Simmons Bank
MEMBER FDIC

Payments Reporter is a secure portal that is used to provide access to important ACH-related reports, including:

- ACH Return Notices
- ACH Notification of Change (NOC) Notices
- ACH Reporting

These reports are retained in the portal for 60 days. Automated email notifications are sent to alert you when new reports are available for retrieval.
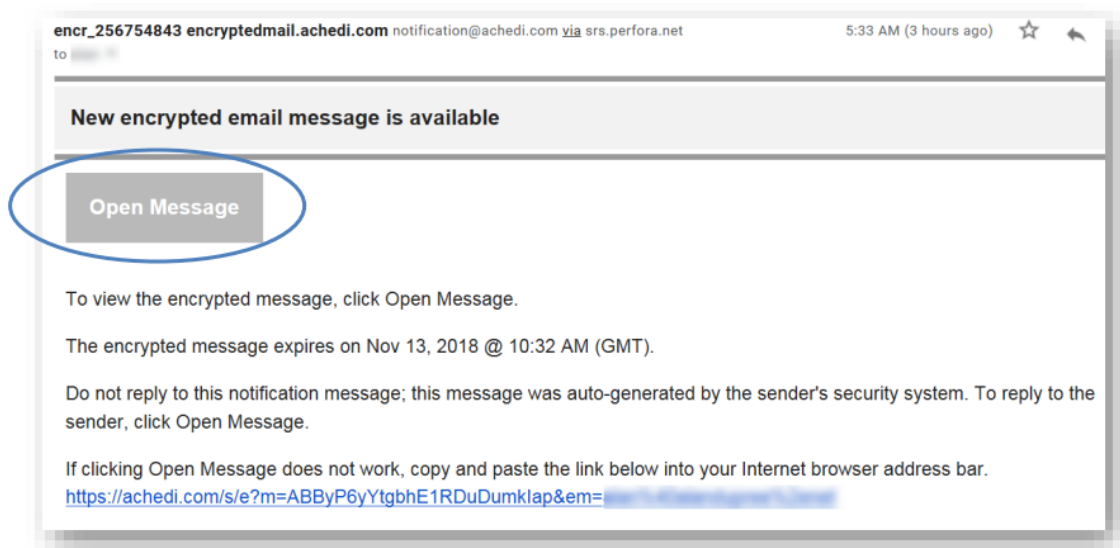
Important to know:

- Your email needs to be set up in **Payments Reporter** by the bank in order to receive automated emails or have access to the reports through the portal.
- If email notifications are inadvertently blocked or delivered to the spam folder, we recommend establishing a daily routine of logging into the portal directly to ensure timely access to any reports.
- Reports available through the portal are based on the services you are enrolled in.
- The email notification you receive cannot be forwarded to another email address to access.

Need support? We're here to help.
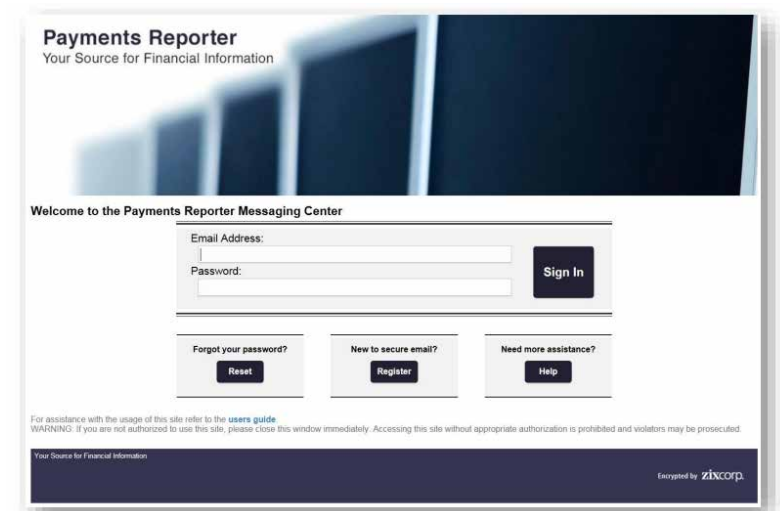Business and Treasury Management: 800.551.4471

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Accessing the Payment Reporter Portal

Payments Reporter can be accessed in two ways:

1. By clicking the **Open Message** button or link provided in the email notification you received from notification@achedi.com.

