

## HOW TO REFUND AN ACH TRANSACTION

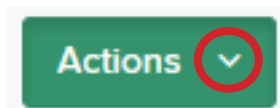
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### Step 1 Locate the transaction you want to void

- Find it via the Search menu at the top right  
OR
- Find it manually in the Processed section

### Step 2 Once you've located the transaction, click the icon next to it to view the details

### Step 3 Click the arrow on the green Actions button above the right-most column on the Transactions Details page



- The Actions menu drop-down will give you the option to refund
- If you choose Refund, a second box will pop up to ensure that you want to Refund the transaction
  - Once you click the affirmative answer, the transaction will then be sent back to the account that it came from
  - It can be found in the Approved section of the dashboard until the file is sent at end of day

### Step 4 You can verify the user who refunded the transaction by clicking "Show Audit History"