PSN
an Invoice Cloud Company

How Customers Will…

- Pay Online/Mobile
  - One-Time
  - Auto-Pay
  - Quick Pay
- Pay by Phone
- View Bills
- Additional Profile Settings

Customer payment options

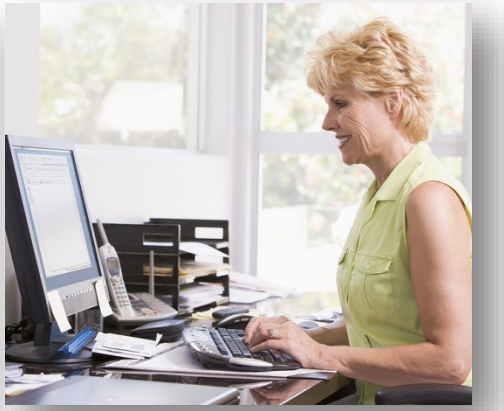
Payment Service Network (PSN) provides electronic payment and billing services.

In a nutshell, customers can pay:

- Online
- By smart phone or tablet
- Call an automated system

- eCheck
- eSavings
- VISA
- MasterCard
- Discover
- American Express
- PayPal

How customers make payments



In this training, you will learn how a customer makes a payment online/mobile and by a phone call. You will also learn how they setup payment methods, view their bills and more.

Let's start with online payments…

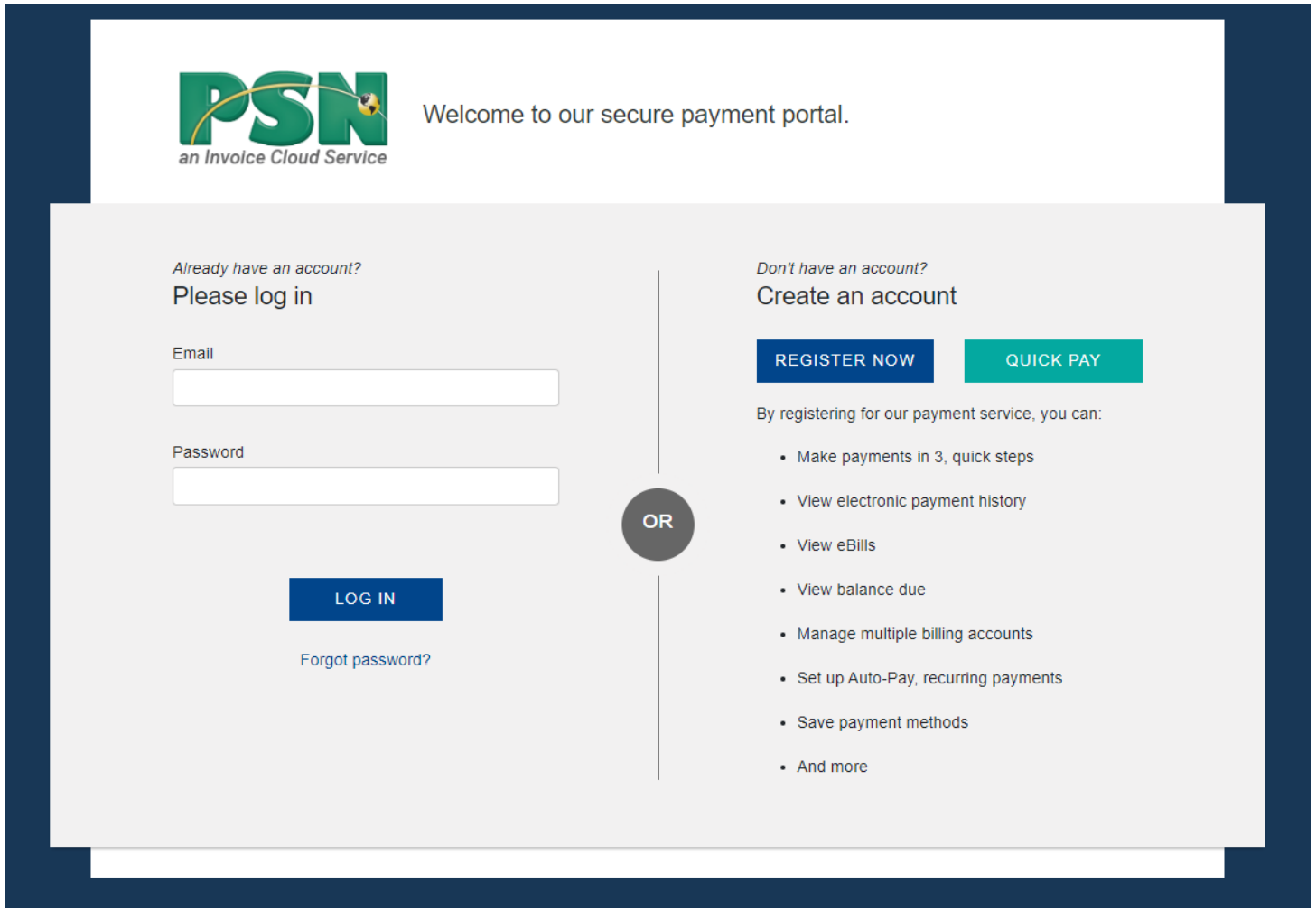
Online/Mobile Payments

Customer Registration Step 1 of 4

Step 1

Customer should select Register Now the first time they go online to make a payment or view a statement

On future visits, the customer will simply provide their email address and password that they set up when they registered.



Note: Customers can link from your website

Online/Mobile Payments

Customer Registration Step 2 of 4

Step 2

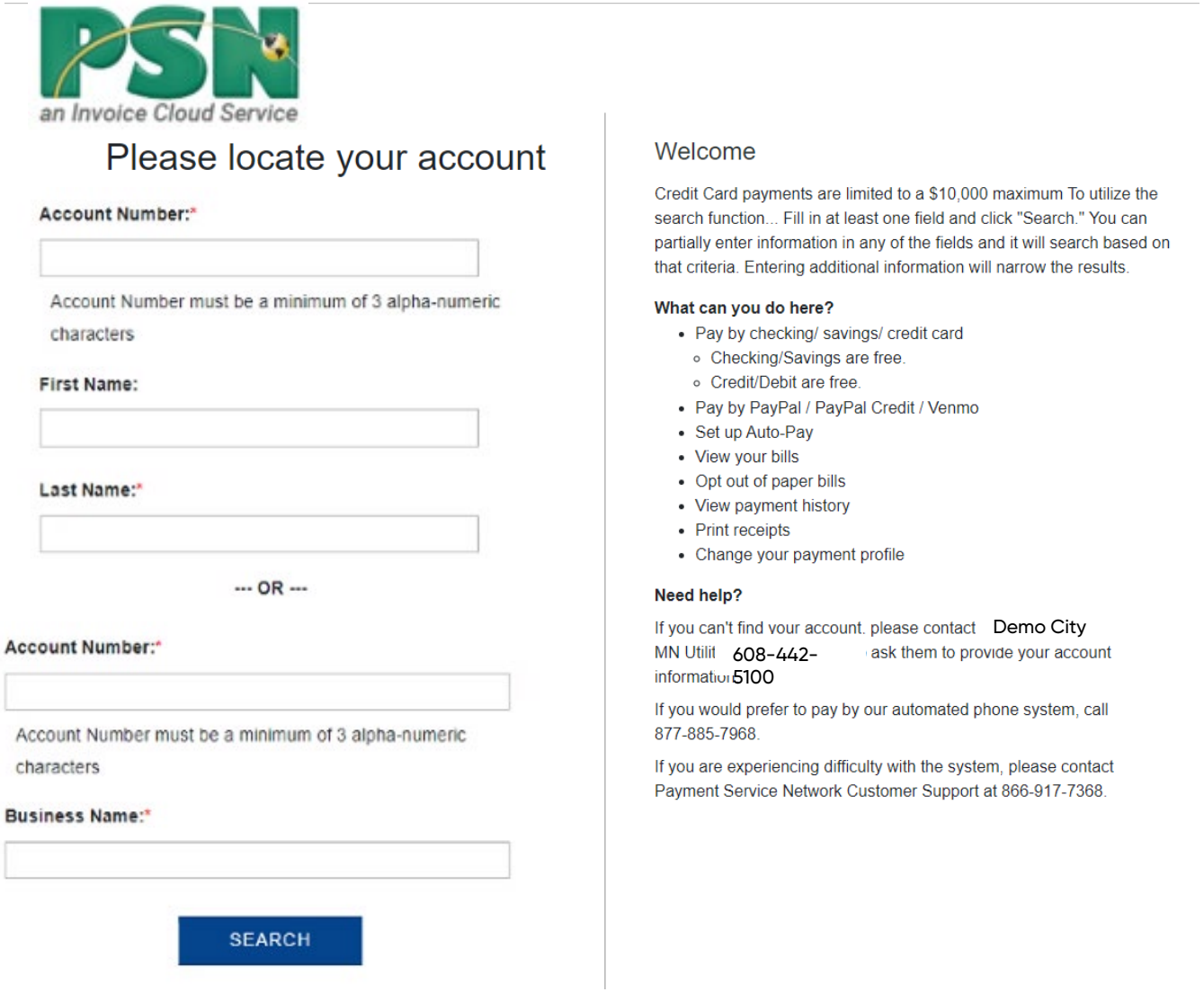
Customer will enter their:

- Utility Account Number
- First and Last Name
- Select “Search”

OR

- Utility Account Number
- Business Name
- Select “Search”

HELP: Their name should be entered as it is listed on their statement



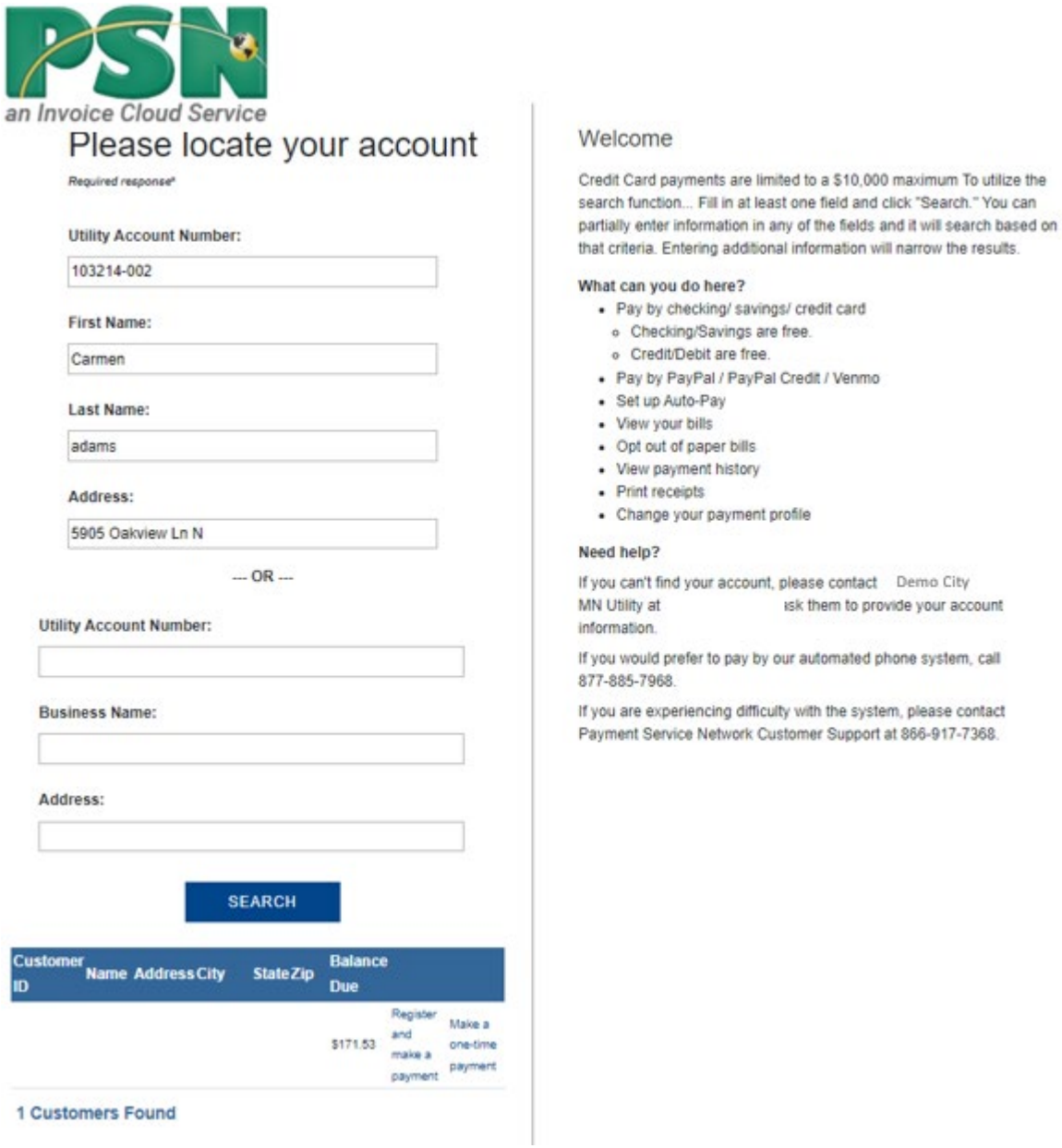
Online/Mobile Payments

Customer Registration Step 3 of 4

Step 3

Customer info will appear at the bottom of the screen; if correct, they would click “Register and make a payment.”

HELP: If customer receives an error message, have them reenter their name and account number. If another error message appears, the customer’s location may not yet be accepting online payments.



Online/Mobile Payments

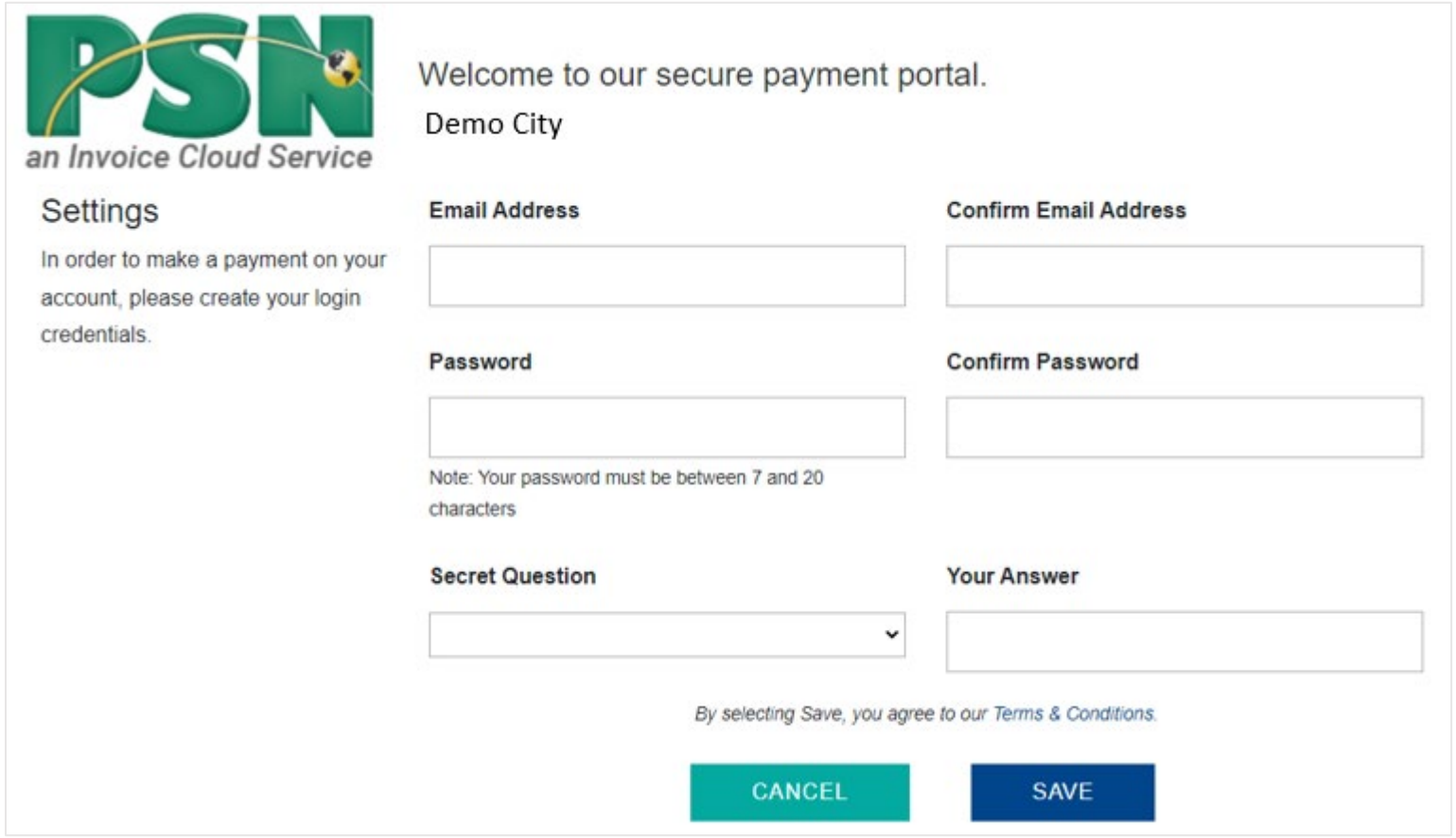
Customer Registration Step 4 of 4

Step 4

Customer will now create their profile by providing:

- Email address
- Password
- Secret question

This information is their login info to make future payments just a 3-step process.

