

ACH

User Guide



Acronyms and their Abbreviations

This section contains the acronyms used in this document and their corresponding full forms to enhance user comprehension.

Abbreviation	Full Form
ISO	Independent Sales Organization
Sub-ISO	Subsidiary Independent Sales Organization

Introduction

The term "ACH" is an acronym for Automatic Clearing House, denoting a system primarily employed in business-to-business transactions. This payment method, characterized by bank-to-bank transfers, comprises two fundamental transaction types: ACH credit and ACH debit.

In ACH credit transactions, the initiator, or sender, authorizes a bank to transfer funds from their account to the recipient's account. In ACH debit transactions, the initiator requests the withdrawal of funds from the recipient's account to their own. While consumers occasionally initiate ACH credit transactions, such as making bill payments through online banking portals or peer-to-peer payments via applications, the predominant actors in ACH transactions are companies or government agencies. If they transfer funds to individuals through the ACH network, it constitutes an ACH credit. If they withdraw funds for payment via the ACH network, it constitutes an ACH debit.

Objective & Scope

This comprehensive document has been created to serve as a knowledge base for the ISOs, sub-ISOs, merchants, and operators on the new exclusive feature, the ACH. The primary audience for this document includes ISOs, sub-ISOs, merchants, and operators.

The document's scope includes:

1. Provide an in-depth overview of ACH offering by introducing the feature and outlining the benefits it offers to ISOs, sub-ISOs, merchants, and operators.
2. Offering a step-by-step guide for admin to enable or disable the ACH feature for their respective ISOs and sub-ISOs.
3. Offering a step-by-step guide for ISOs and sub-ISOs on enabling or disabling the ACH feature for their respective merchants.

Prerequisites

1. Access to the ACH feature is exclusive to ISOs & merchants and is facilitated through the Valor Portal. As a prerequisite, merchants must have login access to the Valor Portal. The link to portal is <https://vponline.valorpaytech.com/login>.

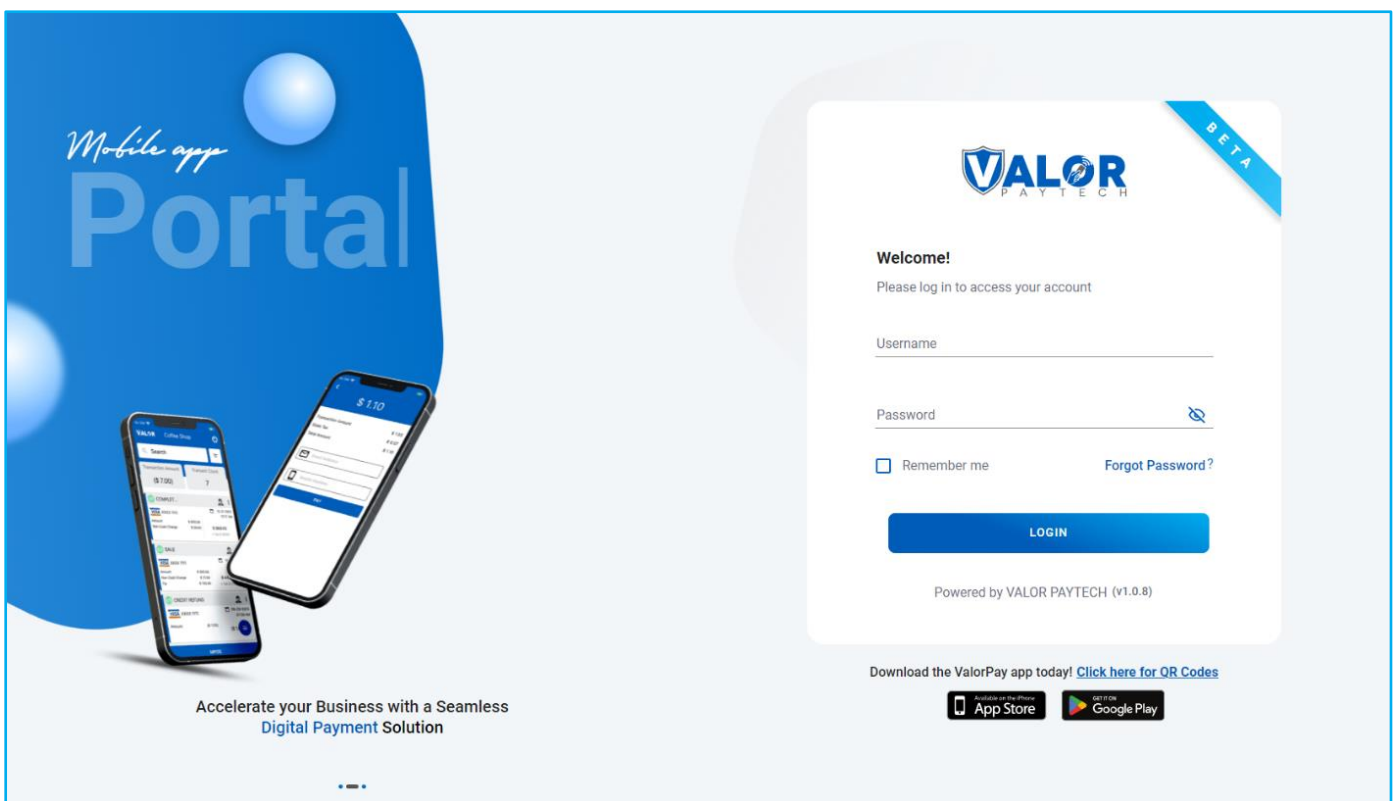


Figure 1: Screenshot of the improved portal login screen

2. The ACH feature is available to the subscribed ISOs only. The ACH feature is available to subscribed merchants once access is granted by their respective ISO or sub-ISO. ISO or sub-ISO users can enable or disable this module for their merchants as required, and merchants can do the same for their operators.

