

SmartPay Express User Guide

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æ	Dashboard	<	Dashboard						
0	Transactions		Overview						^
=	Collections		Configure the dashboard display by clicking t	he settings icon.					٥
¢ °	Admin ~		Welcome			News			
	Reports -		Friday, August 31, 2018 You are currently logged in to the JOHNSON system. Your previous login was on 8/3/2018 at 12:30 Current Transaction Summary	tly logged in to the JOHNSON BANK - SPE DEMO online On Monday, September 3 , Johnson Bank will be closed in				Federal Holiday, ACH	and
			Below is a summary of the previous 60 days of Selecting a status link will navigate you to a reexport, and/or print the activity.						8
			Approved						
			Processed	1		\$1.00			
			Collected						





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INTRODUCTION

SmartPay Express Overview

SmartPay Express (SPE) allows your clients/customers, to make payments or donations online.

Based on the privileges and roles provided, users within your organization can perform end user management tasks. This includes the ability to manage account information, transactions, and reporting. Depending on your established settings, there are several payment methods available within the application.

Payment Method in SPE	Description		
Quick Pay	A one-time payment from that does not require user registration and does not maintain any contact, account, or password information. Users will have the option to register in the system if they wish, but registration is not required.		
Single Payment	A payment by a registered user to a specific account/location.		
Recurring Payment	Similar to a payment plan, a registered user can set up regularly scheduled payments, for the same amount, to be deducted from their account.		

Note: The single and recurring payment options require users to register and maintain contact and account information with the website. This information includes an email address, password, and secret (security) question in case the user forgets their password. Registration will grant users access to both historical and future scheduled (if applicable) payment reports.

In addition to the standard ACH and card payments, you also have the following PayPal option for your end users.

Payment Service	Description
	The option allows an end user to make payments using a PayPal
PayPal	account. End users will initiate a payment and be navigated to the
rayrai	PayPal site, where they confirm account information, confirm
	payment information, and are navigated back the SPE site.

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System Requirements

In addition to a high-speed internet connection, the application runs optimally on certain Internet browsers. The following browsers have been certified for SPE use.

SmartPay Express URL and SmartPay Express Admin (only used for account validation):

- Microsoft Internet Explorer 11
- Firefox browser
- Google Chrome browser

SmartPay Business:

- Microsoft Windows 7, SP1; Microsoft Internet Explorer 11 or Google Chrome
- Microsoft Windows 8.1: Microsoft Internet Explorer 11 or Google Chrome
- Microsoft Windows 10: Microsoft Internet Explorer 11, Microsoft Edge, or Google Chrome.
- Mac Os 10.11 El Capitan: Google Chrome
- Mac OS 10.12 Sierra: Google Chrome
- Mac OS 10.13 High Sierra: Google Chrome

NOTE: The current version of Chrome and its two previous version are supported.

Trusted Sites

You may need to add certain URL addresses to your list of trusted sites in order for SPE to run optimally with Google Chrome.



1. Open Chrome. On the far right of the address bar, select the menu icon and choose **Settings**.

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2. Scroll to the bottom of the page and select **Show Advanced Settings**.

Extensions	Search			
Settings	Set which search engine is used when searching from the <u>pmnibox</u>			
	Google 💌 Manage search engines			
About				
	People			
Person 1 (current)				
Enable Guest browsing				
	Enable user creation from the profile manager			
	Add person Edit Remove Import bookmarks and settings			
	Default browser			
	Make Google Chrome the default browser			
Google Chrome is not currently your default browser.				

3. Under the Network heading, select *Change proxy settings*.

Network
Google Chrome is using your computer's system proxy settings to connect to the network. Change proxy settings
Google Chrome is using your computer's system proxy settings to connect to the network.

4. From the Internet Properties window, under the Security tab, select the **Trust Sites** icon to highlight it. Select the **Sites** option.

🐑 Internet Properties						
General Security Privacy Content Connections Programs Advanced						
Select a zone to view or change security settings.						
🛯 🧕 🗣 🗸 🚫						
Internet Local Intranet Trusted sites Restricted sites						
Trusted sites						
This zone contains websites that you trust not to damage your computer or your flies. You have websites in this zone.						
- Security level for this zone						
Allowed levels for this zone: All						
Medium Prompts before downloading potentially unsafe content Unsigned ActiveX controls will not be downloaded						
Enable Protected Mode (requires restarting Internet Explorer)						
Custom level Default level						
Reset all zones to default level						
Some <u>settings</u> are managed by your system administrator.						
OK Cancel Apply						
·						

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- 5. In the *Trusted Sites* window, enter the following URL and select **Add**: <u>https://smartpay.profitstars.com/express.admin</u>
- 6. Select Close, and OK.

Available Resources

- Documentation You can find additional resources on the <u>Client Resource Center</u> on the Johnson Bank website.
- If you have questions about the application, please contact Treasury Management Support at 1-877-236-2739.

Additional Resources

• PayPal Support – 855-477-5689

LOGGING IN

A username, a temporary password, and a company name must be entered upon first logging in to the system.

NOTE: The SPE Admin will receive their login information from Johnson Bank. The Smart Pay Business users will receive this information from their Company Administrator.

J <u>OHNSON</u> FINANCIAL GROUP*				
ease enter your login information and click the 'Log In' button to access pur account.				
ser Name	٦			
assword				
Enter Password				
Enter Company				
Log In				

- 1. Once at the provided URL address, complete the **User Name**, **Password**, and **Company** fields. Select **Login**.
- 2. A prompt will appear for you to change your password. Passwords expire periodically and are case-sensitive.



- 3. Select **Update Password** when finished.
- 4. Create a **Secret Question** and **Answer.** These are not case-sensitive and do not need to be a complete question or contain a question mark.
 - **NOTE:** A secret question is a tool used if you forget your password to have a temporary password generated and sent via email
- 5. Click Update.

Changing Your Password and/or Secret Question

1. Log in, and select the User Menu | My Settings.



- 2. Once there, make changes to the **Change Password** and/or **Secret Question** as needed.
- 3. Select **Update** when finished.

DASHBOARD FEATURES

Top Menu Bar

• Use the top menu bar to search for specific transactions, find a customer, or access user settings. Use the **Search** button to search for customer information or transaction data.



• Select the **User drop-down** to access user settings, FAQs, the tutorial video, or to log out of the site.

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SmartPay Express User Guide	BANKING	WEALTH	INSURANCE	Last Updated 11/20/18	Page o



Q Search	JOHNSON BANK - SPE DE	MO	🚨 admin 🖂	Wed, Jan 24
		? FA	Qs	
		🚨 My	/ Settings	^
con.		e Vi	deos	0
		🕞 Lo	gout	

The current date will display in the top right corner.

