

"Where is My Money?"

NRS PAY

Top 10 Reasons you're not seeing your transaction funds in your bank account:

1) Are you getting a "Rbout of Balance" message on your PAX device?

This alert is triggered if the terminal is turned off at the time of batch-out, which can cause a delay in your deposits. If this error message appears, please contact NRS Pay Support: (800) 215-0931; option 2; option 1, or email paysupport@nrsplus.com.

2) Did the transaction(s) complete?

At checkout, the cashier must make sure that each transaction has successfully completed. If a customer's card is declined or the transaction is incomplete, if the NRS POS is integrated, an error message will appear on the merchant-facing touchscreen as well as the PAX device. (If no POS system is connected, the error message will appear on the PAX.)

3) What time did you batch out? There is a cutoff time. If you missed the time cutoff, it may take an extra day to see your money in the bank.

4) Is your credit card reader on overnight?

If you power off your device when you leave your store, you might miss the batch out time, which could cause a delay with receiving funds.

5) Does NRS Pay have the correct bank routing and account information on file - are you checking the wrong account for your funds? When you signed up, you provided NRS Pay with your routing/account information for batch deposits. If you have a few accounts, please check your various statements - perhaps the funds were deposited into an alternate account. Additionally, if the account on file is not operational, in bad standing or frozen, your funds will remain undeposited/rejected until this is rectified. When you correct this issue and provide a functional bank account, your money will be deposited in full.



6) Is there a legal holiday? If you batch out just prior to or during a legal holiday, there may be a bank delay with receiving your money.

7) Is your account on hold? If anything with your account or transactions is flagged by our processor systems, you'll be contacted by NRS Pay via email, requesting information to validate your account. If you are not seeing your money in your bank account, please check your emails for important notifications.

8) Are you receiving NRS Pay emails? You will occasionally be sent email communications from NRS Pay requiring a prompt response. If you fail to respond, your account may be put on hold, which will cause delays receiving your funds.

9) Did you check your Junk/Spam folder? Please check that email from NRS Pay is not going into your Junk/Spam folder. This will ensure that you receive important communications.

10) Why are you seeing a debit (money withdrawn) from your account? If there is money taken out, it could be due to your monthly fee, chargebacks or adjustments. If you have any concerns or questions, please contact NRS Pay Billing: (800) 215-0931; option 2; option 2, or email paysupport@nrsplus.com.