

## ADP Payments Tutorial Series

# How to Authorize Echeck (ACH) Transactions

Obtaining the proper authorization for your Echeck (ACH) transactions is the most important step you can take to protect yourself against disputes, return fees, and reversed transactions.

According to NACHA (the organization that oversees the Automated Clearing House (ACH) network) rules, there are only three reasons people can dispute ACH charges to their account:

1. If it was never authorized by the account holder or the authorization was revoked;
2. If it was processed on a date earlier than authorized; or
3. If it is for an amount different than authorized.

**NOTE:** The transaction must be for the exact amount authorized—it cannot be higher or lower. However, you are permitted to have customers authorize payments for variable amounts, and/or not to exceed amounts.

That's it. And, disputing an ACH charge requires that the account holder provide notice to the bank in writing (or the electronic equivalent) that one of those three conditions exists. (Note that this is significantly different from credit card transactions where a customer can have a charge reversed simply by claiming that the product or service received was not what they expected.)

The key word is **Authorized**—which according to NACHA means something very specific depending on the ACH Type used to submit the transaction. ADP Payments supports the following ACH Types (though your account may not be enabled for all of them):

- **PPD:** Used for a one-time or recurring business to consumer ACH transaction, for which you have written authorization—Meaning a signed form or contract.
- **TEL:** Used for a one-time or recurring business to consumer ACH transaction that was authorized over the phone.
- **WEB:** Used for a one-time or recurring business to consumer ACH transaction that was authorized by submitting a form over the Internet.
- **CCD:** Used for a one-time or recurring business to business ACH transaction, for which you have written (mail, email or fax) or telephone authorization in addition to having a general written agreement with the company for ACH debits to its account.

You must fulfill the authorization requirements for the ACH Type submitted, or your customer can have the charge reversed. For example, if your customer calls to place an order over the phone, and you process it as a PPD transaction instead of a TEL transaction, your customer can claim that the transaction was not authorized and have it reversed.



**You CANNOT convert paper checks to Echeck (ACH) transactions using ADP Payments.**

**ADP Payments supports only PPD, TEL, WEB, and CCD ACH Types. A paper check is not acceptable authorization for any of these ACH Types.**

The checklist on the next page is a handy quick-reference tool you can refer to each time you process an Echeck (ACH) payment to make certain that you have met all requirements for authorizing the transaction. Additionally, the following sections provide guidance on how to obtain the proper authorization for each ACH Type, and provide authorization form templates that can be customized for your business when it needs to obtain written authorizations.

