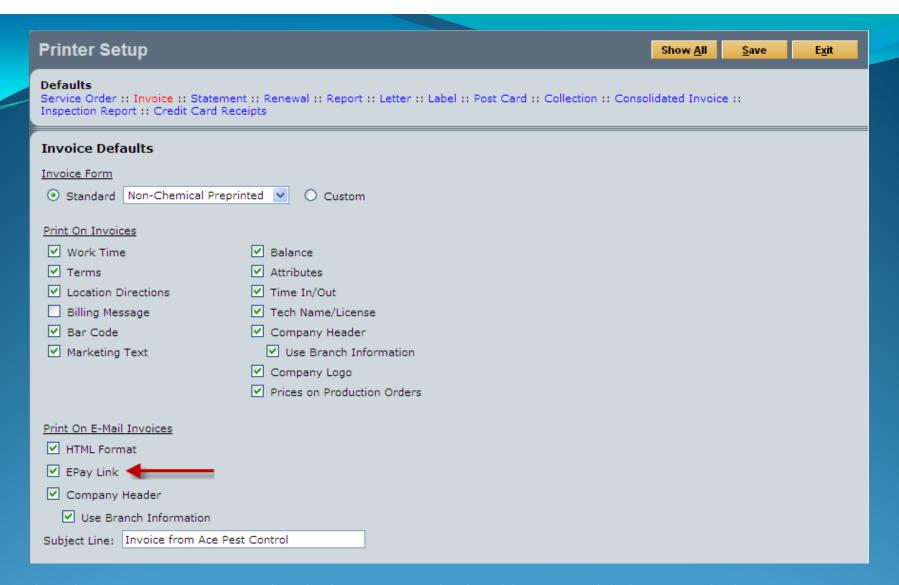# EPay Tutorial

EPay

EPay allows your customers to pay online without having a Customer Account Access account. When you email Statement or Invoices, you can include an EPay link that allows your customers to go to a secure website and make payments on Invoices and Renewals.
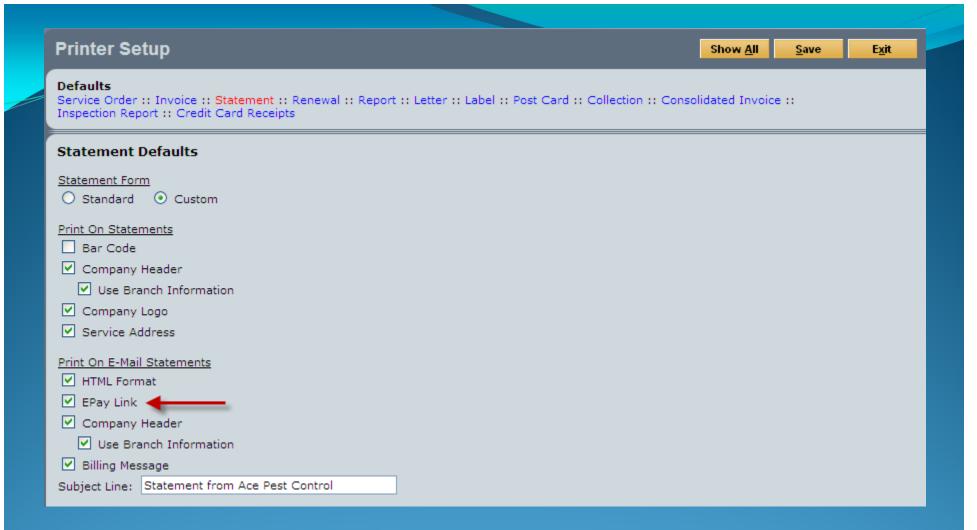
Please note that you must already be using the Customer Account Access Module and must use Element for your credit card processor in order to use EPay.

You can turn ePay on in your Company Setup under Printer options.

Under the Invoice section, check the EPay Link checkbox to add the EPay link to Invoices that are emailed to customers. Please note that the "Email" checkbox must be checked in the Bill-To detail screen under Invoices for the customer in order for them to get emailed Invoices. Make sure to Save your changes when finished.

Under the Statement section, check the EPay Link checkbox to add the EPay link to Statements that are emailed to customers. Please note that the "Email" checkbox must be checked in the Bill-To detail screen under Statements for the customer in order for them to get emailed Statements. Make sure to Save your changes when finished.
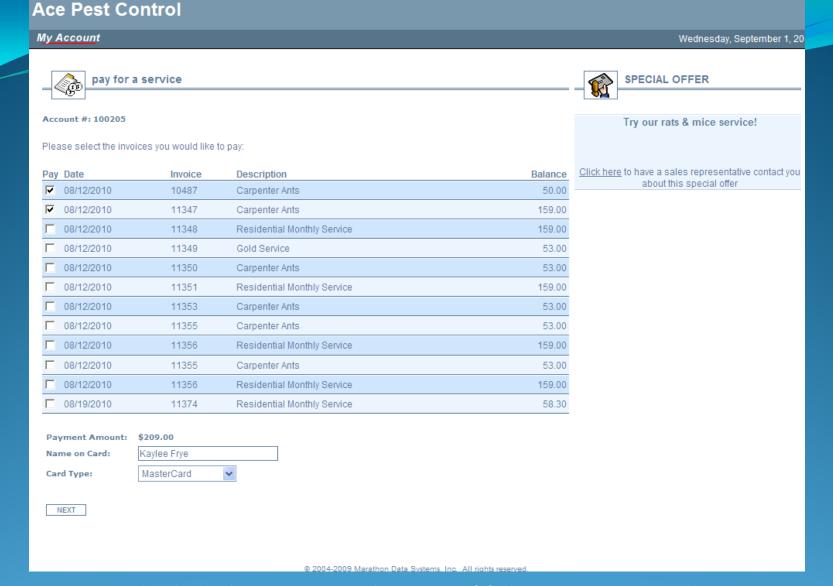
STATEMENT

