several input fields: "Customer #" with the value "0010010", "Name" with the value "MC HAMMER", "Routing #" (empty), and "Account #" (empty). Below these fields are two checkboxes: "Savings Account" (unchecked) and "Inactive" (unchecked). To the right of these checkboxes is a "Report" button and a "Preview" checkbox (unchecked). At the bottom of the dialog are "OK" and "Cancel" buttons. The dialog box is overlaid on a background that shows parts of other windows, including one with the word "Charge" visible.

If the customer is active in Customer Direct Debit and selected to receive a bill during the billing process (based on billing cycle, service type, etc.), they will be included in the ACH file that is created during the bill process.

## Billing

**ACH DATE** - The ACH date is the date you plan to have the ACH file clear the bank. This date is originally established in the job setup on the billing process and will be verified as a valid date when the file is sent to the bank.



**Billing Setup**

Posting Date: 08/28/2024  
 Period Begin Date: 08/01/2024  
 Period End Date: 08/31/2024  
 Due Date: 09/16/2024  
 Discount Date: / /  
 ACH Effective Date: 09/16/2024  
 Billing period: 11

**August 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

**Today: 8/25/2024**

Bill Message

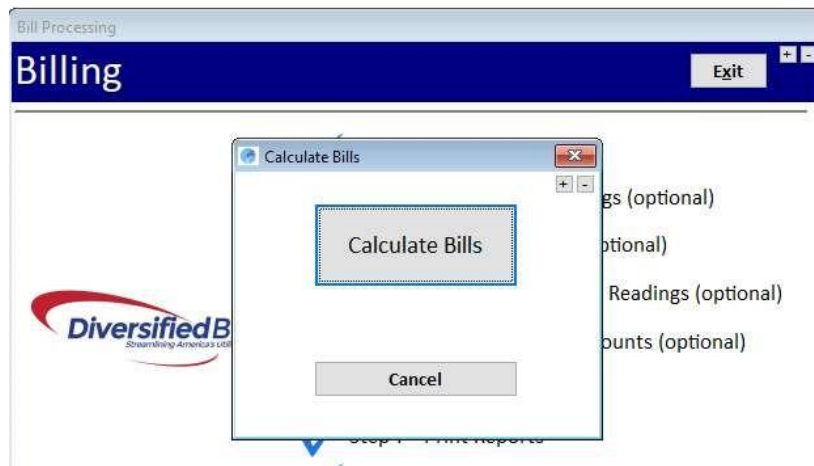
Flat Billing Only ☐  
 Usage Billing Only ☐

Reference #: 14710

Abort Billing Ok Cancel Changes

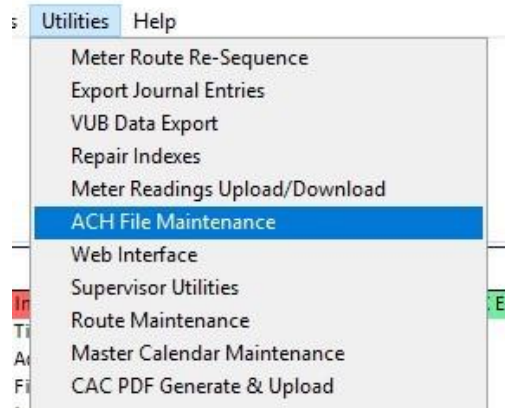
## ACH File Creation

During Step 6 – Calculate Bills, the billing system creates the ACH file that is sent to the bank. The ACH file is properly called a NACHA file because of the structure but can be plainly viewed in notepad.



## ACH File Maintenance

After the billing is updated in Step 9, the only way to edit the ACH transactions is through ACH file maintenance on the Utilities tab.



In ACH File Maintenance:

You can type directly in the amount field to change the amount that will be withdrawn from the customer's bank account.

The 'Print Balance differences' button will show you any customers that have a different balance on their account than they did when the ACH file was created. After viewing the report, the





## ACH from Start to Finish

system will ask you if you would like to update the amounts with what is on the balance difference report.

You can also change the ACH date on this page and update the file with a new date before sending it to the bank.

