MSC Work Order Category: Banking, Funding & Rate/Fees
MSC Work Order Type: Banking Account Update
February 2014

First Data. beyond the transaction

Omaha - ABA / DDA Change Request

Date:	
ISO Name:	
ISO Contact Name:	
ISO Phone Number:	
ISO Email Address:	
Merchant DBA:	
Omaha Merchant Number:	

Bank Name:	
Bank Phone Number:	

	Current Values	New Values
ABA / Routing Number:		
DDA / Account Number:		

(Affix voided check here)

Merchant's Signature* | **Date***

Merchant's Printed Name* | **Merchant's Title***

ISO / Agent's Signature* | **Date***

ISO / Agent's Printed Name* | **ISO / Agent's Title***

*** Denotes a required field. Form cannot be completed without these fields.**

Omaha ABA/DDA Change Request Form
(Updated February 12, 2014)

Overview: Use the Omaha ABA/Change form to submit bank changes to be applied to the Omaha account record. **If you are submitting changes to resolve a NACHA/ACH Reject, please use the NACHA Update form.**

To ensure timely processing, completed forms are to be submitted through MSC by opening a **Maintenance** request:

- Make sure the MID/DBA Name on the work order matches what is on the supporting documentation provided, including the completed maintenance form.
- Select **Omaha** as the Acquirer platform; **Omaha** as the Authorization Network.
- When adding the work order, select **Banking, Funding, Rates & Fees** as the work order category; select **Banking Account Update** for the work order type.
- Make sure all pertinent documents are attached to the work order, including the completed maintenance form.

Pertinent items of note when completing the form:

- **The Omaha ABA/DDA Change Request form must be signed and dated by the merchant and client. No exceptions are granted here.**
- **In the event the change is being made because of an ISO keying error at the time of boarding, the client can provide a signed and dated MPA in lieu of the merchant signature on the Omaha ABA/DDA Change request form. The ISO signature is still required.**
- **A voided check or a bank letter must accompany the completed Omaha ABA/DDA Change Request form. Each must meet the following requirements**
  - *Voided/cancelled check*
    - Must have bank name on the check.
    - **Must have Legal, DBA, or IRS Filing name pre-printed on the check that is currently on the merchant account record; business address is not required. Starter checks are not permissible.**
    - Checks must not have any alterations such as address labels, or white-out.
    - DDA/TR must be MICR encoded on the bottom of the check.
  - *Bank Letter*
    - Must be on bank letterhead (i.e. bank name and logo).
    - Reference to the Legal or DBA Name must be present in the letter.
    - **DDA and ABA Transit Routing must be referenced on the letter. Multiple DDA/ ABA TR numbers on a single letter are acceptable.**
    - A dated letter is not required, but strongly preferred.
    - Letter must be typed or pre-printed format only (for the latter, ABA TR/DDA can be handwritten legibly on a pre-printed letters only).
    - Name of Bank Official and contact information must be printed on the letter.
  - **Sample Checks, Check Re-order slips, Direct-Deposit advices, or documentation that is not listed above are not allowed. Requests without proper documentation will be rejected.**

Requests submitted incorrectly will result in delays in processing, which may ultimately require the resubmission of your request.

Please allow 2 full business days for processing. Rush requests are processed on a best efforts basis.