

# ACH Origination Maintenance Request



Date this Form is Being Submitted to KeyBank:

<b>Client (ACH originator) information</b>		<b>(Required)</b>
Originator Company Name:	Functional Contact:	
Originator Bank Routing #:	Phone Number:	
Originator Settlement Account #:	Fax Number (Optional):	
Signature of Authorized Signer:	Email (for confirmation):	

<b>File information</b>		<b>(Required)</b>
File Transmission Date: (Sent to Bank)	File Totals:	\$                      Debit
		\$                      Credit
Processor that Sent File (if not Originator):		

**Complete only ONE section below.**

<b>Individual transaction maintenance request</b>	
Receiver Name: (i.e. employee, vendor, customer)	
Receiver Bank Routing #:	Receiver Bank Account #:
Transaction Amount: \$	
Transaction Effective Date:	Transaction Type: (To Receiver) <input type="checkbox"/> Debit <input type="checkbox"/> Credit
Maintenance Requested: <input type="checkbox"/> Delete <input type="checkbox"/> Reverse <input type="checkbox"/> Other (See Special Instructions)	

<b>Batch maintenance request</b>	
Batch Effective Date:	Batch Total:                      \$                      Debit
	\$                      Credit
Provide an Example Transaction: (unique among batches on transmission date)	Receiver Bank Account #: Transaction Amount: \$
Maintenance Requested: <input type="checkbox"/> Delete Batch <input type="checkbox"/> Reverse Batch <input type="checkbox"/> Other (see Special Instructions)	

<b>File maintenance request</b>	
Provide an Example Transaction: (unique among files on transmission date)	Receiver Bank Account #: Transaction Amount: \$
Maintenance Requested: <input type="checkbox"/> Delete File <input type="checkbox"/> Reverse File <input type="checkbox"/> Other (see Special Instructions)	

<b>Comments/special instructions</b>	<b>(Optional)</b>

Please see notes on reverse side of this form

**Notes:**

To ensure your ACH Origination Maintenance Request is processed promptly, please complete this form in its entirety and **fax it to 1-866-913-8052** by 3:00PM (EST). Requests received after 3:00PM (ET) will be processed on the next banking day.

**To delete credit transaction(s), KeyBank must receive this form by 3:00PM (ET) three banking days prior to effective date.**

**To delete debit transaction(s), KeyBank must receive this form by 3:00PM (ET) two banking days prior to the effective date. If received according to these specifications, KeyBank will delete the transaction(s).**

If the request falls outside of these specifications, KeyBank will delete the credit or debit item on a best efforts basis. If unable to delete the desired transaction(s), KeyBank will complete a reversal.

Per NACHA Rules, reversals can be completed within five banking days of the original effective date. KeyBank processes all file maintenance request forms as requested, but cannot guarantee results.

If you require additional assistance completing the ACH Origination Maintenance Request, please contact KeyBank ACH/EDI Operations at 1-800-304-9856.