ACH Returns

An ACH return is an ACH entry that the RDFI is unable to post for reasons defined by the return codes listed in the table below. The RDFI must transmit the return in time for your ODFI to receive it by opening of business on the second banking day following the Settlement Date of the original entry, also referred to as the "24-hour rule". Your company as the originator should receive prompt advice of ALL returns entries from your ODFI with a code that describes the reason for the return. The table below indicates the appropriate action that should be taken depending upon the reason for each ACH return.

Reason for Return	Ret Code	Entry Type	RDFI Deadline	Action by Originator
INSUFFICIENT FUNDS - Available balance not sufficient to cover amount of debit entry.	R01	ALL	"'24 HRS"	Originator may initiate a new ACH entry; must remain within limits for reinitiation of entries and be reinitiated within 180 days of the Settlement Date of the original entry.***
ACCOUNT CLOSED - Previously active account has been closed	R02	ALL	"24 HRS"	Originator must stop initiation of entries. Contact Receiver to obtain authorization for another account.
NO ACCOUNT - Account number structure is valid, but doesn't match individual or open account	R03	ALL	"24 HRS"	Originator must stop initiation of entries. Receiver should be contacted for correct account information.
INVALID ACCOUNT - Account number structure not valid; edit of check digit or number failed.	R04	ALL	"24 HRS"	Originator must stop initiation of entries until account number/structure is corrected.
UNAUTHORIZED DEBIT TO CONSUMER ACCOUNT USING CORPORATE SEC CODE - A debit entry that was transmitted to a Consumer Account of the Receiver was not authorized by the Receiver.	R05	CCD, CTX, CBR	60 Days	Originator must stop initiation of entries.
ODFI REQUEST FOR RETURN - ODFI requested that the RDFI return an entry.	R06	ALL	Undefined	Originator must accept requested return.
AUTHORIZATION REVOKED - Customer who previously authorized recurring entries claims authorization has been revoked from the Originator by the Receiver.	R07	PPD & Recurring WEB	60 Days	Originator must stop the initiation of entries until new consumer authorization is obtained. Depending upon the terms of the original authorization, the Originator may have recourse for the collection outside the ACH Network.
PAYMENT STOPPED - The Receiver has requested the stop payment of a single ACH entry; not intended to stop all future payments	R08	ALL	"24 HRS"	Originator must contact the receiver to identify the reason for the Stop Payment and obtain authorization from the Receiver before reinitiating the entry.
UNCOLLECTED FUNDS - Sufficient ledger balance exists, but value of uncollected items brings available balance below amount of debit entry.	R09	ALL	"24 HRS"	Originator may initiate a new ACH entry; must remain within limits for re-initiation of entries and be reinitiated within 180 days of Settlement Date of the original entry.***
CUSTOMER ADVISES NOT AUTHORIZED; NOTICE NOT PROVIDED; IMPROPER SOURCE DOCUMENT; OR AMOUNT OF ENTRY NOT ACCURATELY OBTAINED FROM SOURCE DOCUMENT	R10	ARC,BOC, POP, PPD, TEL, WEB	60 Days	Originator must stop initiation of entries.
ACCOUNT SOLD TO ANOTHER DFI - Account has been sold to another financial institution.	R12	ALL	"24 HRS"	Originator must stop initiation of entries and obtain correct routing number information for initiation of subsequent entries.

