



Direct Deposit User Guide

This user guide discusses:

- *Updating security / user settings*
- *Uploading files*
- *Changing pay dates*
- *Two-party file review feature*
- *Bank Account Management*
- *Identifying / correcting errors*
- *Managing returns online*

Log In

Log in to my.DirectDeposit.com by entering in your NPC account number or login ID and your password in the password field. Click the “Log In” button to continue.

The screenshot shows the 'Log In' page. On the left, there are two input fields: 'Enter your NPC account number or login ID:' and 'Enter your password:'. A green 'Log In' button is below the password field. Red arrows point from the text 'NpcAccount Number' to the first input field and from 'Curent password' to the second input field. On the right, there is a grey sidebar with the heading 'Did you know?' and a paragraph of text. Below that is the heading 'Payroll Processors' and another paragraph of text.

Security / User Settings

MASTER USER

When you log in, you may be asked to setup a “Master User” if you have not already done so in order to comply with the latest security protocols.

If so, select your name and click the “Convert To New Security” button.

The screenshot shows the 'New Security Settings' page. At the top, there is a yellow banner with text explaining the new security requirements. Below the banner, there is a section titled 'Please select yourself from our list of verified contacts:' with four radio button options: 'Manager Name (Dawn.Cafaro@NationalPayment.com)', 'Primary Name (Dawn.Cafaro@NationalPayment.com)', 'Secondary Contact (csr@natpay.com)', and 'I am not listed.'. At the bottom, there is a green 'Convert To New Security' button.

PASSWORD

After you have selected a name, you will need to change your password. PLEASE NOTE THAT THIS NEW PASSWORD IS CASE SENSITIVE. The new password will also need to contain a number and a special character.

Enter and then confirm your new password. Then enter your email address. To finish, click the "Convert to New Security" button to save your information.

New Security Settings

Because we are always looking for new ways to enhance the security of our processes, NatPay now requires all clients to use new security settings. These settings provide a wide variety of benefits to you. Once you convert to the new security settings, you will be able to manage your own website password, and create and manage sub-users.

If you have any questions about the new security settings, please contact Customer Service and we will be happy to talk you through the process - but if you're ready to go, just fill in the information below!

Please select yourself from our list of verified contacts:

- Manager Name (Dawn.Cafaro@NationalPayment.com)
- Primary Name (Dawn.Cafaro@NationalPayment.com)
- Secondary Contact (csr@natpay.com)
- I am not listed.

Login ID (remains your npc account): 81507150

Please create a password:

Confirm password:

Enter your email (for password assistance):

USER MANAGEMENT

My.DirectDeposit.com features enhanced user management. On the User Management screen for each user all information like name, email address, password, as well as multiple security permissions can be managed from one convenient screen.

User Management

First Name:

Last Name:

Email:

Login ID:

Email address is recommended.

[Change Password](#)

Disable user?

Permissions

- Allow user to communicate with NatPay over the phone
- Allow user to perform manual entry
- Allow user to upload/release files
- Allow user to view reports
- Allow user to view the forms library (for updating accounts)
- Allow user to manage bank accounts
- Allow user to approve files for checkout

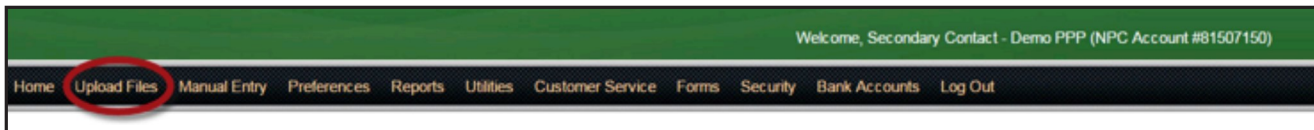
IP Address Restrictions: Not normally used - leave blank if unsure

Uploading Files

There are different types of file uploads:

- Processor uploading single client per file
- Processor uploading multiple clients per file
- Regular account uploading a file

To upload a file for processing, click the “Upload Files” menu item.

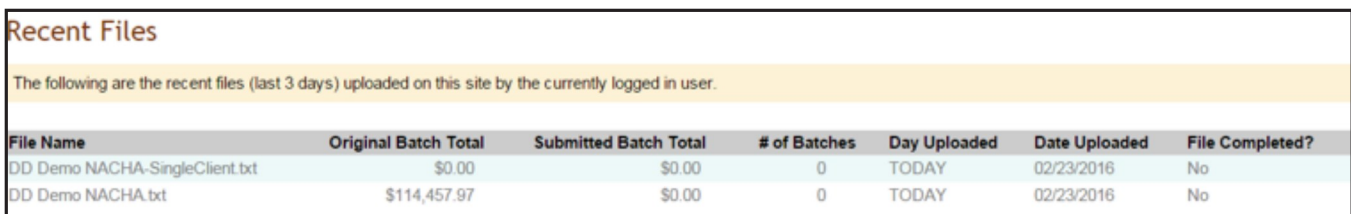


You will be taken to an upload screen. The top of this screen includes a date and checkbox to use that pay date.



My.DirectDeposit.com by default will use the dates in your file as the effective date. You should never need to change the above date or mark the checkbox unless you want to change EVERY effective date in the file to a different date.

The bottom of the upload file page contains a heading called “Recent Files” this is to help avoid uploading duplicate files. By getting in the habit of glancing at the bottom of the upload screen and looking at the file names you may save uploading a duplicate files which will save item and file deletion fees.



