SYNOVUS®

Synovus Gateway

# Tips and Best Practices for Treasury Services

ACH, Wire Transfer, and Positive Pay

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**Tips and Best Practices for Treasury Services**

# Automated Clearing House (ACH) Transactions

# ACH Cut-off Time

- 6:00 p.m. ET

# Symantec VIP Token Download and Registration

- Authorize ACH payments and need to install or register your Symantec VIP token? See the Symantec VIP Token Guide for instructions.

# ACH File Import

- Synovus Gateway enables files containing ACH payment instructions to be uploaded through the 'Upload from File' option or ACH Pass Thru.

# ACH Pass Thru

- ACH Pass Thru is used to load and submit a complex balanced or unbalanced NACHA formatted ACH file. ACH Pass Thru may be used when:
    - the file contains multiple batches
    - the transaction type is CTX or IAT
    - the recipient's account(s) is a general ledger

- Once ACH Pass Thru files are approved, payments will be submitted for processing. Those payments will be released based on the effective date(s) in the file. The effective date is the date on which the deposit will be available in the recipient's account or funds will be debited from the recipient's account.

# 'Upload from File' Workflow

- 'Upload From File' supports NACHA formatted files, a system standard 5-column-CSV (for clients who are unable to upload a NACHA file, but do not already have a custom file format) and custom file format types such as comma-separated values (CSV) file and fixed width.

- Upload via 'Upload From File' when you need to upload a file format other than NACHA or if your NACHA  file does NOT contain the following:
  - multiple batches
  - CTX or IAT transactions
  - receiving account is a general ledger

- Once files loaded via 'Upload From File' are approved, payments will be in an 'Authorized' state. Those payments will be released based on the effective date(s) in the file and then will change to a 'Processed' state. The effective date is the date when you desire the deposit to be available in the recipient's account or funds debited from the recipient's account.

# 'How to Create a Custom File Format

- If you are not utilizing a NACHA formatted file or the system standard 5-column-CSV, create a custom file format or a saved file mapping:

    1. In the Navigation menu, click or tap **Payments** > **Make Payment**.
    2. Click or tap **New Payment** or **Create Template** and select the desired payment type.
    3. In the upper right-hand corner, click or tap **Upload from File**.
    4. Click or tap **New Mapping**.
    5. Upload the desired file to provide mapping instructions.
    6. Follow the steps.

- For instructions on how to upload a payment file to create a payment, see the ACH Transactions User Guide.

# How to Use File Import to Update Amounts in an Existing Template

- You must create a two-column comma-separated values (CSV) file. **Note:** *The CSV file is not created in Synovus Gateway.* The two-column CSV file must contain the following columns: Recipient ACH name and Amount.

- The import uses the name and the order of recipients in the file to match recipients and update amounts. The list of recipients in the file should be the same as the list in the payment. For each recipient, the import updates the transaction amounts in the order they appear in the file. For additional instructions on how to update amounts, visit ACH Transactions User Guide, see the ACH Transactions User Guide.

## ACH File Import Status Types

- **Drafted:** The payment has been created but the approving party has not yet approved the payment.

- **Authorized:** The payment has been approved. Payments will stay in an *Authorized* state until they are submitted for processing.

- **Cancelled:** The payment has been voided. Payments can only be cancelled while in a *Drafted* or *Authorized* state.

- **Processed:** Processed means the payment has been submitted for processing. Payments will not go to a *Processed* state until the first available batch window.

## ACH File Import Supported Payment Types

- **ACH Pass Thru** supports PPD, CCD, TEL, WEB, CTX, or IAT.

- **Upload From File** supports PPD, CCD, TEL, and WEB.

# How to Upload Recipients

▪ For instructions on how to upload recipients, visit <u>ACH Transactions User Guide</u>.

# Batch Processing Windows

▪ **Same Day ACH Only:** 10:15 a.m. ET and 1:45 p.m. ET.

▪ **Non-Same Day (or next day payments):** Processed starting at 1:45 p.m. ET.

