Frequently Asked Questions

Q: What is the Batch-Out time?
A: The cutoff time is 9:00 pm (EST)

Q: Which banks participate in NRS Pay Rapid Same-Day Funding?
A: First Data does not offer Rapid Same-Day Funding.

Q: Does First Data have a portal account like Elavon's Payment Insider?
A: Yes, it does! It is called AccessOne, and it can be set up through Customer Support.

Q: What does the app on the Pax A35 look like; and what are the steps in case manual batch may be needed?
A: The application is called Rapid Connect, and strongly resembles the Elavon app. The 'Batch Close' steps are the same; press the 4 corners of the screen, Host Settings & Batch Close.

Q: What's the standard limit on Tap - and can it be increased?
A: The same as in Elavon, there is a $500 limit by default. This can be increased by calling NRS Pay Customer Support.

Q: How do the deposits work?
A: Whether a customer has NRS Pay Cash Discount or Clean Rate, as long as they close before 9:00 pm (EST), their bank should receive the funds on the next business day.

Q: How can a customer access their 1099-K?
A: The 1099-K can be downloaded via the AccessOne portal