File Name	Original Batch Total	Submitted Batch Total	# of Batches	Day Uploaded	Date Uploaded	File Completed?
DD Demo NACHA-SingleClient.txt	\$0.00	\$0.00	0	TODAY	02/23/2016	No
DD Demo NACHA.txt	\$114,457.97	\$0.00	0	TODAY	02/23/2016	No

PAYROLL PROCESSOR UPLOAD – ONE COMPANY PER FILE

If you are a payroll processor that uploads a different file for each client, then you will see a list of your clients with a “Choose File” button next to each. Click on the appropriate “Choose File” button to navigate to and select the file on your computer that you want to upload for that particular company.

Upload Files

Pay date (will be used if date in the file is missing or if the box below is checked): / / 
Friday, February 26th, 2016

Check here if you wish to override the date in the file with the above date.


NPC Account	Company Name	Choose File
81507504	Demo Client 1	<input type="button" value="Choose File"/> No file chosen
81510990	Demo Client 10	<input type="button" value="Choose File"/> No file chosen
81507858	Demo Client 2	<input type="button" value="Choose File"/> No file chosen
81508212	Demo Client 3	<input type="button" value="Choose File"/> No file chosen
81508586	Demo Client 4	<input type="button" value="Choose File"/> No file chosen
81508920	Demo Client 5	<input type="button" value="Choose File"/> No file chosen
81509274	Demo Client 6	<input type="button" value="Choose File"/> No file chosen
81509628	Demo Client 7	<input type="button" value="Choose File"/> No file chosen
81509982	Demo Client 8	<input type="button" value="Choose File"/> No file chosen
81510336	Demo Client 9	<input type="button" value="Choose File"/> No file chosen

Once you have selected your file(s) click on the “Click to Upload” button.

PAYROLL PROCESSOR UPLOAD – BATCH UPLOAD

If you are a payroll processor that uploads a single file for multiple clients, click on the “Choose File” button to navigate to and select the file on your computer for the batch upload.

Upload Files

Pay date (will be used if date in the file is missing or if the box below is checked): / / 
Tuesday, March 1st, 2016

Check here if you wish to override the date in the file with the above date.

NPC Account	Company Name	Choose File
81507150	Demo PPP	<input type="button" value="Choose File"/> No file chosen

Once you have selected your file, click on the “Click to Upload” button.

The first time you upload a client to the my.DirectDeposit.com website, the system needs you to match the company in the file to the NPC account number on record.

Click on the arrow next to the “Ignore batches for:” wording and select the appropriate client. Repeat this action until all clients are matched. Once they are all matched, click the “Continue” button.

The following batches could not automatically be matched because the reference ID numbers in the file do not match any reference IDs on record. Matching the companies to their reference IDs here will also save the association for future files.
Please note: companies that already have a cross-referencing association are listed at the bottom of the select box with an asterisk () and the currently selected cross-reference value.*


Choose the NPC Account that matches the reference ID.	Reference ID In File	Company Name In File	Batch Total	
Ignore batches for : DMOCMPY 1 ▼	DMOCMPY 1	DMOCMPY 1	\$27,269.09	View Detail
Ignore batches for : DMOCMPY 2 ▼	DMOCMPY 2	DMOCMPY 2	\$21,872.36	View Detail
Ignore batches for : DMOCMPY 3 ▼	DMOCMPY 3	DMOCMPY 3	\$17,186.31	View Detail
Ignore batches for : DMOCMPY 4 ▼	DMOCMPY 4	DMOCMPY 4	\$3,032.16	View Detail
Ignore batches for : DMOCMPY 5 ▼	DMOCMPY 5	DMOCMPY 5	\$45,098.05	View Detail

You will only need to do this the first time you upload a client to the my.DirectDeposit.com website. Once a client has been matched they will stay matched.

REGULAR ACCOUNT UPLOAD

Click on the “Choose File” button and browse to find your file.

Upload Files

Pay date (will be used if date in the file is missing or if the box below is checked): / / 

Tuesday, March 1st, 2016

Check here if you wish to override the date in the file with the above date.

NPC Account	Company Name	Choose File
81507150	Demo PPP	<input type="button" value="Choose File"/> No file chosen

Once you have selected your file, click on the “Click to Upload” button.

Once you have uploaded your file (regardless of the type of upload) you will be taken to a summary screen that will list the transactions in your file and give you the opportunity to review your upload. You will also be alerted to any errors (see error section) in your file.

You can click on the “View Detail” link to see the items from your file.

Process?	NPC Account	Company Name	File Name	Pay Date	Total	Items
Uncheck All						
<input checked="" type="checkbox"/>	81507504	Demo Client 1	DD Demo NACHA-SingleClient.txt	03/01/2016	\$27,269.09	9 View Detail
A total of 9 items were found in 1 batches. Currently 9 items are selected in 1 batches .						
<input type="button" value="Click To Process"/> <input type="button" value="Cancel Upload"/>						

Name	ID	Bank Account	Routing/Transit	Bank Account Type	Amount
John Doe3	276	999999993	064000017	Checking	3,654.83
John Doe4	278	999999994	064000017	Checking	3,258.53
John Doe5	453	999999995	064000017	Checking	5,869.07
John Doe6	1582	999999996	064000017	Checking	914.75
John Doe7	2033	999999997	064000017	Checking	2,597.15
John Doe8	10607	999999998	064000017	Checking	2,654.00
John Doe9	17848	999999999	064000017	Checking	653.45
John Doe10	21934	9999999910	064000017	Checking	1,736.31
John Doe11	24	9999999911	064000017	Checking	5,931.00
Name (offset account)		111111111	121042882	Checking	27,269.09

The withdrawal is listed in red, while the deposits are listed in black.

