

Payment Handling

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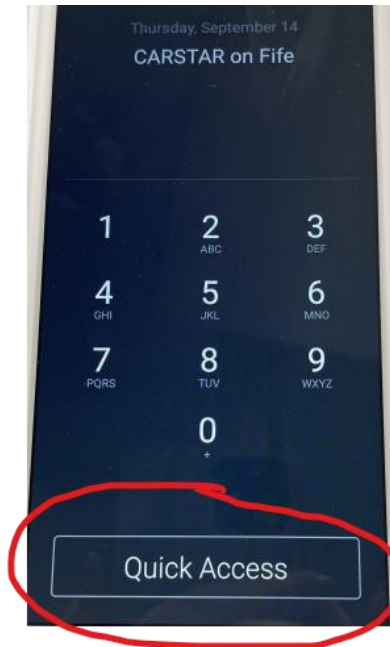
Payment Handling

Debit/Credit Payments

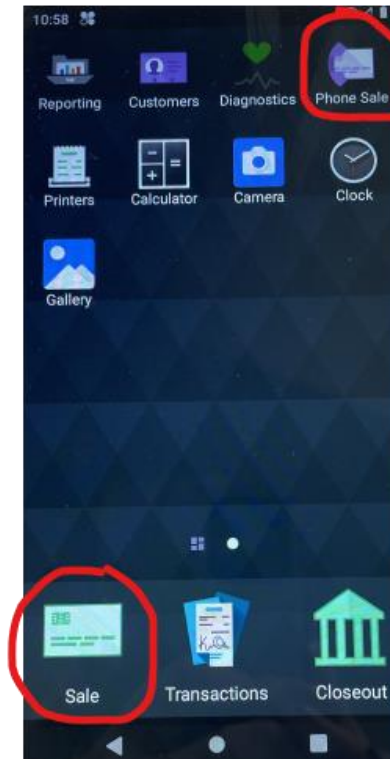
Are taken through the POS (Point of Sale) machines located at the front desk of the office. Currently we are using the Clover Flex POS machine.

Process a Payment:

- Wake the machine by double tapping the screen, or hitting the wake button on the left hand side.
- Tap the "Quick Access" button. The code is used by the Accounting Department/machine administrator for maintenance.

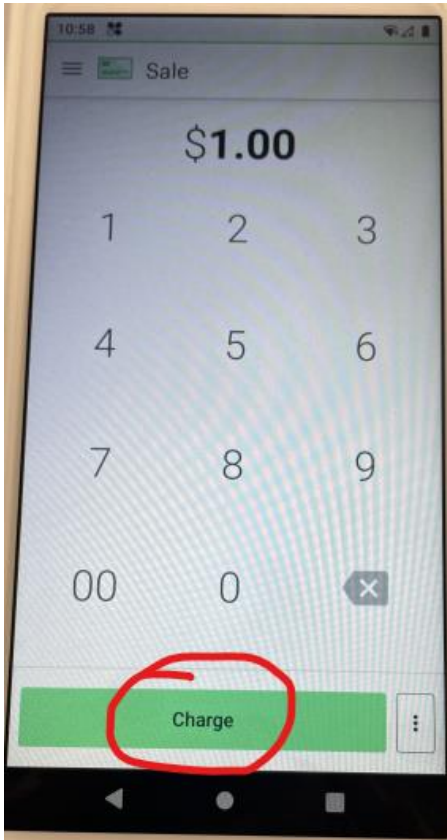


- Tap "Sale", (or "Phone Sale" if you are doing payment over the phone).

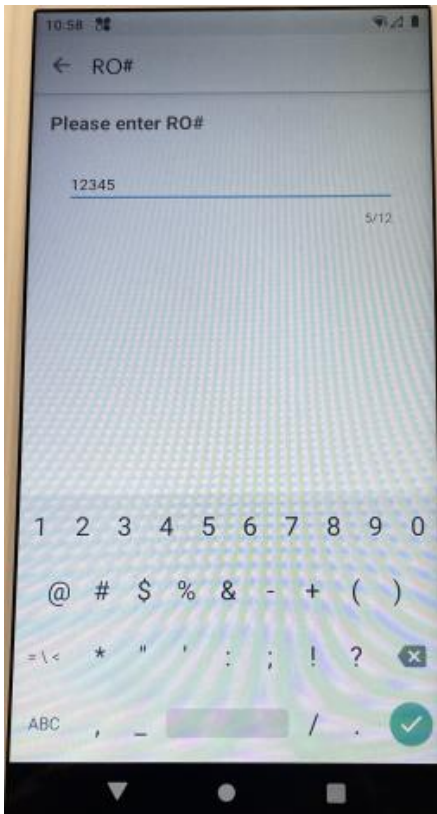


Payment Handling

- Enter in the total amount of the sale and tap “Charge”.

