How to Manage E-Check Payments
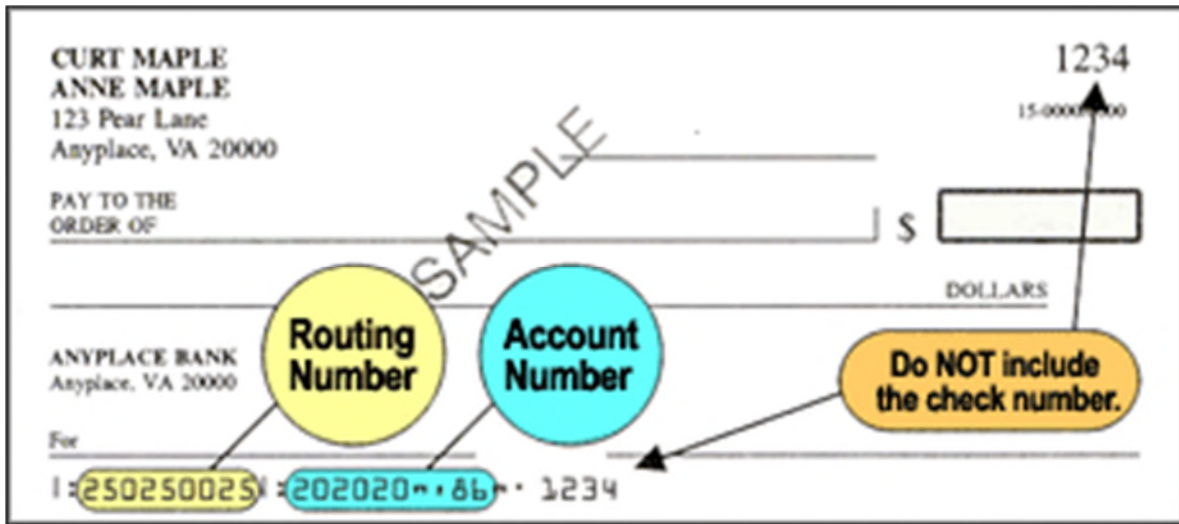
On Reservations Made through the Admin Console

E-Check Payments are posted in a similar manner to credit cards.

Posting Payments on the Guest Extranet

Some companies might prefer to have the guest post their own e-check payment on the guest extranet at the same time as they are signing their Vacation Rental Agreement. In this case, the reservationist would create the reservation and then send an e-mail confirmation containing the guest extranet log in information: a user name and password. Once logged in to the Guest Extranet, the guest will not be able to post a payment until the Lease Agreement is signed. Note in the image below, there is not an option to post a payment because the lease agreement has not been signed.

Manage Your Reservation

Available Guest Extras	+
Sign Lease Agreement	+
Print/Email Confirmation	+

Please note if you have not signed your VRA, then a payment cannot be posted.

If you need to apply changes to a reservation and do not see the option to do so, please call 800-782-6216.

Back/Cancel

In the image below, the guest has signed the lease agreement and the payment options appear.

Manage Your Reservation

Available Guest Extras	+
Sign Lease Agreement	+
Make a Rent Payment	+
Make a Damage Deposit Payment	+
Print/Email Confirmation	+

If you need to apply changes to a reservation and do not see the option to do so, please call 800-782-6216.

Daily Balancing

E-Check payments will appear in their own column on the cash receipts report.