# Common Error Messages: Account Error

- If the below error message is displayed, either:

    a) the file contains debits and the Payroll / ACH Payment type (credit only batch) was selected; or

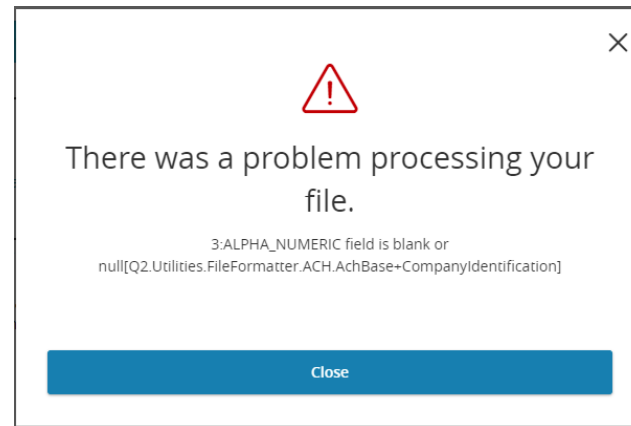    b) the file contains credits, and the ACH collection (debit only) option was selected.
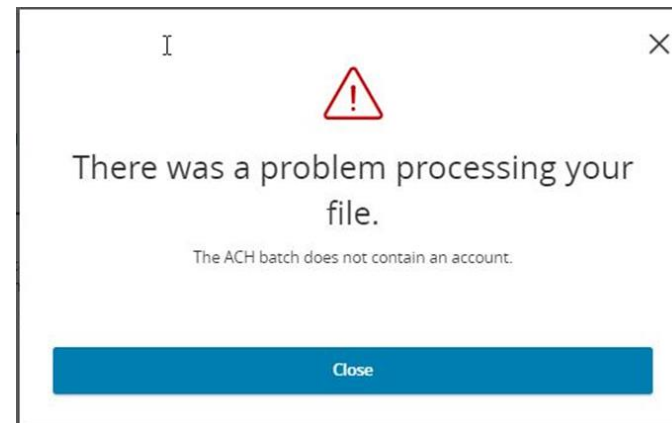
# Common Error Messages: ACH Company ID

▪ If the below error message is displayed, the file is missing an ACH company ID (also known as an *originating company ID* or *subsidiary*).

*Incorrect File*

```
101 062203939        2108260919A09410A
5200                 EFT DEPOSI      CDPAYABLES  082621210826    1062203930000001
```

*Error Message*

⚠

## There was a problem processing your file.

3:ALPHA_NUMERIC field is blank or
null[Q2.Utilities.FileFormatter.ACH.AchBase+CompanyIdentification]

Close

*Corrected File*

```
101 062203939        2108260919A09410A
5200             EFT DEPOSIT1111111111CCDPAYABLES  082621210826    1062203930000001
```

