Find Status or Method of Customer Payment-1975

Introduction

- 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 companies lockbox to receive and process the mailed payment
Desclution Stans
Resolution Steps
Expand All Collapse All
Access MOD / Dayment History Tob
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	
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