



YAPSTONE™  
POWERING PAYMENTS

# Check Scanner Guide v1

August 2018

Document Version	Change	Team	Date
1	Creating a new guide for Check Scanner—detailing every phase from prerequisites to installation to operation.	TLS Migration	8/15/2018

# Table of Contents

Introduction.....	4
Overview.....	4
Resident Payment Options – ACH Online and Credit Card via Phone .....	4
Types of Checks – ARC and IRD .....	4
Prerequisites for RentPayment Software .....	5
Installing RentPayment CheckScan.....	8
Using CheckScan.....	12
Running a Tape.....	12
Using the RentPayment Check Scanner Manager for Digital .....	16
Scanned Check Assignment.....	17
Logging on to RentPayment .....	18
Login Option 1.....	18
Login Option 2.....	18
Accessing the Scanned Checks Page .....	19
Key Elements.....	21
Deleting Checks When Errors Occur.....	22
Common Errors.....	22
Assigning Scanned Checks .....	23
Confirming Check Amount.....	25
Assigning the Check to a Resident.....	27
Processing a Check as IRD.....	30
Confirming the Billing Address.....	31
Deleting a Check.....	32
Batch Submission.....	33
Running a Transaction Activity Report.....	35
Understanding the Transaction Flow.....	37
Fixing Errors Before Batch Submittal .....	37
Using Returned Items Transactions Reports .....	37
Checking Reversal Descriptions.....	38
Frequently Asked Questions (FAQ) .....	39
Support.....	40
Best Practices .....	40

# Introduction

The Check Scanner Guide is a one-stop shop that will walk you through each phase of preparing, installing, and using the Check Scanning utility with the RentPayment Software.

## Overview

This document provides guidelines on how to perform check scanning and credit card payment operations using the RentPayment electronic payment processing platform. Also included are procedures to manage users for properties and configure e-mail notifications for your users. On behalf of RentPayment, we thank you for the opportunity to offer our services to your company and we hope you find this manual to be helpful.

This guide covers the following topics:

- Check Scanning Instructions
- Basic Check Scanning Process and Procedures
- Tips & Best Practices Recommended

## Resident Payment Options – ACH Online and Credit Card via Phone

Residents have two options to make payments in the RentPayment system:

1. Electronic check (or ACH - Automated Clearing House) payments online on the RentPayment website;
2. Credit card payments over the phone with the RentPayment call center.

## Types of Checks – ARC and IRD

RentPayment also supports paper check scanning for electronic check conversion. This provides many benefits, including faster funding times, eliminating trips to the bank to deposit checks, and quick notification for reversals (due to NSF – non-sufficient funds, for example).

There are two standard classifications of electronic check conversion:

- ARC (Accounts Receivable Check) - personal checks;
- IRD (Image Replacement Document) - money orders, cashier's checks and business checks.

Later, when submitting assigned check batches, you will notice that scanned ARC and IRD checks are processed separately. This is due to differences in how the items must be submitted to the bank for electronic check processing.

---

**Note:** Traveler's Checks or Foreign Bank Checks are **NOT SUPPORTED** for check scanning.

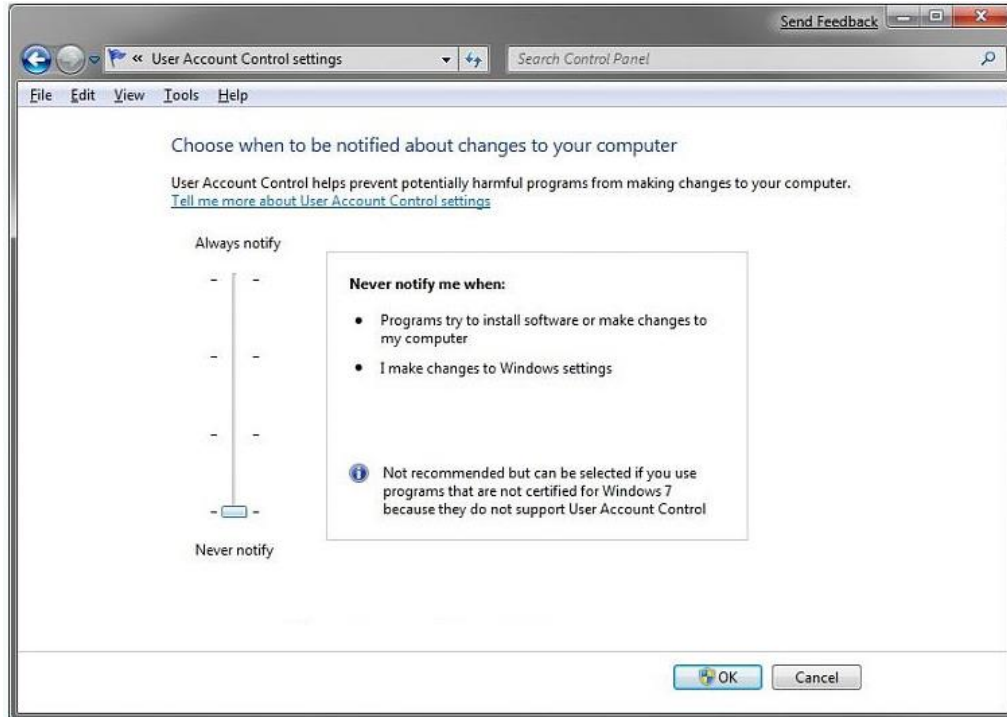
---

## Prerequisites for RentPayment Software

To satisfy current security standards in Windows 7/8/10, ensure that all directories enjoy proper security rights and that the driver for the check scanners will install the necessary files for optimal use.

Perform the following steps before installing the RentPayment CheckScan utility:

1. Login as a user who has **LOCAL** admin rights to install files.
2. Minimize Windows', **User Account Control Settings** to install drivers. Should you change any settings, reboot for the change to take effect. You can change notification settings after installing the entire software, however, the user will not be able to make changes in the RentPayment software. Activating settings will not let the operator make changes in the registry where most of our settings are stored.



**Figure 1. User Account Control Settings**

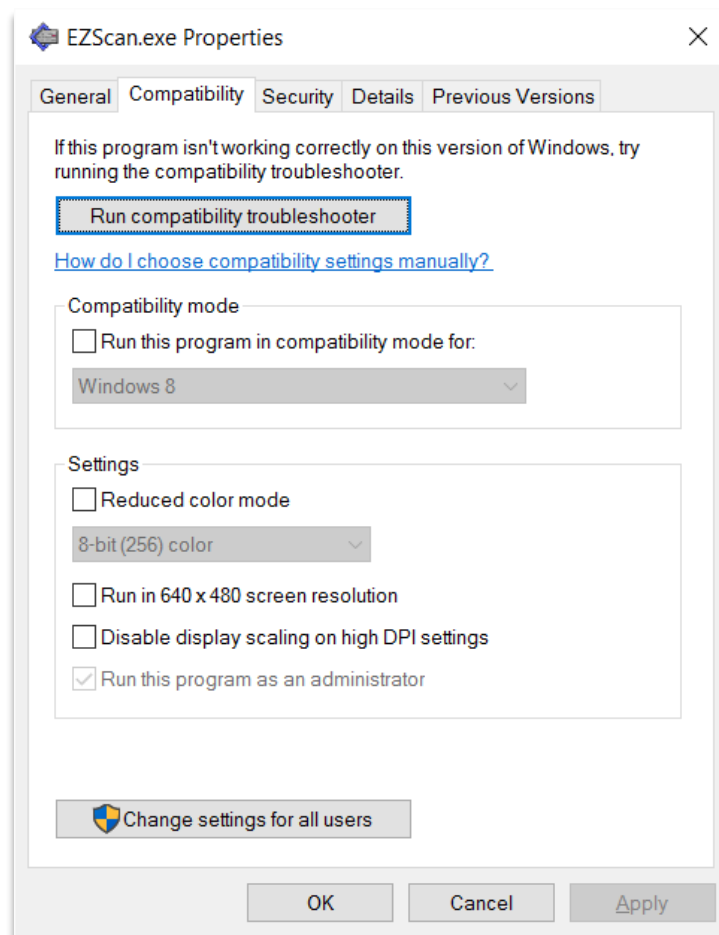
3. Right-click and choose to **Run as administrator**.

---

**Note:** You will need to obtain device drivers from your device manufacturer .

---

4. After installing the check scanner driver, please plug-in the check scanner and let Windows load the proper drivers. (This could take up to three minutes. Check the **Device Manager** to ensure the scanner installed properly. You should not see any **Unknown Devices**.)
5. You are now ready to install your **RentPayment** software. Just right click the RentPayment install file and **Run as administrator**. All the files should load properly.
6. Right-click the RentPayment software icon on the desktop.
7. Choose **Properties**→**Compatibility**→**Run this program as an administrator** option.



**Figure 2. Compatibility**

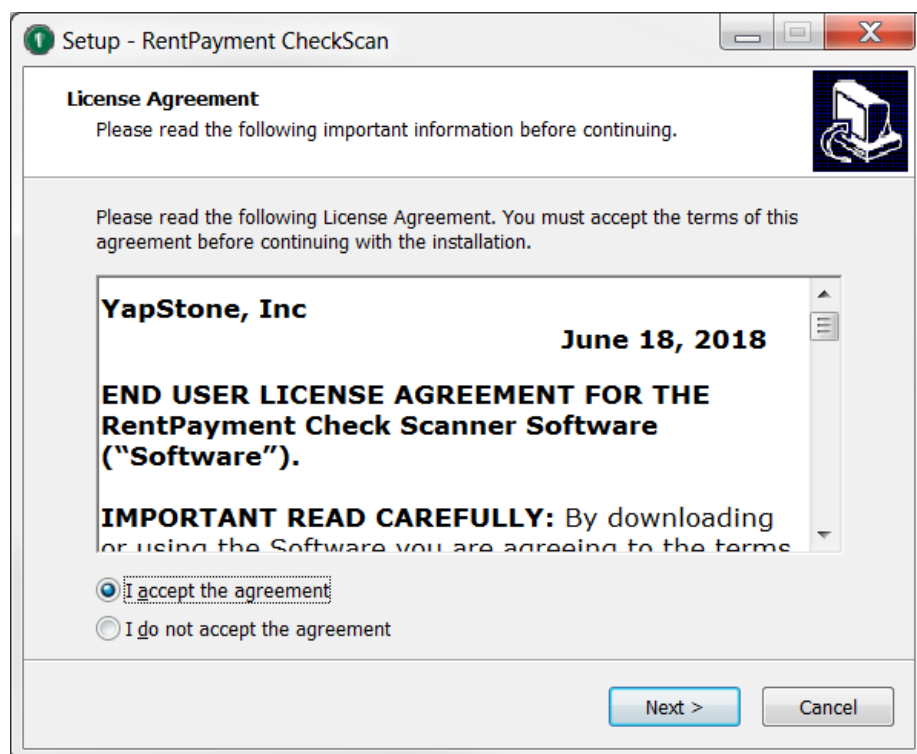
# Installing RentPayment CheckScan

Having completed the prerequisite preparation phase, you are ready to install the RentPayment CheckScan utility. Follow the instructions in this section to complete the installation.