## ECHECK (ACH) AUTHORIZATION REQUIREMENTS CHECKLIST

One Time Transactions	Recurring Transactions
<p><b>PPD--Written Authorization</b></p> <p><i>Your Responsibility</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Get signed authorization form</li> <li><input type="checkbox"/> Give customer copy of signed form</li> </ul> <p><i>ADP Payments Does For You</i></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Email receipt</li> </ul>	<p><b>PPD--Written Authorization</b></p> <p><i>Your Responsibility</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Get signed authorization form</li> <li><input type="checkbox"/> Give customer copy of signed form</li> </ul> <p><i>ADP Payments Does For You</i></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Email schedule confirmation</li> <li><input checked="" type="checkbox"/> Email receipt for each payment</li> <li><input checked="" type="checkbox"/> Email schedule change confirmations</li> </ul>
<p><b>CCD-Business-to-Business Transactions</b></p> <p><i>Your Responsibility</i></p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Get signed overriding agreement plus individual transaction authorization</li> <li><input type="checkbox"/> Get signed form authorizing one transaction</li> <li><input type="checkbox"/> Include authorization language in contract</li> <li><input type="checkbox"/> Verify that business bank account is enabled for ACH</li> <li><input type="checkbox"/> Give customer copy of the signed agreement or contract.</li> </ul> <p><i>ADP Payments Does For You</i></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Email receipt</li> </ul>	<p><b>CCD-Business-to-Business Transactions</b></p> <p><i>Your Responsibility</i></p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Get signed overriding agreement plus individual transaction authorization</li> <li><input type="checkbox"/> Get signed form authorizing one transaction</li> <li><input type="checkbox"/> Include authorization language in contract</li> <li><input type="checkbox"/> Verify that business bank account is enabled for ACH</li> <li><input type="checkbox"/> Give customer copy of signed agreement or contract</li> </ul> <p><i>ADP Payments Does For You</i></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Email schedule confirmation</li> <li><input checked="" type="checkbox"/> Email receipt for each payment</li> <li><input checked="" type="checkbox"/> Email schedule change confirmations</li> </ul>
<p><b>WEB--Online Authorization</b></p> <p><i>Your Responsibility</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Configure ADP Payments to display your phone number and email address on invoices.</li> <li><input type="checkbox"/> Enter Terms of Sale for invoices.</li> <li><input type="checkbox"/> Enter Terms &amp; Conditions on the payment form configuration screen.</li> </ul> <p><i>ADP Payments Does For You</i></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Display printable online confirmation page</li> <li><input checked="" type="checkbox"/> Email receipt</li> </ul>	<p><b>WEB--Online Authorization</b></p> <p><i>Your Responsibility</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Configure ADP Payments to display your phone number and email address on invoices.</li> <li><input type="checkbox"/> Enter Terms of Sale for invoices.</li> <li><input type="checkbox"/> Enter Terms &amp; Conditions on the payment form configuration screen.</li> </ul> <p><i>ADP Payments Does For You</i></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Display printable online confirmation page</li> <li><input checked="" type="checkbox"/> Email schedule confirmation</li> <li><input checked="" type="checkbox"/> Email receipt for each payment</li> <li><input checked="" type="checkbox"/> Email schedule change confirmations</li> </ul>
<p><b>TEL--Telephone Authorization</b></p> <p><i>Your Responsibility</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Get verbal permission</li> <li><input type="checkbox"/> Record verbal permission (optional)</li> </ul> <p><i>ADP Payments Does For You</i></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Email receipt prior to transaction being processed</li> </ul>	<p><b>TEL--Telephone Authorization</b></p> <p><i>Your Responsibility</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Get verbal permission</li> <li><input type="checkbox"/> Record verbal permission (optional)</li> </ul> <p><i>ADP Payments Does For You</i></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Email schedule confirmation</li> <li><input checked="" type="checkbox"/> Email receipt for each payment</li> <li><input checked="" type="checkbox"/> Email schedule change confirmations.</li> </ul>

**Important Note:** A paper check is not acceptable authorization for a PPD, CCD, WEB, or TEL transaction. If you type the information from a paper check into ADP Payments and process it as an ACH transaction, your customer can successfully dispute the charge.

\*What ADP Payments Does For You assumes that you have entered a valid email address for your customers, have not altered default email settings, and have enabled email notification for each transaction or schedule.

## PPD TRANSACTION AUTHORIZATION GUIDE

PPD transactions are by definition those that are authorized in writing on a form or contract that grants a business permission to debit a consumer's personal checking or savings account. The authorization form outlines the conditions under which the business is permitted to debit the account (such as amount, date, and frequency), as well as conditions for termination or change of the authorization.

### One-time PPD Transaction Authorizations

**Typical Uses:** One-time PPD transactions are often used as part of a contract when a customer is making a single payment for products or services rendered. For example:

- Paying for a year of service in advance when a service contract is signed.
- Making a major purchase such as furniture, art, or a used vehicle.
- Placing an order for a product or service that will be billed in full on a future date.

#### How to Authorize:

1. Have your customer sign and date a form that includes the amount of the payment, the date the payment is to be processed, and the bank account from which the payment is to be debited.
2. Keep this form on file, stored digitally or in paper form, for two years.

#### Templates Provided:

- [One-time ACH Payment Authorization Form](#)  
Use this form to authorize a ONE-TIME payment.

### Recurring PPD Transaction Authorizations

**Typical Uses:** There are three typical uses for recurring PPD transactions:

- Payments for the same amount on a regular schedule, such as weekly or monthly service fees.
- Payments for a different amount on a regular schedule, such as utility bills and country club usage fees.
- Payment plans for discharging a large debt, such as car loan payments and layaway payments.

