NAPA RPM
REAL-TIME PARTS MANAGEMENT

ROA Payment Processing with RICOH Scanner
Quick Reference Guide
(Version 1.0)

About this Guide

- Provides an overview of the ROA payment scanning process for checks and invoices using the Ricoh ROA Scanner.

Who Should Read It?

- Store Managers of Company Owned Stores (COS).

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Processing an ROA Payment

Use the following steps to scan and process an ROA payment with the Ricoh ROA Scanner.

For questions about customer payment, please contact the APAR Cash Management group at **APAR_Cash_MGMT@genpt.com.**

This guide assumes you have already generated an ROA Invoice and are ready to scan the ROA documents.

Scanning the ROA Check and Invoice

All checks need to be scanned and received by SunTrust Bank before 8:30 PM EST. If payment is received after 8:30 PM, scan the check and inform the customer payment will clear the next banking day.

Steps

1. Before scanning each check, use the stamp marked **ELECTRONICALLY PRESENTED** to stamp the endorsement area on the back of the check.

   Stamps are provided by the SSR or DC PWR Bookkeeper.

2. In order for the ROA payment to process correctly, you must scan the ROA documents in the following order.

   a. **Front of Check**

   b. **Back of Check**

   c. **ROA Receipt Invoice**

   d. **Remittance Documents**

   If ROA documents are not scanned in the correct order, the processing company (SPI) will flag the scan as an exception and APAR will contact the DC Paperwork Reduction (PWR) to determine the cause.

3. Start the scan by selecting the **Kofax** icon.

   - If the **Kofax** icon does not appear on the home screen, swipe left on the screen until you see the icon. Press and hold on the icon and drag it to the home screen.

- In order to move the icon, it may be necessary to log in as the admin. Use the following credentials.
 - **User:** napa **Password:** gpcsupport.

ℹ️ *If you cannot find the **Kofax** icon on any of the screens, please submit a support ticket via ServiceNow GPC_Ricoh_Support@genpt.com.*


4. Review the **URGENT COMPLIANCE MESSAGE** which displays the correct order of the ROA scanning process.

5. Remove any perforated edges from the check, place the front of the check face down and aligned to the top left corner of the scanner bed on the glass, close the cover, and then select **Scan**.