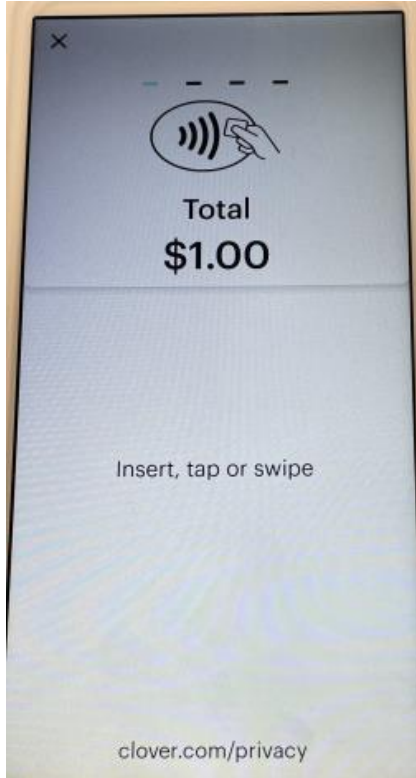


- Enter in the RO number.

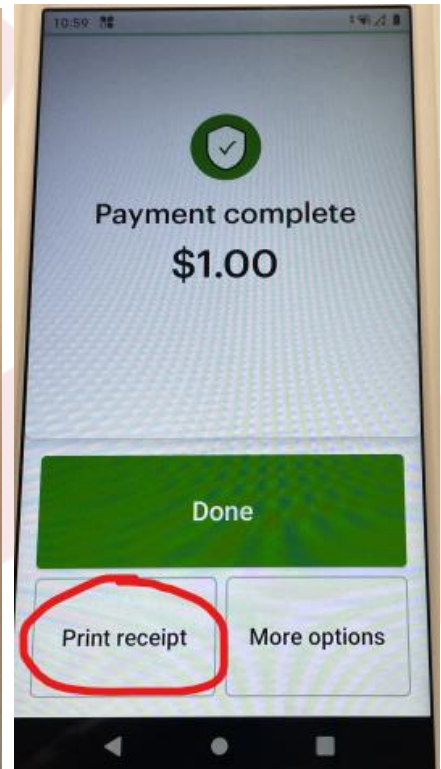
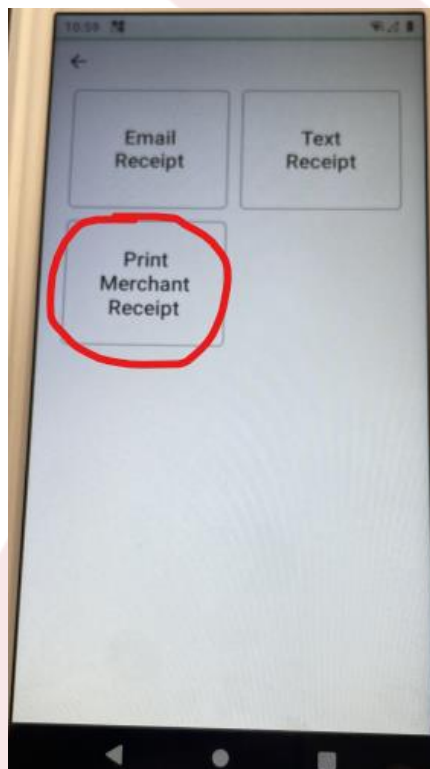
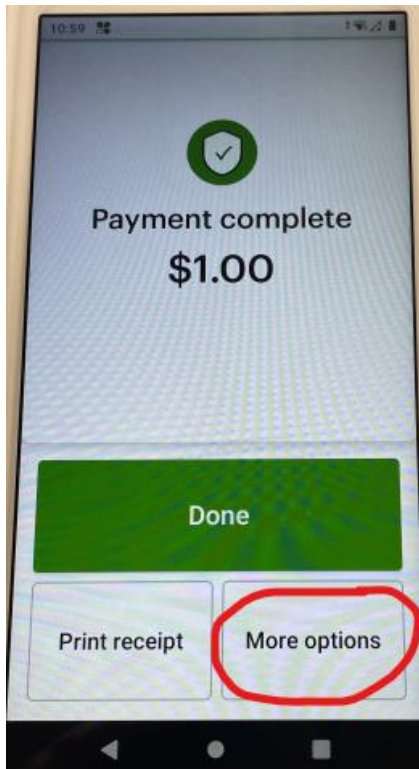


Payment Handling

- The machine will prompt the customer to tap, swipe, or insert their card.

