ACH Job Aid (RFMS)

Internal and External Use

Payments Flex now supports the ability to process ACH transactions using **My Flooring Link**. Accepting multiple payment methods is typically a suggested best practice. In addition, processing ACH transactions is a good way for dealers to offset the rising cost of interchange fees.

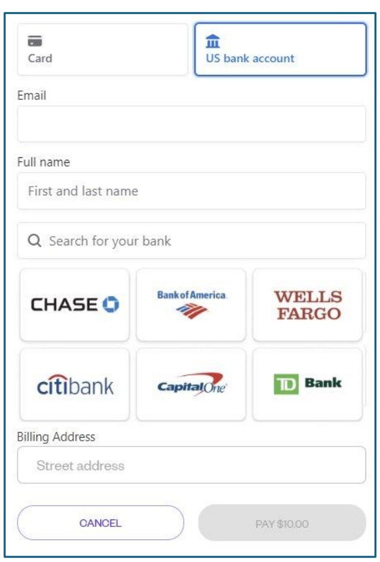
The purpose of this job aid is to walk internal Cyncly Users through:

- ACH Overview
- Viewing ACH details
- Fees
- Funding
- ACH Payment Processing and Monitoring Recommendations
- Rules and Regulations
- Disputes and Refunds
- ACH Enablement
- Recommended Reconciliation Process

Section 1: ACH Overview Using My Flooring Link

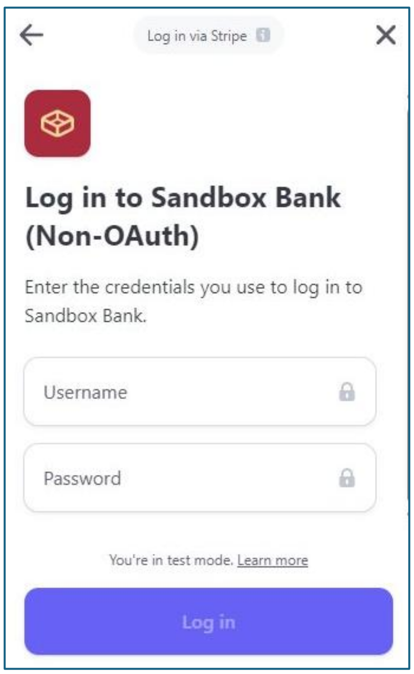
When ACH is enabled on a dealers account, their customers will see a “US Bank Account” option when making a My Flooring Link payment. (ACH functionality is only supported using My Flooring Link. An ACH transaction can’t be processed directly in Payments Flex by the dealer over the phone.) Having the customer enter their ACH information using My Flooring Link is more secure and reduces the liability of processing or storing ACH information.

When the customer initiates a payment using the My Flooring Link sent by the dealer, the customer will enter their email, full name and then select their bank which may appear under the search bar. If their bank isn’t initially displayed, they can search for it using the search bar.