Benefits of ACH

In the realm of financial transactions, ACH stands as a pivotal system offering an array of unparalleled benefits, making them the preferred choice for businesses and merchants. Major benefits of the ACH feature are as follows:

- **Confidentiality and Security:** ACH transactions prioritize the confidentiality of card information and with the collected account number details we employ encryption to secure the information.
- **No Eligibility Criteria:** ACH eliminates complex eligibility criteria for ISOs and merchants, especially catering to the requirements of business-to-business payments.
- **Detailed Insights:** Our system offers detailed updates and insights within a maximum timeframe of 48 hours, keeping you informed about the status of your transactions and enhancing transparency and accountability.
- **Environmentally Responsible Solution:** By opting for the environmentally conscious and highly efficient ACH solution, the ACH-enabled e-invoices and Pay Now Links, help your business align with a greener future. It helps to minimize paper usage and thereby reduce the carbon footprint.

ACH Feature Access & Transaction Procedures: Step-by-Step Guide

Step 1: Access Authorization: ACH Provider Admin Enables ACH Feature for ISOs & sub-ISOs

The ACH feature is available to subscribed ISOs. During the onboarding process, enrolled ISOs can authorize the ACH feature for their merchants as an available module under the User Management module. Only if the admin enables the ACH option here, it will be available for its ISOs and sub-ISOs. Two vendors will be available in the dropdown under the ACH option.

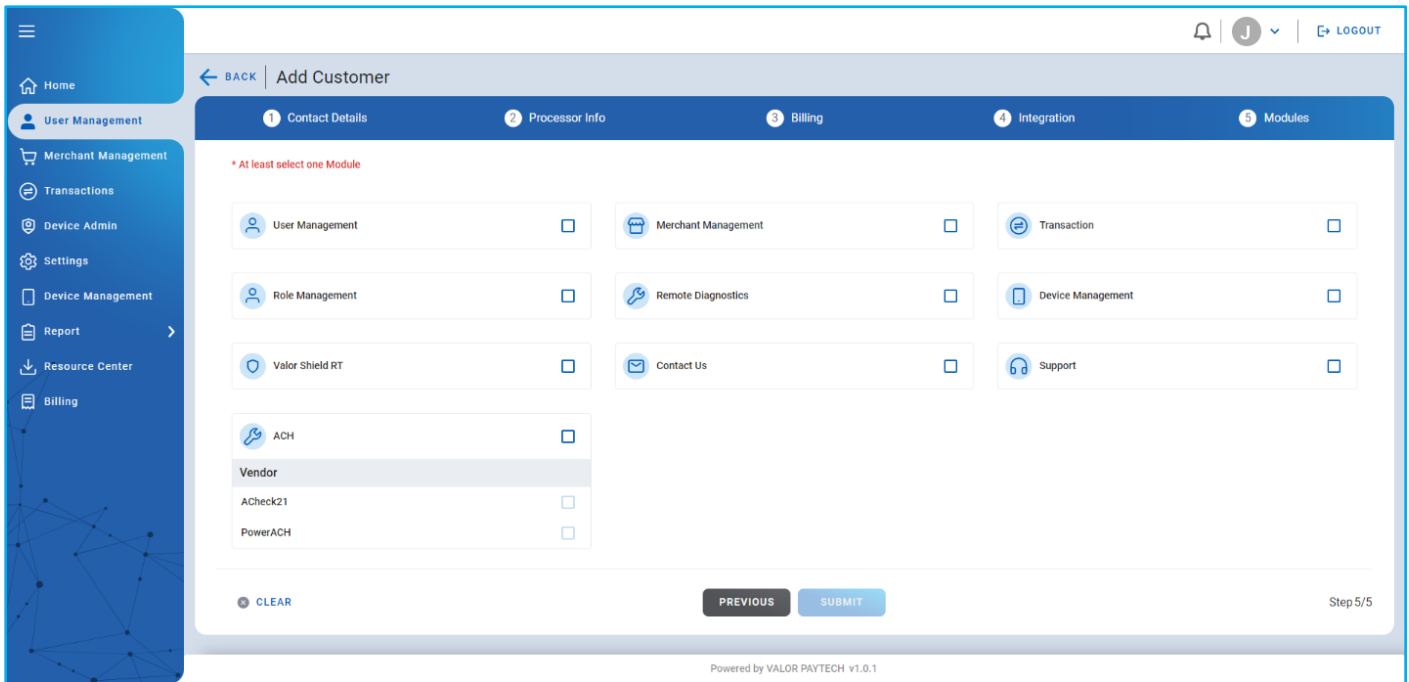


Figure 2: Screenshot of the improved portal showcasing the user management module

Step 2: ISOs Enable the ACH Feature for Merchants: Step-by-Step Instructions for ISOs

As an ISO, you can enable the ACH feature for new Merchants via the Boarding Process.

How to enable the ACH feature for a new merchant

1. Log in to your Valor Portal using your ISO login credentials.
2. Navigate to Merchant Management module and select Add New, followed by Full Board.

DBA	Name	Boarded on	Email	Phone Number	Owned By	Stores	Devices	Status	TXN Vol MTD
John Doe	John Doe	11/17/21	Johbdoe@gmail.co...	848-914-9028	MARS PAYMENTS	3	33	✓	\$15,108,585.78
VT_Merchant	VT_Merchant	03/30/22	vt_merchant@gmail...	883-871-3146	MARS PAYMENTS	1	4	✓	\$23,624,653.49
Micheal	Micheal	05/20/22	micheal1124@gmail...	883-838-0944	MARS PAYMENTS	1	18	✓	\$7,160,059.59
Yande	Yande	06/22/23	yande87@gmail.com	012-345-6789	MARS PAYMENTS	1	3	✓	\$835,365.46
Michelle Migual	Michelle Migual	03/07/23	michellemigual@yaho...	978-761-1512	MARS PAYMENTS	1	3	✓	\$51,809.40
Mathew Marcus	Mathew Marcus	10/01/20	mathewmarcus@g...	850-899-0844	MARS PAYMENTS	1	22	✓	\$7,197,528.71
Sophia Steve	Sophia Steve	07/06/23	sophia7845@gmail...	012-345-6789	MARS PAYMENTS	1	1	✓	\$320,488.00
Fresh Flowers	Fresh Flowers	10/31/23	freshflowers@gmai...	546-969-6996	MARS PAYMENTS	1	1	✓	\$0.00
Abel John	Abel John	05/29/20	abeljohn11@gmail...	951-400-1835	INDIA PAYMENTS	4	24	✓	\$890,110.54
Sugar Bee	Sugar Bee	10/30/23	sugarbeestore@outlo...	866-751-0627	MARS PAYMENTS	1	1	✓	\$0.00
IOS_MERCHANT	RAMU KARTHICK	09/21/20	Karthik.r@valorpaytech...	996-564-8160	MARS PAYMENTS	6	44	✓	\$2,579,387.02

