

## HigherOne/CashNet ACH Incident Response Procedure

**Office:** Information Technology  
**Procedure Contact:** Chief Information Officer

### Revision History

Revision Number:	Change:	Date:
1.0	Initial version	7/16/2014

### A. Purpose

This procedure outlines the steps required to process an aborted or failed electronic funds file transmission on behalf of Southern Oregon University between CashNet/HigherOne and the Oregon State Treasury.

### B. Definitions

ACH – Automated Clearing House. A system used for electronic funds transfer (EFT).  
 OST – Oregon State Treasury  
 CashNet/HigherOne – A provider of electronic payment and gateway services for SOU.

### C. Procedure

1. In the event of an intermittent or transitory failure, CashNet/HigherOne will automatically attempt to resubmit the ACH file.
2. If resubmission of the file(s) fails or if the transfer is aborted, CashNet/HigherOne will notify Southern Oregon University of the problem by email.

Below are examples of the standard messages that HigherOne will send to SOU if an ACH file transfer fails:

a. Connection issue:

We are writing to inform you that there was a problem with your scheduled CASHNet End of Day job. We encountered an error while sending your ACH file to your bank.

Database Name: XXXX\_PROD

ACH Merchant Account:

Based on the response returned from your bank's server, we were unable to determine whether or not they successfully received the ACH file. In order to avoid any possible accidental duplication of ACH files, we have NOT re-transmitted the file.

Please check with your bank to find out if they successfully received your ACH file. If they did receive it, no further action is necessary. Only if the bank did NOT receive the file, please rerun this step of your End of Day job.

To rerun the step you will need to:

1. Login to CASHNet.
2. Select End of Day from the navigation menu on the left side of the screen.
3. Click the link at the top of the screen to view another date.
4. Select the business date in question.
5. Click the "Rerun" button next to the appropriate job step.

To contact the CASHNet Help Desk please reply to this email or call [800-231-9182](tel:800-231-9182)

Thank you,

b. Invalid username/password issue:

We are writing to inform you that there was a problem with your scheduled CASHNet End of Day job. We encountered an error while sending your ACH file to your bank.

Database Name: XXXX \_PROD

ACH Merchant Account:

Based on the response returned from your bank's server, please work with your bank to verify the file transfer credentials. Once confirmed, please update the ACH Merchant Account setup in CASHNet and attempt to rerun the ACH File Creation process.

To rerun this process you will need to:

1. Login to CASHNet.
  2. Select End of Day from the navigation menu on the left side of the screen.
  3. Click the link at the top of the screen to view another date.
  4. Select the business date in question.
3. Upon receiving notice from CashNet/HigherOne, staff from Business Services will login into CashNet and perform the relevant procedure. If assistance is required, staff from Business Services should contact the Information Technology department or CashNet/HigherOne support directly.
  4. To be processed the same day, ACH files must be submitted to the Oregon State Treasury by 10:00am.

This procedure may be revised at any time without notice. All revisions supersede prior procedures and are effective immediately.

#### **D. Associated Procedures or Other Information**

1. CashNet/HigherOne Support  
800-231-9182  
[cashnetonesupport@higherone.com](mailto:cashnetonesupport@higherone.com)
2. Southern Oregon University Department of Information Technology  
541-552-6900  
[helpdesk@sou.edu](mailto:helpdesk@sou.edu) or [banner@support.sou.edu](mailto:banner@support.sou.edu)  
<http://support.sou.edu/>
3. Southern Oregon University Department of Business Services  
541-552-6594

4. USSE 5<sup>th</sup> Site Technical Support  
[ets-cashnet-sou-requests@lists.ous.edu](mailto:ets-cashnet-sou-requests@lists.ous.edu)