# Common Error Messages: Allowed Actions

- If the below error message is displayed, the user is not permitted to the transaction type (PPD, CCD, WEB, or TEL); or, the user does not have access rights to the account for the transaction type; and/or, the user does not have permission for the originating company ID.
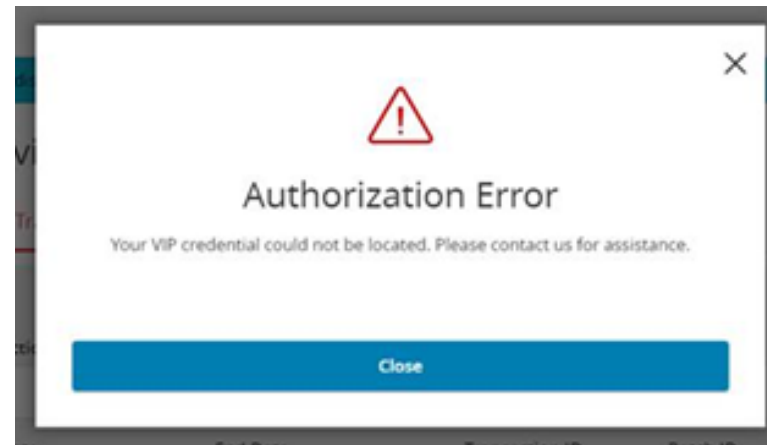
*Error Message*
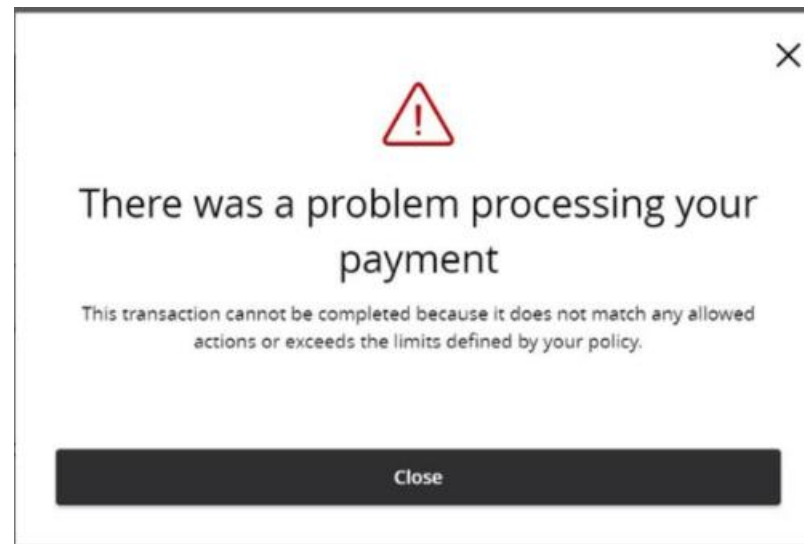
# Common Error Messages: Authorization Error

The below error message is displayed when attempting to approve an ACH payment without a Symantec VIP Token set up for the user. For more information on managing tokens, please see [Symantec VIP Token User Guide](.).
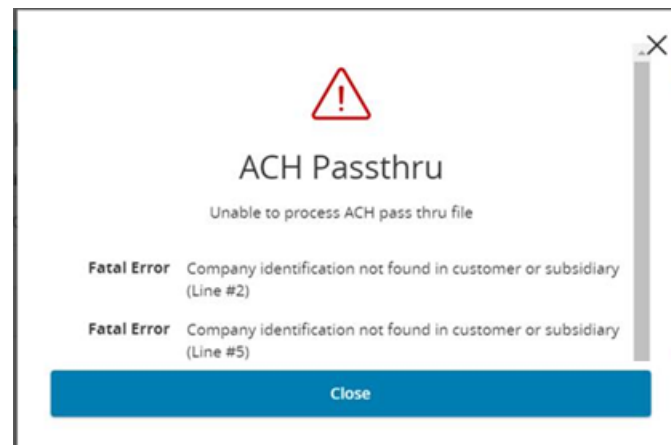
*Error Message*

# Common Error Messages: Company ID Not Found

▪ If the below error message is displayed, the file contains an ACH company ID (also known as an *originating company ID* or *subsidiary*) that is not set up in *Subsidiary Management*. The line number indicates that the record number in the file is causing the fatal error.
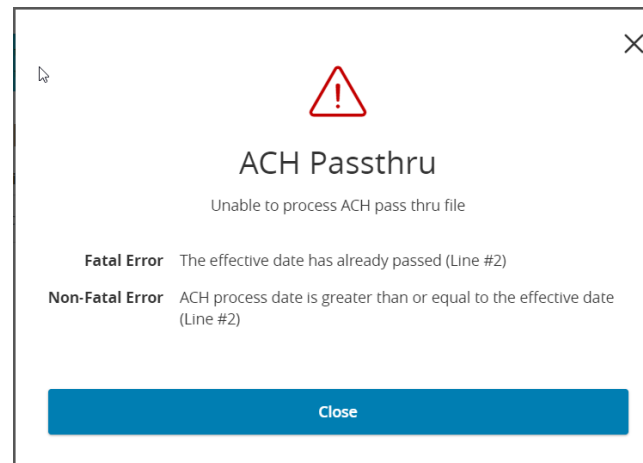
*Error Message*

# Common Error Messages: Effective Date in the Past

▪ The below error message is displayed if the file date is stale dated.

```
101 261170290 2603912872109141214109410ISYNOVUS BANK          TEST COMPANY
5200Test                          9999999999CCD          210924  1261170290000001
```

