Contact

Business Name

Address

Account Number: \*\*\*\*\*\*86xx

Invoice Number: 25xxx

Transaction Date: 03/07/2024

Failure Code: R29: corporate customer advises not authorized

Your bank did not allow your recent ACH transaction to go through, resulting in a failed payment. This has caused your account to be flagged which places a temporary hold on all future payments. Please add Paya’s bank ID# 3383693141 and #4460522024 to your bank fraud filter safe list, to help prevent this issue from becoming a recurring matter. It’s possible you will need to speak directly to the ACH department of your bank, they will be fully aware of all failure codes and the requirements to clear it.

Paya requires a letter from your bank stating the company ID has been whitelisted before they will remove the flag and allow future payments. The letter MUST include your company name and account details.