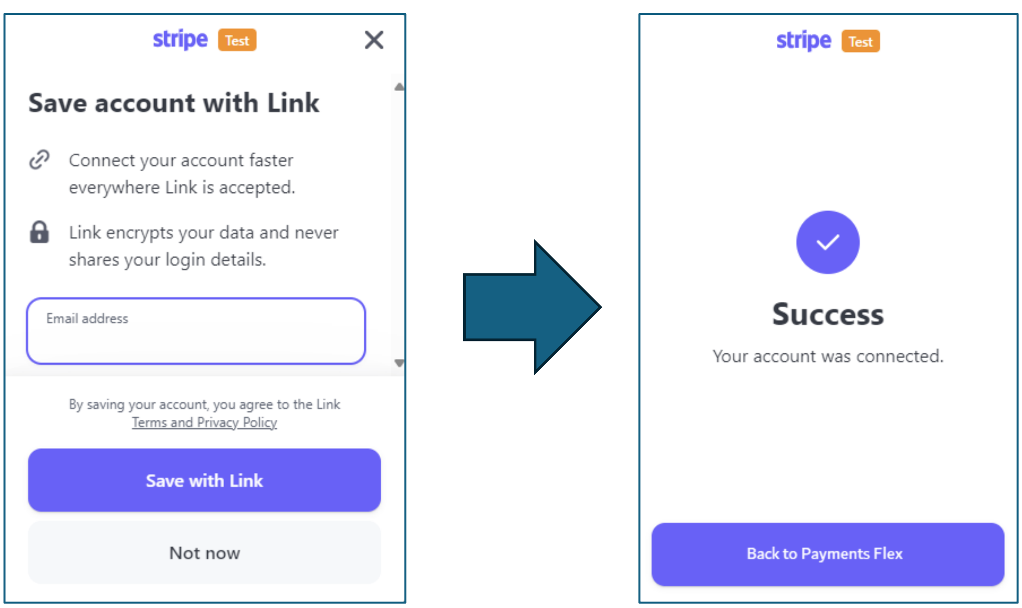


NOTE: Cyncly has turned off the option for a customer to manually enter their account and routing number as we do not support the microdeposit verification workflow at this time. If a customer's bank doesn't participate in the instant verification (their bank doesn't show up as an option), then they will see “No results”. They can try another bank or select “Card” to pay by credit card.

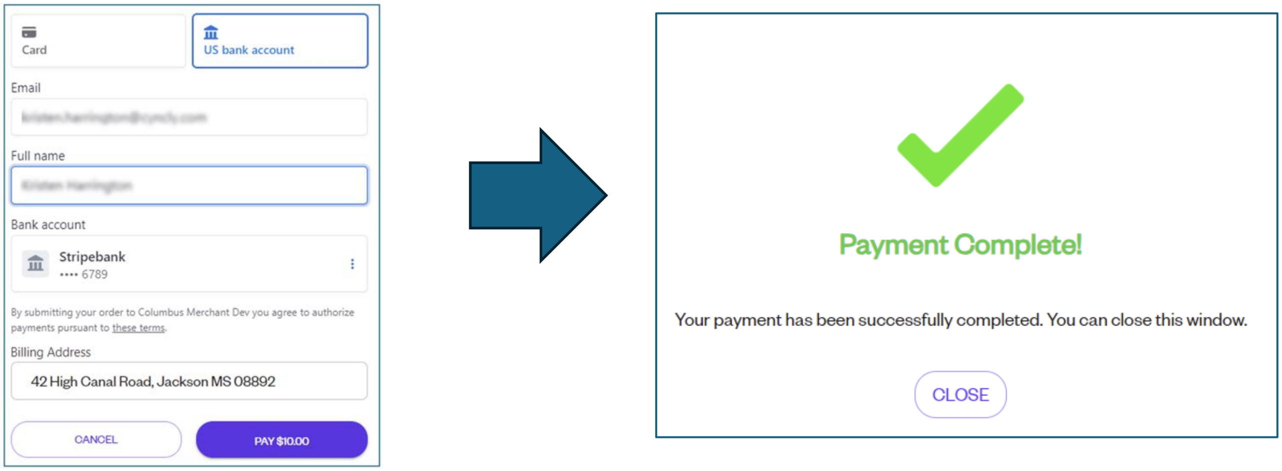
If the bank participates in “Instant Bank Verification”, Stripe connects to the bank’s system in the background and displays a login screen for the customer.



If the login is successful, the customer can save their bank details to use again or skip.



Once the bank account is connected, it can be used for the payment.



Section 2: Viewing ACH Details
ACH details are available in the Payments Flex merchant portal. Below are the ACH statuses that a dealer can expect to see.

- **Pending:** ACH payments will display as “Pending” on the merchant portal Payments page and will not be listed in the “Payouts” section until the ACH transaction successfully clears the bank.