1. Click the **RentPayment Install** icon.



2. The License Agreement screen appears as follows:

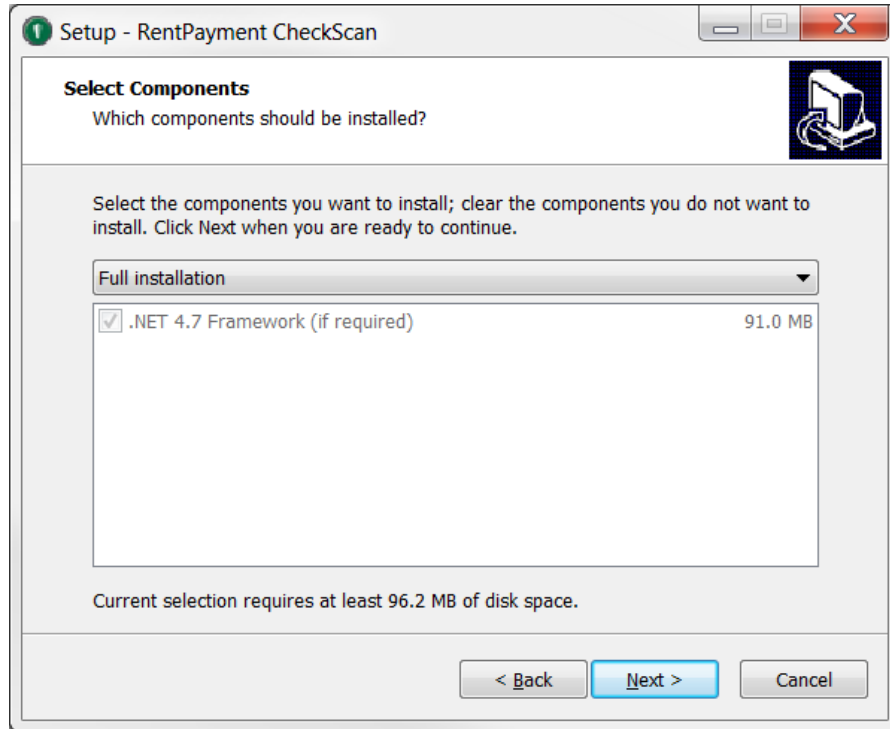


**Figure 3. License Agreement**

Choose the **I accept the agreement** option and click **Next**.

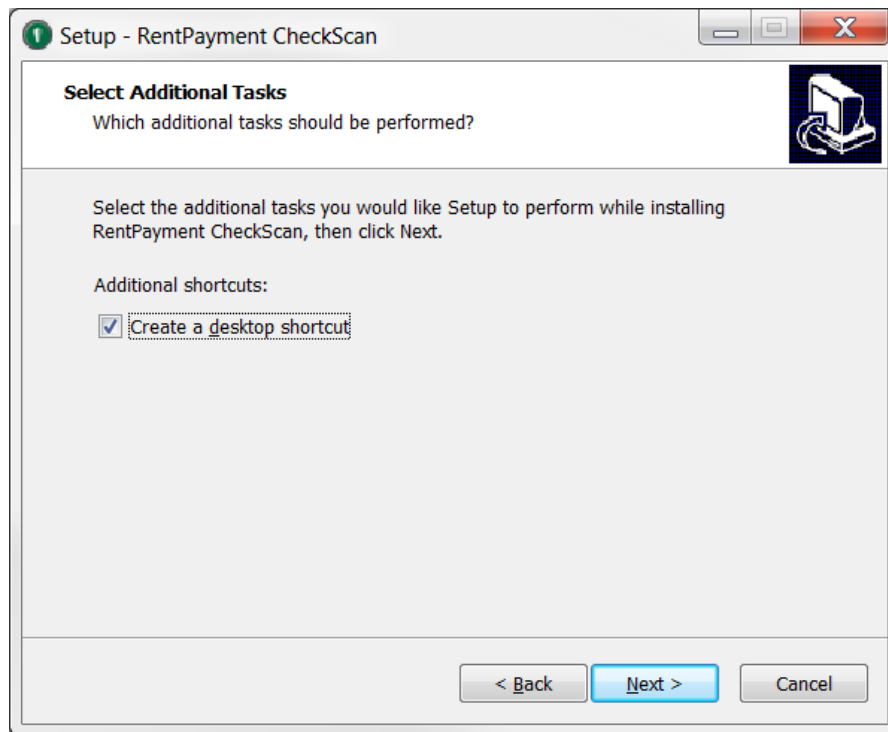


3. In the next screen, select the components you want to install and click **Next**.  
Yapstone recommends the Full Installation.



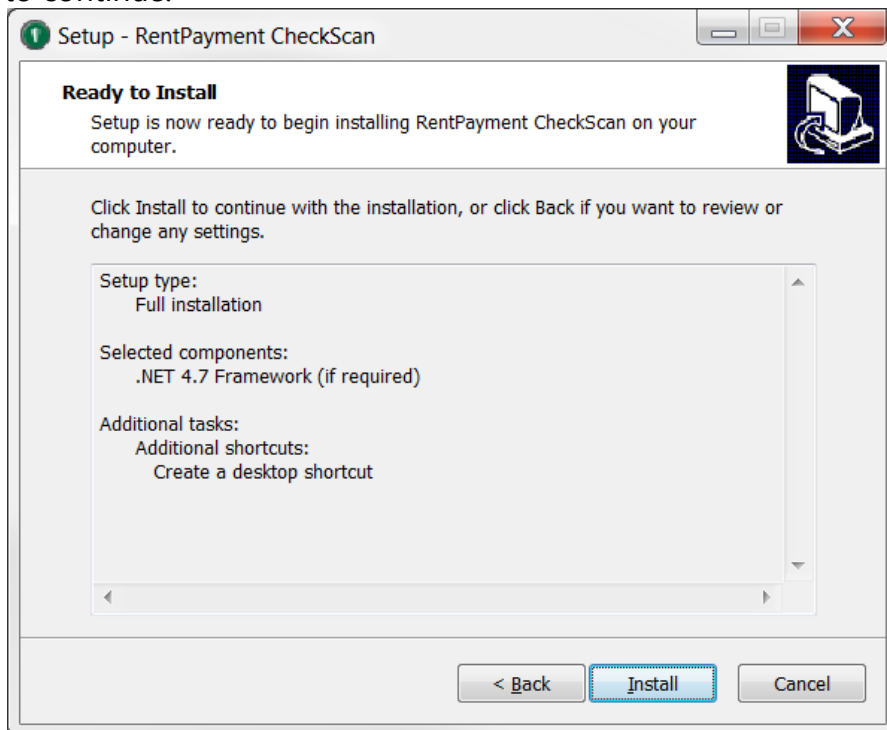
**Figure 4. Select Components**

4. Select the **Create a desktop shortcut** box and click **Next**.



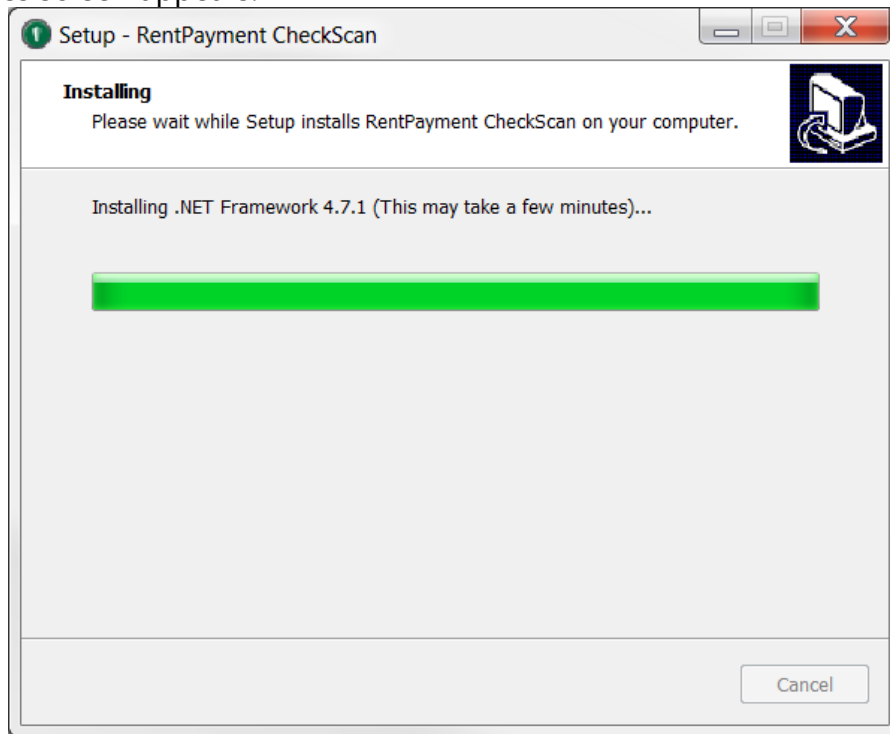
**Figure 5. Desktop Shortcut**

5. Click **Install** to continue.



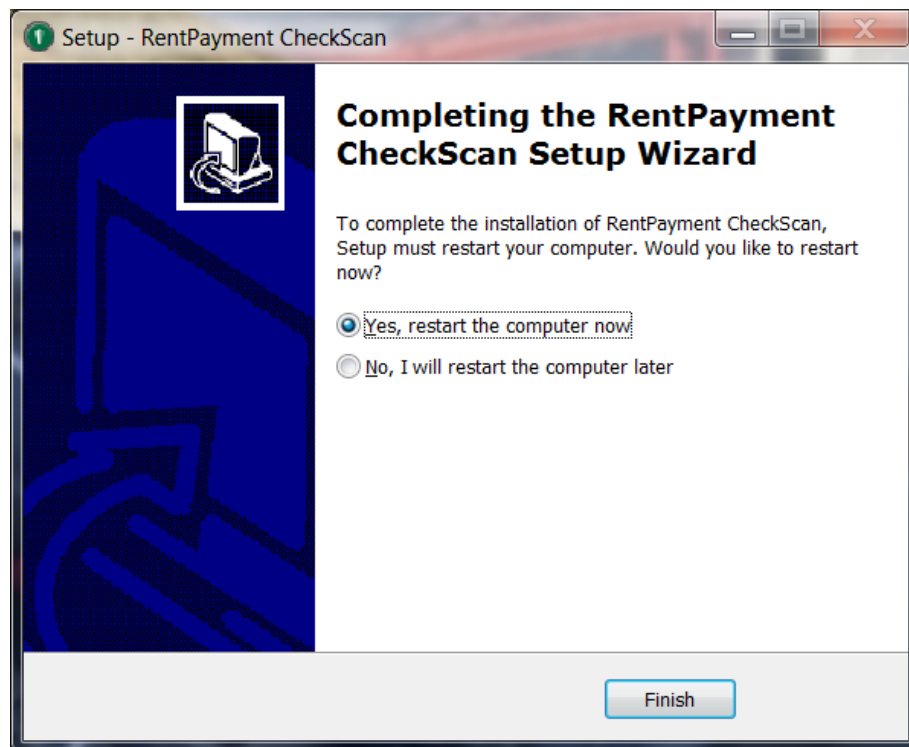
**Figure 6. Install**

A progress screen appears:



**Figure 7. Installation Progress**

6. Accept the default, **“Yes, restart the computer now”** option. Click **Finish** to complete the installation process.



