

Online Payment System

Documentation

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Sign In

You will be assigned by email a Client ID, Username, and Password to Sign In to the Customer Administration Console (<u>https://app.myonlinebill.com/mob/adminlogin.do</u>). Your password and session expiration are controlled by your assigned Company system administrator.

Г

	"35 years experience in serving both the public and private sector!"
Home Services Abou	at Us Our Partners Schedule Demo Client Login
liserna	ame.
Passw	vord:
	Submit
Privacy Policy Site Map © 2006 MyOnlineBill.com. All right	ghts reserved.
	ABOUT 55L CERTIFICATES

Virtual Terminal Link

> The "Virtual Terminal" link is used IF entering in the **Customer's payment method**.



Virtual Terminal

- Search a Customer by Account Number, exclude prefixes, and then specify from the "Select Your Action" dropdown menu whether to process a transaction with Pay Now or Auto-Pay.
- Pay Now: Will enable an Agent to process a Customer payment immediately. Pay Now's "Schedule Payment" option will enable an Agent to schedule a Customer payment for a future date as specified by the Customer.
- Auto-Pay: Will enable an Agent to set-up and schedule a Customer for automatic payments. Auto-Pay is "Pending" until the next invoice is imported into the system and then becomes "Active" (this is to help avoid duplicate payments). Once activated, the "Scheduled Auto-Pay Date" is Client specific.
- For credit cards, no duplicate payment (same \$ amount and credit card number) can be "Authorized" within a 5 minute window of one another.

MyOn		NT. PAY.		Customer Administration
Home	Support			Loqout
B Search	w	elcome John Smith, your last Sign In w	vas on Tuesday, August 03, 20	10, 13:02, PDT
Customer Sear	rch	Virtual Terminal		Θ
Transaction Sea	arch A	ccount Number *		
Virtual Termin	sal S	elect Your Action *	Pay Now 👻	
Add New Account I	Number			
Lock / Unlock Ac	count * F	Required field		
		Next		
Reports				
\$ Daily Report by	User			
\$ Report by Installa	ation(s)			
\$ Report by Merchant	Account(s)			

Virtual Terminal > Pay Now

- "Virtual Terminal" will enable an Agent to process/schedule a Customer payment by selecting "Pay Now".
- The "Payment Detail" and "Customer Detail" is auto populated for those Customers included in the import files sent by Client. An Agent can select to "Save" or "Don't Save" the transaction information entered under "Stored Payment Type(s)".
- Select the "Update Stored Payment" check box to update stored payment information.
- The "Email Address Required" field is "Required" for Registered End Users only. To avoid entering an email address (applicable to Non-Registered End Users), select the "Not Required" button.

	III.com [™] W. PRINT. PAY.	Customer Administration
Home Suppo	rt	Logout
B Search	Welcome John Smith, your last Sign In was a	on Tuesday, August 03, 2010, 13:02, PDT
Customer Search	Virtual Terminal	8
Transaction Search	Customer Account Number*	1091
Virtual Terminal	Auto-Pay	Pending
Add New Account Number	Scheduled Payments	
Lock / Unlock Account	Comments	
Reports		
\$ Daily Report by User	IF applicable, please swipe credit card o	or check at anytime. 🔞
\$ Report by Merchant Account(s)	Payment Detail	Θ
B Admin	Payment Amount *	45.00
Update Password	Pay Now	
Training / Documentation	Schedule Payment (Optional)	(Clear)
Import / Export Log	Stored Payment Type(s) *	New Account Below (Don't Save) 🔻
Email by Installation(s)	Update Stored Payment*	
Manage Ads	Payment Type *	Select Payment Method 👻
Manage Inserts	Credit Card Number *	
Manage Users	Expiration Date *	- Month - 💌 - Year - 💌
Manage Reports		
	Customer Detail	Θ
	First Name *	Blake

	Last Name	Smith
	Billing Address 1 *	6861 E. ORANGETHORPE AVE
	Billing Address 2	
	City *	CERRITOS
	State / Province list *	CA 🔹
	Zip / Postal Code *	90620
	Country *	UNITED STATES 👻
	Email Address	samplecustomer@hotmail.com
	Email Address Required *	Required Not Required
	Phone Number	
	* Required field	
	Back Pay Now	
Powered by MyOnlineBill.com MOB-Client-Admin Privacy Policy	v2.0	VeriSian Secured
		ABOUT SSL CERTIFICATES

"Virtual Terminal > Pay Now" screenshot continued...

Virtual Terminal > Auto-Pay

- "Virtual Terminal" will enable an Agent to set-up automatic payments by selecting "Auto-Pay".
- The "Payment Detail" and "Customer Detail" is auto populated for those Customers included in the import files sent by Client. An Agent can select to "Save" or "Don't Save" the transaction information entered under "Stored Payment Type(s)".
- Select the "Update Stored Payment" check box to update stored payment information.
- The "Email Address Required" field is "Required" for Registered End Users only. To avoid entering an email address (applicable to Non-Registered End Users), select the "Not Required" button.