*Error Message*

⚠️

## ACH Passthru

Unable to process ACH pass thru file

**Fatal Error**   The effective date has already passed (Line #2)

**Non-Fatal Error**   ACH process date is greater than or equal to the effective date (Line #2)

Close
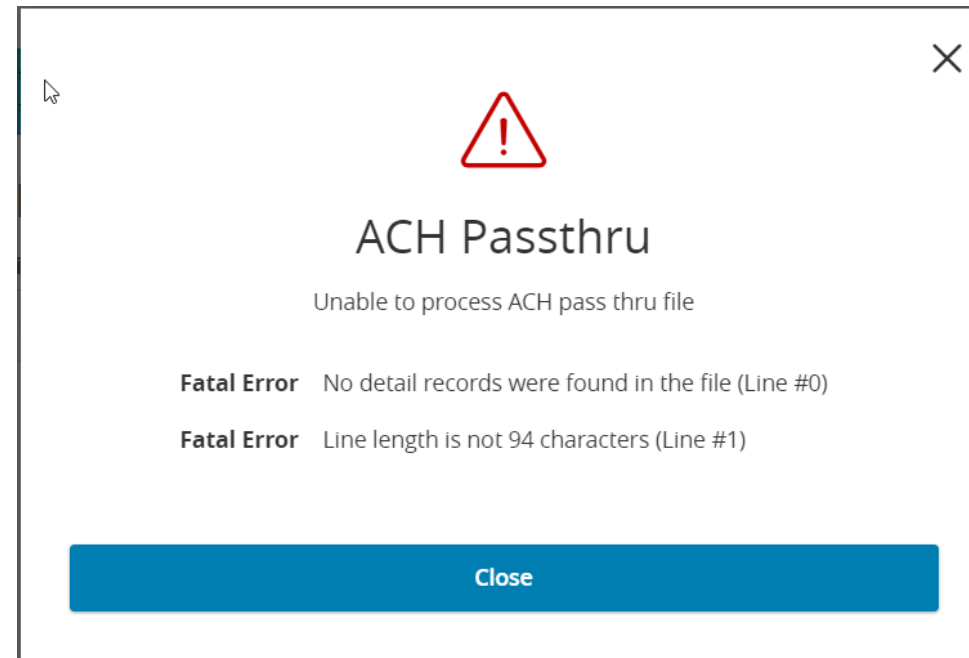
×

# Common Error Messages: Invalid File Header

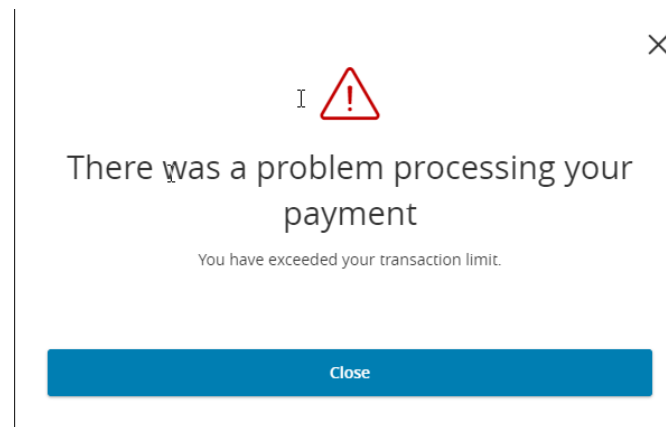▪ The below error message will be displayed if the file header is fewer than 94 characters.

*Error Message*

# Common Error Messages: Limits Exceeded

The below error message will display if the user has attempted to draft a payment that exceeds the user's limits. A company Administrator will need to modify the user's limit, or a limit increase will be necessitated at the company level. For instructions to request a temporary limit increase, see pages 31-33 of this guide.