Overview Panel

The *Overview* panel contains a welcome message, which contains the current date, the date of your last login, and any password change reminders. The *News* pane features an expanded display pane where a financial institution can relay messages and alerts.

Dashboard					
Overview	^				
Configure the dashboard display by clicking the settings icon.	0				
Welcome	News				
Friday, May 18, 2018 You are currently logged in to the JOHNSON BANK - SPE DEMO online system. Your previous login was on 5/15/2018 at 1:56 PM CT.					

Display Settings

Dashboard display settings allow you to decide how the page will appear. Settings are automatically updated and saved, and are remembered for each user.

To choose display settings:

- 1. Log in.
- 2. Click Settings at the top right in the *Overview* section.
- 3. To configure settings:
 - a. Use the enable/disable buttons to in the Settings panel to:
 - Hide or show panels under *View*.
 - Expand or collapse panels under *Expand*.

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Settings		/	
	View	Expand	Priority
Current Transaction Summary			•
Quick Links	 	 	•

b. Use the arrows to determine the order in which you see items on the *Dashboard* page under *Priority*.

Settings			1
	View	Expand	Priority
Current Transaction Summary	 	 	•
Quick Links			•

4. Click to close Settings and return to the *Dashboard* page.

Current Transaction Summary

The Current Transaction Summary section displays transactions and their status that have taken place in the prior 60 days. You can select the blue links to obtain additional details on Approved and Processed transactions.

Current Transaction Summary					
Below is a summary of the previous 60 days of transaction activity as of 3/19/2018, organized by status. Hover over the status to view its definition. Selecting a status link will navigate you to a report of all transactions of that type, where you may adjust the date as necessary, filter the data, save, export, and/or print the activity.					
Status	Debit Count	Debit Amount	Credit Count		
Approved					
Processed	28	\$13.72			
Collected					
Awaiting Capture					
Awaiting Approval					

Quick Links Panel

The *Quick Links* panel provides a way to access your most often used transactions and reports or hide reports that you do not utilize. Configuration options are automatically updated and saved, and are remembered for each user.

To access and set up *Quick Links* configuration options:

- 1. Log in.
- 2. Scroll down to the *Quick Links* panel. Click \checkmark **Expand** if needed to open the panel.



3. Click Settings. The Settings panel opens, showing a list of available transactions and/or reports.

Settings		
Transactions Reports	View 🗹	Priority
Check Processing	~	
Remote Deposit Scan	 	* -
Remote Deposit Complete	 	• •
ACH Processing	~	• •
Preauthorized Payment	~	* •
Telephone Payment	~	• •
Issue Credit	~	• •
Recurring Payments	~	• •
Recurring Credits		• •

- 4. Select the tab for the dashboard section you wish to configure, **Transactions** or **Reports**.
- Choose whether to show/hide the items by selecting the Enable/Disable buttons under View. Checking or unchecking the View box allows you to simultaneously select/unselect all items on the tab you selected. You can also select the display order by using the Priority up and down arrows.
 - **NOTE:** Transactions are grouped according to type of transaction. Priority status is also grouped by type.
- 6. Click to close Settings.

Reports

The Reports section provides quick links to standard transaction reports or reports that you have created. See the reports section of this guide to learn more about how to create new reports.





Left Main Menu

The left main menu contains primary options such as **Transactions** or **Reports** that allow for navigation throughout the system. Collapse this menu by selecting the vertical bar attached to the left main menu.

J	Johnson	
FI	NANCIAL GROUP.	
B	Dashboard	Collapse the screen to expand viewing area.
0	Transactions	
≣	Collections	
0 0	Admin ~	
Ľ	Reports	
FIN	> Dashboard	
0	Overview	Expand to view the side menu options.
	Configure the dashboard displa	
\mathbf{Q}_{0}^{0}	Welcome	
Ľ	Friday, August 31, 2018 You are currently logged in to	
	Your previous login was on 8/3	

Each primary category on the main menu may contain sub-options based on user permissions. Suboptions under primary categories will relate to that primary category.



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WORKING WITH SPE END USERS IN THE SYSTEM

This section explains how to obtain a list of end users that have set up account and user profiles. As the Admin, you will have the ability to list, enable/disable, and unlock and of your user profiles, if necessary.

List of SPE End Users

To export users:

- 1. Log in and select Admin | SmartPay Express from the left main menu.
- 2. Click on the download icon.
 - a) Select the type of report you would like it exported in.
 - b) Select Open or Save.

Unlocking an SPE End User

Users can be locked out if a password is keyed incorrectly multiple times or if a user answered the secret question incorrectly when requesting a new temporary password.

- 1. Log in and **Select Admin | SmartPay Express Users** from the left main menu.
- 2. Under the Locked column, select the Unlock link for that user. The link will disappear, and the user profile will be unlocked.

				Displaying Page 1 of 2, Records 1 to 25 of 33	age 🗸 🛃 Add	i User 👻 🛓 🗸
View	Edit	User Name	▲ Full Name	Enabled	Auth Caller	Locked
-		admin	Administrator	Enabled	Disabled	
		Jamie	Jamie S	Enabled	Enabled	
		Jennie	Jennie E	Enabled	Disabled	+
	8	Lucy	Lucy E	Enabled	Disabled	Unlock
		scosmith	Scott S	Enabled	Disabled	
		spb.allen	Allen M	Enabled	Disabled	
-		spb.am	Amity	Enabled	Disabled	

NOTE: If the user needs a new password, you will need to reset the password (see the following section).

Resetting an SPE End User Password

User may forget their password and ask you to provide them with a new temporary one. The steps below explain how to reset a user's password.

- 1. Log in and select **Admin | Users** from the left main menu.
- 2. Select **Edit** for the user profile to update.

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3. Select **Reset Password** button from the bottom of the page. The user's profile will have a casesensitive temporary password generated to the email address for the user. Carefully record this password and provide it to the user.

Disabling an SPE End User

Disabling a user keeps the profile intact until access is re-enabled by the Admin. The Admin may want to disable a user, for example, if a user is on leave for an extended period of time before working with the application again.

- 1. Log in to the system, and select **Admin | Users** from the left main menu.
- 2. Select **Edit** for the user profile you wish to disable.
- 3. Uncheck the **Enabled** box in the *Update User Settings* section. Select **Update** to save all changes.

TRANSACTION MAINTENANCE

Editing a Transaction

You have the ability to edit **amounts** or **effective dates** of transactions if you have been assigned the correct roles and privileges. Editing capabilities for payments made require the *Accounting* role under the *Customer Service* privilege.

DISCLAIMER: It is the responsibility of the organization to obtain and retain the appropriate authorizations from SPE customers before saving changes made to approved transactions.

