# Xpress-pay Administration Guide

The Xpress-pay Team endeavors to educate and inform our clients how to use all available tools to ensure that vital information is readily available and your experience with ePayments is positive. To this end, this information will help you in performing common functions such as reporting, managing users and security, and more.

This guide was authored and is being provided as a courtesy of the Xpress-pay Team. It contains a synopsis of information you'll commonly need in the course of offering and accepting ePayments.
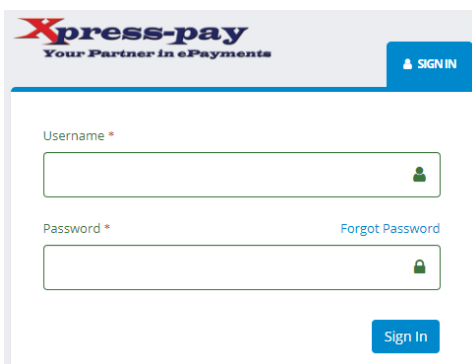
For additional assistance, please contact the Xpress Pay Support Department at (607) 753-6156. For security reasons, you will be asked questions to verify your role.

Logging into the Xpress Pay Administrative menu

To log in to your Xpress Pay Administrative account, navigate to
https://info.xpress-pay.com/.
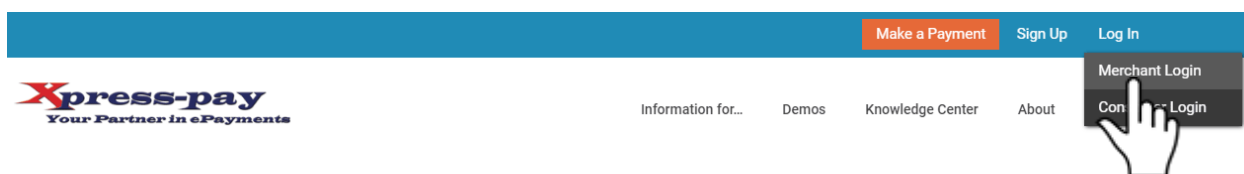
On the Xpress-pay home page, go to the top right corner, hover on *Log In* and click the *Merchant Login* button to proceed. On the next page, please enter the credentials you were provided.

If you forgot your password, click the *Forgot Your Password* link and follow the instructions. If you have difficulty, please contact us for assistance.

DASHBOARD – Main Menu

Depending on what privileges are assigned, you will see a Dashboard like the above. Certain features may not apply or be available as they depend on your security privilege.

Helpful Tip

Most users will only use the Reports Function.

We'll start with the *Reports* section, as this will be the most commonly accessed.

REPORTS

There are several different reports available for tracking payments. Here are the most popular:

Reports

- Payment Summary by Organization
- Payment Detail by Payment Type
- Payment Detail by Payment Type (Date & Time Selectivity)
- Outstanding Bills Report
- Outstanding Bills Detail Report

Payment Summary by Organization
- Shows summary-level statistics for all payments within the selected date range. This concise report shows only totals by payment type and may be filtered by data range.

Payment Detail by Payment Type
- Shows the details for every successful payment within the selected date range. It will include details for the parameters you collected during payment or, in the case of uploaded bills, the information you provided with the bill. It will also reflect the payer's name, address, phone number, email, payment date and time, and amounts associated with the payment.

Payment Detail by Payment Type (Date & Time Selectivity)
- Similar to the above, but with payments sorted by date and time.

Outstanding Bills Report
- If you upload (post) bills to Xpress-pay, you can view a summary of outstanding bills by their type, including outstanding balances for each. If you allow partial payments, this report will reflect the amount outstanding, not the original bill amount.
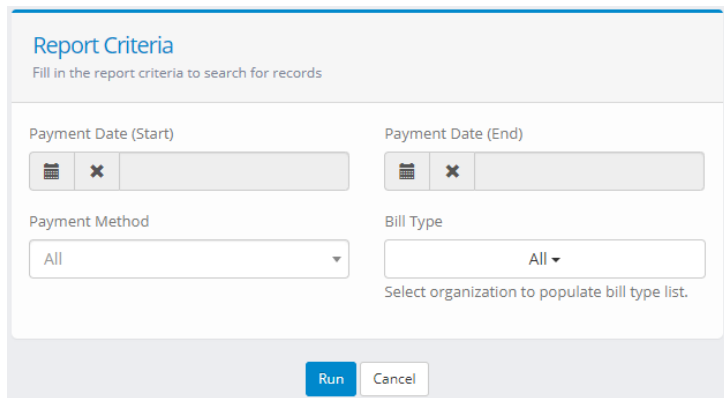
Outstanding Bills Detail Report
- Shows the detail for all outstanding bills. The report is concise, showing only totals by payment type.
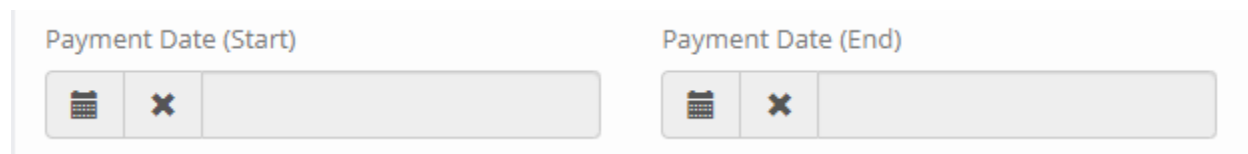
Payment Detail by Payment Type

Upon selecting this report, a screen similar to the one on at the right will be shown.

