

ACH Vendor Payment Authorization Frequently Asked Questions

Question: What is the ACH Network?

Answer: The Automated Clearing House Network, or ACH, is a network used for electronically moving money between bank accounts across the United States. It's run by an organization called Nacha, formerly the National Automated Clearing House Association (NACHA).

Question: What steps should I take to ensure that my payment is deposited into my account?

Answer: Verify your financial institution's routing number and your account number are correct.

Question: How long does an ACH payment take to process?

Answer: ACH transactions typically take three (3) working days to appear in your bank account.

Question: Is my payment safe?

Answer: ACH payments go through a clearinghouse that enforces rules and regulations while keeping account numbers confidential. Because of this, ACH payments are more secure than other forms of payment. Paper checks that pass through multiple hands, clearly display bank details and are too often lost or stolen. For more information visit their website at www.nacha.org.

Question: What is Dynamic Forms and is it secure?

Answer: Dynamic Forms is a secure document submission portal hosted by NextGen Web Solutions. Next Gen undergoes a SAS-70 Type II audit annually and contracts with third party vendors to evaluate applications and network for potential security breaches. Next Gen never sells or shares any client data. For more information visit their website at <https://nextgenwebsolutions.com/dynamic-forms/>

Question: What can I do if my payment is not deposited into my account?

Answer: One of the advantages of the ACH Network is that all transactions are traceable. Simply contact the Accounts Payable at accountspayable@nwfsc.edu, and ask that your payment be traced.

Question: What happens if I change financial institutions and/or accounts?

Answer: In the event that you change financial institutions or account numbers within the same financial institution, simply complete a new ACH Vendor Payment Authorization Agreement and mark the "Revision" box at the top. It is the vendor's responsibility to advise the College of any changes and to do so in a timely manner.

The College requires ten (10) working days to process changes.

Question: **What if I want my payment to be forwarded to a financial institution outside the United States?**

Answer: If you receive payments via direct deposit, which are forwarded from a U.S. financial institution to a financial institution outside the U.S., please indicate YES in the ACH Vendor Authorization Agreement form and contact Purchasing at purchasing@nwfsc.edu.

Question: **The College will transmit payment information to the vendor's banks. What happens if my ACH payment or bank statement does not break down the invoices paid by the College?**

Answer: Tell your bank that you will be receiving payments via ACH from Northwest Florida State College or contact Accounts Payable at accountspayable@nwfsc.edu.

Question: **How do I sign up for ACH payments?**

Answer: Use the link for Dynamic Forms to fill out the agreement, sign and submit. You will receive a confirmation email upon submission.

If you have any questions about ACH Vendor Payment, contact Purchasing at purchasing@nwfsc.edu, (850) 729-5361 or (850) 729-5309.

Updated 4.21.2022