



ACH Service Request Item Adjustments

Sections 1-3 must be completed. Incomplete or inaccurate information may delay the processing of the request. Please read instructions on page 2.

Email request to: ach.adjustments@usbank.com

Important: Please read Information and instructions included on page 2.

Section 1 Your Company Information:

Company Name: _____ Company ID Number: _____
Requested by: _____ Telephone Number: _____

Section 2 Identify your transmission type and provide additional required information:

<input type="checkbox"/> ACH Direct File Transmission	<input type="checkbox"/> SinglePoint Attach Batch Activity Report showing batch to be adjusted.	<input type="checkbox"/> Service Bureau or Third Party
Mailbox/User ID: _____		Name: _____
<input type="checkbox"/> Other: _____		

Section 3 Provide Item Adjustment Detail:

Individual ID Number: _____ Amount: _____
List: Credit _____ Account Number: _____
 Debit _____
Routing Number: _____ Individual Name: _____
Effective Posting Date: _____ Date File Sent: _____

For Internal Use Only

Completed by: _____ Verified by: _____
Offset R/T No.: _____ Offset Account: _____
SETT Code: _____
SEC: _____
Prefunding Indicator (check): Yes No

US BANK: Verbal authorization from the State Board for Community and Technical Colleges' personnel is required before processing. For SBCTC authorization, please call (360) 704-4392.

ACH Adjustment Instructions & Information:

ACH Production Services is available to assist you with your questions at (800) 944-7504 Option 2

1. Submit your ACH Adjustment form via email to **ach.adjustments@usbank.com**.
 - a. Complete the form using your adjustment information.
 - b. Put Your Company Name in the Subject Field of the email and attach the adjustment form.
 - c. Only one item or batch/file per adjustment form.
2. Once the ACH Adjustment form is received you will receive an automated reply acknowledging the receipt of your request.
3. The ACH Production will then use the information listed on the form to find the item or batch/file you are requesting to adjust. You may be contacted if it is not clear what item or batch is to be adjusted.
4. Once the adjustment is found a determination will be made as to whether or not the item or batch/file can be deleted. This is dependent on where the adjustment is in the ACH process. If the item or batch/file cannot be deleted, reversal entries will be created to the receiving accounts.
 - a. The reversal entry will be used to clear the original entry. If the original entry is a credit, then a debit reversal will be created and vice-versa.
 - b. It is important to understand that a reversal entry may be returned and is not dependent on the successful posting of the original entry. While the reversal is in process, a provisional credit will be made to the originating account. If the reversal is returned, the provisional credit will be debited from the originating account. ACH is generally notified of failed reversals within 60 days; however, in some instances the time frame may be longer.
 - c. If the reversal is returned it will be included in your return settlement and return reporting.
 - d. Originating companies are required to notify receivers of all reversals.
 - e. U.S. Bank is unable to complete reversals on any items over 5 days past settlement date, per NACHA Rule 2.9.1. For items past 5 days old email your request to ACH Customer Service, Attn Returns at ach.customerservice@usbank.com.