Report Criteria
Fill in the report criteria to search for records

Payment Date (Start)

Payment Date (End)

Payment Method

All

Bill Type

All

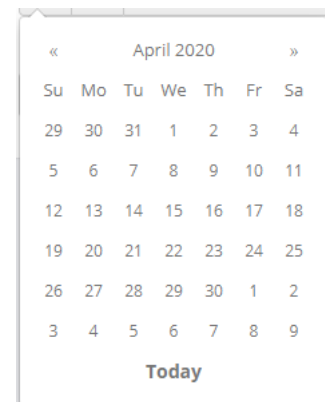Select organization to populate bill type list.

Run   Cancel

You can filter the report based on certain criteria. Here, a choice for payment methods is provided. Click the down-arrow to reveal the available options or select *All* to omit filtering by this criteria.

Next, choose the payment types you wish to select. If you want to select all payment types keep the selection at all, or to select/deselect individual items, place a check mark in the box next to the payment type from the dropdown menu.

Payment Date (Start)

Payment Date (End)

Next, select the date range to report. To change the date range to be reported, click the calendar icon. You can use the arrows to change one month at a time, or you click on the month/year and select from a dropdown. Finally, select the day to close the calendar.

«   April 2020   »

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Today

Note that both start and end dates can be specified.

Once you have specified the date range you wish to view, click *Run*.

Returns to reports

Downloads your report

Date range you selected

Payer's Information

The first column shows the payment details - information you requested from the customer during payment or, if uploaded bills, information you uploaded

Date, time, & type of payment; transaction ID

Amount & fees paid

Please note that reporting is not designed to reconcile accounts. Its purpose is to accrue a record of successful transactions that are processed by Xpress-pay.

Credit card transactions will be combined into one deposit for each business day and will settle into your bank account within 48 hours after they are accepted.

eCheck transactions will settle based on parameters established by the payer's bank and the Federal Automated Clearing House. eChecks accepted on any given day might not be deposited together. A typical timeframe for eCheck clearance and depositing is 3-5 business days.

Outstanding Bills Report

The Outstanding Bills Report provides a summary of all the unpaid bills uploaded to the site. To run this report, select it from the Reports menu, then select the payment type(s) you want to include.

This will provide a summary of outstanding amounts per payment type, the number of bills outstanding, and total due.

Payment Summary by Organization

The Payment Summary will show the total amount collected for each payment type within a given date range. This will include amounts collected for site fees, if any.

To change the date range, click the calendar icon. You can use the arrows to change one month at a time, or you click on the month or year to select from a dropdown. Finally, select the day to close the calendar. Note that both start and end dates can be specified. Click *Run* to produce the report.

A summary by payment type is provided, including the number of bills paid, the amount, interest and penalties collected, the estimated merchant fee collected, site fee, and the total collected for the payment type.

Importing (Uploading) Bills

Xpress-pay allows you to present billing information by uploading a file of bills from your accounts receivable system. The file can be in Excel (.xls, or.xlsx), .csv or tab-delimited format, or a fixed-format ASCII text.

You can upload bills as often as you like. Note that Xpress-pay will reduce the balance of partially paid bills and remove paid bills, but it has no knowledge of payments accepted in your office. To record payments made through Xpress-pay, produce a *Payment Detail Report by Payment Type* (shown earlier) and either manually record the payments or, if your system accepts payment files, download a file and import it into your system. Once complete, you should export a fresh copy of your accounts receivable file and upload it to Xpress-pay.
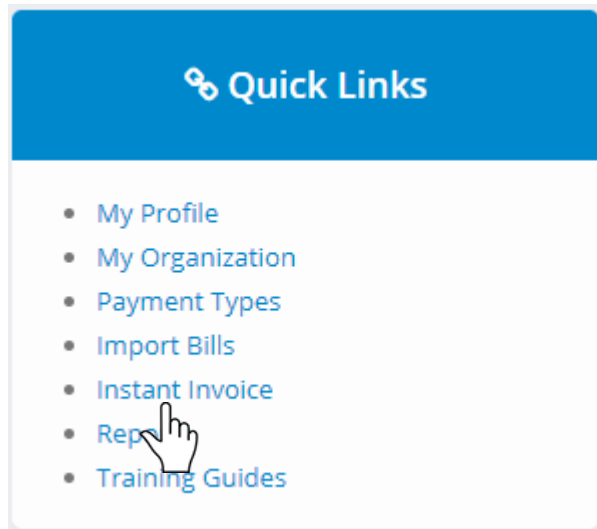
Bill Date is either defined in the uploaded bill file, or you can select the date (not shown above).