- **Succeeded:** Approved ACH transactions will shows as “Succeeded” on the “Payments” page and the amount will be included in the dealer’s “Payouts”. This is the point in time where services should be completed by the dealer, or the product should be given to the customer. These are the only ACH transactions that will appear in the “Payouts” section of Payments Flex. Succeeded means that the ACH transaction successfully cleared the bank, and the monies have been deposited to the dealer’s account.

- **Failed:** If the transaction was not successful, declined or it was returned, it will appear as “Failed” on the Payments page. If the check is returned, it will never appear in the payout. In this situation, during reconciliation, the dealer will see a discrepancy and will need to go to the “Payments” list and search for the check, where they will see that it failed.

Section 3: ACH Fees
The fees to process an ACH transaction are as follows:
- 0.50% Per Transaction Fee
- $25.00 Dispute Fee
- $10.00 ACH Return Fee

Section 4: Funding

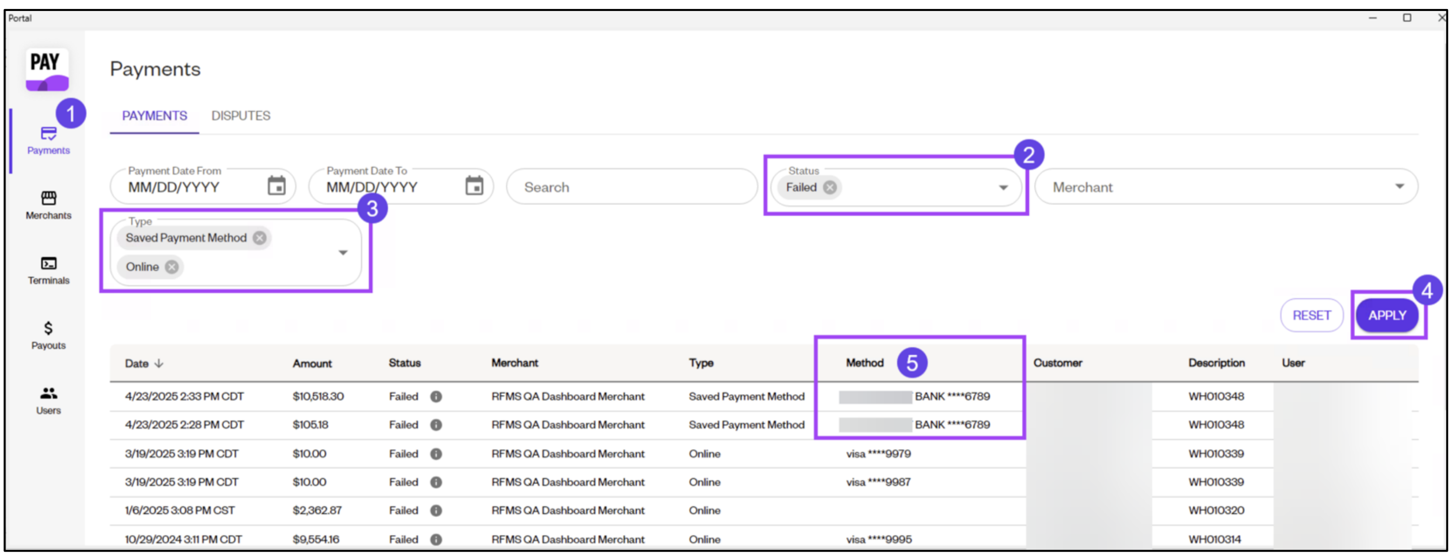
Unlike credit card deposits, ACH payments may take 1-4 business days to be deposited into your merchant account. In some cases, it may take up to 8 days to fully settle with the banking institution.

Important Note: Products and/or services **SHOULD NOT** be provided to the customer until the payment is deposited to the dealer's bank account. The dealer is liable for any products and/or services that are completed or given prior to an ACH transaction being deposited to their account.