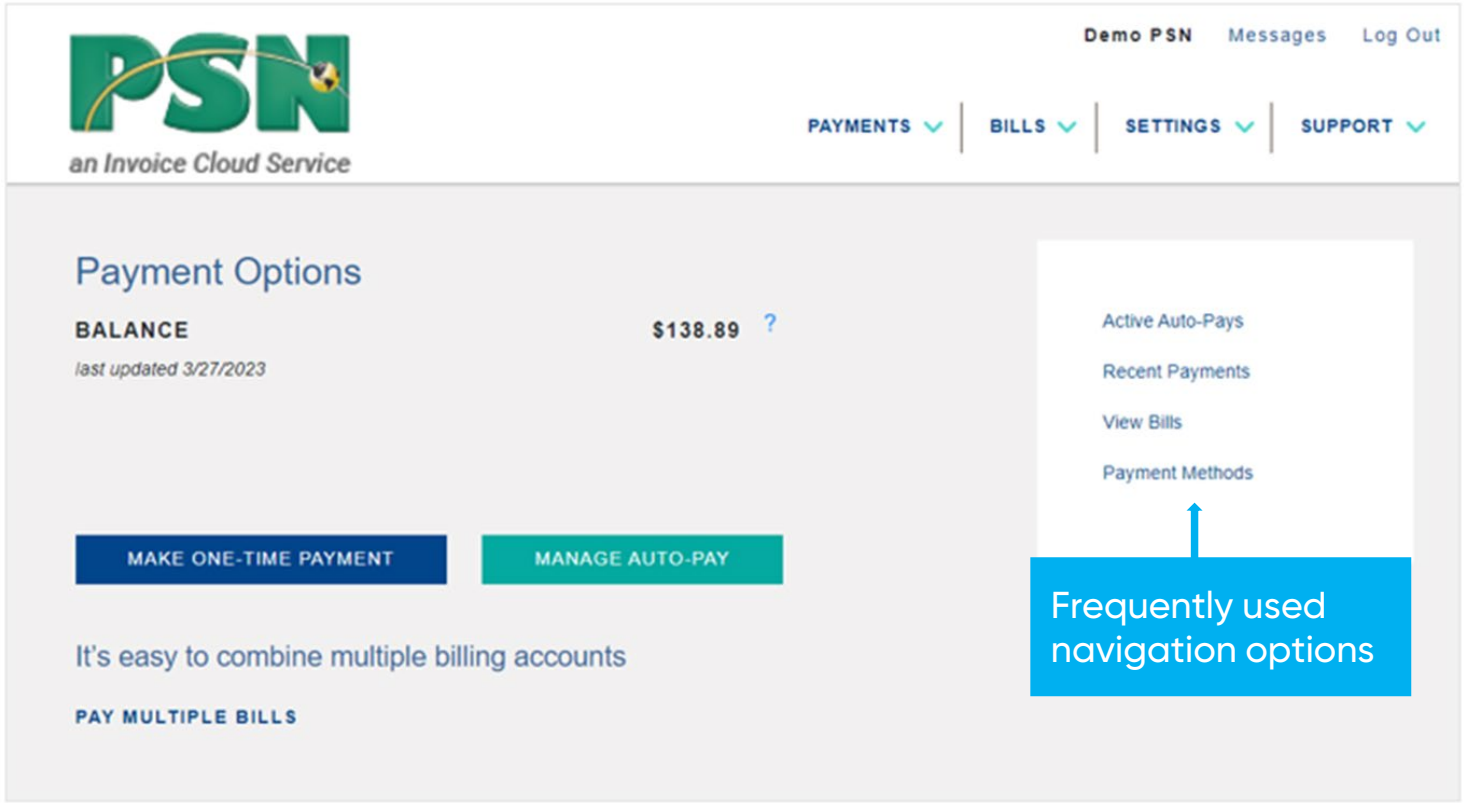


Now your customer can view their bill and make a payment.

Online/Mobile Payments

Quick Site Overview

When your customer logs into the payment portal, this is how they can navigate the site.



Payments:

- Make a Payment
- Manage Auto-Pay
- Payment Activity
- Manage Payment Methods

Bills:

- View Bills
- Opt-out of Paper Bills

Settings:

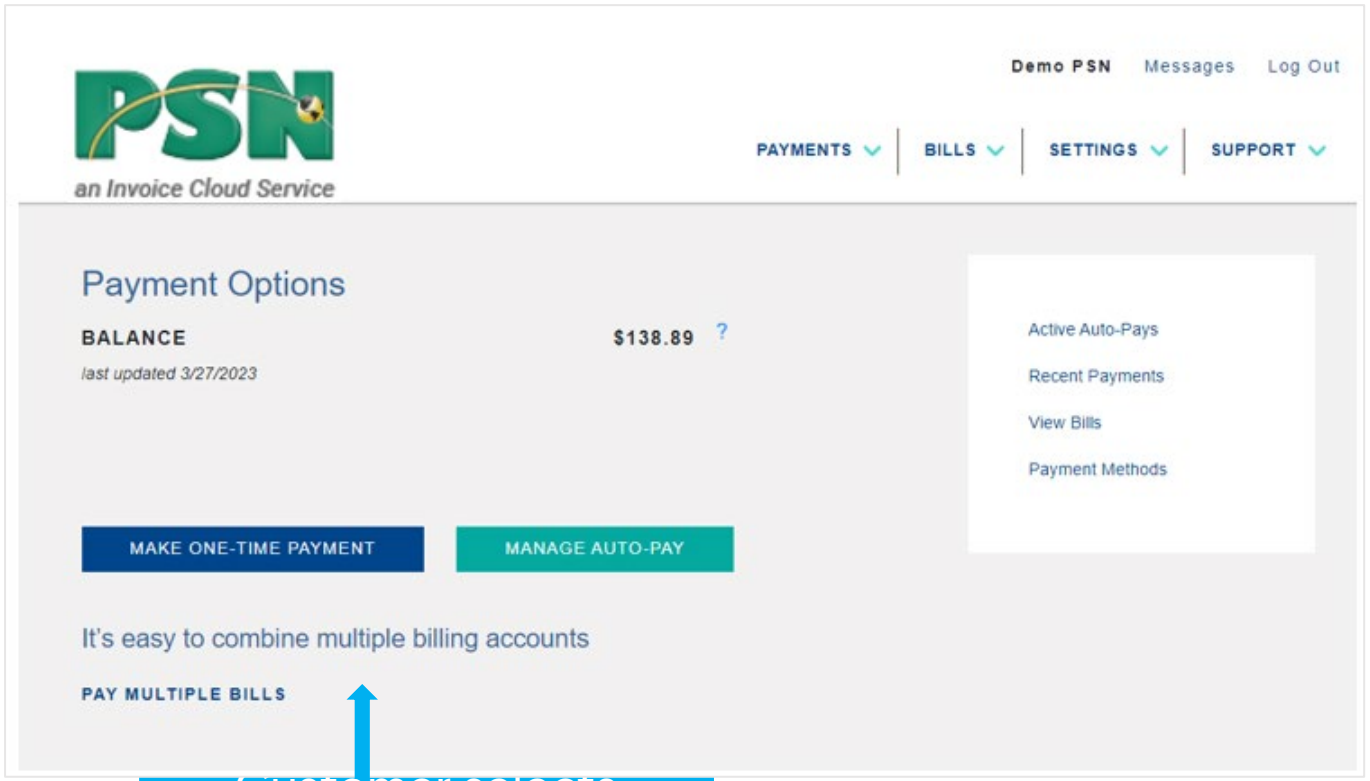
- View Personal Info
- Contact Preferences
- Login Info
- Combine Multiple Contract Numbers

Support:

- PSN CSR Number
- Submit a Question
- FAQs
- Download Mobile App

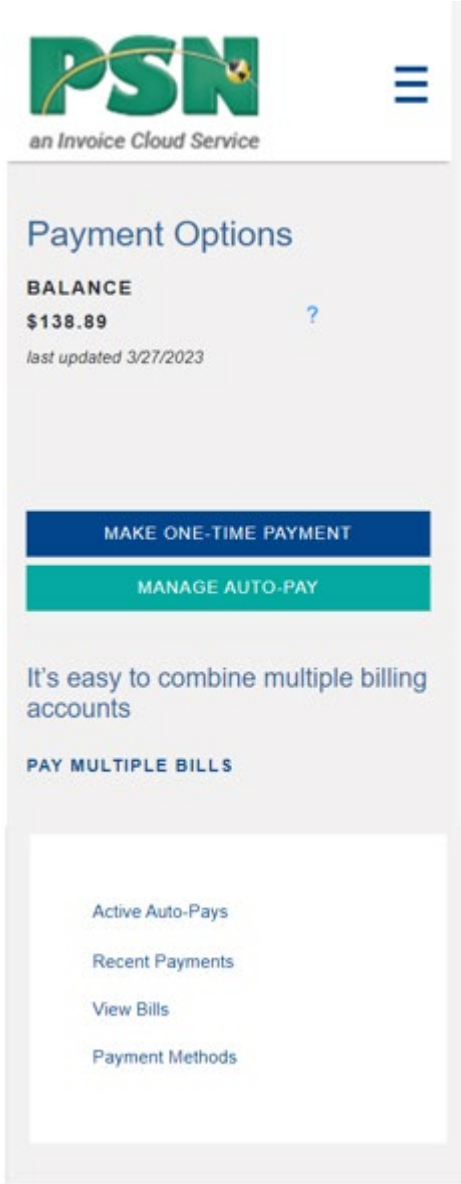
Online/Mobile Payments

Make One-Time Payment Step 1 of 3



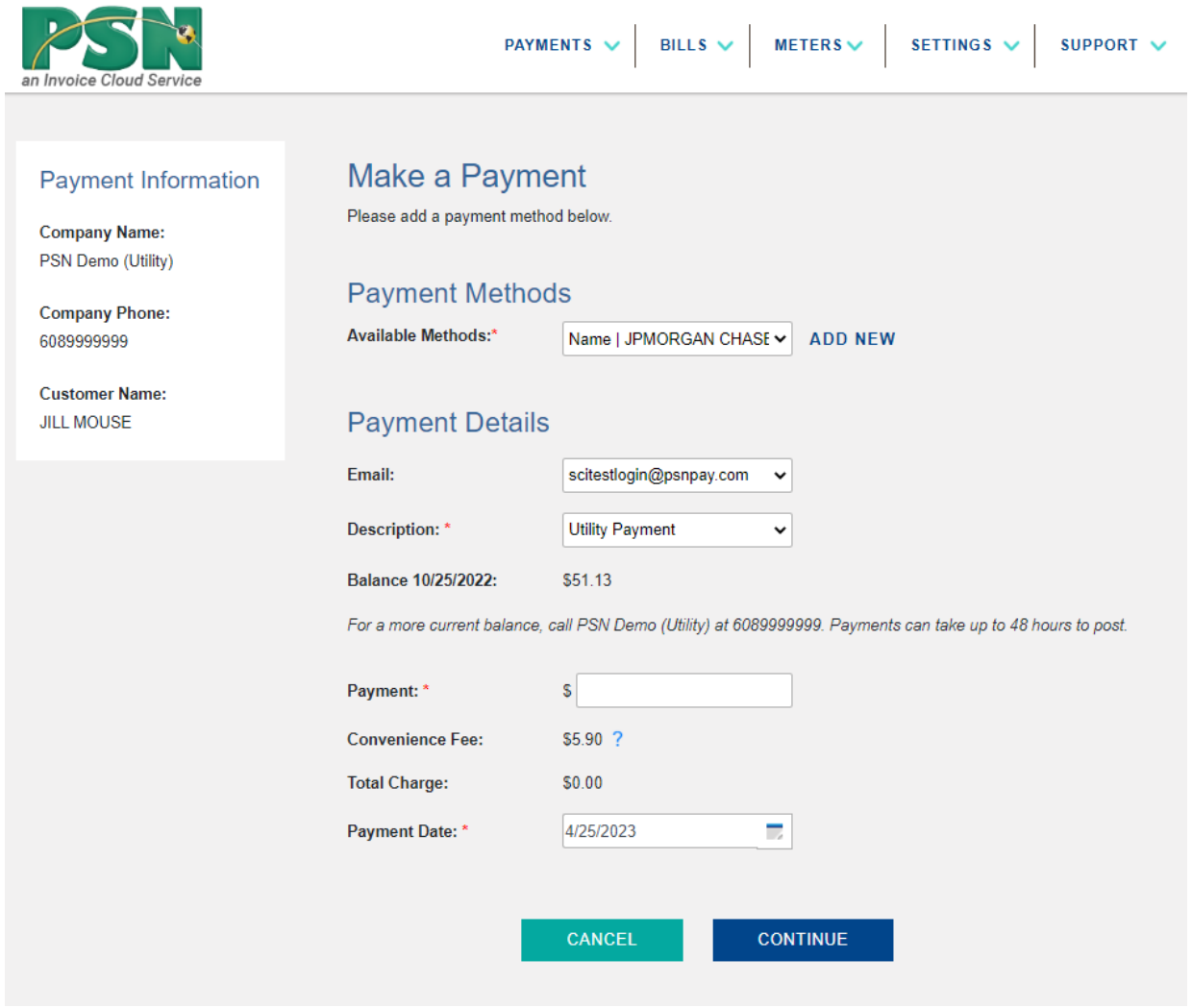
Customer selects "Make One-Time Payment"

Note: PSN web pages are optimized and automatically adapt to any mobile or tablet device, allowing payers easy navigate on mobile devices.