Add/Maintain Secondary Administrators

The first five fields are required

Passwords must be eight characters & contain at least one upper case, one lower case, one special character, & one number

Email address used for a password reset

User Details
Fill in user details in the field below

Name *

Address Line 1

Phone *

Address Line 2

Email *

City

Username *

State

-- Select State --

Zip

Password *

Password Repeat *

Create   Cancel

Click *Create* when done

User Access
Fill in user access in the fields below

Role *

-- Select Role --

Permissions

All Permissions ▾

Leave blank for access to all permissions

Bill Types

All Bill Types ▾

Leave blank for access to all bill types

Put a check mark next to the bills types the user can see from the drop-down menu, leave blank for access to all payment types.

Select permissions by checking the boxes for the ones you wish to grant.

My Profile

My profile is used to change your username, password, email, and address.
It is accessed by clicking your name in the upper right corner or by selecting *My Profile* in the *QuickLinks* menu on the dashboard.

To add a new user

To update information, click the blue pencil

It is important to have your correct email address in case you need to reset your password

Passwords must be eight characters and include upper & lower case letters, one special character and one number

Click *Update* when done

Maintain Payment Type Record

Click *Payment Types* from quick links menu on your dashboard, then select the payment type you wish to edit using the blue pencil icon.

⚙ Quick Links

- My Profile
- My Organization
- Payment Types
- Import Bills
- Instant Invoice
- Reports
- Training Guides

Xpress-pay
Your Partner in ePayments

DASHBOARD   BILLS ▾   IMPORTS   SCHEDULED PAYMENTS   REPORTS   USERS ▾

Drift Prairie Rentals
Charlotte James

Bill Types

🏠 / Bill Types

Showing **1-4** of **4** items.

#	Actions	PK ⇅	Bill Type	Visibility	Active
					Yes
1	✏👁📄📄	11059	Rental Deposit	Public	Yes
2	✏👁📄📄	11058	Rental Insurance	Public	Yes
3	✏👁📄📄	11057	Rental Fees	Public	Yes
4	✏👁📄📄	11056	Rental Invoice	Public	Yes

To edit a Payment type, click the pencil

⚠ **Caution: This icon deletes all uploaded bills for the payment type.**

Xpress-pay
Your Partner in ePayments

DASHBOARD   BILLS ▾   IMPORTS   SCHEDULED PAYMENTS   REPORTS   USERS ▾

Drift Prairie Rentals
Charlotte James

Update Bill Type: Rental Deposit

🏠 / Bill Types / Rental Deposit / Update

Drift Prairie Rentals

Maintain Bill Type

PK: 11059

★ Main | Dropdown Values | Interest | SMS / Email Text

State *	North Dakota
Organization *	Drift Prairie Rentals
Bill Type *	Rental Deposit
Industry	Property Management
Active *	Yes
Dependency	None
Merchant receipt email address	
Merchant receipt text msg address	
Importer Email	

[Update]

Sends a text message to this wireless number upon payment; see *Instructions*
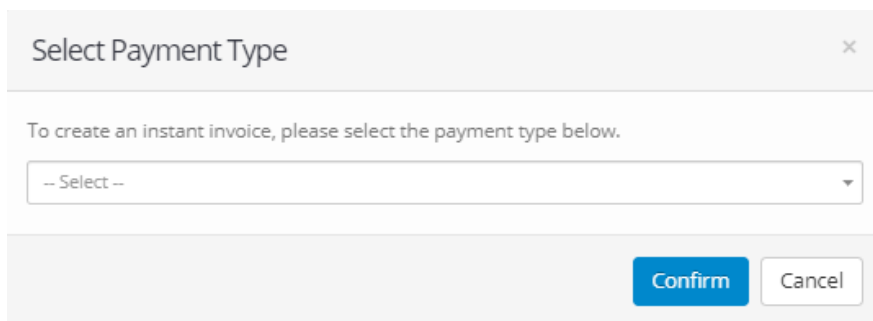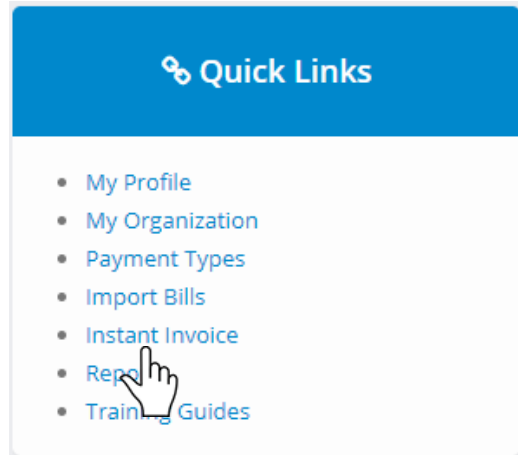
Yes: Payments are being accepted
No: Payments are not being accepted
Use Date(s): Payments are accepted only during the specified dates and time