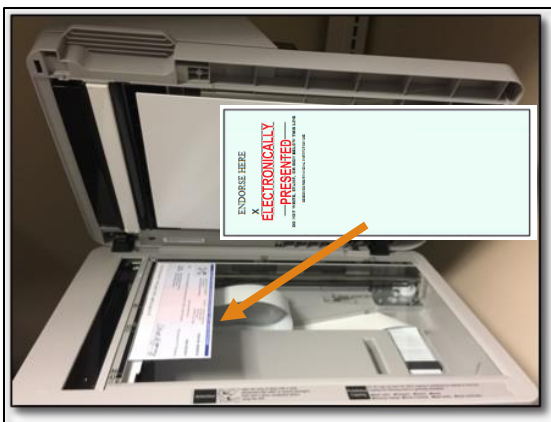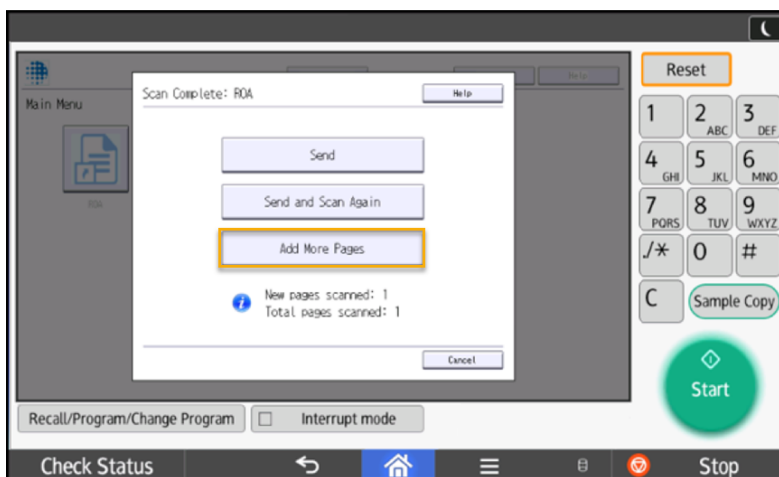⚠️ *Do **NOT** use the document feeder to scan ROA documents.*
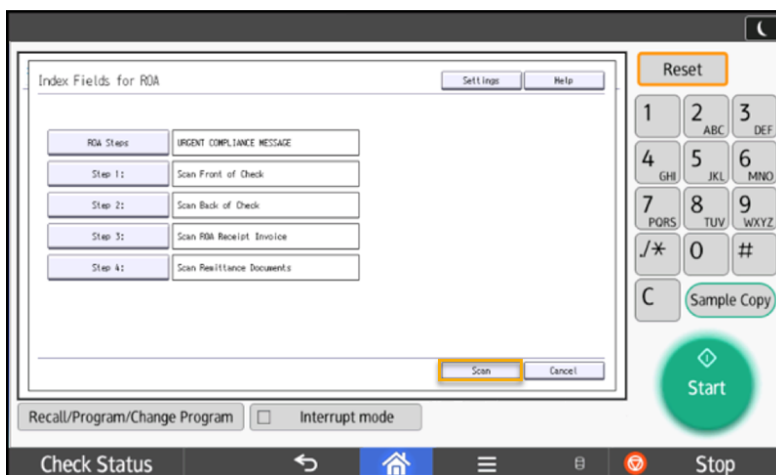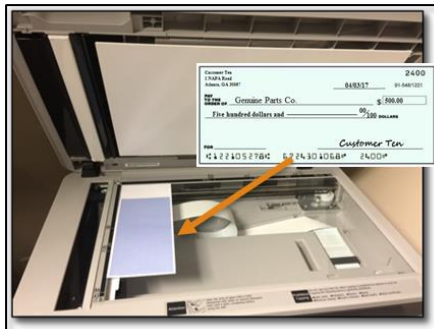
The following progress screen will display.
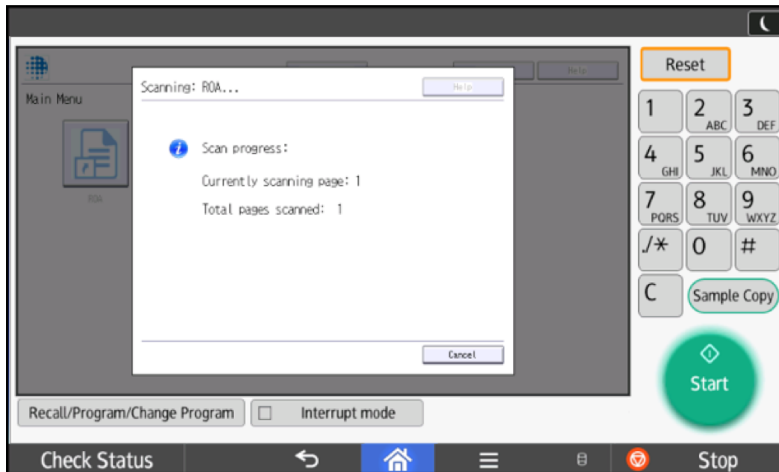
6. When the scan is complete, place the back of the check face down on the glass in the top left corner, close the cover, and select **Add More Pages**.
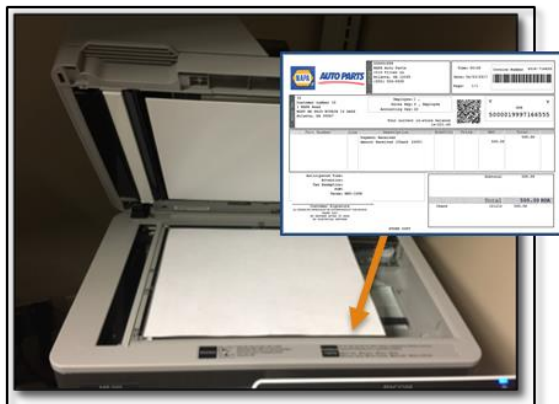
⚠️ *Remember to stamp the back of the check before scanning.*

7. After both sides of the check have been scanned, place the ROA Invoice face down on the glass in the top left corner, close the cover, and select **Add More Pages**.