Using the 'add' button will allow you to add new customers who have signed up for ACH after the billing processing.

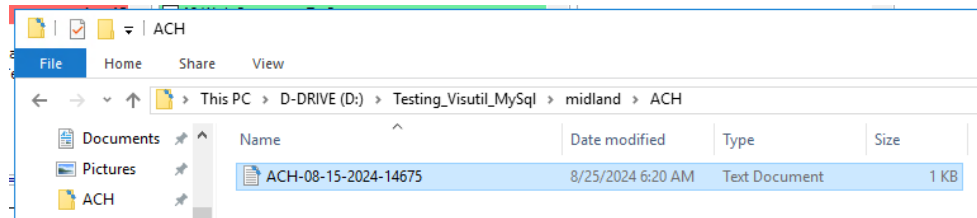
You can click the refresh button to view your changes. You must click the process button to regenerate the ACH file and save changes.

The screenshot shows a software window titled "ACH Batch Maintenance". It contains a form with the following elements:

- Select Billing:** A dropdown menu showing "014675-JUL-25-2024".
- ACH Date:** A text field containing "08/15/2024".
- Hide Final Billings:** A checkbox that is currently checked.
- Batch Total:** A text field showing "10957.94".
- Total Customers:** A text field showing "2".
- Refresh:** A button located to the right of the totals.
- Table:** A table with four columns: "Customer #", "Name", "Amount", and "Remove". It contains two rows:

Customer #	Name	Amount	Remove
7001-01	MIDCREST HOMES	10595.20	<input type="checkbox"/>
7026-01	SUBWAY	362.74	<input type="checkbox"/>
- Add:** A button at the bottom left.
- Print List** and **Print Balance Differences:** Two buttons at the bottom right.
- Process** and **Exit:** Two buttons at the very bottom.

By default, the ACH file is created in the client's data folder, in a subfolder called ACH.



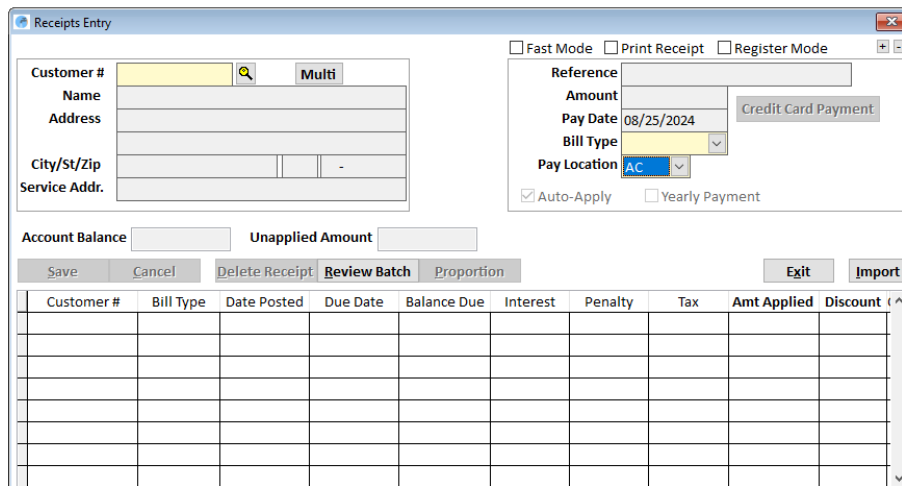
The client will select this file to upload on their bank's website, typically 1 to 2 days before the ACH date. The bank will respond, indicating the file was accepted and what the total deposit is.

### Payment Processing

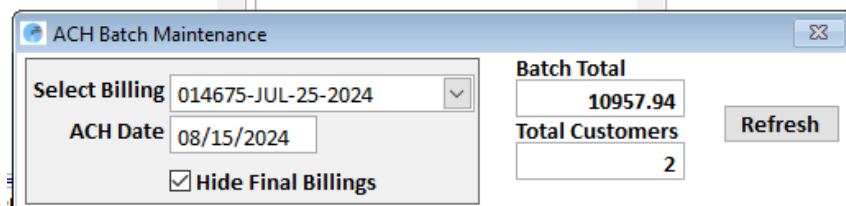
Payments should be processed in the billing system after you receive notification that the bank indicates they have accepted the NACHA file and responds with the total of the deposit. This allows you to verify the total amount accepted by the bank matches the billing system.

