

BOSS Online Banking Guide

ACH Reversals – Quick Reference Guide

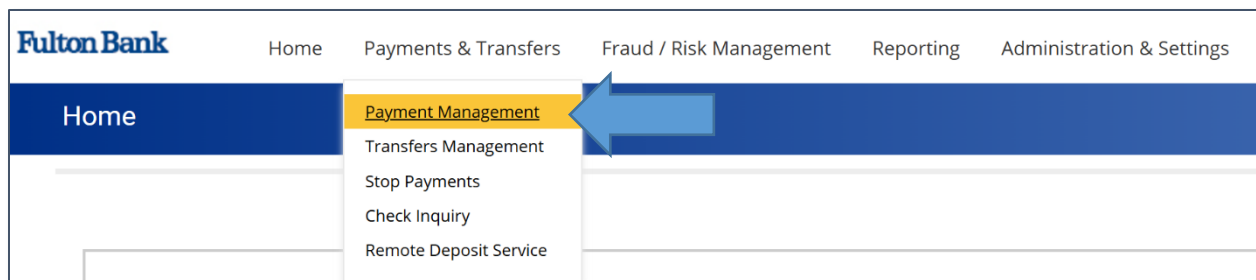
This quick reference guide will provide you step-by-step instructions on how to submit a ACH Reversal through BOSS Online Banking.

Eligible Payment Types

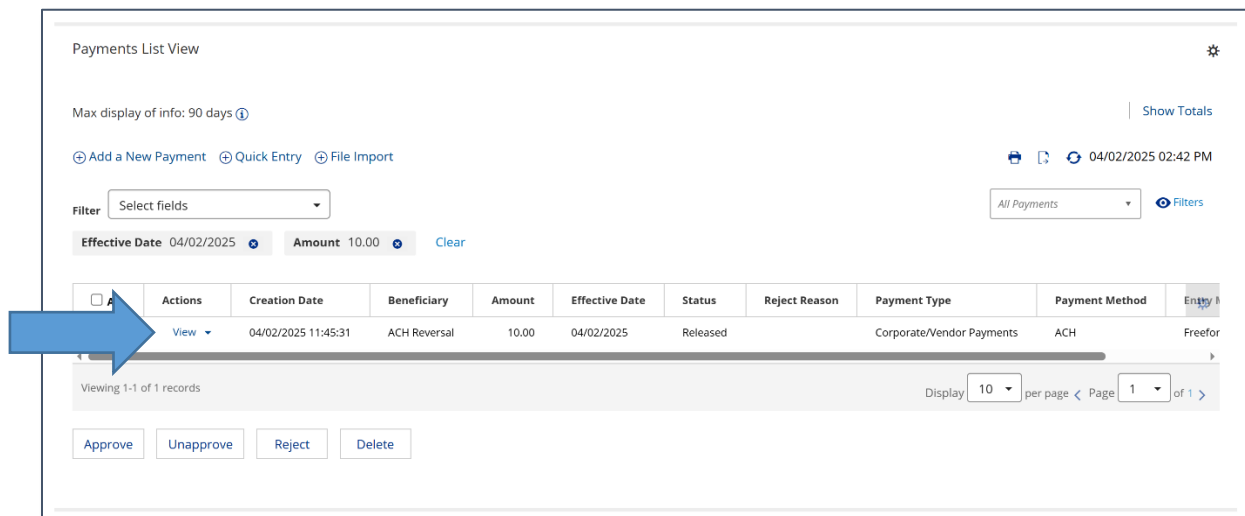
All ACH payment types except NACHA pass-through are eligible for the reverse action.

Submitting an ACH Reversal

1. Log into BOSS Online Banking - <https://ffcbusinessolb.com/ui>
2. Click **Payments & Transfers**
3. Select **Payment Management**



4. Locate the ACH payment you would like to reverse



5. Select **Reverse** from the drop-down option

Payments List View ⚙️

Max display of info: 90 days Show Totals

[Add a New Payment](#)
[Quick Entry](#)
[File Import](#)
🖨️ 📄 🔄 04/02/2025 02:42 PM

Filter Select fields All Payments Filters

Effective Date 04/02/2025 Amount 10.00 Clear

<input type="checkbox"/> All	Actions	Creation Date	Beneficiary	Amount	Effective Date	Status	Reject Reason	Payment Type	Payment Method	Entry
<input type="checkbox"/>	View	04/02/2025 11:45:31	ACH Reversal	10.00	04/02/2025	Released		Corporate/Vendor Payments	ACH	Freefor

Viewing 1-1 of 1 records

[Copy as Payment](#)
[Copy as Template](#)
[Reverse](#)

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[Approve](#)
[Unapprove](#)
[Reject](#)
[Delete](#)

6. Enter a **Reason for Reversal**

7. Select **Entire Batch** or **Individual Transactions – Reversal Selection**

Beneficiary Information

* Reason for Reversal
Incorrect Amount

* Reversal Selection
☒ Entire Batch
 ☐ Individual Transactions

Filter Select fields All Beneficiaries Filters

All Beneficiaries

<input checked="" type="checkbox"/> All	Actions	Name	ID	Bank Code	Account Number	Account Type	Amount	CCY	Prenote	Hold	Status	Addenda
<input checked="" type="checkbox"/>	View	ACH Reversal		031301422	111222333	Checking	10.00	USD	No	No	Reversed (Pending Approval)	

Viewing 1-1 of 1 records

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Payment History

> Full Payment History

10.00 USD to 1 Beneficiary on 2 Apr 2025

[Submit Reversal](#)
[Cancel](#)

8. Submit Reversal

Please note:

ACH reversals can only be submitted 5 days after the effective date of the payment.

Neither a request for ACH reversal nor an ACH reversal entry guarantee, actual return of the original ACH entry or related funds. The company will follow the NACHA Guidelines and attempt to notify the Client / Payee of the error, and the reversal entry created. If the reversal entry is returned, the Bank shall have no liability or obligation to the Company for such returns.