

## ACH Services

### ACH Origination, Returns, Notifications of Change (NOC) and Remittance Advice Detail

As a current ACH originator, this notification is to assist you, the designated business online banking Primary Administrator, with understanding the steps you will need to take specific to your ACH services prior to the upcoming bank transition.

#### Conversion Weekend

As was referenced in your Business Online Banking Welcome Email, the transition of your account(s) will take place over conversion weekend from October 18 - 20th. Online services will be unavailable beginning at 4:00pm on Friday, October 18th. Please review the important information that follows to prepare for the transition of your ACH services that will be impacted over the conversion weekend and how to begin using your services effective Monday morning, October 21st.

**Note: The final effective date for all ACH origination files within the HomeStar system cannot be later than Friday, October 18. Files with an effective date later than Friday, October 18 will not be processed.**

#### Security Token.

In order to use your ACH services, a security token is required to successfully and securely utilize Midland States Bank's Pro Online Suite and submit ACH files. The token works in conjunction with each user's login credentials to provide an enhanced level of security. Further information on security tokens can be found in our [Virtual Token Guide](#).

Each authorized user within your company will be required to log into Pro Online Suite with a token. A new token code will also be required upon submission of each ACH file.

#### Using ACH Origination Services

Please refer to the [ACH Quick Start Guide](#) for information on how to originate ACH files through Midland's Pro Online Suite ACH module. The Quick Start Guide will walk you through the process of getting started with Pro Online Suite ACH and how to setup Participants and Templates, Initiate an ACH Batch, Import an ACH Batch, Send an ACH File using a file created in a third party software program and view ACH activity.

If you use a 3rd party service to create your NACHA formatted files, be sure to refer to page 7 of the ACH Quick Start Guide for specific information on the file set up.

#### ACH Reporting Services

You are automatically enrolled in our ACH Reporting service. This service allows you to review ACH financial reports such as ACH Returns and Notifications of Change (NOC) in Pro Online Suite. Please note that information included in the NOC report requires you to make the necessary changes before your next file submission.

If you would like to receive Detail Remittance Information (EDI data), please contact your Midland Treasury Management representative for enrollment information after conversion.

Please refer to the Accessing Your Returns, Notification of Change and/or EDI Reports guide for more details. [View Guide](#).

#### Best Practices and Alerts

As a best practice, we recommend accessing Pro Online Suite directly every day to check for ACH reports. When reports are generated, however, users should receive an email notification alerting them that they have new reports awaiting retrieval from Pro Online Suite.

#### Designed to help - Dedicated Customer Website

Please visit our HomeStar customer conversion website at: <https://www.midlandsb.com/homestar>. Upon visiting the site, simply search for frequently asked questions, scroll down for Hot Topics including the links to our Quick Start guides, including our [ACH Quick Start Guide](#) and other valuable information such as login reminders. At the bottom of this webpage, there is also a resource area where you can easily locate copies of any communications that have been sent to customers.

#### Questions? Contact Us.

Should you have questions concerning the information in this email, we invite you to speak with one of our knowledgeable bank representatives. Through 5:00pm on Friday, October 18, please contact HomeStar Bank. Beginning on Monday, October 21, our Midland States Bank call center and dedicated Treasury Services Support team will be available to serve you.

Sincerely,  
Treasury Management Services

#### Contact Us.

Should you have questions concerning the information in this email, we invite you to speak with one of our knowledgeable bank representatives.

Through 5:00 pm  
Friday, October 18th

HomeStar Bank  
815-468- 2265  
[electronicbanking1@homestarb.com](mailto:electronicbanking1@homestarb.com)

Beginning on  
Monday, October 21

**Midland States Bank**  
1201 Network Centre Drive  
Effingham, Illinois 62401

**Treasury Services Support**  
1-855-776-6435  
[customerservice@midlandsb.com](mailto:customerservice@midlandsb.com)

Hours (CST):  
Monday - Friday 8:00 am - 5:00 pm. (Excluding Holidays)

**Customer Care Center**  
1-855-696-4352

Hours (CST):  
7:00 am - 9:00 pm, Mon.-Fri.  
9:00 am - 5:00 pm, Saturday

*Closed Sunday and federal banking holidays.*

*Member FDIC.*

This message was sent to you because you are the designated business online banking Primary Administrator. Please forward this message to others within your company who may be impacted by this information.

#### FOLLOW US