Once you have reviewed your file, if everything looks correct, then you can click on the “Click to Process” button which will take you to a final summary screen.

Process?	NPC Account	Company Name	File Name	Pay Date	Total	Items
Uncheck All						
<input checked="" type="checkbox"/>	81507504	Demo Client 1	DD Demo NACHA-SingleClient.txt	03/01/2016	\$27,269.09	9 View Detail

A total of 9 items were found in 1 batches.
Currently 9 items are selected in 1 batches .

[Click To Process](#) [Cancel Upload](#)

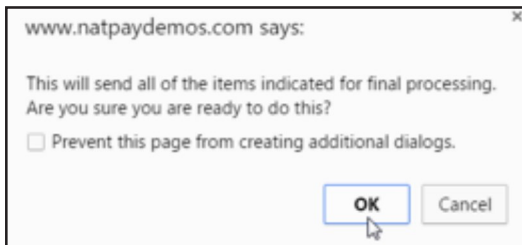
From the Final Summary Screen you can verify your totals, and you have the ability to look at the details in the file from this screen as well by clicking on the “View Detail” button. If everything is correct you can click on the “Check Out” button to send the file for final processing.

DD Demo NACHA-SingleClient.txt						
	Total	Items	NPC Account	Company Name	Effective Date	
View Detail	\$27,269.09	9	81507504	Demo Client 1	03/01/2016	
FILE TOTAL	\$27,269.09					

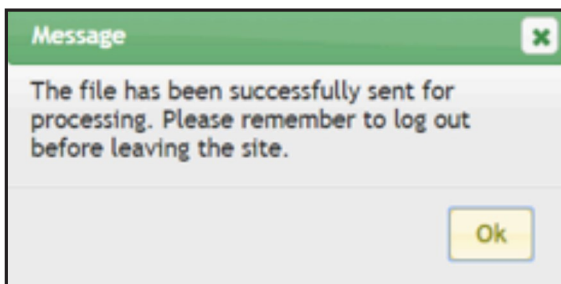
[Check Out](#) [Cancel](#)

If you don't want to proceed with your upload you can click on the “Cancel” button to stop the upload process completely.

Once you've clicked the checkout button, the system will ask you if you want to send the items for final processing. If this is what you'd like to do then click the “OK” button.



Once the items have been sent you will receive a message letting you know that the items have been successfully sent for processing. Click the “OK” button to continue.

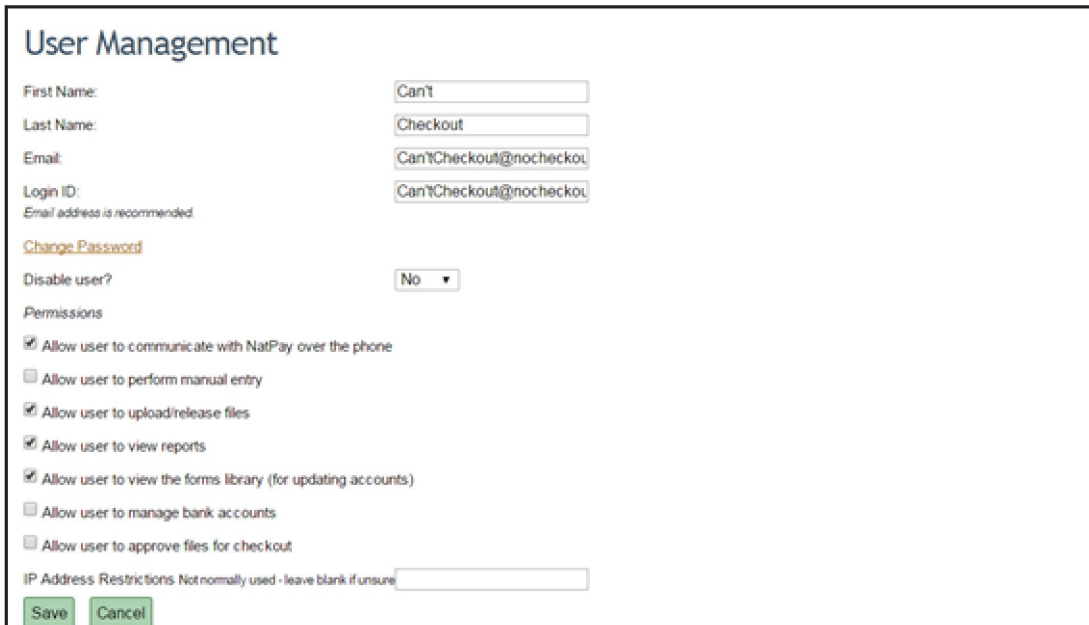


After completing the upload, the email addresses associated with your account number will receive a session report with the uploaded file information.