A transaction can be edited as long as it is still in a status of *Approved, Awaiting Approval*, or *Suspended*. An approved transaction will move to the *Processed* status at the end of the closing day at 8:00 pm CST.

- Log in, and select the status from the *Current Transaction Status Summary* section of the Dashboard (typically in the **Approved** status). A report of approved transactions displays.
- 2. A report of approved transactions displays. Select the View link next to the transaction you would like to edit.
- 3. To edit the **effective date:**
 - a. Click on the pencil icon next to the effective date field.
 - b. Modify the effective date and enter a reason for the change in the reason field.
 - c. Click on the green check mark and you will receive a transaction updated successfully message.

Users / Edit User	
Update User Settings	
Enabled Authorized Caller	
Full Name *	
AA	
User Name *	
Δ	
User Location	
Cash Management ID 1	
1234564	
Email Address	
Reset Password	

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4. To edit the amount:

- a. Click on the pencil icon next to the sale field.
- b. Modify the amount and enter a reason for the change in the reason field.
- c. Click on the green check mark and you will receive a transaction updated successfully message.

Repo	orts / Results / Tra	ansaction l	nformation
Tra	nsaction Detai	ls	
4	Customer (ID):		Smith, John ()
	Effective Date:		Saturday, May 26, 2018
\$	0.26	Reason	Customer 🗸

Voiding a Transaction

A transaction can be voided as long as it is still in a status of *Approved, Awaiting Approval*, or *Suspended*. An approved transaction will move to the *Processed* status at the end of the closing day at 8:00 pm CST.

- 1. Log in, and select the status from the *Current Transaction Status Summary* section of the Dashboard (typically in the **Approved** status).
- 2. A report of approved transactions displays. Select the View 🔤 link next to the transaction you would like to void.
- 3. From the *Transaction Details* page, select **Actions | Void**.

Reports / Results / T	Reports / Results / Transaction Information					
Transaction Details			Actions 🗸	•		
🛓 Customer (ID): 🛛 J	lones, James (99007789)	Mark this transaction void	1			
🤌 Effective Date: 🛛 🛪	uesday, January 05, 2016		Void			
🥖 Sale: \$	\$17.00	T TENS				

4. The system will ask you to confirm voiding the transaction. Select **Void**. You will receive a Transaction was successfully voided message. The transaction will then appear as a *Voided* status on the *Current Transaction Summary* page.

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Refunding Transactions

You have the ability to refund payments that have processed that have been processed within the last 60 days. These transactions can be accessed from the Current Transaction Summary from the Dashboard page. Transactions must be in the *Processed* category in order to be refunded.

Current Transaction Summary				^
Below is a summary of the previous 60 days of transaction activity as of 3/24/2018, organized by status. Hover over the status to view its definition. Selecting a status link will navigate you to a report of all transactions of that type, where you may adjust the date as necessary, filter the data, save, export, and/or print the activity.				
Status	Debit Count	Debit Amount	Credit Count	Credit Amount
Approved				
Processed	18	\$7.17		
Collected				
Awaiting Capture				

- 1. From the Dashboard, click on the **Processed** hyperlink.
- 2. Enter the search criteria necessary to find the specific transaction such as date range, location, origin of the transaction, etc.
- 3. Click Run Reports.
- 4. Locate the transaction and select the **View** icon to view the transaction details.
- 5. On the Transaction Details page, click the **Actions** dropdown box and choose **Refund**.

Transactio	n Details		•	Actions ~	₽
Customer (ID):	CM TEST	Refund this Transaction			
Effective Date:	Friday, March 30,	I		Refund	

- 6. Confirm the Refund by selecting **Refund**. You will receive a successful refund message.
- 7. A refund transaction will appear in the *Processed* status as of the end of the closing day at 8:00 pm CST and will post to the end user's account the following business day.



PAYMENTS VIA TELEPHONE OR CREDIT CARD

The services in the following sections can only be utilized if they've been contracted for. Payments can be made with registered customer information or with non-registered customers wishing to make a one-

time payment (Quick Pay), provided you have the appropriate authorization from the customer. The following sections describe both the Quick Pay and registered user information methods for making payments.

Depending on which payment type is selected, additional requirements may apply in order to process a payment. Once processed, a transaction can be in any one status in the system. The following table describes the statuses a transaction can go through. A brief report of all your transaction statuses within the past 60 days can be found on the *Dashboard* when logging in.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut- off time.
Processed	The transaction has been transmitted to the appropriate network. Changes can no longer be made, and the transaction can no longer be voided.
Awaiting Capture	Status for credit card transactions.
Declined	The credit card transaction has been declined.
Voided	The transaction has been voided and will not be processed. Transactions may not be voided once the item is in the <i>Processed</i> status.
Error	An internal error has occurred within the EPS system. Contact Treasury Management Support at 1-877-236-2739.
Resolved	The transaction has been moved into a <i>Resolved</i> status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a <i>Resolved</i> status from a status of: <i>Declined, Voided, Invalid/Closed</i> <i>Account, Disputed, Uncollected NSF, Unauthorized, Error</i> , or <i>In Research</i> .

NOTE: On Current Transaction Summary reports, debits are a debit to the check writer and a credit to the merchant while credits are a credit to the check writer and a debit to the merchant.

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Guided Payments (TEL ACH or Credit Card)

One of the options for creating a payment on behalf of your customer is Guided Payments, which is a tool that asks a series of questions to ensure you are taking steps toward processing the right transaction for your customer. These questions cover what method of payment will be made (ACH or Credit Card), what kind of customer you are processing payment for (new or existing within the application), and the payment type (telephone, card, etc.). While not required, you may find using Guided Payments useful for making payments.

- 1. Log in to the system, and select **Transactions** from the left main menu.
- 2. On the *Transactions* page, under the *Guided Payments* heading, select how the customer will be paying. For example, select **ACH**.

	Guided Payments
rd Processing	
authorized Payment	Payment Method
ephone Payment	
led-In Payment	How will the customer be paying:
<u>ie Credit</u> :urring Payments	Card
pe Card	
lk Operations	
<u>sture</u>	
<u>d</u>	

NOTE: Depending on the selection you make, there may be more questions. Options with a radio button indicate there are more questions to come, while options that display as a hyperlink will navigate you a page where you may enter payment information. At any time, select Back to return to the previous question.

3. Follow the series of questions until you come to a payment screen to enter customer information. For example, if you are making a Telephone Payment, once all of the questions are answered you will be directed to a screen to either search for an existing customer or create a new customer.

Quick Pay Payments

Quick Pay payments allow you to process a one-time payment from a customer, provided that you have the appropriate customer authorization to run a payment. For information about registering a new customer or modifying existing registered customers, please refer to the "Registering Customers: Creating a New Customer" section below.

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Preauthorized Payments

With a signed authorization, you may process a one-time electronic check payment using the **Preauthorized Payments** option. Follow the steps below to process a one-time preauthorized payment.