#### How to Authorize:

1. Have your customer sign and date a form (see templates below) that includes the bank account to be charged, how to terminate the schedule, and the information specified below for the type of recurring payment schedule being used:
  - a. **Payments for the same amount on a regular schedule:** Amount, frequency, and start date.
  - b. **Payments for a different (variable) amount on a regular schedule:** Frequency, start date, not to exceed amount.
  - c. **Payment plans for discharging a large debt:** Total due, # of payments, amount of payment, frequency, start date.
2. Give your customer a copy of the signed form.
3. Keep this form on file, stored digitally or on paper, for two years after the last payment on the schedule.
4. Send a receipt via mail or email for each transaction processed as part of the schedule.

**What ADP Payments Does For You:** When you check the "Send notification to the customer" checkbox in the **TRANSACTION TEMPLATES** and the **RECURRING PAYMENT REMINDERS** sections of the **Settings--> Configuration--> Email Preferences and Templates** screen, the system automatically sends all required emails.

#### Templates Provided:

- [ACH Recurring Payment Authorization Form-Open](#)  
Use this form to authorize the SAME amount each time with an OPEN end date.
- [ACH Recurring Payment Authorization Form-SET](#)  
Use this form to authorize the SAME amount each time with a SET end date.
- [ACH Recurring Payment Authorization Form-Variable](#)  
Use this form to authorize a DIFFERENT amount each time, with an OPEN end date.
- [ACH Payment Plan Authorization Form](#)  
Use this form to authorize a SET number of payments of the SAME amount each time.

## TEL TRANSACTION AUTHORIZATION GUIDE

TEL transactions are by definition those that are authorized over the telephone granting a business permission to debit a consumer's personal checking or savings account. NACHA permits these transactions if the customer initiates the call, or if the merchant initiates the call and there is a pre-existing relationship between the customer and the merchant (a contract in place, or the customer has done business with the merchant in the last 2 years).

TEL transactions are used when a merchant obtains the bank account information and permission to charge the account from a customer over the phone, and types it into the **Collect new payment** screen for processing.

### One-time TEL Transaction Authorizations

**Typical Uses:** Phone order of goods and services, or for bill payments made via phone. For example:

- Purchasing an item from a catalog.
- Paying a utility bill received via mail or email.
- Making a deposit on goods or services to be delivered/performed at a later date.
- Making a charitable donation.

**How to Authorize:** There are two ways to authorize a TEL transaction, which may be used together or separately.

- **Voice Recording**
  - Notify the caller that the call is being recorded.
  - Clearly state the particulars of the transaction—Use the following as a template:  
*I want to confirm that today {insert current date} you are authorizing {insert your company name} to initiate a one-time ACH debit from your bank account for {amount} on {date}. If you have any questions about this debit you can reach us at {insert your business phone number}. Please say "I agree" to authorize this transaction.*
  - Make certain that you hear the customer say "I Agree." Silence does not constitute authorization.
  - Send an email receipt as described below. (Optional)
  - Save the authorization tape for at least 90 days and up to 2 years (if you don't send receipts).
- **Email, Mail, or Fax Confirmation** (You must prove the confirmation was sent, you're not required to prove it was received.)
  - Send an email, fax, or mailed confirmation BEFORE the transaction is submitted to the bank  
**NOTE: Automated email receipts from ADP Payments ALWAYS get sent before the transaction is submitted to the bank.**
  - Make sure the email contains the customer's name, the last 4 digits of the bank account number, the transaction amount, the date it was authorized, the date it will be processed, and a number where the customer can contact you. The default TEL receipt in ADP Payments contains all of the required elements.
  - Keep a copy of the receipt on file (for emails, CC or BCC to your email address) for 2 years.

**What ADP Payments Does For You:** When you check the "Send notification to the customer" checkbox in the **TRANSACTION RECEIPTS** section of the **Settings--> Configuration--> Email Preferences and Templates** screen, ADP Payments automatically sends receipts for ACH TEL transactions to the address entered in the **Email** field for the Customer Record. When you check the "Send notification to my company at" checkbox and enter your email address in the field, in the **TRANSACTION RECEIPTS** section of the **Settings--> Configuration--> Email Preferences and Templates** screen, ADP Payments automatically sends a CC of the receipt email to the email address you entered.

## Recurring TEL Transaction Authorizations

**Typical Uses:** Phone order of goods and services, or for bill payments made via phone. For example:

- Payments for the same amount on a regular schedule, such as weekly or monthly service fees (cleaning, day-care, etc.).
- Payments for a different amount on a regular schedule, such as utility bills and country club greens and other usage fees.
- Payment plans for discharging a large debt, such as home remodeling or roof replacement.

