

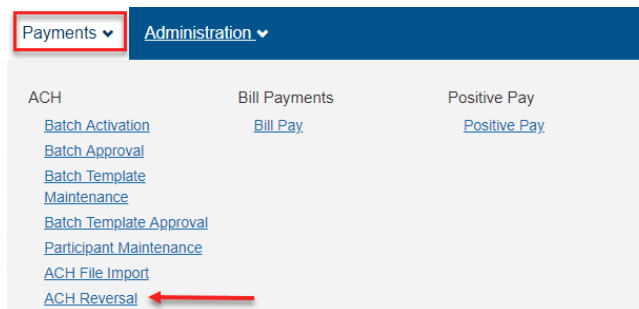
How to Submit an ACH Reversal Request – Business Online Banking

Only Company Administrators and Users with ACH Reversal permissions will be able to submit an ACH Reversal Request in Business Online Banking. Company Administrators must permission any additional Users to have access to the ACH Reversal functionality before the User is able to submit an ACH Reversal Request. Instructions for how to submit a new ACH Reversal Request in the Business Online Banking Platform are outlined below.

Submitting an ACH Reversal Request:

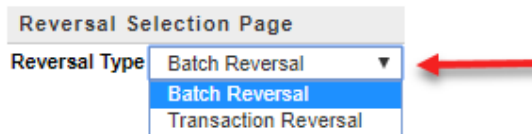
Step 1:

From the **Dashboard** homepage, click the **Payments** tab and select **ACH Reversal** from the dropdown menu.



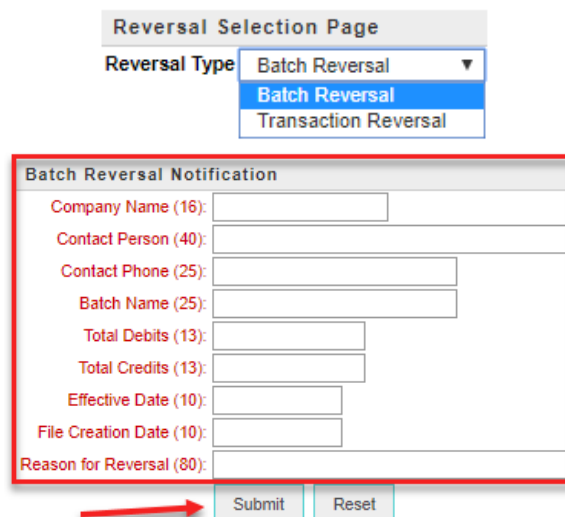
Step 2:

From the **ACH Reversal Selection** screen, select the Reversal Type from the dropdown list at the top of the screen.



Step 3:

On the **Batch Reversal Notification**, enter the requested information. Click **Submit** at the bottom of the screen to submit the request for processing.



The screenshot shows the 'Batch Reversal Notification' form. The form contains several input fields: Company Name (16), Contact Person (40), Contact Phone (25), Batch Name (25), Total Debits (13), Total Credits (13), Effective Date (10), File Creation Date (10), and Reason for Reversal (80). At the bottom of the form, there are two buttons: 'Submit' and 'Reset'. A red arrow points to the 'Submit' button.