

ACH External Funds Transfer Instructions

User Set Up For External Account Transfers:

The user logs into their account and goes to 'transfer>external account transfer>add account'. Fill out the form with their outside financial institution account information.

All Fields Required

Display Name

Remote Account

Name On Account

Routing #

Account

Confirm Account

Account Type

[Cancel](#)

Once they complete the required information it will generate a 'micro-deposit' to be retrieved and processed as an ACH file by cu staff through the admin site. Micro-deposits are the means that HomeCU uses to establish account ownership of the account the user has requested access to.





Micro deposits will **always** need to be confirmed by the user to establish that the requested outside financial institution account belongs to the user.

Once the cu staff processes the ACH file the user should wait a couple of days and then go review the account at the outside financial institution for the micro deposit amounts. If the micro-deposit processes correctly the user should see a deposit and withdrawal on their account. They should make a note of the amount of the micro-deposit. Now that the micro-deposit has posted to their outside account they will need to log back into their account at the credit union, and click on the menu 'transfer>external account transfer'. They will see their external accounts sitting in there with a 'pending verification' status on them.

External Accounts

[+Add Account](#)

Click  to validate an account

| | Name | Status | Account Info |
|---|----------------|----------------------|---------------------|
|   | Melanie | Pending verification | 231372329 / *****26 |
|   | melanie test 2 | Pending verification | 231372329 / *****26 |

The user should click on the flag to bring up a verification screen, and proceed to fill this form out with the correct micro-deposit amounts they have retrieved from their outside financial institution. Once the micro-deposit is verified correctly, the status will change to 'active' and the user can proceed to transfer money to and from the outside financial institution using the normal transfer screen on their account. Users can also request transfers directly to a loan payment.

Users can also click on the pen at the far left to edit the names on the account if desired. The name they place here will show up as the external account description on their transfer screen.

Validate Account ✕

Enter the micro deposit amounts to validate the account settings are correct.

First Deposit Amount

\$0.

Second Deposit Amount

\$0.

Retries Left

5

Date Started

06/13/19 8:31am

[Cancel](#)

[Update](#)

There is no time limit on a micro deposit confirmation. Accounts can get locked when confirming the micro deposit amounts from their outside financial institution. The user has 5 attempts to confirm the correct micro deposit amount and if they repeatedly input the wrong amount they can lock the record.

164847 / *****89
496

Validate Account

Enter the micro deposit amounts

| | | |
|------------------------------|------------------|---------------------------------|
| First Deposit Amount | \$0. | <input type="text" value="01"/> |
| Second Deposit Amount | \$0. | <input type="text" value="01"/> |
| Retries Left | 4 | |
| Date Started | 07/16/19 10:11am | |

Cancel

✘ The following error(s) occurred:
| External account validation failed. 1124

Validate Account
✕

✖ The following error(s) occurred:

▮ You have reached the retry attempt limit. No more retries. 1123

Enter the

First Deposit Amount \$0.

Second Deposit Amount \$0.

Retries Left 0

Date Started 07/17/19 8:22am

Cancel ✓ Update

A locked record will show up with a red lock icon. Once locked micro deposit confirmations cannot be unlocked, and the member must delete the original request and start over.

External Accounts

+Add Account

Click to validate an account

| | Name | Status | Account Info |
|--|------------------|----------------------|---------------------|
| | xox credit union | Locked | 564164847 / *****89 |
| | xyc | Pending verification | 465496878 / *****97 |