	II.COM	Customer Administratio
Home Support	•	Logor
	Welcome John Smith, your last Sign In was	on Tuesday, August 03, 2010, 13:02, PDT
Customer Search	Virtual Terminal	Θ
Transaction Search	Customer Account Number *	1092
Virtual Terminal	Comments	
Lock / Unlock Account		
Reports	IF applicable, please swipe credit card	or check at anytime. 🔞
\$ Daily Report by User	Payment Detail	0
\$ Report by Installation(s)	Scheduled Auto-Pay Date	0 days after
\$ Report by Merchant Account(s)	Stored Payment Type(s) *	New Account Below -
Admin	Update Stored Payment*	
Update Password	Payment Type *	Select Payment Method 👻
Training / Documentation	Credit Card Number *	
Import / Export Log	Expiration Date *	- Month - 👻 - Year - 👻
Email by Installation(s)		
Manage Ads	Customer Detail	Θ.
Manage Inserts	First Name *	Bob
Manage Users	Last Name	Johnson
Manage Reports	Billing Address 1 *	6862 E. ORANGETHORPE AVE
	Billing Address 2	
	City *	CERRITOS
	State / Descriptor *	04

	Zip / Postal Code *	90620
	Country *	UNITED STATES 👻
	Email Address *	samplecustomer@hotmail.com
	Email Address Required *	Required Not Required
	Phone Number	
	* Required field	
	Jack Jave Autor ay	
Powered by MyOnlineBill.com MOB-Client-Admin <u>Privacy Policy</u>	v2.0	VeriSign Secured
		ABOUT SSL CERTIFICATES

"Virtual Terminal > Auto-Pay" screenshot continued...

Virtual Terminal > Auto-Pay (if "Pending" or "Active")

- "Auto-Pay" will enable the Agent to "Cancel Auto-Pay" or "Update/Set-up Auto-Pay Details".
- > The "Scheduled Auto-Pay Date" is set by Farmers.
- Auto-Pay is "Pending" until the next invoice is imported and then becomes "Active" (this is to help avoid duplicate payments). Once activated, the "Scheduled Auto-Pay Date" is set by Farmers.

	III.com SM W. PRINT. PAY.	Customer Administration
Home Suppo	rt	Logou
🗉 Search	Welcome John Smith, your last Sign In v	was on Tuesday, August 03, 2010, 13:02, PDT
Customer Search	Virtual Terminal - Auto-Pa	ay 🗆
Transaction Search	Auto-Pay Status	Pending
Virtual Terminal		Cancel Auto-Pay
Add New Account Number		Update/Setup Auto-Pay Details
Lock / Unlock Account	Account Name	Blake Smith
	Funding Source	ACH x6789
Reports	Scheduled Auto-Pay Date	0 days after 07-27-2010
\$ Daily Report by User	Back	
\$ Report by Installation(s)		
C Description Management ()		

Virtual Terminal by Admin

> The "Virtual Terminal by Admin" link is used IF entering in the **Agent's approved payment method** to process payments for one or multiple Customers at once.

And Show Doctory No.	and the second s	* Required field				
ADD NEW POILS IN	aunter					
Lock / Unlock A						
Virtual Terminal	NOTE:	Any stored payment method entered on this "Virtual				
	Termin	nal by Admin" screen WILL NOT appear to the Customer.				
Manage Stored P	Only A	Admin-User's email address and payment data should be				
2	used.					
e Repor						
\$ Daily Report I		ОК				
\$ Report by Insta						

.

.

Add Customer(s)

An Agent will first "Add" the Customer(s) and then select "Submit" to verify and locate the Customer(s) entered. Exclude prefixes on policy numbers.

	II.COM C	ustomer Administration
Home Support	t	Loqou
E Search	Welcome Adam Franks, your last Sign In was on Monday, Februar	y 06, 2012, 16:57, MST
Customer Search	Virtual Terminal by Admin	Θ
Transaction Search Virtual Terminal	Policy Number *	
Add New Policy Number	* Required field	
Lock / Unlock Account	Add	
Virtual Terminal by Admin		
Manage Stored Payment(s)	Virtual Terminal by Admin Search	Θ
	12345678 Delete	
Reports	12345679 Delete	
\$ Daily Report by User		
\$ Report by Installation(s)	Submit	
A		

Submit Customer(s)

An Agent will verify and then "Submit" the Customer(s) "Added" OR select "Back" to edit as needed.