It is important to select the current Pay Location. In the example below AC stands for ACH. Remember this is important for looking up information in the future by Pay Location.

Use the import options in step 2 of receipts entry to import the ACH payments.



You will need the posting date and reference number of the billing batch. This information can be found under Utilities and ACH File Maintenance.



ACH Batch Maintenance

Select Billing: 014675-JUL-25-2024

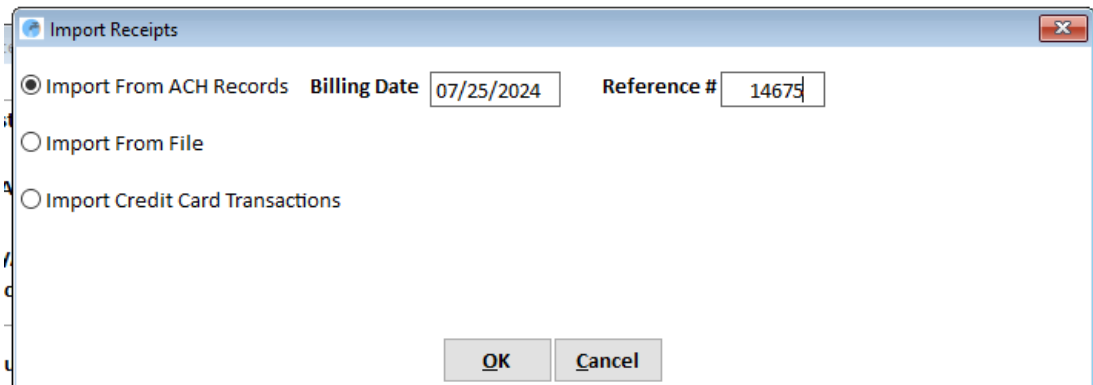
ACH Date: 08/15/2024

☒ Hide Final Billings

Batch Total: 10957.94

Total Customers: 2

Refresh



Import Receipts

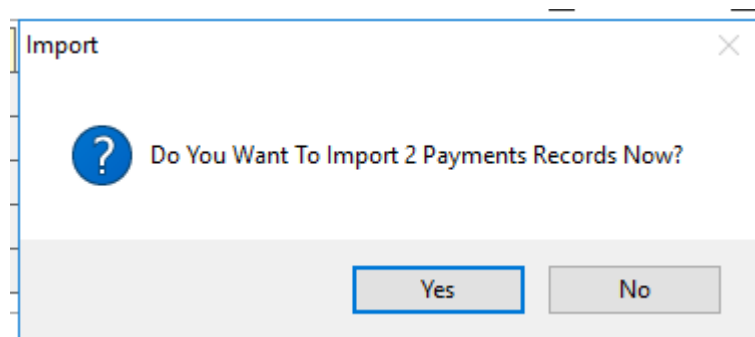
☒ Import From ACH Records    Billing Date: 07/25/2024    Reference #: 14675

☐ Import From File

☐ Import Credit Card Transactions

OK    Cancel

The system will tell you the total number of payments and ask if you would like to import.



Import

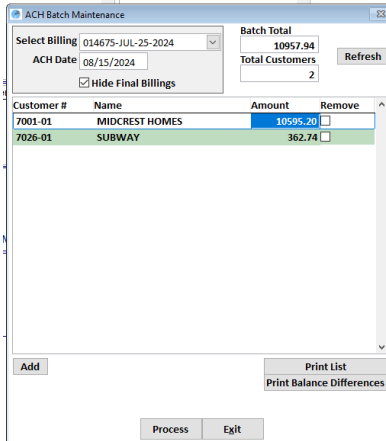
Do You Want To Import 2 Payments Records Now?