**How to Authorize:** There are two ways to authorize a recurring TEL transaction, which may be used together or separately.

- **Voice Recording**
  - Notify the caller that the call is being recorded.
  - Clearly state the particulars of the schedule which must include the following:
    - The Recurring Transaction Amount (or how the variable amount will be calculated)
    - The Date the Recurring Schedule was authorized
    - The schedule on which payments will be generated, including the start date and end date, if any.
    - Your Company Name
    - The Customer's Bank Account that will be debited (At least bank name and last 4 digits of acct #)
    - A telephone number where your company may be contacted during regular business hours
  - Use the following as a template:

*I want to confirm that today {insert current date} you {insert the customer's full name} are authorizing {insert your company name} to initiate a recurring ACH debit from your {insert bank name} bank account ending in {insert last 4 digits of bank account #} for {amount, or how amount is to be calculated; i.e. for your monthly greens fees, not to exceed \$500} on {schedule frequency, i.e. the 15th of each month} starting on {insert start date} and ending on {insert end date, or "when you notify us to terminate the schedule."} If you have any questions about this schedule, or if you would like to cancel or change the schedule, you can reach us at {insert your business phone number}. Please say "I agree" to authorize this transaction.*
  - Make certain that you hear the customer say "I Agree." Silence does not constitute authorization.
  - Send an email receipt as described below.
  - Save the tape of the authorization for 2 years after the last payment on the schedule is processed.
- **Email, Mail, or Fax Confirmation** (You must prove the confirmation was sent, you are not required to prove it was received.)

**NOTE:** Even if you are not recording the conversation, you should use the sample call script above to ensure that you are providing all required information to the customer when they authorize an ACH schedule over the phone.
- Send an email, fax, or mailed confirmation BEFORE the first scheduled transaction is submitted to the bank.

**NOTE:** Automated email receipts and schedule confirmations from ADP Payments ALWAYS get sent before the transaction is submitted to the bank.

- The notification must include the following:
  - The Recurring Transaction Amount (or how the variable amount will be calculated)
  - The Date the Recurring Schedule was authorized
  - The schedule on which payments will be generated, including the start date and end date, if any.
  - Your Company Name
  - The Customer's Bank Account that will be debited (At least bank name and last 4 digits of acct #)
  - A telephone number where your company may be contacted during regular business hours
  - An email address that is monitored during regular business hours
  - A Mailing Address to which the customer can send schedule changes/cancellations.

**NOTE: The default TEL recurring payment schedule receipts in ADP Payments contain all of the required elements. If you edit these templates, make sure you do not remove any required information.**

- Keep a copy of the receipt on file (for emails, CC to your email address) for 2 years after the last payment on the schedule is processed.



**You are also required to send an email confirmation for any change to a recurring ACH schedule if the authorized payment amount, payment account, frequency, start date or end date changes.**

**This confirmation must be sent PRIOR to the changed payment amount being processed-- even if the amount is lower than the originally authorized amount.**

**ADP Payments will do this for you if you enable sending emails for new and updated recurring payment schedules in the RECURRING PAYMENT REMINDERS sections of the Settings--> Configuration--> Email Preferences and Templates screen.**

### **What ADP Payments Does For You:**

When you check the "Send a receipt to the customer" checkbox in the **TRANSACTION RECEIPTS** and in the **Do you want to send emails for new and updated recurring payment schedules?** portion of the **RECURRING PAYMENT REMINDERS** sections of the **Settings--> Configuration--> Email Preferences and Templates** screen, the system will automatically send all required emails to your customers for all ADP Payments schedules. When you also check the "Send a receipt to my company at" checkbox and enter your email address in the fields in those configuration sections, ADP Payments automatically sends a CC of the emails to the email address you entered.

### **Additional Recommendation:**

Send a pre-notification email to your customer prior to the date the scheduled payment is processed. The default setting for pre-notification emails is "on" with the pre-notification sent 1 day prior to the payment date. You can change this on a global basis in the **RECURRING PAYMENT REMINDERS** section of the **Settings--> Configuration--> Email Preferences and Templates** screen. Select the "No" radio button for pre-notifications if you don't want to send them. Or, change the number of days prior (choose from 1 to 10 days) that the pre-notification email is sent. You can also make this change on a case-by-case basis for each individual recurring payment schedule when you create it.