*Error Message*

⚠
There was a problem processing your payment
You have exceeded your transaction limit.
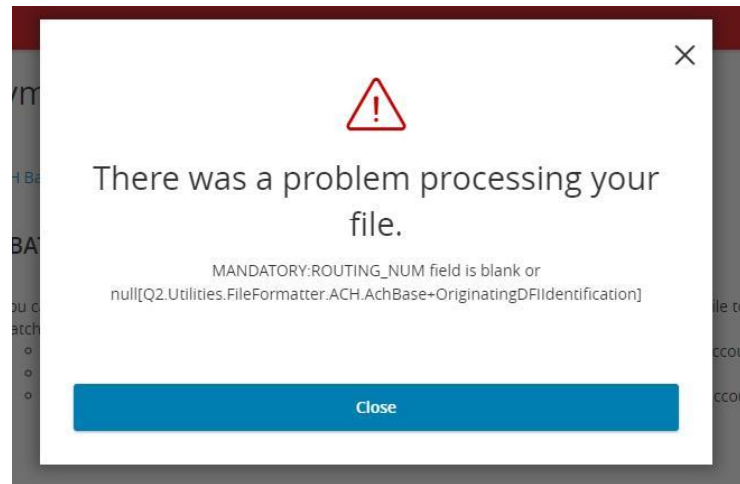
Close

# Common Error Messages: Mandatory: Routing_NUM

▪ If the below error message is displayed, the trace number in the NACHA file is formatted incorrectly. The trace number should contain the first eight digits of the Synovus routing number.

*Incorrect File*

```
5220                                                                    1          0000000
622061                      0000137500                                   0          0000001
622061                      0000132801                                   0          0000002
632256                      0000016500                                   0          0000003
622061                      0000072119                                   0          0000004
632061                      0040170990                                              0000005
```
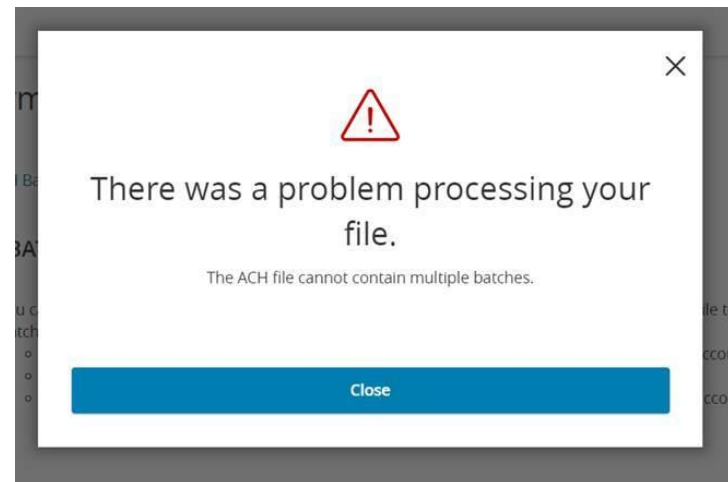
*Error Message*



⚠️

**There was a problem processing your file.**

MANDATORY:ROUTING_NUM field is blank or
null[Q2.Utilities.FileFormatter.ACH.AchBase+OriginatingDFIIdentification]

[ Close ]

*Corrected File*

```
5220                                  1586000789PPDPAYROLL    210831210901    1611006060000000
622                         0000040969253763389                               0611006060000001
622                         0000038961257944413                               0611006060000002
622                         0000356267256194998                               0611006060000003
```

# Common Error Messages: Multiple Batches

- If the below error message is displayed, the user has attempted to upload the file via *Upload From File* and the file contains multiple batches. The user will need to upload the file using *ACH Pass Thru* instead.
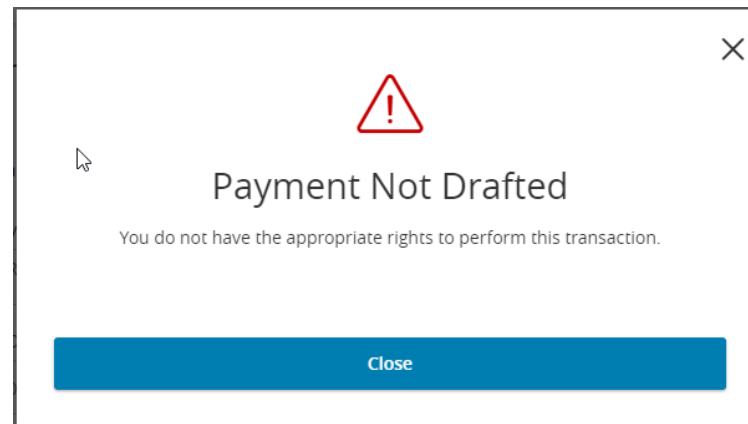
*Error Message*

