

Making Sure Credit Card Funds Are Deposited

If you are not sure whether specific credit card transactions were successfully processed and whether the funds were applied to your account, follow these steps:

- 1) Once the sale has cleared, go to Catalogs>Credit Cards>Credit Card Transactions and look for the sale you just made. Make sure that the “Deposited” checkbox is checked and also that there is a number (the authorization code) written in the “Response” field.
- 2) If you still have doubts, then go to Echo’s web site to check your account activity and make sure the transaction posted. Echo’s web site is:

<https://www.echo-inc.com/>

- 3) Finally, you can always call Echo (at 800-262-3246 ext. 1 and then 1) to get verbal confirmation that the transaction was processed and that the funds will be deposited.

Note: Always look over your Echo statement carefully for discrepancies. We also strongly recommend you periodically (once a day is ideal) go to Echo’s web site to check your account activity and look for discrepancies. ***The more time has passed from when a problem occurred the harder it will be for you to get your money.***

If there was a transaction that was not deposited that should have been, go to Catalogs>Credit Cards>Credit Card Transactions and find the sale. Jot down the credit card number used and then call Echo to try to get a phone authorization for that amount. Hopefully the customer’s credit card number is still valid and you can get your funds.

In the worst case scenario, if the customer’s credit card number is no longer valid, go to Catalogs>Clients and lookup the customer in question. Contact the customer to work something out. For this reason, it’s important to ***always save the address and telephone number of any customer using a credit card in the Client Catalog.***