Client Reverse Screen

Updated on August 2016

Home > Client Management (Search Client) > Reverse

Business Purpose:

The **Reverse** page allows a user to reverse a client's financial transaction that meets certain criteria. The transaction must not itself be a reversed transaction. The reversal begins with a check based upon the Transaction ID. If the check is passed, the transaction can then be reversed.

How to:

1. In order to reverse a financial transaction, the Transaction ID must be known and used first to check if the particular transaction can be reversed or not. Enter the Transaction ID, and click the ✓ Check action button.

2. The details of the transaction will be displayed with the following **Info**: Transaction Date, Client Name, User Name, Transaction Type and Amount.

3. If the transaction is reversible, then the Reverse action button will appear. Enter a mandatory **Note** about the transaction reversal, then Click the reverse button to reverse the transaction. When the confirmation popup window appears, click OK to continue and wait for the transaction reversed successfully message to appear.

4. If the transaction has already been reversed, a check failed message will appear.

5. If the transaction is itself a reversed transaction, then a check failed message will appear.

Important Notes:

1. All transactions are reversible except for already reversed transactions and the reverse transactions themselves.