ACCOUNT FROZEN - Access to the account is restricted due to action by RDFI or by legal action.	R16	ALL	"24 HRS"	Originator must stop initiation of entries. Terms of authorization may offer recourse outside of the ACH Network.
FILE EDIT RECORD CRITERIA - Fields edited by the RDFI cannot be processed.	R17	ALL	"24 HRS"	Originator must identify and correct errors prior to initiation of further entries.
NON-TRANSACTION ACCOUNT - Financial Institution policies or regulations restrict activity to account indicated.	R20	ALL	"24 HRS"	Originator must stop initiation of entries.
INVALID COMPANY ID - ID number used to identify company is not correct	R21	CIE	"24 HRS"	Originator must identify and correct errors prior to initiation of further entries.
INVALID INDIVIDUAL ID - ID number used to identify individual is not correct	R22	CIE, MTE	"24 HRS"	Originator must identify and correct errors prior to initiation of further entries
CREDIT ENTRY REFUSED BY RECEIVER - Receiver refuses transaction because amount is inaccurate, results in overpayment, account is in litigation or Originator is not known to the Receiver.	R23	ALL	"24 HRS" (after Receiver notifies RDFI)	Originator must obtain Receiver authorization prior to reinitiating the entry.
DUPLICATE ENTRY - Entry appears to be duplication. The trace number, date, dollar amount, etc., match another entry	R24	ALL	"24 HRS"	*If entry is a duplication, Originator should accept the return. If the entry has already been reversed, Originator should contact the RDFI to determine solution.
CORPORATE CUSTOMER ADVISES NOT AUTHORIZED - Corporate customer has notified RDFI that the entry is not authorized.	R29	CCD, CCX	"24 HRS"	Originator must stop initiation of entries until subsequent authorization has been obtained. If a valid authorization exists, the Originators may have recourse outside the ACH Network.
PERMISSIBLE RETURN ENTRY - ODFI agrees on behalf of the Originator to accept a return after the deadline for an unauthorized corporate entry.	R31	CCD, CTX	Undefined	**Originator must accept return as agreed upon with RDFI. If the Originator or ODFI has not given permission for the untimely return, the return may be dishonored.
SOURCE DOCUMENT PRESENTED FOR PAYMENT - The source document to which an ARC, BOC, or POP entry relates has been presented for payment.	R37	ARC, BOC, POP	60 Days	Originator must accept return. The source document may not be presented for payment.
STOP PAYMENT OF SOURCE DOCUMENT - A Stop Payment has been placed on the source document to which the ARC or OBC entry relates.	R38	ARC, BOC	60 Days	Originator must contact the Receiver to identify the reason for the Stop Payment and obtain authorization from the Receiver before reinitiating the entry.
IMPROPER SOURCE DOCUMENT - The RDFI determines the source document used for the ARC, BOC, or POP entry is not an eligible item.	R39	ARC, BOC, POP	"24 HRS"	Originator must stop initiation of entries.
STATE LAW AFFECTING RCK ACCEPTANCE - RDFI is located in a state that has not adopted Revised Article 4 of UCC or RDFI is located in a state that requires all canceled checks to be returned to the Receiver	R50	RCK	"24 HRS"	Originator must stop initiation of entries.

ITEM IS INELIGIBLE, NOTICE NOT PROVIDED, SIGNATURES NOT GENUINE, ITEM ALTERED OR AMOUNT OF RCK NOT ACCURATELY OBTAINED FROM THE ITEM.	R51	RCK	60 Days	Originator must not reinitiate the entry. Originator may attempt collection of item outside the ACH Network.
STOP PAYMENT ON ITEM - a Stop Payment has been placed on the item to which the RCK entry relates.	R52	RCK	60 Days	Originator must contact the Receiver to identify the reason for the Stop Payment before reinitiating the entry.
ITEM AND ACH ENTRY PRESENTED FOR PAYMENT - Both the RCK entry and check have been presented for payment.	R53	RCK	60 Days	Originator must accept return.

- Your company should immediately **stop initiation of entries returned using R07 or R10**. Disagreements regarding authorizations should be handled OUTSIDE the ACH Network.
- RDFIs must obtain a signed Written Statement Under Penalty of Perjury from the Receiver that details the claim before returning the entry to your ODFI when using return reason codes R05, R07, R10, R37, R51 or R53. Your company may request a copy of this statement for up to one year from the Settlement Date of the Return.

*An originator may reverse an erroneous or duplicate ACH entry/file up to 5 banking days after the Settlement date of the entry/ file OR it may request the RDFI to send a return.

**ACH return entries may be dishonored when they are untimely, when they contain incorrect information or have been misrouted.

***ACH Originators may only originate one Return Fee entry in relation to a transaction returned NSF or UNCOLLECTED regardless of the number of times the item was returned. 'Return Fee' descriptor will need to be contained in the Company Entry field.