Yes    No

ALWAYS verify the amount on your receipt register matches the amount that was sent to the bank before updating.

## Changing ACH File Before Submitting to the Bank

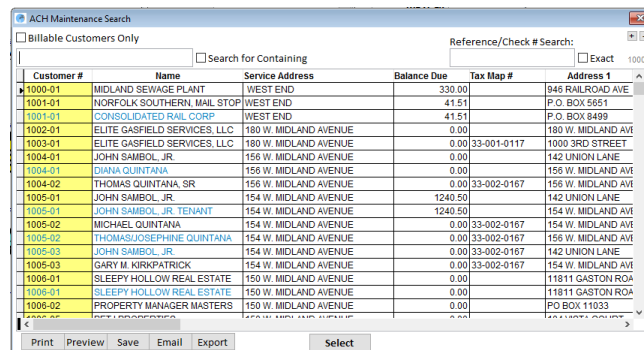
The ACH file can be changed before submitting the file to the bank and processing the payments in the billing system. You can do this under Utilities – ACH File Maintenance. Make sure you have selected the correct ACH file to change.



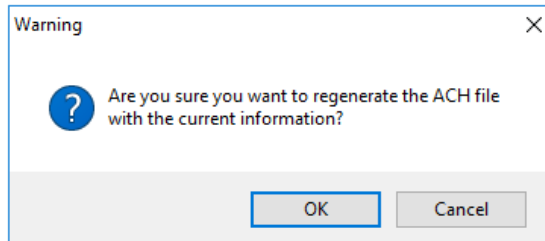
Customer #	Name	Amount	Remove
7001-01	MIDCREST HOMES	10995.20	<input type="checkbox"/>
7026-01	SUBWAY	362.74	<input type="checkbox"/>

## Adding a customer to the ACH File

Select the Add button and select the customer that you want to add to the ACH file. Once added you will want to process. A message will show asking if you are sure you want to regenerate, and this will change the ACH file that will be submitted to the bank. Make sure you select okay to change the ACH file.



Customer #	Name	Service Address	Balance Due	Tax Map #	Address 1
1000-01	MIDLAND SEWAGE PLANT	WEST END	330.00		946 RAILROAD AVE
1001-01	NORFOLK SOUTHERN, MAIL STOP	WEST END	41.51		P.O. BOX 5651
1001-01	CONSOLIDATED RAIL CORP	WEST END	41.51		P.O. BOX 8499
1002-01	ELITE GASFIELD SERVICES, LLC	180 W. MIDLAND AVENUE	0.00		180 W. MIDLAND AVE
1003-01	ELITE GASFIELD SERVICES, LLC	180 W. MIDLAND AVENUE	0.00	33-001-0117	1000 3RD STREET
1004-01	JOHN SAMBOL, JR.	156 W. MIDLAND AVENUE	0.00		142 UNION LANE
1004-01	DIANA QUINTANA	156 W. MIDLAND AVENUE	0.00		156 W. MIDLAND AVE
1004-02	THOMAS QUINTANA, SR.	156 W. MIDLAND AVENUE	0.00	33-002-0167	156 W. MIDLAND AVE
1005-01	JOHN SAMBOL, JR.	154 W. MIDLAND AVENUE	1240.50		142 UNION LANE
1005-01	JOHN SAMBOL, JR. TENANT	154 W. MIDLAND AVENUE	1240.50		154 W. MIDLAND AVE
1005-02	MICHAEL QUINTANA	154 W. MIDLAND AVENUE	0.00	33-002-0167	154 W. MIDLAND AVE
1005-02	THOMAS JOSEPHINE QUINTANA	154 W. MIDLAND AVENUE	0.00	33-002-0167	156 W. MIDLAND AVE
1005-03	JOHN SAMBOL, JR.	154 W. MIDLAND AVENUE	0.00	33-002-0167	142 UNION LANE
1005-03	GARY M. KIRKPATRICK	154 W. MIDLAND AVENUE	0.00	33-002-0167	154 W. MIDLAND AVE
1006-01	SLEEPY HOLLOW REAL ESTATE	150 W. MIDLAND AVENUE	0.00		11811 GASTON ROA
1006-01	SLEEPY HOLLOW REAL ESTATE	150 W. MIDLAND AVENUE	0.00		11811 GASTON ROA
1006-02	PROPERTY MANAGER MASTERS	150 W. MIDLAND AVENUE	0.00		PO BOX 11033



Warning

Are you sure you want to regenerate the ACH file with the current information?