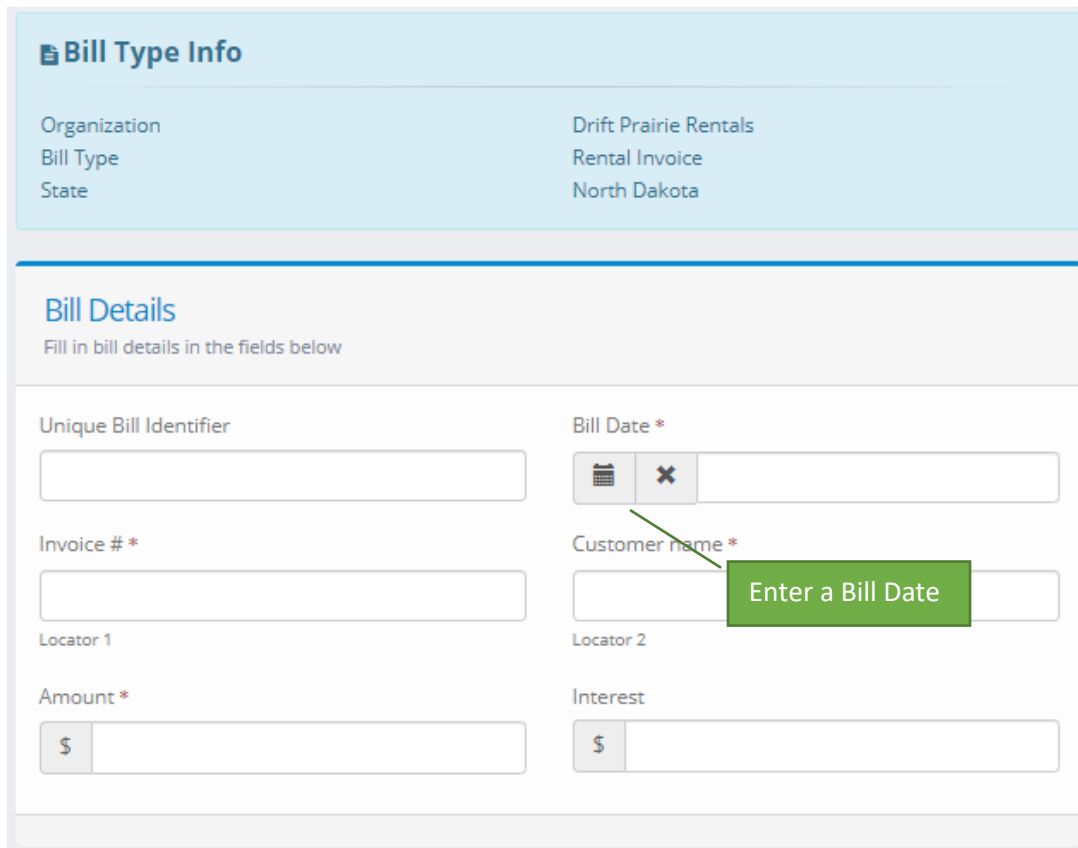A summary of uploaded bills will be sent to this address

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Add/Email a Bill (Instant Invoice)

Instant Invoices are perfect for quick acceptance of payments for any purpose such as services, deposits, applications fees, etc.

From the Quick Links Menu, select the Instant Invoice, then select the payment type:

⸙ Quick Links

- My Profile
- My Organization
- Payment Types
- Import Bills
- Instant Invoice
- Reports
- Training Guides

Select Payment Type   ✕

To create an instant invoice, please select the payment type below.

-- Select --   ▾

Confirm   Cancel

📄 Bill Type Info

Organization   Drift Prairie Rentals
Bill Type   Rental Invoice
State   North Dakota

Bill Details
Fill in bill details in the fields below

Unique Bill Identifier   Bill Date *

                                      📅   ✕

Invoice # *   Customer name *

                                      Enter a Bill Date

Locator 1   Locator 2

Amount *   Interest

$ $

Email / Mobile Phone Details

Include an email address and/or mobile phone to deliver an immediate notification.

Email Address - one email address per line

Provide an email address to send an Instant Invoice

Email Opening Text

A new bill has been uploaded to Xpress-pay and is now available for payment. To make a secure payment, simply touch or click the button below.

Email Closing Text

Thank you for allowing us to be of service!

