

TeleCheck® LockBox Payment Service FAQs

Why can't I process large-format 9-inch corporate checks?

Today NACHA operating rules limit use of the TeleCheck® LockBox Payment service to consumer check payments.

Why do I have to provide consumer notification to my customers prior to their dropping off or mailing in their payment?

NACHA operating rules require that consumers be notified that their checks are being converted electronically prior to their sending in or dropping off a payment. TeleCheck provides consumer notification guidelines and decals to help our clients properly provide the required notification. Those materials are provided to merchants in a welcome kit that is deployed by TeleCheck upon account activation.

What does "opt out" mean?

With TeleCheck LockBox, merchants may offer their customers the right to choose not to have their check processed electronically. Each merchant's Opt Out parameters may be set individually. Explicit verbiage of your opt-Out process must accompany the consumer notification verbiage/decals. TeleCheck does not provide opt-out verbiage since each merchant practice may be different.

What do I do with the paper check?

For TeleCheck LockBox transactions, NACHA operating rules require that the consumer check be destroyed within 14 days of settlement. It is recommended that the checks be shredded, but ultimately you must make the decision of how to destroy them. For TeleCheck Electronic Check Acceptance® (ECA®) transactions, the voided check is returned to the consumer once the transaction is completed.

What type of reports will I receive/use for reconciliation?

The Eclipse® terminal will provide a detailed close report and summary of the day's activities. In addition, a funding report or CSV funding file will be provided within two business days of settlement, which will detail what was funded, what items were returned (for the non-warranted services) and any adjustments.

For more information, call 800-366-1054 to talk with a TeleCheck customer service representative.

