

## Create Standing Instructions for ACH Requests (ACH)

1. Click Service & Operations > Standing Instructions. The Standing Instructions page displays.
2. Click the Create New Standing Instruction button. The Standing Instructions - Create New page displays.
3. In the Account# field, type the retail or retirement account number.
4. From the Transaction Type list, select ACH Standing Instruction and click Continue. The Standing Instructions - Create New page displays the account holder's name and address.
5. Under Standing Instructions Details, in the Description box, type a description for the standing instruction (up to 35 characters).
6. Under the Account Holder's Name(s) section, update the name(s), if required.

Note: Any changes made to the name or address in the Account Holder's Name(s) section will make the request a third party, and it will be routed to Pershing for approval. The account holder's name and address displayed in the Account Holder's Name(s) field should exactly match what is printed on the check.

7. In the ABA Number field, type the bank's routing number and click Display Information.

Note: If the ABA number is on file, the Bank Name, City and State information displays. If the ABA number is NOT on file, you are prompted to type this information.

8. In the Bank Account Number (DDA) field, type the customer's bank account number.
9. For Bank Account Type, select Checking or Savings.
10. (Optional) In the Use This Instruction For SRS field, select Yes if the instruction should be used for SRS purposes (Systematic Reinvestment for Mutual Funds). Only one standing instruction (per account) may be used for SRS purposes.

Note: Selecting this option will bring in funds, automatically the day before the settlement of any applicable Mutual Fund purchase made through PSRS, in the amount of the buy without having to establish a separate Periodic or Adhoc deposit to cover the trade.

11. Click the Review before Sending button. If data is missing or invalid, the system displays an error message. Once any data issues are resolved, the Review Request page displays.
12. In the Review Request page, click the button that corresponds to the desired action:
  - o Back to Transaction - Make changes or add information to the request.
  - o Cancel - Cancel the request and return to the initiation window.
  - o Send Standing Instruction Request - Send the request.

If the standing instruction does not violate any rules, the system displays the following message: The Standing Instruction Request "nnnn" has been sent for approval.

If the standing instruction violates any rules:

- All violations display and you are prompted to provide a comment to override and submit the request.
- Enter a comment and click Acknowledge & Send Request.
- The system displays the following message: The Standing Instruction Request nnnn has been sent for approval. Please fax the necessary paperwork for review. nnnn represents the transaction number.

## **Supporting Documents**

- Upon receiving a request from a client to establish a standing instruction for ACH requests, ensure that you have an ACH agreement or any other necessary supporting documentation.
- The ACH agreement and any necessary supporting documentation must be faxed to Pershing for every ACH standing instruction request.

## **Standing Instructions**

- Standing Instructions have a 48-hour turnaround.
- Once the standing instruction has been approved, you can set up a periodic instruction via the approved standing instruction.
- You can browse all approved standing instructions on file (from the same screen you use to create standing instructions). Use additional filters to narrow down your search. Refer to the Browse Standing Instructions Task Reference for more detailed instructions.
- Pershing sends advice letters to clients when they establish standing instructions for Automated Clearing House (ACH) asset movement via NetX360. The letters are generated when the ACH instruction is created (NOT at the time of payment).
  - The advice letters are viewable in e-Document Suite™, along with the existing federal fund and third-party check debit advice letters.