Eastern Treasury ACH Reversal/Deletion Procedures

There may be situations that require an entry within a batch or a complete batch or to be reversed or deleted. Batch and transaction reversals or deletions are requested by using the interactive Eastern Bank ACH Payment Reversal Request Form.

Reversal requests are allowed for only 3 clearly defined reasons: wrong dollar amount, wrong account number or duplicate transactions. Once a payment is released the only way to get it back is to request a reversal within 5 business days of the effective date of the original payment. A deletion can be requested for a future dated batch/transaction as early as the same day the batch/transaction has been released or up to 2 days prior to the effective date. Although unlikely, the receiving Bank may not honor the reversal request.

Please note for reversals related to ACH files uploaded using Eastern Treasury or files directly transmitted, the preferred reversal process is to create a NACHA formatted REVERSAL file and submit using the originating system. Refer to your software (or vendor) for instructions.

Request a reversal/deletion using this link which is also available at easternbank.com: ACH Reversal Request Form

Procedure for ACH Batch and Transaction Reversals/Deletions

To request a reversal use this link which is also available at easternbank.com: ACH Reversal Request Form

Complete and submit the request online

a. **Deletions** can be requested up to 2 days **prior** to the effective date to **delete** an entire batch or a single transaction within a batch. **If more than one transaction within a batch needs to be deleted, separate requests are required.**

b. **Reversals** can be requested within 5 business days **after** the original effective date to reverse an entire batch or a single transaction within a batch. **If more than one transaction within a batch needs to be reversed, separate requests are required.**

c. After the form is submitted, a submission confirmation message, including a confirmation # is displayed in the event you have questions
   i. Maintain a copy of this confirmation

2. The ACH Payment Reversal Request Form must be transmitted to and received by Eastern Bank by 4:00 pm ET to be processed the same day.
   a. the offsetting transaction will post to your account within one business day

3. A confirmation of the deletion or reversal will be emailed to the requestor once the request is processed

4. If you have not received an email confirmation by end of the same business day, please contact the Business Service Team at 1-800-333-8000 and provide the original confirmation number.

*Note: Fees apply for this request*

https://www.easternbank.com/ach-payment-reversal-request

---

Start Reversal Request

To begin, please select the reversal request type.

**Request Type**
- Transaction Reversal Request
- Batch/File Reversal Request

Begin >
Transaction Reversal Request

Transaction Reversal Request

ACN CO ID
Enter ten digit alphabetical ID

ACN CO Name
Enter up to sixteen characters.

Destination bank ABA
Enter nine digit Destination bank ABA number.

Destination Account
Enter up to seventeen digits.

Payee Name
Enter up to seventeen characters.

Transaction Amount
Enter an amount between "0.00" and "999999999.99". Only numbers with no commas. Two decimal points required.

Effective Date
"yyyy-mm-dd"

Creation Date
"mm/dd/yyyy"

Reason for Reversal

Customer Information
Company Name

Requester Name

Online Banking ID

Requester Email

ACH Payment Reversal Request Information
Request Type
- Transaction Reversal Request
- Batch/File Reversal Request
Batch Reversal Request

Batch/File Reversal Request

ACH CO ID
Enter an eight-digit alphanumeric ID.

9 characters remaining

ACH CO Name
Enter up to fifteen characters.

5 characters remaining

Batch Name
Enter up to ten characters.

5 characters remaining

Total Debits (item CT)
Enter up to six digits.

6 characters remaining

Total Credits (item CT)
Enter up to six digits.

6 characters remaining

Effective Date
eg. YYYY-MM-DD

mm/dd/yyyy

Batch/File Amounts
Please enter an amount between "0.00" and "9999999999.99". Only numbers with no commas. Two decimal points required.

File creation Date
eg. YYYY-MM-DD

mm/dd/yyyy

Reason for Reversal

Before you submit your form, you may copy this confirmation ID for your records. Please have this ID ready when inquiring about your reversal submission.

675556566-Seebacks ID

Submit
Online Confirmation the Customer receives

https://www.easternbank.com/ach-payment-reversal-request