



EAST WEST BANK

*business*Bridge® Premier
Business Online Banking
ACH Reports
Return and Notification of Change
Reference Guide



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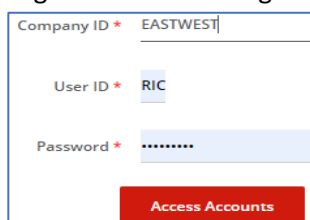
Summary

This short guide is provided as a tool to help customers access the ACH return and notification of change (NOC) reports available on **businessBridge®Premier**. The report is available to ACH originators and it is recommended that be reviewed daily.

Entitle a businessBridge®Premier user to the ACH Accounts Report

Company administrators must entitle other users who need access to the report. The report only needs to be entitled once and should be checked daily.

1. Login to businessBridgePremier



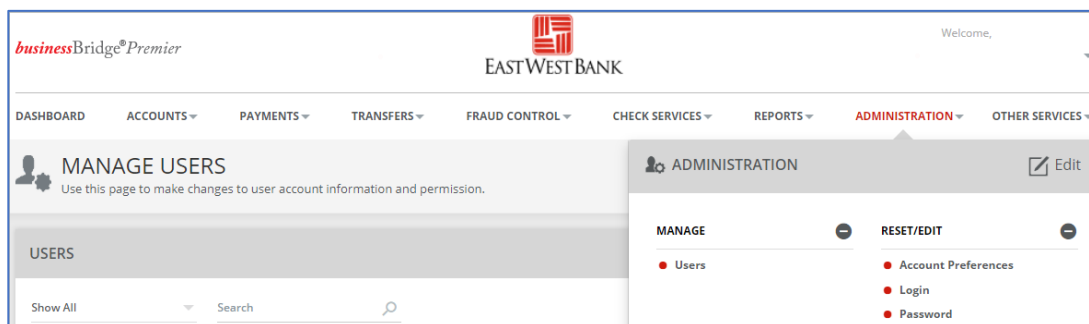
Company ID * EASTWEST

User ID * RIC

Password *

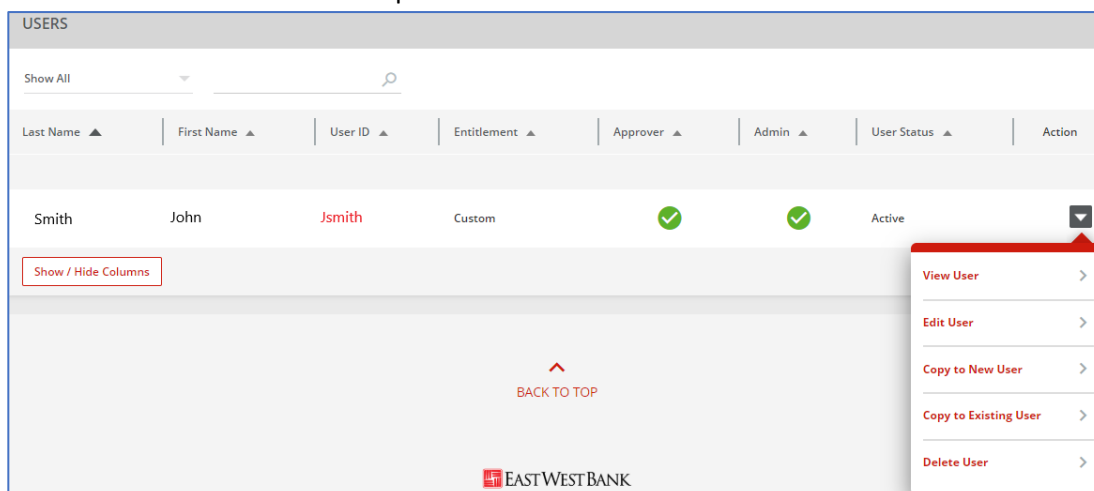
Access Accounts

2. Click on **Administration** then **Users**



The screenshot shows the businessBridgePremier interface. The top navigation bar includes DASHBOARD, ACCOUNTS, PAYMENTS, TRANSFERS, FRAUD CONTROL, CHECK SERVICES, REPORTS, ADMINISTRATION (highlighted), and OTHER SERVICES. The ADMINISTRATION dropdown menu is open, showing options like Users, Account Preferences, Login, and Password. The main content area is titled 'MANAGE USERS' and includes a 'Show All' button and a search bar.

3. Locate the user - click on the dropdown arrow under the Action column – click on **Edit User**



The screenshot shows the 'USERS' table with columns: Last Name, First Name, User ID, Entitlement, Approver, Admin, User Status, and Action. A user named 'Smith, John' with User ID 'Jsmith' is highlighted. The 'Action' column for this user has a dropdown arrow. The dropdown menu is open, showing options: View User, Edit User, Copy to New User, Copy to Existing User, and Delete User. The 'Edit User' option is highlighted.

4. Step 1 of 3 click **Next**

EDIT USER ★ Required Fields ? ✕

Step 1 of 3 Use this page to modify user contact information

User Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive	
User Name *	John	Enter Middle Name
	Smith	Select a Suffix
Email Address	Enter Email Address	
Primary Phone Number	United States (+1)	Enter Primary Phone Number
Mobile Number	United States (+1)	Enter Mobile Number
Additional Numbers	<input type="checkbox"/> Secondary Phone Number	
	<input type="checkbox"/> Fax	