Figure 3: Screenshot of the improved portal showcasing the merchant management module

Figure 4: Screenshot of the improved portal showcasing the add new dropdown list

3. Complete the necessary fields and continue to the Device boarding section.

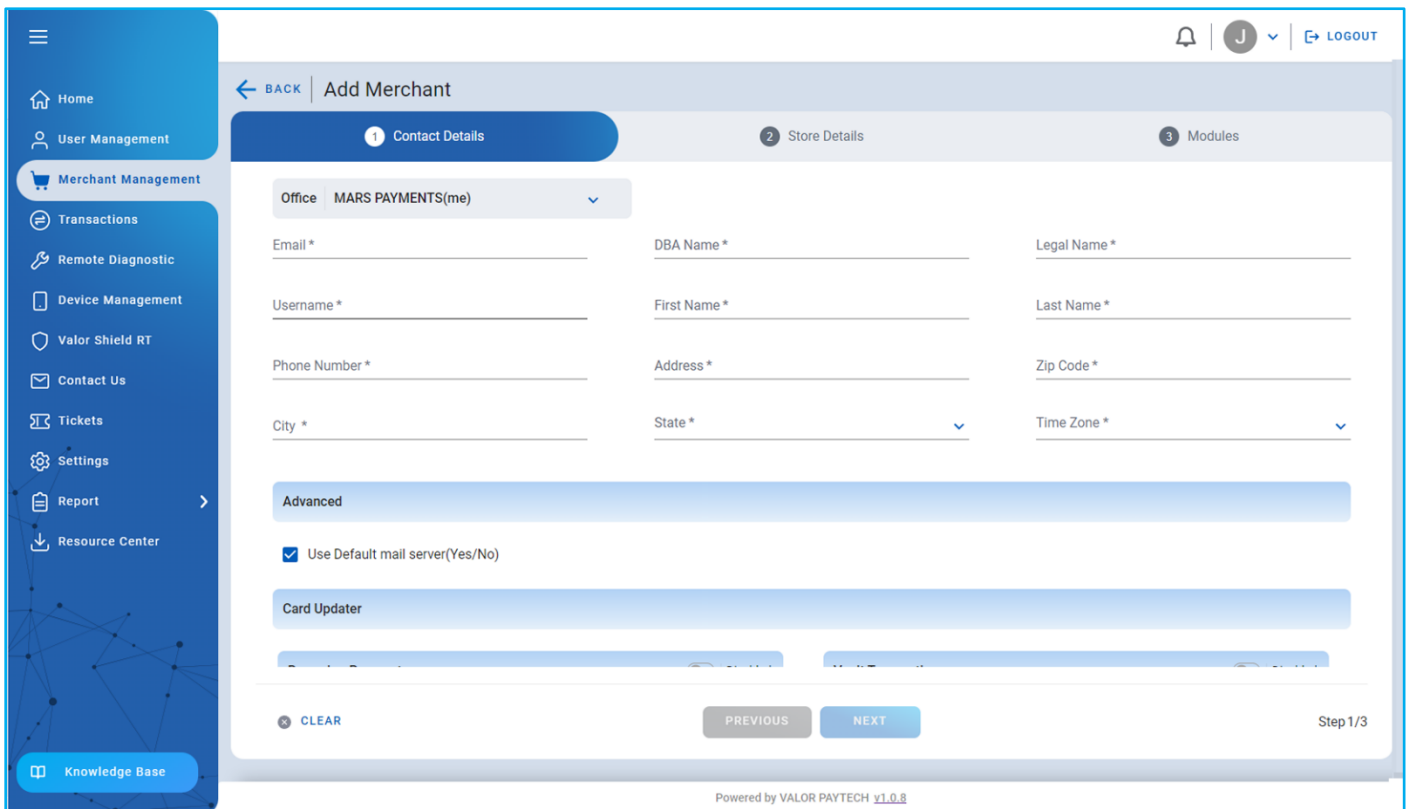


Figure 5: Screenshot of the improved portal showcasing contact details page during the on boarding process

- By selecting the Virtual Terminal as the Device Type, you will have a tab available to you next to the File Boarding information tabs labeled ACH. Fill out the Vendor, Client ID, Username and Password details followed by Save to confirm the configuration.