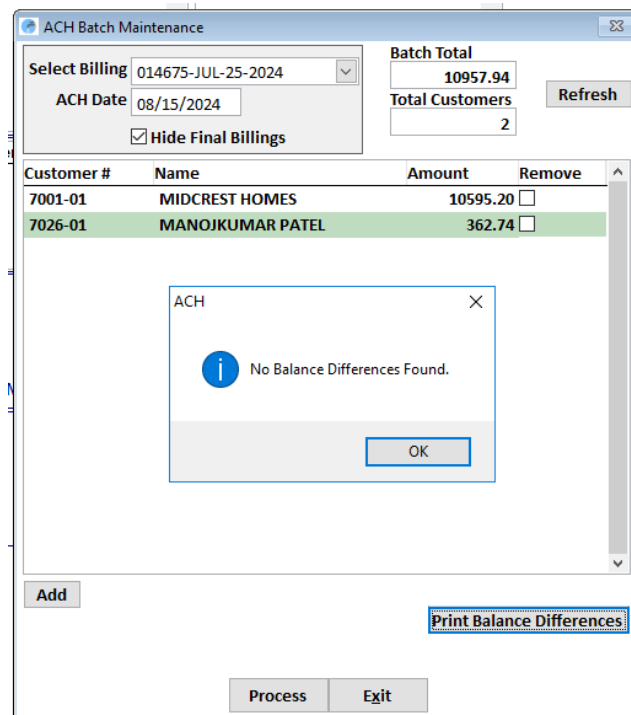
OK Cancel

## Removing a customer from the ACH File

To remove a customer from the ACH file, select the box next to the customer's name and then select the process button. It will give you a message asking if you are sure you want to regenerate and select OK. This will remove the customer and update the ACH file.

## Print Balance Differences

Using this feature will allow you to see if there are differences between the file and the customer's account in the billing system. If there are differences it will provide a list and then you can determine if you want to correct the differences or remove the customer from the ACH batch.