**Figure 8. Complete Installation**

# Using CheckScan

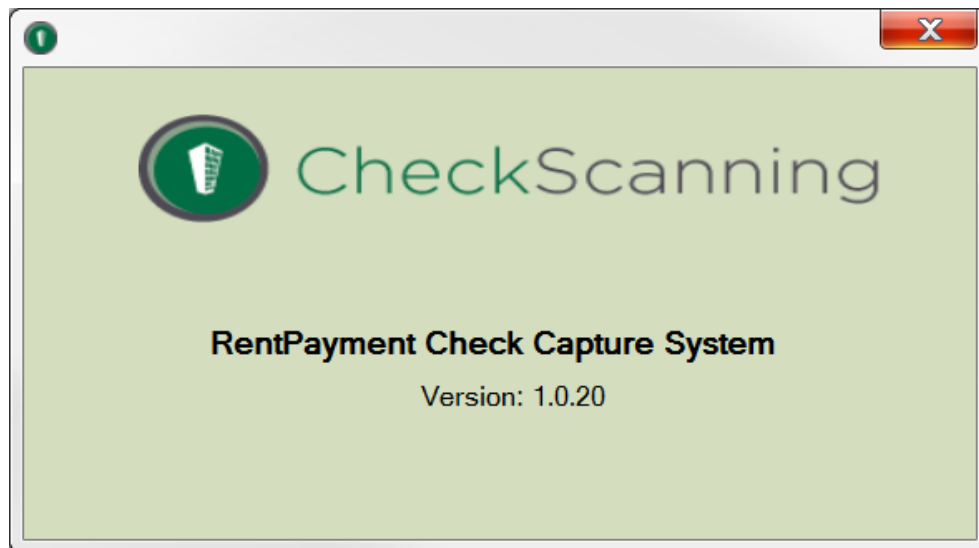
## Running a Tape

Before scanning checks, we recommend that you run an adding machine tape of the items to Total Amount and Number of Checks to Scan and set your tape machine to provide a count of the items totaled. This tape will help you reconcile the total and number of the check items later after they are scanned. After the tape is run, you are ready to scan the checks.

1. Click the **RentPayment CheckScan** desktop icon to launch the CheckScan utility.

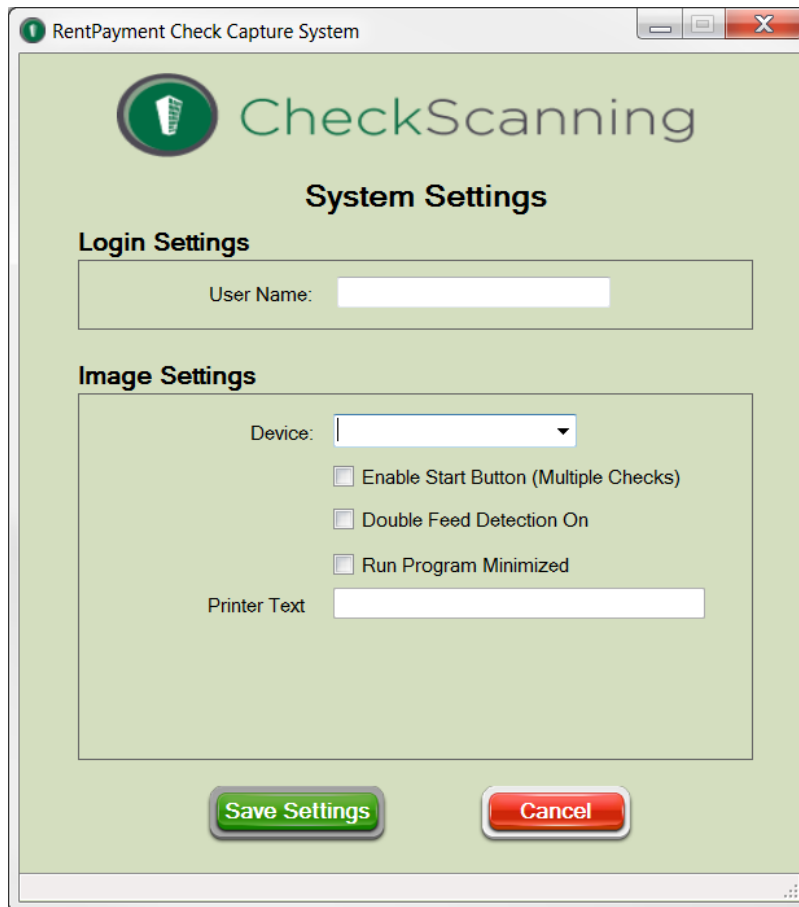


The following splash screen appears.



**Figure 9. CheckScanning**

2. In the **System Settings** screen that appears, enter your **User Name** in the appropriate field.

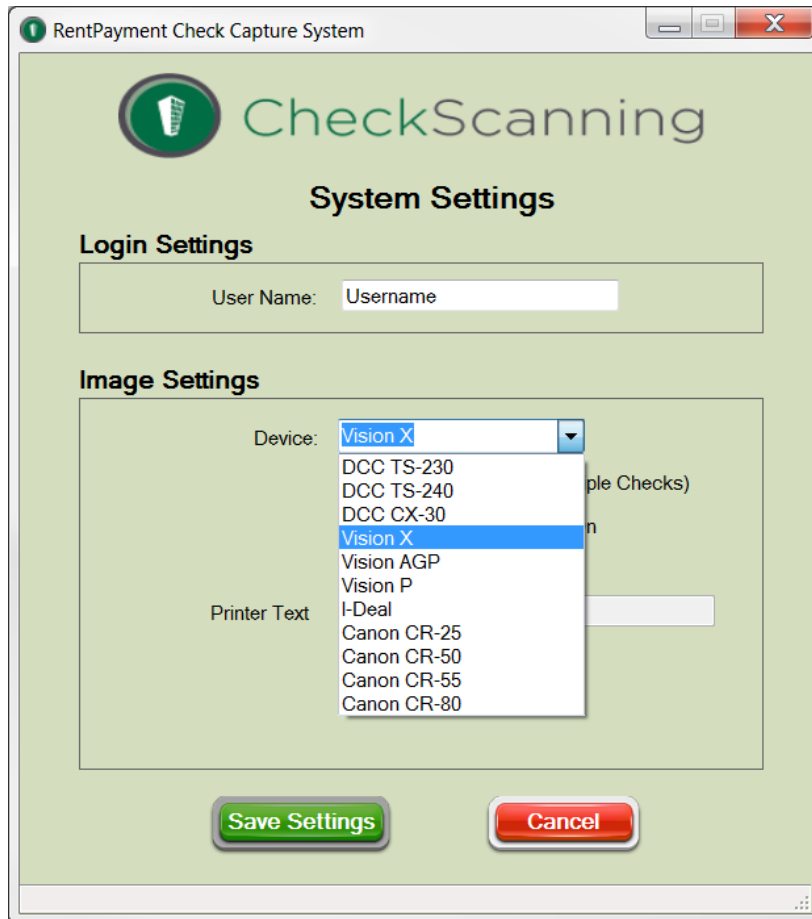


The screenshot shows a window titled "RentPayment Check Capture System" with a green background. At the top left is a logo for "CheckScanning". The main heading is "System Settings". Under "Login Settings", there is a text input field labeled "User Name:". Under "Image Settings", there is a "Device:" dropdown menu, three unchecked checkboxes: "Enable Start Button (Multiple Checks)", "Double Feed Detection On", and "Run Program Minimized", and a text input field labeled "Printer Text". At the bottom are two buttons: "Save Settings" (green) and "Cancel" (red).

**Figure 10. System Settings**

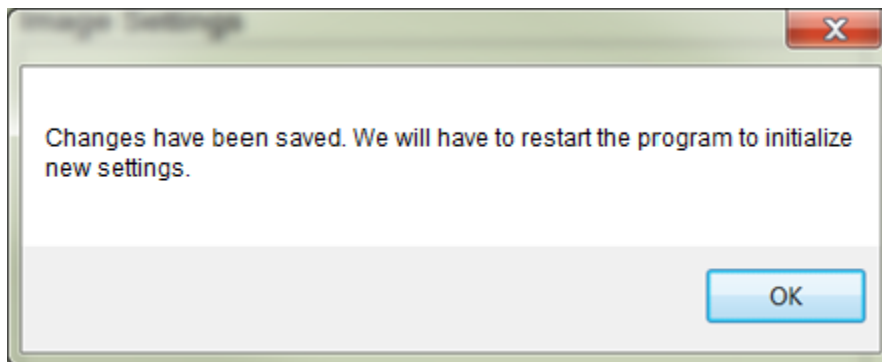
3. Leave the three check box options beneath the **Device** field blank.

- Click the drop-down box in the **Device** field and select the Device name from the list as shown below:



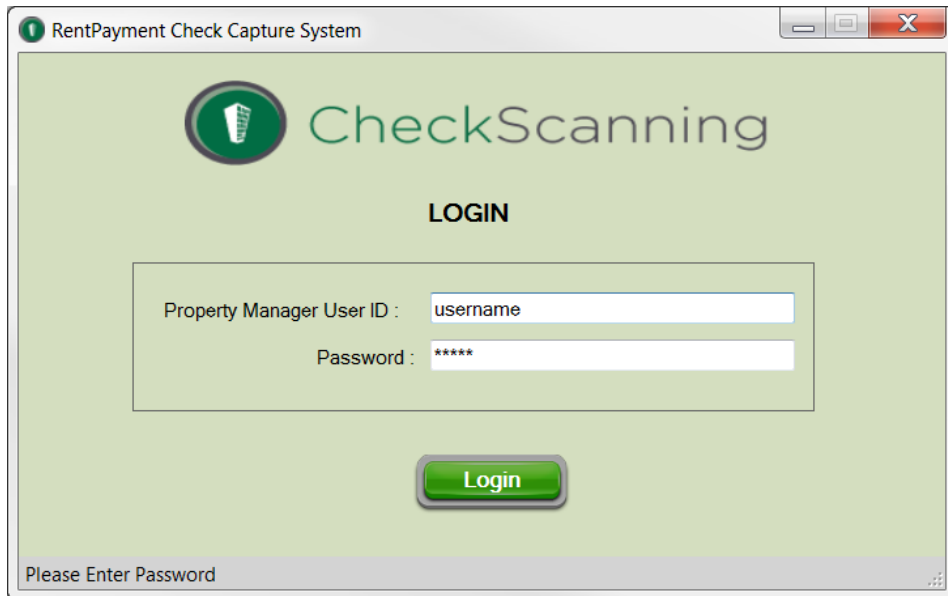
**Figure 11. Selecting Device**

- Click **Save Settings**.
- Should the following prompt appear, click **OK** to restart the utility.



