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 "Client Login"
3. Enter your Account ID, user name and password. You may want to jot down your Account ID here for future reference. Account # _______________. And keep your user name and password in a safe place.

The Tabs

Click on the **ACCOUNT MANAGEMENT** tab. Under this tab, you can update your contact info, update authorized users (people you approve to have access to some or all of the information in the Account Management Center), also update service info (i.e. types of payments—taxes, tickets, park fees), easily create marketing pieces to help your customers use your online payment service, upload/download files (as applicable) and more.

Click on the **PAYMENT TRACKER** tab. View payments made, view deposits to your account, see payments that were charged back (reversed on credit card charges), declined, rejected, returned and cancelled payments plus a complete payment history. Select any of these functions and then select the appropriate filters to find what you are looking for.

Click on the **REPORTS** tab. Here you can view all of your customers who registered to pay online, view your eBills (online bills), if applicable, and get reconciliation reports.

Click on the **PAYMENT TOOLS** tab. You can immediately make a payment, schedule a payment or set up Auto-Pay for your customers or block individuals from using PSN. You can convert checks into electronic payments in this section, if you have the PSN Check 21 solution. For info on this option, contact Rich Nodorft at rnodorft@PaymentServiceNetwork.com or 608-442-5088. We can easily turn it on for you and you can save lots of time. There is no set-up fee for the service.

Click on the **SUPPORT** tab. Under this tab, you will find contact info for your PSN Service Account Manager. There are also FAQs and a ticketing system allowing you to communicate with PSN your Service Account Manager.

Set Up a Link on Your Website

Place a link on your website:

1. Place an icon or just the words "Pay Your [insert type of payment, i.e. Utilities] Online"
2. Hyperlink to https://www.PaymentServiceNetwork.com/login.asp?acc=RTXXXXX (where RTXXXXX is your PSN account number)

If you don't have a website, just instruct your customers to go to www.PaymentServiceNetwork.com and provide your PSN RTXXXXX account number.

Instructing Customers/Residents on Making a Payment

To inform your customers about paying online or by phone, we have developed templates for posters, handouts, letters, etc. that you can download and customize with your url and logos. To find the templates: log into your Account Management Center, click on the ACCOUNT MANAGEMENT tab, select Marketing and then review the various templates and select the ones you want to download. Just put in the missing information and clarify payment methods (i.e. remove charge card images if you don't accept charges).

We have developed an easy 3-step process for your customers to pay you and the vast majority can log on and easily follow the prompts. Our phone number is always visible, if they need assistance.

Tips on Frequently Used Features

Make a Payment	• PAYMENT TOOLS Tab • Select the type of payment you want to make for your customer (one-time, set up recurring savings or checking withdrawal or schedule a payment to be processed in the future) • Follow the prompts to make a payment
Set up Recurring Payments for Your Customers/Residents	• PAYMENT TOOLS Tab • Select the "Setup/Change Automatic Withdrawals" • Follow the prompts to set up the recurring payments; make sure to put a reasonable end date for the recurring payments to stop • Note: If you setup this payment, only you can make changes or end the deduction
Stop or Change Recurring Payments	• If you set up a recurring payment, you are the only one to end or change that recurring payment • PAYMENT TOOLS Tab • Select the "Setup/Change Automatic Withdrawals" • Follow the prompts to stop or change the recurring payments
Verify a Payment Was Made	• PAYMENT TRACKER Tab • Select the date range in the From line • Select "Show Filter Options;" follow prompts to filter by amount, name, payment type, etc. • A chart with the applicable payments will appear
How Do I Know if Monies Were Deposited to My Account	• PAYMENT TRACKER Tab • Select "View Bank Deposits and Withdrawals" • Select the date range in the From line • Click on "Refresh List"
Cancel a Payment or Make a Refund	• To make a refund, you must wait at least 5 business days before you process the refund • You can only cancel a payment if it is a "pending " transaction; the status appears in the chart when you do the following • PAYMENT TRACKER Tab • Select "View Real Time Payments" • 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 Tools icon at the far right • Follow the prompts on the pop-up window (make sure your computer is set to allow pop-ups from the PSN site)
Block a Customer/Resident from Making a Payment	• PAYMENT TOOLS Tab • Select "Setup Block Payment" • Follow the prompts; when your customer tries to make a payment, they will not be able to • NOTE: Only you can unblock any account; follow the procedures above and delete the blocked payer
View Declined/Rejected Payments	• PAYMENT TRACKER Tab • 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