Section 5: ACH Payment Processing and Monitoring Recommendations

Due to the way receipts are processed in RFMS, payments post to the associated Order immediately. However, merchants are advised to **deposit receipts only after the payment is marked as "Successful" and appears on their Payout,** which can sometimes take up to 8 days to fully settle with the banking institution. This is why we recommend creating a separate Register specifically for ACH payments.

While Failed ACH Payments are rare, we strongly advise clients processing ACH transactions to **review the Payments Flex Portal regularly (at least weekly)** to ensure no Failed transactions require action. If a Failed transaction is identified, clients should **refund the payment via the "Post Receipt Only" process**. They can then **post the deposit for the failed transaction and the corresponding reversal receipt** in the same manner as they would handle any other reversed payment.

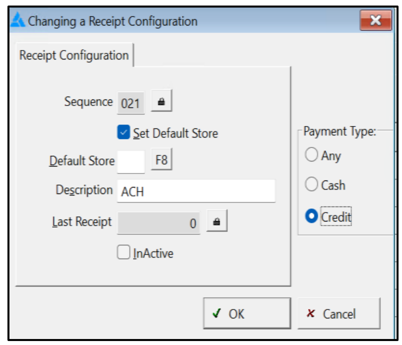


Section 6: Rules and Regulations

ACH Processing Rules change from time to time. Each originator (Dealer) of ACH transactions is expected to know and follow the rules as determined by the National Automated Clearing House Association (NACHA) including the use of proper authorizations.

Section 7: Disputes and Refunds
Unlike credit card disputes, all ACH Direct Debit disputes are final and there is no process for appeal. If a customer successfully disputes a payment, the dealer must contact them if they want to resolve the situation. If the dealer proactively issues their customer a refund while the customer's bank also initiates the dispute process, the customer might receive two credits for the same transaction.

Section 8: ACH Enablement
If a dealer would like to process ACH transactions, they will be required to:



1. **CreateNewReceiptRegister**
   a. Utilities > Setup > Receipt Configuration
   b. Create + New
   c. Add "ACH" in the Description field
   d. Check the "Set Default Store" checkbox
   e. Set Payment Type toggle to "Credit"
   g. Click OK

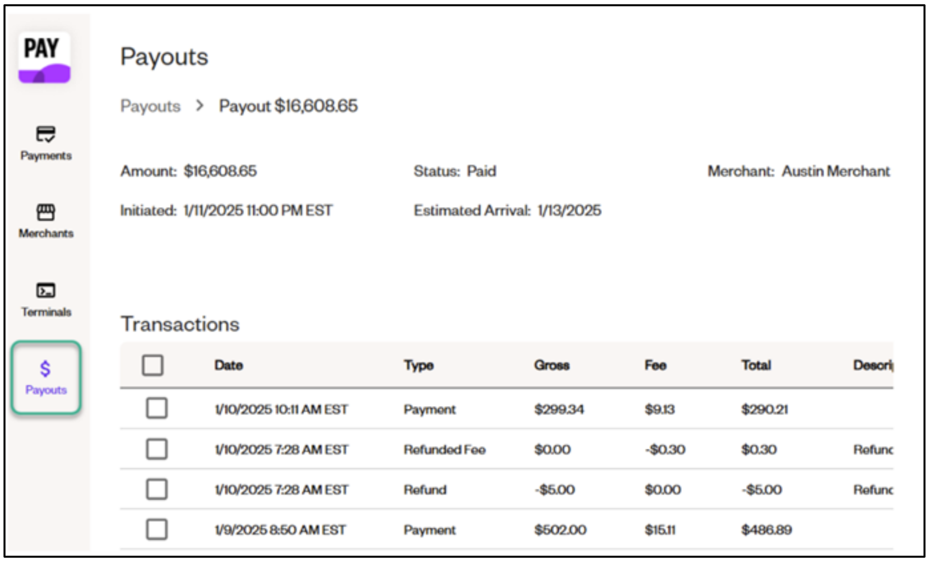
2. **Update Credit Card Prefixes**
   a. Utilities > Credit Card Setup > Credit Card Prefixes
   b. Create New
   c. Enter "0" as the prefix number
   d. Click the "…" to the right of the Receipt Sequence field and select ACH register
   e. Set Default Store
   f. Use "F8" to select store
   g. Click OK
   h. Do this for **<u>all</u>** stores

