

ACH Payment Return Statistics

Last Modified on 12/11/2023 6:02 pm PST

Go to **ACH Returns** and then select **Ach Return Statistics**.

The **ACH Return Statistics** report shows a detailed view of your ACH Returns. It can be used to track ACH Returns Rates and Completion.

Each line contains one month's worth of ACH Payment data. If your account has more than one Qualpay Payment Profile that accepts ACH Payments, you may see multiple lines with different DBAs per month when applicable. Months that have no ACH Returns will not be displayed.

Further detail is provided by selecting a row in the report and viewing the **ACH Return Detail**.

Note: [Notifications of Change \(NOCs\)](#) are not included in this report as they are non-financial.

ACH Return Rates are typically tracked by count, not by amount. However, you can review your **ACH Return Rates** by Amount by clicking **Configure** and then selecting the toggles for *ACH Sales Amount*, *ACH Returns Amount*, and *ACH Returns Ratio \$*. Once done, click **Save** to view the report with the columns added.

View the **ACH Return Statistics** table below for definitions of the column headings.

| Field | Description |
|----------------------|--|
| Merchant ID | Your Merchant ID. |
| DBA Name | The "Doing Business As Name." Listed on your Qualpay Account. |
| Incoming Month | ACH Returns counts are grouped by the month that they came in. |
| ACH Sales | The number of ACH Sales received within the month. |
| ACH Returns | The number of ACH Returns received within the month. |
| ACH Returns Rate | ACH Returns / ACH Sales for the month. |
| % Complete | The number of ACH Returns with a status of Complete / Total ACH Returns received in the month. |
| ACH Sales Amount | The volume (\$) of ACH Sales received within the month. Configured off by default. |
| ACH Returns Amount | The volume (\$) of ACH Returns received within the month. Configured off by default. |
| ACH Returns Ratio \$ | \$ ACH Returns / \$ ACH Sales for the month. Configured off by default. |

Review ACH Return Details

Select a row to review the ACH Returns and Completion details for that month. Select **Close** to exit the detail view.

The **ACH Return Statistic** details are listed by [return type](#). The Not Authorized and Invalid Account Return Types have additional detail rows to show the return rates for specific return codes.

Red text in **ACH Return Details** indicates that one or more of your return rates are approaching its

threshold.
