Payment Service Network, Inc.

How to Use PSN's Account Management Center

Welcome to Payment Service Network. To help you learn how to use PSN's Account Management Center, we have created this guide. The Account Management Center is where you manage the payments, view payments, get help from PSN, compile reports and everything else. Please have this guide handy as you log into your account and learn all of the easy-to-use features of PSN. If at any time, you need more assistance, please call 866-917-7368 and ask to speak to a Service Account Manager who can answer your questions. Our standard hours of operation are Monday–Friday 8am to 5pm CST.

Logging into Your Account Management Center

To access the Account Management Center, follow these steps:

1. Log on to www.PaymentServiceNetwork.com
2. Click on "Business Client Login"
3. Enter your Account ID, user name and password.

Adding Users

Click on the **ACCOUNT MANAGEMENT** tab and select "Add and Maintain User information". Here you will be able to add, remove and modify users.

- To add a user, select "Add New"
    - Here you will enter in the users first name, last name, role, email address, user ID and a password for them
        - Types of Roles
            - Administrator – Can add/remove users, process payments, issue refunds and view reports
            - Processor - Can process payments and view reports
            - Reader – Can only view reports
    - To modify a user, select the checkbox next to the user and select "View/Change"
    - To remove a user, select the checkbox next to the user and select "Delete"

Tips on Frequently Used Features

Make a Payment	• Quick Links • Select "Make Immediate Payment" • Enter the customers information (name, address, city, state, zip) • Follow the prompts to make a payment
Verify a Payment Was Made	• Quick Links • Select "View Real-Time Customer Payments" • Select the date range in the "From" line • Select the appropriate filter (amount, name, payment type, etc.) if necessary • A chart with the applicable payments will appear
How Do I Know if Monies Were Deposited to My Account	• Quick Links • Select "View Bank Deposits" • Select the date range in the "From" line • Click on "Refresh List"

Make a Refund	• To make a refund, you must wait at least 5 business days before you process the refund • Quick Links • Select “Make a Refund” • Select the date range in the “From” line • If you want to use more filters, select the Show Filter Options and follow prompts • Once you have found the payer in the chart, click on the “Options” icon at the far right • Select “Issue a Refund” • Follow the prompts on the pop-up window
Cancel a Payment	• You can only cancel a payment if it is a “pending” transaction. the status appears in the chart when you do the following • Quick Links • Select “Stop/Cancel a Payment” • Select the date range in the “From” line • If you want to use more filters, select the Show Filter Options and follow prompts • Once you have found the payer in the chart, click on the “Options” icon at the far right • Select “Cancel Payment” • Follow the prompts on the pop-up window
View Declined/Rejected Payments	• Quick Links • Select “View Declined/Rejected Transactions” • Select the date range in the “From” line • If you want to use more filters, select the Show Filter Options and follow prompts • A chart with the applicable declined/rejected transactions will appear with the reason why the payment was declined or rejected; this info is provided by the bank