

### Edit and/or repair a payment

When a payment has a status of 'Requires repair', it will not be processed. This status can happen when the payment:

- contains errors detected by NAB Connect
- was stopped from being authorised by a member of your organisation
- was declined by NAB due to insufficient funds.

Any payments with a status of 'Pending funds' can be revoked. Your organisation must edit and then resubmit or revoke the payment prior to authorisation. You can edit any other payments as required. Login to NAB Connect to get started.

## HOW TO

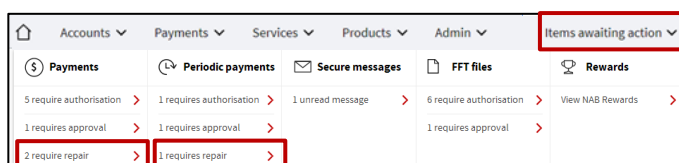
1. Select your payment
2. View your payment history
3. Edit and/or repair your payment

### 1 Select your payment

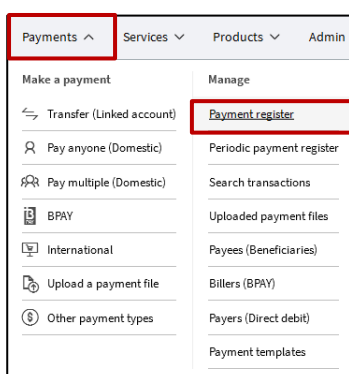
You edit and repair payments using the *PAYMENT REGISTER* screen.

1. Find the payment requiring repair. You can do this in one of the following ways:

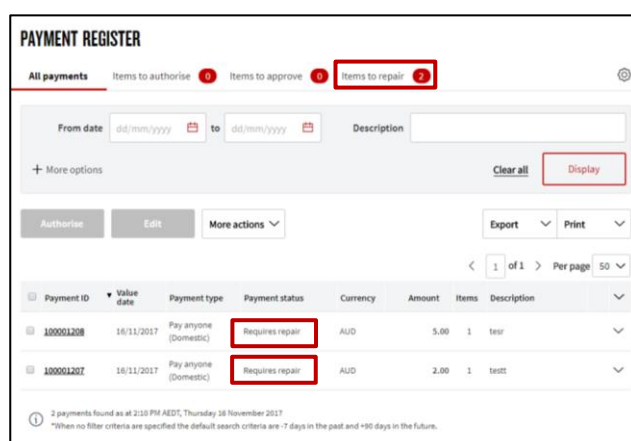
- From any screen, click **Items awaiting action** and then **# require repair**:



- From the main menu, click **Payments** and select **Payment register** in the **Manage** column:



The *PAYMENT REGISTER* screen displays.



The *Payment Register* screen displays the total number of items requiring repair and lists the individual items in the panel below.

2. Select the item that you want to repair.
3. Click the **Edit** or **More actions** tabs. Depending on the payment type you will be taken to the **Edit** screen or **View Payment** page, where you can edit the payment, make repairs or send the payment for repairs.

### 2 View your payment history

If you want to check the transactions for the payment before you edit it, view the payment history.

1. In the *VIEW PAYMENT* page, click either of the **Payment history** links.  
The *PAYMENT HISTORY* window displays.
2. Work out what needs to be repaired, then close the window.

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#### 3 Edit and/or repair your payment

1. In the *PAYMENT REGISTER* page, select the item you want to edit or repair.
2. Click **Edit**. The *EDIT PAYMENTS* screen displays.
3. Edit the fields required.
4. Click **Submit** to return to the *PAYMENT REGISTER* or *VIEW PAYMENT* screen.

The payment is revalidated and if the details are correct, it is then available for authorisation.

5. If you see the following message, it is a reminder that you should have already checked the beneficiary details. (If you haven't, do that now):

*The beneficiary in 1 transaction is new, or hasn't been paid to in over a year. Please check the details are correct.*

#### 'Pending' funds only:

To edit or repair a payment with the payment status of **Pending funds**:

1. Select the item in the *PAYMENT REGISTER* screen.
2. Click **More actions** and select **Revoke**.
3. The *Revoke payment confirmation* screen displays. Click **Revoke** to remove the payment, and add a reason (optional).

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For further assistance, call the NAB Connect Client Centre on 1300 888 413.