2. By navigating directly to **achedi.com**.

Both options will direct you to the homepage of the encrypted internet portal.

Important: To access the portal, you must register for an account at **achedi.com** using your email address and a secure password.

Register an Account

1. When accessing the portal for the first time, complete a one-time registration process by clicking on the **Register** button.

2. Enter your email address and set up a password following the rules on the screen.

3. After entering the above information, click on **Register**. You will then see the **Account Change Confirmation** message.

4. Check your email inbox for a confirmation email. This process is designed to confirm that the user has control of this email address.

Activate an Account

1. To activate the account, click the **Activate** link in the email.

   - If you receive a similar email and did not request it, click the **Decline** link and notify the bank immediately.

2. After clicking the **Activate** link, you will be returned to the portal and presented with an "**Activation Successful**" screen. Click the **Continue** button to sign in to access the reports.
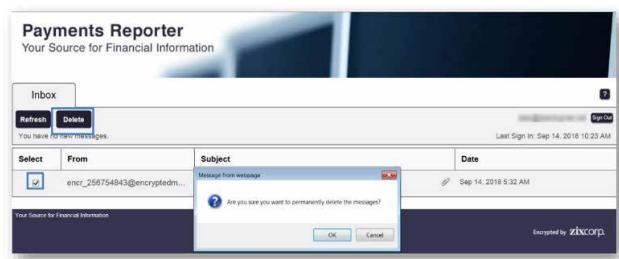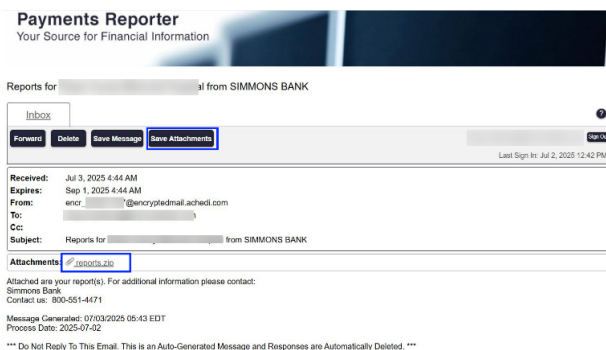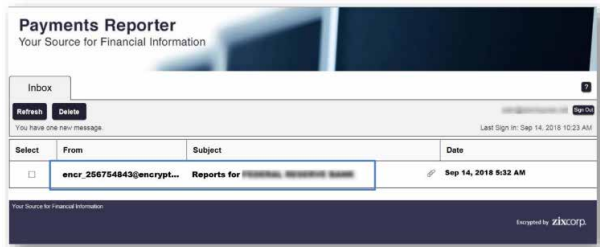
Download Reports

1. To download reports, sign in to **Payments Reporter**.

2. Once signed in, you will be taken to the **Inbox** page.

3. Locate the report to download and click either the **From** email address or the Subject line of the report.

4. Click on the **Attachments** link or **Save Attachments** button within the message to download the report.

5. A dialog box may pop up asking if you want to Open or Save the document. Select the **Open** or **Save** button.

6. Reports can be manually deleted if needed by checking the box next to the applicable report and clicking on **Delete** or by clicking **Delete** within a specific message.

Important to Know

- Deleting a report from your inbox will not remove it from other users' inboxes
- Reports may be in a compressed format to reduce storage space and transfer time. After the download is complete, click on the file to extract the reports from the compressed format.

Reset an Account

1. If you forgot your password, or it has expired or been compromised, click the **Reset** button from the homepage to establish a new password.

2. Enter your email address and follow the password rules on the screen to create your new password.

3. After entering the above information, click on the Reset button. You will then see the **Account Change Confirmation** message.

Activate New Password

1. To activate your new password, click the **Activate** link in the email.

   - If you receive a similar email and did not request it, click the **Decline** link and notify the bank immediately.

2. After clicking the **Activate** link, you will be returned to the portal and presented with a **Payments Reporter** screen. Click the **Continue** button to sign in to access the reports.

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Account Locked

If your account is locked, you will receive an email notification.

Return to the **Payments Reporter** portal and use the **Reset** button to establish a new password.

Important: If you did not trigger this message by entering incorrect passwords while trying to access the portal, notify the bank immediately.

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