Two-Party File Review Feature

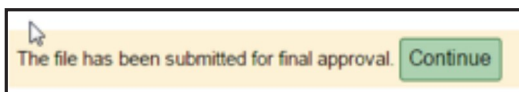
My.DirectDeposit.com features an optional two-party file review process to help increase security and help catch issues and errors before files are submitted for processing.

In order to utilize the two-party file review feature, you will need to have a user setup to approve files, and a user who can only upload/release files. These permissions are set by selecting the appropriate checkboxes when viewing a user's User Management screen.



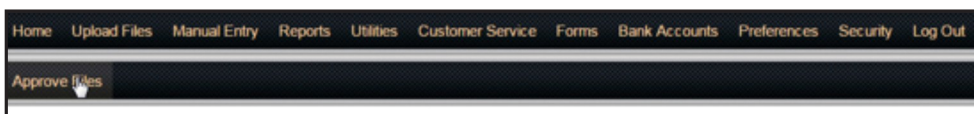
The screenshot shows the 'User Management' interface. It includes input fields for 'First Name' (Can't), 'Last Name' (Checkout), 'Email' (Can'tCheckout@nocheckou), and 'Login ID' (Can'tCheckout@nocheckou). Below these is a 'Change Password' link and a 'Disable user?' dropdown menu set to 'No'. The 'Permissions' section contains several checkboxes: 'Allow user to communicate with NatPay over the phone' (checked), 'Allow user to perform manual entry' (unchecked), 'Allow user to upload/release files' (checked), 'Allow user to view reports' (checked), 'Allow user to view the forms library (for updating accounts)' (checked), 'Allow user to manage bank accounts' (unchecked), and 'Allow user to approve files for checkout' (unchecked). There is also an 'IP Address Restrictions' field with a note 'Not normally used - leave blank if unsure' and a 'Save' button.

When utilizing the two-party file review feature, the upload file process will not change, except instead of seeing the summary screen with the "CheckOut File" button, the screen below will now appear.



Once the "Continue" button is clicked the user can then upload additional files.

When a user that has "Approval Files" rights logs in they will see a new menu option "Approve Files."



When this menu item is selected you will be taken to screen that lists all files waiting for approval.

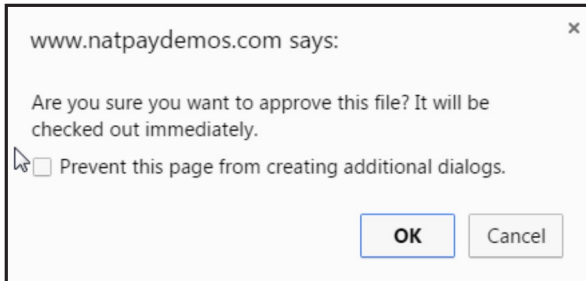
Home Customer Service Log Out

Approve Files

File Name	Total Amount	Uploaded On
<input type="checkbox"/> DD Demo NACHA-SingleClient.txt	\$27,269.09	02/25/2016 6:18 PM EST

Approve Selected Files Delete Selected Files

Select the files you wish to approve, then click the "Approve Selected Files" button. There will be a message box asking if you are sure you want to approve this file.



Once you click the OK button, you will receive a message that the file was sent successfully, and the file will be sent for final processing.

Bank Account Management

NatPay's pennies verification process may now be verified online. Bank accounts may also be deleted and switched from secondary to primary.

VERIFYING PENNIES

Click on the "Bank Accounts" menu option. Any pending penny verifications will be listed on the main screen of the "Manage Bank Accounts" page.

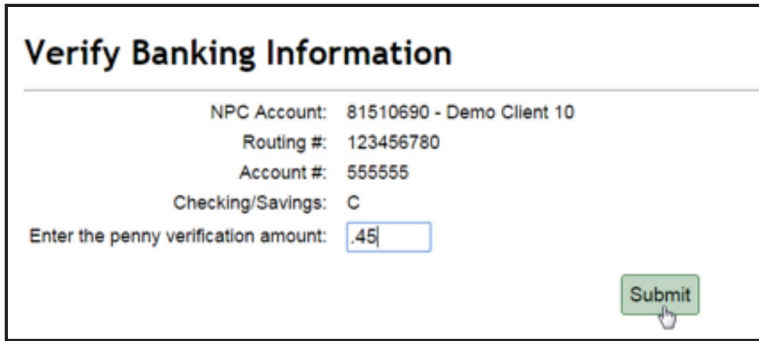
Manage Bank Accounts

Select the account to manage the bank accounts for:

Pending Penny Verifications

NPC	Routing #	Account #	Checking/Savings	Penny Sent Date
81510690 - Demo Client 10	123456780	555555	C	02/29/2016 Verify Now

To verify pennies for a listed account, click the “Verify Now” text link next to the appropriate account. A screen will pop up to let you verify the amount. Enter the penny amount and click the “Submit” button to finish.



Verify Banking Information

NPC Account: 81510690 - Demo Client 10
Routing #: 123456780
Account #: 555555
Checking/Savings: C

Enter the penny verification amount:

If the amounts match, you will receive a message letting you know that the pennies have been verified. If the amount is incorrect you will get an error message. *(Note: you only get two attempts to verify pennies before you are locked out of the process)*

VERY IMPORTANT: If you are verifying pennies for a bank change, you will need to follow the steps for setting a client’s primary bank account once the pennies have been verified.

