Guide to Reject an ACH Submission

The authorizations feature allows users to review, authorize or reject ACH template requests.

Required Permissions

To authorize an ACH template, a user is required to have the following permissions:

- Allowed to authorize ACH role permission.
- Permission to the account used to fund the ACH template.
- Permission to the transaction type assigned to the template.
- Permission to access restricted templates, if applicable.

ACH transactions requiring authorization will appear on the Dashboard. Click "View."

OR proceed to step 2.

Find out why and how this can be improved.

Dashboard

You have 1 ACH transaction totaling $500.00  View

Is your contact information up to date?

LinkExternalAccounts

Get Started

Last 30 days
To reject a template, click "Authorizations" within the “Business Admin” widget.

The authorization tab will display the number of transactions that require authorization in red.

Select the template(s) you wish to reject.
4. Click the “Reject” button to reject the template.

5. The reject ACH Payment screen is displayed.

(Optional) Enter a **Reason** why the batch was rejected e.g., wrong amount, account, etc.
Click "**Cancel**" to return to the authorization page or click "**Reject Payment**" to complete the process of rejecting the request(s).

The system displays a confirmation message indicating the request was rejected.

**Note:** An email alert is sent to the user who submitted the template indicating their request has been rejected.