

# CHASE CONNECT<sup>®</sup> USER GUIDE

ACH Collections



# Add A Payor or Group of Payors

Easily schedule one-time or repeating collections from a single payor or group of payors with our ACH Collections service<sup>1</sup>. Simply schedule electronic collections and receive the funds in your account in as little as 3 business days after the collect by date



<sup>1</sup> Fees, terms, conditions and limitations apply as described in the legal agreement that applies to your online service.

The screenshot shows the Chase Connect One interface for a user named 'YALE VISION INC.'. The top navigation bar includes 'Accounts', 'Pay & transfer', 'Collect & deposit', 'Account management', and 'Security'. The 'Collect & deposit' menu is open, showing 'ACH Collections' and 'Deposit checks'. A callout box with a red '1' in a circle points to the 'ACH Collections' option, containing the text: 'Click **Collect & deposit** and then click **ACH Collections**'. Below the navigation, there are sections for 'Bank accounts' and 'Loans and lines of credit'. The 'Bank accounts' section contains a table with columns for 'Accounts', 'Available balance', 'Present balance', and 'Account type'. The 'Loans and lines of credit' section contains a table with columns for 'Accounts', 'Current balance', 'Amount due', and 'Next payment due'. On the right side, there are sections for 'Profile & settings' and 'Help & support'.

Accounts	Available balance	Present balance	Account type
COMMERCIAL CHECKING (...7890) >	\$105,000.00	\$106,168.00	Checking
COMMERCIAL SAVINGS (...5678) >	\$100,200.56	\$100,200.56	Savings
MONEY MARKET ACCOUNT (...3883) >	\$200,000.00	\$200,000.00	Money Market

Accounts	Current balance	Amount due	Next payment due
REVOLVING COMMITMENT (...2867) >	\$3,800,678.60	\$0.00	Apr 27, 2021
REVOLVING LOAN (...3973) >	\$1,000,678.00	\$4,090.90	Feb 23, 2021
REVOLVING LOAN (...7619) >	—	—	—

The screenshot shows the 'Add a payor' form in the Chase ACH Collections interface. The navigation bar includes 'Accounts', 'Pay & transfer', 'Collect & deposit', 'Account Management', and 'Security'. The 'ACH Collections' sub-menu is active, with 'Manage Payors' selected. The left sidebar lists 'MANAGE ACH PAYORS' with options like 'Add a payor' (marked with a red '3'), 'Edit/delete groups', and 'Create a group'. The main form area is titled 'Add a payor' (marked with a red '2') and contains fields for 'Payor name' (marked with a red '4'), 'Nickname', 'Payor account type' (radio buttons for 'Checking' and 'Saving'), 'Payor account number', 'Payor routing number', 'Personal or business' (radio buttons for 'Personal' and 'Business'), 'Deposit to (optional)' (dropdown menu), and 'Group (optional)' (dropdown menu). A 'Choose bank' link is also present. At the bottom are 'Cancel' and 'Next' buttons. A blue callout box on the left explains the navigation steps, and another blue callout box on the right provides instructions for the 'Payor name' field. A white note box at the bottom left contains a disclaimer.

From the **ACH Collections** menu, select **Manage Payors** and then **Add a payor** on the left

Fill in your **payor's name** and bank account information. If you need help finding the bank routing number, you can **search** for it by bank name

**NOTE:** You must have permission from each payor before adding their information and collecting money

MANAGE ACH PAYORS

- Edit/delete payors
- Add a payor**
- Edit/delete groups
- Create a group

ACH PAYORS (1)

Search payors

Monthly Mars  
Mars (...5678)

Add a payor

Does everything look OK?

Payor name	John Adams
Nickname	John
Payor account type	Checking
Payor account number	48121620
Payor routing number	044000024
Bank name	The Huntington National Bank
Personal or business	Personal
Deposit to	COMM CHKG W/INT-PF (...7035) \$17,914.38
Group	Ungrouped
Group description	Ungrouped

Cancel Back Add a payor

Verify the information provided, then click **Add a payor**

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MANAGE ACH PAYORS

✓ You've added John Adams. 

