Troubleshooting Guide for ACH File Upload

File Type	Issue	Error Message	Workaround
ACH	File converter dropping 0's which leads to an incorrect field/row length	File structure error	Ensure that the affected cell/file format is formatted as text. Commonly affected cells are (AC#, Financial ID and Originator ID)
ACH	Financial ID, field length incorrect Financial ID incorrect	row#: Financial Institution ID must be 8 characters long row#: Does not contain a valid Financial Institution ID	Go to line indicated and ensure correct - refer to attached bank listing. Go to line indicated and ensure correct format: Branch|Bank Example: 50575|002 which represents New Kingston | BNS
ACH	Financial ID, field missing/ blank	row#: Financial Institution ID required	Insert the required Branch|Bank information in the row indicated
ACH	Incorrectly named files	generic error	No special characters in the filename except underscore "_"
ACH	Missing Account Type (Savings Chequing, Loan, CC) Account type is not any of the following(S,C,L,1)	row#: does not contain account type row#: is not a valid account type	Specify the account type using 1 character: **S**-represents savings, **C**-represents chequing, **L**-represents loan, **1**-represents credit card
ACH	If debit transactions are entered	row# ACH file only supports CR Transactions	Only all Credit or all Debit allowed. Cannot have both in the same file.
ACH	KeyCard Cash Salary payment failed	no error indicated	Send file to Branch Manager for processing manually.
ACH	Transaction amount entered greater than the assigned limit (limit is now $10,000,000)	row#: $$ has exceeded the maximum transaction amount of $10,000,000.	Reduce the transaction amount to under the threshold