Guide to Reject an ACH Submission

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

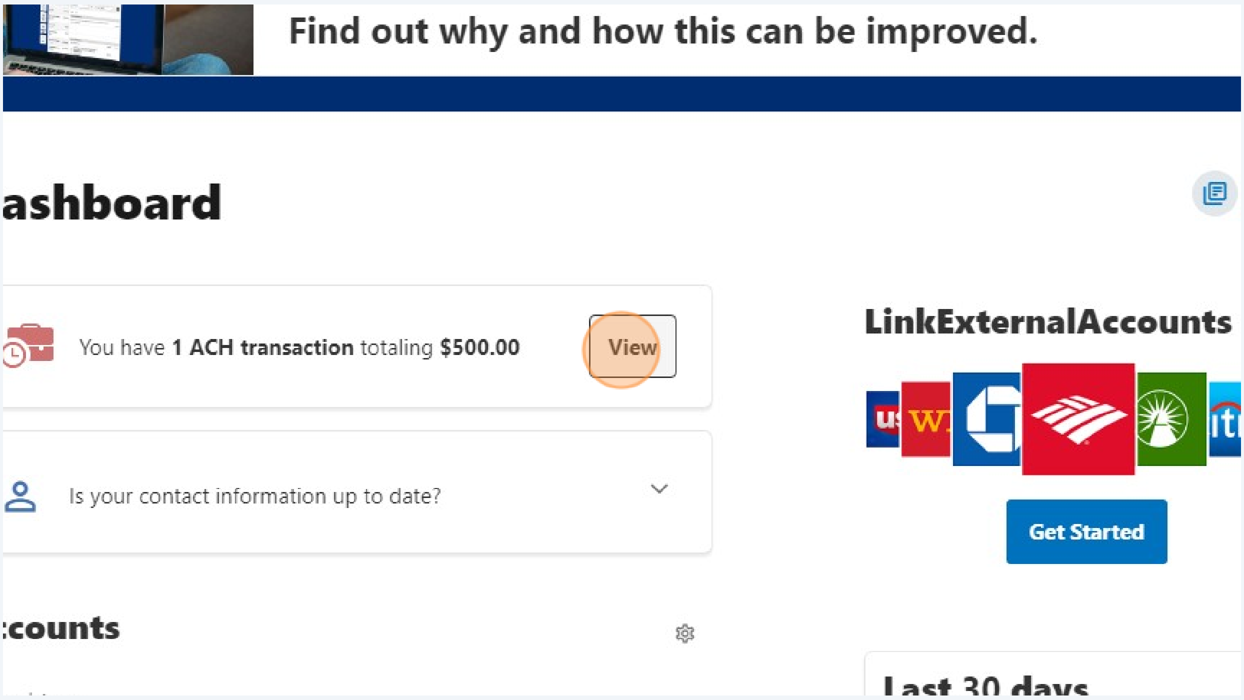
Required Permissions

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.

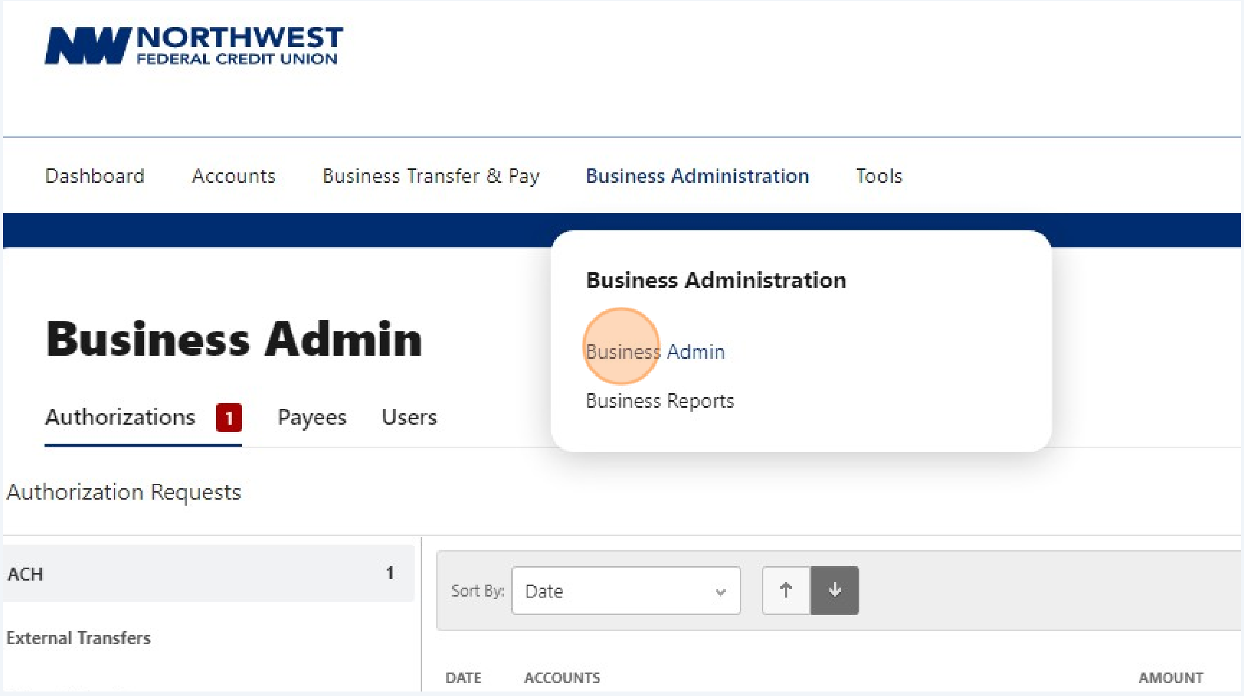
1. ACH transactions requiring authorization will appear on the Dashboard. Click **"View."**