⚠️ *If you need to reprint the customer ROA Invoice, do so from **Order Lookup**.*

8. After the ROA Invoice has been scanned, place the remittance face down on the glass in the top left corner, close the cover, and select **Add More Pages**. Repeat this step for every page of remittance.
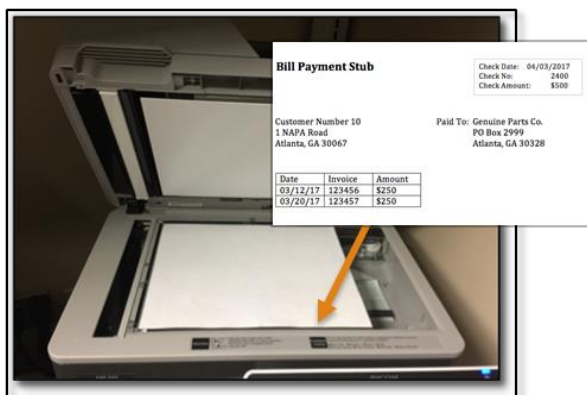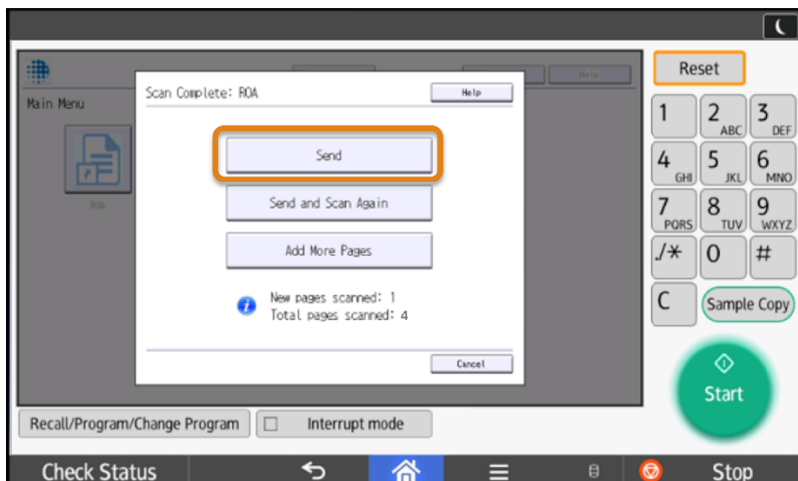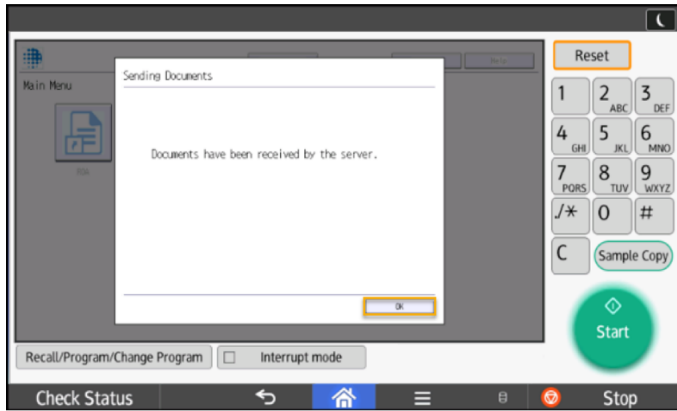

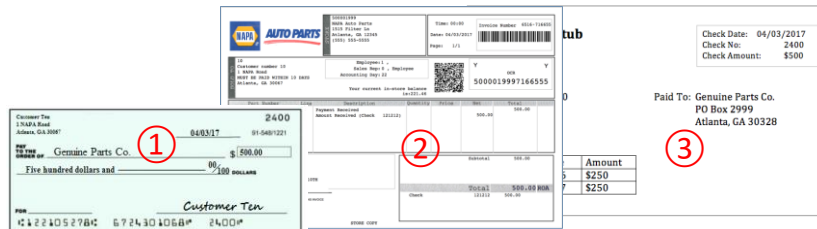9. Once all remittance pages have been scanned, select **Send**.