MyOnlineBi	II.com™		Custon	ner Administratior
Home Support	E			Loqou
E Search	Welcome Adam Frank	cs, your last Sign In was o	on Monday, February 06, 20	012, 16:57, MST
Customer Search	Virtual Termin	al by Admin Search	Result(s)	Θ
Transaction Search	Policy Number	Account Name	Auto-Pay Status	Scheduled Payments
Virtual Terminal	12345678	Sample Policy 1	Not Active	NA
Add New Policy Number	12345679	Sample Policy 2	Not Active	NA
Lock / Unlock Account				
Virtual Terminal by Admin	Back	Submit		
Manage Stored Payment(s)				
Reports				
\$ Daily Report by User				
\$ Report by Installation(s)				
\$ Report by Merchant Account(s)				

Payment Screen 1 of 3

An Agent will enter the "Customer's Email Address" and "Amount Due" (this may already be pre-populated). Then enter the Agent's approved "Payment Detail" and select the "Pay Now" button to continue (most of the fields found on this screen will already be pre-populated).

Home	Support							<u>Loqo</u>
B Search	Welco	me Adam	Franks, your las	st Sign In was or	1 Monday, Febr	uary 06, 2013	2, 16:57, MST	
Customer Search	n Vir	rtual Te	rminal by Ad	min Search I	Result(s)			Θ
Transaction Searc	n Po Nur	olicy mber	Account Name	Customer's E	mail Address	Email Address Required	<u>Amount E</u>	Due
Add New Policy Num	iber 1234	45678	Sample Policy 1	john.doe@wel	bsite.com	V	2	00.00
Virtual Terminal by Ac	1234 dmin	45679	Sample Policy 2	jane@website	.com	V	1	50.00
Manage Stored Payme	ent(s)				Tot	tal Amount:	\$3	50.00
■ Reports	IF appl	licable, j	please swipe cre	dit card or che	ck at anytime.	0		
\$ Daily Report by U	ser Pa	yment	Details by Ad	min				8
\$ Report by installation	on(s) Store	ed Payme	nt Type(s) *		New Account	t Below (Don'	't Save) 🔔	
\$ Report by Merchant Ac	count(s)	ate Store	d Payment*					
■ Admin	Paym	Baymont Type *			ACH/Electronic Check			
Update Password	d Bank	Routing	Number (View)*	:	123456780		•	
Training / Document	ation	unt Num	her *		123456789			
Import / Export Lo	la decor	unt Type	*		Business Ch	recking		
Email Log	1000	un type				, coning ▼		
Email by Installation	n(s) Bill	lling De	tails by Admi	n				Θ
Manage Ads	Billin	ng Name		B	ob Smith			1
Manage inserts Manage Reports	Billin	- na Addre	55.1 *	12	345 Somewher	e Road		1
	Billin	ng Addre						1
	City *	*		A	nywhere			
	State	/ Provin	ce *	C	A			
	Zip /	Postal C	ode *	90	620	0		
	Coun	ntry *		U	NITED STATES			•
	Admir	in's Emai	Address	bo	b.smith@webs	ite.com		
	Phon	ne Numbe	er					
	* Requ	uired fiel	d					
		Back	Pay Nov					

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Payment Screen 2 of 3

An Agent will verify the information entered on the previous screen before processing the payment. Once verified, the Agent will then select the "Process" button to continue.

VIEV	W. PRINT. PAY.				
Home Suppor	t			Loqo	
E Search	Welcome Adam Franks, y	our last Sign In was on M	londay, February 06, 2012, 16:57,	MST	
Customer Search	Virtual Terminal b	y Admin		Θ	
Transaction Search	Policy Number	Account Name	Customer's Email	Amount	
Virtual Terminal	40245870	Comple Deliau 4	Address	Due econ on	
Add New Policy Number	12345879	Sample Policy 1	iane@website.com	\$150.00	
Lock / Unlock Account	12010010	competition y 2	janeigineasite.com		
Virtual Terminal by Admin	Payment Details t	oy Admin		Θ	
Manage Stored Payment(s)	Payment Amount	s	\$350.00		
	Funding Source	A	ACH x6789		
 Reports 	Payment Type	A	ACH/Electronic Check		
\$ Daily Report by User	Bank Routing Number	1	123456780		
\$ Report by Installation(s)	ACH Bank Account Nun	iber)	0000(8789		
\$ Report by Merchant Account(s)	Account Type	E	Business Checking		
E Admin	Billing Details by A	Admin		Θ	
Update Password	Billing Name	В	ob Smith		
Training / Documentation	Billing Address 1	1	12345 Somewhere Road		
Import / Export Log	Billing Address 2				
Email Log	City	A	Anywhere		
Email by installation(s)	State / Province	с	A		
Manage Ads	Zip / Postal Code	9	0620		
Manage Inserts	Country	U	NITED STATES		
Manage Reports	Admin's Email Address	b	ob.smith@website.com		
	Phone Number				

Payment Screen 3 of 3

An Agent will receive a real-time response next to the "Payment Status" field in regards to whether the payment is Authorized (for Credit Card transactions), or Accepted (for ACH transactions), or Declined. The associated Transaction ID will be listed next to the "Payment Status" field.