OR proceed to step 2.

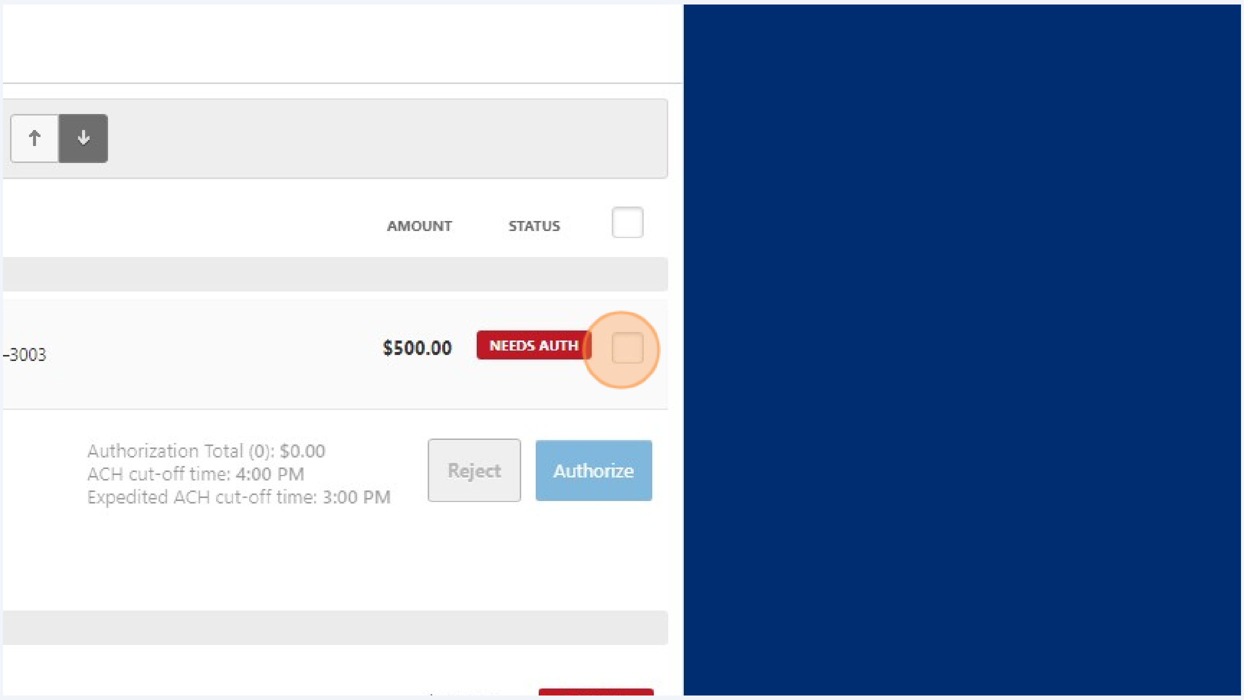


2 To reject a template, click **"Authorizations"** within the **"Business Admin"** widget.

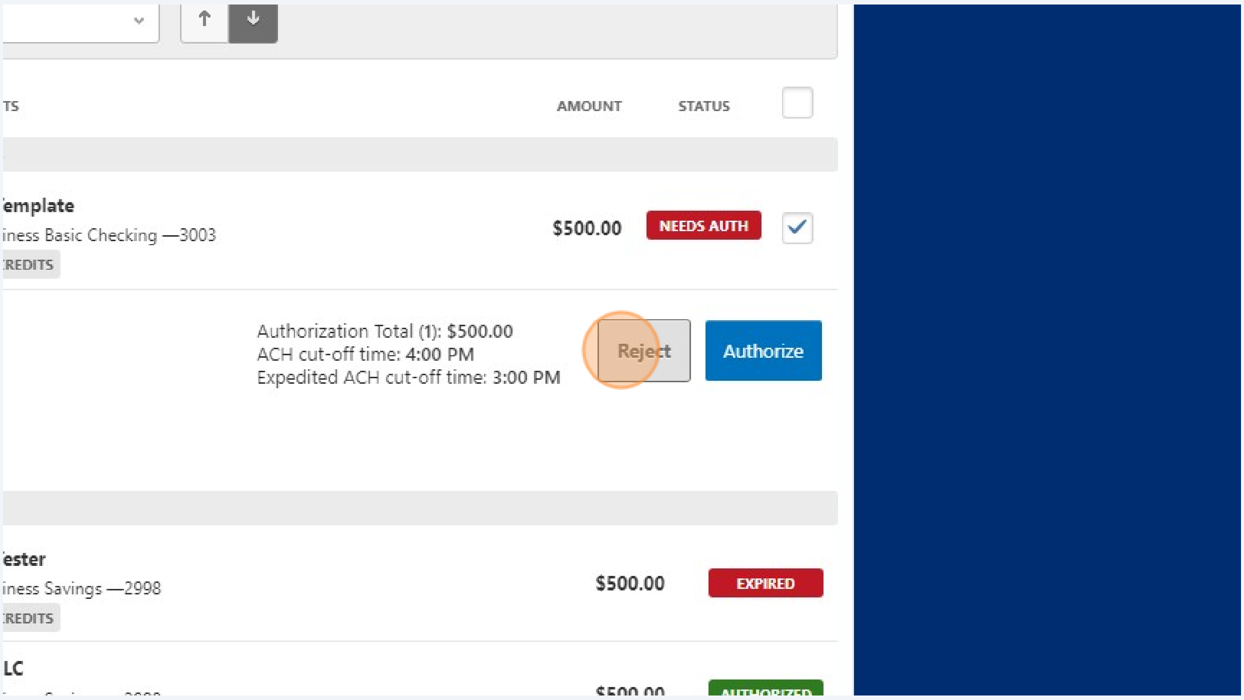
The authorization tab will display the number of transactions that require authorization in red.