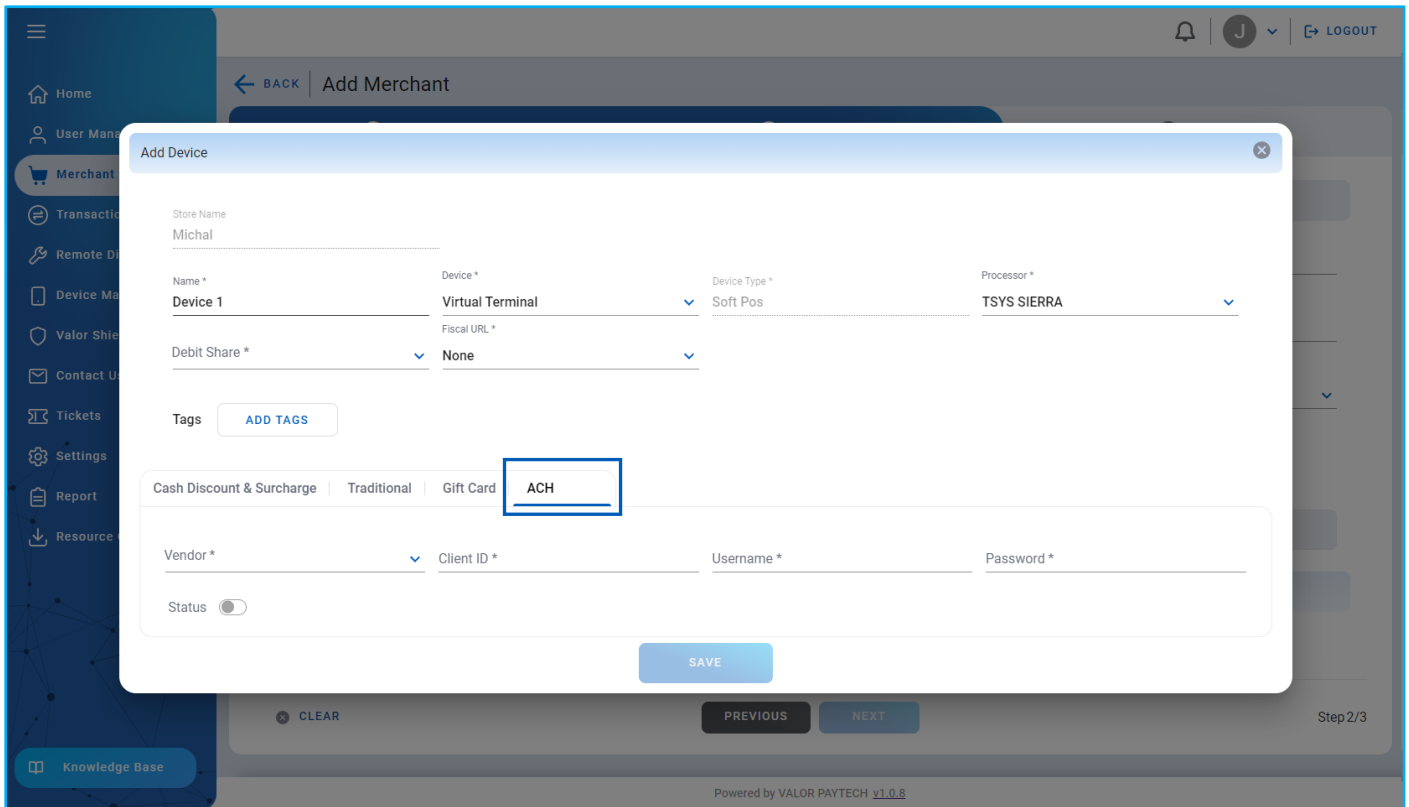


Figure 6: Screenshot of the improved portal showcasing the ACH tab

How to enable the ACH feature for an existing merchant

1. Log in to your Valor Portal using your ISO login credentials.
2. Navigate to Merchant Management, select the existing Merchant followed by clicking on the hyperlinked DBA.



Figure 7: Screenshot of the improved portal showcasing the navigation bar

- Locate the Virtual Terminal instance present on the Merchant account (if none exist, build new device) followed by selecting the Vertical Ellipsis and then Edit.

Merchant Management

Total Merchants **680** | New Merchants (Last 30 Days) **4** | Active Merchants (Last 30 Days) **2%**

DBA	Name	Boarded on	Email	Phone Number	Owned By	Stores	Devices	Status	TXN Vol MTD
John Doe	John Doe	11/17/21	Johbdoe@gmail.co...	848-914-9028	MARS PAYMENTS	3	33	✓	\$5,768,573.36
VT_Merchant	VT_Merchant	03/30/22	vt_merchant@gmail...	883-871-3146	MARS PAYMENTS	1	1	✓	\$1,136,336.80
Micheal	Micheal	05/20/22	micheal1124@gmail...	883-838-0944	MARS PAYMENTS	1	18	✓	\$1,573,458.23
Yande	Yande	06/22/23	yande87@gmail.com	012-345-6789	MARS PAYMENTS	1	3	✓	\$835,362.62
Michelle Migual	Michelle Migual	07/06/23	michellemigual@yaho...	012-345-6789	MARS PAYMENTS	1	1	✓	\$320,488.00
Mathew Marcus	Mathew Marcus	10/31/23	mathewmarcus@g...	546-969-6996	MARS PAYMENTS	1	1	✓	\$0.00
Sophia Steve	Sophia Steve	05/29/20	sophia7845@gmail...	951-400-1835	INDIA PAYMENTS	4	24	✓	\$890,110.54
Fresh Flowers	Fresh Flowers	10/30/23	freshflowers@gmai...	866-751-0627	MARS PAYMENTS	1	1	✓	\$0.00
Abel John	Abel John	09/21/20	abeljohn11@gmail...	996-564-8160	MARS PAYMENTS	6	44	✓	\$2,579,387.02
Sugar Bee	Sugar Bee	10/10/23	sugarbeestore@outlo...	480-333-3333	MARS PAYMENTS	1	2	✓	\$314,612.40
iBall Technologies	JOHN Cs	06/01/20	valormerchant7@yande...	880-764-0085	MARS PAYMENTS	3	22	✓	\$1,588,296,653.5

Rows on page 25 | Showing 1 to 25 of 674 entries

Powered by VALOR PAYTECH v1.0.8

Figure 8: Screenshot of the improved portal showcasing the merchant management module