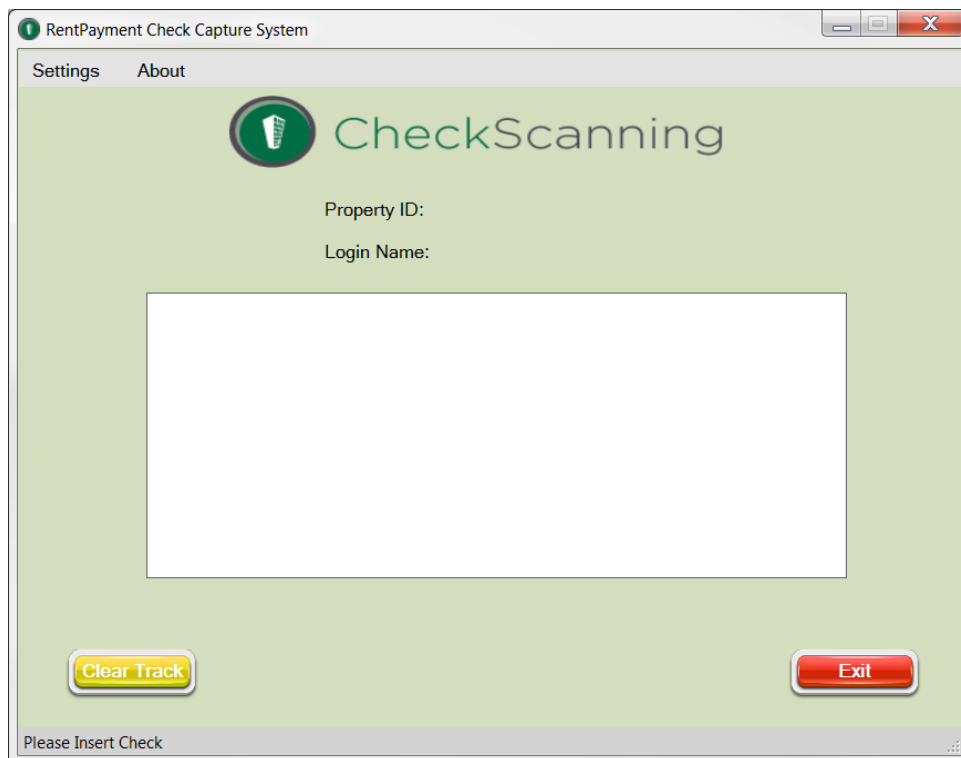
**Figure 12. Restart Prompt**

- Should no prompt appear, restart the utility manually to initialize the Device.



**Figure 13. Login**

- Insert check into scanner.



**Figure 14. Scan Check**

# Using the RentPayment Check Scanner Manager for Digital

The digital check scanning device provides a fast, reliable mechanism to scan multiple checks within a matter of minutes. Check scanning before submitting the daily batch is important and the following good practices are recommended:

1. **Sort Checks** – Gather all the checks ensuring that they are properly organized by size, facing outward (away from scanner), and upright with check number usually in the upper right-hand corner.
2. **Scan Checks** – Scan check with front facing away from middle of the Digital check scanner device. The Digital check reader will scan the Routing (ABA), Account and Check numbers.



**Figure 15: Example of Check Placement in Digital Check Scanner**

3. After you are logged-on to the RentPayment.com website, insert your stack of checks to scan to the front of the auto feed slot. Make sure to insert checks



sorted by size with the MICR line down and the front of checks facing to the outside of the device. Check scanning should begin automatically.

A test is executed to verify the device is accessible over the network before scanning begins. This test can take 1 to 2 seconds before scanning commences, so please be patient for operation to begin after clicking on the link.

Once all checks have passed through the device, scanned check images and MICR data have been uploaded to the RentPayment server, and you are ready to assign the scanned checks.

## Scanned Check Assignment

It is possible to scan checks when not logged in; however, we recommend that you log in to the RentPayment website before scanning checks.

After check scanning is completed, you can select the **New Scanned Checks** link or Refresh the browser windows to display newly scanned checks.

- Scanned check assignment is an important step in the check scanning process! Scanned checks will not be batched and submitted to the bank for processing unless assignment is completed.
- Checks are assigned based on the image on the screen, not the paper check. Make sure you look at the scanned image of the check when assigning checks.

What is scanned check assignment? This is an easy process where the check scan operator performs five essential steps using the RentPayment system online:

1. **Amount** – Enter the **written** amount into the Amount field.
2. **Assignee** – Identify the resident making the payment in the \*Existing Person or \*New Person field.
3. **Review** – Examine all auto populated information that is picked up from the check scanning. Confirm the type of check instrument (ARC or IRD) – more explanation to follow on page 30.
4. **Assign** – When all the above information is accurate, click the Assign button.
5. **Submit** – Confirm total using the adding machine tape total and submit the batch.

These functions are described in detail in the sections that follow.

# Logging on to RentPayment

When you are ready to begin assigning scanned checks, proceed to login to RentPayment. You may login by either of the following two options:

## Login Option 1

1. Launch an internet browser, navigate directly to the RentPayment home page ([www.rentpayment.com](http://www.rentpayment.com))
2. Select the link to Login in the upper right-hand corner:

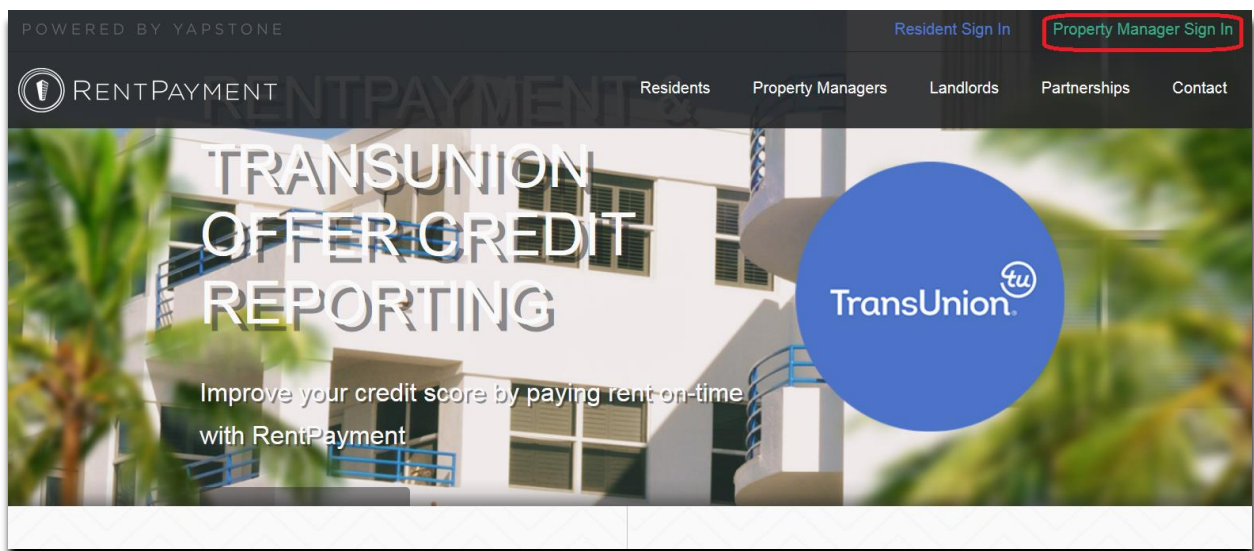


Figure 16: Link to Login on [www.rentpayment.com](http://www.rentpayment.com)

3. Click on the **LOGIN** link on the right-hand side, indicated above by a red outline.

## Login Option 2

1. Launch an Internet Explorer browser and navigate directly to [www.rentpayment.com/pay](http://www.rentpayment.com/pay) to navigate to the Login page.

By using either of the two login options, the following Login page for RentPayment will be displayed:

**Figure 17: RentPayment Login Page**

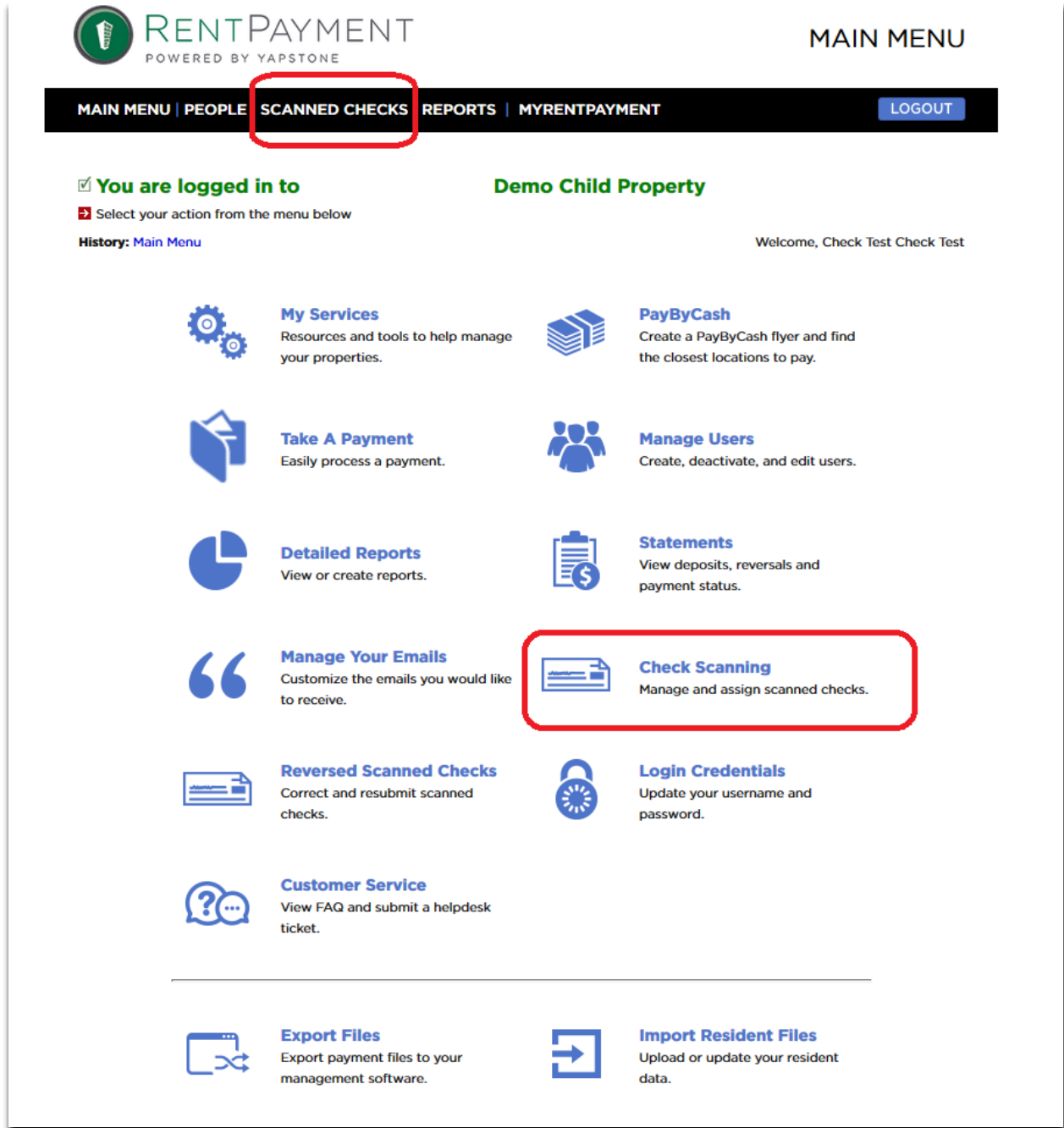
2. Enter the Username and Password provided to you to manage RentPayment online activity for your property.

