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 to10 days for our companies lockbox to receive and process the mailed payment

Resolution Steps

Expand All | Collapse All

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