Online/Mobile Payments

Make One-Time Payment Step 2 of 3



Payment Methods:

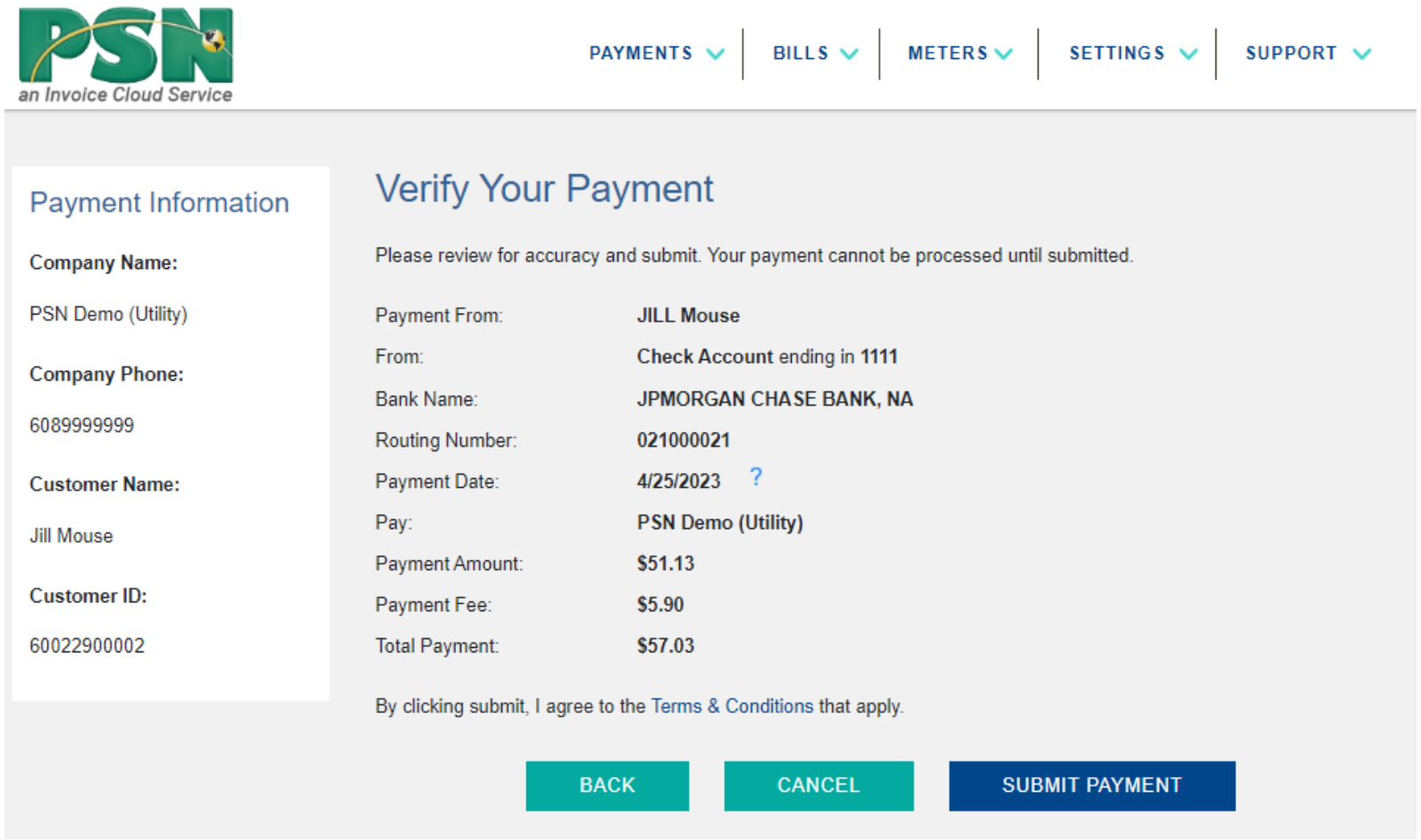
- Customer can select saved payment methods
- Or the customer can click "Add New" to add a new payment method

Payment Information:

- Enter the payment amount
- Enter date of the payment
- Select "Continue"

Online/Mobile Payments

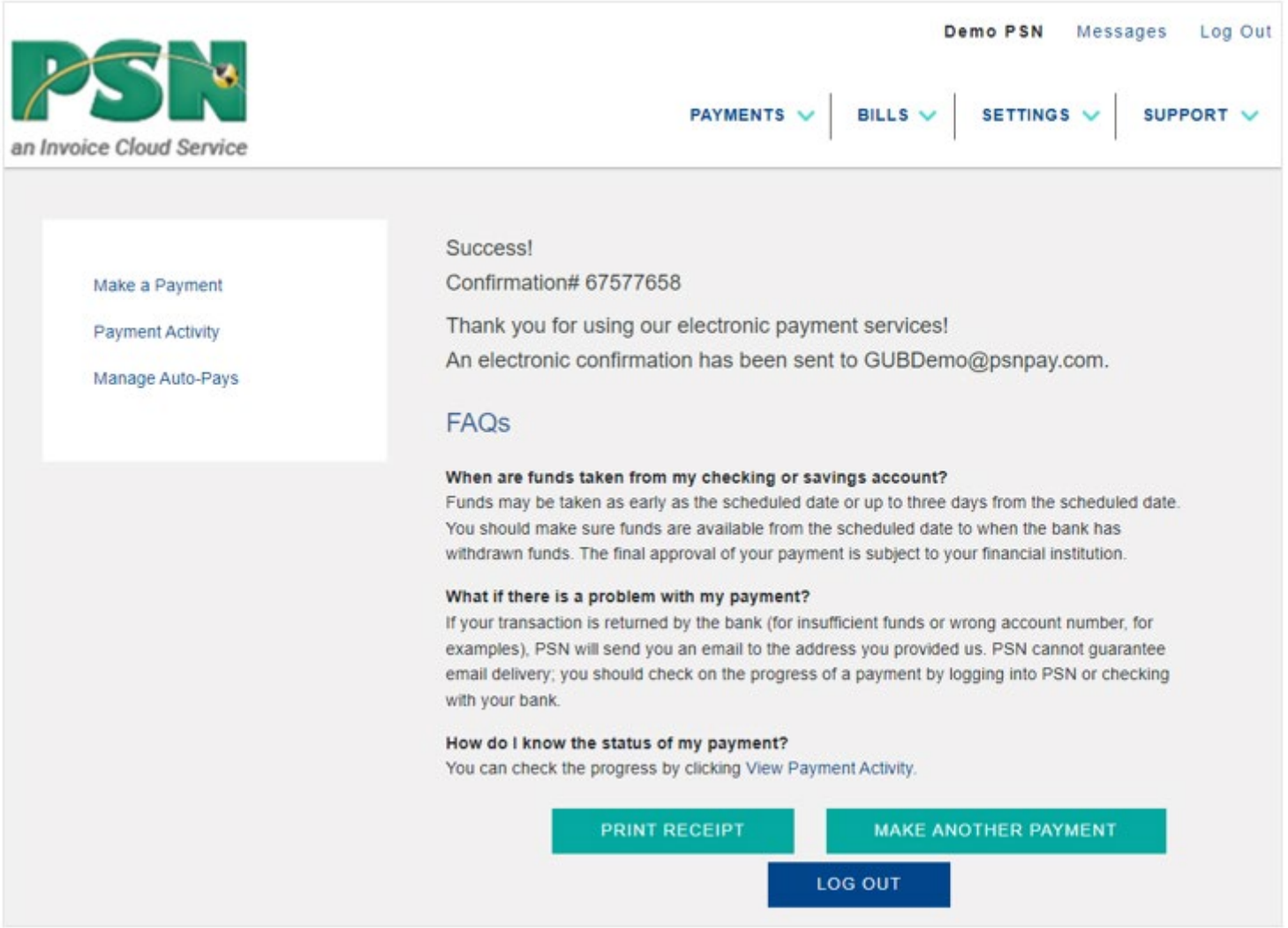
Make One-Time Payment Step 3 of 3



Confirm payment details and select "Submit Payment"

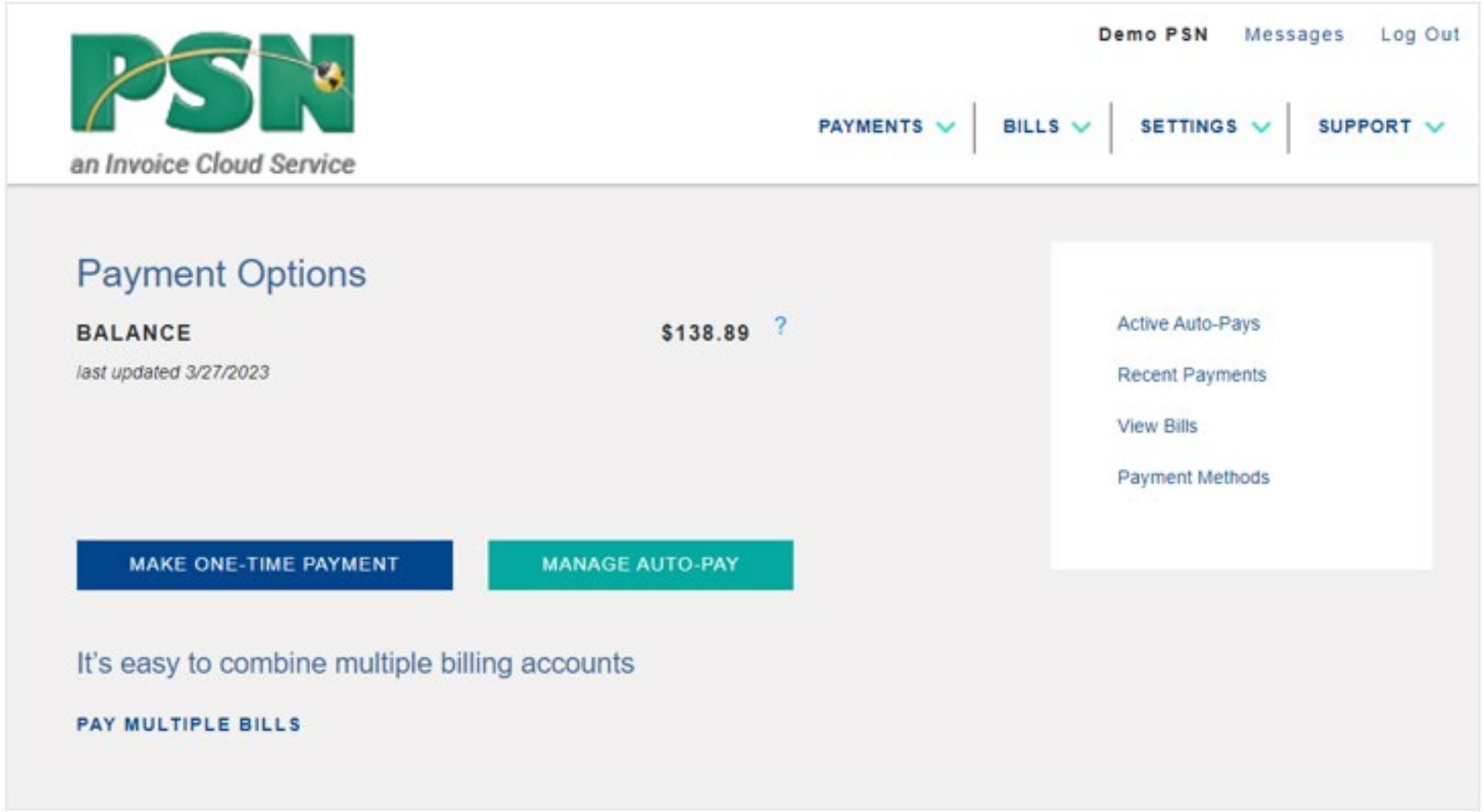
Online/Mobile Payments

Make One-Time Payment Confirmation



Online/Mobile Payments

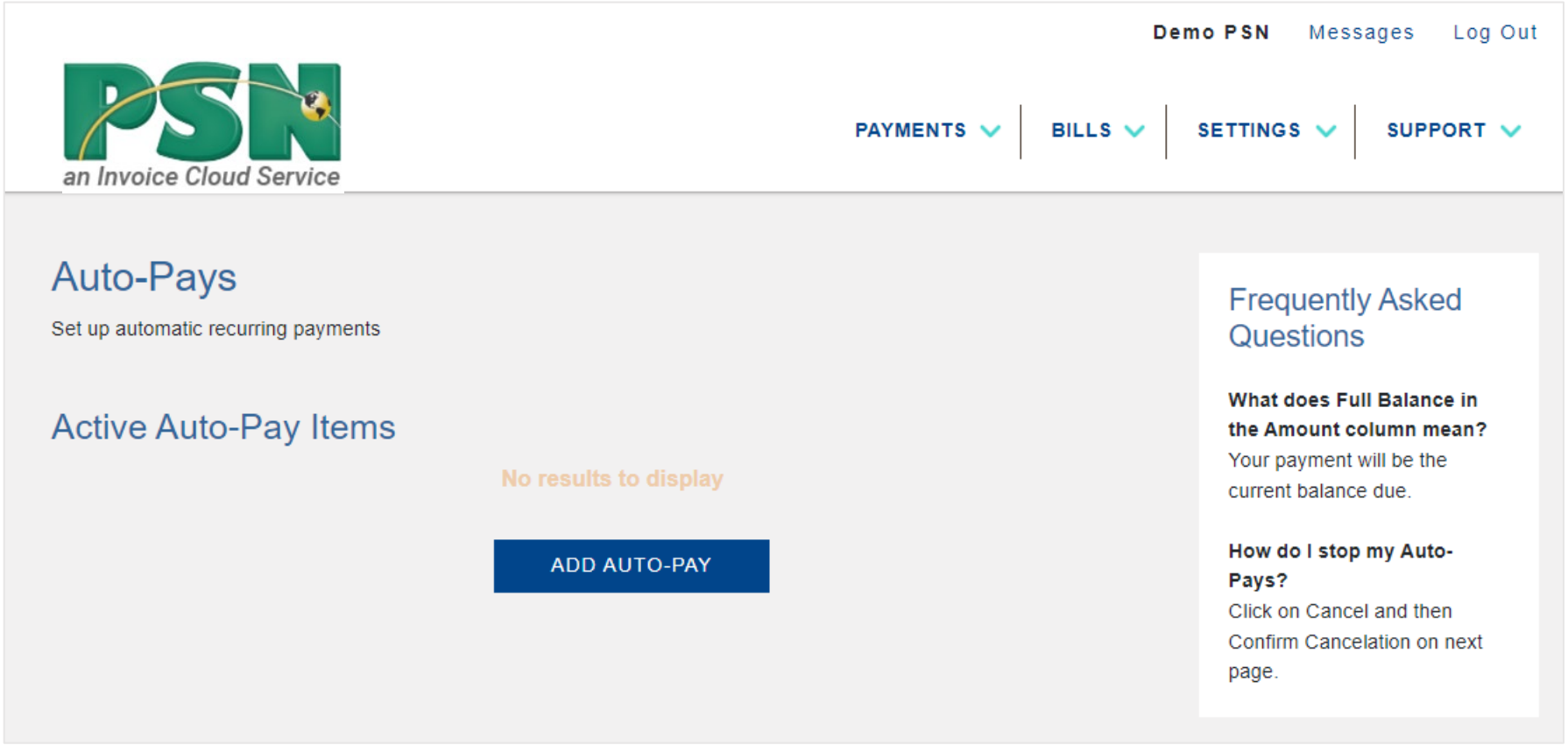
Set up Auto-Pay Step 1 of 4



Customer selects "Manage Auto-Pay"