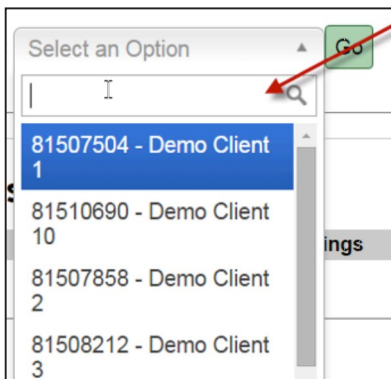
PRIMARY ACCOUNTS

It’s important to have the correct primary account selected for your clients. NatPay uses the primary account for some credit returns, and also if a file is uploaded without a specific withdrawal account listed.

If you have requested a bank change for one of your clients, once you verify the pennies you will need to delete the old account and make the new bank account the primary account. Please see the instructions for deleting a bank account and making a bank account the primary bank account.

Making a Bank Account the Primary Bank Account

Click on the “Bank Accounts” menu option. From the drop down menu on the “Manage Bank Accounts” screen select the client whose bank account(s) you’d like to manage. You can find the client by typing in either the client’s NPC Account number, your client ID number (if that is part of the client’s name in NatPay’s database), or the company name of the client.

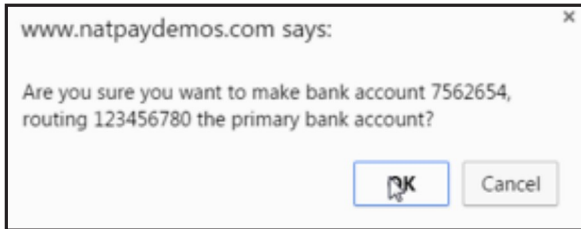


Select an Option

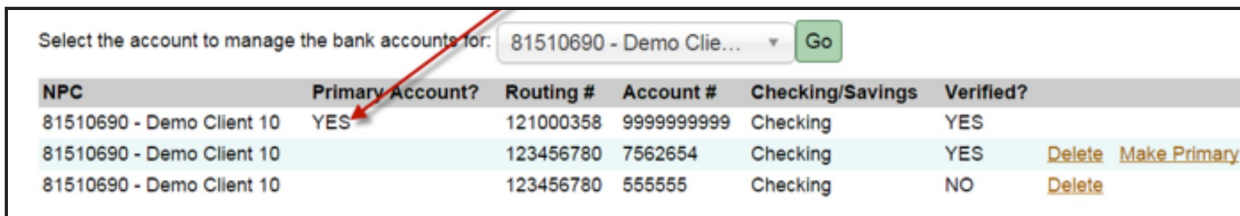
- 81507504 - Demo Client 1
- 81510690 - Demo Client 10
- 81507858 - Demo Client 2
- 81508212 - Demo Client 3

Once you have selected the correct client, click on the “Go” button to see a list of all active accounts. (Active accounts have had pennies verified or waived.)

Select the “Make Primary” text link next to the account that you wish to make the primary account. Click “OK” in the popup window to confirm your selection.



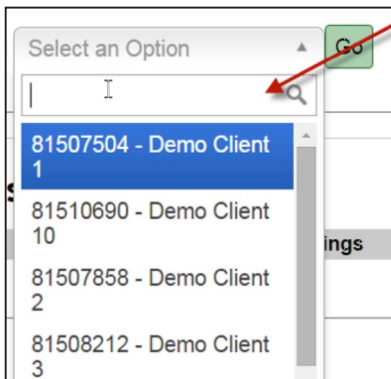
The new primary bank account for this client will then show a YES in the Primary Account column.



NPC	Primary Account?	Routing #	Account #	Checking/Savings	Verified?
81510690 - Demo Client 10	YES	121000358	9999999999	Checking	YES
81510690 - Demo Client 10		123456780	7562654	Checking	YES Delete Make Primary
81510690 - Demo Client 10		123456780	555555	Checking	NO Delete