Payor's Name	Res ID	Stay Dates	Total Amount	Check/CC Num	Cash	Check	CC	Echecks
Wednesday, February 24, 2016								
			ALL Offices					
Prelude to Paradise		03/05/2016 - 03/12/2016	$847.87	Visa			$847.87	$0.00
S'noran Away		08/20/2016 - 08/27/2016	$974.49	Visa			$974.49	$0.00
Sand Dollar		06/11/2016 - 06/18/2016	$1,364.77	Check		$787.76		$0.00
Sans Dollars		07/30/2016 - 08/13/2016	$3,689.40	MasterCard			$1,657.15	$0.00
Sarah's Sandcastle		05/14/2016 - 05/21/2016	$1,421.14	Visa			$677.01	$0.00
Sea Mist		04/02/2016 - 04/09/2016	$1,215.10	MasterCard			$692.00	$0.00
Sea Mist		04/02/2016 - 04/09/2016	$1,215.10	MasterCard			$23.45	$0.00
Sea Star - Beachnuts		07/09/2016 - 07/16/2016	$2,954.21	Visa			$1,435.22	$0.00
Sound 'n' Surf		07/02/2016 - 07/09/2016	$1,584.62	Check		$835.11		$0.00
Sounds Perfect		03/25/2016 - 04/01/2016	$1,026.52	Visa			$1,026.52	$0.00
Spray		06/18/2016 - 06/25/2016	$3,428.14	ECheck				$1,814.05
Summertime's Callin'			$300.00	Check		$300.00		$0.00
Tipsy Turtle North		10/08/2016 - 10/15/2016	$2,148.37	Visa			$999.51	$0.00
What A Blessing		08/06/2016 - 08/20/2016	$6,762.62	ECheck				$3,288.87
What A Blessing		03/22/2016 - 03/29/2016	$1,330.21	Visa			$1,330.21	$0.00
What A View		09/15/2016 - 09/18/2016	$1,361.43	ECheck				$671.78
Totals for ALL Offices: 35 item(s), $2,365.99 in cash and checks					$0.00	$2,365.99	$22,502.03	$13,280.16
Totals for Wednesday, February 24, 2016: 35 item(s), $2,365.99 in cash and checks					$0.00	$2,365.99	$22,502.03	$13,280.16

Usually the cash receipts report will balance with the deposit worksheet. The total on the cash receipts report should match the deposit work sheet. VRM creates e-check deposits when the nightly jobs run at 11:20 PM every night. The only time the cash receipts report will not match the deposit worksheet is if a payment is made between 11:20 PM and Midnight. In this case, the cash receipts report total will be greater than the total on the deposit worksheet.

E-Checks ECheck	E-Checks		Deposit # 5,194		
	Amazing Grace	Prepay	84072 February 24, 2016		$566.90
	2980 Yacht Tender	Prepay	85053 February 24, 2016		$450.12
	Almost Heaven	Prepay	84850 February 24, 2016		$1,435.77
	What A View	Prepay	84874 February 24, 2016		$671.78
	Oceanic	Prepay	85017 February 24, 2016		$1,004.34
	Spray	Prepay	84903 February 24, 2016		$1,814.05
	ALL'SWELL	Prepay	85089 February 24, 2016		$1,499.65
	Amazing Grace	Prepay	84234 February 24, 2016		$766.44
	What A Blessing	Prepay	84951 February 24, 2016		$3,288.87
	Dakota Dunes	Prepay	85106 February 24, 2016		$1,782.24
				10 item(s)	$13,280.16
			for this deposit:	10 item(s)	$13,280.16

The next step is to balance the deposit worksheet with the daily settlement report at the e-check Customer Portal. Running today's report will give you yesterday's settlements because the batch settles for the preceding day's transactions at midnight.

To obtain the settlement report go to: https://ssl.selectpayment.com/mp/vrmgr/Home/Page.aspx and login with the admin credentials sent to you when your e-check account was first set up.

Once logged in, select the "Reports" option.

Batch Details

This report gives you the details about a specific batch.

Batch Status	Effective Date	Batch ID	Location Name	Description	Debit	Credit
processed	2/25/2016	1538507050		Settlement		$8,209.05

Customize Report

This option allows you to customize the columns displayed on this report.

Edit Report

Transaction Detail	Type	Description	Reason	Debit	Credit
View	Sale				$566.90
View	Sale				$450.12
View	Sale				$1,435.77
View	Sale				$671.78
View	Sale				$1,004.34
View	Sale				$1,814.05
View	Sale				$1,499.65
View	Sale				$766.44

|	**Credits**
Total Count:	**8**
Total Amount:	**$8,209.05**

Export

Save the contents of this report to a file of tab separated values on your local hard drive.

Export

E-Checks ECheck	E-Checks		Deposit # 5,194	
	Amazing Grace	Prepay	84072 February 24, 2016	$566.90
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	Dakota Dunes	Prepay	85106 February 24, 2016	$1,782.24
			10 item(s) for this deposit: 10 item(s)	$13,280.16 $13,280.16

The Settlement Amount *should balance with the deposit* worksheet but sometimes the Settlement Total on the Settlement Report doesn't match the deposit worksheet in VRM. This can be due to a timing issue or due to returned check items. In the report above, the settlement amount is less than the deposit worksheet due to a timing issue.