Mobile Phone - valid 10 digit phone number

Provide a mobile phone number to send an Instant Invoice by text message. Mobile numbers can be in any standard format

Text Message

To Xpress-pay your bill to Drift Prairie Rentals (Rental Invoice) touch link below:

Send   Cancel

Then, to Xpress-pay the bill, the recipient simply clicks the button in the email or the link in the text message:
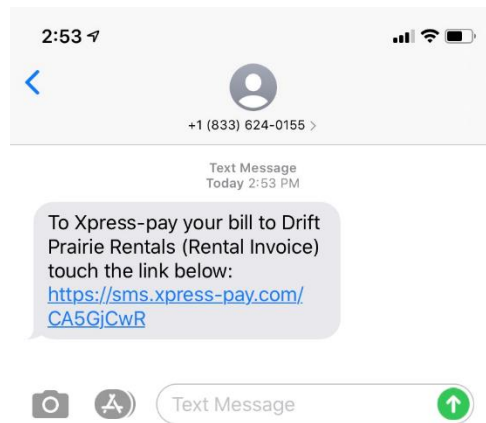
2:53

+1 (833) 624-0155

Text Message
Today 2:53 PM

To Xpress-pay your bill to Drift Prairie Rentals (Rental Invoice) touch the link below:
https://sms.xpress-pay.com/CA5GjCwR

Text Message

Xpress-pay
Your Partner in ePayments

For your convenience and security, we now accept online and mobile payments. Simply click or touch the button below on any device to make your payment.

Bill information

Payment Type:	Rental Invoice
Data field 1	
Data field 2	
Bill Amount:	$25.00
Interest:	$0.05
Total Due:	$25.05

Xpress-pay it!

Thank you for allowing us to be of service!

Please Note: This email was sent in response to information provided to us by the organization named in the email subject and the banner at the top of this email. To cancel email notifications or to discuss the information relating to your bill, please contact them.

Click to visit...

Xpress-pay
Your Partner in ePayments

When your customer clicks or touches to "*Xpress-pay it!*", they are presented with a branded payment screen along with the information you provided. Notice that an industry-specific background can be included as well, another Xpress-pay feature to help promote your brand:

Instant Invoicing is simple, has widespread applicability, and encourages prompt payment. For example, reservations can be secured immediately, providing peace of mind for the customer and the business. In the event of a service cancellation, immediate payment provides a quick remedy. Dispatchers can secure payment for tow trucks before sending a truck and employee. The uses are endless.

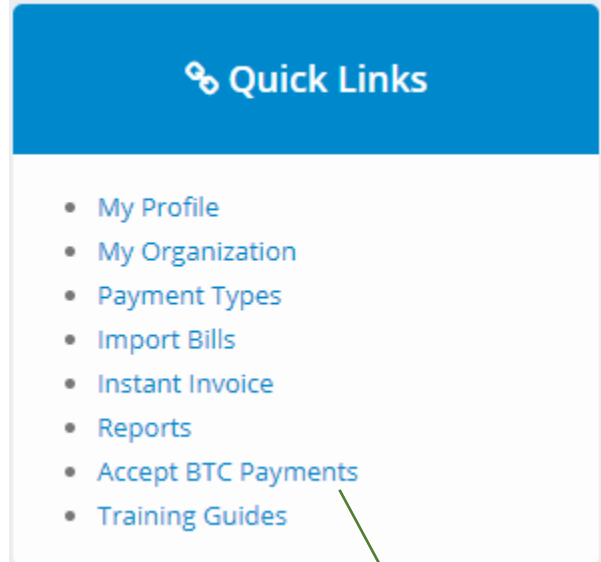## Bill Deletion Menu (removing uploaded bills)

You can remove one or all bills for the selected payment type, or delete bills based on specific criteria. For the latter, select one of the data fields and provide the exact information to be used as criteria to locate and remove all bills that match it. In the above example, a specific invoice can be deleted.

Accepting *Behind the Counter* Payments

Behind the Counter (BTC) payments are those which are available only to logged in users, not the general public. These generally apply to payments that can only be made in your office, perhaps because additional information, forms, or proof of identity is required.
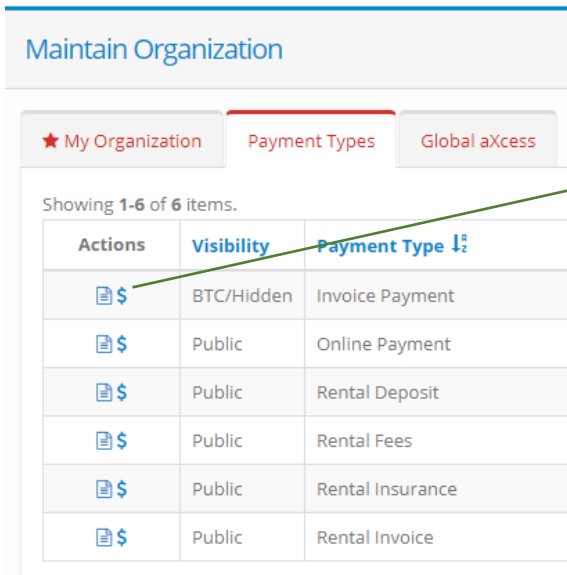
To accept a BTC payment, click the option of the same name on the Administrative QuickLinks (right). A list of <u>all</u> payment types will be displayed with BTC types identified in the *Visibility* column. Click the $ icon on any line to initiate a payment.