- 1. Log in to the system, and select **Transactions** from the left main menu.
- 2. Select **Preauthorized Payment**, either under ACH processing or card processing, depending on the type of payment you wish to process.

ACH Processing	······	Card Processing
Preauthorized Payment		Preauthorized Payment
Telephone Payment		Telephone Payment
Issue Credit		Mailed-In Payment
Recurring Payments		Issue Credit
Recurring Credits		Recurring Payments
Verification Only		
		Swipe Card

- 3. Fill out all required payment and customer information fields, which are designated by an asterisk. Once all required fields have been filled out, complete any optional fields as desired. Select **Continue** at the bottom of the page.
- 4. ACH payments have a NACHA requirement for customer authorization compliance. For ACH payments, follow the prompts to specify the appropriate authorization you have. This is not a requirement for credit card payments. Select **Process Payment** to continue.

NACHA Requirements				
Signature On File				
Company has customer's signed (or similarly authenticated) authorization on file for this specific transaction.				
Yes No				
Cancel Process Payment				

5. A payment confirmation appears. To see the transaction, select **View Transaction**, or select **Process Another Transaction** to run an additional payment.



Telephone Payments

Telephone payments are for individuals. Companies making one-time payments must use pre-authorized payments.

- 1. Log in to the system, and select **Transactions** from the left menu bar.
- 2. Select **Telephone Payment**, either from under ACH processing or Card processing, depending on the type of payment you wish to process.



- 3. Fill out all required payment and customer information fields, which are designated by an asterisk. Once all required fields have been filled, complete any optional fields as desired. Select **Continue** at the bottom of the page.
- 4. ACH payments have a NACHA requirement for customer notifications. For ACH payments, follow the prompts to specify the appropriate authorization you have. This is not a requirement for credit card payments. Select **Process Payment** to continue.
- 5. The system will generate a payment confirmation. Select **View Transaction** to see more information about the transaction. You may also select **Process Another Transaction** to run an additional payment.

Issuing Credit (Credit Cards Only)

- 1. Log in to the system, and select **Transactions** from the left main menu.
- 2. Select **Issue Credit**, whether from ACH processing or credit card processing, depending on the credit you wish to issue.



Card Processing	
Preauthorized Payment	
Telephone Payment	
Mailed-In Payment	
Issue Credit	
Recurring Payments	
Swipe Card	

- 3. Fill out all the required fields to issue the credit, designated by an asterisk.
- 4. Select **Continue** at the bottom of the page.

Mailed-In Payment (Card Processing Only)

- 1. Log in to the system, and select **Transactions** from the left main menu.
- 2. Select Card Processing, and select the Mailed-In Payment option.

Card Processing
Preauthorized Payment
Telephone Payment
Mailed-In Payment
Issue Credit
Recurring Payments
Swipe Card

3. On the *Card Processing* page, fill in all required information, designated by an asterisk.



Transactions / Mailed-In				
Card Processing		Add/s	Search Customer	Quick Pay
Location *	Card Information		Billing Add	ress
Location 1 ~	Name On Account *		Address	
Transaction Information	Test Card Type *		Suite/APT#	
Description	Visa	~	Suite/APT#	
	Card Account Number *		City	
Debit/Payment Amount *				
\$ 1.0	Card Verification Number 💡		State/Region	Postal Code
			Can	cel Continue

4. Select **Continue** from the bottom of the page.

Swipe Card (Card-Present Transactions Only)

Card-present transactions allow users to process payments/donations with a physical credit card. If you enter customer information with the payment, the customer record will repopulate the next time the customer's card is presented and swiped.

- 1. Log in, and select **Transactions** from the left main menu.
- 2. Under the Card Processing section, select Swipe Card.

Dashboard	<	Transactions	Transactions				
Transactions		Quick Links	Guided Payn	nents			
Collections		Check Processing	Card Processing				
🗱 Admin	~	Remote Deposit Scan Remote Deposit Complete	Preauthorized Payment Telephone Payment		Payr	nent Method	
Reports		Remote Deposit Express	Mailed-In Payment		ill the customer be pa		
QuickBooks	~	Remote Deposit Now	Issue Credit Recurring Payments	Ac		Check	
Files	~	Customer ACH Opt Out	Swipe Card				

3. The *Card Processing: Swipe Card* page displays. Select a **Location** where the credit card transaction will be deposited and a **Payment Origin**.



Transactions / Swipe Card		
Swipe Card		•
Location *	Payment Origin *	
Select	 Retail / POS 	~
Select a location to swipe a c	card	
Card Type	Card Account Number	
Expires On	Name On Card *	
Amount *	Card Verification Number	
\$		
Transaction ID00 *		
Amount	Trans Data 2 *	
Trans Data 3 *		

4. Swipe the credit card. The **Card Type**, **Card Account Number**, **Expires On**, and **Name On Card** fields will automatically populate. Enter an **Amount** for this transaction. Optionally, you may enter a value for the **Card Verification Number**. Be sure to fill out any required fields, designated by a red asterisk.

NOTE: If no customer information populates because this is a new card and/or customer, you may decide to Add customer information or Search for an existing customer to associate with this transaction (see figure below).

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Transactions / Swipe Card			
Swipe Card			
Location •	Payment Origin *	Customer	Scanner Interface
Select	 Retail / POS 	No customer was found for this account.	
Select a location to swip	e a card	No customer was tound for this account.	Service
Card Type	Card Account Number		Device opened sucessfully
Expires On	Name On Card *		Scanner
			Make: RDM, Model: EC70001
Amount *	Card Verification Number 📀		Terminal Number
\$			1701177714208
Transaction ID00 *			
Amount	Trans Data 2 *		
Trans Data 3 *			
			1
			V
	Process	Payment	Q Reset Scanner

5. Select **Process Payment**. The system will confirm the transaction with a receipt.

Meena 3			
MID # 256286:117	73678		
0111			NOTE:
Allen, TX 12345			the new
			the pay
Response: Succ			(Ref Nเ
Ref Num: T:OF!	VZZKPFA1		
Tran Type: Sale			for this
Tran Date: 03/04		AM CT	
Card Type: Mast			later tir
Account #: XXX		3	
Name: Test			
CARDMEMBER A			
OF GOODS AND			
AMOUNT OF THE			
HEREON AND AG			
OBLIGATIONS SE		-	
CARDMEMBER'S ISSUER.	AGREEMENT WI	TH THE	
ISSUER.			
TOTAL \$12.1	5		
x			
Test New			
THANK YOU			

NOTE: The reference number in the payment confirmation window **Ref Num**) can be used to search for this particular transaction at a ater time

SmartPay Express User Guide



Registering Customers: Creating a New Customer

Registered customers will need to be entered into the system before any payments can be made for that customer.