## WEB TRANSACTION AUTHORIZATION GUIDE

WEB transactions are by definition those that are authorized by a consumer entering payment information into a web form, actively checking a box to agree to the terms and conditions for the transaction (pre-checked boxes are not allowed), and clicking a “Submit” button.

WEB authorization can be used to enable your customers to initiate a one-time transaction or a recurring payment schedule via a PaySimple Web Payment Page, or a one-time payment via an online invoice payment form.

Additionally, if you host a payment or payment schedule authorization form on your website, separate from the ADP Payments system, and then manually enter the schedules authorized via this form into ADP Payments, you should select WEB as the **ACH Type** for the transaction or schedule.

### One-time WEB Transaction Authorization Guide

**Typical Uses:** Online orders for good or services, or online bill payments. For example:

- Purchasing an item from an online store.
- Paying rent.
- Making a charitable donation.

**How to Authorize:**

1. Include NACHA mandated language in the terms and conditions section.
2. Enable your customer to view and print a receipt after the payment has been successfully submitted.
3. Email a receipt to your customer, CC yourself, and keep a copy of the email for 2 years.

**What ADP Payments Does for You:** The Web Payment Pages you create as part of your ADP Payments system automate most of the authorization steps for you, including displaying terms and conditions on your payment forms and online invoice payment forms, automatically generating a transaction confirmation page and automatically emailing a receipt. To complete the process, you need to complete the steps indicated below for invoice payments and web payment pages.

#### Online Payment of ADP Payments Invoices

1. In the **Settings--> Configuration--> Preferences** screen be certain to:
  - a. Check the box for include phone number—Make sure to use one that is answered during regular business hours.
  - b. Check the box to include Email address—Make sure to use one that is monitored during regular business hours.
  - c. Check the box to include website (if you have one).
2. In the **Settings--> Configuration--> Invoice Settings** section enter language in **Enter your Terms of Sale here** field that includes language required for a one-time Echeck (ACH) WEB payment. (See *Sample Language for Authorizing One-time ACH WEB Transactions* below.)
3. Make sure that your customer gets a receipt for all payments, and that your company gets a copy of the receipt. To do this, in the **Settings--> Configuration--> Email Preferences and Templates** screen in the **TRANSACTION RECEIPTS** section, check the “Send notification to the customer” checkbox and check the “Send notification to my company at” checkbox and enter your email address in the field.

## Web Payment Pages for One-time Payments

1. When creating a new Web Payment Page be certain to:
  - a. Include all required language for authorizing online Echeck (ACH) transactions in the **Terms and Conditions** field. (See *Sample Language for Authorizing One-time ACH WEB Transactions* below.)
  - b. Be certain to complete the **CONTACT INFORMATION** section with current contact information for your company. The phone number and email address provided must be monitored and answered during regular business hours.
2. Make sure that your customer gets a receipt for all payments, and that your company gets a copy of the receipt. To do this, in the **Settings--> Configuration--> Email Preferences and Templates** screen in the **TRANSACTION RECEIPTS** section, check the "Send notification to the customer" checkbox and check the "Send notification to my company at" checkbox and enter your email address in the field.

Should your customer ever request a copy of the receipt from an online transaction, you can print a copy or email a copy using the "Print" or "Email" links in the **Action** button menu for that transaction in the **Payments** table on the **manage payments** screen.

### Sample Language for Authorizing One-time ACH WEB Transactions

When configuring your Web Payment Page add the following text to the **Terms and Conditions** field. When entering Terms of Sale for your invoices include the following text. Be sure to use this text in addition to your company's standard terms and conditions for both fields.

Enter your business information in place of the red insert indicators.