Add a payor

Payor name	John Adams
Nickname	John
Payor account type	Checking
Payor account number	...1620
Payor routing number	044000024
Bank name	The Huntington National Bank
Personal or business	Personal
Deposit to	COMM CHKG W/INT-PF (...7035) \$17,914.38
Group	Ungrouped
Group description	Ungrouped

Close Add another payor **6** Set up an ACH collection

Once verified, a confirmation will appear. From here, you can choose to **add more payors** or **schedule a collection**

# Schedule ACH Collections

Now that you've added your payors, start scheduling your collections



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SHOWING All recipients, alphabetical [+ Add Payor](#)

**NOTE:** For repeating collections, be sure to set up each payor individually

ACH Collections | [Choose all >](#)

<input type="checkbox"/> Collect From: Paper Suppliers (4)				
<input type="checkbox"/> Mars (...8591)	🕒 Monthly	\$1,200.00 on Jan 25, 2017, Completed	<a href="#">Edit</a>	<a href="#">See payor details</a>
<input type="checkbox"/> John (...1114)	🕒 Twice per year	\$800.00 on Feb 21, 2017, Completed	<a href="#">Edit</a>	<a href="#">See payor details</a>
<input type="checkbox"/> Doe (...1112)	🕒 Yearly	\$2,000.00 on Feb 21, 2017, Completed		
<input type="checkbox"/> Zinc (...3230)	🕒 Weekly	\$1,000.00 on Jan 24, 2017, Completed		
<input type="checkbox"/> Collect From: Ink Suppliers (7)				
<input type="checkbox"/> Eris (...1000)	🕒 Monthly	\$1,200.00 on Jan 25, 2017, Completed		
<input type="checkbox"/> Ellison (...3214)	🕒 Twice per year	\$800.00 on Feb 21, 2017, Completed		
<input type="checkbox"/> Farnsworth	🕒 Yearly	\$2,000.00 on Feb 21, 2017, Completed	<a href="#">Edit</a>	<a href="#">See payor details</a>

[Cancel](#) [Schedule collection](#)

1

All payors are listed on the **Schedule Collections** page. You can schedule collections from the entire group (45 payors per group) or individually by checking the box next to the payor. Once payors are selected (up to 100 at once), click **Schedule collection**



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Does everything look OK?

Collect from John (...1620)	Deposit to COMMERCIAL CHECKING (...7890) \$105,000.00	Request on Jul 28, 2017	Collect by Jul 31, 2017 <small>We'll process your collection the same business day if we receive your request before 7 PM ET. If we receive it after that time, we'll process it the following business day.</small>	Amount \$10.00	Funds available in 3 business days
Addenda (optional) None					

Collections 1 of 1 Total \$150.00

Cancel

Back

Schedule collections

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Verify your information, then click **Schedule collections**

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✔ Your collection is scheduled and pending approval with your authorized approver(s).

Collect from John (...1620)	Deposit to COMMERCIAL CHECKING (...7890) \$105,000.00	Request on Jul 28, 2017	Collect by Jul 31, 2017 <small>We'll process your collection the same business day if we receive your request before 7 PM ET. If we receive it after that time, we'll process it the following business day.</small>	Amount \$10.00	Funds available in 3 business days
Status Pending approval	Transaction number 5012920505	Addenda (optional) None	4		

Once verified, a confirmation will appear. If you use Chase Dual Control transaction, we'll send it to your list of pending approvals

Collections 1 of 1 Total \$150.00

Schedule another collection

# Upload a Nacha or Comma Separated Value (CSV) file with the ACH File Upload Service

Save time by submitting up to 2,000 collection instructions in a batch instead of manually entering separate transactions



**Note:** Software capable of producing a properly formatted Nacha / CSV file is required

The screenshot shows the 'ACH file upload' page in a web application. The navigation bar at the top includes 'Accounts', 'Pay & transfer', 'Collect & deposit', 'Account Management', and 'Security'. Below this, a sub-navigation bar highlights 'ACH Collections' and includes options like 'Schedule Collections', 'Collections Activity', 'Manage Payors', 'Company activation', 'ACH file upload', and 'Demo & user guides'. The main content area is titled 'Upload ACH file' and contains instructions and a file selection interface. Three callouts are present: 1. A red circle with the number '1' points to the 'ACH file upload' link in the sub-navigation bar. A blue callout box contains the text: 'From the **ACH Collections** page, select **ACH file upload**'. 2. A red circle with the number '2' points to the 'Choose a file' button. A blue callout box contains the text: 'Choose a **file**'. 3. A red circle with the number '3' points to the 'Next' button. A blue callout box contains the text: 'Select **Next**'. The interface also includes a 'Cancel' button, a 'See upload activity' button, and a 'Help and support' link.