Deleting an Existing Bank Account

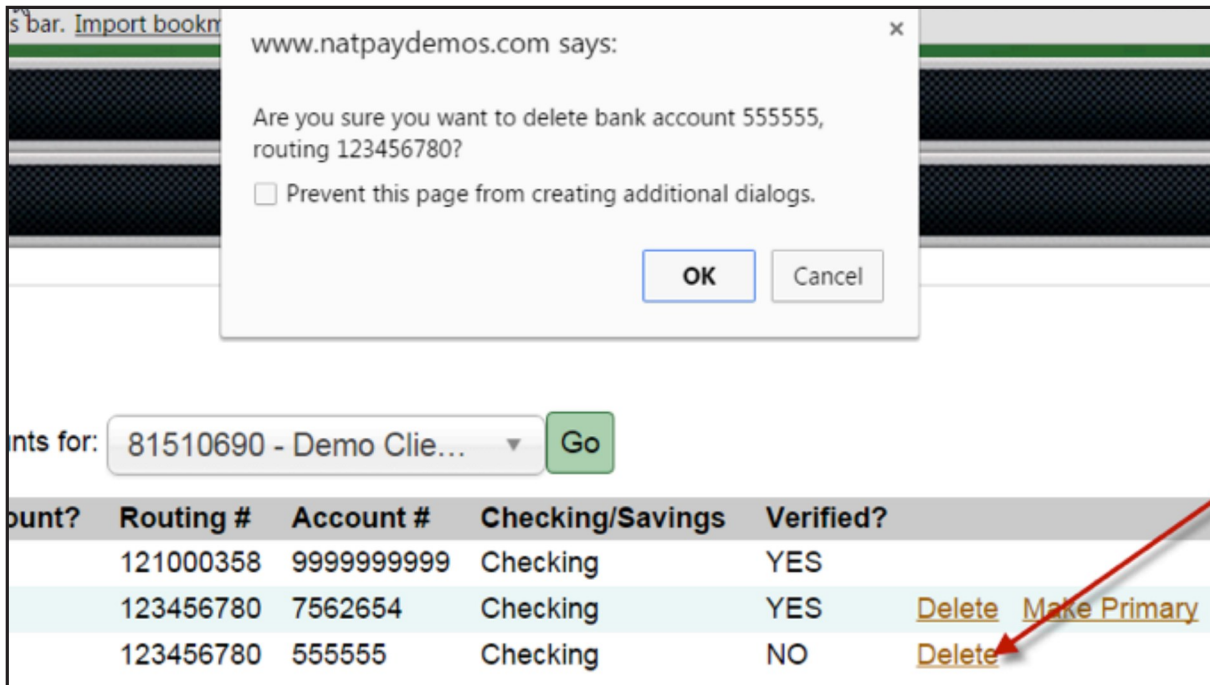
Click on the “Bank Accounts” menu option. From the drop down menu on the “Manage Bank Accounts” screen select the client whose bank account(s) you’d like to delete. You can find the client by typing in either the client’s NPC Account number, your client ID number (if that is part of the client’s name in NatPay’s database), or the company name of the client.



Once you have selected the correct client, click on the “Go” button to see a list of all active accounts.

Click the "Delete" text link next to the appropriate account.

Click "OK" in the popup window to confirm your selection.

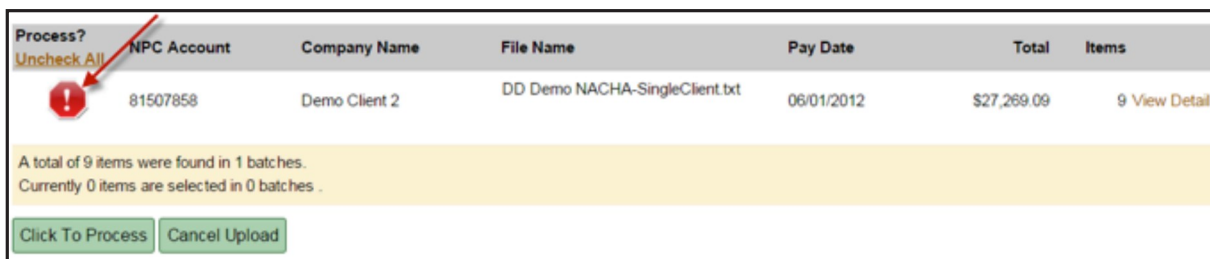


The screenshot shows a confirmation dialog box from www.natpaydemos.com asking if the user is sure they want to delete bank account 555555, routing 123456780. Below the dialog is a search bar with the text "81510690 - Demo Clie..." and a "Go" button. Below the search bar is a table with columns: "Account #", "Routing #", "Checking/Savings", "Verified?", "Delete", and "Make Primary". A red arrow points to the "Delete" link in the third row of the table.


Account #	Routing #	Checking/Savings	Verified?	Delete	Make Primary
9999999999	121000358	Checking	YES		
7562654	123456780	Checking	YES	Delete	Make Primary
555555	123456780	Checking	NO	Delete	

Managing Errors

RED STOP SIGN ERRORS



The screenshot shows a table with columns: "Process?", "NPC Account", "Company Name", "File Name", "Pay Date", "Total", and "Items". A red stop sign icon is next to the first row. Below the table is a yellow banner with the text "A total of 9 items were found in 1 batches. Currently 0 items are selected in 0 batches." and two buttons: "Click To Process" and "Cancel Upload".

Process?	NPC Account	Company Name	File Name	Pay Date	Total	Items
	81507858	Demo Client 2	DD Demo NACHA-SingleClient.txt	06/01/2012	\$27,269.09	9 View Detail

Reasons why you might see this stop are:

Bad Pay Date – If you upload a file with a pay date either in the past or on a holiday or weekend you will receive this stop sign. To fix the date you can click on the stop sign and change the date to a valid date. Once you select a valid date, click on the "Apply" button.

The date 06/01/2012 cannot be used because the date is in the past.

Please choose a valid replacement date.

Friday, February 26th, 2016

Apply

February 2016						
<<	<				>	>>
SUN	MON	TUE	WED	THU	FRI	SAT
JAN 24	JAN 25	JAN 26	JAN 27	JAN 28	JAN 29	JAN 30
JAN 31	FEB 1	FEB 2	FEB 3	FEB 4	FEB 5	FEB 6
FEB 7	FEB 8	FEB 9	FEB 10	FEB 11	FEB 12	FEB 13
FEB 14	FEB 15	FEB 16	FEB 17	FEB 18	FEB 19	FEB 20
FEB 21	FEB 22	FEB 23	FEB 24	FEB 25	FEB 26	FEB 27
FEB 28	FEB 29	MAR 1	MAR 2	MAR 3	MAR 4	MAR 5

Friday, February 26th, 2016

Invalid Routing or Account Number – You will see a stop sign if there is an invalid routing number in the file, or if a transaction is missing an account number. To fix the routing or account number, click on the stop sign and the bad routing or account number will be highlighted in red. Enter a valid routing number or account number and click on the “Save” button.