Home Suppor	t			Logou	
	Websers Adam Freels	and the Oliver Is and	- Mardan Estaria 00.00		
Search	Welcome Adam Franks	, your last sign in was	on Monday, Pebruary 00, 201	12, 10:07, MBT	
Customer Search	Transaction Det	ail		Θ	
Transaction Search	Policy Number	Payment Status	Transaction ID	Amount	
Virtual Terminal	12345678	ACCEPTED	45238242	\$200.00	
Add New Policy Number	12345679	ACCEPTED	45238243	\$150.00	
Lock / Unlock Account					
Virtual Terminal by Admin	Admin Detail			Θ	
Manage Stored Payment(s)	Admin Name		Adam Franks		
	Email Address		bob.smith@website.com	1	
Reports	Phone Number				
\$ Daily Report by User					
\$ Report by installation(s)	Payment Detail			Θ	
\$ Report by Merchant Account(s)	Payment Amount		\$350.00		
	Payment Type		ACH/Electronic Check		
■ Admin	Bank Routing Numbe	r	XXXXX8789		
Update Password	ACH Bank Account No	umber	123456780		
Training / Documentation	Back	Print Receipt			
Import / Export Log					
Email Log					
Email by installation(s)					
Manage Ads					
Manage Inserts					
Manage Reports					

Agent's Email Receipt (Optional)

An Agent can enter the their Email Address on Screen 1 of 3 to send a payment receipt automatically via email. A list of the individual payments by Customer will be attached ("Payment Summary.csv").

_____ Email Subject: Payment Receipt Bob Smith, Thank you for your online payment. Please print or file this electronic receipt for your records. _____ Payor: Bob Smith Payment Date: 02-06-2012 17:10:36 MST Payment Amount: \$350.00 USD Source Account Type: ACH/Electronic Check Source Account ID: XXXXX6789 The attached file contains the individual Transaction Detail(s). _____ Thank you, Sample Company PLEASE DO NOT RESPOND TO THIS EMAIL. This email box is not monitored.

Sample CSV attachment ("Payment Summary.csv")...

	А	В	С	D
1	Reference ID	Amount	Transaction ID	Transaction Status
2	12345678	200	45238242	ACCEPTED
3	12345679	150	45238243	ACCEPTED

Customer's Email Receipt (Optional)

- An Agent can enter the Customer's Email Address on Screen 1 of 3 to send a payment receipt automatically via email.
- An Email Receipt can also be sent at any time from the "Individual Transaction Detail Report" screen.

_____ Email Subject: Payment Receipt ABC Company, Thank you for your online payment. Please print or file this electronic receipt for your records. _____ Payor: John Doe Policy Number: 12345678 Account Name: ABC Company Payment Date: 02-06-2012 16:47:52 MST Payment Amount: \$100.98.00 USD Payment Status: ACCEPTED Payment Reference ID: 45238162 Source Account Type: ACH/Electronic Check Source Account ID: XXXX6789 -----

Thank you, Sample Company

PLEASE DO NOT RESPOND TO THIS EMAIL. This email box is not monitored.

Manage Stored Payment(s)

> An Agent will manage here their approved stored payment(s).



> Then selecting the applicable stored payment to Edit or Delete.

	W. PRINT. PAY.	Customer Administratio
Home Suppo	rt	Loqo
Search	Welcome Adam Franks, your last Si	gn In was on Monday, February 06, 2012, 16:57, MST
Customer Search	Edit Stored Payment Type	(s) ⊟
Transaction Search	Stored Payment Types	Select-Funding-Source 🖕
Virtual Terminal		
Add New Policy Number	Back	
Lock / Unlock Account		
Virtual Terminal by Admin		

Delete or Save/Update Stored Payment

> An Agent can select to "Delete" or "Save/Update" an Agent's approved stored payment.

Home Suppor	t		Logou
Search	Welcome Adam Franks, your last Sig	n In was on Monday, February 06, 2	2012, 16:57, MST
Customer Search	Edit Stored Payment Type	s)	Θ
Transaction Search	Stored Payment Types	ACH v8789	
Virtual Terminal	stored rayment types	Norritorio	•
Virtual ferminal	Daymont Dotail		-
Add New Policy Number	Payment Detail		B
Lock / Unlock Account	Payment Type *	ACH/Electronic Check	< 🖵
Virtual Terminal by Admin	Bank Routing Number (View)*	123456780	
Manage Stored Payment(s)	Account Number *	X0000X8789	
Reports	Account Type *	Business Checking	~
\$ Daily Report by User			
\$ Report by installation(s)	Customer Detail		Θ
\$ Report by Merchant Account(s)	Billing Name *	Bob Smith	
	Billing Address 1 *	12345 Somewhere Road	
C Admin	Billing Address 2		
Update Password		Anutan	
Training / Documentation	City *	(2)	
Import / Export Log		CA	
Email Log	State / Province *	0	
Email by installation(s)	Zip / Postal Code *	90620 😰	
Manage Ads	Country *	UNITED STATES	~
Manage Inserts	Email Address	hab smith@wabsite.com	
Manage Reports		uou.sminigweusite.com	
	Email Address Required *	Required O Not Re	quired
	Phone Number		