If you have not been provided login information, or you have forgotten your access information, first try to contact your Security Manager within your organization. If you do not know who your Security Manager is within your company, or if they are unavailable and you need to proceed, contact your network administrator or RentPayment to obtain your login information.

## Accessing the Scanned Checks Page

To access the Scanned Checks page on Rent Payment, perform the following:

1. Select the **Login** button after entering your Username and Password. If your login information is valid, the following Main Menu screen will appear.



**Figure 18: RentPayment Main Menu**

- From this main menu, you may select either of the links outlined in red in the figure above to start scanning checks and perform scanned check assignment.

The **SCANNED CHECKS** link in the title navigation bar at top and the **Check Scanning** link on the right column both direct you to the same page to assign checks.

After clicking on either of the aforementioned links from the Main Menu, a **Scanned Checks** page like **Figure 19** will display:

## Key Elements

Notice a couple of key elements in this Scanned Checks window:

**Unassigned Checks:** Immediately after physically scanning checks, these items will appear in the **Unassigned Scanned Checks** area. These items must be Assigned and submitted before the items will be batched to be processed at the bank.

The screenshot shows a web interface for scanned checks. At the top, there are two navigation links: 'Main Menu' with a house icon and 'New Scanned Checks' with a document icon. Below this is a section titled '8 UNASSIGNED SCANNED CHECKS' with a link for '[Account Mappings >>]'. A table lists 8 checks with columns for Scan Date, Amount, Check #, Account #, Routing #, and Action. The table is followed by a note for Property Managers. Below the table is a section titled '0 ASSIGNED SCANNED CHECKS' with a text box indicating 'No Assigned Scanned Checks.'

	Scan Date	Amount	Check #	Account #	Routing #	Action
1	2 Aug 2018 14:01:14 PDT	To be Keyed	2677	#2609	101005027	Assign >> Delete >>
2	8 Aug 2018 11:42:35 PDT	\$1000.00	3204	#2536	101005027	Assign >> Delete >>
3	8 Aug 2018 11:42:44 PDT	\$600.00	2689	#2621	101005027	Assign >> Delete >>
4	9 Aug 2018 15:01:31 PDT	To be Keyed	8319	#4567	123456780	Assign >> Delete >>
5	10 Aug 2018 10:49:18 PDT	\$1000.00	3204	#2536	101005027	Assign >> Delete >>
6	10 Aug 2018 10:49:40 PDT	\$1000.00	3204	#2536	101005027	Assign >> Delete >>
7	10 Aug 2018 14:58:20 PDT	To be Keyed	None	#0	?	Assign >> Delete >>
8	10 Aug 2018 14:58:29 PDT	To be Keyed	8314	#4567	123456780	Assign >> Delete >>

Note: Property Managers can edit the amount or Key In the amount on Check Assign Page in case of any discrepancy

**0 ASSIGNED SCANNED CHECKS**

No Assigned Scanned Checks.

**Figure 19: Unassigned Scanned Checks on Scanned Checks Page**

**Assigned Checks:** After assignment, items will be moved from the Unassigned Checks to the Assigned Checks area (see above example).

---

**Note:** Resolve all Unassigned Checks and either Assign or Delete them as appropriate.

---

Resolving all Unassigned Checks before processing a new batch of items will help you manage groups of scanned checks and ensure they are processed successfully.

To Assign a check, select the link labeled **Assign >>** below the Action column heading on the right-side for the check item. You must assign each individual check to successfully submit a batch of scanned checks.

## Deleting Checks When Errors Occur

Deleting an item is occasionally required if a scanned check item did not scan correctly and must be rescanned. Deleting may also be necessary if check items were scanned in error more than once. To Delete a check, select the link labeled "Delete >>" for the check.

### Common Errors

The following common errors will require a check to be deleted and/or rescanned:

- **?????????:** When a check is scanned, the reader may not capture all the data effectively and will display on the Checks Scanned display as **?????????**. This **REQUIRES** the check to be **deleted** and rescanned.
- **Duplicate Checks:** Once checks have been scanned, the user should review the checks to ensure duplicate checks have not been scanned. If the user finds a check scanned more than once, simply **delete the check**.
- **Upside-down and Backwards Checks:** Ensuring that the checks have been placed in an **upright, front-facing position** before the checks are run through the DIGITAL check scanning machine, will avoid any upside-down scanned checks appearing. If upside-down checks occur, simply **delete the check and rescan** in the correct position (see below example). Also, backwards checks are not allowed; if the front-side check image is on bottom, and the back-side image is on top, the item must be deleted and re-scanned.
- **Double-fed Checks:** Checks that may have been fed into the DIGITAL check reader, will need to be deleted, separated to ensure they will be fed separately and rescanned through the check reader successfully.

**REMINDER** Before deleting a check that has been scanned, be sure to locate the corresponding paper check(s) and set aside any check items that must be rescanned.

## Assigning Scanned Checks

After selecting the **Assign >>** link for an unassigned check in the **Scanned Checks** page, a page will display like the following:

<< Previous | Check #8314

### ASSIGN SCANNED CHECK

**Scott Houlihan** B. \*Existing Person/\*New Person  
 505 Sansome Street, 8th  
 San Francisco, CA 94111  
 866-289-5977

DATE 1/3/08 D. Check Number **1747**

PAY TO THE ORDER OF ESSEX \$ 1000.00  
A. Written Amount one thousand dollars only

FOP Scott Houlihan Jan. 2008 Rent  
E. Routing # F. Account #

\* Amount \$  .00

Note: Please review the amount before submitting. If the Amount displayed is not correct, please change it

\* Assign To [Click here to select a Person](#)

OR  
 \* New Person First  Last  Unit

Checks scanned for a new person field are non-integrated and must be manually entered into your accounting software.

\* Name on Check

Check #

Routing #

Account #

Scan Date

Process as IRD

\* Street

\* City

\* State/Province

\* Postal Code

Country

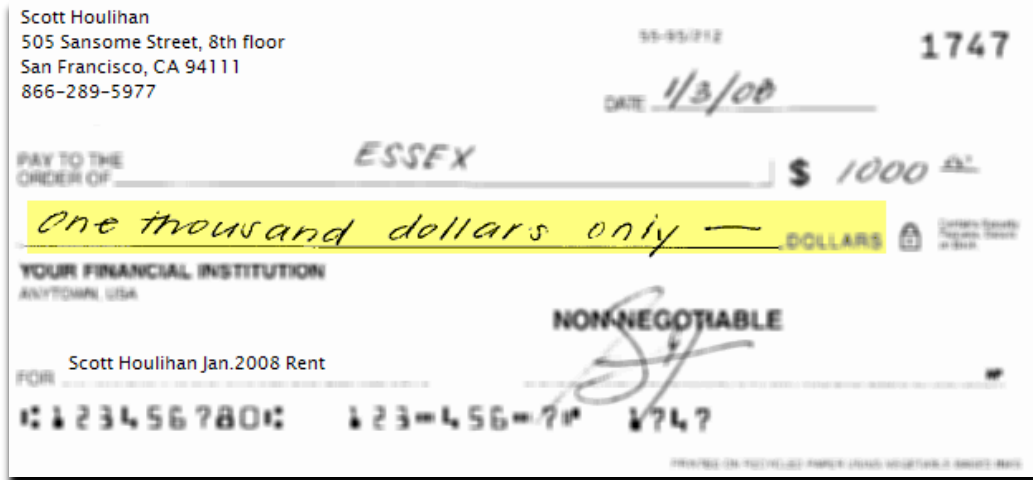
[Assign Check](#)

[X Delete Scanned Check](#)

**Figure 20: Assign Check Page**

Follow these steps when assigning checks. Verify and enter the following information to assign the check:

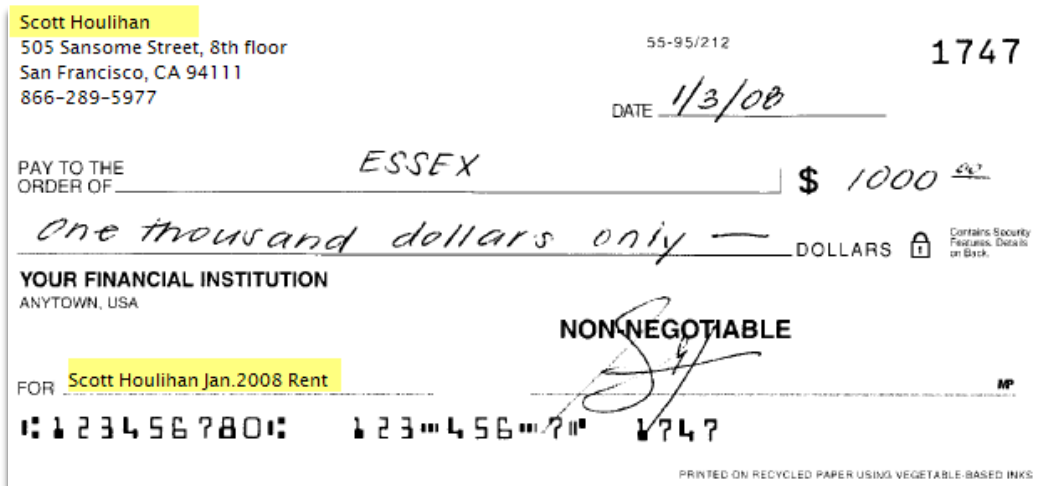
1. **Amount** – Enter the **written** amount into the \*Amount field.