4. Locate the ACH tab next to the File Boarding information tabs.

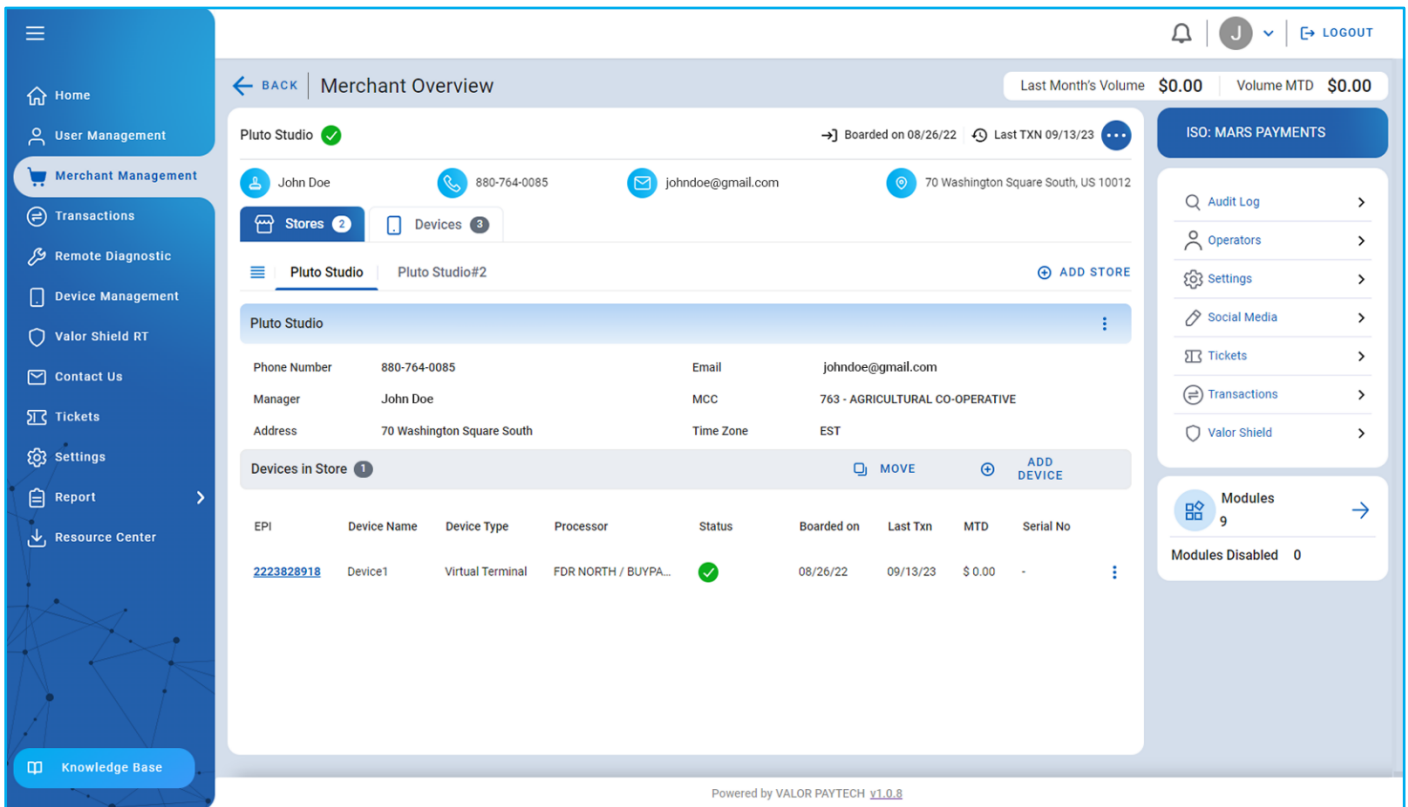


Figure 9: Screenshot of the improved portal showcasing the merchant overview page

5. Fill out the Vendor, Client ID, Username and Password details followed by Save to confirm the configuration.

Notes:

- Client IDs are unique identification numbers assigned by the issuer bank or ISO for each merchant to facilitate ACH transactions.
- The ACH option is available only for the Virtual Terminal and does not apply to other devices.

