



## Re-Debit Reject Exception Request For ACH Rules Compliance

**If account information was entered incorrectly (i.e.: xx45 instead of xx54),  
simply correct and re-debit. Submission of this form is not required.**

**Requests will be completed within 3 banking days. Please plan accordingly.**

Date of Request: _____	ACH ID: _____
Company Name: _____	Store #: _____
Request Contact: _____	Phone: _____
Email: _____	
Account Holder Name: _____	
Bank Routing #: _____	Account #: _____
EEDate of Previous Returned Transaction: _____	
Return Date: _____	Return Code: _____
Select One: <input type="checkbox"/> One Time Entry <input type="checkbox"/> <b>OR</b> <input type="checkbox"/> All Future Debits	
Return due to wrong account <u>type</u> entered (Savings vs. Checking)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Comments: _____	

**1) What to submit with the request:**

Submit a copy of new ACH authorization provided in writing by the account holder, including if the new authorization is for a one-time entry or for all future debit entries.

**2) Where to submit the request:**

- Upload the documents to the File Share area of the Merchant Menu and email to our Support Team that documents are ready to be retrieved. Include in the email your Advantage ACH account name, ACH ID#, and your contact info. **OR**
- Fax to 702-256-0271 and call 888-718-6767 to confirm the fax was received.

**3) Completion confirmation:**

Confirmation is emailed to the contact person & address given in the Exception Request form.

**DO NOT EMAIL Re-Debit Reject Exception Request forms & authorization docs.**

**UPLOAD OR FAX ONLY, FOR SECURITY REASONS.**

### ACH Rules Compliance Reminder

Starting Thursday, August 8, 2013, debit entries will be rejected if the business received a prior Unpaid Return of Unauthorized or Invalid Account Number type from the same bank account. Debits will also be rejected if the entry routing and account number matches a prior R02 (Closed), R03 or R04 (Invalid) Return received by any business we serve.

Returns types for which re-debits will be rejected: R02, 03, 04, 05, 07, 08, 10, 14, 15, 20, 29, 51, 52

NACHA Rules prohibit a re-initiation entry to the same account as the prior entry that was returned for any reason other than R01 ( NSF) or R09 ( Unavailable Funds), unless the return reason has been resolved with the account holder in writing, dated after the prior Return.

**Questions Help:** Call Support, 888-891-8612, or Compliance, 888-718-6767.

INTERNAL ONLY COMMENT: Completed by: \_\_\_\_\_ Date: \_\_\_\_\_