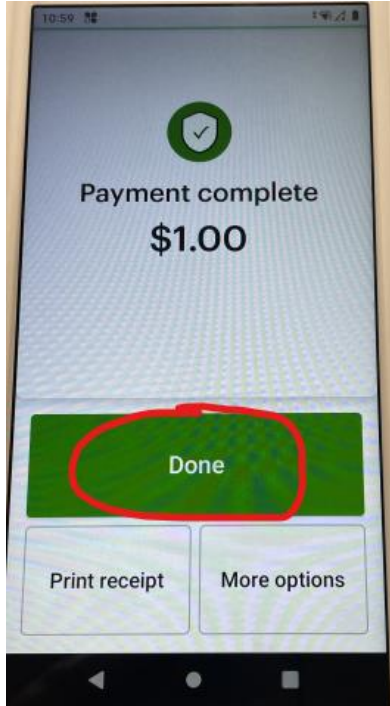


- When the payment is processed correctly it will print once customer receipt.
- If it does not print, tap "More Options", then "Print Merchant Receipt" to print the store copy. Alternatively, you can also tap "Print Receipt" to get another customer copy.



Payment Handling

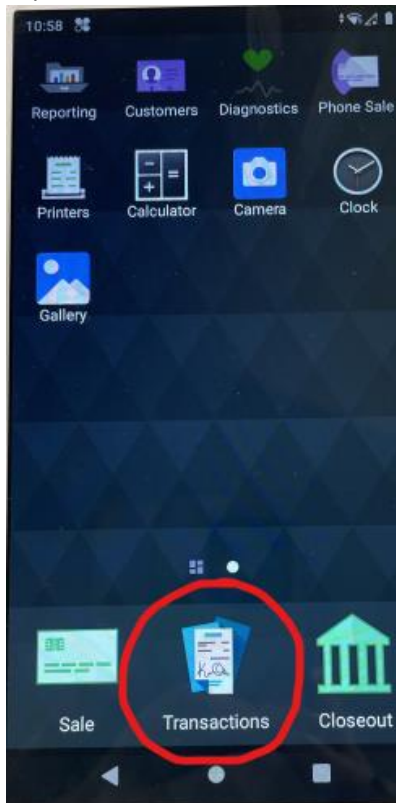
- Tap “Done” to return to the home page.



Reviewing Transactions:

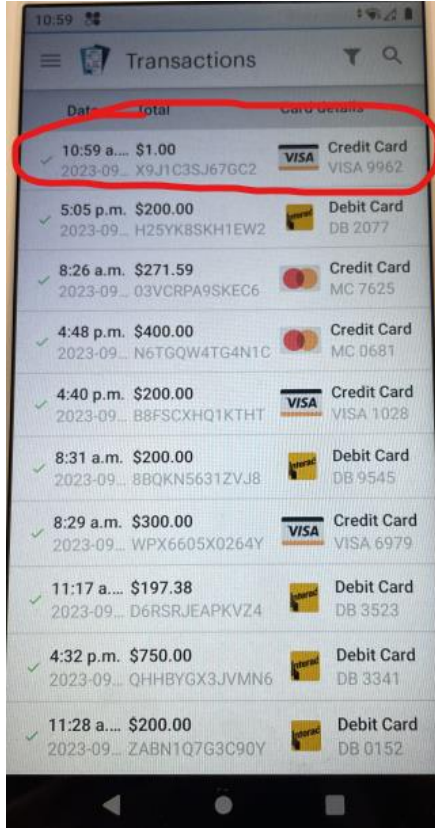
If you need to pull up previous transactions to print a receipt or view details.

- Tap “Transactions”.