**Figure 21: Assigning Check**

Enter the correct written amount into this field. An incorrect entry can cause problems that will require communication with the bank.

2. **Assignee** – Identify the resident making the payment in the \*Existing Person or \*New Person field. Examine the Payee and/or Comments to Confirm Resident to Assign the Check.



**Figure 22: Verify Resident**



3. **Review** – Examine all auto populated information that is picked up from the check scanning. Confirm the type of check instrument (ARC or IRD) – more explanation to follow on page 21.
4. **Assign** – When all the above information is accurate, click the Assign button.
5. **Submit** – Confirm total using the adding machine tape total and submit the batch.
6. Sometimes, the reader may not be able to identify all the numbers in the Account or Routing Numbers. In this instance, any numbers that cannot be read will appear as question marks (???). Should this occur, delete and rescan the check item.
7. Before deleting a check that has been scanned, be sure to locate the corresponding paper check(s) and set aside any check items that must be rescanned.

## Confirming Check Amount

Check scanning does not automatically read the amount of the check; this information is hand-written or printed on checks and it is not included in the MICR line pre-printed on a check. The operator is required to confirm and enter the amount of the check during assignment. An image of the check is provided online, so the operator may read the amount from the image on screen to confirm and enter the amount.

---

**Note:** You can expand the image to full-size by clicking on check image itself.

---

Clicking on the image opens a new window in full-size display mode that can be more easily read, as follows:

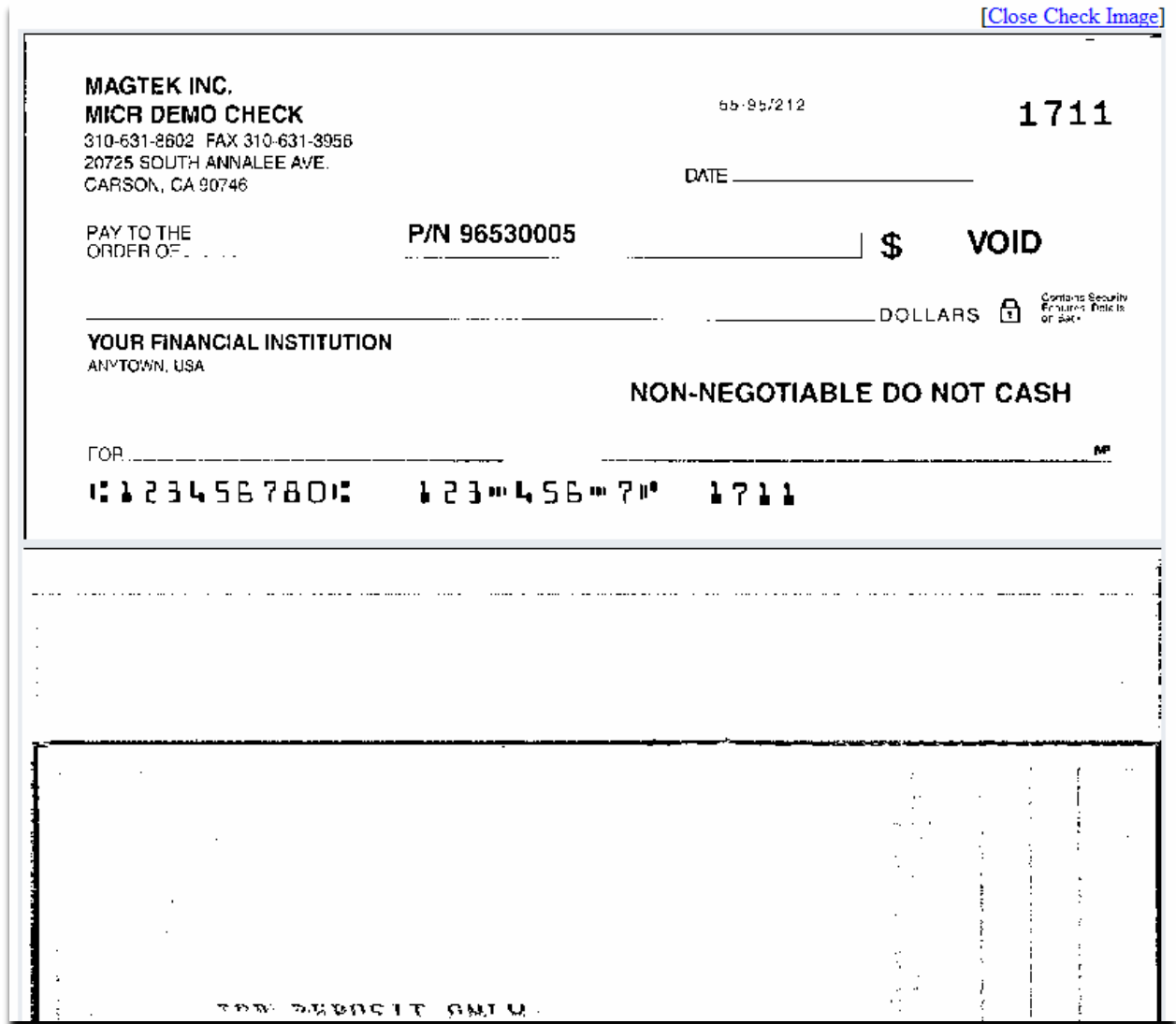


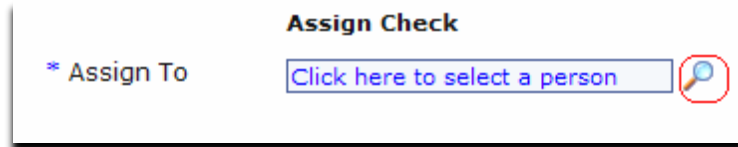
Figure 23: Online Check Image

You may close the full-size display by either clicking on the **Close Check Image** link in the upper right-hand corner or selecting the Windows close button ("X") for the browser window.

## Assigning the Check to a Resident

The check scanning operator is required to confirm or select the resident and unit to apply the check. Resident data is regularly uploaded to the system, and so there is an easy interface for the check scan operator to select the resident from the system.

Simply select the magnifying glass icon next to the textbox labeled **Click here to select a person** to proceed. The icon is indicated in the figure below by the red circle outline:



**Figure 24: Assign Check Icon to Select Person**

After selecting the magnifying glass icon, a Quick Search window is displayed allowing you to enter information to find the resident to apply the check:

**Figure 25: Quick Search for Person Information**

Enter a first and / or last name to search upon and select the button labeled **Search People >>** to proceed.

If you want to search by other criteria besides first or last name, you may select the **Advanced Search** link. The **Advanced Search** window will display as follows:

The screenshot shows the 'ADVANCED SEARCH' window with a '[Quick Search >>]' link in the top right corner. The form contains the following fields and options:

- Search Type:** A dropdown menu set to 'CONTAINS'.
- Include:** A dropdown menu set to 'Active & Inactive People'.
- External ID:** A text input field.
- Name:** A text input field.
- Address:** A text input field.
- City:** A text input field.
- State/Province:** A dropdown menu.
- Postal Code:** A text input field.
- Phone:** A form with three input boxes for area code, number, and extension, separated by parentheses and a hyphen.
- Email:** A text input field.
- SSN:** A text input field.
- Username:** A text input field.
- Property:** A dropdown menu set to 'Yardi Voyager API Demo Child Property'.
- Last 4 of Account #:** A text input field.
- Full Account #:** A text input field.

At the bottom of the form is a green button labeled 'Search People' with a right-pointing arrow.

**Figure 26: Advanced Search for Person Information**

After entering search criteria and selecting the **Search People >>** button in either the **Quick** or **Advanced Search** windows, a page will be returned with results, if any are found.

**Note:** When searching by Unit Number, enter unit number as it displays in Yardi accounting software.

The following window is an example of the **People Search Results** found when searching on the last name of **Jones**:

PEOPLE SEARCH RESULTS			[New Search >>]
Person	IDs	Resident Fees	
<b>Ashley Breitner</b> 01-07J t0017009 65 POPLAR DRIVE ROSLYN NY 11576 ASHLEYBREITNER@GMAIL.COM	Tenant Code: t0017009	<b>DEFAULT (26 Oct 2007):</b>	
	Roommate Code: t0017009	Credit : 2.95% (minimum: \$4.95)	Card : 2.95% (minimum: \$4.95)
	Balance: \$0.00	Debit : 1.00% (minimum: \$4.95)	eCheck : \$2.95
		<b>ONLINE (30 Apr 2018):</b>	
		Credit : 2.95% (minimum: \$4.95)	Card : 2.95% (minimum: \$4.95)
		Debit : 1.00% (minimum: \$4.95)	eCheck : \$2.95
		<b>PHONE (5 Apr 2018):</b>	
		Credit : 2.95% + \$9.95 (minimum: \$4.95)	Card : 2.95% + \$9.95 (minimum: \$4.95)
		Debit : 1.00% + \$9.95 (minimum: \$4.95)	eCheck : \$12.90
		<b>IN PERSON (5 Apr 2018):</b>	
	Credit : \$0.00	Card : \$0.00	
	Debit : \$0.00	eCheck : \$0.00	
	<b>AUTO PAY (5 Apr 2018):</b>		
	Credit : 2.95% (minimum: \$4.95)	Card : 2.95% (minimum: \$4.95)	
	Debit : 1.00% (minimum: \$4.95)	eCheck : \$2.95	
	<b>TEXT MESSAGE (30 Apr 2018):</b>		
	Credit : 2.95% (minimum: \$4.95)	Card : 2.95% (minimum: \$4.95)	
	Debit : 1.00% (minimum: \$4.95)	eCheck : \$2.95	
	<b>CASH (30 Apr 2018):</b>		
	Credit : \$0.00	Card : \$0.00	
	Debit : \$0.00	eCheck : \$0.00	
	<b>EMAIL (30 Apr 2018):</b>		
	Credit : 2.95% (minimum: \$4.95)	Card : 2.95% (minimum: \$4.95)	
	Debit : 1.00% (minimum: \$4.95)	eCheck : \$2.95	
	<b>MOBILE WEB (30 Apr 2018):</b>		
	Credit : 2.95% (minimum: \$4.95)	Card : 2.95% (minimum: \$4.95)	
	Debit : 1.00% (minimum: \$4.95)	eCheck : \$2.95	
	<b>PHONE (5 Apr 2018):</b>		
	Credit : \$0.00	Card : \$0.00	
	Debit : \$0.00	eCheck : \$0.00	
	<b>DEFAULT (26 Oct 2007):</b>		
	Credit : 2.95% (minimum: \$4.95)	Card : 2.95% (minimum: \$4.95)	
	Debit : 1.00% (minimum: \$4.95)	eCheck : \$2.95	
	<b>ONLINE (30 Apr 2018):</b>		
	Credit : 2.95% (minimum: \$4.95)	Card : 2.95% (minimum: \$4.95)	
	Debit : 1.00% (minimum: \$4.95)	eCheck : \$2.95	
	<b>PHONE (5 Apr 2018):</b>		
	Credit : \$0.00	Card : \$0.00	
	Debit : \$0.00	eCheck : \$0.00	

