

## Quick Step Guide: Payment Center ACH Return Alert and Report Review

### Huntington Business Online

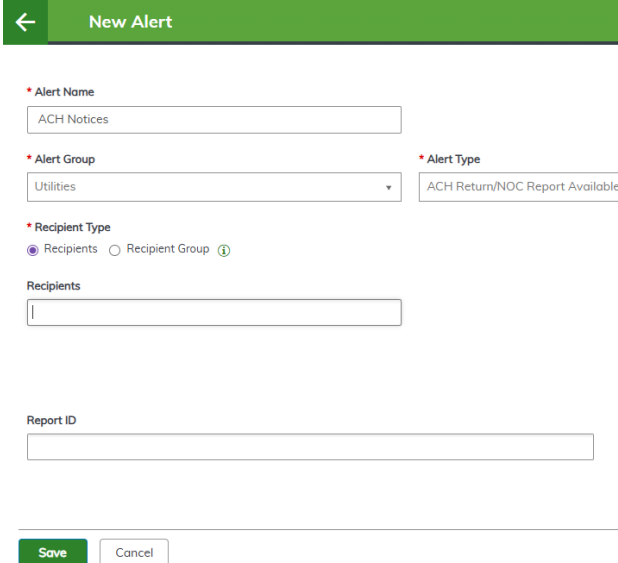
1. Select “Payments & Transfers”, “Payment Center” or select “Payment Center” shortcut from the Home page.

### Huntington Business Online

2. Select “Alerts”, “Alert Settings” from the menu.
3. Verify Recipients, if adding more than yourself as a recipient.

**Note:** Only the email address for the user currently logged in is immediately available for selection when setting up a new alert and does not show on the Recipient tab.

- Select the “Recipients” tab.
  - Click “Insert” to add a new email address.
  - Enter their Name and email address.
  - Click “Save”.
4. On the Alerts tab, click “Add New Alert”.
  5. On New Alert, complete the following:
    - Alert Name: Enter a name for this alert. In the example below, the alert is named “ACH Notices”.
    - Alert Group: Select “Utilities”.
    - Alert Type: ACH Return/NOC Report Available. (Defaults)
    - Recipient: Select the email recipient(s) for the alert.



← New Alert

\* Alert Name  
ACH Notices

\* Alert Group  
Utilities

\* Alert Type  
ACH Return/NOC Report Available

\* Recipient Type  
 Recipients  Recipient Group ⓘ

Recipients  
|

Report ID

Save Cancel

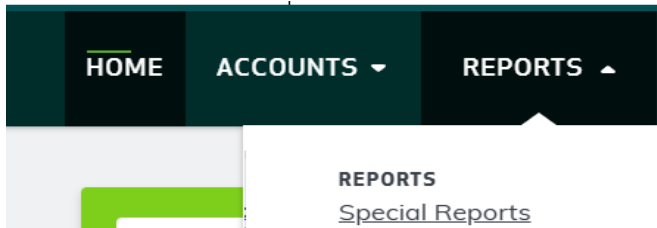
**Note:** Only the email address for the user currently logged in is immediately available for selection unless you’ve added additional recipients in step 3.

6. The Report ID shows the available ACH Company IDs associated with the account(s). If left blank, all associated ACH company IDs will be included.
7. Click “Save”.

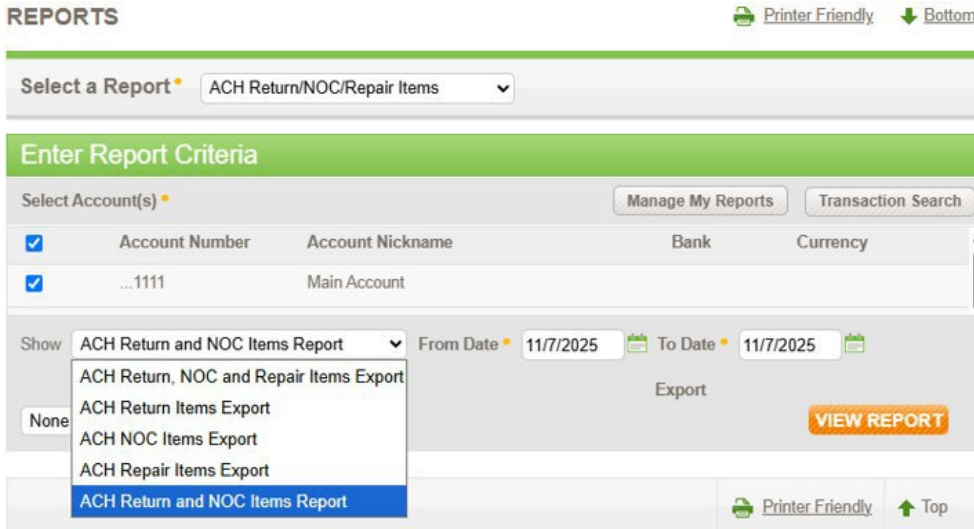
**Note:** Add [Huntingtononline@email.huntington.com](mailto:Huntingtononline@email.huntington.com) as an acceptable address to prevent the emails from being flagged as spam.

