
Tips for Using the ACH Service in KeyBank Business Online®

KeyBank Business Online was designed to help make your banking experience easier, more efficient, and more beneficial to your business. To make the transition to our new system easier for you, here are tips and techniques from the team who works with Pay with ACH every day.

Tip 1: Get to Know the Process

Every ACH transaction starts with you—the ACH Originator. Sending money out can be efficient, fast, and secure. Just follow the steps below:

1. Before you log in, gather all of your important information (e.g., the amounts you want to pay, the dates you want to pay, etc.).
 2. In KeyBank Business Online, click on the **Payments and Transfers** tab, and then click on **Pay with ACH**. Complete the **security verification requirement**.
 3. You will now see your **Payment Management** screen. Click on the drop-down menu and select **Create Payment**.
 4. Important: Before you go any further, you can opt to **Create from Existing** template if you saved your payee details. Find the small magnifying glass on the right side of the screen and double-click it.
 5. You should see a list of your templates that have been entered and approved. Select the template you want to use.

A template contains the payment type, beneficiary/receiver/payee information (e.g., account number, etc.), and your funding account information.
 6. After you double-click, the payment is now filled with information from your template.

You need to do two things to finish entering your payment:
 - Find the Value Date area and enter the date you want your beneficiary/receiver/payee to receive their funds.
 - Find the Amount column and enter all the amounts you want to pay.Note: You can pay multiple people in one payment or just one person.

Leave the amount column blank for those you do not want to pay.
 7. Once all of the amounts are entered, go to the bottom of the page and click the red **Submit** button.
 8. Important: You're almost done. First, close the green pop-up box that reads **Payment Submitted Successfully**.
 9. Next, find the row your payment is on. Click the **check box** at the very start of the row.

Click the red **Approve** button at the bottom. You will see another green box that reads **Payment Approved Successfully**.
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And now you've successfully entered and approved your payment. Follow these steps, and if you have any questions, please call us at 1-800-539-9039 (Select option 2, then 1).

Tip 2: Get to Know Your Value Date

The value date you choose when creating a payment indicates when the payee/beneficiary/recipient will be credited by their bank with the money you sent.

Previously: You selected a “send date,” and the payee/beneficiary/recipient would be credited the next business day. The funds were withdrawn from your account on the “send date.”

Now: The funds are withdrawn from your account on the day you approve the transaction or two business days before the value date, whichever is closer to the value date.

Below, please find examples that show you when the funds are withdrawn from your account based on the value date you choose and the date you approve the transaction.

Value Date	Payment Approval Date	Date the Funds Leave Your Account
Friday, July 20	Wednesday, July 11	Wednesday, July 18
Friday, July 20	Wednesday, July 18	Wednesday, July 18
Friday, July 20	Friday, July 20 before 1:00 p.m. ET	Friday, July 20

Tip 3: Get to Know Your Schedule

Your new ACH Module makes it easy to schedule payment creation. Simply log in to KeyBank Business Online and approve the batch of changes each time it is created automatically.

1. Click on the **Payments and Transfers** tab, and then click on **Pay with ACH**. Complete the **security verification requirement**.
2. You will now see your Payment screen. Click on the menu drop down and select **Payment Templates**.
3. Next to the template you would like to create a recurring schedule with, select the arrow in the actions column and then select **Schedule**.
4. Complete the **Range of Recurrence** section. Make sure to enter a start date. When determining the end date, you can select No End Date, End after X number of occurrences, or Effective End Date.
5. Under **Payment Settings**, select the rule for handling payments that fall on non-business days (e.g., holidays and weekends). Should the payment be processed the business day before or after the holiday/weekend?
6. Click **Save**.
7. Two business days before your payment schedule begins, the system will create a new payment (found on **Payment Management**) and will do so each time period you select. These still must be approved.
8. The ACH system allows you to set up email alerts that will remind you to approve your payments each time period they are created.

Tip 4: Get Notified

Once you have scheduled recurring payments (see Tip 3), it's time to schedule email alerts, so that you receive reminders when it's time to approve your payments.

There are two main steps to setting up alerts.

Part 1: Adding Recipients

1. Select **Setup** and then click **Email Recipients**.
2. Click on the **Add** button at the bottom left of the screen.
3. Enter the **user's name** and **email address**.
The user can be you or anyone who can go in and approve a payment.
4. Click **Save** and a green box will appear. Click **Add Record** if you want to add another user, or click **Close** if you're done adding users.

Part II: Adding Alerts

1. Select **Setup** and then click **Alert Settings**.
2. Click on the **Add** button at the bottom left of the screen.
3. Fill out the Alert Details:
 - Alert Group: Payments
 - Alert Type: Payments Awaiting Approval
 - Alert Name: This is up to you
 - Recipient: Use the magnifying glass and select who should receive the Alert
 - Schedule Time: Select (military time) what time you'd like to get the alert email
 - Time Zone: Click on the box and start typing to select the correct time zone
4. Fill out the Filter. Checkmark the following: **Consumer Payments, Corporate/Vendor Payments, Payroll, and Tax Payments**.
Note: Leave the amount section blank.
5. Click the **Save** button at the bottom left of the screen. You will now get email alerts when payments are awaiting your approval. Please go in and approve your payments as soon as possible.