Statement Date: 08/31/10

Main Branch Company Name
10 Kenneth Court
Jamesburg, NJ 08831
800-222-2222

Bill To [100205]
Kaylee Frye
3824 Main Street
NEPTUNE, NJ 07753

Date	Invoice	Description	Amount	Balance
Service Address: Frye, Kaylee 3824 Main Street, NEPTUNE, NJ 07753				
08/12/10	11347	Carpenter Ants	159.00	159.00
08/12/10	11348	Residential Monthly Service	159.00	159.00
08/12/10	11349	Gold Service	53.00	53.00
08/12/10	11350	Carpenter Ants	53.00	53.00
08/12/10	11351	Residential Monthly Service	159.00	159.00
08/12/10	11353	Carpenter Ants	53.00	53.00
08/12/10	10487	Carpenter Ants	50.00	50.00
08/12/10	11355	Carpenter Ants	53.00	53.00
08/12/10	11356	Residential Monthly Service	159.00	159.00
08/19/10	11374	Residential Monthly Service	58.30	58.30

Current	30 Days	60 Days	Over 90 Days	Total
956.30	0.00	0.00	0.00	956.30

Click this link http://devcaa.pestpac.net/myaccount/ePay.asp?Token=FKECFDGLDFCEDDFDI to pay your bill online.

At the bottom of the emailed statement, the customer can click on the embedded EPay link. This link has information about which Bill-To the statement belongs to and will automatically display the invoices connected to this Bill-To when clicked.

The customer can check the boxes next to the invoice(s) they want to pay. They must pay the full amount of each invoice selected. They then need to fill out the Name on Card and select a Card Type. Click on Next to continue.

In this screen, the customer can enter in their credit card number, expiration date and CVV number into a secure Element window. Click on Submit when finished.

Ace Pest Control

My Account

Thank You

Your card was **APPROVED** for 209.00.

Your account balance will be updated upon review of this transaction by a member of our staff.

Receipt:

Date:	9/1/2010 11:00:30 AM
Customer:	100205
Transaction ID:	2000152425
Auth Code:	000000
Card Type:	Visa
Card Number:	************1111
Amount:	$209.00

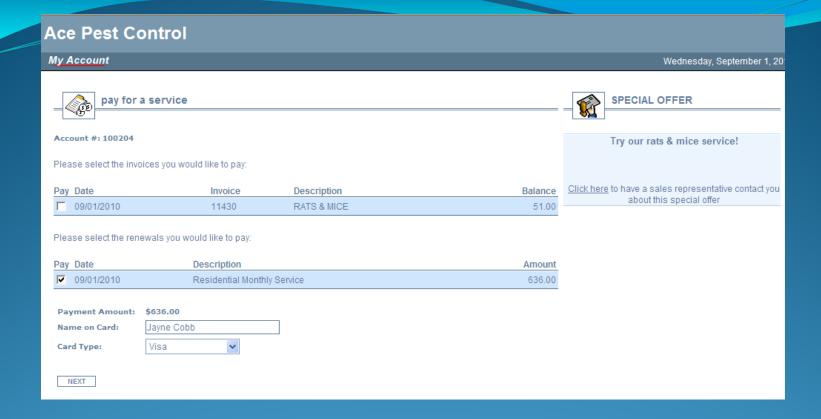Print Receipt   Email Receipt

Once the transaction is complete, the customer can print a receipt (see next slide for an example) or email themselves and receipt. The email will go to the Bill-To email address.

Credit Card Receipt

Company Information:	Customer Information:
Main Branch Company Name 10 Kenneth Court Jamesburg, NJ 08831 800-222-2222	Bill-To Account: 100205 Kaylee Frye 3824 Main Street NEPTUNE, NJ 07753 800-762-0301

Payment Date	09/01/2010	Card Number	************1111
Amount	$209.00	Card Type	Visa
Cardholder Name	Kaylee Frye	Expiration Date	2/11
Authorization Code	000000		

Invoice Number	Description	Amount
10487	Carpenter Ants	$50.00
11347	Carpenter Ants	$159.00
	Total	$209.00

Custom Receipt Message for Ace Pest Control

This is the receipt that customers can print out for themselves after the credit card payment has been processed.

In PestPac, the payment will show as a Web Payment and will be applied to the invoices the customer specified within the EPay system.

If a customer has any Renewals due, they can also pay for these using EPay. Currently, you can not send customers an EPay notice if they only have a Renewal due, but if they do have a Renewal due and received an EPay notice for an Invoice due, the Renewal will display on the same screen as shown above.

After the payment has been processed, the payment will be in a batch indicating it is a Web Payment and a Renewal PrePayment. You may edit the Renewal payment as normal and advance the renewal date and/or create the service order for the Renewal.

EPay

This concludes the EPay Tutorial. If you have additional questions, please contact the office at 800-762-0301 or use the support options within the software.