



EAST WEST BANK

*business*Bridge® Premier
Business Online Banking
User Guide

ACH File Import

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Import Profiles

Import profiles is a quick and easy tool to enter your payments and recipients' information into the system.

Payment files come in a number of different forms, each with its nuanced details. The import profile provides a mapping to the system on where to find the important information within your file. After the import profile is created, you can then upload your file to the corresponding import profile.

NACHA File

Create ACH NACHA Import Profile

NACHA is an industry standard format. Banks may have different requirements, please reference our NACHA Specifications guide or contact us for additional assistance.

Displayed options may vary depending on your company's enrolled services and individual user's access.

The screenshot shows the East West Bank BusinessBridge Premier interface. The top navigation bar includes links for DASHBOARD, ACCOUNTS, PAYMENTS, TRANSFERS, FRAUD CONTROL, CHECK SERVICES, REPORTS, ADMINISTRATION, and OTHER SERVICES. The PAYMENTS menu is expanded, showing options like CREATE ACH PAYMENTS, CREATE ACH TEMPLATE, MANAGE, and PAYMENT TOOLS. A callout box points to the 'Import Profiles' option under the PAYMENT TOOLS section.

From the Payments menu, click on "Import Profiles"

The second screenshot shows the 'MANAGE PAYMENT IMPORT PROFILES' page. A callout box points to the 'Create Profile' button.

Click on "Create Profile"

The 'IMPORT PROFILES' table is shown below:

Profile Name ▲	File Format ▲ Payment Type	File Type ▲	File Content ▲	Access ▲	Actions
ACH NACHA Format ...	ACH NACHA N/A	NACHA	Non-Repetitive Payments	Public	Import Edit Delete

VIEW LAST MODIFIED BY [View](#)

Show 10 ▼

CREATE IMPORT PROFILE ★ Required Fields ? ✕

Step 1 Select File Format

Profile Name ★

File Format ★

2 Create a name to reference the profile.

3 Select "ACH NACHA" from the dropdown.

4 Click "Next" to continue.

Select a File Format ✓

ACH NACHA

ACH User-Defined

Wire Standard

Wire User-Defined

CREATE IMPORT PROFILE ★ Required Fields ? ✕

Step 2 Enter File Format Information

File Content Type

☒ Non-Repetitive Payments

☐ Templates

☐ Recipients

5 Select the appropriate option for your needs.

Non-Repetitive Payments - Importing payments that will need to be sent. (used in example)

Templates - Importing information that will be used for future payments

Recipients - Importing only the recipient information from the file

6 Click "Next" to continue.

CREATE IMPORT PROFILE ★ Required Fields ? ✕

Step 3 of 4 Use this page to add and remove fields from an Import Profile

Offset Creation Level ☒ Batch ☐ Transaction

Options ☐ Check for duplicate files and reject duplicates

7 Select "Batch" to indicate that all transactions within the file will be originated out of one account.

8 Optional but Recommended

9 Click "Next" to continue.

PREVIEW IMPORT PROFILE

★ Required Fields ? ×

Step 4 of 4 Use this page to review Import Profile information

Profile Name	NACHA sample
File Format	ACH NACHA
File Content Type	Non-Repetitive Payments
Offset Creation Level	Batch
Check for Duplicates	Yes


9

Click "Submit Profile" to continue.

Cancel

Back

Submit Profile



Successful Submit

Import profile NACHA sample has been successfully created.

Manage Profiles

Importing an ACH NACHA File

businessBridge® Premier

EASTWEST BANK

Welcome,

DASHBOARD ACCOUNTS PAYMENTS TRANSFERS FRAUD CONTROL CHECK SERVICES REPORTS ADMINISTRATION OTHER SERVICES

DA PAYMENTS

CREATE ACH PAYMENTS

- From Template
- ACH Quick Entry
- Collect from an Individual
- Collect from an Individual
- Direct Deposit
- Pay a Business
- Pay an Individual
- Pay Child Support

CREATE ACH TEMPLATE

- Collect from a Business
- Pay a Business
- Pay an Individual
- Pay Child Support