**Figure 27: Person Search Results Example**

Click on the blue link on the name for the correct resident to assign the check item. After clicking on the link, the **Assign Check** page will display again, now with the resident's name populated in the **Assign Check** field:

The screenshot shows the 'Assign Check' page. At the top, there is a section titled 'Assign Check' with a field labeled 'Assign To' containing the name 'ASHLEY BREITNER' in blue text. Below this is an 'OR' section with a 'New Person' field containing three sub-fields: 'First', 'Last', and 'Unit', all of which are empty. A note below these fields states: 'Checks scanned for a new person field are non-integrated and must be manually entered into your accounting software.' At the bottom, there is a 'Check Info' section with a field labeled 'Name on Check' containing the name 'ASHLEY BREITNER'.

**Figure 28: Assign Check Page with Resident Selected**

**Note:** The RentPayment system recalls check assignments to residents in the past. If the same account and routing number combination has been assigned to the resident previously, the system may automatically indicate which resident to apply the check.

Even when a resident is selected automatically, please ensure the check you are scanning is applied to the selected resident.

## Processing a Check as IRD

If an item is to be processed as an IRD (Image Replacement Document), then the check box indicated by the red outline in the figure below should be selected:

The screenshot shows a checkbox labeled 'Process as IRD' which is checked. To its right is a dropdown menu with the text 'One Time Only' and a downward arrow.

**Figure 29: IRD Selection in Assign Check Page**

All scanned checks can be categorized as **ARC** (Accounts Receivable Check) or **IRD** (Image Replacement Document).

**ARC** (Accounts Receivable Check) items include all checks drawn on personal checking accounts.

**IRD** (Image Replacement Document) or **Check 21** check items including business checks, money orders, and cashier's checks.

**Opt Out:** On occasion, a customer may request that they not have their checks scanned. In that case, they either need to pay their rent by money order or cashier check, e-check, or by credit card.

The two options in the drop-down menu for **Figure 29** will be: One Time Only // Always.

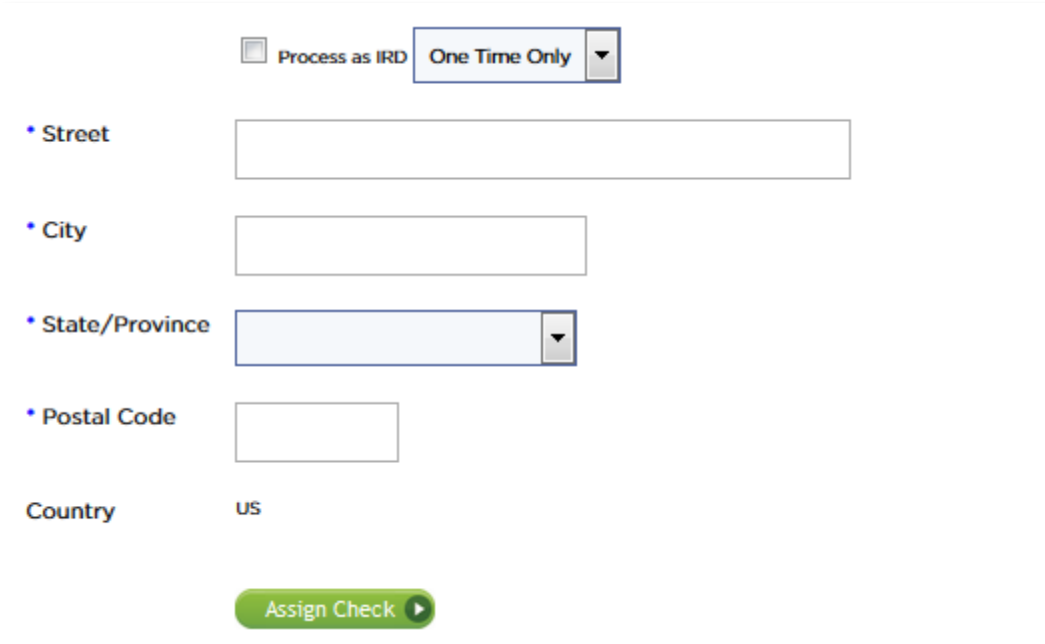
---

**Note:** After an item has been marked to Process **IRD - Always**, the drop-down menu will not appear on future check assignments. This will occur when the system recognizes that the account and check number combination was marked previously to always be processed as IRD.

---

## Confirming the Billing Address

If the scanned check is a personal check written out by your tenant, the billing address should match the check.



The screenshot shows a form for assigning a check. At the top, there is a checkbox labeled "Process as IRD" which is unchecked, and a dropdown menu currently set to "One Time Only". Below this are several required fields, each marked with a red asterisk:

- Street:** A text input field.
- City:** A text input field.
- State/Province:** A dropdown menu.
- Postal Code:** A text input field.
- Country:** A text input field containing the value "US".

At the bottom of the form is a green button labeled "Assign Check" with a right-pointing arrow.

**Figure 30: Billing Address in Assign Check Page**

If the scanned check is an IRD check, you can choose to fill in the address page with the tenant's address or the bank's address, as the bank will recognize this as an IRD check and will allow the payment to process.

## Deleting a Check

---

**Important:** Please refer to the [Common Errors](#) section that may require you to delete a check.

---

Should a check have been scanned upside-down or a duplicate check may have been scanned, the user can delete the check easily.

To Delete a check, there are two options:

1. **Delete from the Scanned Check Page:** When ????? are seen in the Check, Account, or Routing Numbers in the list of Unassigned Checks, the operator can delete those items, locate the corresponding paper checks, and set them aside to rescan.

To directly delete a check from the **Scanned Check** page, simply select the **Delete>>** option.

	Scan Date	Property	Check #	Account #	Routing #	Action
1	26 Jul 2007 21:44:02 PDT	Jason	None	#0272	000008002	Assign >> Delete >>
2	18 Dec 2007 13:47:30 PST	Jason	415208487	#5076	121000358	Assign >> Delete >>
3	19 Dec 2007 10:14:55 PST	Jason	0000000000001?1?	#0	123456780	Assign >> Delete >>
<b>Incomplete Check Scanned generated ?? marks.</b>						
4	19 Dec 2007 10:15:16 PST	Jason	1716	#4567	123456780	Assign >> Delete >>

**Figure 31: Deleting a Check from the Scanned Checks View**

2. **Delete from Check Assignment Page:** If the operator notices problems when viewing the check image during assignment (for instance, two checks scanned in error at same time), select the icon to delete the scanned check.



**ASSIGN SCANNED CHECK**

**Payment**

\* Amount \$

Note: Please review the amount before submitting. If the Amount displayed is not correct, please change it

**Assign Check**

\* Assign To [Click here to select a Person](#)

OR

\* New Person First  Last  Unit

Checks scanned for a new person field are non-integrated and must be manually entered into your accounting software.

**Check Info**

\* Name on Check

Check #

Routing #

Account #

Scan Date

Process as IRD

\* Street

\* City

\* State/Province

\* Postal Code

Country

Figure 32: List of Unassigned Scanned Checks

## Batch Submission

After the last unassigned check is assigned to a resident, the system will automatically return the user to the **Scanned Checks** page. Now that checks have been assigned, the **Scanned Checks** page reflects some new elements as shown below:

0 UNASSIGNED SCANNED CHECKS [Account Mappings >>]

No Scanned Checks.

---

5 ASSIGNED SCANNED CHECKS

	Scan Date	Person/Unit	Property	Check #	Account #	Routing #	IRD	Action	Amount
1	25 Jun 2007 19:30:37 PDT	<a href="#">Jessica Jones</a>	Highland Landing	1443	#9502	121137522	Yes	Unassign >> View >>	\$1,772.40
2	25 Jun 2007 19:33:33 PDT	<a href="#">Petrina Smith</a>	Highland Landing	5547	#2311	321171184	No	Unassign >> View >>	\$600.90
3	25 Jun 2007 19:33:43 PDT	<a href="#">Tiffany Smith</a>	Highland Landing	9999	#0355	122000496	Yes	Unassign >> View >>	\$719.20
4	25 Jun 2007 19:33:52 PDT	<a href="#">Patrick Almond</a>	Highland Landing	415208487	#5076	121000358	Yes	Unassign >> View >>	\$1,423.80
5	25 Jun 2007 19:34:27 PDT	<a href="#">Steve Herman</a>	Highland Landing	1317	#6188	322271627	No	Unassign >> View >>	\$651.20

\* Control Total: \$

Batch Name (Optional):

Figure 33: Scanned Checks Page with Assigned Scanned Checks

As shown by the red circle outline, a new field is present labeled **Control Total**. This field initially has a value of zero.

To Submit a Batch:

1. Review and compare the adding machine tape total vs. the **Scanned Checks** total.
2. Enter the grand total of the checks into the **Control Total**.
3. Enter a **Batch Name**. While this is optional, it is recommended as it allows you to organize your batches and file them accordingly.
4. Select the **Submit the Batch** button.

We recommend assigning all checks together in the same group that was totaled by the adding machine tape and running them at the beginning of the process.

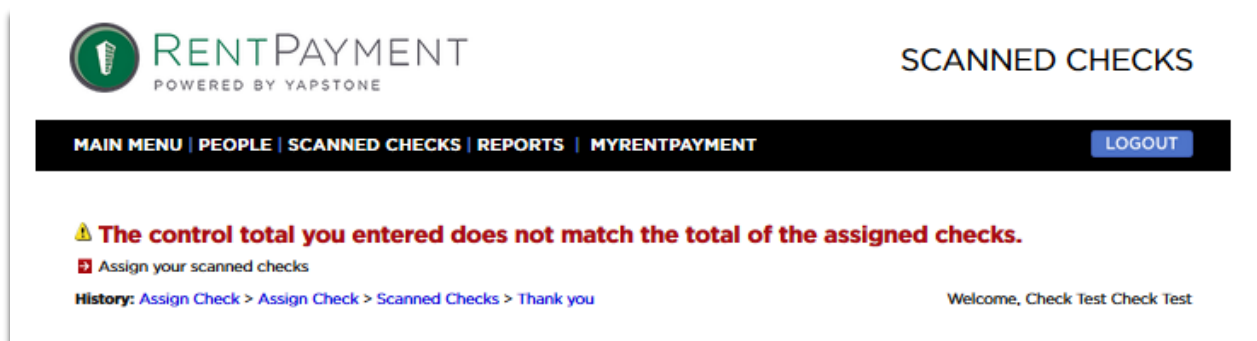
5. After you have assigned the items, enter the adding machine tape total as a **Control Total** before selecting the **Submit the Batch** button to confirm that the totals are correct. Taking this precautionary step will guarantee the check totals are accurate.