% **Quick Links**

- My Profile
- My Organization
- Payment Types
- Import Bills
- Instant Invoice
- Reports
- Accept BTC Payments
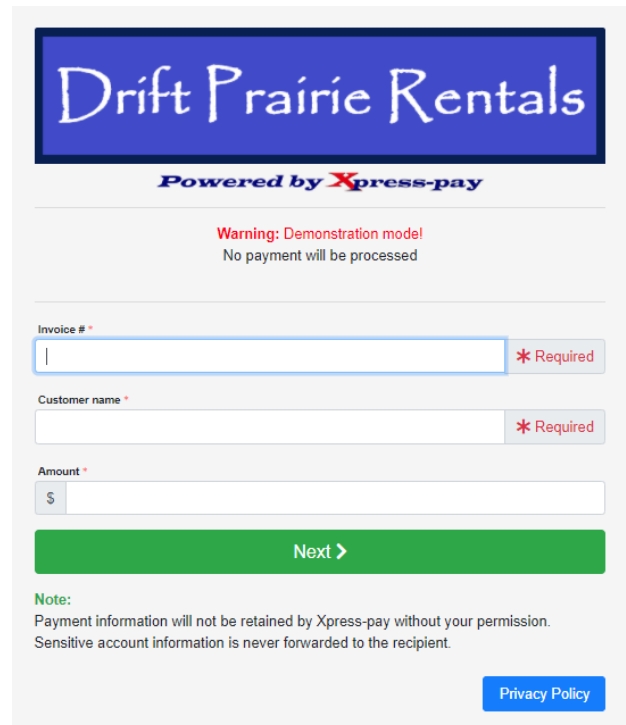- Training Guides

Click here to see BTC payment types

Maintain Organization

| ★ My Organization | Payment Types | Global aXcess |

Showing **1-6** of **6** items.

Actions	Visibility	Payment Type
📄$	BTC/Hidden	Invoice Payment
📄$	Public	Online Payment
📄$	Public	Rental Deposit
📄$	Public	Rental Fees
📄$	Public	Rental Insurance
📄$	Public	Rental Invoice

Click the $ icon to launch a payment

Drift Prairie Rentals

Powered by **Xpress-pay**

Warning: Demonstration model
No payment will be processed

Invoice # *

| | ✱ Required |

Customer name *

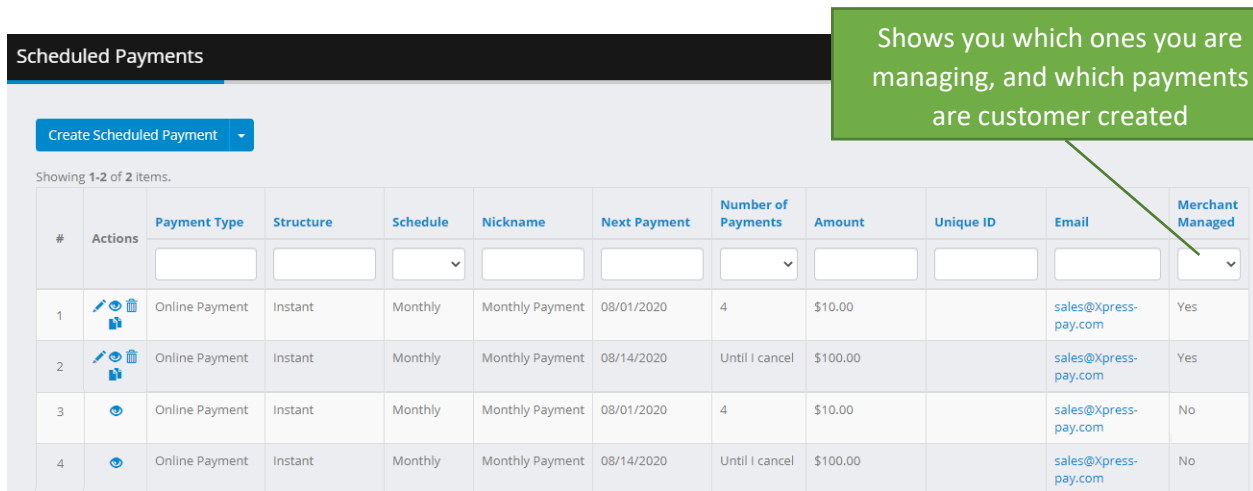| | ✱ Required |

Amount *

| $ | |

Next ❯

Note:
Payment information will not be retained by Xpress-pay without your permission. Sensitive account information is never forwarded to the recipient.

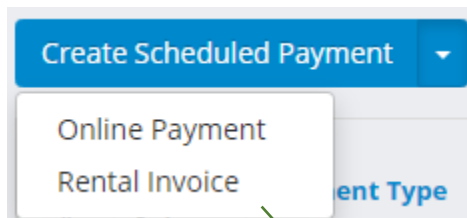Privacy Policy

Merchant Managed Scheduled/Recurring Payments

As an Administrator, you can schedule payments here. To do so, click on the link for Scheduled Payments on the top menu. A list of all scheduled payments will be displayed whether they were created by the customer or your staff.