MANAGE

- Payment Center

CREATE WIRE PAYMENTS

- From Template
- Book Wire
- Foreign Currency Wire
- US Federal Tax
- USD Wire

CREATE WIRE TEMPLATES

- Book Wire
- Foreign Currency Wire
- US Federal Tax
- USD Wire

PAYMENT TOOLS

- ACH Quick Entry History
- Import Profiles
- Import History
- Export Profiles
- Export History
- Holiday Calendar

From the Payments menu, click on "Import Profiles"

MANAGE PAYMENT IMPORT PROFILES

Use this page to create, edit or delete Import Profiles.

+ Create Profile Print ? Help

IMPORT PROFILES

Profile Name ▲	File Format ▲ Payment Type	File Type ▲	File Content ▲	Access ▲	Actions
NACHA sample	ACH NACHA N/A	NACHA	Non-Repetitive Payments	Public	Import

VIEW LAST MODIFIED BY

Show 10

1 Click "Import" to continue.

IMPORT FILE

Profile Name NACHA sample

File Type NACHA

Duplicate File Check Yes

File Location/File Name * **Browse**

File Content Contains ☐ PPD Credits (Direct Deposit or Pay an Individual) ?

Tax Authority Select Tax Authority ?

4 Select if applicable.

2 Click "Browse" to locate the file you want to submit to the system.

3 Select if applicable.
Direct Deposit - Used for payroll
Pay an Individual - Used for payments other than payroll.

5 Click "Import File".

Cancel Import File

If the status indicates **“Completed”**.
Proceed to approve the payment under **“Payment Center”**.

PAYMENT CENTER
Use this page to select payment options or review existing payments.

MANAGE PAYMENTS

ALL **PENDING**

Date Type: Send Date From: 06/26/2019 To: 08/25/2019 Payment Type: All Payment Types Payment Status: All Statuses **Search** **ADVANCED SEARCH**

<input type="checkbox"/>	Payment Date Send Date	Payment No. Name/Reference	Status Confirmation No.	Co. Account Co. Account Identifier	Type Created By Template	Recipient	Amount (Items) Rate Recipient Amount (Items)
<input type="checkbox"/>	08/01/2019 07/31/2019	X305ZVR16X PAYABLES	Pending Approval (0 of 1)	8880058001 999999999 - QWERTYOperations	Prenote Direct Deposit	View Recipients	0.00 USD (6)

VIEW PROCESSED **VIEW LAST MODIFIED BY**

[Show / Hide Columns](#) **Show 10**

Reject **Delete** **Approve** **Export**

If the import is to create a template, you can verify a new template is created under the **“Template Center”**

PAYMENT IMPORT HISTORY
Use this page to view import and log information.

IMPORT HISTORY

Date/Time (PDT) ▼	Profile Name ▲	Path/Filename ▲	User ID ▲	File Size ▲	Status ▲
07/26/2019 17:30	NACHA sample	NACHA Sample Testv2.txt		1KB	Completed
07/26/2019 17:29	NACHA sample	NACHA Sample Testv2.txt		1KB	Failed
07/26/2019 17:26	NACHA sample	NACHA Sample Testv2.txt		1KB	Failed

If the status indicates **“Failed”**.

Click on the **“Failed”** status to review the details. Make the necessary update to your file. Restart the import process with the revised file.

Sample of error:

IMPORT LOG INFORMATION

Path/Filename: NACHA Sample Testv2.txt

Date/Time: 07/26/2019 17:25 (Pacific Daylight Time)

Status: FAILED

Line # ▲	Field Position ▲	Field Position Name ▲	Error Message ▲
2	5		Company Name is required.