- 1. Log in to the system, and select **Transactions** from the left menu bar.
- 2. Select a payment type, such as an ACH preauthorized payment. You will not be required to run a payment when creating a customer.
- 3. From the top of the payment page, select Add/Search Customer.

ACH Processing	Add/Search Customer	Quick Pay
Activitiessing	Add/Search Customer	QUICK Pay

4. A *Customer* panel appears, as shown below. Select **Add Customer** from the bottom of the panel.



5. An *Add Customer* window appears, with a variety of information that can be entered for a customer. Required fields are designated by an asterisk. While not all fields are necessary, more information about a new customer will make it easier to search and find this particular customer in the future. Fill in all required fields and select **Save**.



Add Customer					
Relationship *	Last Name *		Daytime Phone	Ext	
Customer 🗸					
Customer ID	Address		Evening Phone	Ext	
Customer Data 1*	Suite/APT#		Driver's License	State	
Customer Data 2	City		Social Security Number		
Customer Data 3	State/Region Postal Code		Email Address		
Customer Type *	Country		Fax Number		
Individual ~					
First Name *					
				Cancel Save	

6. Once you have saved the customer information, you have the opportunity to enter payment information for this customer, depending on the type of payment originally selected. Fill in any required account information for the customer. You will not be required to make a payment for this customer at this time. Select **Save and Continue**.

NOTE: If at this time you wish to process a payment for the customer, move forward with processing the payment. If you do not wish to process a payment for the customer, select **Dashboard** from the left main menu to return to the main page.

Add Account								
1 Tester Test do account.								
Сору	Click to copy	name and addres	is from the custor	ner information.				
Name On Card *				Address				
Card Type *			Suite/APT#					
	Select V			City				
Expires On *				State/Region	Postal Co	de		
Month	~	Year	~					
Account Nickname				Country				
				USA		~		
					Cancel	Save and Continue		



Setting up Bank Account Information

Bank information can be set up for a registered customer at any time.

- 1. Log in to the system, and select **Transactions** from the left main menu.
- 2. Select an ACH payment type. You will not be required to process a payment for the customer at this time.
- 3. Once you have chosen a payment type, select **Add/Search Customer** from the top of the page.
- 4. Search for the customer you wish to update. Select the radio button under the **Select** column for that customer.

				Add	l/Search Customer	Quick Pay
*	< >	»	10 Per Page 💙	Displaying Page 1 of 1, Records 1 to 10 of 10		
Select	Edit	View	Customer Name	Customer ID 🔺	Customer Data 1	Customer Data 2
0	A		Clark Demo		customer data 1	
0	ø		Tester Test		Test1	
0	e de la constante de la consta		Jack Demo	3463132		

5. Once you have chosen a customer, select *Edit* next to **Account Information**. You may also add accounts to the customer profile by choosing *Add* next to **Account Information**, as shown below.

6. Enter the appropriate information for adding an account, or make any changes to an existing account as needed. Select **Save** to finish.

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Add Account							
Click to copy name and address from the cu	istome	r information.					
Name On Card *		Address					
Card Type *	~	Suite/APT#					
Card Account Number *		City					
Expires On *	~	State/Region	Postal (Code			
Account Nickname	*	Country					
		USA			~		
				Cancel	Save		

Setting up Credit Card Account Information

Credit card information for a registered customer can be set up at any time.

- 1. Log in to the system, and select **Transactions** from the left main menu.
- 2. Select a credit card payment type. You will not be required to process a payment for the customer at this time.
- 3. Once you have chosen a payment type, select **Add/Search Customer** from the top of the page.
- 4. Search for the customer you wish to update. Select the radio button under the **Select** column for that customer.

				Add	/Search Customer	Quick Pay
«	< >	»	10 Per Page 💙	Displaying Page 1 of 1, Records 1 to 10 of 10		
Select	Edit	View	Customer Name	Customer ID 🔺	Customer Data 1	Customer Data 2
0	B		Clark Demo		customer data 1	
0	A		Tester Test		Test1	
0	ø		Jack Demo	3463132		

5. Once you have chosen a customer, select **Call the end of the en**



Transactions / Preauthorized Payment			
Card Processing		Add/Search Customer	Quick Pay
Billing Information	Card Verification Number 😡	*	
Customer Tester Test Address	Location * Location 1 Debit/Payment Amount * S Description		
From Account *	Transaction ID		
Visa: XXXXXXXXXXXXXXXIIII ~	Tran Data 1 *		
	Tran Data 3	*	Back Continue

6. Enter the appropriate information for adding an account, or make any changes to an existing account as needed. Select **Save** to finish.

Processing Payments for Registered Customers

Preauthorized Payments

A customer can request a payment be debited from an account electronically instead of having to write a check or use a card. The user will need signed authorization from the customer.

- 1. Log in to the system, and select **Transactions** from the left menu bar.
- 2. Select **Preauthorized Payment**, either from Card Processing or ACH Processing.
- 3. Select **Add/Search Customer** from the top of the page.
- 4. Locate and select the customer for which you intend to run the payment.
- 5. Once you have selected a customer, enter any payment information as needed and select **Continue**.
- 6. For ACH check processing, specify the NACHA-required customer authorization obtained for this payment. This is not a requirement for credit card payments.

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NACHA Requirements					
Signature On File					
Company has customer's signed (or similarly authenticated) authorization on file for this specific transaction.					
Yes No					
Cancel Process Payment					

7. Select **Process Payment** to finish.

Telephone Payments

A user can receive a request to have a payment taken electronically from a customer's account over the telephone.

- 1. Log in to the system, and select **Transactions** from the left main menu.
- 2. Select **Telephone Payment**, either from ACH Processing or Card Processing.
- 3. Select **Add/Search Customer** from the top of the page.
- 4. Locate and select the customer you intend to run the payment for.
- 5. Once you have selected a customer, enter any payment information as needed and select **Continue**.
- 6. For ACH check processing, specify the NACHA-required customer notification obtained for this payment. This is not a requirement for credit card payments.

low	vill customer be notified?
	Company will notify customer via mail, fax, or email with transaction details as required by NACHA Operating Rules.
	Company is recording this phone call and will retain recording for two years.
	ProfitStars will notify customer by sending a postcard via U.S. mail. (Additional Cost)
	ProfitStars will notify customer via electronic mail. (Additional Cost)



- 7. Select Process Payment to finish.
- 8. Click Update.

REPORTING

The section is for SmartPay Business users who will be generating and working with the reports and summary information.