Customer Search (Home)

Search a Customer by: Account Number, Account Name, Email Address, or Username.

Home Suppo	ort		<u>Loqo</u>
	Welcome John Smith, your last Sign Ir	ı was on Tuesday, August 03, 2010, 13:02, PDT	
Search	Customer Search		Θ
Customer Search	Customer Search		
Transaction Search	Search by *	Account Number	
Virtual Terminal	Search Description *		
Add New Account Number		(ie: "123456789")	
Lock / Unlock Account			
	* Required field		
Reports	Search		
\$ Daily Report by User			
\$ Report by Installation(s)			
\$ Report by Merchant Account(s)			
Admin			
Update Password			
Training / Documentation			
Import / Export Log			
Email by Installation(s)			
Manage Ads			
Manage Inserts			
Manage Users			
Manage Reports			

Customer Search > Customer Search Result(s)

Search Result(s) after searching by Customer. Click "View" to view "Customer Detail".

	//yOnl i		COM			Customer	Administration
Home		Support					<u>Loqout</u>
•	Search	v	Velcome Jol	nn Smith, your las	t Sign In was on Tu	esday, August 03, 2010, 13:02, PDT	r
· · · · · ·	Customer Searc	h	Custo	mer Search	Result(s)		Θ
Tr	ransaction Searc	ch	View	<u>Account</u> Number	Account Name	Email Address	<u>Username</u>
	Virtual Terminal		View	1091	Blake Smith	samplecustomer@hotmail.com	blake123
Add	New Account Nu	imber					
Loc	ck / Unlock Acco	ount	Back			Showing Rest	ults 1 to 1 of 1 Total.
•	Reports		Searc	n Filter			Θ
\$ C	Daily Report by U	ser	Results Pe	er Page		25 👻	
\$ Re	port by Installati	on(s)	Filtor				
\$ Report	t by Merchant Ac	count(s)	ritter				
	A alasia						

Customer Search > Customer Search Result(s) > Customer Detail

"Customer Detail" will provide all of the Customer's system information at a glance to answer questions, modify settings, and make payments. An Agent (on behalf of the customer) can manage stored payments, set-up Auto-Pay, process one-time payment, and more...

	II.COMS™ V. PRINT. PAY.	Customer Administration
Home Suppor	t	Logou
🗆 Search	Welcome John Smith, your last Sign In was on Tue	esday, August 03, 2010, 13:02, PDT
Customer Search	Customer Detail - Account 1091	Θ
Transaction Search	Registration Status	Active
Virtual Terminal	Registration Date	07-27-2010
Add New Account Number	Registration Address Verification	6861 E. ORANGETHORPE AVE
Lock / Unlock Account	Registration Lockout	Unlock 🗸 😨
	Last Successful Login	08-03-2010
Reports	Username	blake123
\$ Daily Report by User	Restore Password	Email Username & Password
\$ Report by Installation(s)	Reset Password (blank to keep existing)	
\$ Report by Merchant Account(s)	Confirm Reset Password	
	First Name *	Blake
e Admin	Last Name *	Smith
Update Password	Email Address *	samplecustomer@hotmail.com
Impact / Expect Lon	Email Address Confirmation	Confirmed
Email by Installation(s)	Email Address Confirmation Date	07-27-2010
Manage Ads	Email Security Question *	Your first car?
Manage Inserts	Email Security Answer *	truck
- Manage Users	Account - Number(s)	1091 - Unregister
- Manage Reports		1092 - Unregister
	Account - Name	Blake Smith
	Account - Stored Payment Type(s)	ACH x6789
		Manage Stored Payment Type(s)
	Account - Auto-Pay Set-up	Auto-Pay Set-up

