

Quick Step Guide: Direct ACH File Manager Deletions/Reversals Approvals

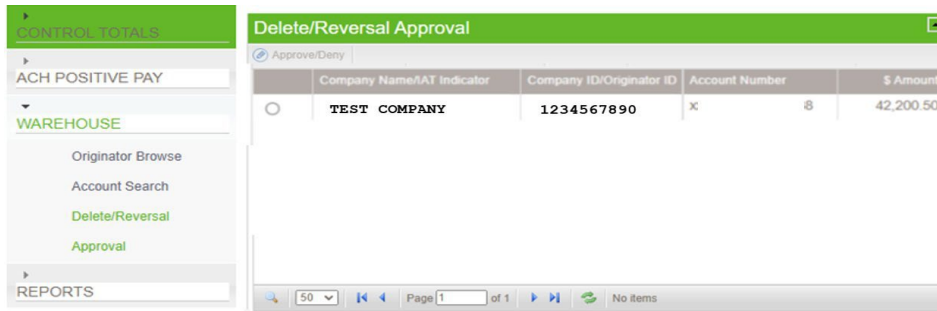
Nacha rules prohibit a reversal request greater than 5 business days from the effective date. Delete/Reversal requests must be approved within that timeframe.

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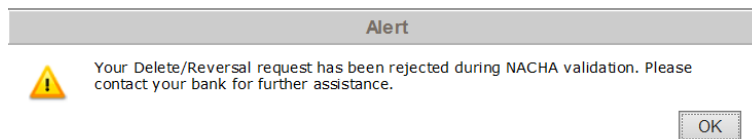
1. Select Payments & Transfers, Direct ACH File Manager. A new window/tab appears.

Approve/Deny a Deletion/Reversal Request on an ACH File, Batch, or Transaction

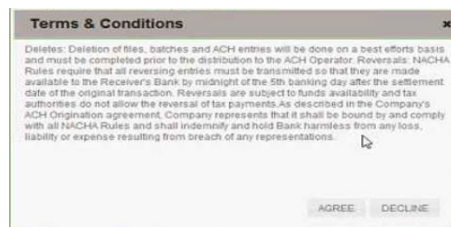
2. Select Warehouse, Delete/Reversal Approval from the menu. Review the disclaimer and click "Agree" if appropriate. The request will not be processed if the disclaimer is not agreed to.
3. Select the item to approve or Deny and click "Approve/Deny".



4. Click "OK" on the confirmation pop-up.
5. On the Delete/Reversal Approval page, review the request and click "Approve" or "Deny".
6. If the Delete/Reverse Request is not within 5 business days of the effective date or does not meet Nacha's criteria for a Delete/Reversal, you see a Rejected alert. Click "OK".



7. If the Delete/Reverse Request is accepted, you will see a Terms and Conditions disclaimer. Click "Agree".



How to Reach Us

Phone: 800-480-4862, weekdays, 7:30 a.m. to 6:00 p.m. ET

Website: Click on the Contact Us link found in the Support option at the top of each Huntington Business Online page. Thank you for using Huntington business and treasury management services.