There are a number of ways to retrieve batch, deposit, and transaction information. You will be able to generate pre-defined reports and/or create custom reports on a daily, weekly, and monthly basis as well as within specific date ranges. The types of reports available can assist you with the following:

- Looking at transaction detail information
- Reconciling to bank statements
- Determining the status of transaction
- Researching previous transactions
- Generating a list of payments received

Commonalities Among Reports

- Reports are generated in Central Time (CT).
- **Pagination** Use page arrows to navigate through multiple pages of records, or you may change the number of records that display per page (as shown below).



- **Print** is an option available for all reports.
- Exporting reports into a Microsoft[®] Office Excel[®] spreadsheet, a tab-delimited file (.TSV) or a comma delimited file (.CSV) is available.



• Select **Full Screen** to view your report across your entire monitor screen.



- Select **Filter** to view filters where you can search the report for alphanumeric entries. Deselecting will hide filter fields, and strip the report of your alphanumeric search.
- Select Filter Columns to bring a list of all the information columns available in the report. You may configure the list to have certain columns appear in the order you choose, or to hide columns from the report listing.
 - Use the **View** option to determine whether an informational column appears.
 - Use the **Prioritize** tools to change the order of a column in the report.
 - Use the Freeze tool to lock a column in place when viewing the report.

Filter Columns			
	View	Prioritize	Freeze
Create Date	~	-	-
Location		- (^)	-
Custom Batch Id			-
Batch Type			
Description			
Deposit Status			
Your Count			
Your Amount	~		
Received Count		- -	
Received Amount			
ACH Deposit Date	~	- -	
ACH Deposit Count	*		
ACH Deposit Amount	S	- 	
C21 Deposit Date	*		
C21 Deposit Count	~	- -	
C21 Deposit Amount	~	- -	
Total Deposit Count		- -	
Total Deposit Amount		- (-)	
Deposit Slip ID#	v		
∂ Reset		Cancel	Save Changes

NOTE: Report filter settings can be saved into a template for later use. However, it is recommended that you save the reports themselves by exporting them to a file saved on your computer



Current Transaction Summary & Report

The Current Transaction Summary can be found on the Dashboard upon logging in. It is a numerical display of the total number of items and dollar amounts of all ACH, and credit card debits, credits, and refunds for all locations. It covers a rolling 60-day period and is broken down by a transaction's current status within the system.

Although there are many reports you can use to view transactions, the Current Transaction Summary allows you to quickly identify any unusual activity regarding your transactions with any of the following status types:

- Approved
- Processed
- Declined
- Error
- Voided

The Transaction Status report is a pre-defined report listing all transactions in a specific status. It is automatically generated when you select a status link from the Current Transaction Summary. The list will contain items that have been processed within the last 60 days and gives you access to individual transaction information. Follow the steps below to generate a Transaction Status report.

Log in to the application, and select a status that appears as a link and contains values in the Current Transaction Summary (for example, Approved in the graphic below).

Current Transaction Summary			^
Below is a summary of the previous 60 days of transaction status to view its definition. Selecting a status link will navie may adjust the date as necessary. filter the data, save, exp	gate you to a report of all transa		
Status	Items	Debits	Credits
Approved			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
Other ACH Returns			
Unauthorized			
Uncollected NSF			
Suspended			

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A list of the first 25 transactions (default value) is displayed. Select a **View** link in the far left column to view details about that transaction.

Report Type		Tra	insactions matching your o	query Title Transac	tion Approved	Share to All Users Save t	o My Reports
 Transaction Report Reports primarily based on a status, a category or type as associated with transaction 			Contract Con	Page 1 of 7 - 25 of 175	•	T Z	
type as associated v	erch themsection	View	Transaction Date	Status	Payment Type	Name On Account	Transa
Historical Event Report Reports primarily based on a past occurrence/event as associated with a transaction		-	12/18/2015 10:24:26 AM CT	Approved	Checking		(b4d9c
		-	12/18/2015 10:42:20 AM CT	Approved	Checking		(b#730
Date Range			12/28/2015 2:10:12 PM CT	Approved	Checking		(cab40
Date Type	Export Date Range	-	12/30/2015 10:50:00 AM CT	Approved	Checking		:1:17150
Transactions Cr V	Custom V		12/30/2015 10:50:00 AM CT	Approved	Checking		:1:17155
Nov 14, 2015	12:00 AM ~	-	12/30/2015 10:50:00 AM CT	Approved	Checking		:1:17163
End Date	End Time		12/30/2015 10:50:00 AM CT	Approved	Checking		:11723
Jan 14, 2016	12:00 AM 🔍	-	12/30/2015 10:50:00 AM CT	Approved	Checking		:11720
Advanced			12/30/2015 10:50:01 AM CT	Approved	Checking		:4:1630
Location		. 🛥	1/4/2016 10:14:59 AM CT	Approved	Checking		:1:1723
				Total Debit Count	112	Total Credit Count	
				Total Debit Amount	\$6 285 29	Total Credit Amount	\$1.47

The *Transaction Details* page appears for that status. Select **Show Events** and/or **Show Audit History** to view more details about the transaction.

Reports / Results / Tr	ansaction Information Sear	ch			
Transaction Detai	Is Actions ~	Show Events		Hide Even	ts
Customer (ID):	Tester	Event Date	Application	Event	Description
Effective Date:	Monday, December 21, 2015	12/18/2015 10:42:20 AM CT	SmartPay Business	Approved	Success
Auth Only:	\$1.00			Hide Audit Hi	story
Payment Method:	АСН	Date/Time	User	Reason (Original Values
-		12/18/2015 10:42:20 AM CT	Jennie	Created	
From Account Type:	Checking				

- **Show Events**: The automated steps/processes a transaction has gone through. The most recent steps are displayed first and include the date/time the events took place in Central Time.
- **Show Audit History**: Manual interaction with the transaction. Details are displayed with the latest steps first and includes the date/time processes took place in Central Time.

NOTE: Additional transaction details may be listed depending on the type of ACH transaction displayed.



Using the Report Builder Utility

The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving.

There are two options when creating a customized report: **New Report** and **New Shared Report**. While both are customizable, the shared report is available to other users who have access to the system. Other users will be able to pull the shared report and use its settings to generate information. Only the user who created the shared report can delete it.

1. Log in to the application, and select **Reports** from the left main menu.

2. Click New	Report or New Shared	Report , if it will	be available to others.
---------------------	----------------------	----------------------------	-------------------------

ly Reports			-	ľ	Remote Deposit Complete Reports Deposit Results
No	Records to dis	play.		ŀ	Standard Report
hared Reports			-	l	Show Items that Returned Bad Account Today
Report Name	Owner	Report Type	Delete	н	Show Items that Charged Back Today
		webout type	Delete		
BH 2008.08.21.1341		Transaction Report	Delete	l	Show Items that Settled Today
		Transaction	Delete	ļ	Show Items that Settled Today Show Items that Returned Other Check21 Today Show Notice of Change Items
BH 2008.08.21.1341		Transaction Report Transaction	Delese		Show Items that Returned Other Check21 Today
BH 2008.08.21.1341		Transaction Report Transaction Report Transaction	Delete		Show Items that Returned Other Check21 Today Show Notice of Change Items

3. The *Reports* page appears. In the top bar, enter a **Title** for the report. Fill in the report criteria in each of the four sections: **Report Type**, **Date Range**, **Advanced**, and **Report Column** headers.

