

Section C**June 2021****ACH Returns**

When using the **Automated Clearing House (ACH) processes** for Pre-Notes and Direct Deposit payments in AFRS, the Receiving Financial Institution can issue a Notification of Change (NOC) regarding incorrect data. The NOC provides a code describing the fields that are being corrected and provides the updated information for those fields. In AFRS, the handling of NOC's for statewide vendors (SWV) has been automated to update the appropriate SWV record when possible. The NOC information is reported to OFM Helpdesk staff on WPD841-1.

C01 – DFI ACCOUNT NUMBER INVALID

Explanation: The recipient's bank account number sent on a payment or a prenote was incorrect or has recently changed. The financial institution is providing the correct account number.

Suggestion:

1. If report WPD840-1 displays the SWV number along with the New Value and Old Value, verify that the SWV record was updated. File a copy of the report with the SWV registration form.
2. If report WPD840-1 displays the message SWV NOT UPDATED under the New Value column, the system could not verify which vendor to update.
 - a. If the NOC is for an SWV, pull file, research and update SWV record manually if needed. File a copy of the report with the SWV registration form.
 - b. If the NOC is for an agency employee, contact the agency and/or employee. The employee may need to update their direct deposit information through their agency payroll office.

C02 – ROUTING NUMBER INVALID

Explanation: The financial institution identification number (referred to as "routing" number) sent on a payment or a prenote was incorrect or has recently changed. The financial institution is providing the correct routing number.

Suggestion:

1. If report WPD840-1 displays the SWV number along with the New Value and Old Value, verify that the SWV record was updated. File a copy of the report with the SWV registration form.
2. If report WPD840-1 displays the message SWV NOT UPDATED under the New Value column, the system could not verify which vendor to update.
 - a. If the NOC is for an SWV, pull file, research and update SWV record manually if needed. File a copy of the report with the SWV registration form.
 - b. If the NOC is for an agency employee, contact the agency and/or employee. The employee may need to update their direct deposit information through their agency payroll office.

C03 – ROUTING # & DFI ACCOUNT # INVALID

Explanation: The recipient's bank account number and the financial institution identification number (referred to as "routing" number) sent on a payment or a prenote was incorrect or has recently changed. The financial institution is providing the correct account and routing number.

Suggestion:

1. If report WPD840-1 displays the SWV number along with the New Value and Old Value, verify that the SWV record was updated. File a copy of the report with the SWV registration form.
2. If report WPD840-1 displays the message SWV NOT UPDATED under the New Value column, the system could not verify which vendor to update.
 - a. If the NOC is for an SWV, pull file, research and update SWV record manually if needed. File a copy of the report with the SWV registration form.
 - b. If the NOC is for an agency employee, contact the agency and/or employee. The employee may need to update their direct deposit information through their agency payroll office.

C04 – INDIVIDUAL NAME INVALID

Explanation: The recipient's name sent on a payment or a prenote was incorrect. The financial institution is providing the correct name. NOTE: Financial institutions are not required to verify names, so this type of NOC is rare.

Suggestion: Pull SWV forms to check names. Verify name with vendor. Obtain updated paperwork (form W9) and updated SWV manually, if needed.

C05 – TRANSACTION CODE INVALID

Explanation: The transaction code sent on a payment or a prenote was incorrect. The transaction code indicates the type of account the payment will be deposited to, so this NOC code is indicating that we have the wrong account type on the SWV record. The financial institution is providing the correct account type (via the corrected transaction code).

Suggestion:

1. If report WPD840-1 displays the SWV number along with the New Value and Old Value, verify that the SWV record was updated. File a copy of the report with the SWV registration form.
2. If report WPD840-1 displays the message SWV NOT UPDATED under the New Value column, the system could not verify which vendor to update.
 - a. If the NOC is for an SWV, pull file, research and update SWV record manually if needed. File a copy of the report with the SWV registration form.
 - b. If the NOC is for an agency employee, contact the agency and/or employee. The employee may need to update their direct deposit information through their agency payroll office.

C06 – DFI ACCT # & TRANSACTION # INVALID

Explanation: The recipient's bank account number and the transaction code sent on a payment or a prenote was incorrect or has recently changed. The transaction code indicates the type of account the payment will be deposited to, so this NOC code is indicating that we have the wrong account type and the wrong bank account number on the SWV record. The financial institution is providing the correct account number and the correct account type (via the corrected transaction code).

Suggestion:

1. If report WPD840-1 displays the SWV number along with the New Value and Old Value, verify that the SWV record was updated. File a copy of the report with the SWV registration form.
2. If report WPD840-1 displays the message SWV NOT UPDATED under the New Value column, the system could not verify which vendor to update.
 - a. If the NOC is for an SWV, pull file, research and update SWV record manually if needed. File a copy of the report with the SWV registration form.
 - b. If the NOC is for an agency employee, contact the agency and/or employee. The employee may need to update their direct deposit information through their agency payroll office.

C07 – ROUTING #, DFI ACCT # & TRANS CODE INVALID

Explanation: The recipient's bank account number and the financial institution identification number (referred to as "routing" number) and the transaction code sent on a payment or a prenote was incorrect or has recently changed. The transaction code indicates the type of account the payment will be deposited to. The financial institution is providing the correct account, routing number and the correct account type (via the corrected transaction code).

Suggestion:

1. If report WPD840-1 displays the SWV number along with the New Value and Old Value, verify that the SWV record was updated. File a copy of the report with the SWV registration form.
2. If report WPD840-1 displays the message SWV NOT UPDATED under the New Value column, the system could not verify which vendor to update.
 - c. If the NOC is for an SWV, pull file, research and update SWV record manually if needed. File a copy of the report with the SWV registration form.
 - d. If the NOC is for an agency employee, contact the agency and/or employee. The employee may need to update their direct deposit information through their agency payroll office.