



How to stop/cancel a Business Online payment instruction which is in a "Warehoused" status?

1. Under "To do: Funds Transfer" from your dashboard, click on the option "Authorise"

The screenshot shows a dashboard titled "To do: Funds Transfer" with a refresh icon and "Last updated: 23/03/2023 11:25". It is divided into six sections: Payments, Transfers, Collections, Re-Release, MyBills, and Cash deposit. The "Payments" section shows 00 Approvals, 53 Audit, and 54 Authorise (circled in red). The "Transfers" section shows 00 Approvals, 04 Audit, 59 Authorise, and 03 Repair. The other sections (Collections, Re-Release, MyBills, Cash deposit) all indicate "You have no ... tasks".

2. Select the payment instruction you would like to stop/cancel

The screenshot shows the "Payments list" interface with a "CREATE PAYMENT" button and a "Search payment batch" section. The search section includes a "Date created" range (From: 16/04/2025, To: 23/04/2025), a "Status" dropdown set to "All", and input fields for "Batch id", "Customer batch reference", "File name", and "Beneficiary name". Below the search section is a table with the following data:

File name	Batch id	Customer bat...	Date created	User name	Payment type	No. of instruct...	Submission m...	Amount	Currency	Status
	71173526		23/04/2025	LallaSaibl	TPS MRU TEST ...	1/0	Online capture	100.00	USD	Warehoused

Navigation controls at the bottom show "(1 of 1)".



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3. The below payment instruction screen will load.

Payments Own transfers Find a transaction Reports Upload file

Payments list > Payment batch details: 71173526

Payment Batch details

Payment type	Date created	Amount	Currency
TPS MRU TEST PAYMENT ACC SINGLY	23/04/2025	100.00	USD
Batch id	Customer batch reference	Status	Submission mechanism
71173526		Warehoused	Online capture

[INSTRUCTION DETAILS OVERVIEW](#)

Payments Audit trail

Instruction id.	From account	Value date	No. of transaction...	Submission mech...	Currency	Amount	Status	Action
78387334	909000098290	28/04/2025	2/0	Online capture	USD	100.00	Warehoused	Print Instruction

(1 of 1)

[BATCH UPLOAD ERROR REPORT](#) [PRINT AUDIT](#) [EXPORT AUDIT](#)

[COPY PAYMENT BATCH](#) [STOP PAYMENT BATCH](#) [BACK TO LIST](#)

4. Click on “**Stop Payment Batch**”. The below screen will pop up:

Warning ✕

Are you sure you wish to stop the payment batch?

[PROCEED](#) [CANCEL](#)



5. Click on "**Proceed**" and you will be required to insert the reason for stopping the payment, then click on "**Submit**"

Stop payment batch

Note: * denotes mandatory fields

* Specify the reason for stopping the payment batch

SUBMIT **CANCEL**

6. Return to your dashboard, click on the "refresh" icon. The payment instruction will then, be in an "**Awaiting Customer Repair**" queue.

To do: Funds Transfer		Last updated: 23/03/2023 11:55		
Payments		Transfers		Collections
00 Approvals	53 Audit	00 Approvals	04 Audit	You have no collection tasks
53 Authorise	23 Repair	59 Authorise	03 Repair	
Re-Release		MyBills	Cash deposit	



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7. Select the batch id and open the payment instruction.

File name	Batch id ▲	Customer bat...	Date created	User name	Payment type	No. of inst...	Submissi...	Amount	Currency	Status	Action
	71173526		23/04/2025	LallaSaibl	TPS MRU TEST ...	1/0	Online cap...	100.00	USD	Awaiting customer repair	

(1 of 1)

1 records

8. You will have the option to either “Repair” the instruction or to “Cancel Payment Batch”

Payments list > Payment batch details: 71173526

Payment Batch details

Payment type	Date created	Amount	Currency
TPS MRU TEST PAYMENT ACC SINGLY	23/04/2025	100.00	USD
Batch id	Customer batch reference	Status	Submission mechanism
71173526		Awaiting customer repair	Online capture

[INSTRUCTION DETAILS OVERVIEW](#)

Payments Audit trail

Instruction id.	From account	Value date	No. of transaction...	Submission mech...	Currency	Amount	Status	Action
78387334	9090000098290	28/04/2025	2/0	Online capture	USD	100.00	Awaiting customer r...	Print Instruction

(1 of 1)

[BATCH UPLOAD ERROR REPORT](#) [PRINT AUDIT](#) [EXPORT AUDIT](#)

[REPAIR](#) [COPY PAYMENT BATCH](#) [CANCEL PAYMENT BATCH](#) [BACK TO LIST](#)

Should you wish to amend the value date/amount of the instruction, kindly select the “Repair” button. Else, you may “Cancel Payment Batch”, click on “Proceed” and insert a reason for the cancellation before you “Submit” the cancellation.