FAQ

If you have questions, see the following FAQ's. If your question is answered, send it to g08070@att.com to be addressed.

Why do I need to go through the enrollment process, can't you just send me your ACH banking information?

- No. AT&T's process for enrolling to pay by ACH is different from other vendors you may have enrolled with to pay by ACH. Mainly because our process was designed to not require manual intervention on our part. Our ACH receivables platform was designed to "automatically" post your ACH payments to your accounts. It's required that each customer works through the enrollment process.

Why do you need my banking information if I don't want AT&T to debit payments from my account? I want my bank to push the payments to your bank.

- This ACH process does not debit your account. We do not ask for your bank account number. We ask for your ACH batch header information, which is the same information your bank uses when they send ACH payments to any of your vendors. It's basic information that identifies your company. The information we request on our ECF11 form is needed in order to get your company set-up in our translator so when your ACH payments do come in, our system can recognize your company and be able to "automatically" post the payments to your account(s).

I don't have the information 'CUSTOMER (PAYOR) PAYMENT IDENTIFICATION' and the 'CUSTOMER (PAYOR) OPTIONS' information. How can I obtain it?

- Occasionally someone within you're A/P department will have this information. If not, your contact with the ACH department of your bank will be able to provide the information.

One of the things you request is as part of your enrollment process is a list of PO Box 'remit payment to' addresses. Can we send account numbers instead? And why do you need that information?

- It's better if we receive the list of addresses rather than try and work from account numbers. We can match addresses with our multiple account/service types easier than with account numbers.
- Because we can identify account/service types by using the addresses, the information allows us to more accurately determine which of your accounts can/cannot be included in the ACH process. (Note: Most can, but not all AT&T services can be paid by ACH.

I see that your form requires us to include our 'Company Identification' number. We plan to send payments for multiple areas of our company, for which each has a different 'Company Identification' number. Do I need to include of those ID #'s on the form or will just one of the ID #'s do?

- **We would need a separate ECF11 form for each different 'Company Identification' number that you would be sending payments for.**

How long will the enrollment process take?

- **There is no one definite answer to this question. As you see, we require certain information from you to be provided to us (list of PO Box 'remit payment to' address(s) and completion of our ECF11 Registration form. After those things we require testing. Each customer that enrolls in our ACH process must complete testing by sending a 'penny' test payment and receiving successful test results. Occasionally, a customer may need to make a few adjustments before their test is successful. Once successful test results are met, our live banking will be provided to you and you can begin making ACH payments upon receipt of that live banking information.**

Will I have to send my payments to multiple banks depending on the types of AT&T services my payments are for, or will all payments have the same banking details? #?

- **We will validate the list of PO Box 'remit payment to' address(s) for you. All addresses validated as compatible for ACH will use the same banking detail. You will not have to use multiple banking details.**

Why do we even need to test? We send all of our vendor's payments by ACH and it works.

- **AT&T's ACH receivable platform was designed to "automatically" post your ACH payments to your account(s). We need to test to ensure your ACH transmission is correctly formatted and that it contains the information necessary to allow our receivables platform to post your payments (automatically). Incorrectly formatted transmissions, or transmissions that don't include the required information result in having to be manually applied. That defeats the purpose of our process and leaves room for error, misapplied and delayed payment postings.**

How will your system know where to post my payments?

- **We pointed out early on that our process hinges on your ability to include remittance information in the addenda record. Our system is designed to read remittance information that's correctly included and formatted from the addenda record.**

Can I pay every one of my AT&T accounts using this ACH process?

- **Again, most but not all AT&T accounts are compatible for payment by ACH. Your list of 'remit payment to' addresses will aid us in identifying for you which of your accounts can/cannot be included in the ACH process. There may be other payment options (other than paper check) for your accounts that cannot be paid by ACH.**

You say that remittance information must be in the 'remittance field' of the ACH format. Would the invoice number be the remittance information you're referring to?

- **No. Our receivables platform recognizes AT&T account numbers. You must be able to include the AT&T account number(s) that you want your payment(s) to post to.**

Do we need to include our entire AT&T account number or can we use the first or last few digits of the account number.

- **Yes, you will need to include your entire AT&T account number.**

Your ECF11 Registration form only shows two ACH format options, CCD+ and CTX , what if I can't use either of those, can I use a different ACH format?

- **No. We only accept CCD+ and CTX.**

Can you provide examples of a CCD+ and CTX format?

- **Yes. When you're ready to move to the last phase of our enrollment process which is testing, we generally do provide examples of an acceptable format for the format option that you will be using.**

After we go live with making ACH payments to AT&T, what if I want to check and confirm if an ACH payment was received.

- **Once you go live with making ACH payments, you can call our Customer Care office using the telephone number provided on the associated invoice. Normally, if you wait about 3 days after the payment was sent, Customer Care should be able to confirm receipt of your ACH payment.**

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