# Common Error Messages: Payment Not Drafted

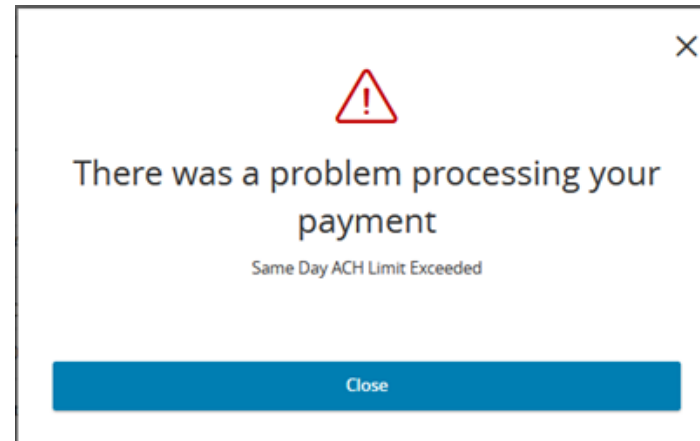- If the below error message is displayed, the user selected *Approve* instead of *Draft* after uploading the file.

*Error Message*

# Common Error Messages: Same Day ACH Limit

- If the below error message is displayed, the individual transaction has exceeded the $100,000 Same Day ACH limit.

*Error Message*

# Learn More About ACH

- View the <u>ACH Payments video</u> and see the <u>Synovus Gateway ACH User Guide</u> for comprehensive service details.

**Tips and Best Practices for Treasury Services**

# Wire Transfer

# Wire Transfer Cut-Off Times

- Domestic:  5:00 p.m. ET

- International 4:00 p.m. ET

*Note: These times differ from legacy business online banking applications: Business eBanking (BeB), Business Internet Banking (BIB), and the Business Banking Center (BBC). Previous BIB/BBC International FX Wire cutoff 2:30 p.m. ET; previous BeB wire cutoff 5:15 p.m. ET for all wires.*

# Symantec VIP Token Download and Registration

- Authorize Wire Transfer payments and need to install or register your Symantec VIP token? See the Symantec VIP Token Guide for instructions.

# International USD Wire Transfer Tips

*Note:* *BeB and BIB processed international U.S. Dollar wire transfers and the associated intermediary bank wire fees differently than your new Gateway digital commercial banking application.*

# How to Ensure Receipt of Full USD Wire Transfer Amount

- In Synovus Gateway, if you intend your payee/beneficiary to receive the full USD amount you are sending without a deduction for an intermediary bank wire fee, you must enter the word **OUR** in the *Details of Charges* field located in the *Optional Wire Information* section of the screen.

- *Best practice:* *This step is a recommended standard practice for all International USD wire transfers and templates unless you prefer the beneficiary to pay the intermediary bank wire fees.*

- See the next page for a sample of the *International Wires* screen, *Optional Wire Information*.

# *International Wires* Screen, *Optional Wire Information* Fields



*Note:* Entering **OUR** in the 'Details of Charges' field is not an absolute guarantee that the full amount of the international USD wire transfer will arrive at your payee/beneficiary. There are infrequent situations where secondary or tertiary intermediary/correspondent banks may still deduct fees as part of cross-border money movement transactions.

