

## Resolving Payments with Insufficient Funds in ANZ Transactive – Global

The live balance of your account is displayed when creating your payment.

If a payment is rejected due to insufficient funds, you can resubmit the payment on the same value date, before your jurisdiction and payment method's cut-off time, without further approval.

To resubmit an ANZ Transactive – Global payment that has failed due to insufficient funds, click on Payments from the Home menu.

Click on Current Payments.

You can find the payment in the Status column, marked as Insufficient Funds.

Click on the payment.

Click Resubmit.

Click Ok.

A confirmation dialogue box will display confirming the payment has been resubmitted. The status will now display as Processing.

If the value date or cut-off time has elapsed, the payment will need to be copied, reviewed and submitted for approval.

Click on Past Payments.

Search for the payment by inputting relevant details.

Click Search.

The status of the payment will display as Bank Rejected.

Click on the payment.

Click Copy.

A new payment will be created in Draft status.

The value date will automatically revert to the current date.

All payment instruction fields can be updated, as required.

Click Review & Submit.

Review the payment details.

Click Submit.

A confirmation pop-up will appear with several report and payment options. You can select a report to run or click Ok.

Click on Current Payments.

The status will now display as Pending Approval.

Once the payment is approved, it will be submitted to the bank and the status will progress to Processing.

**For more information on Resolving Payments with Insufficient Funds in ANZ Transactive – Global, visit ANZ Digital Services Help.**

[Help.online.anz.com](https://help.online.anz.com)