*I authorize {insert company name} to debit the bank account indicated in this web form for the noted amount on today's date. I understand that because this is an electronic transaction, these funds may be withdrawn from my account as soon as the above noted transaction date. In the case of an ACH Transaction being rejected for Non Sufficient Funds (NSF) I understand that the business may at its discretion attempt to process the charge again within 30 days, and agree to an additional {insert \$} charge for each attempt returned NSF which will be initiated as a separate transaction from the authorized payment. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I will not dispute {insert company name} debiting my checking/savings account, so long as the transaction corresponds to the terms indicated in this web form.*

**NOTE:** If you do not want to charge a NSF fee, you can delete this portion of the sample text.



## Recurring WEB Transaction Authorization Guide

**Typical Uses:** ADP Payments Web Payment pages support two types of recurring transactions:

- **Recurring Billing** for the same amount on a regular schedule, such as weekly service fees or monthly charitable donations.
- **Payment Plans** for discharging a large debt, such as car loan payments or installment payments on a large purchase.

**How to Authorize:**

1. Include NACHA mandated language in the **Terms and Conditions** field.
2. Enable your customer to view and print a receipt immediately after submitting the payment form that contains:
  - a. Full details of the schedule (payment amount, frequency, start date, end date or # of payments).
  - b. A confirmation # for any transaction processed as part of the schedule when it was entered.
3. Email a receipt to your customer for each transaction processed as part of the schedule, CC yourself, and keep a copy of the email for 2 years.
4. Notify your customer in advance of any change to the schedule payment amount (or payment range) or frequency.

**What ADP Payments Does for You:** The Web Payment Pages you create as part of your ADP Payments system automate most of the authorization steps for you, including displaying terms and conditions on your payment form, automatically generating a transaction confirmation page and automatically emailing a receipt. To complete the process, you need to do the following:

- When creating a new Web Payment Page be certain to include all required language for authorizing online Echeck (ACH) transactions in the **Terms and Conditions** field. (See *Sample Language for Authorizing Recurring ACH WEB Transactions* below.)
- Be certain to complete the **Contact Information** section with current contact information for your company. The phone number and email address provided must be monitored and answered during regular business hours.
- Make sure that your customer gets a receipt for all payments, and that your company gets a copy of the receipt. To do this, in the **Settings--> Configuration--> Email Preferences and Templates** screen in the **TRANSACTION RECEIPTS** section, check the "Send a receipt to the customer" checkbox and check the "Send a receipt to my company at" checkbox and enter your email address in the field.
- Make certain that you send new schedule notifications to your customers and that you keep copies. To do this, in the **RECURRING PAYMENT REMINDERS** section of the **Settings--> Configuration--> Email Preferences and Templates** screen, for the "Do you want to send emails for new and updated recurring payment schedules?" question, check the "Send notification to the customer" check box and the "Send notification to my company at" checkbox and enter your email address in the field.

### Additional Recommendation

Send a pre-notification email to your customer prior to the date the scheduled payment is processed. The default setting for pre-notification emails is “on” with the pre-notification sent one day prior to the payment date. You can change this on a global basis in the **Settings--> Configuration--> Email Preferences and Templates** screen. If you don’t want to send it, select the “No” radio button in the **RECURRING PAYMENT REMINDERS** section. Or, change the number of days prior (choose from 1 to 10 days) that the pre-notification email is sent. You can also make this change on a case-by-case basis for each individual recurring payment schedule created.

Should your customer ever request a copy of the recurring schedule details you can print a copy by clicking the linked **Payment#** in the **Recurring Payments** table and then using your web browser’s print function. (If you want to email the schedule details, print to .pdf and email the file to your customer.) To re-send a receipt from an automatically generated transaction, you can print a copy or email a copy using the “Print” or “Email” links in the **Action** button menu for that transaction in the **Payments** table on the **manage payments** screen.

### Sample Language for Authorizing Recurring ACH WEB Transactions

When configuring your Web Payment Page, add the following text to the **Terms and Conditions** field, in addition to your company’s standard terms and conditions.

Enter your business information in place of the red insert indicators.

*I authorize {company name} to debit the bank account indicated in this web form for the noted amount on the schedule indicated. I understand that this authorization will remain in effect until the schedule end date, or until I cancel it in writing, which ever comes first, and I agree to notify the business in writing of any changes in my account information or termination of this authorization at least 15 days prior to the next billing date. If the above noted payment date falls on a weekend or holiday, I understand that the payment may be executed on the next business day. I understand that because this is an electronic transaction, these funds may be withdrawn from my account each period as soon as the above noted transaction date. In the case of an ACH Transaction being rejected for Non Sufficient Funds (NSF) I understand that the business may at its discretion attempt to process the charge again within 30 days, and agree to an additional {insert \$} charge for each attempt returned NSF which will be initiated as a separate transaction from the authorized recurring payment. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I will not dispute {company name}'s recurring billing with my bank so long as the transaction corresponds to the terms indicated in this agreement.*