Title		Save to M	y Reports	Share to All Users	Share to All Users Run Reports				
Report Type 🔶	_			Advanced		Report Column Heade	ers 🔶	-	
Transaction Rep	ort			Location			View	Prioritize	Freeze
Reports primarily based on a status, a category or type as associated with transaction Historical Event Report		All Locations	Transaction Date	2	_	I Geze			
				Transaction Status		•	-		
		Status		Payment Type	2 2	• •	•		
Reports primarily	based on a	past occurrence/event as		ALL	Name On Account	<u>ی</u>	• •	•	
associated with a	transaction	1		ALL	~	Transaction ID00		• •	
						Reference Number		•	
Date Range 🛛 🚽 🛶				Settlement Status	Customer Number	<u>د</u>	• •		
Jate Kange				ALL	Operation Type		• •		
						Location Name		•	
Date Type		Export Date Range				Amount		•	
Transactions Creat	tec ~	Today	~	Origin Of Transaction		Account Number		• •	
				ALL		Auth Response		· ·	
Start Date		Start Time				Check Number		· ·	
Jan 14, 2016	m	12:00 AM	~	Originated As		Customer Data 1		- -	
				ALL	~	Customer Data 2		- ·	
End Date		End Time		ALL		Customer Data 3			
Jan 15, 2016	m	12:00 AM	~			Effective Date			
				Amount Range		Trans Data 1		v A	
						Trans Data 2		- ·	
				\$ From \$ To		Trans Data 3		v *	





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• **Date Range** - In the **Date Type** field, select either **Transactions Created** or **Effective Dates** for the report, which will determine if the report displays transactions based upon the date they were created versus the date they took effect.

The date range searches are limited to 90 days at a time.

Searches and reports containing data older than two years will provide a downloadable zip file that includes all fields and records. The zip file will contain three CSV files that can be sorted and filtered in the preferred application. The report will be available under the Download Reports section of the Reports dashboard.

• Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports), or specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

Date Range			
Date Type		Export Date Range	
Transactions Createc	Transactions Createc 💙		~
Start Date		Start Time	
Jan 14, 2016		12:00 AM	~
End Date		End Time	
Jan 15, 2016	Ê	12:00 AM	~

NOTE: If you are creating a Historical Event Report, a custom date range will be unavailable.

Advanced section – Specify the Location and Status of the transaction you wish to have

in your report.

• **Settlement Status**: Whether a transaction has been deposited. Designate a single status or multiple statuses by selecting the appropriate check box(es).

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- **Origin of Transaction**: Determines how the transaction was received and will be coded. You may designate a single origin for the report or multiple origins by selecting the check box next to each option.
- **Originated As**: Specifies how the transaction will be processed. You may designate a single type or multiple types.
- **Account Type**: Determines the type of transaction the report will display. You can select a specific account type or select **ALL**.
- **Operation**: This option specifies what process a transaction has been through. You may designate one process or select **ALL**.
- **Authority Response Code**: This option represents the types of return responses that can be received for a transaction. Select a specific response code or select **ALL**.
- **Amount Range**: The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).

J F	J <u>OHNSON</u> Inancial grouf		Reports		Q Search JOHNSON	BANK - SPE DEMO		Fri, Aug 31
-	Dashboard	<	Reports / New Report					
0	Transactions		Enter Title		Save to My Reports	Share to	All Users Ru	In Reports
=	Collections		Report Type		Advanced		Report Layout	
0 8	Admin ~		Transaction Report		Location			View
	Reports		Reports primarily based as associated with trans	on a status, a category or type action	All Locations	~	Transaction Date	
							Transaction Status	✓
			Historical Event Repor		Status		Payment Type	✓
			Reports primarily based associated with a transa	on a past occurrence/event as	ALL	~	Name On Account	✓
			associated with a transa	CUON			Transaction Number	\checkmark
							Reference Number	✓
			Date Range		Settlement Status		Customer Number	✓
			-		ALL	~	Operation Type	✓
			Date Type	Export Date Range			Location Name	✓
			Date Type	Export Date Range	Origin Of Transaction		Amount	✓
			Transactions Crea 💙	Today 🗸	-		Account Number	
					ALL	~	Auth Response	
			Start Date	Start Time			Check Number	
			Aug 31, 2018 🛗	12:00 AM 🗸	Originated As		Parcel Number	
					ALL	~	Effective Date	
			End Date	End Time			Parcel Number	
			Sep 1, 2018	12:00 AM 🗸 🗸			Originated As	
					Amount Range		Payment Origin	

Report Layout – This section allows you to organize how the report displays.

NOTE: You may need to minimize the left navigation menu to see the options.

• Select the **View** check box next to any fields to have them show on the report.

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- Under **Prioritize**, use the arrows to change the order in which information appears. For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have other fields listed before it.
- Use **Freeze** to lock fields when viewing a report. This will hold certain fields in view while you explore the rest of the report information.

Report Layout			
	View	Prioritize	Freeze
Transaction Date	\checkmark	-	•
Transaction Status	✓	-	_
Payment Type	\checkmark		_
Name On Account	\checkmark	-	
Transaction Number	\checkmark		
Reference Number	\checkmark		
Customer Number	\checkmark		
Operation Type	✓	-	
Location Name	\checkmark	-	
Amount	✓		

4. At this time, you may choose to select the **Share to All Users** check box (as shown below) if you want to have this report available for other users to view. If you selected **New Shared Report** previously, this box will already be selected.

Alternatively, you may wish to save the report for your own use at a later time by selecting **Save to My Reports**. This option will both save the report and generate a report to view.

Reports	New Report			
Title	A sample report title	Save to My Reports	Share to All Users	Run Reports

The report displays results.

- Use the filters to change the report and then select **Run Reports** again, or you can print/export the report, as needed.
- Column headers in the report are selectable by organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).
- Select **View** to the left of an item to view more details about the transaction.
- To change the report template, adjust the report filters as desired, and then select **Save to My Reports**, which will save the filter options as a template for later use.

NOTE: Be sure to select the Share to All Users check box if you wish to save the report for others to use.

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Credits and Debits to Your Merchant Settlement Account

The *Credits and Debits to Your Merchant Settlement Account* report is a date range report that identifies the deposits made on the indicated date(s). The report will also display the individual transaction amounts that make up a deposit and specific details of a transaction.