3. Complete **Cyncly's ACH Form**. The dealer should email the completed ACH Form to: acctmaintenance@cyncly.com

Once the form is received, the Cyncly Payments team will enable ACH for the customer's account if the dealer is approved to process ACH transactions. Typically, the setup time for ACH is 24-48 business hours.

Section 9: Recommended Reconciliation Process

In the Payments Flex Portal (Order Entry > Reports > Payments Flex) click on any Payout to view details of that payout. The details include payments, refunds, or fees associated with the selected payout:



PAY

Payments

Merchants

Terminals

Payouts

Payouts

Payouts > Payout $16,608.65

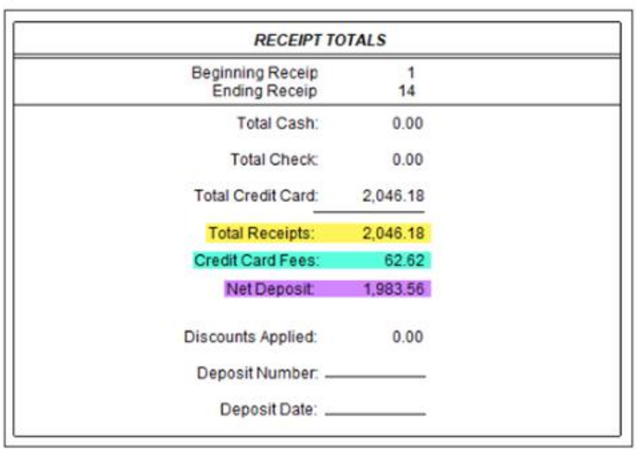
Amount: $16,608.65 Status: Paid Merchant: Austin Merchant

Initiated: 1/11/2025 11:00 PM EST Estimated Arrival: 1/13/2025

Transactions

	Date	Type	Gross	Fee	Total	Descri
	1/10/2025 10:11 AM EST	Payment	$299.34	$9.13	$290.21	
	1/10/2025 7:28 AM EST	Refunded Fee	$0.00	-$0.30	$0.30	Refunc
	1/10/2025 7:28 AM EST	Refund	-$5.00	$0.00	-$5.00	Refunc
	1/9/2025 8:50 AM EST	Payment	$502.00	$15.11	$486.89	

In RFMS > Reports > Receipt Recap, generate a report for Payments Flex Register the same date range and you should see the totals from the Payments Flex Portal will match what is provided in Receipt Recap:



RECEIPT TOTALS

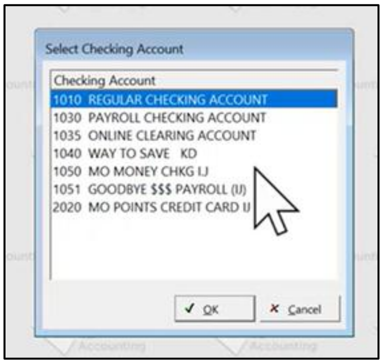
Beginning Receip	1
Ending Receip	14
Total Cash:	0.00
Total Check:	0.00
Total Credit Card:	2,046.18
Total Receipts:	2,046.18
Credit Card Fees:	62.62
Net Deposit:	1,983.56
Discounts Applied:	0.00
Deposit Number:	
Deposit Date:	

If these numbers do not match, then run the Receipt Recap Report for the ACH register. The funds in the ACH register should total the amount missing from the initial reconciliation. Keep in mind, it may be that one or more of the transactions from the ACH could be the amount needed to balance the day's deposit.

