



Merchant Instructions

Follow These Simple Instructions And You'll Be Ready To use Check Collect to recover your NSF checks quickly and easily! If you have any questions, please call the Check Collect Merchant "Hot Line" at **(254) 399-0607**

IMPLEMENTATION:

- Announce to staff that **Check Collect™** is being installed as your NSF recovery service and how the service will work within your organization. Ensure all staff at all locations is trained to deal with your check writers. (See below)
- Your financial institution should forward all bounced checks for collection by **Check Collect**. For fast and efficient recovery we will need your help in ensuring that this happens. If you happen to receive return (bounced) checks directly from your financial institution, please forward them to the processing center **immediately** and call your local Check Collect representative. They will ensure that your financial institution forwards all dishonored items to the processing center directly.
- Explain to all staff (all locations) the process for getting authorization to collect funds electronically. For instance, rubber-stamp the checks at the point of sale, prior agreement with check writer, etc. (see below).
- Place door and point of sale labels in highly visible / conspicuous locations so check writers are aware of your check acceptance policy.
- Explain to the staff how to address customer concerns (see below).

NOTICE TO CUSTOMERS:

- Proper signage must be installed to comply with current regulations on electronic NSF check recovery. **Check Collect** has point of sale labels as well as entrance labels to inform your customers of the current check acceptance policy. Please ensure this signage is in place. Labels are available at no cost from your Check Collect representative.
- Proper signage is required to protect you from liability in cases where the validity of collected funds is in dispute with the check writer.
- Proper signage acts as a visible deterrent to potential bad check writers.

CHECK WRITERS AT THE POINT OF SALE:

- Instruct your staff to respond to check writer inquiries with the following; **"We can now collect dishonored funds electronically without having to inconvenience you."**
- If additional explanation is required, state the following, **"To save you money and keep our costs down we now use modern electronic efficiencies that saves you both embarrassment and time."**
- In the event a check writer declines to authorize the check for electronic recovery, your staff may request an alternate form of payment. However, it is necessary to discourage staff to accept unauthorized checks due to the fact that these checks will not be protected against loss in the **Check Collect** program.

GETTING SIGNED AUTHORIZATION:

- Signature Authorization by the check writer is required for presentation of checks and related state allowed fees electronically for recovery.
- The customer's signature on the disclaimer, or signed prior authorization accepting your business' check acceptance policy insures that your NSF checks may be collected quickly and efficiently.
- Now that you are set up with **Check Collect**, you will need to obtain authorization as described above, from your check-writing customers. If your business has point of sale locations, we will provide you with point of sale labels and/or entrance door labels that inform check writers that you reserve the right to electronically collect any dishonored checks and applicable fees. The most common three methods are as follows:
 - **Self-Ink Rubber Stamp**: Provided for you (at no cost) self-ink stamps for use on the front of each check. The stamp provides for signed authorization to electronically recover your NSF checks as well as the applicable state allowed fees. Simply stamp the front of each check, have check writer sign while the cashier is finishing the sale. For your convenience and if required, adequate space is provided for check writer's Drivers License number.
 - **Authorization on Invoices**: When mailing invoices to your customers who pay by check, appropriate authorization language is required on the return stub. Signed authorization on all invoices' return stubs should state, "We gladly accept your check as payment. However, in an effort not to inconvenience you in the unlikely event that these funds are dishonored, we reserve the right to collect them electronically for the face value of the check, plus a \$25 (or legal limit) processing fee. A line for the customer's signature is provided as well.
 - **Credit Card Equipment**: You can also use your credit card terminal at the point of sale to get the signature authorization needed. Your **Check Collect** representative can program many different models of credit card terminals to print an authorization receipt that would be signed by the check writer. This is the same process that your customers would use when purchasing using a credit card. A copy of this receipt will be kept with that drawer's transactions much like the credit card receipts and only used if and when an item cannot be recovered electronically via our process. This is the process used most often to quickly get signature authorization at the point of sale when you have supported VeriFone credit card terminals at the point of sale.
 - **Revocation Slips**: your Check Collect representative will provide Revocation slips to your business. This is a small tear-off sheet that can be handed to your customer explaining the authorization that was provided and the avenue for revoking the authorization should that be necessary.

PAYMENT ON COLLECTED FUNDS:

- **Check Collect** is not a check guarantee program. Funds are only paid after recovery has been made and the funds are released on the returned check.
- Checks are forwarded to the processing center by your financial institution after the checks are presented one time (first presentation), and immediately imaged, coded and data entered into the proprietary **Check Collect** system for collection.

- Once funds have been electronically debited from the check writer's account there is a five-day reversal period in which each financial institution could reverse the electronic transaction. We have found that it is necessary to hold off crediting your account until after this five-day period. Funds are paid on a weekly basis the first Friday after this reversal period expires on each check. This process saves you time and money from an accounting perspective.
- Check recovery is electronically paid on a weekly basis to your merchant account.

IMPORTANT MISCELANEOUS ISSUES:

- When a customer returns to make payment for a NSF check, **DO NOT** accept payment at your location. Instruct the check writer to deposit the funds to the account the NSF was written on, and that you use an electronic recovery service in which all monies are collected behind the scenes and has most likely already been collected.
- If account is "**Closed**" or "**Stop Pay**" you must have the check writer call **Check Collect** at (254) 399-6999 to get this dishonored check resolved.
- If the check writer disputes the collection of funds and/or applicable fees, have them call the **Check Collect** processing center at the number listed on the **Check Collect** Point of sale labels (254) 399-6999.
- If you have questions about reports, payments, or specific checks, please contact **Check Collect** at (254) 399-0607. This is a "**Merchant Hot Line**" **ONLY**.
- You can receive a weekly report via fax, by dialing direct from your fax machine to (254) 399-9250 and follow the voice prompt instructions. You will be prompted for your "Report Back" ID #. (**Should you not have your "Report Back" ID # please contact the Check Collect processing center via your "Merchant Hot Line" number.**)

If you need to register additional locations, or need additional services please contact your local **Check Collect** representative or contact the processing center at the number below.

CONTACTING CHECK COLLECT MERCHANT SERVICES:

- **Merchant Hotline (254) 399-0607** (Please do not give this number to your check writing customers.)
- Fax (254) 399-8800
- E-MAIL info@mail.checkcollect.com

**Check Collect
P.O. Box 21175
Waco, Texas 76702-1175**

Note: It is extremely important that you follow these procedures for Check Collect to work efficiently for your business.