

# Unresolved ACH/EFT Returns

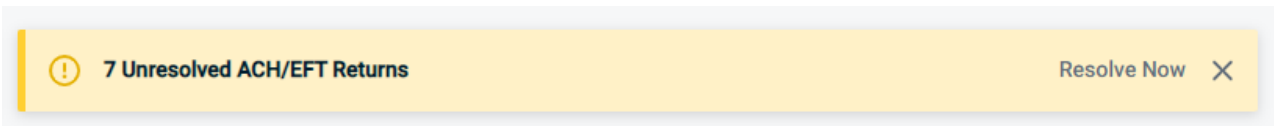
Last Modified on 01/31/2024 3:52 pm CST

Exciting news! Our ConnectBooster Support documentation is moving to a new location. Be sure to bookmark the new link below.

<https://help.cb.kaseya.com/help/Content/0-HOME/Home.htm>

## ACH/EFT Return Notifications

If there are any issues when processing ACH or electronic check payments, you will be alerted to any unresolved returns. For example, insufficient funds on an e-check payment. The notification is shown at the top of Administration Overview page:



Choosing "Resolve Now" will allow you to view each unresolved return in detail prior to dismissing them. Please make the appropriate adjustments in your accounting package to resolve the returned ACH/EFT transactions. We recommend voiding these payments in your accounting package and working with the organization to make other payment arrangements.

### Unresolved ACH/EFT Returns

Select	Transaction	Company	Date	Amount	Payment Method	Response Message
<input type="checkbox"/>	CB2e0d9c413d	[Company Icon]	11-01-2022	\$313.00	[Payment Method Icon]	R03.No Account/Unable to Locate
<input type="checkbox"/>	011258	[Company Icon]	10-19-2022	\$100.00	[Payment Method Icon]	R01:Insufficient Funds
<input type="checkbox"/>	CB2d7b9f33f6	[Company Icon]	10-04-2022	\$99.00	[Payment Method Icon]	R29:Corporate Customer Advises Not Authorized
<input type="checkbox"/>	CB2d7b9b06ee	[Company Icon]	10-04-2022	\$86.52	[Payment Method Icon]	R01:Insufficient Funds
<input type="checkbox"/>	CB2d7a5f5a54	[Company Icon]	10-04-2022	\$159.00	[Payment Method Icon]	R01:Insufficient Funds
<input type="checkbox"/>	CB2d7a59c71a	[Company Icon]	10-04-2022	\$149.00	[Payment Method Icon]	R01:Insufficient Funds
<input type="checkbox"/>	CB2d7a5610f2	[Company Icon]	10-04-2022	\$149.00	[Payment Method Icon]	R09:Uncollected Funds

Total \$1,055.52

Select All Deselect All Dismiss

Search Unresolved Returns

Showing 0 - 0 of 0 items 10 rows per page

To dismiss return notifications:

## Unresolved ACH/EFT Returns

Total  
**\$1,055.52**

Select All   Deselect All   Dismiss **3**

Search Unresolved Returns

Select	Transaction	Company	Date	Amount	Payment Method	Response Message
<input checked="" type="checkbox"/>	CB2e0d9c413d		11-01-2022	\$313.00		R03.No Account/Unable to Locate
<input checked="" type="checkbox"/>	011258		10-19-2022	\$100.00		R01:Insufficient Funds
<input checked="" type="checkbox"/>	CB2d7b9f33f6		10-04-2022	\$99.00		R29:Corporate Customer Advises Not Authorized

1. Select the returns you wish to dismiss. Use the **Select All** button to select all unresolved returns.
2. Choose **Dismiss Selected**
3. You will see a prompt advising you to make any appropriate adjustments in your accounting package. Note, the dismissal action cannot be undone.

**Dismiss Unresolved Returns**

This action cannot be undone. Please make the appropriate adjustments in your accounting package to resolve these returned ACH/EFT transactions. We recommend voiding these payments in your accounting package and working with your customer to make other payment arrangements!

Cancel   **Confirm**

4. Choose **Confirm**. The returns will be dismissed and will no longer be available to view.
5. Once all unresolved returns are dismissed, the notification on the Administration Overview page will be removed.