---

**Note:** If a **Control Total** that does not equal the total of the assigned checks is submitted, the following message will alert you (refer to **Figure 34**).

---

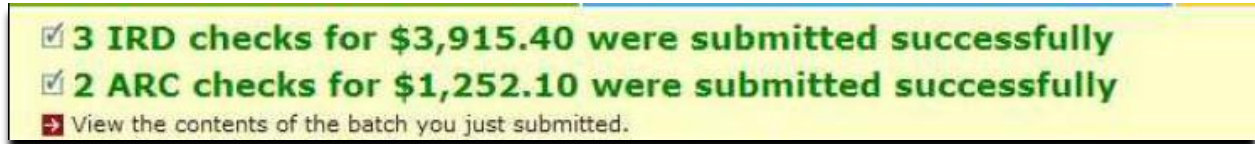
If this occurs, you may need to review your tape and ensure the correct **Control Total** was entered. Also, you may need to review the physical checks and the assigned scanned checks and reconcile if an item was skipped or entered incorrectly.



**Figure 34: Control Total Does Not Match on Scanned Checks Page**

- Review and compare the physical checks to the **Assigned Checks** page to allow you reconcile seamlessly.

Assuming the correct **Control Total** amount was entered, and valid scanned check amounts were assigned, the total of the assigned checks should match the **Control Total**. Upon success, a screen like the following should appear:



**Figure 35: Success Message**

Notice that IRD and ARC items are subtotaled; most banks receive these types of items in separate batches. These batches appear as two separate deposits to the bank account, so they are subtotaled to assist reconciliation purposes.

At this point, you have completed the check scanning process!

Checks that have been successfully assigned will be automatically paid to the property's bank account.

*Submitted batches are processed Monday - Friday at 5:00 PM Pacific Standard Time. All batch corrects must be completed prior to 5:00 PM for the batch to be processed that day. Any batches submitted after 5:00 PM will be processed the following day (Saturday, Sunday & Bank Holidays excluded).*


## Running a Transaction Activity Report


After a batch has been submitted, run a **Transaction Activity Report** to confirm checks have been scanned.

- In the Main Menu select **Reports**; then select **Transaction Activity**.
- In the Search Menu select the date range of the scanned checks you would like to retrieve.
- In the **Filter By** option mark the **Scanned Checks** box and then click the **Search Transactions** button to initiate the search.
- To receive results by email simply enter your email address in the **Email Results To** field at the bottom of the page.

A sample Transaction Activity Report search page is shown below:

### TRANSACTION ACTIVITY SEARCH

**\* From**    14 ▾   Aug ▾   2018 ▾   00:00 ▾   

**\* To**        14 ▾   Aug ▾   2018 ▾   23:59 ▾   

**Filter by**     Created    Created+Pending    Batched    Not Batched

**Amount**     \$  .  00 (Optional)

Include service fees in search results


Only return a transaction **count** (no actual search results)

Show up to 20,000 search results

Show subtotals by payment type


Show non-integrated payments





---

**Property**     

Sort Search Results by Property

---

**Filter By**      **All Transactions**

-  All Payments
  -  Credit Card Transactions
    - Visa
    - MasterCard
    - Discover
    - American Express
    - Debit Card
    - International Card
  - PayByCash
  - Payout Payment
  - ACH Bank Transactions
  - Scanned Checks
  - Representments
-  Refunds (Credits)
-  Reversals (Chargebacks)

**Figure 36: Transaction Activity Report**

## Understanding the Transaction Flow

When a transaction is processed, the status will change depending on its state. The transaction flow is as follows:

**Processing:** The transaction is submitted for Processing, and will remain in a Processing status until the

system submits the transaction to the bank for settlement.

**Processed:** The transaction has been submitted to the bank for processing.

**Cancelled:** Transaction has been voided (NOTE: once a transaction has been Processed / submitted to the bank for processing, it may not be cancelled, only reversed).

**Reversed:** The transaction has reversed (due to NSF / non-sufficient funds, for example).

## Fixing Errors Before Batch Submittal

There are two major types of errors that could occur when processing checks:

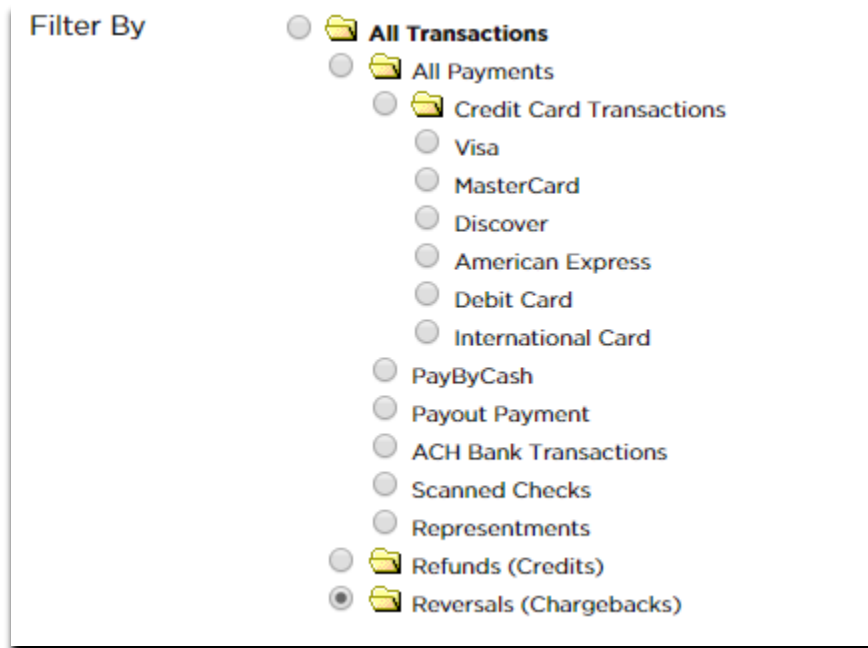
1. **Scanned for wrong amount:** This can occur when the operator enters the Amount field incorrectly when assigning the check.
  - **Before Batch Submission:** Delete the assigned check, rescan, and enter the correct written amount and Assign.
  - **After Batch Submission:** MUST contact Bank to inform them of the error and what steps are necessary to correct the situation.
2. **Scanned to wrong account:** This can occur when multiple checks are scanned at same time (double-feed).
  - **Before Batch Submission:** Delete the assigned check, rescan each check, and enter the correct *written* amount and Assign.
  - **After Batch Submission:** MUST contact Bank to inform them of the error and what steps are necessary to correct the situation.

## Using Returned Items Transactions Reports

A returned items report can be viewed, printed, and saved from the RentPayment system for any customer who has a returned item at any location.

1. To view the report, go to **Reports > Transactions**.
2. Select all desired criteria and place a check mark in Check Scanned and Reversals.

3. This will retrieve all the Checks Scanned that Reversed during the selected date range (refer to **Figure 37**).



**Figure 37: Check Mark to Filter By Scanned Check Reversals**

## Checking Reversal Descriptions

There are many reasons why an ACH (Electronic Check) transaction may be returned, and these same reasons apply to scanned checks including ARC and IRD check items.

In this section we highlight the most common return codes and explanations.

**R01** = NSF or insufficient funds

**R02** = Closed bank account

**R03** = Unable to locate the account. The account number "fits" the banks account number syntax but can't be located.

**R04** = Invalid account number. Like R03 but the account 3 syntax is wrong, meaning too many digits, etc.

**R07** = Authorization revoked. Chargeback-The customer has gone to their bank and signed an affidavit stating they revoke their assent to payment.

**R08** = Stop Payment

**R10** = No authorization. Chargeback-Customer signs an affidavit at the bank stating "I never gave permission for the debit"

**R29** = Corporate or Business account chargeback.

## Frequently Asked Questions (FAQ)

1. What happens if a check is scanned twice? What is the behavior when the system encounters an account and check number combination that has been previously scanned?

On assignment, the system will flag the user that the same check number has already been assigned. This security feature helps to prevent the user from accidentally scanning the same check multiple times. This system check will be performed indefinitely throughout the future once a check is scanned and assigned.

2. How are reversals handled? How can the property management personnel initiate representation of a reversal item?

When bank integration is involved, **RentPayment** generally recommends the client to instruct banks not to resubmit automatically. If a RentPayment customer wants their bank to resubmit automatically, they will need to handle potential reconciliation issues.

If the client wants property managers to have the facility to represent reversal items, that feature can be enabled in the user interface online. Contact your security manager in your organization or contact RentPayment directly if you want to enable this functionality.

4. When a malfunction occurs, how to verify if item scanned?

Login to RentPayment and check the **Scanned Checks** page. If items are scanned with "?????" characters for account, routing and check number, or if image information is illegible for a check item, it is likely that an invalid image was scanned due to malfunction. Instead of assigning the invalid scan, it is recommended to delete the image and rescan the check item as appropriate.

5. What is a charge back and when would such a notification be generated? What recourse does the property management company have when a transaction is charged back?

A transaction may result in a charge back when the customer disputes credit card charge. A customer may instruct their institution to charge back an item due to suspected fraud. A charge back reason code of **no authorization** indicates the charge was disputed by the resident, so it was charged back by the resident's bank.

When some resident disputes a charge with their bank, the recourse is to contact the resident and request a new payment.

There is no way to submit the same payment again after some resident disputes a charge with their bank and it is charged back.

Perhaps the resident was not aware that the scanned check item would appear as an electronic check payment on their bank statement, and so they did not associate the charge on their statement with the checks they submitted. You may want to confirm that with the resident, so they understand how scanned checks appear on their statement.

## Support

For RentPayment support please contact customer service:

Phone: (866) 289 5977

General Customer Support Email: [customerservice@rentpayment.com](mailto:customerservice@rentpayment.com)

Technical Account Management Email: [accountmanagement@rentpayment.com](mailto:accountmanagement@rentpayment.com)

## Best Practices

For usage tips and best practices, check out the following video:

[Panini Vision X Operator Training Video](#)