**NOTE:** If you do not want to charge a NSF fee, you can delete this portion of the sample text.

## CCD TRANSACTION AUTHORIZATION GUIDE

The CCD transaction type is used for permitting electronic debits between businesses. (Paper checks cannot be processed using the CCD code.) The major difference between CCD transactions and business-to-consumer (B2C) transactions is the amount of time after the transaction in which it can be disputed. For the B2C codes (PPD, TEL, and WEB) the customer has 60 days to dispute. For CCD it is only 3 days. Thus, if you are billing another business, it is to your advantage to enter the transaction as CCD.



**IMPORTANT NOTE: Many business bank accounts have ACH capability disabled; thus to avoid return and chargeback fees it is essential that you confirm with your customer that its business bank account is enabled for ACH.**

**How to Authorize:** To use the CCD code you must have a signed agreement in place with your business-to-business (B2B) customer stating that it agrees to allow you to debit its account. This can be a separate overriding agreement covering all transactions for one or more bank accounts, or it can be included in a one-time or recurring ACH authorization. It can also be included in terms and conditions of any contract you have with your B2B customer.

1. Use Overriding Agreement
  - a. Have your B2B customer sign the overriding ACH Authorization (template below) or include similar language in the terms and conditions of your contract.
  - b. One-time transactions or recurring schedules can be authorized in writing, by phone, fax, or email.
  - c. Keep a copy of the agreement and authorizations for 2 years after the last transaction is processed.
2. One-time Written Authorization
  - a. Have your B2B customer sign and date a transaction authorization (template below) or include similar language in the terms and conditions of your contract that indicates:
    - Payment amount and date.
    - Bank information for account to be debited.
    - Statement that bank account is enabled for ACH.
    - Agreement to be bound by NACHA operating rules.
  - b. Keep a copy of the authorization for 2 years.
3. Recurring Schedule Written Authorization
  - a. Have your B2B customer sign and date a transaction authorization (template below) or include similar language in the terms and conditions of your contract that indicates:
    - Payment amount and frequency.
    - Bank information for account to be debited.
    - Statement that bank account is enabled for ACH.
    - Agreement to be bound by NACHA operating rules.
  - b. Keep a copy of the authorization for 2 years after the last payment on the schedule.

**Templates Provided:**

- [Overriding CCD ACH Authorization-One Account](#)  
Use this authorization form to establish an ACH agreement with your B2B customer for one bank account.
- [Overriding CCD ACH Authorization-Two Accounts](#)  
Use this authorization form to establish an ACH agreement with your B2B customer for two bank accounts.
- [One-time CCD Payment Authorization Form](#)  
Use this form to authorize a ONE-Time transaction.
- [Recurring Billing Schedule CCD Authorization Form](#)  
Use this form to authorize the SAME recurring amount with an OPEN end date.
- [Recurring Billing Schedule CCD Authorization Form-Variable](#)  
Use this form to authorize a DIFFERENT recurring amount with an OPEN end date.
- [Payment Plan Schedule CCD Authorization Form](#)  
Use this form to authorize a SET number of payments of the SAME amount each time.

If you don't have a written agreement with the company for CCD, you can process one-time telephone transactions using the **TEL code** (See *TEL Transaction Authorization Guide* above), or one-time and recurring Internet transactions using the **WEB code** (See *One-time WEB Transaction Authorization Guide* and *Recurring WEB Transaction Authorization Guide*). Just be sure you have confirmed that the bank account has been enabled for ACH. If you do this, the business will have the same 60 days to dispute the charge as a consumer would.

## AUTHORIZATION TEMPLATES INCLUDING BOTH ACH AND CREDIT CARD PAYMENT OPTIONS

ADP Payments supports one-time payments and recurring schedules for both Echeck (ACH) and credit card transactions. As there are many similarities between authorizations for credit card and ACH transactions, you can typically use a single form to cover both types. Templates for authorizations that include the option to pay by either Echeck (ACH) or credit card are provided below.

