Frequently Asked Question	Response	Comments/Links
What is the difference between CCD+ and CTX	The CCD+ format is a National Automated Clearing House Association (NACHA) ACH corporate payment format with a single 80 character addendum record capability. A Corporate Trade Exchange (CTX) is a corporate Automated Clearing House format consisting of one detailed payment record with up to 9999 addenda records.	
Can the PINACLE Connect Implementer provide feedback on the native ERP functionality?	PINACLE Connect Implementers do not have expertise within the native ERP. If support is needed regarding native ERP functionality, PNC will defer the client to their ERP consultant and/or support team. PINACLE Connect Implementers will support plugin functionality/questions only.	
Can my account balances and transactions be fed into Sandbox for testing bank feeds?	PNC leverages mocked test data for information reporting in the Sandbox. Balances and transactions reported are not reflective of the client's account(s) actual balances and transactions. To test reconcilement procedures, the client must create invoices to mirror the mocked test data PNC provides.	

Can I modify the remittance information that is included with the vendor payment?	Available remittance information differs per payment type and is mostly standardized. Currently, naming conventions included in Column Headings on check statements are able to be customized as well as the Company Name in the header of outgoing PINACLE Connect Payments. For details on available remittance, refer to PNC product guides (see comments)	Remittance Advice (NetSuite) - PNC
What times do I need to have my payments submitted and approved to ensure same day processing?	To make the Integrated Payables same day cutoffs, it is recommended that the payment is made within the plugin and approved within the Integrated Payables module before the times below: 1:30 PM EST for checks 2:30 PM EST for ACH 5:30 PM EST for wires	