# International Wire Transfer

- ***Tip: International Wire Transfer currency conversion** – International wire payments will be converted to the local receiving currency unless the beneficiary account is in U.S. Dollars. When sending an international wire transfer, use the default U.S. Dollar currency.*

# Process for Temporary Wire Transfer Limit Increase

- Wire Transfer limits are set at the user role, so the Gateway Administrator must increase the limit at the user role level.
- If the limit is not shared among users, the Gateway Administrator must increase the Wire Transfer limit for the individual user. The Administrator may choose to mirror his/her own limit for the additional user or may choose to set the limit as desired for the additional user.
- ***Note:** To be eligible to approve a transaction, the user must have the Approve right for the Transaction Type and the payment cannot exceed the user's approval transaction limits.*

# Process for Temporary Wire Transfer Limit Increase – Continued

- *Tip: Most limit increase needs occur when a temporary limit is necessitated at the organization/company level, as opposed to an increase for an individual user. In this case, the Administrator may contact Synovus Customer Care at 1-888-SYNOVUS (796-6887) to request the organizational wire limit increase. Then, the primary Administrator may change the limit to align with the new wire limit for any additional users if needed.*

- **To temporarily increase a user's Wire Transfer limit:**

  - Navigate to **Manage Users** > **User Roles** > **Edit User Role**.

  - Next, choose **Domestic Wire** under 'Per Transaction' and change the limit.

- *Tip: Changes may be needed for per transaction, daily per account, and daily limit depending on the respective limits, so be sure to review each Approval Limit category.*

# Gateway Wire Limits Screen



*Note:* As a reminder, dual approval for wire transfer is a mandate and is the default within Gateway. This best practice is intended to help prevent payment channel fraud.

# Learn More About Wire Transfer

- See the <u>Wire Payments video</u> for a step-by-step domestic and international wire payment tutorial. Also see the <u>Synovus Gateway Wire Transfer User Guide</u> for comprehensive details.

Tips and Best Practices for Treasury Services

# Positive Pay

# Positive Pay Decision Windows (ACH & Check)

- **10:00** a.m. and **2:00** p.m. ET

- Gateway Positive Pay items should be reviewed and decisioned <u>daily</u> by **2:00** p.m. ET.

- ***Best practice:*** *Synovus will not contact you to remind you to decision your company's Positive Pay items, nor will Synovus decision Positive Pay items on your company's behalf. As such, you are strongly encouraged to designate a secondary, or back-up, Positive Pay approver to review and decision items daily in the absence of your primary Positive Pay approver.*

- **Positive Pay Default Options**: If you do not decision Gateway Positive Pay check items by 2:00 p.m. ET, your selected default of either *Pay All* or *Return All* will apply. To learn more, see the <u>Gateway Positive Pay</u> video tutorial and <u>Positive Pay User Guide</u>.

- ***Best Practice:*** *If you are an Administrator, be sure to set up Positive Pay Alerts for all users. Email and mobile text alerts are recommended for all users at every stage of the Positive Pay process. Aside from the email and text alerts, the ability to decision Positive Pay items using the Synovus Gateway mobile app is an added convenience.*

# How to Set Up Positive Pay Alerts

- **To set up Positive Pay Alerts:**

  - Select **Launch Advanced Options** in the upper right of the Positive Pay screen.

  - Then, select **User Setup** > select the user you wish to edit > **System Messages** > and modify email and text alerts as desired for exception notifications.

- ***Note:*** *Gateway defaults to email notification; however, text may be added as desired.*

- ***Tip:*** *If you encounter issues viewing Positive Pay exceptions, simply select **Launch Advanced Options** > **Exception Processing** > **Quick Exception Processing**.*

- ***Tip:*** *For a tutorial, see the <span style="color:red">Gateway Positive Pay</span> video.*

*Continued Next Page >>*

# Positive Pay *Launch Advanced Options* Screen

# Learn More About Positive Pay

- View the Gateway Positive Pay video and see the Synovus Gateway Positive Pay User Guide for comprehensive details.

Tips and Best Practices for Treasury Services

# Communications and Additional Resources

# Synovus Gateway Communications

- **Tip:** *Always be certain to check messaging and alerts within the Synovus Gateway portal. This is how you will be notified of enhancements like new features and functions and important service messaging and alerts.*

# Additional Resources

- **Tip:** *Be sure to bookmark* [synovus.com/gatewaycommercialresources](synovus.com/gatewaycommercialresources). *This is where you will find resources such as video tutorials and user guides. The page is frequently updated and accessible from within the Gateway portal via the Help option.*

# Contact for Assistance

- Have questions? Contact Synovus Customer Care at 1-888-SYNOVUS (796-6887) and say "Gateway."