

Request payment reversals via Forte

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The following steps show how to submit a request to Forte to have payments reversed.

This link will take you to the correct form when requesting payment reversals.

https://hardwareorderform.formstack.com/forms/mass_reversal_request

- Fill out the form completely
- When ready to upload the list of accounts needing payment reversals you can use the script on KB article-Miguel
 - How to get list of accounts on specific deposit
- A confirmation email will be auto-sent back to the sender confirming submission.



MASS REVERSAL REQUEST

OUR RECEIPT OF THIS REQUEST DOES NOT GUARANTEE REVERSAL. ALL TRANSACTIONS MUST BE EITHER IN A FUNDED OR SETTLED STATUS TO BE REVERSED.

COMPANY INFORMATION

Merchant name

Phone

Merchant / Location ID

Email

PLEASE LIST THE TRANSACTION DETAILS BELOW:

COMPLETE THIS SECTION IF YOU ARE REQUESTING ALL TRANSACTIONS ON A SPECIFIC DAY

PLEASE ATTACH A REPORT THAT PROVIDES THE FOLLOWING TRANSACTION DETAILS: TRANSACTION ID, DATE OF TRANSACTION, STATUS, CUSTOMER NAME AND/OR COMPANY NAME, AMOUNT, TRANSACTION TYPE, PAYMENT METHOD (CC/ACH), ROUTING NUMBER (IF APPLICABLE) AND LAST 4 OF PAYMENT METHOD.

[Choose File](#) [Remove File](#) No File Chosen

This information can be downloaded into an excel spreadsheet via Dex within the Transactions Tab.

Signature

Date:

MMMM DD, YYYY



[clear](#)

Use your mouse or finger to draw your signature above

Name:

First Name

Last Name

Title: