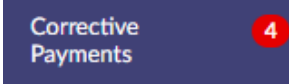


A Corrective Payment is required when funds have been rejected by a Financial Institution because of errors in the payment details (e.g. incorrect or invalid details provided).



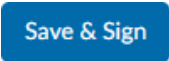
Important! You must have relevant permissions to view, edit and sign Corrective Payments.


Navigate to Corrective Payments

- Click  on the left-hand column of your Dashboard
- Corrective Payments are split into 3 tabs
 - **Your Actions**
 - **PEXA Processing**
 - **Completed.**

Your Actions Tab

For items with a status of **Action Required**

- Click  > **Edit**
- Review the details and enter in the New Destination Account Details
- Enter the account number and click 
- Repeat the account number
- Entering in a transaction description is optional
- If you have signing permissions click 
- Insert your Digital Certificate and Sign as per normal.
- The Corrective Payment will automatically move to the **PEXA Processing Tab**

- Otherwise, click . This will move the status to **Ready to Sign**.
- A User with Corrective Payment signing permissions will be required to Sign the payment details as per before.

No further action is required by your organisation.

PEXA Processing tab

- In this tab, there are 3 Status types:
 - **Submitted** - Corrective Payment details have been signed off by your organization
 - **Accepted** - PEXA has reviewed and accepted the Corrective Payment details provided
 - **Processing** - The instructions provided have been delivered to the relevant Financial Institution for processing.

Completed Tab

The Corrective Payment has been actioned and is subject to normal bank clearing times of between 1-3 business days.

For more information visit:

[Community - Corrective Payments](#)