

EFT Questions – Universities - Stakeholders

1. What types of online reports will be available?
 - a. Details of Origination files
 - b. Return items
 - c. Notifications of change

The following reports will be available and may be selected when the EFT Participation Setup form is completed for each application being enrolled/transitioned. These are reports that are included in the EFT contract pricing.

- Information Reporting Previous Day Detail
- Information Reporting Current Day Detail/ACH
- Returned Items Report
- ACH Receive Report
- Account Analysis Statement
- ACH Acknowledgement of File Receipt
- ACH Entry Detail Report
- ACH File Totals Report
- ACH Origination Reconciliation Report
- ACH Requested Deletes and Reversals
- ACH Requests Deletes and Reversals –File Level
- ACH Return Settlement Reconciliation Report
- ACH Returned Items Report-End of Day
- ACH Returned Items Report-Intraday
- ACH Reversal/Deletion Detailed Reconciliation List

2. What are cut-off times for sending origination files?

		NACHA-formatted Transmission excluding EFD ²	CashPro® Online ACH ³	CashPro Connect Payments and EFD ⁴	Days Prior to Settlement
Transit Items ⁵		11:30 p.m. ET	11:00 p.m. ET	9:30 p.m. ET	1 business day
On-Us Items		9:00 p.m. ET ⁶ 9:30 p.m. ET ⁷	8:30 p.m. ET ⁶ 9:00 p.m. ET ⁷	7:00 p.m. ET ⁶ 7:30 p.m. ET ⁷	0 business days
Transit Items (Sundays & Holidays) ⁸		10:00 p.m. ET	9:30 p.m. ET	8:00 p.m. ET	1 calendar day
Transit Items (U.S. ACH Cross Border) ⁹	Canada Mexico Panama Europe	9:00 p.m. ET 9:00 p.m. ET 9:00 p.m. ET 9:00 p.m. ET	8:30 p.m. ET 8:30 p.m. ET 8:30 p.m. ET 8:30 p.m. ET	7:00 p.m. ET ¹⁰ Not available 7:00 p.m. ET ¹⁰ 7:00 p.m. ET ¹⁰	1 business day 1 business day 2 business days 2 business days

3. What is the transition schedule? Is there flexibility as to when we convert?

Two forms are required to be executed prior to the conversion – the Agency Participation Agreement (APA) and the EFT Participant Profile Form. If you have a preferred timeframe to go through the conversion process, please make sure to note it on the EFT Participant Profile form under “other notations”. Upon receipt of all APA’s, OSC/DST/BOA will be developing “waves” for an orderly conversion. We will make every effort possible to accommodate your request.

4. What type of training will be available?

When it is time for your wave to undergo conversion, your BOA Conversion Coordinator will document the type or types of training that you require. Phone and Web based training are standard. In person training will be performed for larger groups.

5. Will there be a technical contact for testing of transmissions?

Yes, a Bank of America (Department of Transmission Services) representative will be assigned to assist in transmission setup and testing.

6. What type of transmissions methods will be available? (SSH secure shell available?)

Yes, SSH is an available transmission methodology. Below is a chart of other popular options:

File Transfer Protocol	Considerations	File Size Recommendations
HTTPS Web Site	Manual usage only Process automation is not possible Capable of transferring a single file at a time Only software needed is internet browser	Up to 200 Megabytes
SFTP (SSH-FTP)	Considered to be more firewall friendly than FTPS Encryption is built into the protocol	Up to 5 Gigabytes (Consider your bandwidth before exceeding 200 Megabytes)
FTP with PGP	Extra software needed to perform file level data encryption (i.e. PGP)	Up to 5 Gigabytes
FTPS (FTP-SSL)	Can be considered to be less firewall friendly when compared with FTP or SFTP unless Clear Control Channel (CCC) option is used. Non-CCC option may require additional lead time. Encryption is built into the protocol	Up to 5 Gigabytes
AS2	Configuration is more complex Firewall Friendly	Up to 200 Megabytes
Connect:Direct Secure+	Proprietary software expense Digital Certificate required	Up to 5 Gigabytes
Value Added Network (VAN)	VAN charges and restrictions	VAN-specific
Virtual Private Network (VPN)	Cost; Lead time	Up to 5 Gigabytes

7. What processes will not be affected? (Merchant card receipts, wire transfers out, wire transfers in, ACH credits received)

The only transactions that will be affected are ACH transactions originated by the agency. No merchant card receipts, wire transfers out, wire transfers in, ACH credits received will be affected.

8. Will we continue to use our Wells or other depository bank accounts for our regular deposits (checks, cash, and merchant cards)?

Yes

9. How will the admin function work? (Assignment of users and roles)

The Department of the State Treasurer will be responsible for set-up and modification of all users and entitlements on the Bank of America CashPro web portal.

10. Will we continue to be able to initiate reversals and deletes online?

You may request that BOA delete or reverse erroneous ACH transactions that have been received by the bank by submitting a completed Reversal/Delete Request form using bank secure email or fax. If you are confident the erroneous transactions have already been released to the ACH Operator (and deletion is not an option), a NACHA-formatted file of reversal entries (assuming data communications have been established) can be sent.

By submitting a Reversal/Delete Request form, you are asking BOA to present a delete or reversal request on your behalf. When completing the Reversal/Delete Request form, you are asked to provide supporting detail about the transaction(s), batch(s) or file(s) you are asking BOA to delete or reverse. You may confirm the action taken on your request by accessing the Requested Delete and Reversal Report online, which is generally available within four hours of our receipt of your request.

The deadline for NACHA-formatted reversal origination files is the same. The deadline for completed Reversal/Delete Request forms is 9 p.m. Eastern for same day processing. Deletion/reversal requests received after the deadline are likely to be processed the next business day.

11. Will the universities serviced by UNC-GA Shared Services be transitioned at the same time?

If this is the preferred methodology ... the UNC-GA Shared Services Universities can be transitioned simultaneously. It is anticipated that one of the nine campuses will be a pilot, with the other eight following shortly thereafter.

12. Are there any exemptions anticipated.

Exemptions are not anticipated, however if you have a specific business case it may be submitted to OSC for consideration.

13. Will there be any effect on currently utilized gateways that process ACH receipts?

None anticipated.

14. If we currently use BOA for ACH, will there be any effect? (Pricing changes?; Same account?)

Should the subject account be in the name of the State Treasurer, only minor modifications are anticipated. Specifically you will need to accept the Agency Participation Agreement and the account will be migrated to the State Treasurer CashPro ID for Admin purposes. You can maintain the same account number and pricing will be adjusted to accommodate MSA pricing. Also see # 17.

15. Will we be assigned new CIT numbers on Core Banking to reflect deposit of ACH drafts we originate? (draft of student accounts)

Yes

16. Can we request DST to allow us to use BOA as our depository bank in order to only have to have one online banking portal, if so desired?

Yes. However at this time we will only be changing accounts that are affected by the EFT contract. You may submit requests to DST to change other non-EFT accounts to BOA once this project is complete. The expected completion date for this project is January 2014.

17. Will DST continue to pay the fees associated with ACH origination (for payroll? Vendors, students?)

DST will continue to pay for payroll accounts that are owned by DST and under the EFT state contract. All other EFT accounts will be paid for by the entities. For further information on fees please see the Banking Handbook at <https://www.nctreasurer.com/fod/Resources/BankingHandbook.pdf>.

18. For a university that utilizes UNC GA Shared Services for payroll, can our vendor/student ACH accounts be transitioned at the same time?

Yes .. see answer to question 12.

19. Can there be a sub- grouping of accounts for the nine universities under UNC GA Shared Services, in order to provide global access to the Shared Services staff?

Yes, CashPro access is assigned on a per user basis. Therefore an individual with Shared Services may be entitled to certain privileges on any one or all accounts with the use of one "security token"

20. Is there a situation of a combination of accounts where DST pays the fees for one EFT application and the agency pays for another?

Yes you will still only complete one APA form on which you can identify who is paying for any enrolled applications. You are able to select both payment options (agency and DST paid).

21. What if there are other transactions going into the bank account besides EFT.

The ACH initiated transactions will need to be transitioned over to BOA. The other non-ACH initiated transactions may remain going to the existing Wells Fargo account.

22. When the subject account is no longer open == will there be a time frame for being able to see history on-line. Future date of discontinuing on-line access.

The Wells Fargo account will be available in CEO until it is closed.

