

# Find Status or Method of Customer Payment-1975



## Introduction

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- Payments made **online** through a **financial institution** may be **delayed** in posting the payment to the customer's account
  - This can be the result of the financial institution's handling of the payment
  - Some financial institutions are not set up to transmit an electronic payment file to the designated business
  - They must mail a paper check to the business the customer requested to pay

- The payment is removed from the account immediately because the financial institution will not send a check unless funds are verified
- Customer will still have to wait the standard 7 to 10 days for our company's lockbox to receive and process the mailed payment

## Resolution Steps

■ [Expand All](#) | [Collapse All](#)

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[Access MOP / Payment History Tab](#)

[Determine the Status of Payment](#)

[Paymentech Response Reason Codes in BOLT "Take a Payment" screens](#)

Stop Payment Denial

MOP Denials



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=312>