NOTE: On the Current Transaction Summary report, debits are a debit to the payer and a credit to the merchant, while credits are a credit to payer and a debit to the merchant. On the Credits and Debits to the Merchants Settlement Account report, debits are a debit to the merchant account and a credit to the payer while credits are a credit to the merchant account and a debit to the payer.

- 1. Log in and select **Reports** from the top of the page.
- 2. Under Merchant Settlement Accounts Reports, select Credits and Debits to Your Merchant Settlement Account (as shown below).

Merchant Settlement Account Reports	-
Credit and Debits to your Merchant Settlement Account	

3. The *Merchant Settlement Account Reports* search criteria appears. Select a **Location ID** to pull report information from. Select a date range using either the **Quick Pick** option with a list of preset date ranges, or the custom option by entering a **Start Date** and **Start Time** and the **End Date** and **End Time**.

Location ID		Quick Pick	
	~	Today	~
Start Date		Start Time	
Jan 14, 2016	#	12:00 AM	~
End Date		End Time	
Jan 15, 2016	#	12:00 AM	~

4. Select Get Batches.

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5. Select **View** under the *Batch Details* column to view the *Batch Details* page. From the *Batch*

Details page, select **View** under the *Transaction Details* column to see more information about that particular transaction in the batch.

Batch Details	Batches m	atching search	n criteria Displaying P	Page 1 of 1 Records 1	2 of 2 🔟 🕇 🦨	* -
Batch Status Processed	Transaction Detail	Туре	Description	Reason	Cred	it.
		Refund	were seen y		\$0.00	o ^
Effective Date 12/1/2015		Sale			\$10.0	0
Batch ID						
Location Name						
Corporate Office						
Description						
Description Settlement						
			Total Debit Count	1	Total Credit Count	

NOTE: Additional transaction details may be listed depending on the type of ACH transaction displayed.

6. Navigate back in your browser to return to the *Merchant Settlement Account Results*. From here, select **Report** to see a PDF report with the transaction(s) that make up the deposit total displayed below the report.

Reports /	Merchant Se	ttlement Account Resu	ilts							
Batches matching search criteria			📢 🚽 🕨 🗰 Displaying Page 1 of 4 Records 1 - 25 of 83 🔲 🝸 🏒 📥							
Batch Details	Report	Batch Status	Effective Date	Batch ID	Location Name	Description	Item Count	Debit		
		Processed	12/1/2015		Corporate Office	Settlement	2	\$1.00		
	ß	Processed	12/1/2015		Corporate Office		1			
	ß	Processed	12/1/2015		Corporate Office		1	\$10.00		
	ß	Processed	12/1/2015		AA CPP Location 1	Settlement	1			
	D	Processed	12/4/2015		Corporate Office	Settlement	3			

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Standard Reports

Standard reports are pre-defined daily reports which can provide information about items settled that day. To generate these reports, follow the steps below.

- 1. Log in and select the **Reports** tab from the left main menu.
- 2. Under the section *Standard Reports*, select the report you wish to run from the list displayed.
- 3. Once a report is selected, it will run automatically with preset criteria in the report filters.
 - a. To make a temporary change to the report criteria:
 - i. Adjust any filters, as needed.
 - ii. Select Run Report.
 - b. To make a permanent change (saving the report template):
 - i. Adjust any filters, as needed.
 - ii. Adjust the name of the report and select **Save to My Reports**.

Recurring Payment Reports

There are two recurring payment reports available: Each report lists previous and/or current accounts set up on a recurring payment or credit plan.

Recurring Payments That Are Disabled

The *Recurring Payments That Are Disabled* report lists those accounts that no longer have funds being debited from their accounts.

- 1. Log in and select **Reports**.
- 2. Under the heading *Recurring Payment Reports*, select **Show Recurring Payments That Are Disabled.**
- 3. The *Recurring Payments Reports* page appears. Select a **Location** from where to pull information for the report.

Recurring Payment Reports	
This page allows you to run recurring payment reports.	
	Ŀ
Location ID	
~	
View Disabled Recurring Payments	



4. Select View Disabled Recurring Payments. The recurring payments that are disabled appear.

Select **View** to see the recurring payment details. Reports / Recurring Disabled Payment Results Transactions matching your query Displaying Page 1 of 474 Records 1 - 25 of 11850 Customer Number View Edit Customer Name Description Frequency Amount ABC Company Monthly Rental Payment Once a Month \$5.00 ~~~~~ ABC Company Monthly Rental Payment (ST... Once a Month \$100.00

The *Recurring Payment Information* page appears, with the *Audit History*. Select the **Edit** option to make any changes to the information for this transaction. The **Edit** option is also available from the main results page.

water bill

Once a Month

\$0.00

Reports / Recurring Disabled Payment Results / View Customer / View Recurring Payment										
Recurring Pay	yment Information	🖊 Edit	Audit History	Audit History						
Account:	MasterCard: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	A	Date/Time	User	Reason	Original Values				
Location ID:	Location Two		9/10/2015 3:13:19 PM CT		Updated					
Amount	\$5.00		9/8/2015 1:00:45 PM CT		Updated	Field1="1112" Amount="50.00" InvoiceNumber="10211"				
Description:	Monthly Rental Payment		9/8/2015 12:59:50 PM CT		Updated	InvoiceNumber=** Field1=*123456*				
Frequency:	Once a Month		orange to serve		Destated	Americanto con				

5. Select **Update** to save all changes.

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Recurring Payments Due Report

The *Recurring Payments Due* report is a date range report that lists accounts with active recurring payments set up. This report lists the descriptions and schedule of future payment dates.

- 1. Log in and select **Reports**.
- 2. Under *Recurring Payment Report*, select **Recurring Payments Due**.
- 3. The *Recurring Payment Reports* page appears. Select a location from which to pull information for this report. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or the manual option in which you may specify the **Start Date** and **Start Time**, and the **End Date** and **End Time** options.



4. Select **Recurring Payments Due**. The system will generate a list of payments that have set up a recurring arrangement.

Reports	/ Recurri	ng Pøyments Due Results								
Transactions matching your query				۰.	₩	Displaying I	laying Page 1 of 5 Records 1 - 25 of 117 🔲 🍸 🖌			
View	Edit	Customer Name	Customer Numb	lumber D		tion		Frequency	Amount	No Of
	1	-					đ	Once a Month	\$100,000,000.00	00*
	1			PV Recurring Payment Test			Twice a Year	\$4.89	9 oʻ	
	1	-		PV Recurring Payment Test		Twice a Year \$5.89		9 o		

- a. Select *C* **Edit** to edit this payment on the *Edit Recurring Sale* page.
- b. Select **View** to see more information about this payment on the *View Recurring Payment* page.