Online/Mobile Payments

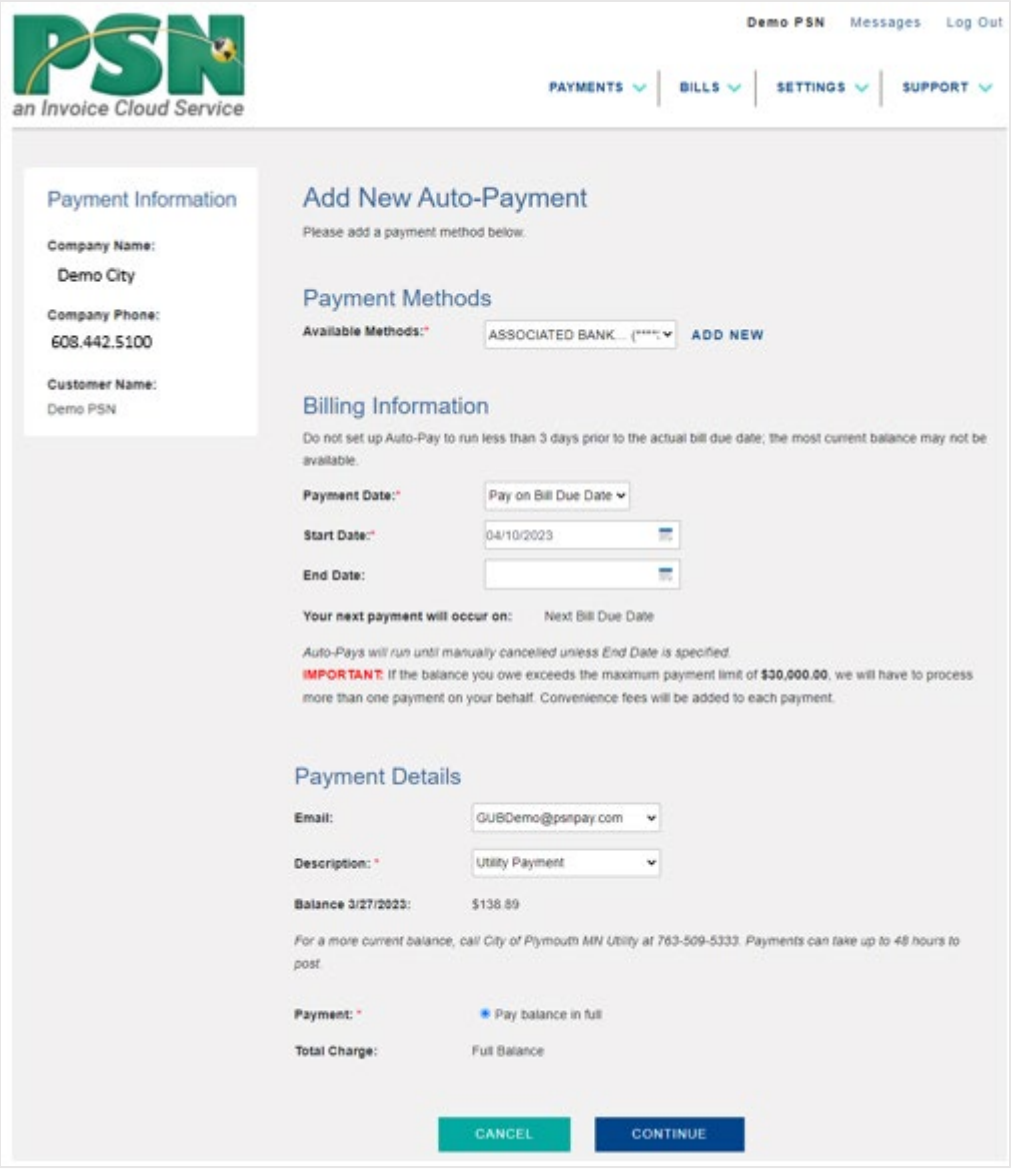
Set up Auto-Pay Step 2 of 4



Customer selects "Add Auto-Pay"

Note: Customer can also change an existing Auto-Pay, such as changing a payment method or the date of the payment.

Online/Mobile Payments



Set up Auto-Pay Step 3 of 4

Payment Methods:

- Customer can select saved payment methods
- Or the customer can click "Add New" to add a new payment method

Billing Information:

- Customer selects the Payment Frequency, for example, Pay on Bill due date, monthly, quarterly, etc., and the day of the month
- Select the start date of the auto-pay
- There is an optional end date which would be the last date of the payment will be made *(not recommended for utility and other ongoing payments)*

Payment Details:

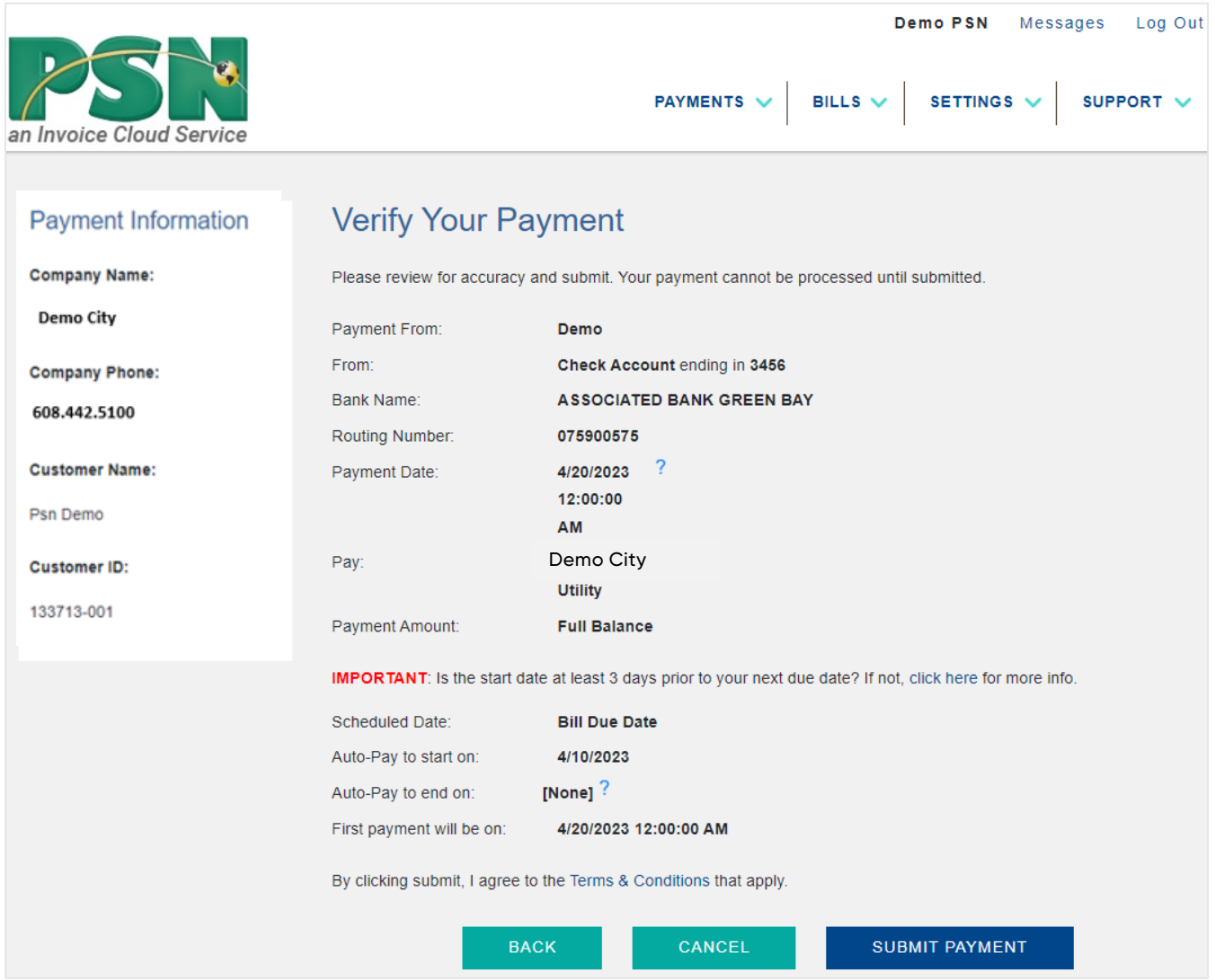
- Customer payment details are provided for review

Payment Information:

- Enter the payment amount
- Select "Continue"

Online/Mobile Payments

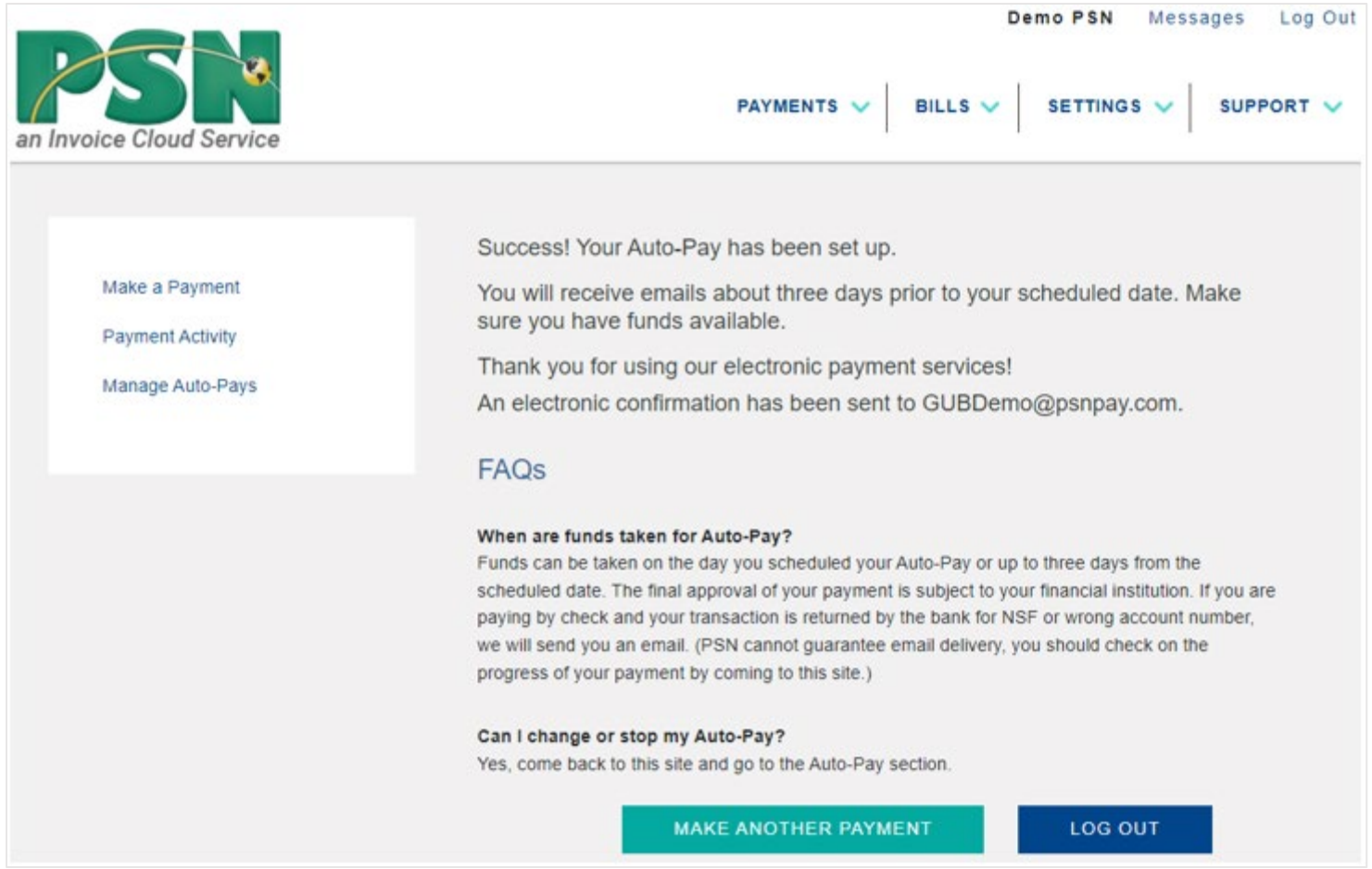
Set up Auto-Pay Step 4 of 4



Confirm auto-pay details and select "Submit Payment" to activate auto-pay

Online/Mobile Payments

Set up Auto-Pay Confirmation

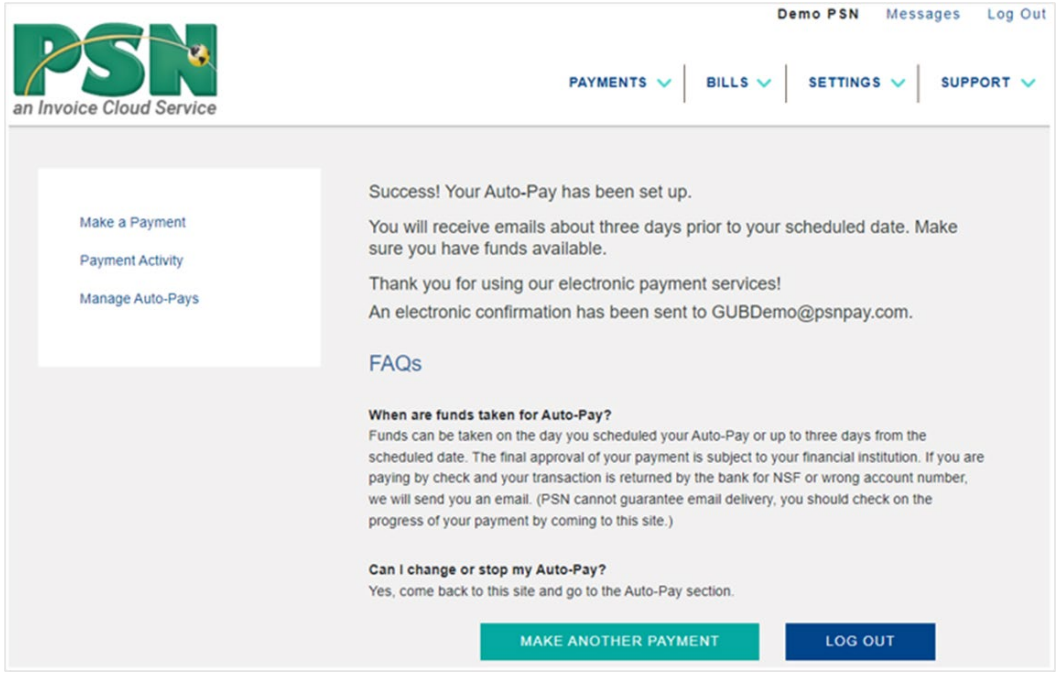


Verification that Auto-Pay has been set up

Also, a confirmation email is sent to the customer.