Account - Auto-Pay S	tatus		Pendin	9		
Account - Paperless	Status		Active	• ▼		
Scheduled Payments	3					
* Required field						
Back	Update					
Billing History	- Account 10	091				Θ
Date	Number	Viev	v Bill	Amour	nt Due	Payment
07-27-2010		Viev	v Bill	\$45.	00	Pay Now
View All						
Payment Histo	ry - Account	1091				Θ
Date	<u>Amount</u>	Paym Typ	ient ie	Payment ID	Transact ID	ion Receipt
07-27-2010 09:50:33 PDT	\$45.00	ACH/Elec Chec	ctronic ck	x6789	<u>4028064</u>	6 Print Receipt
View All						
User History -	Account 109	1				Θ
Date	<u>User</u>			ltem		Description
08-03-2010 12:41:11 PDT	blake123			LOG_IN		blake123 log
07-30-2010 09:44:33 PDT	blake123			LOG_IN		blake123 log
07-29-2010 11:55:14 PDT	blake123		PASSW	ORD_RECOVE	RY	blake123 req
View All						
Admin History	- Account 10	91				Θ
	No Adr	nin History	/ Exists f	for Account.		

"Customer Detail" screenshot continued...

Customer Search > Customer Search Result(s) > Customer Detail > Manage Stored Payment Type(s)

- "Manage Stored Payment Type(s)" will enable the Agent to "Update" or "Delete" a Customer's stored payment type. NOTE: All stored payment types are stored securely by our <u>PCI Compliant</u> merchant processing Partner. If updating, the "Account Number" will need to be re-entered for both stored ACH and credit cards payment types.
- NOTE: <u>The stored payment type is associated by User and NOT by Account.</u> For example, a User with 2 different account numbers (associated with their single username) will see the same stored payment(s) under each account number. <u>The payment being made is associated by Account and NOT by User.</u> For example, a User with 2 different account numbers and 2 different stored payment types (associated with their single username) can set-up each Auto-Pay account (2 in this example) with a different stored payment type (2 in this example), if desired.

	II.coms™ /. print. pay.	Customer Adm	inistration
Home Suppor	t		<u>Loqout</u>
■ Search	Welcome John Smith, your last Sign In	was on Tuesday, August 03, 2010, 13:02, PDT	
Customer Search	Edit Stored Payment Typ	e(s) - Account 1091	Θ
Transaction Search	Payment Type	ACH/Electronic Check	
Virtual Terminal	Routing Number	124000054	
Add New Account Number	Account Number	x6789	
Lock / Unlock Account	Account Type	Business Checking 👻	
© Reports	Back Delete	Save / Update	
\$ Daily Report by User			
\$ Report by Installation(s)			

Customer Search > Customer Search Result(s) > Customer Detail > View Bill

"View Bill" will enable the Agent to view a customer's bill to answer any billing questions as needed. The bill is viewable as a PDF file.

Ð	☆ ♣	1	/1 📭 🖑	۲	49.8%	- 🔬-	🥖 Sign 🕶	
Find	•	\$						
	Sample, Inc		Frank Thomas 4072 Francis Av Chino, CA 91710	3	Customer Number Invoice Number Statement Date	1091 d'_1091_07-27-2010 11/01/08		^
69	Date 11/01	Quantity 1 Month	Description Current Charges For Service at 4072 Francis Ave Trash Service		Charges 66.25	Credits Totals 66.25 66.25		
	Sample	, inc.	Please detach this portion and	Freturn with payment Send pa	Do NOT send cash. Customer Number Service Period Due By Total Due Enter Amount Pr yment to:	1091 November 2008 11/1/2008 66.25 aid: <u>5</u>		
sp		Frank The 4072 Frar Chino, CA	omas ncis Av 4 91710					
Ø			109	10772				-

Transaction Search

Search a Transaction by: Transaction ID, Account Number, Transaction Amount, or Transaction Date.

ome John Smith, your last Sign In	was on Tuesday, August 03, 2010, 13:02, PDT
ome John Smith, your last Sign In	was on Tuesday, August 03, 2010, 13:02, PDT
ransaction Search	
rch by *	Transaction ID
rch Description *	
	(ie: *204475743* or *V19A1A2E2244*)
wired field	
Search	
	rch by * rch Description * quired field Search

Transaction Search > Transaction Search Result(s)

Search Result(s) after searching by Transaction. Click individual "Transaction ID" link(s) to view "Individual Transaction Detail Report".

	II.com [™]				Customer Ad	dministration
Home Support						<u>Loqout</u>
B Search	Welcome John S	mith, your last Sign	In was on Tuesda	y, August 03, 20	10, 13:02, PDT	
Customer Search	Transact	ion Search Re	sult(s)			
Transaction Search	Transaction Date / Time	Transaction ID	Transaction Amount	<u>Account</u> Number	Transaction Account	Transaction Status
Virtual Terminal Add New Account Number	07-27-2010 09:50:33 PDT	40280646	\$45.00	1091	ACH x6789	SETTLED
Lock / Unlock Account	Back			S	howing Results	1 to 1 of 1 Total.
Reports						
\$ Daily Report by User						

Transaction Search > Transaction Search Result(s) > Individual Transaction Detail Report

- "Individual Transaction Detail Report" will enable an Agent to "View" individual transactions.
- Credit Card Transactions: fund next business day (Settlement time is 12am merchant time zone).
- ACH Transactions: typically fund within 2-3 business days (Settlement time is 3:30pm, business days).