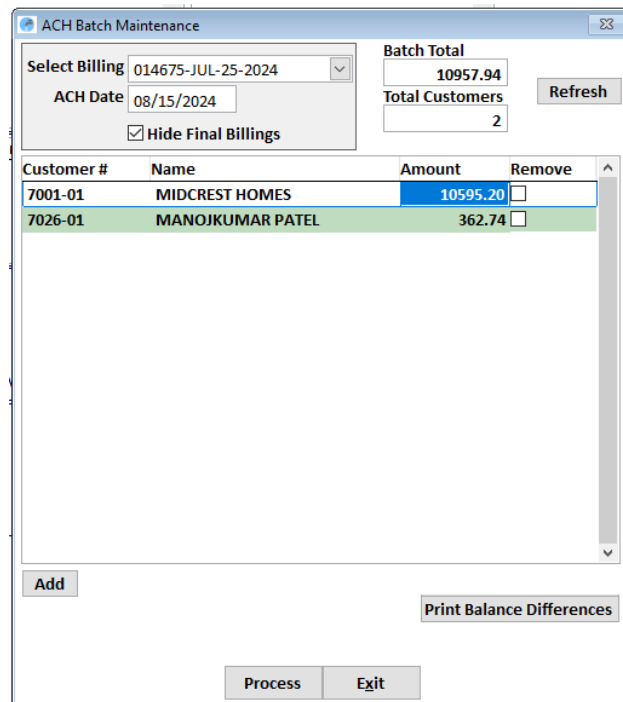


The screenshot shows the 'ACH Batch Maintenance' window. It includes a 'Select Billing' dropdown set to '014675-JUL-25-2024', an 'ACH Date' field set to '08/15/2024', and a checked 'Hide Final Billings' checkbox. To the right, the 'Batch Total' is '10957.94' and 'Total Customers' is '2'. A 'Refresh' button is present. Below this is a table with columns: Customer #, Name, Amount, and Remove. The table lists two customers: '7001-01 MIDCREST HOMES' with an amount of '10595.20' and '7026-01 MANOJKUMAR PATEL' with an amount of '362.74'. Each row has an unchecked checkbox in the 'Remove' column. A modal dialog box titled 'ACH' is open in the center, displaying an information icon and the message 'No Balance Differences Found.' with an 'OK' button. At the bottom of the main window are buttons for 'Add', 'Print Balance Differences' (highlighted with a red box), 'Process', and 'Exit'.

Customer #	Name	Amount	Remove
7001-01	MIDCREST HOMES	10595.20	<input type="checkbox"/>
7026-01	MANOJKUMAR PATEL	362.74	<input type="checkbox"/>

## Changing the Amount

You can also manually change an amount in the ACH file by highlighting the amount and putting the correct amount in. You will then need to process the ACH file so changes can be made.



The screenshot shows the 'ACH Batch Maintenance' window. It includes a 'Select Billing' dropdown set to '014675-JUL-25-2024', an 'ACH Date' field set to '08/15/2024', and a checked 'Hide Final Billings' checkbox. To the right, a 'Batch Total' of 10957.94 and 'Total Customers' of 2 are displayed, along with a 'Refresh' button. Below this is a table with columns: Customer #, Name, Amount, and Remove. Two rows are visible: '7001-01 MIDCREST HOMES' with an amount of 10595.20 (highlighted in blue), and '7026-01 MANOJKUMAR PATEL' with an amount of 362.74 (highlighted in green). At the bottom, there are buttons for 'Add', 'Print Balance Differences', 'Process', and 'Exit'.

Customer #	Name	Amount	Remove
7001-01	MIDCREST HOMES	10595.20	<input type="checkbox"/>
7026-01	MANOJKUMAR PATEL	362.74	<input type="checkbox"/>

Here are five multiple-choice questions based on the content provided, along with the correct answers:

**1. What is the purpose of the offset record in a balanced ACH file?**

- A. To provide a summary of individual transactions.
- B. To balance the total amount of the client's bank information with transaction records.
- C. To identify discrepancies between customer accounts.
- D. To list all customers included in the ACH file.

**Correct Answer: B. To balance the total amount of the client's bank information with transaction records.**

**2. In the ACH File Maintenance section, what does the 'Print Balance Differences' button do?**

- A. It allows users to print a report of all transactions.
- B. It shows differences between the file and the customer's account balances and prompts for corrections.
- C. It generates a list of all customers in the ACH file.

D. It provides a summary of the total deposit amount.

**Correct Answer: B. It shows differences between the file and the customer's account balances and prompts for corrections.**

---

**3. What should you verify before updating the payment processing in the billing system?**

- A. The customer's account details and routing numbers.
- B. The bank's acceptance of the NACHA file and the total deposit amount.
- C. The ACH file location on the client's data folder.
- D. The billing cycle and service type for each customer.

**Correct Answer: B. The bank's acceptance of the NACHA file and the total deposit amount.**

---

**4. What does the checkbox labeled 'ACH for Final Bills' control?**

- A. Whether new customers can be added to the ACH file after billing.
- B. Whether the ACH file should include transactions for final billings.
- C. Whether the ACH file will be balanced or unbalanced.
- D. Whether to include a summary of individual transactions in the file.

**Correct Answer: B. Whether the ACH file should include transactions for final billings.**

---

**5. How can you add a new customer to an existing ACH file?**

- A. By updating the customer's account information during the billing process.
- B. By using the 'Add' button in the ACH File Maintenance section and selecting the customer.
- C. By editing the ACH file in Notepad before submission to the bank.
- D. By including the customer's details in the initial setup file.

**Correct Answer: B. By using the 'Add' button in the ACH File Maintenance section and selecting the customer.**