Show 10

Cancel

User Defined (.CSV) File

Creating an ACH User Defined Profile

The screenshot shows the EastWest Bank BusinessBridge Premier interface. The top navigation bar includes DASHBOARD, ACCOUNTS, PAYMENTS, TRANSFERS, FRAUD CONTROL, CHECK SERVICES, REPORTS, ADMINISTRATION, and OTHER SERVICES. The PAYMENTS menu is expanded, showing options like From Template, Collect from a Business, Payment Center, Direct Deposit, Pay a Business, Pay an Individual, Pay Child Support, CREATE WIRE PAYMENTS, and CREATE WIRE TEMPLATES. A callout box with an arrow points to the 'Import Profiles' option under the PAYMENT TOOLS section, with the text: "From the Payments menu, click on 'Import Profiles'".

Below this, the 'MANAGE PAYMENT IMPORT PROFILES' screen is shown. It includes a table of existing profiles and a '+ Create Profile' button. A callout box with an arrow points to the '+ Create Profile' button, with the text: "Click on 'Create Profile'".

The 'IMPORT PROFILES' table has columns: Profile Name, File Format, File Type, File Content, Access, and Actions. It lists one profile: ACH NACHA Format ... with File Format ACH NACHA N/A, File Type NACHA, File Content Non-Repetitive Payments, and Access Public. There are 'Import', 'Edit', and 'Delete' icons for this profile.

Below the table is the 'CREATE IMPORT PROFILE' form. It has a title bar with a star icon and 'Required Fields' text. The form is titled 'Step 1 Select File Format' and has two required fields: 'Profile Name' (text input) and 'File Format' (dropdown menu). There are 'Cancel' and 'Next' buttons at the bottom. A callout box with an arrow points to the 'Next' button, with the text: "Click 'Next' to continue.".

Two callout boxes with arrows point to the 'File Format' dropdown menu. The first callout box says: "Create a name to reference the profile." and the second callout box says: "Select 'ACH User Defined' from the dropdown." The dropdown menu is shown open, listing options: ACH NACHA, ACH User-Defined (selected with a red checkmark), Wire Standard, and Wire User-Defined.

CREATE IMPORT PROFILE ★ Required Fields ? X

Step 2 Enter File Format Information

Payment Type * Direct Deposit

File Type Comma Separated (,)

File Content Type

☒ Non-Repetitive Payments

☐ Repetitive Payments

☐ Templates

☐ Recipients

Cancel Back Next

5 Select the type of payments or information you will be uploading.

6 Define the content type.

7 Click "Next" to continue.

CREATE IMPORT PROFILE ★ Required Fields ? X

Step 3 of 4 Use this page to add and remove fields from an Import Profile

PROFILE INFORMATION

Date Format * MMDDYY

Number of Header Rows 0 ?

Options ☐ Check for duplicate files and reject duplicates

IMPORT FIELD SELECTION

Available Fields

Settlement Options

Recipient Addenda

Fields Included in File *

ACH Payment Type *

Account Number *

ACH Company ID *

Transaction Description *

Effective Date *

Frequency *

Number of Payments Indicator *

Recipient Name *

Recipient ID *

Recipient Account Type *

Recipient Account Number *

Recipient Bank *

Recipient Address *

Cancel Back Next

8 Select date format.

9 Enter "0" for header row.

Optional
If selected, the system will check for duplicate file name and file contents.

Use these arrows to customize the content and its placement in your file.
Items with * (asterisks) are required. You cannot proceed without these fields.

The information in your CSV file will need to follow this order.

10 Click "Next" to continue.

PREVIEW IMPORT PROFILE

★ Required Fields ? X

Step 4 of 4 Use this page to review Import Profile information

PROFILE INFORMATION

Profile Name

ACH User Defined2

File Format

ACH User-Defined

Payment Type

Direct Deposit

File Type

Comma Separated (,)

File Content Type

Non-Repetitive Payments

Date Format

MMDDYY

Number of Header Rows

0

Check for Duplicates

No

IMPORT FIELD SELECTION

Import Fields

ACH Payment Type
Account Number
ACH Company ID
Transaction Description
Effective Date
Frequency
Number of Payments Indicator
Recipient Name
Recipient ID
Recipient Account Type
Recipient Account Number
Recipient Bank ID
Recipient Amount
Recipient Status
Save to Master Recipient List

Cancel

Back

Submit Profile

11 Click "Submit Profile" to continue.





Successful Submit

Import profile ACH User Defined2 has been successfully created.