Nome Suppo	ert		Logo
G Search	Welcome John Smith, your last Sign In w	as on Tuesday, August 03, 2010, 13:02, PDT	
Customer Search	Individual Transaction De	tail Report	Θ
Transaction Search	MOB Installation	Sample Installation	
Virtual Terminal	MOB Merchant Account	Sample Merchant Account	
Add New Account Number	MOB User	blake123	
Lock / Unlock Account	Transaction Status	SETTLED	
	Transaction Posted	07-27-2010 09:50:33 PDT	
Reports	Transaction Settled	07-28-2010 00:00:00 PDT	
\$ Daily Report by User	Transaction Account	ACH x6789	
\$ Report by Installation(s)	Transaction Type	ACH/Electronic Check	
\$ Report by Merchant Account(s)	Transaction Amount	\$45.00	
	Transaction ID	40280646	
G Admin	Transaction Ref ID 1	1091	
Hadab Daamad	Transaction Ref ID 2		
update Password	Transaction Source IP	127.0.0.1	
Training / Documentation	Payment Processor	TransFirst	
Import / Export Log	Processor Response	SETTLED	
Email by Installation(s)	Transaction Comments		

\$ Daily Report by User

"\$ Daily Report by User" will enable an Agent to quickly generate a Daily Report of payments processed by the Agent.

Daily Report by User (08-09-2010) for sampleuser Customer Account Customer Ref ID 2 Customer Name Tender Type/Check no. Tender Amou 1091 Blake Smith ACH x6789 \$4 Total of Successful Transactions: Back Print Export as XML Export as PDF Export as XL S howing Results 1 to 1 of 1 Total.
Daily Report by User (08-09-2010) for sampleuser Customer Account Customer Ref ID 2 Customer Name Tender Type/Check no. Tender Amou 1091 Blake Smith ACH x6789 \$ Total of Successful Transactions: \$ Back Print Export as XML Export as PDF Export as XL \$ howing Results 1 to 1 of 1 Total.
Daily Report by User (08-09-2010) for sampleuser Customer Account Customer Ref ID 2 Customer Name Tender Type/Check no. Tender Amou 1091 Blake Smith ACH x6789 \$ Total of Successful Transactions: Superities XML Back Print Export as YML Export as YDF Export as XLS howing Results 1 to 1 of 1 Total.
Customer Account Customer Ref ID 2 Customer Name Tender Type/Check no. Tender Amount 1091 Blake Smith ACH x6789 S Total of Successful Transactions: S Back Print Export as PDF Export as XLS howing Results 1 to 1 of 1 Total.
1091 Blake Smith ACH x6789 \$ Total of Successful Transactions: \$ Back Print Export as XML Export as PDF Export as XLS howing Results 1 to 1 of 1 Total.
Total of Successful Transactions: \$ Back Print Export as XML Export as PDF Export as XLS howing Results 1 to 1 of 1 Total. State 1 to 1 of 1 Total. State 1 to 1 of 1 Total. State 1 to 1 of 1 Total.
Back Print Export as XML Export as PDF Export as XLS
Date From 08-09-2010
08-09-2010
Transaction Types
Results Per Page 40 👻
Results Per Page 40 -

Update Password

"Update Password" will enable an Agent to update their associated Password and Agent Details as needed.

Home Supp	port	<u>Loqo</u>
	Welcome John Smith, your last Sign In	was on Monday, August 09, 2010, 15;12, PDT
Search		
Customer Search	Update Password	
Transaction Search	Username	sampleuser
Virtual Terminal	Current Password *	
Add New Account Number	New Password *	
Lock / Unlock Account	Confirm New Password *	
Reports		Password must be at least 8 characters long and should contain at least 1 small case alphabet and
\$ Daily Report by User		1 numeric algit
\$ Report by Installation(s)	* Required field	
\$ Report by Merchant Account(s)	lindate	
	Opdate	
🛛 Admin	User Detail	Θ
Update Password	First Name	John
Training / Documentation	Last Name	Smith
Import / Export Log	Email Address	adam.franks@myonlinebill.com
Email by Installation(s)	Phone Number	
Manage Ads		
Manage Inserts	Edit	
Manage Users		
Manage Reports		

Support

"Support" will enable an Agent to generate support requests as needed. This Support email is sent to the Company System Administrator/point-of-contact.