Online/Mobile Payments

How to Verify AutoPay is Active

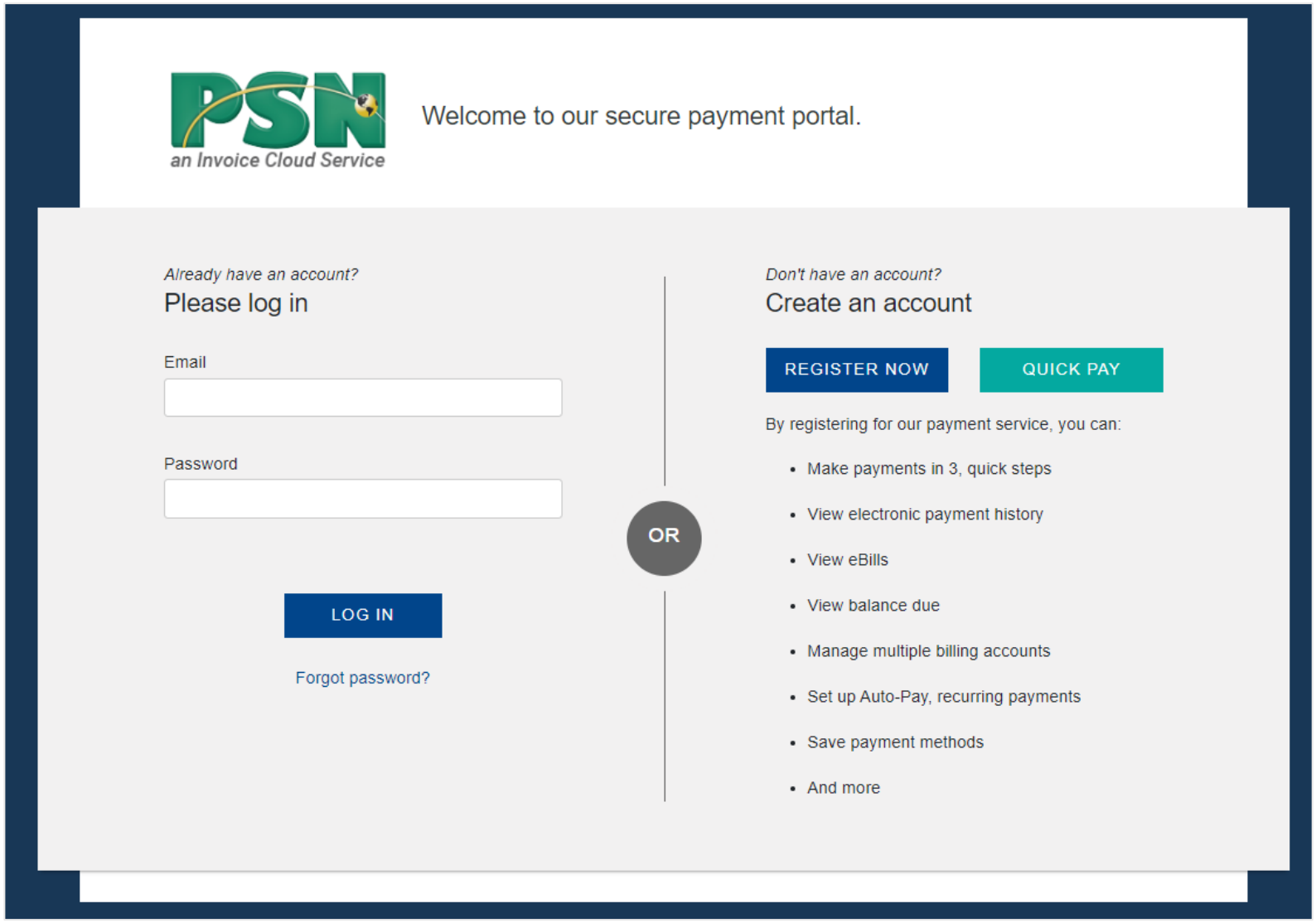


The customer can edit and cancel their auto-pay by selecting "Manage Auto-Pays" on the "Payments" dropdown

Customer can view the Active Auto-Pay Items by selecting Manage Auto Pay on the "Payments" dropdown

Online/Mobile Payments

Quick Pay Step 1 of 4



Step 1

Customer will select "Quick Pay"

Quick Pay allows the customer to submit a payment without registration

Online/Mobile Payments

Quick Pay Step 2 of 4

Step 2

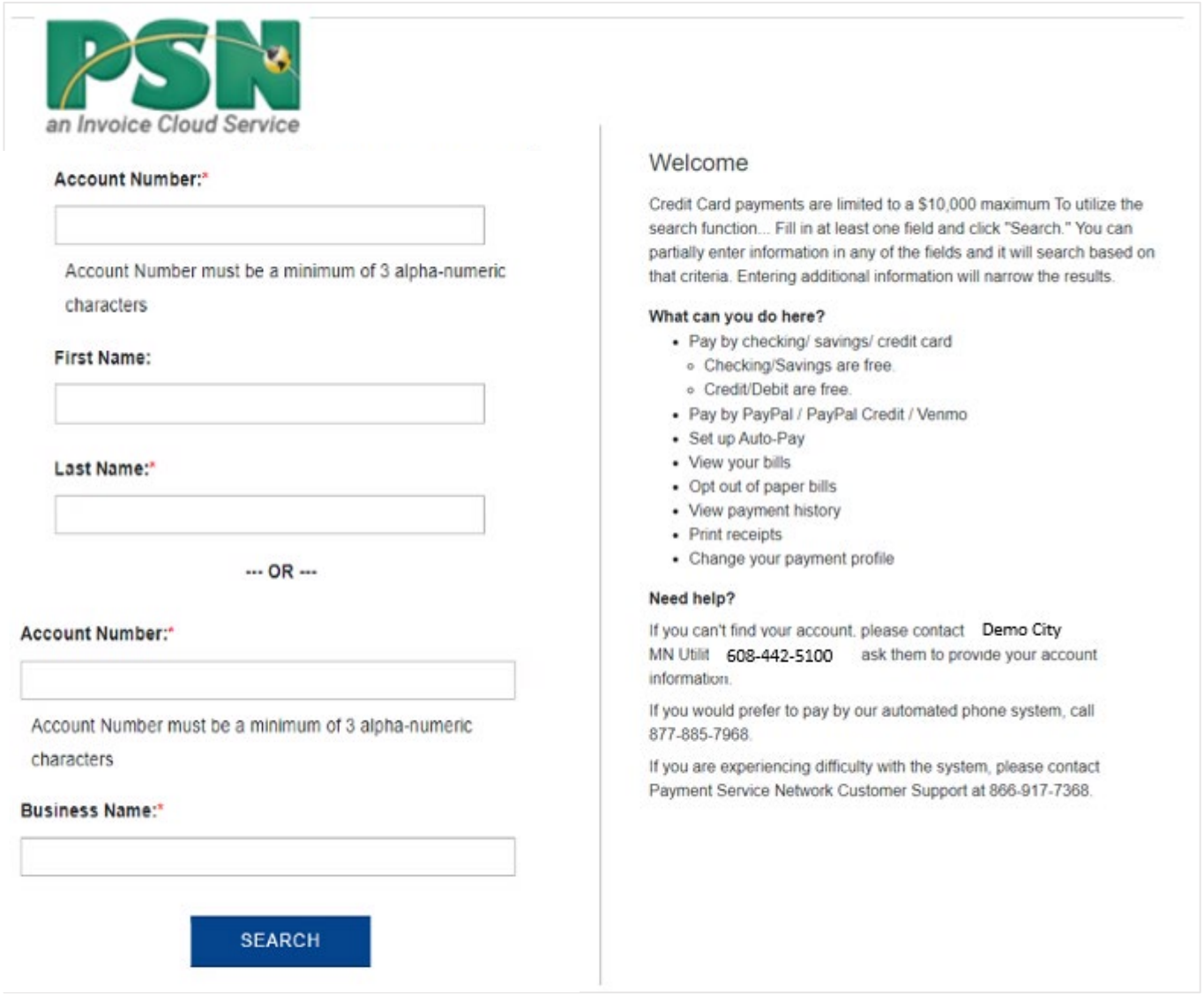
Customer will enter their:

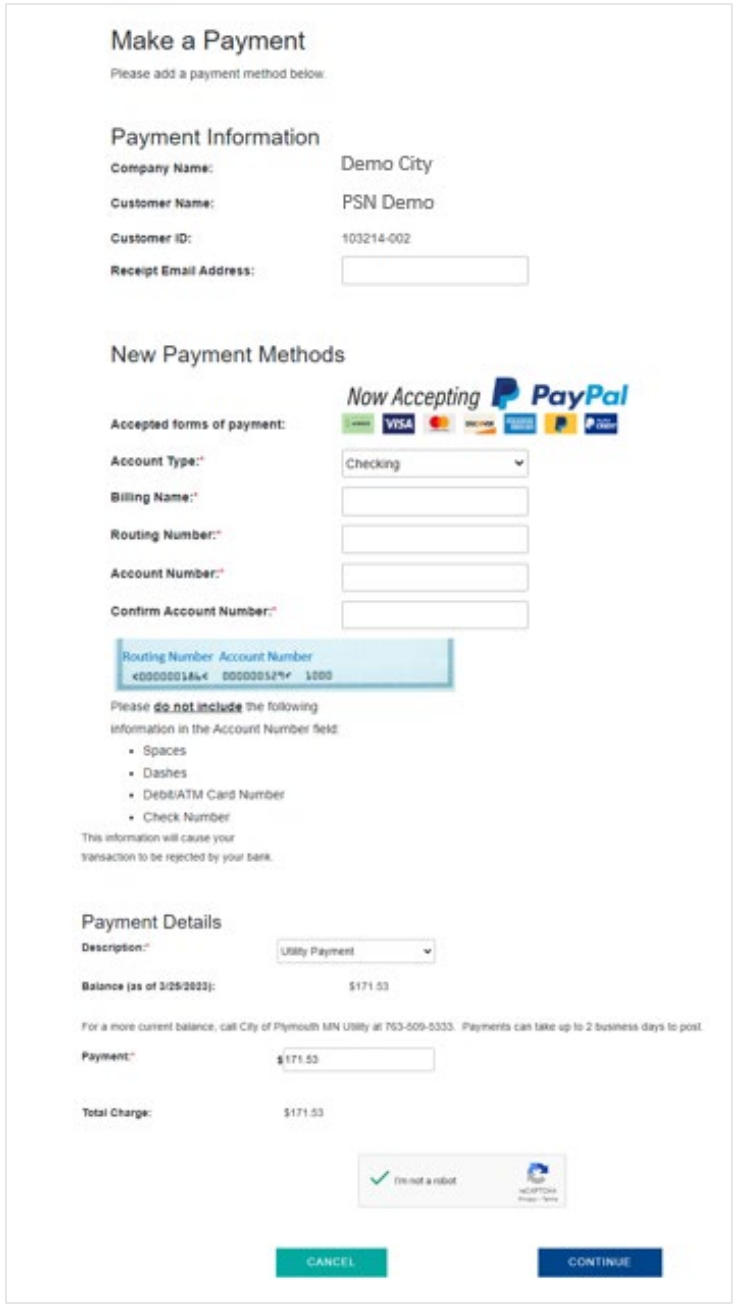
- Utility Account Number (required)
- First and Last Name (required)
- Select “Search”

OR

- Utility Account Number (required)
- Business Name (required)
- Select “Search”

HELP: Their name should be entered as it is listed on their statement





Online/Mobile Payments

Quick Pay Step 3 of 4

Payment Information:

- Company Name, Customer's Name, and Customer ID is listed for review
- Customer can add an email to receive email payment confirmation

Payment Methods:

- Customer adds their payment method.

Payment Details:

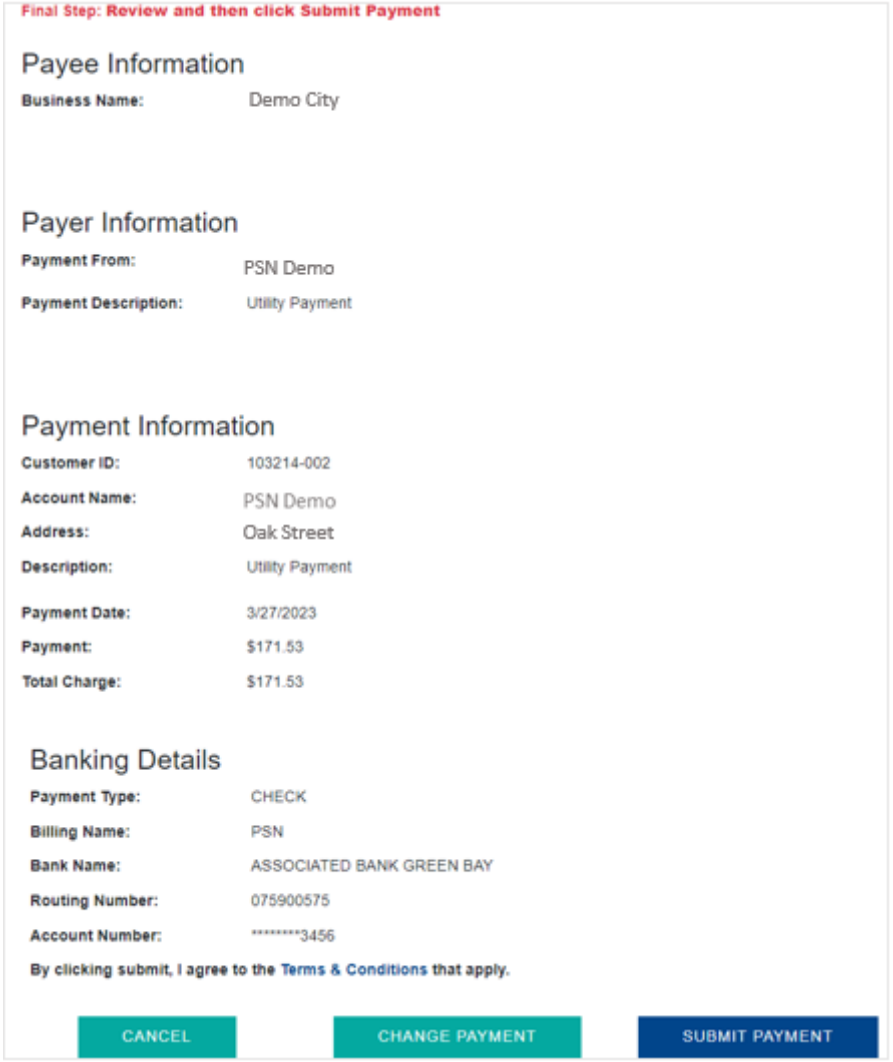
- Customer payment details are listed for review

Payment Information:

- Enter the payment amount
- Select "Continue"

Online/Mobile Payments

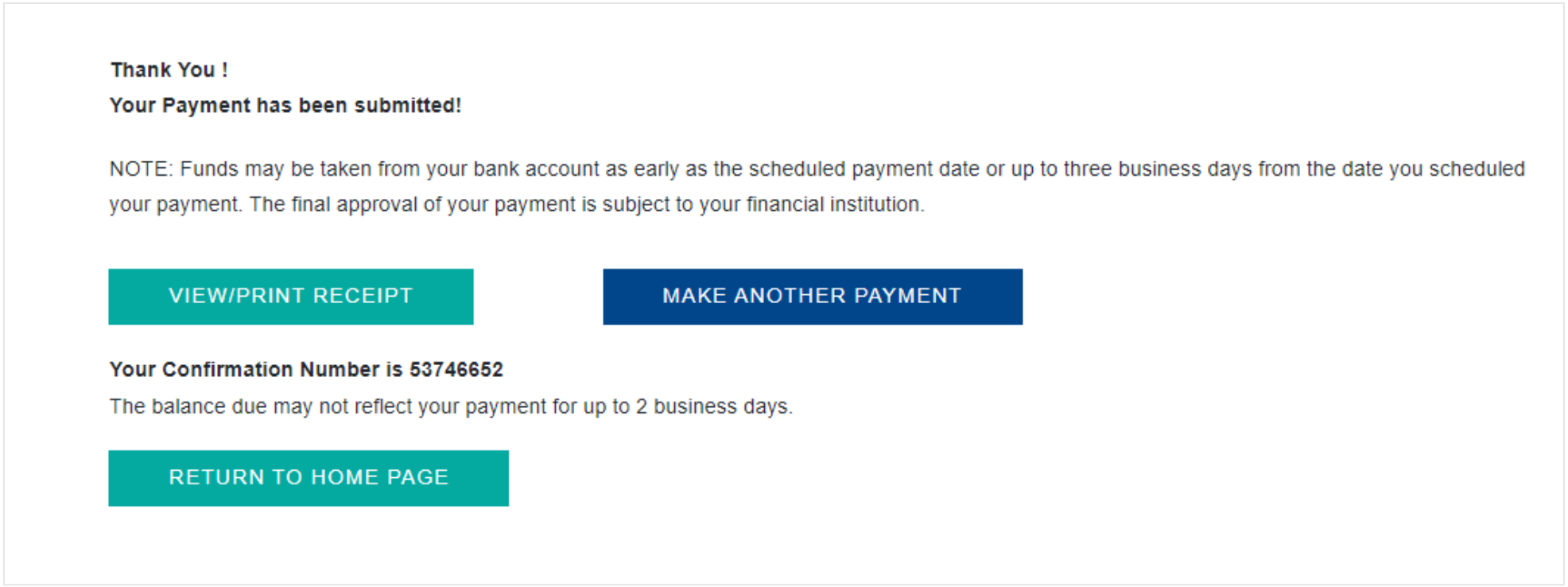
Quick Pay Step 4 of 4



Confirm payment details and select "Submit Payment"