Note: You'll see all scheduled payments, but for those that were created by a consumer, you cannot change them in any way. The consumer must use the Xpress-pay Dashboard to change or delete them.

Shows you which ones you are managing, and which payments are customer created

Scheduled Payments

Create Scheduled Payment ▾

Showing **1-2** of **2** items.

#	Actions	Payment Type	Structure	Schedule	Nickname	Next Payment	Number of Payments	Amount	Unique ID	Email	Merchant Managed
1	✏👁🗑📑	Online Payment	Instant	Monthly	Monthly Payment	08/01/2020	4	$10.00		sales@Xpress-pay.com	Yes
2	✏👁🗑📑	Online Payment	Instant	Monthly	Monthly Payment	08/14/2020	Until I cancel	$100.00		sales@Xpress-pay.com	Yes
3	👁	Online Payment	Instant	Monthly	Monthly Payment	08/01/2020	4	$10.00		sales@Xpress-pay.com	No
4	👁	Online Payment	Instant	Monthly	Monthly Payment	08/14/2020	Until I cancel	$100.00		sales@Xpress-pay.com	No

Create Scheduled Payment ▾
Online Payment
Rental Invoice

To create a scheduled payment on behalf of a consumer, click the down-arrow. Payment types allowing scheduled payments will be displayed. Select the payment type associated with the scheduled payment you wish to create.

If you do not see the desired payment type in this list, scheduled payments are not enabled. Contact our Support Team at (607) 753-6156 for assistance.

Fill out the required
information and click *Save*

Payment Type

Organization	Drift Prairie Rentals
Name	Rental Invoice
Structure	Posted

Profile Nickname *	
Schedule *	Monthly
Amount	
Number of Payments *	-- Select --
Next Payment Date *	
Email	
	The email address to send receipts and notices.
Unique ID	
Invoice # *	
	Locator 1
Customer name *	
	Locator 2

Payment Information

Payment Method *	Credit/Debit card
Card Number	
Expiration Date	
Name on account *	
Address	
Zip Code *	

Save   Cancel

-- Select --
-- Select --
Monthly
Quarterly
Annually
Weekly
Semiannually

-- Select --
Until I cancel
Set as inactive
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17

-- Select --

Update   Copy

Merchant Managed Scheduled Payment #56866

Payment Type	Online Payment
Profile Nickname	Monthly Payment
Schedule	Monthly
Number of Payments	Until I cancel
Next Payment Date	08/14/2020
Email	sales@Xpress-pay.com
Invoice # *(Locator 1)*	1234567
Customer name *(Locator 2)*	Jane E Test
Card type	Visa
Card number	***1111
Zip Code	90210

Copy will clone the payment
information to create a new
scheduled payment.

Copy Scheduled Payment

/ Scheduled Payments / Copy Scheduled Payment

Payment Type

Organization	Drift Prairie Rentals
Name	Online Payment
Structure	Instant

Payment Method

Profile Name	JT Testing - Card
Name on account	JT Testing
Type	Card
Card #	***1111

Attention: Payment method shown above will be used

Profile Nickname *	Monthly Payment
Schedule *	Monthly
Amount	$ 150.00
Number of Payments *	Until I cancel
Next Payment Date *	08/21/2020
Unique ID	
Invoice # *	1123456
	Locator 1
Customer name *	JT Testing
	Locator 2

Save   Cancel

Scheduled/Recurring Payments (AutoPay)

You can allow consumers to schedule future payments upon display of the on-screen receipt after payment. Simply request that our team enable this option. If enabled, the option will be presented as shown to the right.

Scheduled payments can occur on a variety of frequencies (weekly, monthly, annually, etc.). Which are allowed is determined by your settings.

Once an Xpress-pay accounts is created and whether or not they have scheduled any payments, visitors can use the Xpress-pay Dashboard to view or update their credit/debit cards, bank accounts, billing addresses, and scheduled payments (if any). The dashboard is available at https://dashboard.xpress-pay.com.

After clicking the *Create Scheduled Payment?* button, the visitor will see the form to the right. Where possible, the form will be prefilled with information provided during their payment.

A nickname such as *Monthly utility bill* must be assigned to the scheduled payment. They may then continue with the form, noting that some of the fields will vary based on the options made available during configuration. In all cases, a payment method and date of the first automatic payment will be required. The number of payments can be set to a specific number or *Until I cancel*.

An example of a completed form is shown to the right on the next page.

Once saved, a confirmation page will be displayed as shown in the lower right. An option to view the Xpress-pay Dashboard is included as well.

The confirmation page summarizes the scheduled payment and connects the visitor to the Xpress-pay Dashboard. Here, visitors can add payment methods, change or cancel their recurring payment schedules, maintain the list of billing or shipping addresses, and view payment history.

The Xpress-pay Dashboard

Xpress-pay offers a secure digital wallet feature. In addition to securely storing credit cards, visitors can view their payment history, add, change, or remove credit cards or bank accounts, change the number of scheduled payments or cancel a recurring payment plan.

