LOP Help Center - ACH Reversal Process

Overview

An ACH Reversal Request is used to request that Lone Oak Payroll attempt to pull back funds that were paid to an employee. The purpose of this page is to provide additional information on how to make the request to Lone Oak Payroll, and what to expect.

We may not be able to successfully recuperate the funds, and it may take up to 5 business days to know if the reversal was processed.

How it works

1. When you would like to submit a reversal request, please do so through the LOP Help Center, choosing the "Check Correction" request type.
   - We do not offer ACH Reversals when there is a correcting check needed; you may only select this option when you truly want to recoup incorrectly paid funds.
2. The Payroll Team will log a message on the employee profile with the details of the Reversal request using the "ACH Reversal" message action code.
3. The Lone Oak Payroll Treasury team will initiate a request with our bank to complete the request.
4. Our team will be notified within 5 business days as to whether the reversal was successful.
   - If successful, we will void the employee check and the funds will be returned to you in your next Payroll Wire or Funding.
   - If unsuccessful, we will contact you to discuss next steps.
5. We will change the action of the previously logged message to "ACH Reversal - Completed" or "ACH Reversal - Unsuccessful" depending on the result.

Payroll Team

Welcome! You can raise a request for the Payroll Team using the options provided.

What can we help you with?

Check Correction
Request a correction to a payroll check or checks

Your Company's Name *

Test Company

Employee ID(s) or Name(s) *

1122334455

Check Number(s) *

12345

Has the employee been paid the funds? *

◉ Yes
○ No

Is a Correcting Check Needed? *

○ Yes
◉ No

Would you like to attempt an ACH Reversal? *

Select "Yes" if Lone Oak Payroll should attempt to pull the funds back from the employee's bank account.

◉ Yes
○ No

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