Online/Mobile Payments

Quick Pay Payment Confirmation



That's it! An email receipt is emailed to the customer if they provided an email address

Automated phone payment (IVR)

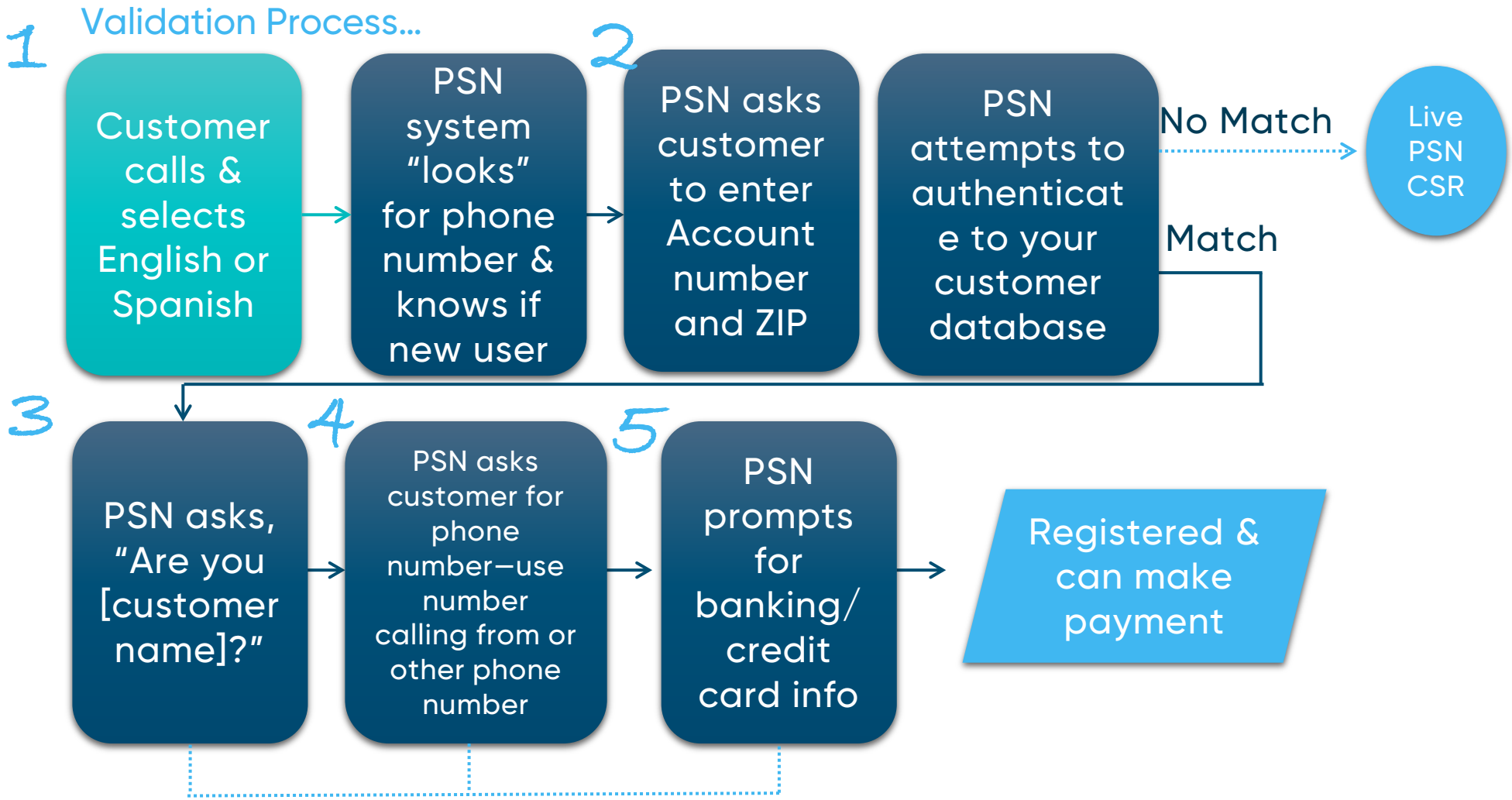
Customer will call PSN Toll Free Number

They can opt for English or Spanish

The first time they call, they will validate themselves. Then future calls are a quick process.

Automated phone payment (IVR)

Registering

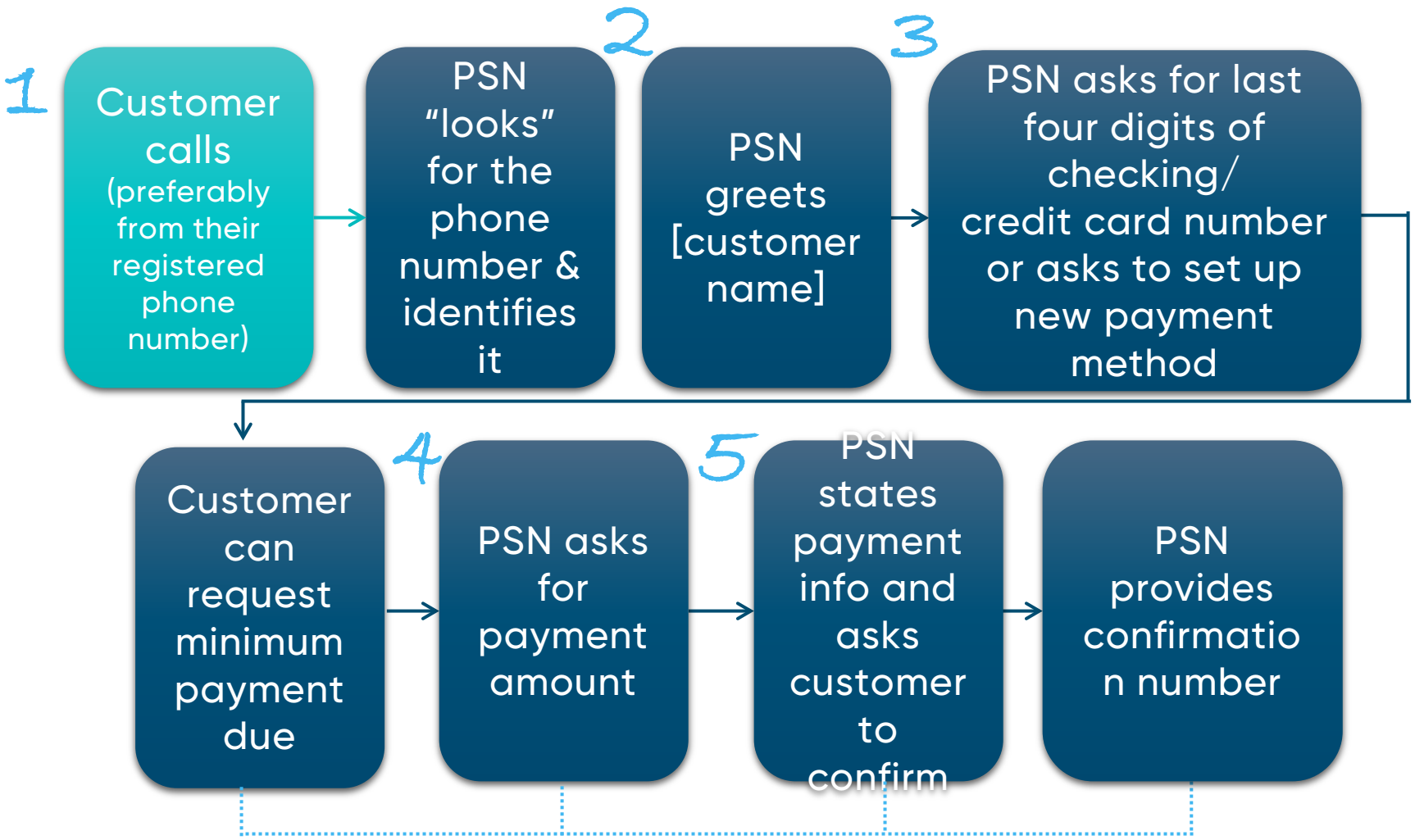


Your customer can reach a PSN CSR at anytime, Monday – Friday from 7 am – 7 pm CT

Automated phone payment (IVR)

Making a Payment on Subsequent Calls

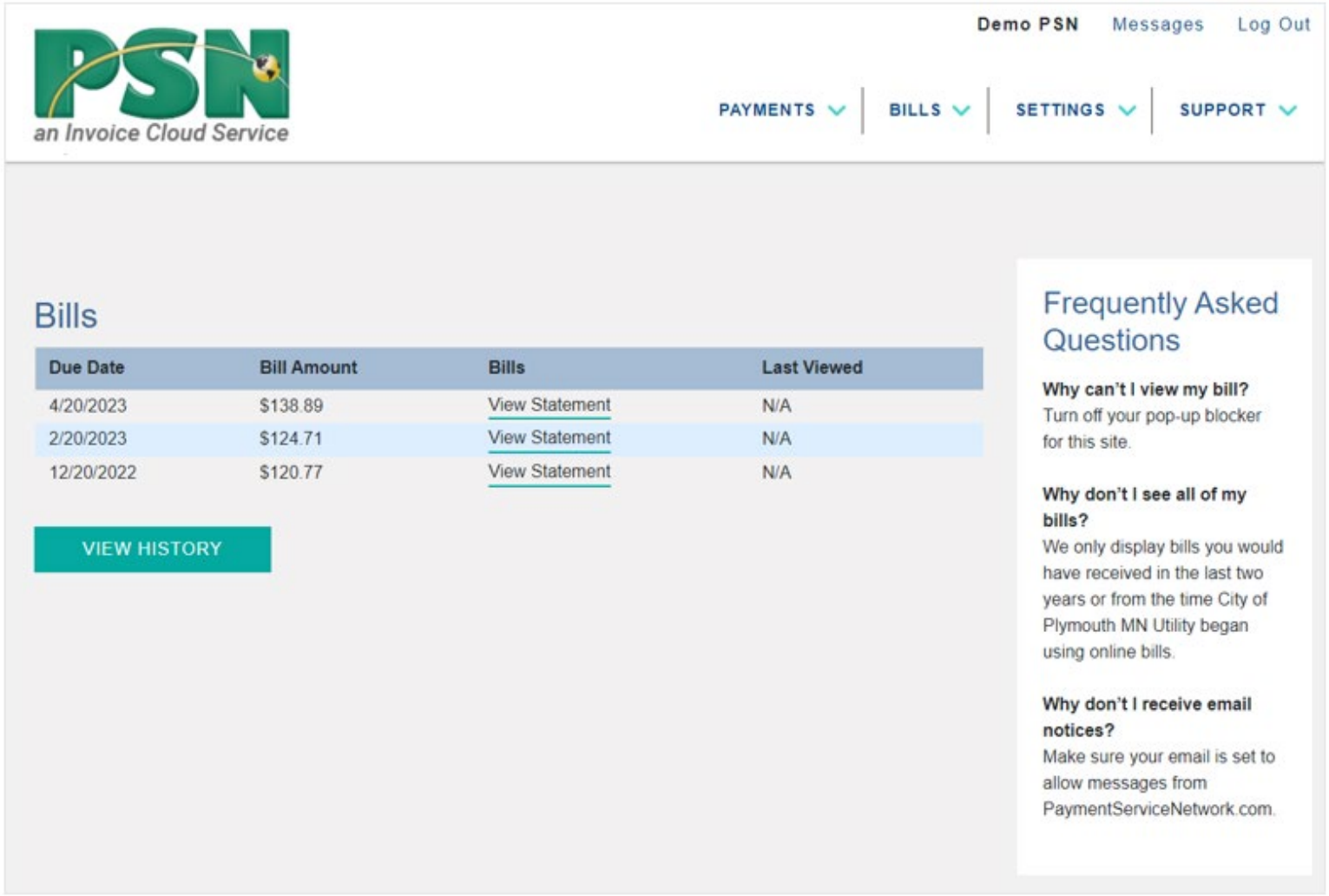
Future Calls



Your customer can reach a PSN CSR at anytime, Monday – Friday from 7 am – 7 pm CT

eBills

Overview



The customer can view the statement details by selecting the "Bills" dropdown and then selecting "View Statement"

Customer can:

- View statements
- View statement history
- Opt out of paper statements
  - Go Paperless

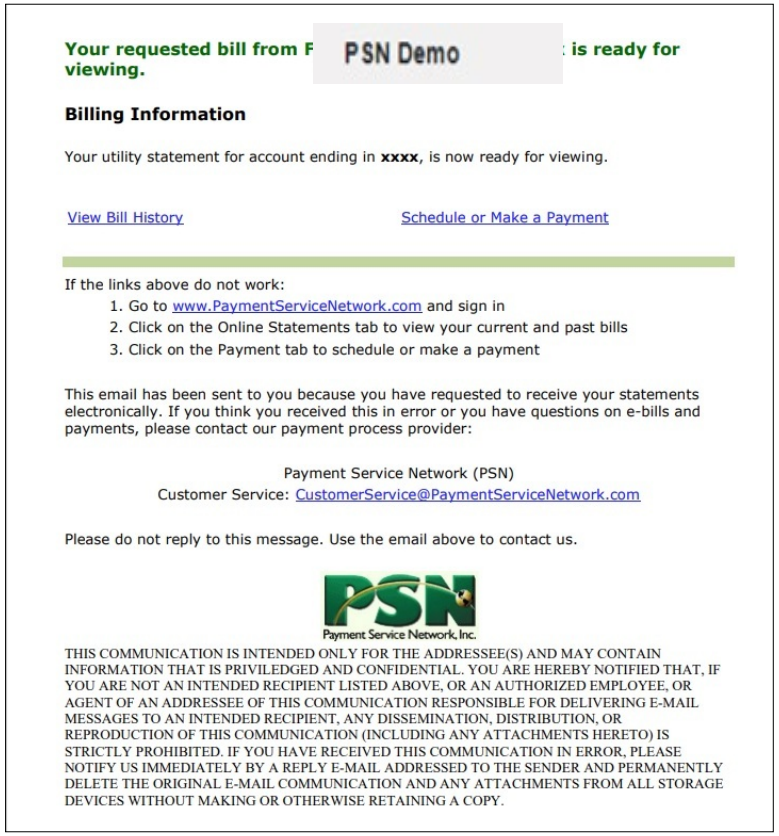
Last Viewed – date will be listed if customer has viewed statements using PSN portal

Note: *The customer will receive an email when a statement is available for viewing and payment*

eBills

Payer eBill email notices

New eBill Notice



Your requested bill from P PSN Demo is ready for viewing.

Billing Information

Your utility statement for account ending in **xxxx**, is now ready for viewing.

View Bill History Schedule or Make a Payment

If the links above do not work:

1. Go to www.PaymentServiceNetwork.com and sign in
2. Click on the Online Statements tab to view your current and past bills
3. Click on the Payment tab to schedule or make a payment

This email has been sent to you because you have requested to receive your statements electronically. If you think you received this in error or you have questions on e-bills and payments, please contact our payment process provider:

Payment Service Network (PSN)
Customer Service: CustomerService@PaymentServiceNetwork.com

Please do not reply to this message. Use the email above to contact us.

PSN Payment Service Network, Inc.

