Agent How-To Guide

Making a Bill Payment with a Personal Check

Locate the four function buttons to the right of your screen on the keypad. They're labeled F1, F2, F3, F4. Select the function button to the right of Bill Pay.

Select F2 for 'Payment'.

Key in your clerk ID and press 'Enter'.

Select the bill that you would like to pay.

Scan the bill stub into the scanner. Remember that the bottom of the bill stub, face-up needs to be on the right-hand side of the scanner.

Confirm the payment amount with your customer and key that amount into the terminal.

The next screen will ask - does that customer want to pay by cash, check, or cash and checks.

Select F3 for 'Checks'.

The amount of the payment should be on the screen, so press the green key, 'Enter'.

Scan the customers personal check with the bottom of the document turned to the right-hand side, face-up in the scanner.

Your terminal will initiate a brief communication with Fidelity Express and return a receipt to the terminal.

Once the receipt has printed, tear off and look at the 'Collect' line.

The 'Collect' line will tell you exactly how much cash to pay for the processing fee.

Collect that fee in cash from your customer.

Give the bill stub, receipt and check back to your customer.

To view a video of this guide, [click here.]

If you have questions, please call our Help Desk at 800.621.8030.