Cancel Next

5. Step 2 of 3 click **Next**

EDIT USER ★ Required Fields ? ✕

Step 2 of 3 Use this page to modify user login and credentials

User ID *	Jsmith
Default Language *	English

Cancel Back Next

6. Step 3 of 3 Click **Custom**, in the **User Entitlements** section, then click **Save**

EDIT USER ★ Required Fields ? ✕

Step 3 of 3 Use this page to modify security privileges

Security Level	<input checked="" type="checkbox"/> System Administrator	
Approvals	<input type="radio"/> None <input checked="" type="radio"/> Custom	
	Set Approvals	
Payment Limits	<input checked="" type="radio"/> Unlimited <input type="radio"/> Custom	
Access Schedule	<input checked="" type="radio"/> Unlimited <input type="radio"/> Custom	
User Entitlements	<input type="radio"/> None <input checked="" type="radio"/> Custom <input type="radio"/> Full	? View Full

Cancel Back Save

7. Click **Set Functional Access** to display services.

EDIT USER - CUSTOM ACCESS

Account Access	Set Account Access
Functional Access	Set Functional Access
Data Service Access	Set Data Service Access

Cancel Edit User Done

8. Under the **Services** section on the **Account Reporting** row choose **View Only** then click **Submit**

EDIT USER - SET FUNCTIONAL ACCESS

SERVICES

	No Access	View Only	View & Transact
	All <input type="radio"/>	All <input type="radio"/>	All <input type="radio"/>
Account Reporting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Check Services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

PAYMENTS & TRANSFERS

PAYMENT SERVICES

Cancel Submit

9. When the message "Successful Submit is displayed, click **Done** on the bottom right hand corner to complete the action.

EDIT USER - CUSTOM ACCESS

Successful Submit
Functional Entitlements successfully updated

Account Access	Set Account Access
Functional Access	Set Functional Access
Data Service Access	Set Data Service Access

Cancel Edit User Done

Note: User must log off and back on for changes to take effect.

Access the ACH Accounts Report

1. Login to businessBridge Premier

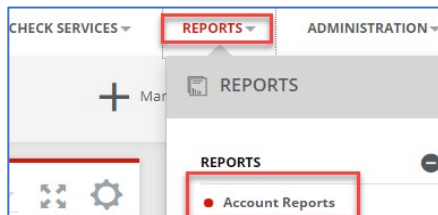
Company ID * EASTWEST

User ID * RIC

Password *

Access Accounts

2. On the upper right-hand portion of the screen select **Reports** from the menu items listed, then **Account Reports** from the dropdown menu.



3. Scroll down to **ACH Return and NOC** and click on the **Action** icon on the right.

Standard Report Name	Type	Action
ACH Return and NOC	Current Day	

4. When the report information page is displayed, complete the following required fields:

Report Name:	Enter a name or date for the report, user defined
Usage:	Private or Shared - allow other users to see this report template
Accounts:	Select All Accounts or click the "+" button to choose only accounts you would like to see
ACH Company IDs:	Select all IDs or choose a specific ID by clicking the "+" button
Date Range:	Relative for flexible date range or Absolute for a specific date range
Report Content:	Choose returns, NOCs or both

REPORT INFORMATION

Report Name * Enter a Report Name

Account Report Name ACH Return and Notification of Change Report

Report Type Current Day Detail

Usage ☒ Private ☐ Shared

Accounts * ☒ Select Accounts ☐ Select All Accounts

Originating ACH Company IDs * Select IDs ☐ Select All IDs

Date Range * ☒ Relative Date ☐ Absolute Date

From * Select Relative Date

To * Select Relative Date

Report Content * Select Report Content

Amount Range amount

amount

Select Report Content

- Select Report Content ✓
- ACH NOC Entries only
- ACH Return Entries only
- Both ACH Return & NOC Entries

5. Once all selections are made click on the Continue button. You will then be asked to either Save or View the report. The report will display, see sample below.

Date Range From Today To Today

Report Content Both ACH Return & NOC Entries

Return Report Sample

ACH Return & Notification of Change Report:

ACH Return Entries

Account Number:

Bank ID:

Company Name: ACH Customer

ACH Company ID: 1234567890

Effective Date: 04/09/2020

Batch Description: ACH

Return Code	TC	Amount	Receiver Name Receiver ID	Receiver Acct # Receiver R/T	Original Trace # Return Trace #
R08-Payment Stopped	26	\$104.81	TEST CUSTOMER 123456	1234567890 1234567890	322123841234567 3221238412345

Notification of Change Report Sample

ACH Notification of Change					
Account Number:			Bank ID:		
Company Name: ACH Customer			ACH Company ID:		
Effective Date: 04/09/2020			Batch Description: ACH		
Change Code	TC	Receiver Name	Receiver ID	Receiver Acct #	Receiver R/T
		Correction			Original Trace #
C02	26	TEST CUSTOMER	12345	1234567890	322322322
					322123841234567

Notification of Change (NOC) Top Codes

NOC Code	Reason	Description
C01	Account Number	Account number is incorrect or formatted incorrectly.
C02	Transit/Routing Number	Due to a merger or consolidation, a once valid routing number must now be changed.
C03	Transit/Routing Number and Account Number	Due to a merger or consolidation, a once valid transit/routing number must be changed, and the account number structure is no longer valid.
C05	Transaction Code	Transaction code is incorrect, and this is causing the ACH entry to be routed to the wrong application (demand or savings).
C06	Account Number and Transaction Code	Account number is incorrect or is formatted incorrectly and the transaction code is incorrect causing the ACH entry to be routed to the wrong application (demand or savings).
C07	Transit/Routing Number, Account Number and Transaction Code	Due to a merger or consolidation, a once valid transit/routing number must be changed, the account number structure is no longer valid, and the transaction code is incorrect causing the ACH entry to be routed to the wrong application (demand or savings).
C09	Individual Identification Number	The individual id number was incorrect.
C13	Addenda Format	Information in the Entry Detail Record was correct, and the entry was processed and posted by RDFI. However, information found in the addenda record was unclear or was formatted incorrectly. Typically for a CCD transaction.