Manage Profiles

Importing an ACH NACHA File

 **MANAGE PAYMENT IMPORT PROFILES**
Use this page to create, edit or delete Import Profiles.



+ Create Profile  Print ? Help

IMPORT PROFILES

Profile Name ▲	File Format ▲ Payment Type	File Type ▲	File Content ▲	Access ▲	Actions
ACH Recipient Use...	ACH User-Defined Direct Deposit	Comma Separated (,)	Recipients	Public	 
ACH User Defined2	ACH User-Defined Direct Deposit	Comma Separated (,)	Non-Repetitive Payments	Public	Import  
NACHA sample	ACH NACHA N/A	NACHA	Non-Repetitive Payments	Public	Import  

Show 10 ▼

1 Click "Import" to start the import process.

IMPORT FILE  

Profile Name: ACH User Defined

File Type: Comma Separated (,)

Payment Type: Direct Deposit

Duplicate File Check: No

File Location/File Name * **Browse**


2 Click "Browse" to locate the file you want to import.



3 Click "Import File" to continue.

Cancel **Import File**

If the status indicates **“Completed”**.

Proceed to approve the payment under **“Payment Center”**. If the import is to create a template, you can verify a new template is created under the **“Template Center”**

 **PAYMENT IMPORT HISTORY**
Use this page to view import and log information.

 Print  Help

Date/Time (PDT) ▼	Profile Name ▲	Path/Filename ▲	User ID ▲	File Size ▲	Status ▼
08/08/2019 15:48	ACH User Defined	ACHUserDefinedFile.txt		1KB	Completed
08/08/2019 14:26	ACH User Defined	UserDefinedFile20190806v4.txt		1KB	Completed
08/08/2019 14:13	ACH User Defined	UserDefinedFile20190806v3.txt		1KB	Failed
08/08/2019 14:10	ACH User Defined	UserDefinedFile20190806v3.csv		1KB	Failed
08/08/2019 13:58	ACH User Defined	ACH Payments Import Profilev2.txt		1KB	Completed

show 10 ▼

If the status indicates **“Failed”**.

Click on the **“Failed”** status to review the details. Make the necessary update to your file. Restart the import process with the revised file.

Sample Files

Payment files come in a number of different forms, each with its nuanced details. The below samples are provided as a general example of the layout and information.

We're here to help. Please contact our Business Customer Service Department at (888) 761-3967, Monday through Friday, 6:00 AM to 7:00 PM PT.

NACHA

Please refer to the ACH NACHA File Specifications Guide for additional information.

```
ACHNACHAPrenotes.txt - Notepad
File Edit Format View Help
101 32207038199999999919072610000A094101EAST WEST BANK QWERTY Keyboard Parts
5220 TEST PRENOTE DEPOSIT999999999PPDPAYABLES 190801190801 1322070380000001
6233220703811111111111111111 0000000000Neil 1036-14 Neil Neal 0322070380000001
62332207038122222222222222 0000000000John 1094 John Smith 0322070380000002
62332207038133333333333333 0000000000Kate 1011-3 Kate H. Johnson 0322070380000003
62332207038144444444444444 0000000000JD 1153 J.D. SMART 0322070380000004
62332207038155555555555555 0000000000Sasha 1003 Sasha Lane 0322070380000005
62307192328466666666666666 0000000000Alister1022 Alister Far 0322070380000006
822000000601497645100000000000000000000000009999999999 0322070380000001
9000001000001000000060149764510000000000000000000000000
```

User Defined

```
ACHUserDefinedFile.txt - Notepad
File Edit Format View Help
P,PPD,8880008001,999999999,cr,090319,One Time Only,1
R,John Smith,10030,Checking,4848848802,122000496,500.74,Active,Add Addenda Information Here,No
R,Jennifer Smith,10011,Checking,2830808,122000496,605.23,Hold,None,No
R,Kate Johnson,10094,Savings,1666258003,322070381,589,Active,Payment for Q2 Bonus,No
```