Name	ID	Bank Account	Routing/Transit	Bank Account Type	Amount
John Doe3	276	999999993	064000017	Checking	3,654.83
John Doe4	278	999999994	064000017	Checking	3,258.53
John Doe5	453	999999995	064000017	Checking	5,889.07
John Doe6	1582	999999996	064000017	Checking	914.75
John Doe7	2033	999999997	064000017	Checking	2,597.15
John Doe8	10607	999999998	064000017	Checking	2,654.00
John Doe9	17848	999999999	064000017	Checking	653.45
John Doe10	21934	9999999910	064000017	Checking	1,736.31
John Doe11	24	9999999911	064000017	Checking	5,931.00

Save

YELLOW CAUTION SIGN ERRORS

Process?	NPC Account	Company Name	File Name	Pay Date	Total	Items
Uncheck All						
<input checked="" type="checkbox"/>	81507504	Demo Client 1	DD Demo NACHA-SingleClient.txt	02/24/2016	\$27,269.09	9 View Detail

The date on this batch does not appear to be valid based on this account's funding method. Click here to change.

A total of 9 items were found in 1 batches.
Currently 9 items are selected in 1 batches.

Click To Process Cancel Upload

Yellow caution signs will not stop you from processing a file, but they alerting you to the fact that you may be trying to use an effective date outside of your normal processing window. Processing a file with a yellow caution sign may result in a file reject error once your file has been processed.

You can change the Pay Date by clicking on the yellow caution sign and selecting a new date and clicking apply.

If you've set up alternate funding you can continue processing with the “Yellow Caution Sign.”

BANKING INFORMATION ERROR

If the bank account in your ACH file does not match the bank account we have on record for the company whose file is being uploaded, you will receive a “banking information” error. You will not be able to process your file until you contact Customer Service and resolve the banking discrepancy.

Process?	NPC Account	Company Name	File Name	Pay Date	Total	Items
Uncheck All						
Rejected	81507504	Demo Client 1	DD Demo NACHA-SingleClient.txt	06/01/2012	\$27,269.09	9 View Detail

The banking information provided in the file is invalid (account #9999999911, routing #064000010).

A total of 9 items were found in 1 batches.
Currently 0 items are selected in 0 batches.

[Click To Process](#) [Cancel Upload](#)

Returns

GENERAL INFORMATION

The Returns functionality of the system allows you to redirect your credit returns, and shows you all of your withdrawal returns and correction notices within the system. You may communicate with NatPay about returns by emailing us at: returns@nationalpayment.com, or by selecting option 6 if contacting us by phone.

To access returns, log into my.directdeposit.com, and click on the Returns menu item to begin.

RETURN DEADLINES /DETAILS

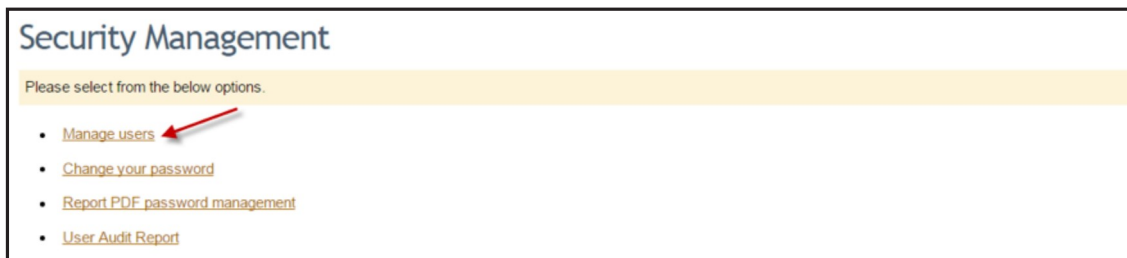
1. All credit re-directs must be completed by 3:30 PM EST.
2. All withdrawal returns must be settled by 3:30 PM EST, for payroll NSF's we either need to have a wire or a wire confirmation number by 3:30 PM EST or we will recall the payroll.
3. Once we are required to recall a payroll due to a return, that account will automatically become a wire only account – meaning the only funding option available for any payrolls from that company will be either a Client-Initiated wire or a reverse wire.
4. Accounts are monitored for excessive returns. Excessive returns on an account may result in additional fees, or funding restrictions.

5. If a debit return gets approval for a re-debit, and there is another NSF, a wire MUST BE submitted to settle the return. We will not re-debit a 3rd time. There will be no exceptions.
6. Please keep in mind that you always have the option of giving us a return settlement account that we can debit for all NSF returns. For the customers who have chosen to do this there is never a concern of missing our deadline and having a payroll recalled.