Payment Details

Payment Method
Payment - Visa - 02/2023 - ****1111

Schedule
Monthly

Date of first automatic payment
11/30/2018

Total Number of Payments
Until I cancel

Save Scheduled Payment ❯

Profile Details

Scheduled Payment Nickname	Utility Bill
Schedule	Monthly
Date of next automatic payment	11/30/2018
Business	Demonstration
Bill Type	Utility bills
Total Number of Payments	Until I cancel
Maximum amount to pay	$0.00

View Dashboard ❯

Xpress-pay $ Payment Methods   📅 Scheduled Payments   📇 Addresses   ☰ Payment History   ➔ Logout (email@maildomain.com)

Payment Methods   Add Payment Method

Credit/Debit Cards

Showing **1** of **1** items.

Actions	Payment Method Nickname	Card Type	Card #	Card Expiration	Name / Email	Address
👁✏🗑		Visa	****1111	8/2018	John Smith email@maildomain.com	

Bank Accounts

Showing **1-1** of **1** item.

Actions	Payment Method Nickname	Account Type	Routing Number	Account Number	Name / Email	Address
👁✏🗑		Checking	123456789	****2082	Systems East email@maildomain.com	

The default screen is the *Payment Methods* page, which allows consumers to add new credit/debit cards or bank accounts for eCheck payments. In addition to adding items, they can view, edit, or delete them using the icons shown to the right.

Xpress-pay $ Payment Methods 📅 Scheduled Payments 📇 Addresses ☰ Payment History ➡ Logout (email@maildomain.com)

Scheduled Payment

Showing **1-1** of **1** item.

Actions	Payment Nickname	Next Payment	Schedule	Payments Remaining	Amount
👁✏🗑	Utility Bill	11/30/2018	Monthly	Until I cancel	Varies

Editing scheduled payments in the Xpress-pay Dashboard is accomplished with the edit button (pencil icon). The Profile Maintenance form will be displayed:

Profile Details

Scheduled Payment Nickname
Utility Bill

Select Bill Type

State
New York

Business
Demonstration

Bill Type
Utility bills

Selected Bill Type Details

Account #
123456

Last name
John Doe

Unique Bill Identifier
Test

Payment Details

Payment Method
Payment - Visa - 02/2023 - ****1111

Schedule
Monthly

Date of next automatic payment
11/14/2020

Total Number of Payments
Until I cancel

> Change your payment method, e.g. credit/debit card or bank account information if merchant accepts eChecks.

> Change type of schedule (if available).

> Change date when payment is made.

> Change the number of future payments or deactivate the schedule.

‹ Cancel   Update ›

Complete all information and click *Update* to save. A scheduled payment will be processed beginning with the *Date of Next Automatic Payment*.

Once saved, the scheduled payment will appear on the *Scheduled Payments* tab of the dashboard:

Showing **1-1** of **1** item.

Actions	Scheduled Payment Nickname	Start Date	Schedule	Day	Total Number of Payments	Payment Amount	Maximum Payment Amount
👁✏🗑	Oct Payment to APEX United, Inc	10/25/2017	Monthly	25th	1	Varies	$100.00

Xpress-pay $ Payment Methods   📅 Scheduled Payments   📇 Addresses   ☰ Payment History   ➡ Logout (email@maildomain.com)

Addresses   Add Address

My Addresses

Showing **1-1** of **1** item.

Actions	Full Name	Street Address	City	State	Zip or Postal Code	Phone Number
👁✏🗑	John Smith	1 Maple Ave.	Yourtown	FL	32118	(607) 753-6156

The *Addresses* tab allows visitors to store multiple addresses with their account, such as billing addresses for credit/debit cards, statement addresses for bank accounts, and shipping addresses. Once an address is saved, it can be used for any number of payment instruments, thus saving time.

Xpress-pay $ Payment Methods   📅 Scheduled Payments   📇 Addresses   ☰ Payment History   ➡ Logout (email@maildomain.com)

Payments

Payment History

Showing **1-10** of **356** items.

Actions	Transaction ID	Date	Total	Business	Payment Method	Description
👁	0	9/27/2017 2:59:02 PM	$103.00	APEX United, Inc	card	Rent (Uploaded/Posted Bill), 11111, Bob Smith
👁	0	9/27/2017 2:53:36 PM	$103.00	APEX United, Inc	card	Rent (Uploaded/Posted Bill), 11111, Bob Smith

« 1 2 3 4 5 6 7 8 9 10 »   25 ▾

‹ Back to Payment Methods

The *Payment History* tab shows detailed information for payments made using the email address associated with the account.

In addition to these tools, Xpress-pay provides direct support to all our clients, their customers, and participants of our nationwide reseller network.

This guide was authored and is being provided as a courtesy of the Xpress-pay Team. It contains a synopsis of information you'll commonly need in the course of offering and accepting ePayments.

For additional assistance, please contact the Xpress Pay Support Department at (607) 753-6156. For security reasons, you may be asked questions to help verify your role.