

Frequently Asked Questions: *ACH Electronic Payments*

1. What is an ACH transaction?

ACH is a specific type of an EFT (Electronic Funds Transfer) that allows funding and vendor payments to be electronically transferred to an authorized bank account in a safe and timely manner without the use of a paper check. Allegany Franciscan Ministries' electronic payments are made via the **Automated Clearing House (ACH)**, which is a secure network connecting all U.S. financial institutions.

2. Is there a cost to participate in ACH?

Allegany Franciscan Ministries will not charge an initial or recurring fee for participation in ACH and it does not assess a per-transaction fee to grant partners or vendors/contractors. Allegany Franciscan Ministries also assumes full responsibility for any costs incurred to execute ACH transactions. While not common, please check with your bank to see if there is a charge to you as the payment recipient to receive ACH electronic payments.

3. May I choose to receive a paper check instead of ACH?

Allegany Franciscan Ministries' use of ACH payments reflects a commitment to operational excellence and financial stewardship, and is a continued goal of making prompt and secure payments to funding partners and vendors/consultants for the goods and services provided. For new or active approved grant requests, grant partners will have the option to choose either "ACH" or "Check" payment type for future payments; vendors/contractors will have the same option. If you are currently signed up to receive ACH payments and there is a need to opt out, please contact the appropriate Allegany Franciscan Ministries staff member using the contact information at the bottom of this document.

4. Where do I find the banking information to submit?

Most often, the required routing and account number for ACH can be found on organization or company paper checks. Please refer to the image below to locate the information on your check. We encourage you to contact your organization's or company's bank representative to confirm proper ACH bank routing information.



5. How secure is my banking information?

Completed *ACH Authorization Forms* received by Allegany Franciscan Ministries are protected and held in a secure manner. In addition to using DocuSign as a secure, online platform to sign and transmit the completed form and voided check (or bank letter), we will also store an electronic copy there as well. We will not maintain a paper copy of any banking information and will never send banking documents or information via regular email. Finally, we have established detailed, internal controls and procedures to approve and initiate ACH transfers.

6. How will I be notified my completed form and voided check (or bank letter) was received?

Within three business days of receiving your completed *ACH Authorization Form* and voided check (or bank letter) you will receive an email acknowledging receipt of your information.

7. How will I know a payment has been made?

An email notification will be sent indicating that an electronic payment has been made. The person listed on the *ACH Authorization Form* to be contacted when payment is made will receive the notice.

8. How long does it take for a payment to post?

ACH transactions typically take about three to five days to fully process and post to your account.

9. What if bank information changes? How should I inform of this change?

To update banking information, please send a request for a new *ACH Authorization Form* to the appropriate Allegany Franciscan Ministries staff person using the contact information at the bottom of this document. The new form will be sent to you via the secure DocuSign platform and you will be instructed to submit your updated banking information through DocuSign as well (you should never send your banking information to us through regular email). Incorrect banking information may result in delayed payments.

10. What if an incorrect payment or payment amount is credited to my bank account?

Allegany Franciscan Ministries reserves the right to correct an incorrect payment or payment amount applied to the payee's bank account. While this is rare, it may happen that a credit entry is made in error. In such a circumstance, the person listed on the *ACH Authorization Form* who was contacted when the payment was made will be notified and the account will be debited for the incorrect credit payment or payment amount.

Have more questions or need assistance?

- Grant Partners - Contact Carla Batts at 727-507-9668 or cbatts@afmfl.org
- Vendors/Consultants – Contact Dani DeBois at 727-507-9668 or ddebois@afmfl.org