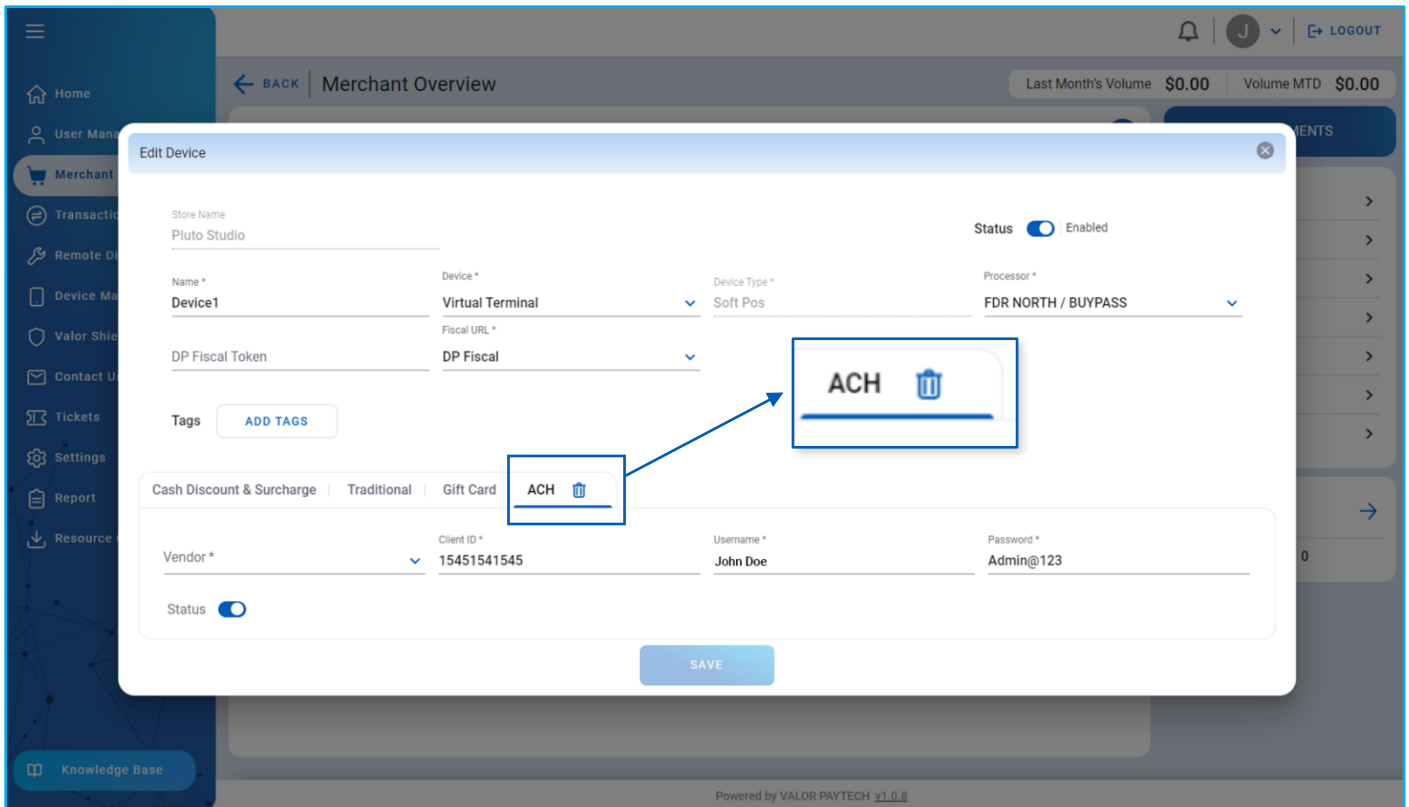


Figure 10: Screenshot of the improved portal showcasing the ACH tab

Step 3: Merchants Perform ACH Transaction in Virtual Terminal

To enable ACH transactions for your merchant account, follow these simple steps:

1. **Login:** Access your Valor Portal using your merchant login credentials.
2. **Navigate to Virtual Terminal:** Click on the 'Virtual Terminal' module in the left navigation bar.

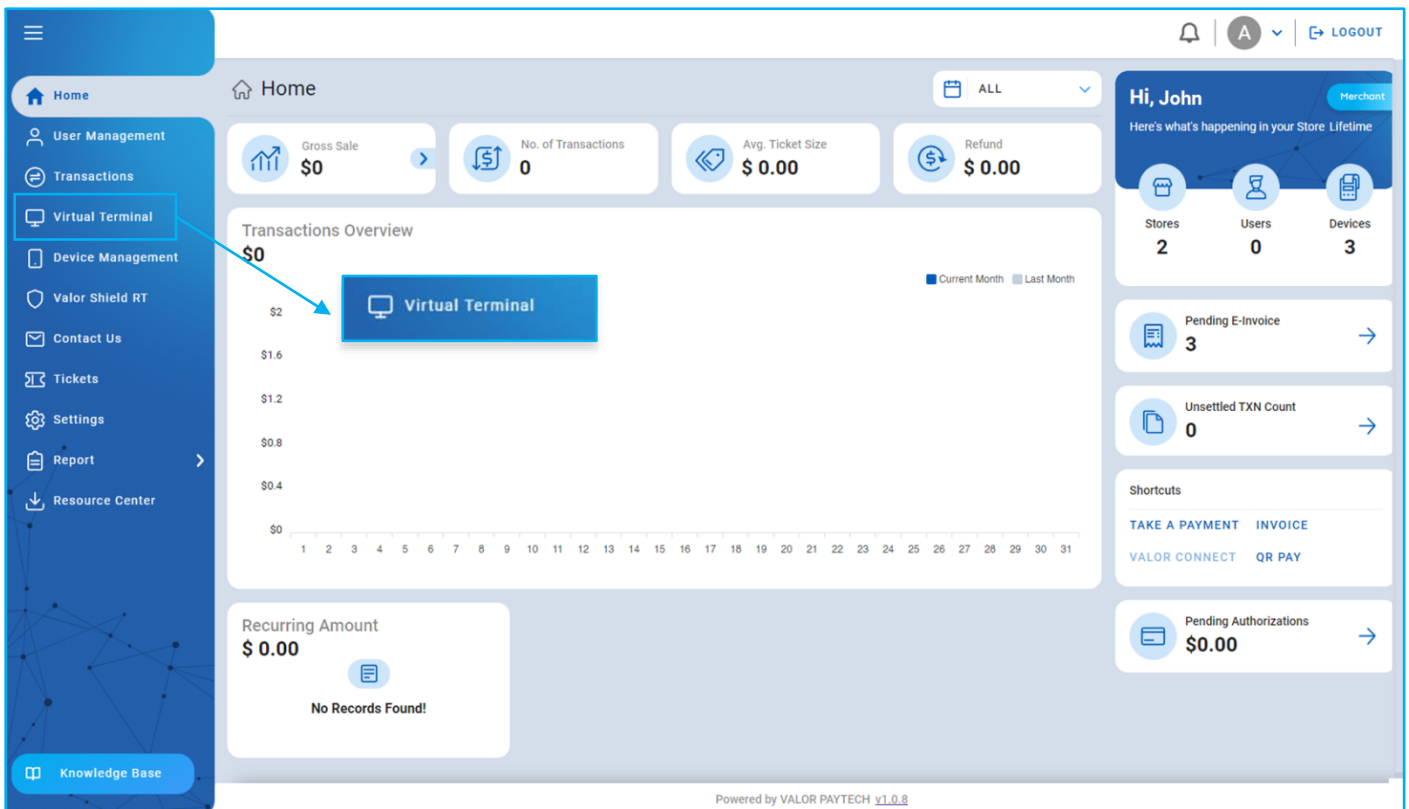


Figure 11: Screenshot of the improved portal showcasing the Virtual Terminal module

3. **Access ACH Tab:** Within the Virtual Terminal module, locate the ACH tab. Enter the transaction amount, account details, address details, and other required information. Once all details are completed, proceed with the ACH transaction by clicking on the ‘Process Payment’ option at the top-right corner of the page. (refer to figure 17)

