VAST: Receiving Payments for Bad Checks – Best Practice Guide

PURPOSE

The purpose of this guide is to provide Critical to Quality callouts as well as Best Practice process steps and guidance to enable store employees involved in **Receiving Payments for Bad Checks in VAST**.

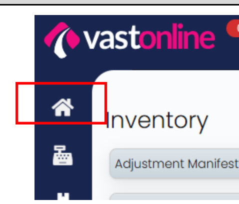
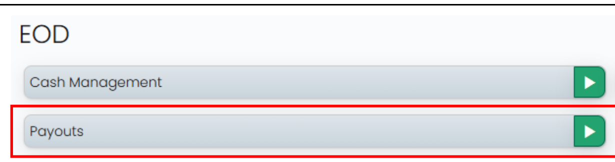
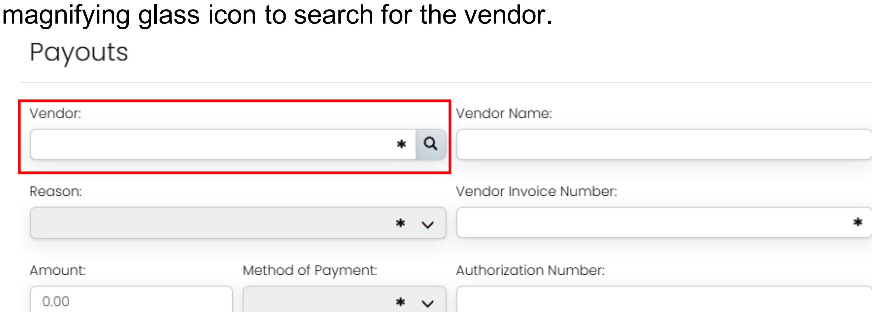
By following this guide, you will be able to successfully accept payment from a customer for a bounced or bad check they gave us when paying for their service.

SAFETY & QUALITY FIRST

CRITICAL TO QUALITY

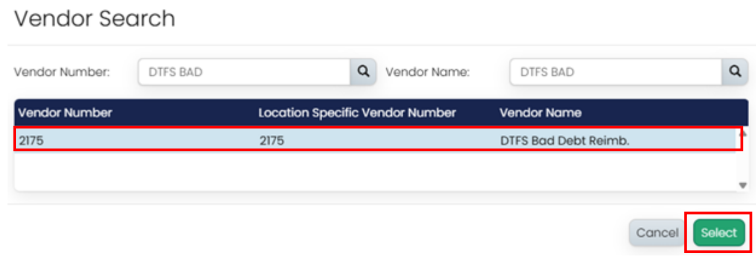
- Properly receiving payments against bad debt ensures that the payments received are accurately posted and accounted for in your store's monthly financials.

BEST PRACTICE PROCESS STEPS

Step	Action
1	Select the Home page icon in the left-side navigation menu. 
2	Click **Payouts** under 'EOD' on the 'Work Orders and Invoicing' page. 
3	On the 'Payouts' pop-up window, enter "**DTFS Bad Debt Reimb**." in the 'Vendor' field. Then click the magnifying glass icon to search for the vendor. 

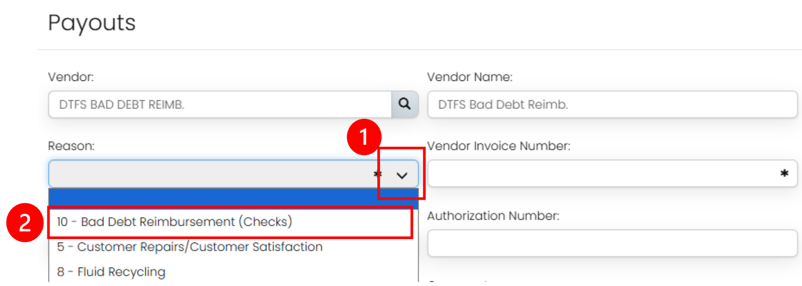
© 2025 The Reinalt-Thomas Corporation
Internal Use Only
Published on: 10/27/2025
Updated on:
Version 1.0

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>On the 'Vendor Search' page, select the appropriate line item and click the Select button in the lower right corner.



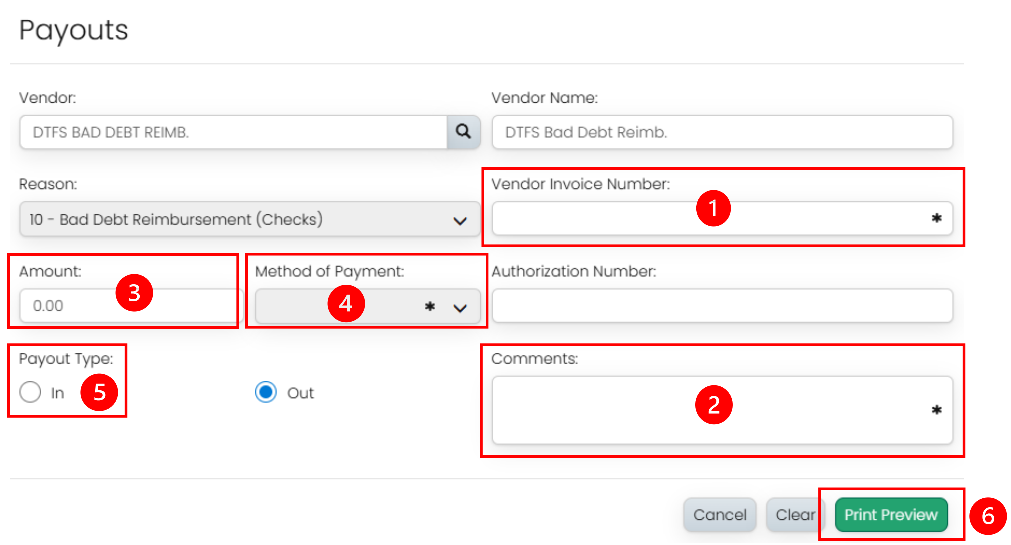
</td></tr>
<tr><td>5</td><td>Back on the 'Payout' pop-up window:

Click the drop-down arrow next to the 'Reason' field
Select 10 – Bad Debt Reimbursement (Checks)



</td></tr>
<tr><td>6</td><td>Then – still on the 'Payout' pop-up window:

Enter the Invoice Number from the original transaction where the customer paid with the bad check in the Vendor Invoice Number field.
Enter the name of the customer in the 'Comments' field.
Enter the amount the customer is paying for the bad check in the 'Amount' field.
Enter the Method of Payment the customer is providing for the bad check.
Note: We will not accept another check for payment on a bad check. We will only accept cash for the payment.
Select 'In' as the Payout Type.
Click the Print Preview button in the lower right corner to finalize the payment.



</td></tr>
</table>

© 2025 The Reinalt-Thomas Corporation
Internal Use Only