THIS COMMUNICATION IS INTENDED ONLY FOR THE ADDRESSEE(S) AND MAY CONTAIN INFORMATION THAT IS PRIVILEDGED AND CONFIDENTIAL. YOU ARE HEREBY NOTIFIED THAT, IF YOU ARE NOT AN INTENDED RECIPIENT LISTED ABOVE, OR AN AUTHORIZED EMPLOYEE, OR AGENT OF AN ADDRESSEE OF THIS COMMUNICATION RESPONSIBLE FOR DELIVERING E-MAIL MESSAGES TO AN INTENDED RECIPIENT, ANY DISSEMINATION, DISTRIBUTION, OR REPRODUCTION OF THIS COMMUNICATION (INCLUDING ANY ATTACHMENTS HERETO) IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY A REPLY E-MAIL ADDRESSED TO THE SENDER AND PERMANENTLY DELETE THE ORIGINAL E-MAIL COMMUNICATION AND ANY ATTACHMENTS FROM ALL STORAGE DEVICES WITHOUT MAKING OR OTHERWISE RETAINING A COPY.

Reminder eBill Notice

REMINDER:
Your eBill from PSN Demo about to be due.

Billing Information

NOTE: If you have already paid this eBill or you are setup for auto payment, please disregard this message.

Your utility eBill statement for account **xxxx**, is available for viewing.

View eBill Statement View eBill History Schedule or Make a Payment

NOTE: If you have already paid this eBill or you are setup for auto payment, please disregard this message.

If the links above do not work:

1. Go to www.PaymentServiceNetwork.com and sign in
2. Click on the Online Statements tab to view your current and past eBills
3. Click on the Payment tab to schedule or make a payment

This email has been sent to you because you have requested to receive your statements electronically. If you have questions about your eBill Statement please contact Forest Lawn Memorial Park.
If you think you received this in error or you have questions on using eBills and making payments, please contact our payment process provider:

Payment Service Network (PSN)
Customer Service: CustomerService@PaymentServiceNetwork.com

Please do not reply to this message. Use the email above to contact us.

PSN Payment Service Network, Inc.

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1

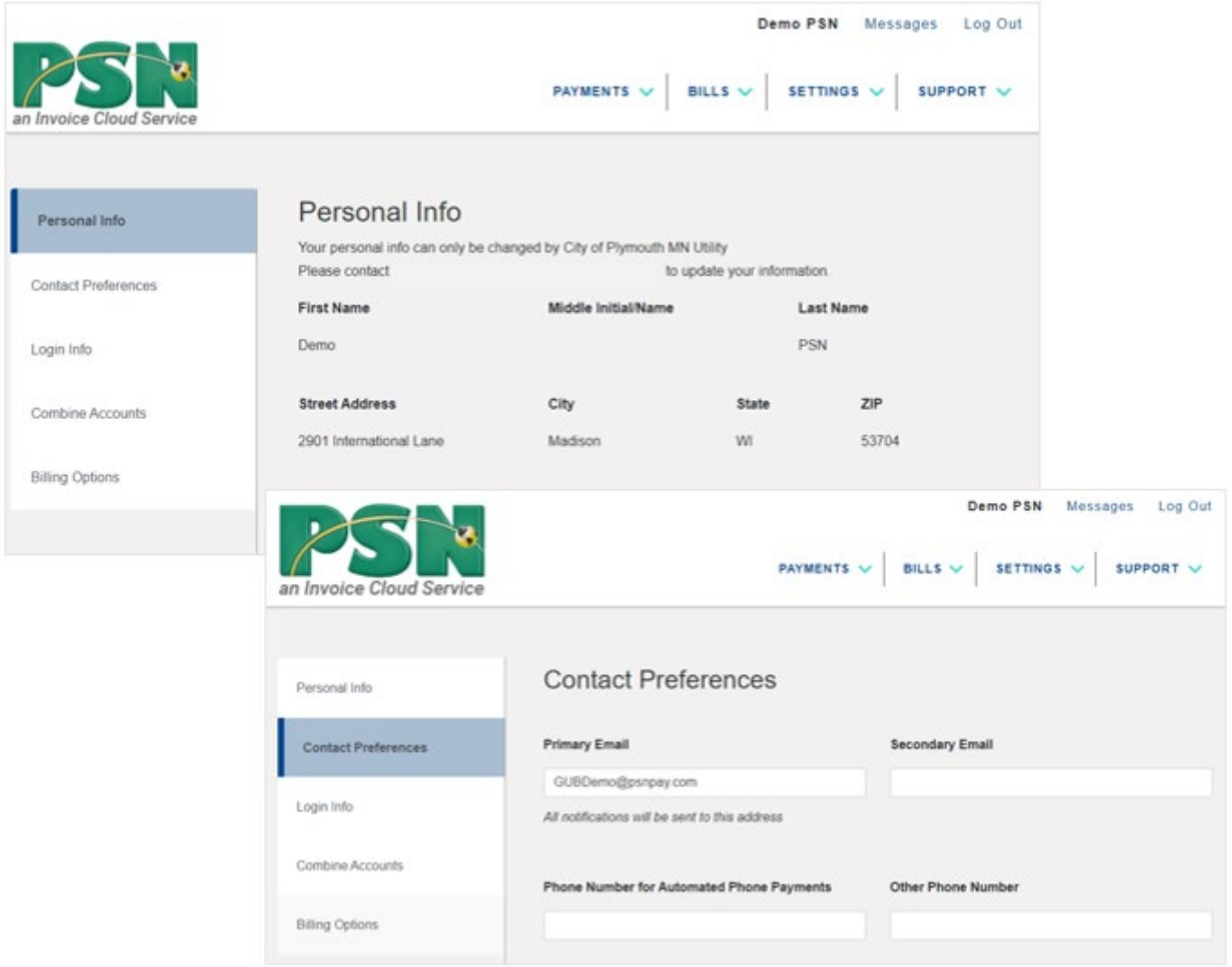
More features of the online portal

In addition to making payments and viewing statements online, our customers will be able to…

- Manage their payer profile
- Add, change or delete payment methods
- Find support resources

Here's how…

Customer Profile Settings

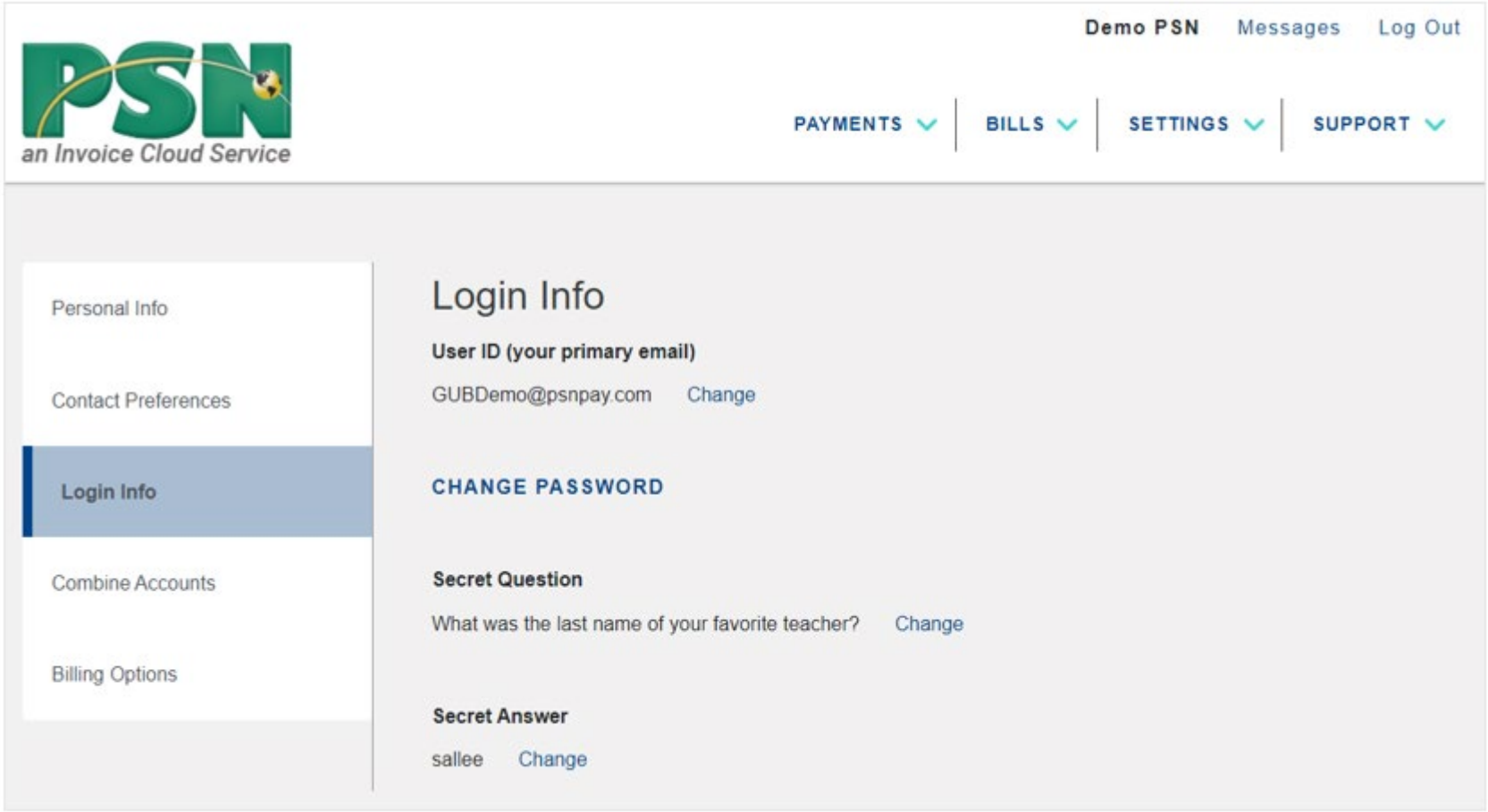


Profile Settings

This is where your customers view and manage their Customer Profile accounts (as permitted)

- View and update personal info
- Update contact preferences
- Change login info
- Manage multiple accounts

