

# Vendor ACH Payment FAQs

- **Why can't my company continue to receive paper checks?**

*In order to improve efficiencies and services to our vendors, the College has elected to cease issuing paper checks. Vendors will now receive their payments via ACH which in turn provides an improved service to you.*

- **When does this change take effect?**

*The College began issuing ACH transfers in October 2010.*

- **What website do vendors visit to provide their ACH information?**

*Go to <https://myaccess.cod.edu> . It's the college's self service website for vendors, students, and employees. Follow the login instructions under the Step 1 section in your letter.*

- **When does the College need my company's ACH info?**

*Your banking info should be entered as soon as possible. We need a few weeks to pre-note your account to ensure all data is valid and is accepted by your bank. Once this is done, we can begin payment via ACH.*

- **What is my company's login to this website?**

*Review the Step 1 section in your letter. Your MyAccess ID begins with "VN" followed by seven numbers. Your temporary password begins with "ACH" followed by the last four numbers of your MyAccess ID. You'll need to change your password when you first login to this website. Remember to keep a record of your new password!*

- **Do you have instructions I can follow?**

*Follow the instructions outlined in your letter, or you can visit our Purchasing website at <http://www.cod.edu/purchasing/> and watch the PowerPoint presentation entitled "Vendor ACH set up".*

- **What happens after we're set up?**

*We need a few weeks to pre-note your account to ensure all data is valid and is accepted by your bank. Once this is done, we can begin payment via ACH. If there is a pre-note error, we will email your contact immediately.*

- **Who do I contact with any questions or problems?**

- ***For login issues**, email [ach-help@cod.edu](mailto:ach-help@cod.edu). You need to provide your company name and your MyAccess ID in the email.*
- *If your **bank account number changes** after your initial set-up, please email The College's Accounts Payable Department ([Acctpay@cod.edu](mailto:Acctpay@cod.edu)). Please put in the subject line "Bank Information Change". Remember to include your name, your company name, and vendor ID. This will ensure your new account information is pre-noted.*