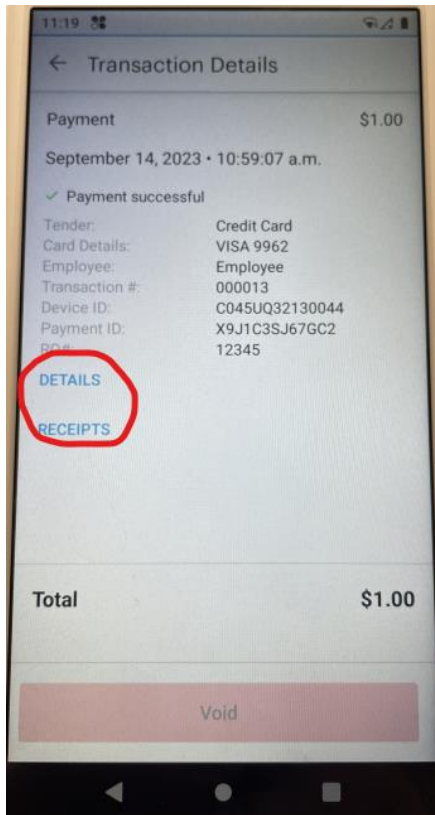


Payment Handling

- Tap the transaction you wish to view.



- Tap either "Details" or "Receipts" for further details on the transaction.

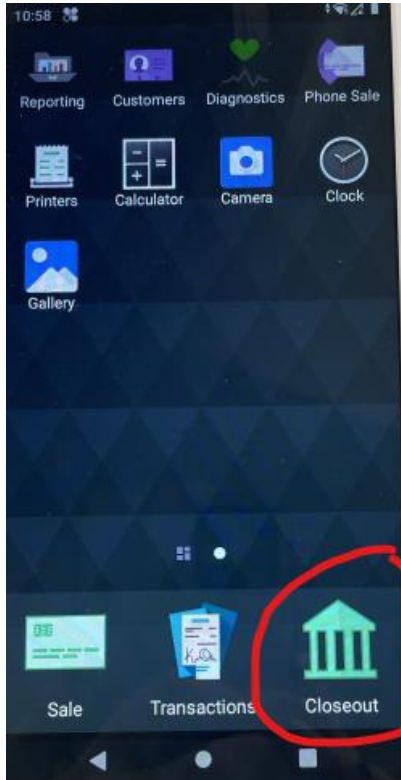


Payment Handling

To Print the Batch Out Report

The machines are programmed to automatically settle/batch out at the end of each day. Do not settle the machine more than once per day!

- From the home page tap "Closeout".

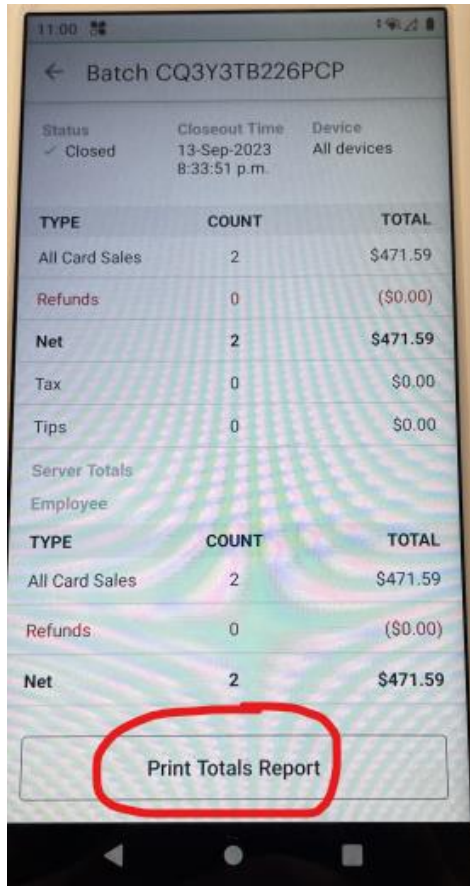


- Select the day you need to print the report for. **NOTE:** It may take 24 hours for the settlement report to be ready.

Batch Time	Total	Status
Current Batch	\$1.00	Open
9/13/23 8:33 p.m.	\$471.59 2 transactions	✓ Closed
9/11/23 8:34 p.m.	\$400.00 1 transaction	✓ Closed
9/8/23 8:34 p.m.	\$700.00 3 transactions	✓ Closed
9/6/23 8:34 p.m.	\$197.38 1 transaction	✓ Closed
9/5/23 8:34 p.m.	\$750.00 1 transaction	✓ Closed
9/1/23 8:35 p.m.	\$500.00 2 transactions	✓ Closed
8/31/23 8:34 p.m.	\$760.30 3 transactions	✓ Closed
8/30/23 8:34 p.m.	\$3,120.24 4 transactions	✓ Closed
8/29/23 8:34 p.m.	\$2,072.74 3 transactions	✓ Closed

Payment Handling

- Tap “Print Totals Report”.