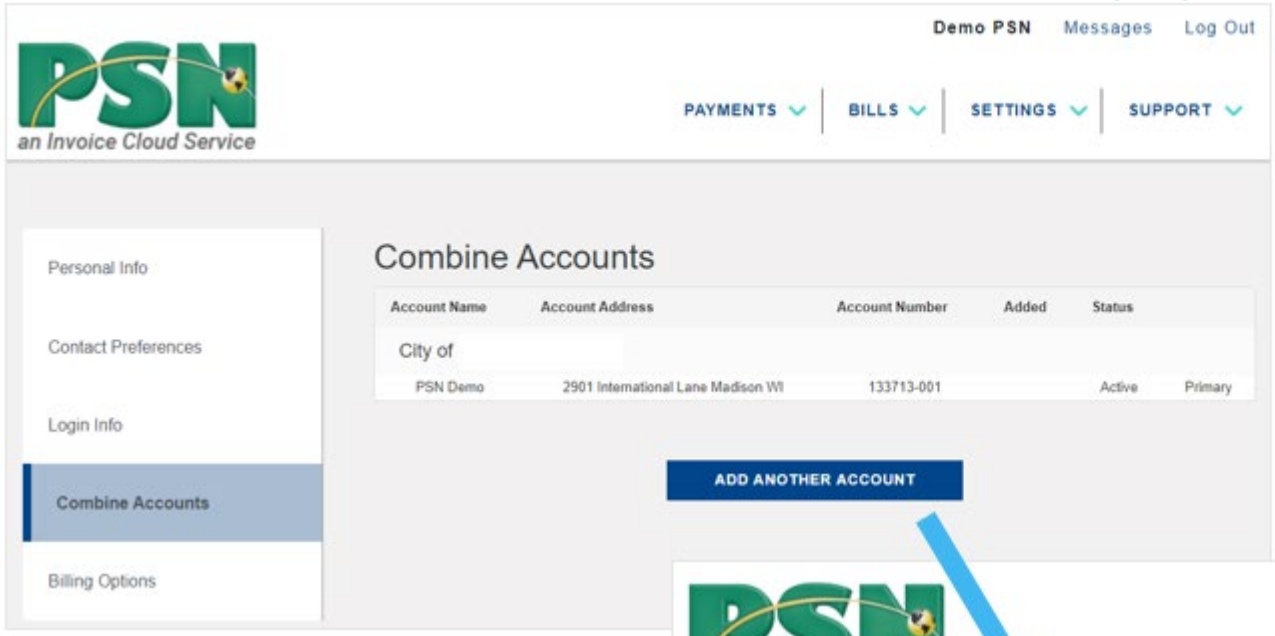
Customer Profile Settings

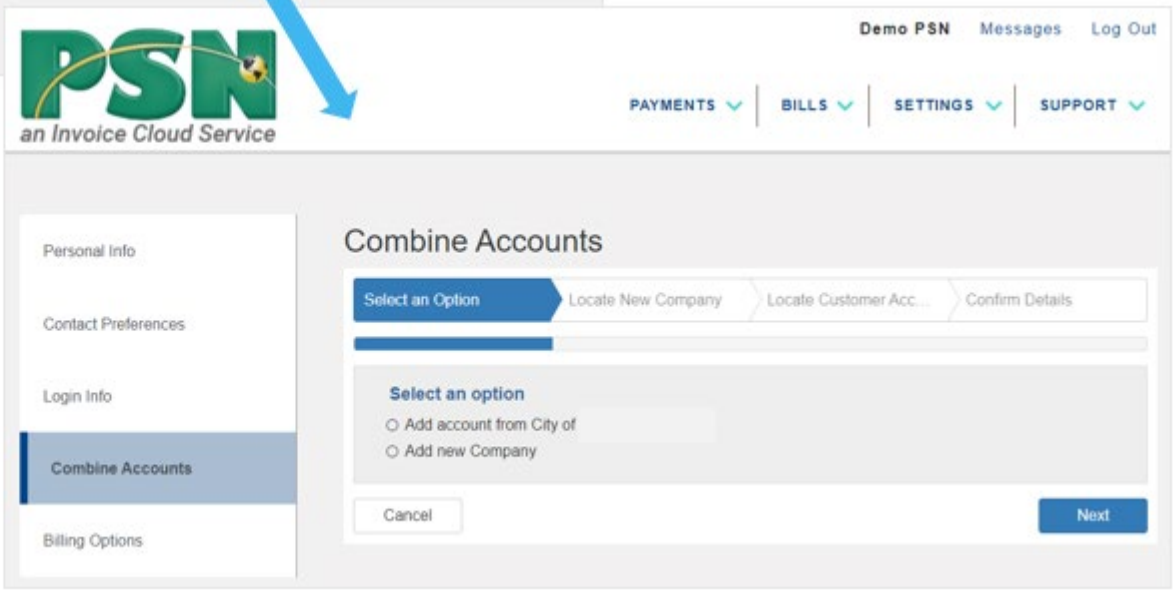


Customers can easily change/edit login info

Customer Profile Settings

Managing Multiple Accounts



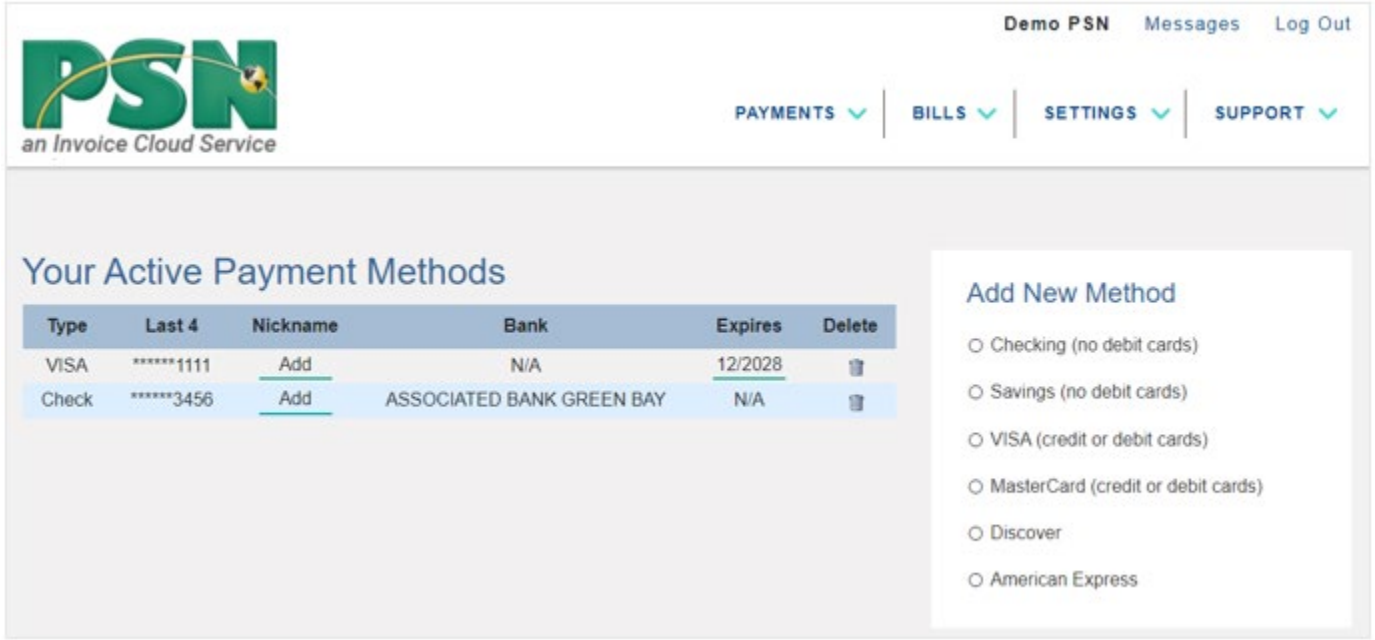


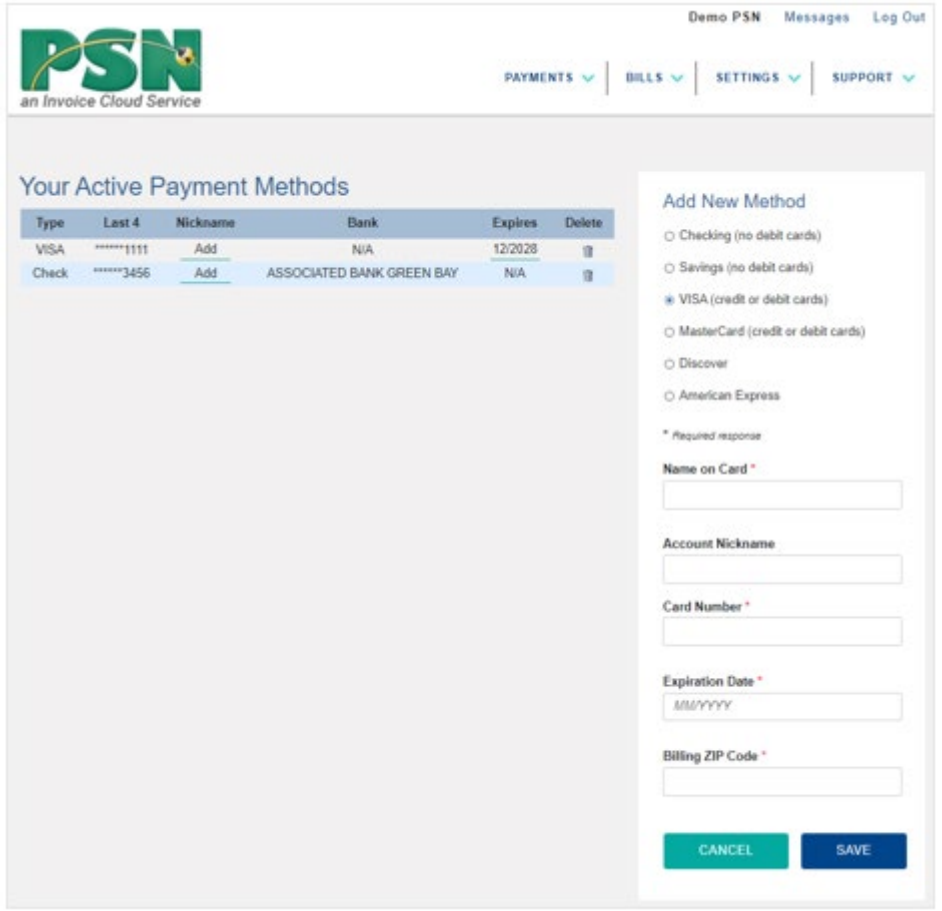
If a customer has more than one account, they can "group" their accounts under one profile. They select "Add Another Account." They can then pay on all accounts in one session; rather than having to login to each account to make a payment.

Managing Payment Methods

This is where your customers manage their payment methods

- Add new checking, savings, credit card or debit card
- Delete payment method
- Change account numbers or expiration dates

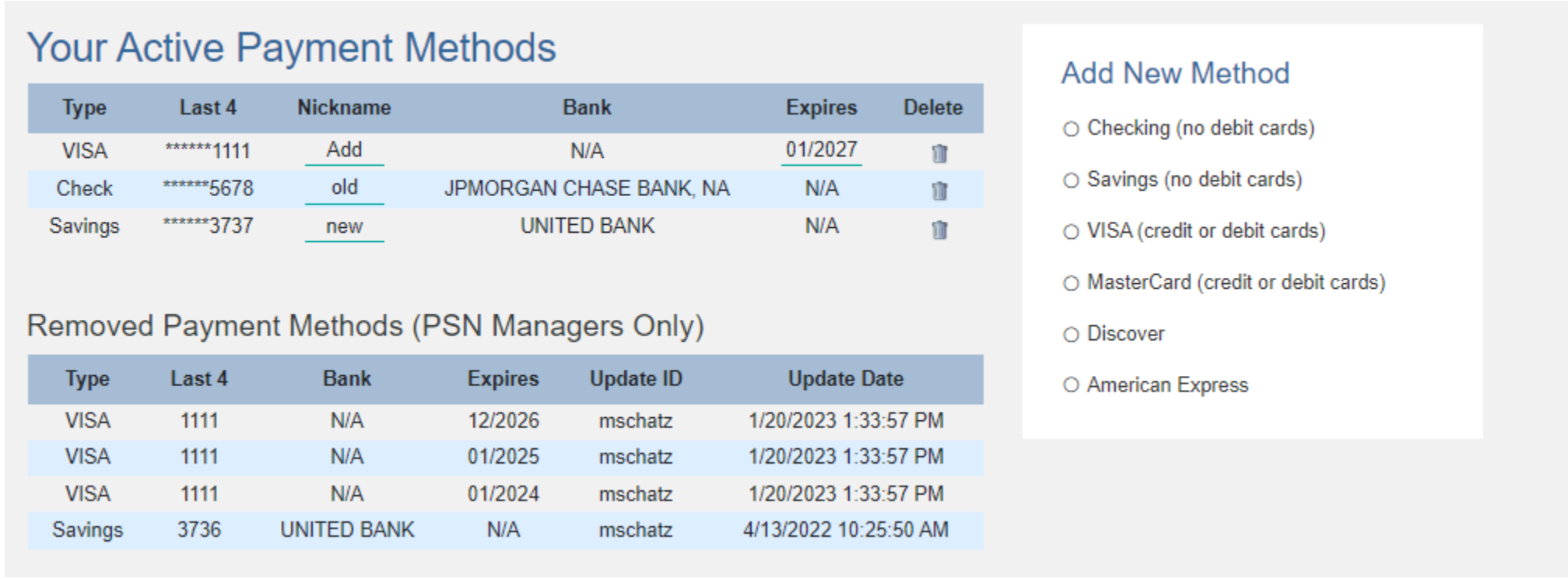




View Inactive Payment Methods

This is where your customers view their inactive payment methods

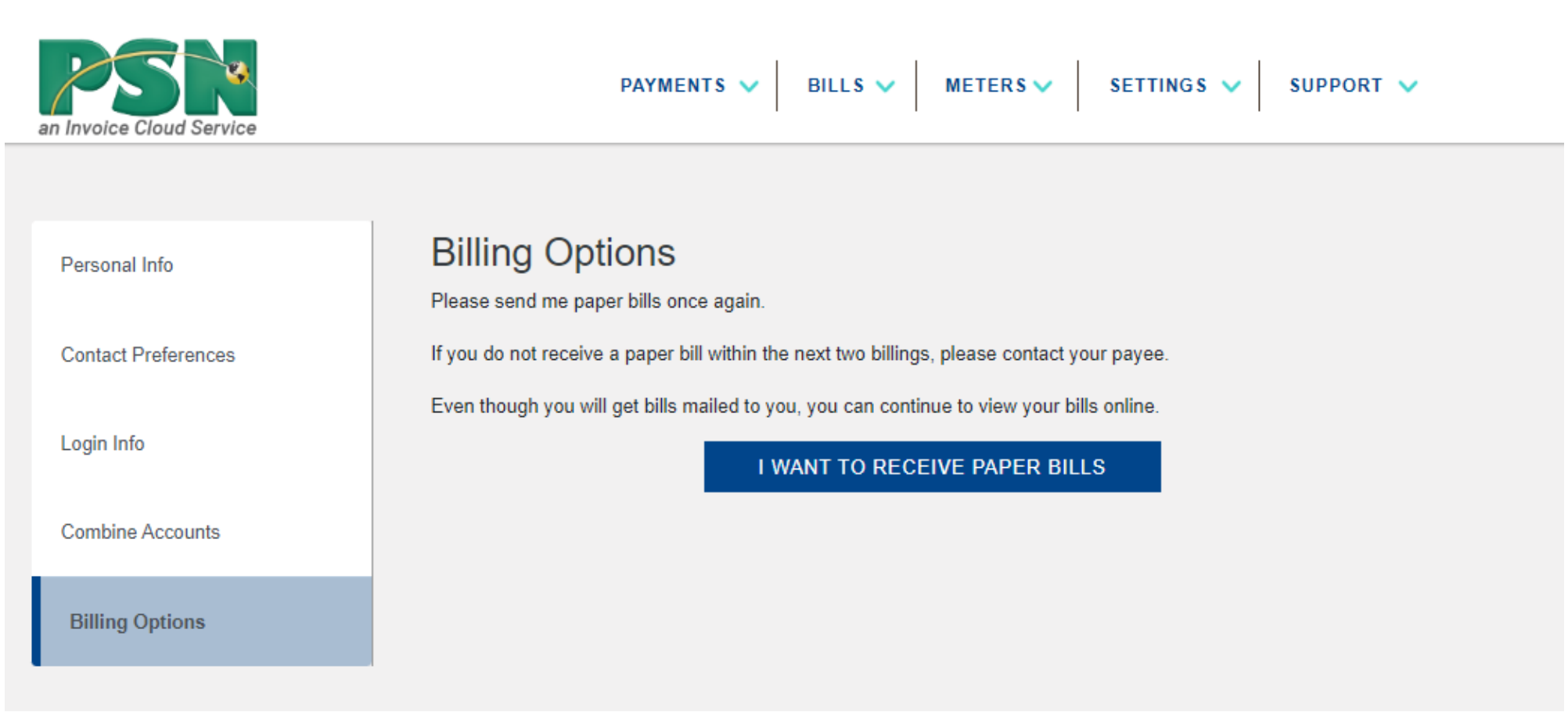
- Select "Payments" drop down and select "Payment Methods"



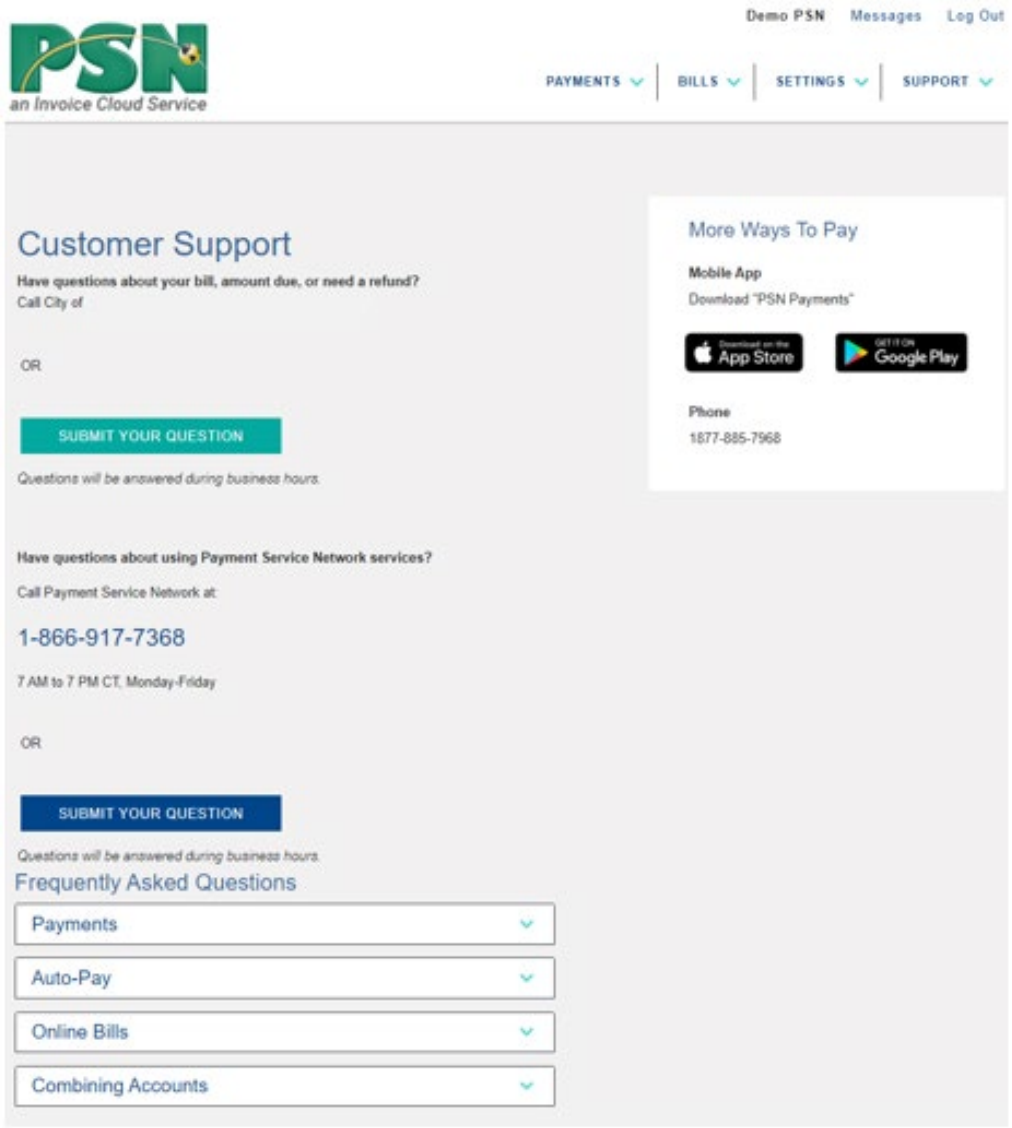
Go Paperless & Managing Paperless Options

This is where your customers can sign up for paperless or revert back to paper statements

- Select "Settings" dropdown and select "Billing Options"



Online support for your customers



Customers can:

- Get the number for automated phone payments
- Submit a question to PSN
- FAQs
- Download the mobile app

Thank You!

InvoiceCloud® | PSN an Invoice Cloud Company