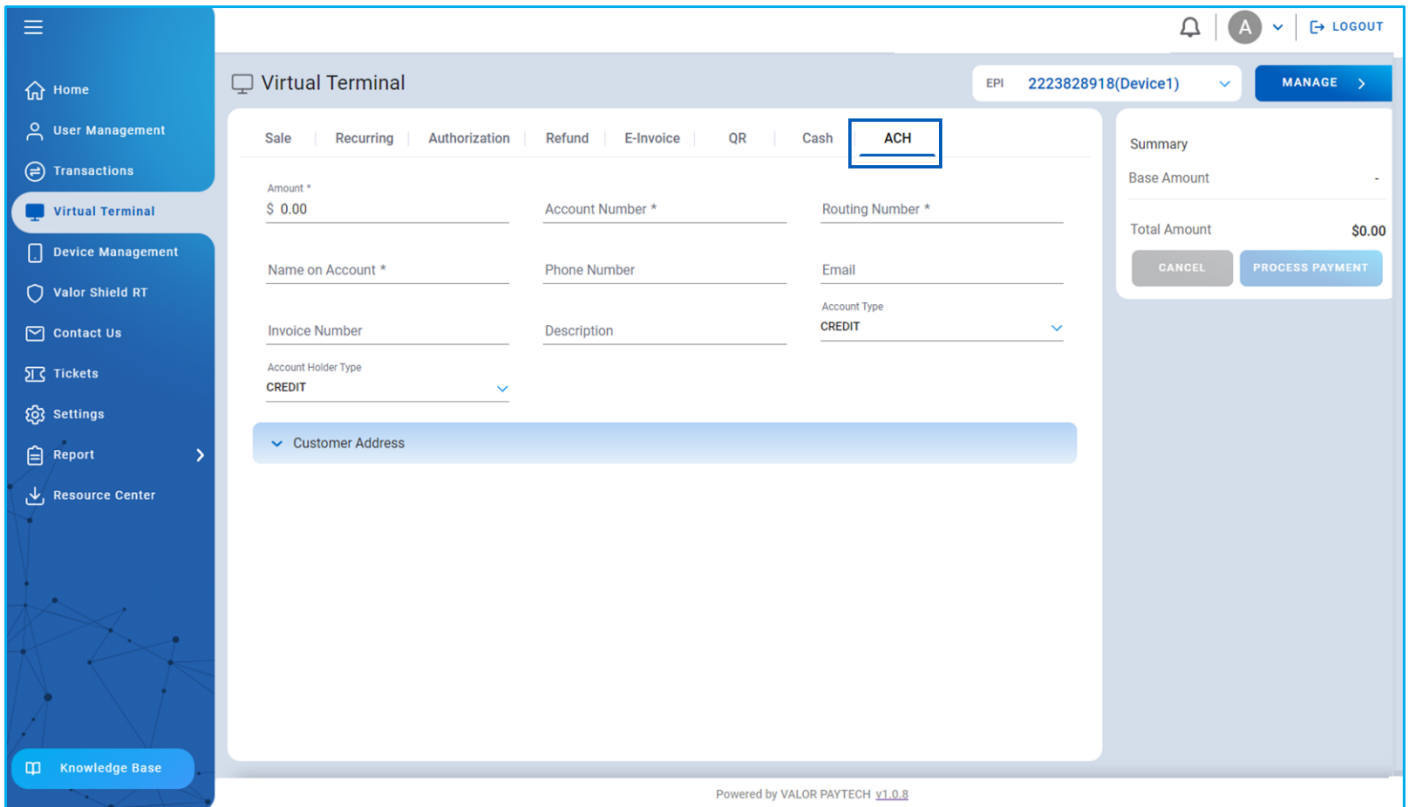


Figure 12: Screenshot of the improved portal showcasing the ACH tab

- Confirmation:** A success message will be displayed confirming that your transaction has been successfully completed. (refer to figure 18)

Note: Merchants can also use the ACH feature for the E-invoice payment option as well.