Cheque Payments

Effective July 2023 shop managers will have access to deposit cheques automatically through the National Bank app. Only shop managers will have logins for this app, and it is managed by our Accounting Department Manager.

- Write “Deposit only” on the back of the cheque in the endorsement box.
- Log in to the app to deposit. The process will be very similar to how you would personally deposit a cheque via app.
- Please try and not detach the pay stub from the cheque. Just fold it behind when taking the pictures. The Accounting Department will need this to enter the deposit in Sage.
- Take your time to make sure you type in the right amount being deposited. This is the most important part; just like with bank deposits we want to ensure that the amount being deposited matches the cheque.
- On the pay stub please write “Deposited, Date you deposited, and your signature.”
- Enter onto the deposit slip as usual and attach the cheques.
- Submit your weekly package as usual.

Payment Handling

EFT Payment

EFTs (Electronic Funds Transfer) are automatic payments that are deposited directly into our bank accounts. The following vendors are the most common EFTs you will encounter:

- MPI
- Enterprise Rent-A-Car
- Hertz
- Payments from Head Office

Receiving EFTs:

EFT payments will be sent to the shop email account. These need to be printed and posted into RC promptly and a deposit book log needs to be created.

SCW6555 CARSTAR ON SASKATCHEWAN		ADVICE NO: 9901676655		BANK DEPOSIT DATE: 09/13/2023	
DATE	INVOICE NO/ NO. DE FACTURE	CLAIM NO. NO. DE RECLAMATION	CLAIMANT NAME NOM DE CLAIMANT	AMOUNT MONTANT	
09/06/2023	134445342-48082	0070044553	PROCTOR, JILL 48082	859.06	
09/06/2023	155645342-01	0069636836	TROSKY, SHARON 47992	1,105.98	
09/06/2023	16645342-01	0069233463	MEADOWVIEW ACRES LTD 47883	3,882.22	
09/06/2023	205645342-48054	0069936624	TAYLOR, CELESTE 48004	655.99	
09/06/2023	266454342-99	0069833610	ENTERPRISE RENT-A-CAR CANADA COMPANY 48009	3,413.02	
09/06/2023	290445342-48077	0070059990	RUEL, ALINE 48077	574.30	
09/06/2023	462153342-01	0067371732	MANN, VALERIE 47996	2,399.16	
09/06/2023	470705342-01	0066350583	RAYMOND, ZDENKA 47989	6,952.31	
09/06/2023	490445342-01	0069512306	MONTEITH, LISA 47991	2,344.61	
09/06/2023	522445342-01	0055158460	DAWSON, GRANT 48064	511.47	
09/06/2023	552205342-01	0069627821	FITZGERALD, JOHN 48041	1,762.10	
09/05/2023	5835342-01	0066720835	STGERMAIN, NICOLLE 47889	1,194.63	
09/06/2023	737545342-01	0055279184	DAWSON, GRANT 48086	346.66	
09/06/2023	758345342-01	0067729734	DAWSON, GRANT 47985	2,967.76	
09/06/2023	7669242-99	0069585224	RYBACK, AARON 47979	1,672.14	
09/06/2023	796669242-47899	0069418436	MEADOWVIEW ACRES LTD 47899	768.24	
09/06/2023	993445342-99	0069473456	KALICHUK, TYLER 48000	2,831.32	
				ADVICE AMOUNT MONTANT DU ADVICE	34,240.97

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Main Floor
234 Donald Street
Box 6300/C.P. 6300
Winnipeg, MB R3C 4A4
<www.mpi.mb.ca>

CARSTAR ON SASKATCHEWAN
2750 SASKATCHEWAN AVE NWE
WINNIPEG MB R3J 3Z2

Payment No: 9901676655

Bank Deposit Date: 09/13/2023

****34,240.97
CAD

NON-NEGOTIABLE
DIRECT DEPOSIT ADVICE

Payment Handling

- Open Repair Center and search by claim number.