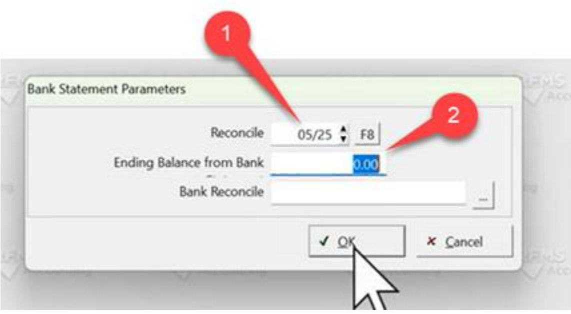
Post 1 deposit for the ACH funds and 1 for Credit Card funds.

Cyncly

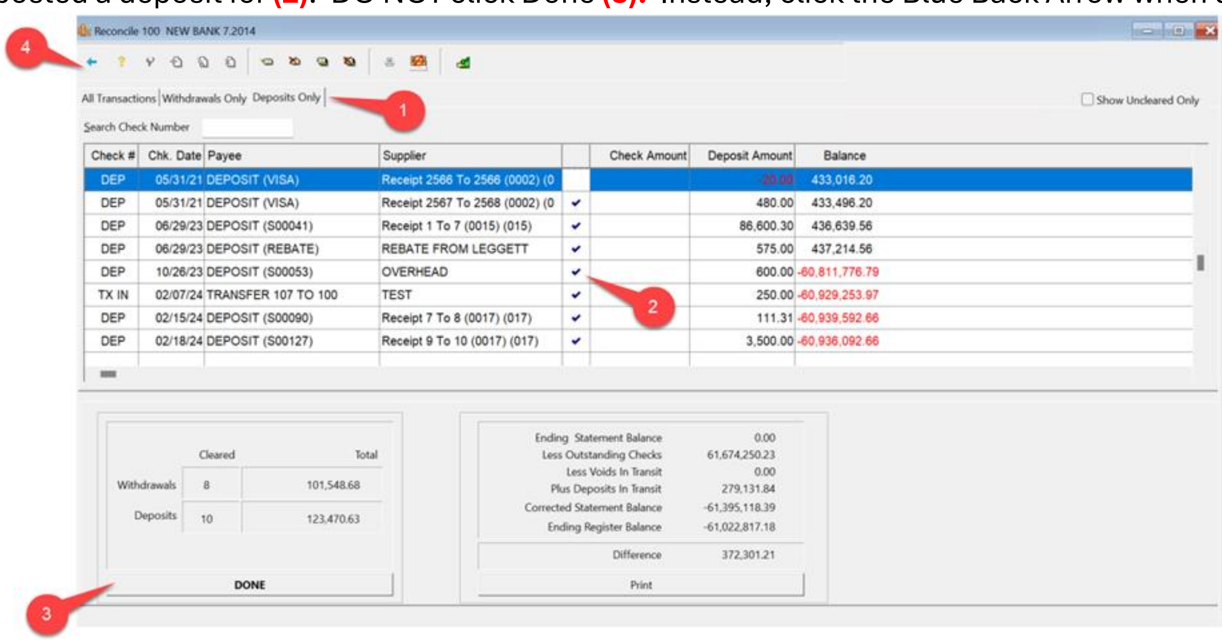
Once the funds are confirmed deposited into the bank, head to the Accounting Module > File > Banking > Reconcile Register > Select the Checking Account:



Enter the month in the Reconcile field **(1)** and leave the Ending Balance blank **(2)**. Click OK:



Click into the Deposit Only tab **(1)** and clear the deposits by checking off the amounts that you just posted a deposit for **(2)**. DO NOT click Done **(3)**. Instead, click the Blue Back Arrow when done **(4)**:



Back in the Bank Account (Accounting > File > Banking > Add/Edit Checks > Select Checking Account), those will be represented with a "C" for cleared.

At the end of the month when you do your final reconciliation and click the DONE button, the "C"s will change to "R"s.