## Review the ACH Return/NOC/Repair Items Report

8. In Huntington Business Online, select “Reports”, “Special Reports”.



9. Check the Account(s) to view.
10. The “Show” dropdown defaults to “ACH Return and NOC Items Report” which is the only viewable report. All other selections are for Export only.
11. The “From Date” and “To Date” fields default to the current day. Change the “From Date” to the previous Business Day to include any items that came in the late-night window. (Data range is 90 days)
12. Click “View Report”. If an Export only selection is made in step 3, click “Export”.



**REPORTS** [Printer Friendly](#) [Bottom](#)

Select a Report \* ACH Return/NOC/Repair Items

**Enter Report Criteria**

Select Account(s) \* [Manage My Reports](#) [Transaction Search](#)

| <input checked="" type="checkbox"/> | Account Number | Account Nickname | Bank | Currency |
|-------------------------------------|----------------|------------------|------|----------|
| <input checked="" type="checkbox"/> | ...1111        | Main Account     |      |          |

Show ACH Return and NOC Items Report From Date \* 11/7/2025 To Date \* 11/7/2025 Export [VIEW REPORT](#)

- None
- ACH Return, NOC and Repair Items Export
- ACH Return Items Export
- ACH NOC Items Export
- ACH Repair Items Export
- ACH Return and NOC Items Report**

[Printer Friendly](#) [Top](#)

13. Each Notification specifies the type of notification: Preauthorized Return Entry, Notification of Change, Repair (available through Export only) and includes the Effective date of the ACH, who to and where the ACH was sent, the type of transaction (credit/debit) and the dollar amount.
  - Preauthorized Return Notifications: The dollar amount notated in the notification has not reached its destination for the reason listed. The amount is reflected in a previous day activity report as an Offset Settlement Return.
  - Notification of Change: The dollar amount notated in the notification has reached its destination but the receiving financial institution needs the correction listed for future transactions. Corrections should be made within the first three notices to avoid Huntington repairing the item for an additional fee.
  - Notification of Repair: (Repair Export Only) After the third Notification of Change on an item, our system will automatically make the correction from the receiving bank and assess an ACH Item repair fee. The exported reports will show what repairs were made by Huntington before releasing the item to the Federal Reserve.

...1111 / Main Account Bank

ACH RETURN ITEMS REPORT

ACCOUNT: 0189111111

---

PREAUTHORIZED RETURN ENTRY - DEBIT

EFFECTIVE ENTRY DATE:  
DATE OF RETURN:  
AMOUNT: \$1,050.00

ORIGINATED BY:  
-----  
COMPANY NAME: ABC PLANT SERVICES  
COMPANY ID: 987548754444

ACCOUNT INFORMATION:  
-----  
INDIVIDUAL ID: 0  
INDIVIDUAL NAME: BILLY GOAT  
INDIVIDUAL ACCOUNT #: 14465897  
RETURN REASON CODE: R01 INSUFFICIENT FUNDS

RETURNED BY:  
-----  
ROUTING TRANSIT NUMBER: 1XXXXXXXX3

TRACE NUMBER: 049879879879871 HNB HVACH  
PAR NUMBER: 056 788555441 GOAT

**Best Practice:** Review the ACH Return/NOC/Repair Items Report regularly to make sure no notices have been missed and updates are made promptly.

### How to Reach Us

Phone: 800-480-4862, weekdays, 7:30 a.m. to 6:00 p.m. ET

Website: Click on the Contact Us link found in the Support option at the top of each Huntington Business Online page.

Thank you for using Huntington business and treasury management services.