The screenshot shows a search interface with a 'Search' button and a search bar containing '70044553*'. The search criteria are set to 'Claim Number'. A table below shows search results for claim number 70044553.

RO Number	Last Name	First Na...	Ye...	Make	Model	Amount	Clos...	Estimator	Insurance Company	Claim No	Original...	Opportunity #	Estimate
48082	HANFORD	JAMES	13	Mazda	3	1,059.06	Y	Corporat...	MPI	70044553	7881371	18944	7881371

NOTE: Make sure you put * at the end of the claim number to search all claim types.

- This claim number is shown on the EFT. **Note:** You do not need to include the 00 at the beginning.

The screenshot shows an EFT payment record with the claim number 0070044553 circled in red.

09/06/2023	134445342-48082	0070044553	PROCTOR, JILL	48082	859.06
------------	-----------------	------------	---------------	-------	--------

- Write the RO number on the EFT beside the payment.

The screenshot shows an EFT payment record with the RO number 48082 circled in red.

09/06/2023	134445342-48082	0070044553	PROCTOR, JILL	48082	859.06
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- Post the payment as you normally would.

Payment Handling

Cash Payments

Cash payments are rarely used, and we encourage customers to use alternative payment methods when possible. Due to the sensitive nature of cash payments they need to be recorded immediately!

- Post the payment into RC.
- Enter the information on the deposit book log immediately.
- Clip the cash together with a sticky note indicating the RO number.
- Place the cash into the bank deposit bag. Note: you can have a single deposit bag for the whole month.
- Place the deposit bag into your petty cash box until it is ready to be sent in.
- Call the bank courier for deposit once you have a balance of \$200.00 or it is month end.

Bank Deposits

Bank deposit bags are provided by the Accounting Department. If you are running low, please reach out to them asap for more. Bank deposits are picked up by a designated bank courier.

NOM / NAME: _____ No. DE COMPTE / ACCOUNT No.: _____
DATE: _____ DÉPÔT / DEPOSIT \$ _____ BNC105885588

BANQUE NATIONALE NATIONAL BANK

Le sceau de sécurité non altéré FRAUDSTOPPER ICE™ doit correspondre à l'illustration ci-dessous.
The unaltered FRAUDSTOPPER ICE™ security seal should match the illustration below.

* Si le ruban violet ne correspond pas à l'illustration, ou si les mots «VOID» et/ou «X» apparaissent sur le ruban violet, le sceau est plus altéré. N'OUVREZ PAS LE SAC. RENVOYEZ-LE À L'ÉMETTEUR.
* If purple tape does not match the illustration, or if the words "VOID" and/or "X" appear on purple tape, tampering is indicated. DO NOT OPEN BAG. RETURN TO SENDER.

BNC106824798

NOM DU CLIENT / ÉTIQUETTE CUSTOMER NAME / LABEL	N° DE COMPTE ACCOUNT No.	DÉPÔT DEPOSIT
		\$
		\$
		\$
		\$
		\$

COUPER LE LONG DES POINTILLÉS POUR RETIRER LE CONTENU
TO REMOVE CONTENTS, CUT ALONG DOTTED LINE

- Bag tab: needs to be kept and attached to the Deposit Book Log, you do not need to fill out the information.
- Customer Name: Name of the shop
- Account No.: Shop's account number – if you do not know this reach out to the Accounting Department.
- Deposit: Total dollar amount being deposited.

Payment Handling

Electronic Deposit Slip

Cash deposits need to have an electronic deposit slip completed and sent into the bank. Failure to do so may result in delays depositing the cash.

CURRENT ACCOUNT

Inter-Access Transit
| 0, 5, 0, 3, 1 |

Account No. _____

Date _____

Cheques	Amount
1 _____	_____
2 _____	_____
3 _____	_____
4 _____	_____
5 _____	_____
6 _____	_____
7 _____	_____
8 _____	_____
9 _____	_____
10 _____	_____
11 _____	_____
12 _____	_____
13 _____	_____
14 _____	_____
Total Number of Cheques	0.00

Bank Teller's Int.