Home Suppor			Logout
	Welcome John Smith your	last Sign In was on Monday. August	09 2010 15:12 PDT
B Search	NOTE: Have you already vi	ited "Training / Documentation"?	00, 2010, 10.12, 101
Customer Search	NOTE. Have you alleady vi	sica maning / Documentation :	
Transaction Search	Support Email		Θ
Virtual Terminal	First Name *		
Add New Account Number	in st name		
Lock / Unlock Account	Last Name		
	Email Address *		
Reports	Phone Number		
\$ Daily Report by User	Urgency *	Select-Urgency 👻	
\$ Report by Installation(s)	Subject *		
\$ Report by Merchant Account(s)	Comments *		
C Admin			
Update Password			
Training / Documentation			
Import / Export Log	* Required field		
Email by Installation(s)	Email		
Manage Ads			
Manage Inserts			
Manage Users			
Manage Reports			



Online Payment System

Virtual Terminal Real-time Link - Application Payments Processed from SCIPS Agent Rating Module

Screen 1 of 3

An Agent will automatically link to this Virtual Terminal after selecting the applicable integrated payment link from the SCIPS Rating Module (most of the fields found on this screen will already be pre-populated). The payment amount will default to the first installment due. An Agent will then enter the "Payment Detail" and select the "Pay Now" button to continue.

	Customer Administration
	Logout
Welcome Adam Franks, your last	Sign In was on Monday, February 06, 2012, 16:34, MST
Virtual Terminal	8
Customer Policy Number *	12345678
Auto-Pay	Not Activated
Scheduled Payments	
Comments	
	ii.
IF applicable, please swipe credi	it card or check at anytime. 🥑
Payment Detail	8
Payment Amount *	100.98
Payment Type *	Select Payment Method
Credit Card Number *	
Expiration Date *	- Month - 🔪 - Year - 🗸
Customer Detail	
Billing Name *	John Doe
Billing Address 1 *	12345 Somewhere Road
Billing Address 2	
City *	Anywhere ©
State / Province *	NJ
Zip / Postal Code *	90620 💿
Country *	UNITED STATES
Email Address	john.doe@website.com
Email Address Required *	Required Not Required
Phone Number	
* Required field	
Required neta	
Pay Now	

Screen 2 of 3

An Agent will verify the information entered on the previous screen before processing the payment. Once verified, the Agent will then enter the "Process" button to continue.

YONINEBIII.COM		Customer Administrati
		Logo
Welcome Adam Franks, your last Sign	In was on Monday, February 06, 2012,	16:34, MST
Virtual Terminal		8
Customer Policy Number	12345678	
Comments		
Account Detail		8
Payment Amount	\$100.98	
Funding Source	ACH x6789	
Payment Type	ACH/Electronic Check	
Bank Routing Number	123456780	
ACH Bank Account Number	XXXXX8789	
Account Type	Business Checking	
Question of Defail		-
Customer Detail		B
Billing Name	John Doe	
Billing Address 1	12345 Somewhere Road	
Billing Address 2		
City	Anywhere	
State / Province	NJ	
Zip / Postal Code	90620	
Country	UNITED STATES	
Email Address	john.doe@website.com	
Phone Number		

Screen 3 of 3

- An Agent will receive a real-time response next to the "Payment Status" field in regards to whether the payment is Authorized (for Credit Card transactions), or Accepted (for ACH transactions), or Declined. The associated Transaction ID will be listed within the pop-up box that automatically appears.
- In Internet Explorer, the browser window and session will automatically close after selecting "OK" or "Cancel" within the pop-up box. However, in Firefox, the browser window and session expiration may not automatically close unless the following is "True"... 1. Enter "about:config " into your FireFox address bar and press enter; 2. Make sure your "dom.allow_scripts_to_close_windows" is set as "True".

Welcome Adam Franks, your last Sign	in was on Monday, February 06, 2012, 16:34, 1	VST
Transaction Detail		8
Payment Status	ACCEPTED	
Transaction ID	45238132	
Account Nam Email Addres Phone Numb	5238132 print the Payment Receipt?	
Payment	Cancel	Θ
Payment Amount	\$100.98	
Payment Type	ACH/Electronic Check	
Bank Routing Number	XXXXX8789	

Payment Receipt (Optional)

Select "OK" to view and/or print the associated transaction's Payment Receipt.

Date: 02-23-2012 Transaction ID: 45387300 Type Of Transaction: ACH/Electronic Check Transaction Status: ACCEPTED

REF: 1122 Comments: Tender Account: ACH x6789 Tender Amount: \$100.98 USD

Signature:

I agree to pay the above amount according to the card issuer agreement. (Merchant agreement if credit voucher)

Thank You!

Email Receipt (Optional)

- An Agent can enter the Email Address on Screen 1 of 3 to send a payment receipt automatically via email.
- An Email Receipt can also be sent at any time from the "Individual Transaction Detail Report" screen.

Thank you, Sample Company

PLEASE DO NOT RESPOND TO THIS EMAIL. This email box is not monitored.