SETTING UP USERS FOR RETURNS ACCESS

Only master users will have the ability to see the Returns screen. If you would like to give other users access to the Returns screen, you may do so by following the steps below:

1. From the Security screen click on the "Manage Users" link.



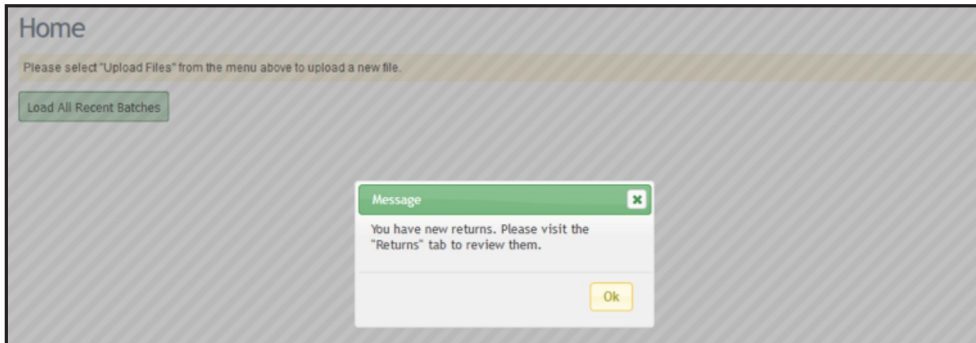
2. Select the user you'd like to give returns permissions, and then click on the "Go" button.



3. Click on the check box next to "Allow user to manage returns," and then click the "Save Button." (Do this for each user you'd like to have access to Returns.)

WORKING WITH RETURNS

If your account has new returns, the first time a user (who has Returns permissions) logs into my.directdeposit.com they will see a message letting them know they have new returns for the day.



Once the user clicks OK, they can then select the "Returns" menu option. The Returns screen will show deposit returns, withdrawal returns, and notice of change returns. Withdrawal and notice of change returns are informational only. You are only allowed to edit the resolution for deposit returns.

Returns							
Showing returns for <input type="text" value="1"/> / <input type="text" value="9"/> / <input type="text" value="2017"/> thru <input type="text" value="1"/> / <input type="text" value="9"/> / <input type="text" value="2017"/> <input type="button" value="Change"/>							
Deposit (Credit) Returns							
Amount	NameID	NPC Account	Return Date	Return Code	Original Transaction Information	Current Return Instruction	
Edit \$3,014.37	JESSE JOHNSTON 44794	81507504 - Demo Client 1	01/09/2017	R03 - No Account/Unable to Locate Account	RT: 123456780 AN: 9999999999 TY: Checking	NatPay Default	
Edit \$1,614.83	ERIC GALLEGOS 67768	81507504 - Demo Client 1	01/09/2017	R03 - No Account/Unable to Locate Account	RT: 123456780 AN: 9999999999 TY: Checking	NatPay Default	
Withdrawal (Debit/Funding) Returns							
There are no withdrawal returns for the selected date(s).							
Correction Notices							
There are no correction notices for the selected date(s).							
Item Deletions							
COMING SOON							

If you would like to re-direct a deposit return, you may do so by clicking on the "Edit" button next to the return. You can re-direct the deposit until 3:30 PM EST. Deposit returns without redirected information will be deposited into the default account the next business day.

Returns							
Showing returns for <input type="text" value="1"/> / <input type="text" value="9"/> / <input type="text" value="2017"/> thru <input type="text" value="1"/> / <input type="text" value="9"/> / <input type="text" value="2017"/> <input type="button" value="Change"/>							
Deposit (Credit) Returns							
Amount	NameID	NPC Account	Return Date	Return Code	Original Transaction Information	Current Return Instruction	
Edit \$3,014.37	JESSE JOHNSTON 44794	81507504 - Demo Client 1	01/09/2017	R03 - No Account/Unable to Locate Account	RT: 123456780 AN: 9999999999 TY: Checking	NatPay Default	
Edit \$1,614.83	ERIC GALLEGOS 67768	81507504 - Demo Client 1	01/09/2017	R03 - No Account/Unable to Locate Account	RT: 123456780 AN: 9999999999 TY: Checking	NatPay Default	

Once you click the "Edit" link a box will pop up that will allow you to put in the new account information for the returned deposit. Once you enter the information, click the "Save" button to finalize your changes.

The screenshot shows the 'Returns' interface with an 'Update Return' modal open. The modal contains the following information:

- Amount :** \$3,014.37
- Name/ID :** JESSE JOHNSTON 44794
- NPC Account :** 81507504 - Demo Client 1
- Return Date :** 01/09/2017
- Return Code :** R03 - No Account/Unable to Locate Account
- Original Transaction Information :** RT: 123456780 AN: 9999999999 TY: Checking
- Current Return Instruction :** NatPay Default
- New Instructions :** Routing Number: [input field] Bank Account Number: [input field] Account Type: [dropdown menu]

The 'Current Return Instruction' field is highlighted in blue, indicating it has been updated.

Once you have changed and saved the updated information, you will notice the "Current Return Instructions" are shown in blue, and the information is noted as "Client Updated." Mistakes can be corrected until 3:30 PM EST by clicking the "Edit" button and going through the update process again.

Amount	Name/ID	NPC Account	Return Date	Return Code	Original Transaction Information	Current Return Instruction
Edit \$3,014.37	JESSE JOHNSTON 44794	81507504 - Demo Client 1	01/09/2017	R03 - No Account/Unable to Locate Account	RT: 123456780 AN: 9999999999 TY: Checking	RT: 123456780 AN: 5555555555 TY: Savings Client Updated
Edit \$1,814.83	ERIC GALLEGOS 67768	81507504 - Demo Client 1	01/09/2017	R03 - No Account/Unable to Locate Account	RT: 123456780 AN: 9999999999 TY: Checking	NatPay Default

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