NATIONAL BANK

National Bank is a trademark used by National Bank of Canada. 14535-002 (2012-04-16)

CURRENT ACCOUNT

Inter-Access Transit
| 0, 5, 0, 3, 1 |

Account No. _____

Date _____

Name _____

	Cash	Dollars	Cts
_____ X 5		0	00
_____ X 10		0	00
_____ X 20		0	00
_____ X 50		0	00
_____ X 100		0	00
_____ X 1000		0	00
Note Total >		0.00	
Coin Total >			
Sub-Total (A) >		0.00	
MasterCard (B) >			
Cheques Total (C) >		0.00	
Number of Items Deposited (B) + (C) >		0.00	
NET DEPOSIT (A) + (B) + (C) >		0.00	

Bank Teller's Int. Signature of Depositor _____

National Bank is a trademark used by National Bank of Canada. 14535-002 (2012-04-16)

- Date: date that the deposit is completed.
 - Account No.: Shop's account number – if you do not know this reach out to the Accounting Department.
 - Cheques: number or name on the cheque – something to identify it.
 - Amount: dollar amount of each cheque individually.
 - Total Number of Cheques: total physical count of cheques being deposited.
 - **Note: cheques should be electronically deposited moving forward. You should only deposit them this way if there is an app error.**
 - Name: Shop's name.
 - Cash: total physical count of each type of bill.
 - Coin Total: total dollar amount of any coins being deposited.
 - Number of Items Deposited: total physical count of all cheques, bills, and coins being deposited.
 - Signature of Depositor: your signature.
-
- Once this report is filled out print 2 copies.
 - 1 copy goes into the deposit bag with the cash/cheques.
 - 1 copy gets attached to the daily deposit book log with the bank bag slip.

Payment Handling

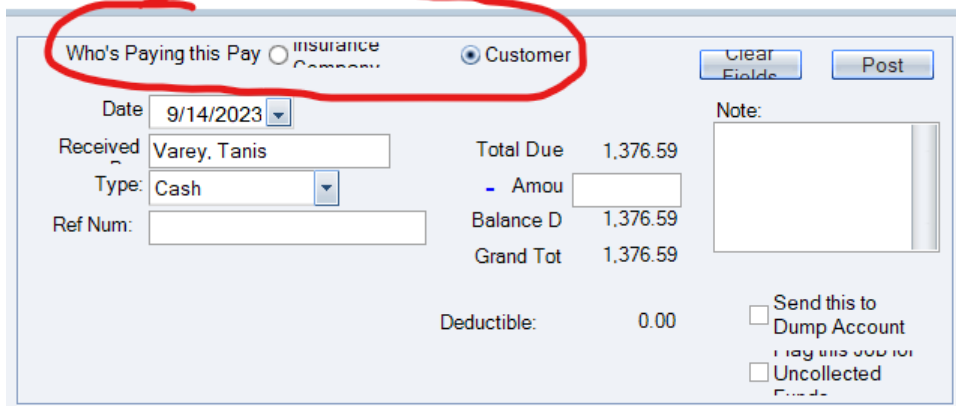
Posting a Payment into Repair Center

Payments need to be posted into Repair Center in a timely manner to properly track Account Receivable at store level.

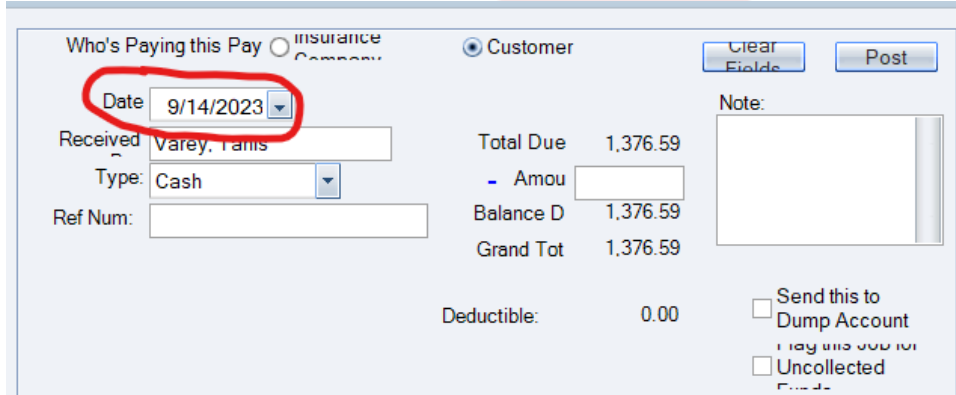
- Open Repair Center.
- Search and open the RO.
- Open the “Payments” tab.