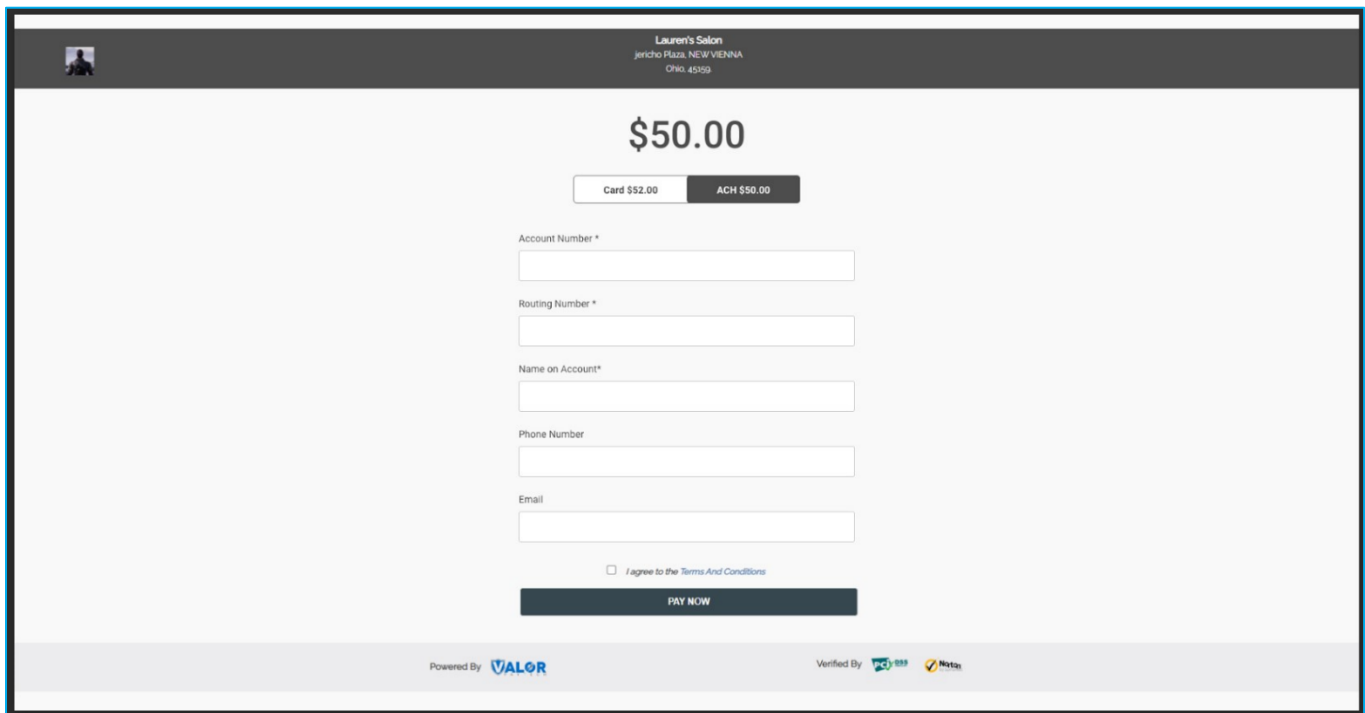


Figure 13: Screenshot of the improved portal showcasing the invoice payment page

Step 4: View ACH Transaction Summary

Merchants can access detailed ACH transaction information in the ‘Summary Report’, offering detailed updates on transaction progress. The system ensures prompt updates, allowing merchants to track transaction status under the ticket summary. Complete ACH transaction details become available within a reasonable timeframe, offering transparency and timely information. *(refer to figure 19)*

EPI	thead.Account Number	thead.Routing Number	thead.Entry Class	Amount	thead.Batch No	thead.Plat Form	thead.Txn Date
2104704629	****1221	****0021	CCD	123.45	11593367	ACHECK21	06/30/2023 8:33 PM
2104704629	****1221	****0021	CCD	123.45	11593367	ACHECK21	06/30/2023 8:26 PM
2104704629	****1221	****0021	CCD	123.45	11593367	ACHECK21	06/30/2023 8:26 PM
2104704629	****1221	****0021	CCD	123.45	11592854	ACHECK21	06/30/2023 7:24 PM
2104704629	****1221	****0021	CCD	123.45	11592854	ACHECK21	06/30/2023 7:24 PM
2104704629	****1221	****0021	CCD	123.45	11592541	ACHECK21	06/27/2023 8:41 PM
2104704629	****1221	****0021	CCD	123.45	11592542	ACHECK21	06/27/2023 8:41 PM
2104704629	****1221	****0021	CCD	123.45	11592543	ACHECK21	06/27/2023 8:40 PM
2104704629	****1221	****0021	CCD	123.45	11592544	ACHECK21	06/27/2023 8:39 PM
2104704629	****1221	****0021	CCD	123.45	11592545	ACHECK21	06/27/2023 8:34 PM
2104704629	****1221	****0021	CCD	123.45	11592546	ACHECK21	06/27/2023 8:34 PM
2104704629	****1221	****0021	CCD	123.45	11592547	ACHECK21	06/27/2023 8:32 PM
2104704629	****1221	****0021	CCD	123.45	11592548	ACHECK21	06/27/2023 8:20 PM

Rows on page: 25 | Showing 1 to 25 of 250 entries | Page 1 of 10

Figure 14: Screenshot of the improved portal showcasing the transaction summary

Frequently Asked Questions (FAQs)

1. How long does it take for an ACH transaction to reflect in the system?

Our system ensures detailed updates, typically within 48 hours of your transaction. During this period, you can track the progress under the ticket summary. Merchants can view the complete ACH transaction details in the Summary Report within 48 hours of the transaction, providing you with timely and transparent information.

2. Is sharing my financial information safe? What details do I need to provide for ACH transactions?

Absolutely, your security is our priority. With ACH transactions, you only need to share your account and routing numbers. We prioritize the confidentiality of your sensitive credit card information, ensuring it remains secure. This means you don't have to disclose your card details, paving the way for hassle-free and secure payments. Your peace of mind is important to us, and we've designed our system to safeguard your financial interests at every step.

3. Who should I contact for assistance or queries related to ACH transactions?

For any questions or assistance, our dedicated team is here to help. You can reach us via email at sales@valorpaytech.com or give us a call at **1.800.615.8755**. Additionally, we encourage you to explore our Knowledge Base at www.valorpaytech.com/kb for additional resources. Your trust in us is valued, and we look forward to assisting you with your payment processing needs.

Conclusion

In conclusion, at Valor PayTech, we are committed to simplifying and enhancing your payment processing experience. Our focus on seamless service, transparency, and innovative solutions like ACH emphasizes our dedication to improving customer relationships and delivering exceptional value.

Contact details

For any questions or assistance, please don't hesitate to reach out to our team at sales@valorpaytech.com or call us at **1.800.615.8755**. For additional resources, be sure to visit www.valorpaytech.com/kb. We appreciate your trust in us and look forward to serving your payment processing needs. Join us on this journey to elevate your customer relationships to new heights.

Author Information & Version Details

Author Name & Job Position

Praveen M., Senior Technical Content Writer, Valor PayTech.

Reviewer & Job Position

Satheesh Kumar N, Senior Business Data Analyst, Valor PayTech.

Approver(s) & Job Position(s)

1. **Ashley Gordon**, VP of Marketing, Valor PayTech.
2. **Christopher Washington**, Technical Support Specialist, Valor PayTech.
3. **Randall Singh**, Project Manager, Valor PayTech.

Version History

Document Name	Version	Date (MM/DD/YYYY)
ACH User Guide	1.0	1/24/2024



Thank You



2 Jericho Plaza, Suite 304
Jericho, NY 11753, United States

valorpaytech.com

This document is protected by U.S. and International copyright laws. Reproduction and/or distribution of the contents of this publication without the express written consent of the owner is prohibited.



Scan the QR Code to Access
Our Knowledge Base Articles