The screenshot displays the 'ACH file upload' section of a financial application. The navigation bar includes 'Accounts', 'Pay & transfer', 'Collect & deposit', 'Account Management', and 'Security'. The 'ACH Collections' sub-menu is active, with 'ACH file upload' selected. The main content area is titled 'Validate file' and contains an 'ACH file validation tracker' with a circular progress indicator. A notification states: 'YaleVisionCollections\_41720.txt file validation is in progress. File validation is in progress.' A red circle with the number '4' is positioned above the notification. A callout box on the right contains the text: 'Your file will go through a validation process to ensure it's formatted correctly. If the file validation was unsuccessful, we will display detailed errors. You'll need to make the corrections to your file and re-upload'.

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Submit file

[Help and support](#)

ACH file validation tracker



You're almost finished. We've validated YaleVisionCollections\_41720.txt  
Choose "Submit" to schedule your ACH file.

File name:	YaleVisionCollections_41720.txt
Upload Date/time:	April 17, 2020 09:15AM
Validation Date/time:	April 17, 2020 09:15AM
Batches:	3
Transactions:	15
Total money out	\$0.00
Total money in	\$9,595.85

After file validation is successful, click **Submit** to submit the file

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Delete file

Preview

Submit

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**6** View the **Collections Activity** tab for file information

### ACH file upload details



File name: YaleVisionCollections_41720.txt	Uploaded batch(es): 3	Total money in: \$9,596.86
Upload date/time: April 17, 2020, 10:22AM	Uploaded transactions: 15	

Showing:  Status:

Batch ID	Description	Payment type	Transactions	Deliver by	Status	Amount	
1000	ACHCollect	Collection	5	April 17, 2020	Scheduled	\$9,596.86	<a href="#">See transactions &gt;</a>
2000	ACHCollect	Collection	5	Mar 25, 2020	Pending Approval	\$4,128.39	<a href="#">See transactions &gt;</a>
3000	ACHCollect	Collection	5	Apr 8, 2020	Declined	\$2,170.93	<a href="#">See transactions &gt;</a>

**NOTE:** All files submitted by an entitled user when Chase Dual Control Transaction is activated must be approved. The cutoff time for batches to be process is 7pm ET

You've reached the end of your activity.

# ACH Collections Activity

See, sort, change or cancel your pending collections



The screenshot shows the 'ACH Collections Activity' page. At the top, there are navigation links: 'Accounts', 'Pay & transfer', 'Collect & deposit', 'Account Management', and 'Security'. Under 'Collect & deposit', there are sub-links: 'ACH Collections', 'Schedule Collections', 'Collections Activity', 'Manage Payors', and 'Demo & user guides'. A red circle with the number '1' points to the 'Collections Activity' link. Below the navigation, there is a 'Filter by' dropdown menu with 'Choose an option' selected. To the right of the filter is a 'Schedule collection >' link and a print icon. The main content area displays a table of ACH collections. A blue callout box with a red circle '1' points to the table and contains the text: 'Click **Collections Activity**. Then click **ACH Collections** and then **Collections Activity**'. The table has columns for 'Deposit to', 'Status', 'Send on', 'Deliver by', and 'Amount'. There are three rows of data. The first row has a status of 'Pending Weekly' and an amount of '\$155.82'. The second row has a status of 'Pending Monthly' and an amount of '\$700'. The third row has a status of 'Completed Weekly' and an amount of '\$230.10'. A red circle with the number '2' points to the 'Edit' and 'Cancel' links in the third row. A blue callout box with a red circle '2' points to these links and contains the text: 'If you need to change or cancel an upcoming collection, select **Edit** or **Cancel**'.

Deposit to	Status	Send on	Deliver by	Amount
Commercial Checking (...7890)	Pending Weekly	Jul 28, 2017	Jul 31, 2017	\$155.82
Commercial Checking (...7890)	Pending Monthly	Jul 28, 2017	Jul 31, 2017	\$700
Commercial Checking (...7890)	Completed Weekly	Jul 28, 2017	Aug 31, 2017	\$230.10

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ACH COLLECTIONS

All ACH collections activity

Repeating ACH collections

Filter by Choose an option 3 ▾

Collect from ▾

- ▶ Mars (...5112)
- ▶ Eris (...1000)
- ▶ KayDee (...2132)

Deliver by ▾

- Date range
- Collect from
- Deposit to
- Status
- Frequency
- Payor group

Use the filter to reduce the number of collections visible. Filter by:

- Date range
- Payor name
- Deposit-to account
- Collections status
- Frequency (repeating collections only)
- Group

Schedule collection > 🖨️

	Amount ▾
Edit   Cancel	\$155.82
Edit   Cancel	\$700
Edit   Cancel	\$230.10

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