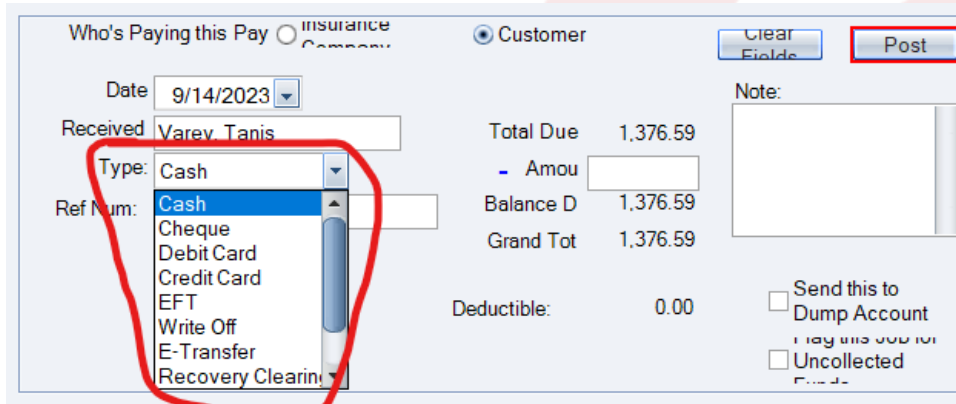
- Select who is making the payment.

A screenshot of a payment form. The 'Who's Paying this Pay' section has 'Customer' selected with a radio button, which is circled in red. Other fields include 'Date' (9/14/2023), 'Received' (Varey, Tanis), 'Type' (Cash), and 'Ref Num'. Financial summary shows 'Total Due' (1,376.59), 'Balance D' (1,376.59), and 'Grand Tot' (1,376.59). There are also checkboxes for 'Send this to Dump Account' and 'Uncollected Funds'.

- Enter the date of the payment.

A screenshot of the same payment form. The 'Date' field, which contains '9/14/2023', is circled in red. All other fields and the financial summary are the same as in the previous screenshot.

- Enter the type of payment.

A screenshot of the payment form with the 'Type' dropdown menu open. The 'Cash' option is selected and highlighted in blue, and the entire dropdown menu is circled in red. The 'Post' button is also circled in red. The rest of the form content remains the same.

Payment Handling

- For credit card payments you will need to enter the last 4 digits of the card (as shown on the POS receipt), and the type of card (Master Card, VISA, Amex, etc).

Who's Paying this Pay Insurance Company Customer

Date: 9/14/2023

Received: Varey, Tanis

Type: Credit Card

Card Num:

Type:

Expiration: 9/14/2023

Total Due: 1,376.59

- Amou:

Balance D: 1,376.59

Grand Tot: 1,376.59

Deductible: 0.00

Note:

Send this to Dump Account

Uncollected Funds

- For EFT/chq payments you need to enter the reference number (EFT number or chq number).

Who's Paying this Pay Insurance Company Customer

Date: 9/14/2023

Received: Varey, Tanis

Type: EFT

Ref Num:

Total Due: 1,376.59

- Amou:

Balance D: 1,376.59

Grand Tot: 1,376.59

Deductible: 0.00

Note:

Send this to Dump Account

Uncollected Funds

- Enter in the total amount being paid.

Who's Paying this Pay Insurance Company Customer

Date: 9/14/2023

Received: Varey, Tanis

Type: EFT

Ref Num:

Total Due: 1,376.59

- Amou: 1000

Balance D: 376.59

Grand Tot: 1,376.59

Deductible: 0.00

Note:

Send this to Dump Account

Uncollected Funds

Note: If there is a discrepancy in the amount being paid you will need to investigate why to ensure the payer was given a correct invoice.

- Hit "Post".
- There will now be a record of all payment taken/posted for this RO.

Who's Paying this Pay Insurance Company Customer

Date: 9/14/2023

Received: Varey, Tanis

Type: Cash

Ref Num:

Total Due: 376.59

- Amou:

Balance D: 376.59

Grand Tot: 1,376.59

Deductible: 0.00

Note:

Send this to Dump Account

Uncollected Funds

Insurance Sub Total \$:
Tax \$:
GST/HST Tax \$:
Insurance Tot

Date	Type	Amount	Due	Received...	Card Num...	Card D...	Card T...	Check/PO Nu...	D	W	T
9/14/2023	EFT	1000.00	376.59	Varey, Tan...							

- If you have entered the payment incorrectly right click the line and hit "Delete".