



Seattle Boat ACH FAQ's

May 24, 2022

What is the Automated Clearing House (ACH) Network?

- The Automated Clearing House Network, or ACH, is a network used for electronically moving money between bank accounts across the United States. It's run by an organization called Nacha, formerly the National Automated Clearing House Association (NACHA).

Nacha governs the ACH network, creating and upholding the rules required for the ACH network to operate as a safe and effective payments system.

What is an ACH payment?

- An ACH payment is a type of electronic bank-to-bank payment. The ACH system is a way to transfer money between bank accounts, rather than going through card networks or using wire transfers, paper checks, or cash.

Why are we moving over to ACH Payments?

- In a climate of rising credit card fees, we want to keep our costs low and focus on providing an excellent experience for our customers. Seattle Boat has elected to move our payment processing to ACH to avoid charging an additional fee for regular billings. In addition, the ACH method means you will not need to update your payment information as frequently as you do with credit card payments (due to expirations, changing info, etc.). This greatly reduces unnecessary billing disruptions and is less hassle for our customers.

Will I be notified prior to my bank account being charged monthly?

- Yes, we will send an email to the address listed on your customer profile at least 3 days prior to processing your monthly payment. This will be a friendly reminder to ensure that you have sufficient funds in your account prior to the end of the month. Please be sure to have Accountsreceivable@seattleboat.com whitelisted by your email provider so that you will receive this notice.

Will Seattle Boat accept credit card payments for reoccurring monthly invoices?

- As of June 1st, 2022, Seattle Boat will no longer accept Credit Card payments as an approved payment method for contracted reoccurring payments. This includes all Skylaunch, In-water moorage, and FunShare monthly dues.

Can I pay with my bank's automatic Bill Pay system?

- Yes, but as of June 1st, 2022, Seattle Boat is requiring a valid bank account be attached to your customer account. If you continue to use your bank's bill pay system, depending on when the check arrives and is processed by the SBC Team, you may still see an ACH charge on your bank account for the monthly invoiced amount. The check will be applied to your account as a prepayment towards future invoices.



Can I prepay my monthly storage?

- Absolutely! With that said, we are requesting that a valid bank account to be attached to your customer account. Your bank account will not be charged until the prepayment has been fully used.

Can I still pay for other Seattle Boat services with my Credit Card?

- Yes, Seattle Boat Company will still accept credit card payments for Sales, Parts and Service, Fuel Dock, and Big Swell ProShop invoices. Since your bank account will already be associated with your SBC customer profile, you will have the option to use it for these services as well.

What happens if there are not enough funds in my bank account to cover my monthly payment?

- Seattle Boat will receive a non-sufficient funds notification from the processing company and a \$30 charge will be levied to your account. We will contact you with a request prior to reprocessing the charge to mitigate future non-sufficient charges.

What payment will require an ACH payment?

- Seattle Boat customers that have signed a contract with monthly recurring invoicing will be required to pay their monthly invoices via an ACH payment.

Does this mean that my current contracted rate will not increase this season?

- Seattle Boat Company does anticipate an annual rate increase from the previous year due to continued rising operating costs in the Puget Sound area. We strive to ensure that our employees are compensated accordingly and that we can provide the best customer service possible.

How do I update or provide my ACH Information?

- Please [use this Link](#) to enter your bank information. We will ensure that your account information is securely stored with industry leading data encryption.

I am worried about the security of my bank account:

- We hear you and understand that is valid concern. We at Seattle Boat Company want to confirm that our payment processing is PCI compliant and your information is tokenized and 256 bit encrypted (one of the most secure encryption methods). With that stated, we do have many customers that maintain a separate bank account that solely pays their reoccurring monthly invoices. They have set up an automatic transfer once a month to the separate bank account to maintain the monthly amount owed.