



How to Approve or Reject a Payment

1. In the Payments and Transfers Hub, view the **Review Payments and Transfers** section to determine if action is needed.
2. On payment you wish to act, click on the **Transaction ID** to review payment details.
3. In bottom right corner of the Payments Details page, click on **Reject** or **Approve** button.
4. If rejected, a Reject Payment section will populate. Select or enter **reason for rejection**
5. In bottom right of pop-up box, click **reject**.

The screenshot illustrates the RBC Clear interface for reviewing and rejecting a payment. It is divided into five numbered steps:

- Step 1:** The 'Review Payments and Transfers' section is highlighted. It includes a search bar, 'Cutoff Times', and an 'Export' button.
- Step 2:** A table lists payment transactions. The transaction ID 'OLB202310028D1EA' is highlighted. The table columns are Status, Transaction ID, Payment Date, From Account, Beneficiary/To Account, Transaction Type, and Amount.
- Step 3:** The 'Payments Details' page is shown. It includes the Beneficiary Bank (383 MADISON AVENUE US) and the Intermediary Bank (US Intermediary Bank). The 'Reject Payment' and 'Approve Payment' buttons are highlighted.
- Step 4:** A 'Select a reason for rejection' pop-up box is shown with radio button options: Duplicate payment, Payment no longer needed, Change payment details, Change payment date, and Other.
- Step 5:** The bottom right of the pop-up box shows 'Close' and 'Reject' buttons, with 'Reject' highlighted.