

## CHAPTER 5

# Payment Management

## Approving or Declining a Suspended Payment

You can approve a suspended payment. Collect Processor then sends the approved payment to the bank for processing. A typical reason why Yardi's third-party service provider suspends a payment is it exceeded a velocity limit.



This feature is only available for payments processed through Yardi's master account with Yardi's third-party service provider.

The following steps describe the process:

- 1 Collect Processor pulls a payment from Voyager or Yardi Payment Processing and sends it to Yardi's third-party service provider.
- 2 Yardi's third-party service provider suspends the payment. The funds from the suspended payment are not deposited in the property's bank account and in Voyager or Yardi Payment Processing, the payment has the status **Processed-Failed**. You can view the payment in the Collect Processor report.
- 3 Yardi technical support reviews the payment:
  - If Yardi technical support approves the payment, you have the option to reprocess it.
  - If Yardi technical support does not approve the payment, it remains suspended and does not appear on the **Dashboard** screen in the banking portal.

For each suspended payment, Collect Processor sends a velocity failure email notification to any users who have the Reprocess Transactions privilege enabled. For more information see "Velocity Failure Email Notifications" on page 82.

- 4 Payments approved by Yardi technical support appear on the **Dashboard** screen.
  - If you approve the payment, Collect Processor sends the payment to the bank and the funds from the payment are deposited in the property's bank account. In Voyager or Yardi Payment Processing, the status of the payment updates to **Processed**.

- If you decline the payment, the payment stays suspended and its status in Voyager or Yardi Payment Processing remains **Processed-Failed**.

### To approve or decline a suspended payment

- 1 Open the **Dashboard** screen. If there are suspended ACH payments, the **Reprocess ACH Velocity Failures** tile appears on screen and if there are suspended CHECKscan payments, the **Reprocess CHECKscan Velocity Failures** tile appears on screen.
- 2 Click the **Reprocess ACH Velocity Failures** tile or the **Reprocess CHECKscan Velocity Failures** tile. The **Dashboard** screen updates to show the **Reprocess ACH Velocity Failures** tab or the **Reprocess CHECKscan Velocity Failures** tab.

Select	Action	Reason	Clearing House	Voyager Bank Code	Property Code	Tenant Code	Transaction Date	Transaction Amount	Voyager Receipt ID	Error Message
<input type="checkbox"/>	Approve		ProfitStars	SAMPLE3	srlzhd	t0018227	09/24/2020	\$156.00	146360	The following velocity exceptions occurred processing the transaction: Single_Amount_Exception. The transaction was suspended
<input type="checkbox"/>	Approve		ProfitStars	SAMPLE3	srlzhd	t0018229	09/24/2020	\$167.40	146361	The following velocity exceptions occurred processing the transaction: Single_Amount_Exception. The transaction was suspended

- 3 If you want to apply the same reason text to multiple payments:
  - a In the **Type In Reason** field (located to the right of the **Submit** button) enter the reason text.
  - b Click the **Apply Reason to All** check box. The reason text now appears in the **Reason** field for all the listed payments.
  - c In the rows for all the payments that you are approving or declining and that you want to apply the reason to, click the check box in the **Select** column.
- 4 If you want to approve one payment, in the row for that payment:
  - a Click the check box in the **Select** column.
  - b In the **Reason** column, enter reason text.
- 5 If you want to decline a payment, in the row for that payment:
  - a Click the check box in the **Select** column.
  - b From the field in the **Action** column, select **Decline**.
  - c In the **Reason** column, enter reason text.
- 6 Click **Submit**.