10. You will receive a notification that the server has received the scanned documents. Select **OK**.

You are now done scanning documents.

11. Staple the check, ROA Invoice, and the payment remittance together, as an ROA check package, and place it in the store's safe.

Scanning for Multiple Customers

When scanning one check with multiple customers and creating multiple ROA receipts, do the following.

- If you receive one check for multiple customer accounts.
  - Apply the check payment to one account, scan the check and the single QR code receipt, then scan the remittance.
  - APAR will apply the check to the appropriate accounts but the remittance *must* be present to identify them.
- If you receive one check and the customer wants multiple receipts, one for each account.
  - Apply individual payments to the accounts, scan the one check and each QR code receipt, then scan the remittance. The total of customer AR payments must match the check amount.
  - Apply individual payments to the accounts as *CASH* payments.
    - Change the **Cash Transactions** information to show a cash shortage and a check overage for the same amount. Deposit the check into the **Store Account** and wait for payment to post.
    - Accept the customer check and mail it to the lock box. Do not provide a receipt to the customer.

Post-ROA Process and End of Day Information

Use the following steps to finish the ROA process by completing **End of Day**, viewing and printing the **Cash Report**, and managing the **Cash Receipts** folder.

Steps

1. On **RPM Central**, open **Store Operations** and go to **End of Day** > **Cash Draw Reconciliation**.

   RPM includes the Ricoh ROA amounts in the **Cash Drawer Reconciliation** screen under **Tender**.

2. Open and view the **Cash Report** by going to **Management Reports** > **Cash Report** on **RPM Central**.

   Cash Report has a **RICOH ROA Transactions** section showing the total ROA payments received that day.

   ⚠ *Do **not** include ROA Checks on your local bank deposit slips.*

   RICOH ROA Transactions

Date	Tender	Invoice#	Amount	Customer	Employee	Check #
05/28/19	ROA-CHECK	1688-1545530	$150.00	2000 AZTEC AUTO & TRUCK	Lynn Cleveland	98755
		RICOH ROA Total	**$150.00**			

3. Export the **Cash Report** statement as a PDF and print.

4. After completing **End of Day**, take the ROA check package (check, invoice, remittance) from the safe and bundle together with the **Cash Report**. Place these items in the **Cash Receipts** (bookkeeping) folder inside the daily mailbag that goes to the DC.

   The daily mailbag is delivered to the PWR Bookkeeper, who will file checks and accompanying documentation with daily store paperwork.

   ⚠ *Once the ROA checks are received at the DC, they should not be sent back to the store. If an ROA check needs to be re-scanned for any reason, the DC must complete the scan.*

Customer Support and Additional Information

*Having issues with the ROA Scanner? Contact the **APAR Solutions Center** using the number on the Ricoh label attached to the scanner.*

Ricoh ROA Scanner and RPM Issues

If you can process an ROA payment in RPM but are unable to scan the check due to connectivity issues with the scanner, do the following.

    a.   Place the ROA check package into a separate envelope labeled *DC SCAN*.

    b.   The DC scans the check package on your store's behalf.

If RPM is down when a customer tries to make a payment, do the following.

    c.   Accept the payment and run the ROA once RPM is back up.

    d.   If RPM is not back up before EOD, place the check and any remittance into an envelope labeled *DC PROCESS AND SCAN*.

    e.   The DC processes the ROA and scans the check on your store's behalf.

If an error was made during ROA processing in RPM and the payment needs to be reversed or voided, do the following.

- If the check has not been scanned
    - Post the correct ROA in RPM and then scan the check as normal.
    - Contact and notify APAR of the incorrect payment posting.
- If the check has already been scanned
    - Post the correct ROA in RPM.
    - Contact and notify APAR of the incorrect payment posting
    - Do not rescan the check.

***Never** physically deliver an ROA check to the bank. This will throw off the APAR department that reconcile the store's payments.*