The e-check batch is sent to the ACH (Automated Clearing House) for settlement at 9 PM EST. The VRM e-check deposit is created with the nightly jobs each night at 11:20 PM. E-Check payments posted between 9PM EST and 11:20 PM EST will not settle at the e-check portal until the following day but they WILL be included in the day's E-Check deposit in VRM. In the e-check deposit screen image below, the last two items didn't settle at the e-check portal because they were posted after the 9PM cutoff time. In order to get the deposit in VRM to match the batch settlement, the last two items should be removed and added to a second e-check deposit dated for the same day. You will have to manually create and date the second deposit in accounting > deposits > e-checks.
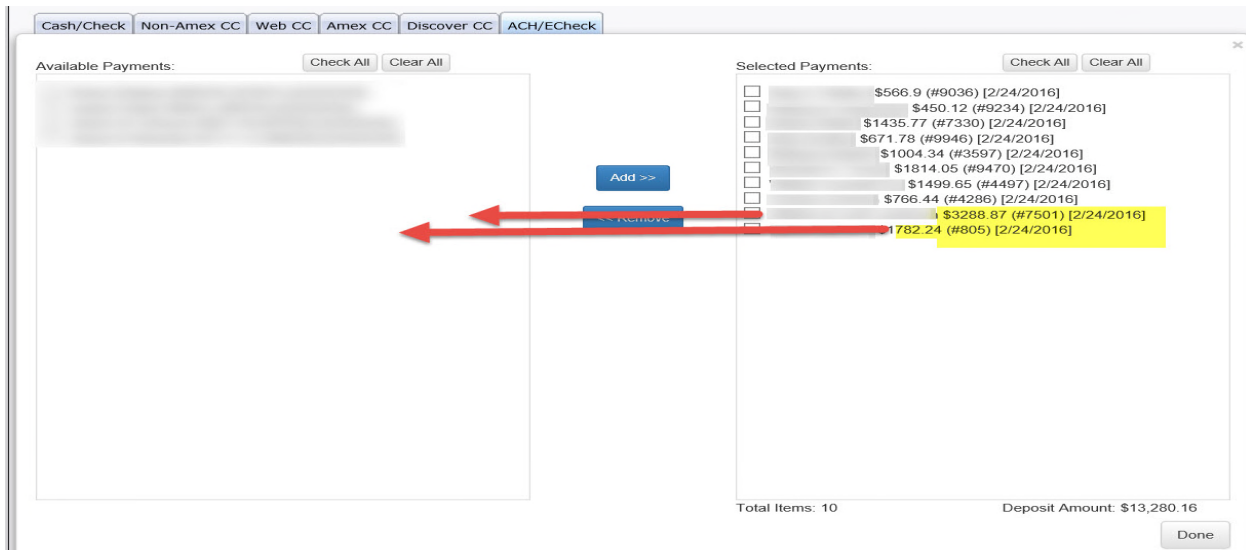
Returned Checks

Returned e-checks are noted on the settlement report and a corresponding bank debit is made for each returned check and is called a "Chargeback." E-Checks can be returned due to invalid account numbers or for NSF.

Batch Details	Batch Status	Effective Date	Batch ID	Location Name	Description	Item Count	Debit	Credit
View Details	processed	2/22/2016	1529520902		Returns	1	$124.91	
View Details	processed	2/22/2016	1531232390		Settlement	22		$18,726.37
View Details	processed	2/23/2016	1531746806		Returns	1	$792.01	
View Details	processed	2/23/2016	1534225618		Settlement	38		$36,860.36
View Details	processed	2/24/2016	1536496646		Settlement	17		$15,461.57
View Details	processed	2/25/2016	1538506582		Settlement	10		$7,970.60
View Details	to be processed	2/26/2016	1538934494		Returns	2	$3,535.09	

Debits
Total Count: 3
Total Amount: ($4,452.01)

Credits
Total Count: 4
Total Amount: $79,018.90

Your settlement report may display returned items. These are items that settled during a previous batch and have now been returned by the ACH. Your bank account will also have been debited as a chargeback for this amount. The debit should be accounted for on the reservation. To determine the reason for the debit. Select the "View Details"

Export

Save the contents of this report to a file of tab separated values on your local hard drive.

Export

The check above was Charged Back due to invalid account numbers. The ACH was unable to locate the bank account.

When an e-check is returned, do not delete the original payment as it will prevent you from reconciling your bank account. Instead, post a negative cash or check payment to the "Pay Receivable" screen under PayUp! And set the date to match the effective date on your settlement report. Once the payment is made, you can edit the payment type to "E-Check" under Payment history on the PayUp! Screen of the reservation.

Contact VRM Support if you have any questions.