23. If you are simply receiving ACH payments ... does this Transition apply?

The MSA and Transition is only associated with origination accounts. Just receiving ACH credits it is not a part of this contract conversion.

24. What time frame is a good time frame for closing the Wells Fargo account?

30 Days should be sufficient time after conversion to reconcile to take care of any returns. You can notify your customers of the banking change and the date it is going to affect sooner if you choose. Bank of America will strive to get you the new account and routing numbers before your wave transition begins.

25. How will I know what the Bank of America account numbers are?

The account numbers will be assigned as they go through the approval process and you will get a copy after the process has completed.

26. How quickly can we get specifications for the file layouts?

File Specifications have been sent out and are available from OSC.

27. Will we have a dedicated service rep?

Yes – her name is Sarah Snyder.



Sarah Snyder
OFFICER;
TREASURY SERVICES SR ADVISOR
JACKSONVILLE DEDICATED SRVC
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28. If my department doesn't convert until later – can we get the CashPro startup guide ahead of time?

Yes, electronic copies will be available and distributed the week of August 12.

29. What if my current bank account is also being used for State Tax debit?

We will leave that Wells Fargo account open and only transition the ACH initiated transactions.

30. Can you originate files from both Wells Fargo and Bank of America?

No, all file Origination will be done via Bank of America.

31. We have an external vendor we work with – will they also need to do testing?

Yes, the BofA Project Coordinator (Stowe Barber) will work through this process with you.

32. The communication regarding the closing of the accounts and the contract end dates will be communicated by OSC and DST.

Yes

33. Can ACH reversals be seen within the Cash Pro Online reporting tool?

Yes

34. Can tokens be used for different entities?

Yes, tokens are "individual specific". So simplistically if an individual is entitled to multiple accounts and multiple entities .. only one token will be required.

35. Will there be one company ID?

There will be one CashPro ID that is maintained by the State Treasurer's Office.

36. What are the charges for items in CashPro that are not covered by the MSA?

These items must be approved by the State Treasurer and are governed by the State Treasurer's annual blue book pricing (see question #1).

37. Will we be able to see reporting in both Wells Fargo and Bank of America?

You will be able to view reporting on BofA upon completion of transition. You will be able to view reporting on Wells Fargo until the account is closed.

38. I have a lot of Core Banking templates setup – will I have to reset them up?

Yes, but only for the ones you use to fund the ACH settlement account. DST is recommending that new templates be requested for the new BOA EFT accounts. There may be a need to continue using the Wells Fargo EFT accounts prior to the go live date for a new BOA EFT account. Therefore the existing template will be needed. Part of the DST closing process will include closing templates associated with Wells Fargo EFT accounts. Template forms are available from DST.

39. We have a direct deposit account in our name with Wells Fargo for our payroll direct deposit transmissions but this account is owned by the State Treasurer and the NCDST pays any fees. Will this account have to be changed over to BOA?

Yes

40. Will we still use Core Banking but have to change any templates we are currently using?

Yes. See # 38.

41. Also, we have several different departments and programs receiving funds from DPI through OSC, will we need to submit new EFT forms for all of these?

No

42. What Tax ID's will be used in the ACH Origination File?

The bank accounts are owned and managed by the Department of the State Treasurer; however the Originating Agency or University should use their own nine-digit Tax ID in the NACHA file to allow the receiver of the funds to reconcile their accounts. You can use a leading prefix in the ten-digit field– either alpha or numeric to distinguish line of business.

43. Are Returns Accounts Mandatory?

Returns Accounts are mandatory should you be initiating Credit Transactions.

The agency will have online access to see all return accounts via Cash Pro.

Returns accounts are not mandatory should you only initiate Debit Transactions.

44. The University System currently has a dedicated Bank of America Client Manager (John Lynch) and Treasury Services Officer (Henry Siler). Will we be required to migrate to the new Bank of America Team (Rick Brown and Gary Clark) ?

Yes, all activity related to the new Bank of America MSA must be directed through Rick Brown and Gary Clark. You may continue to use John Lynch and Henry Siler for all activities that do not involve State Treasurer Accounts and the new EFT Contract.

45. What will be the name on the bank account?

Accounts Name will be structured with the Treasurer's Office Name first, entity name second, and line of business third. Please see example listed below:
NCDST UNC CH Payroll