### One-time Payment Authorization Templates-- ACH & CC Payment Options

ACH transactions authorized via this form should be entered as PPD.

#### Template Provided:

- [One-time Payment Authorization Form--ACH or Credit Card](#)  
Use this form to authorize a single one-time payment.

### Recurring Schedule Authorization Templates-- ACH & CC Payment Options:

ACH transactions authorized via this form should be entered as PPD.

#### Templates Provided:

- [Recurring Payment Authorization Form-Open-ACH or Credit Card](#)  
Use this form to authorize the SAME amount each time with an OPEN end date.
- [Recurring Payment Authorization Form-SET-ACH or Credit Card](#)  
Use this form to authorize the SAME amount each time with a SET end date.
- [Recurring Payment Authorization Form-Variable-ACH or Credit Card](#)  
Use this form to authorize a DIFFERENT amount each time, with an OPEN end date.
- [ACH Payment Plan Authorization Form-ACH or Credit Card](#)  
Use this form to authorize a SET number of payments of the SAME amount each time.

### Online Payment Forms--ACH & CC Payment Options

When you configure an online payment form using ADP Payments Web Payment Pages you need to include **Terms and Conditions** text as part of the form. (See *Web Payment Pages* in Chapter 8 of the *ADP Payments User Guide*.)

Additionally, in the **Settings--> Configuration--> Invoice Settings** section, you need to enter **Terms of Sale** that will govern the invoice payment. These terms of sale will be displayed to your customers when they pay your invoices online. (See *Invoice Settings* in Chapter 8 of the *ADP Payments User Guide*.)

If you are accepting both credit card and Echeck (ACH) payments, both these areas for entering terms and conditions must contain authorization language that meets the requirements for both payment types. Sample language is provided below.

## Sample Language for Authorizing One-time Online Credit Card and ACH Transactions

When configuring your Web Payment Page add the following text to the **Terms and Conditions** field. When entering **Terms of Sale** for your invoices include the following text. Be sure to use this text in addition to your company's standard terms and conditions for both fields.

Enter your business information in place of the red insert indicators.

*I authorize {insert company name} to debit the bank account or credit card indicated in this web form for the noted amount on today's date. This payment is for {insert description of goods/services}. I understand that returns, refunds and cancellations are {insert your policy here}. I understand that because this is an electronic transaction, these funds may be withdrawn from my account as soon as the above noted transaction date. In the case of an ACH Transaction being rejected for Non Sufficient Funds (NSF) I understand that the business may at its discretion attempt to process the charge again within 30 days, and agree to an additional {insert \$} charge for each attempt returned NSF, which will be initiated as a separate transaction from the authorized payment. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I certify that I am an authorized user of this credit card or bank account, and that I will not dispute the payment with my Credit Card Company or Bank, so long as the transaction corresponds to the terms indicated in this web form.*

**NOTE:** If you do not want to charge a NSF fee, you can delete this portion of the sample text.

## Sample Language for Authorizing Recurring Online Credit Card & ACH Transactions

When configuring your Web Payment Page, add the following text to the **Terms and Conditions** field, in addition to your company's standard terms and conditions.

Enter your business information in place of the red insert indicators.

*I authorize {company name} to debit the bank account or credit card indicated in this web form for the noted amount on the schedule indicated. This payment is for {insert description of goods/services}. I understand that returns, refunds and cancellations are {insert your policy here}. I understand that this authorization will remain in effect until the schedule end date, or until I cancel it in writing, which ever comes first, and I agree to notify the business in writing of any changes in my account information or termination of this authorization at least 15 days prior to the next billing date. If the above noted payment date falls on a weekend or holiday, I understand that the payment may be executed on the next business day. I understand that because this is an electronic transaction, these funds may be withdrawn from my account each period as soon as the above noted transaction date. In the case of an ACH Transaction being rejected for Non Sufficient Funds (NSF) I understand that the business may at its discretion attempt to process the charge again within 30 days, and agree to an additional {insert \$} charge for each attempt returned NSF which will be initiated as a separate transaction from the authorized recurring payment. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I certify that I am an authorized user of this credit card or bank account, and that I will not dispute the payment with my Credit Card Company or Bank, so long as the transaction corresponds to the terms indicated in this web form.*

**NOTE:** If you do not want to charge a NSF fee, you can delete this portion of the sample text.