3 Select the template(s) you wish to reject.

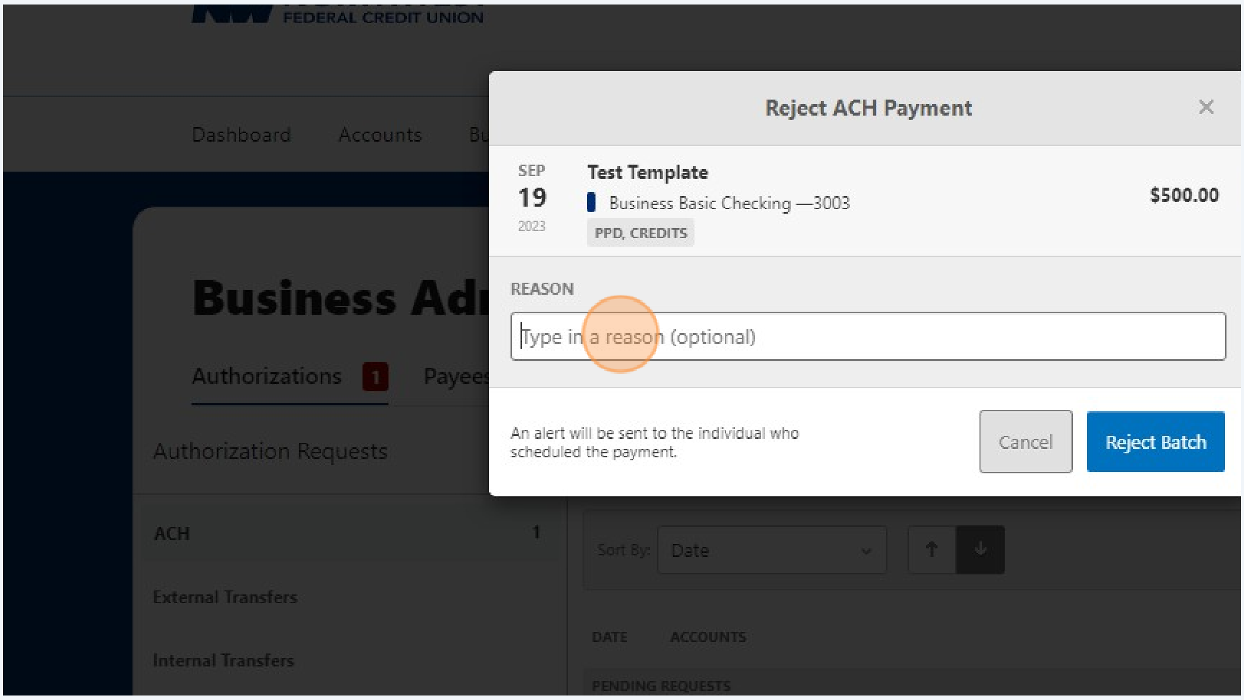


4 Click the **"Reject"** button to reject the template.

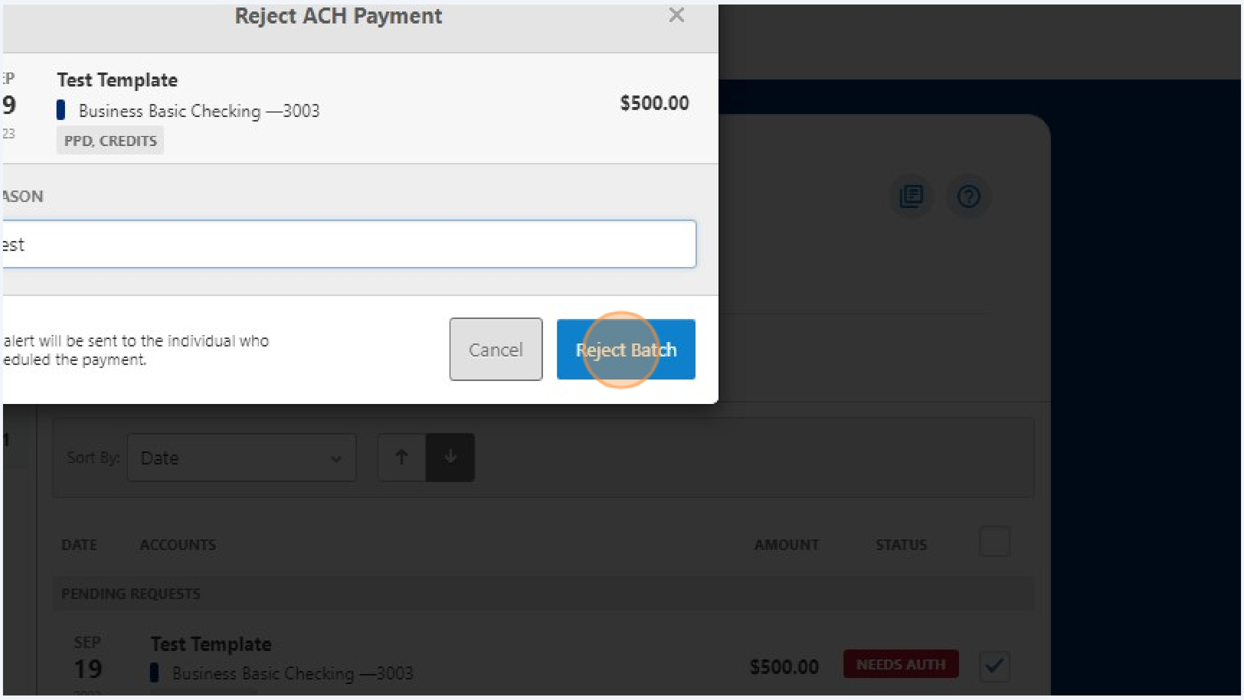


5 The reject ACH Payment screen is displayed.

(Optional)Enter a **Reason** why the batch was rejected e.g., wrong amount, account, etc.



6 Click **"Cancel"** to return to the authorization page or click **"Reject Payment"** to complete the process of rejecting the request(s).



7 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.