allied

PAYMENT NETWORK

PAYMENT ADMIN

PAYMENT ADMIN

TABLE OF CONTENTS

SUMMARY

Payment Admin is a tool for Financial Institutions to research payments, pull reports, and manage Admin Users.

allied
PAYMENT NETWORK

PAYMENT ADMIN

CONFIDENTIALITY NOTICE

ABOUT THIS DOCUMENT

The *Allied Payment Network FI Admin User Guide* is intended to detail the Payments Admin user interface. This Document is intended as a supplemental resource only and does not supersede or replace any agreements, including agreements between Allied Payment Network and Partners.

Note: Images used in this document are for reference only and are subject to change.

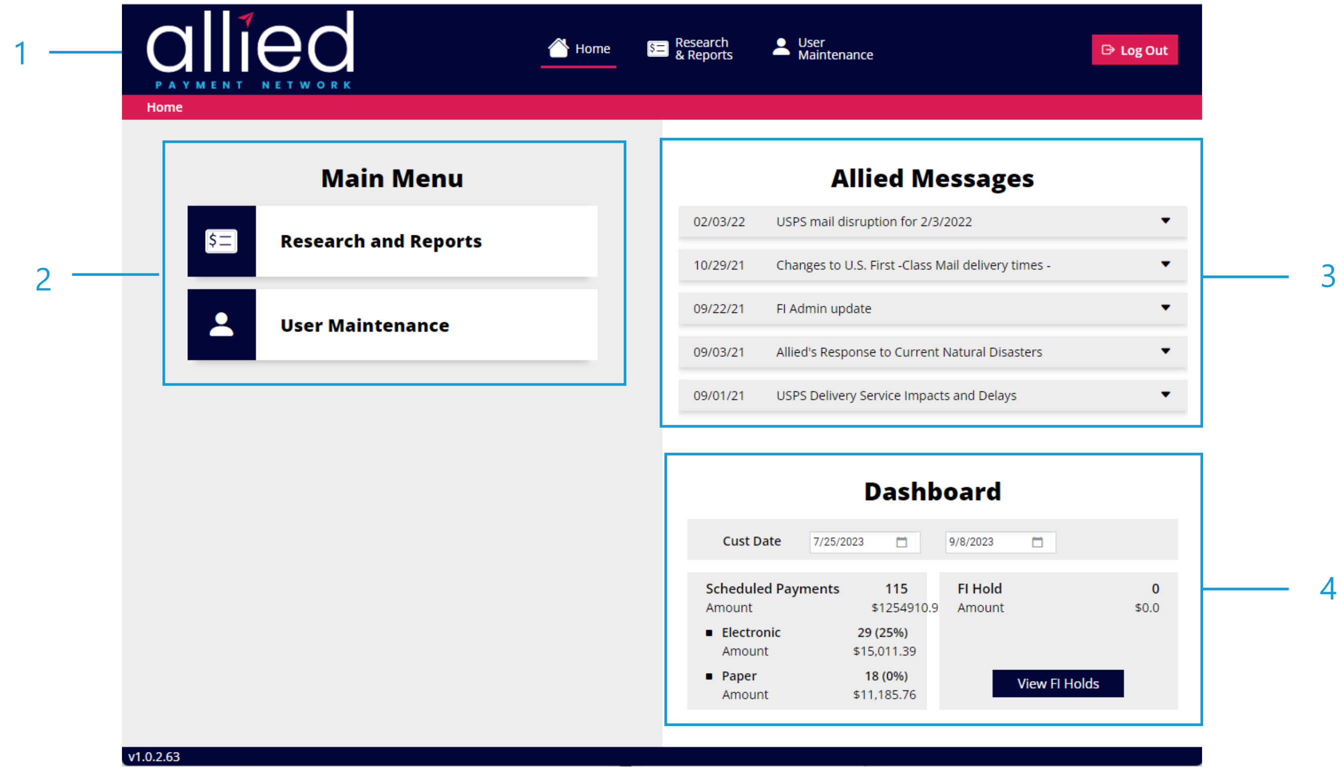
INTENDED AUDIENCE

Allied Payment Network has produced this document for Allied's Partners (Financial Institutions and Partners) for implementing Allied's Payments Admin portal. This document is not intended to be shared with Partners' end users (clubmember/customers).

HOME

The Home page contains the following:

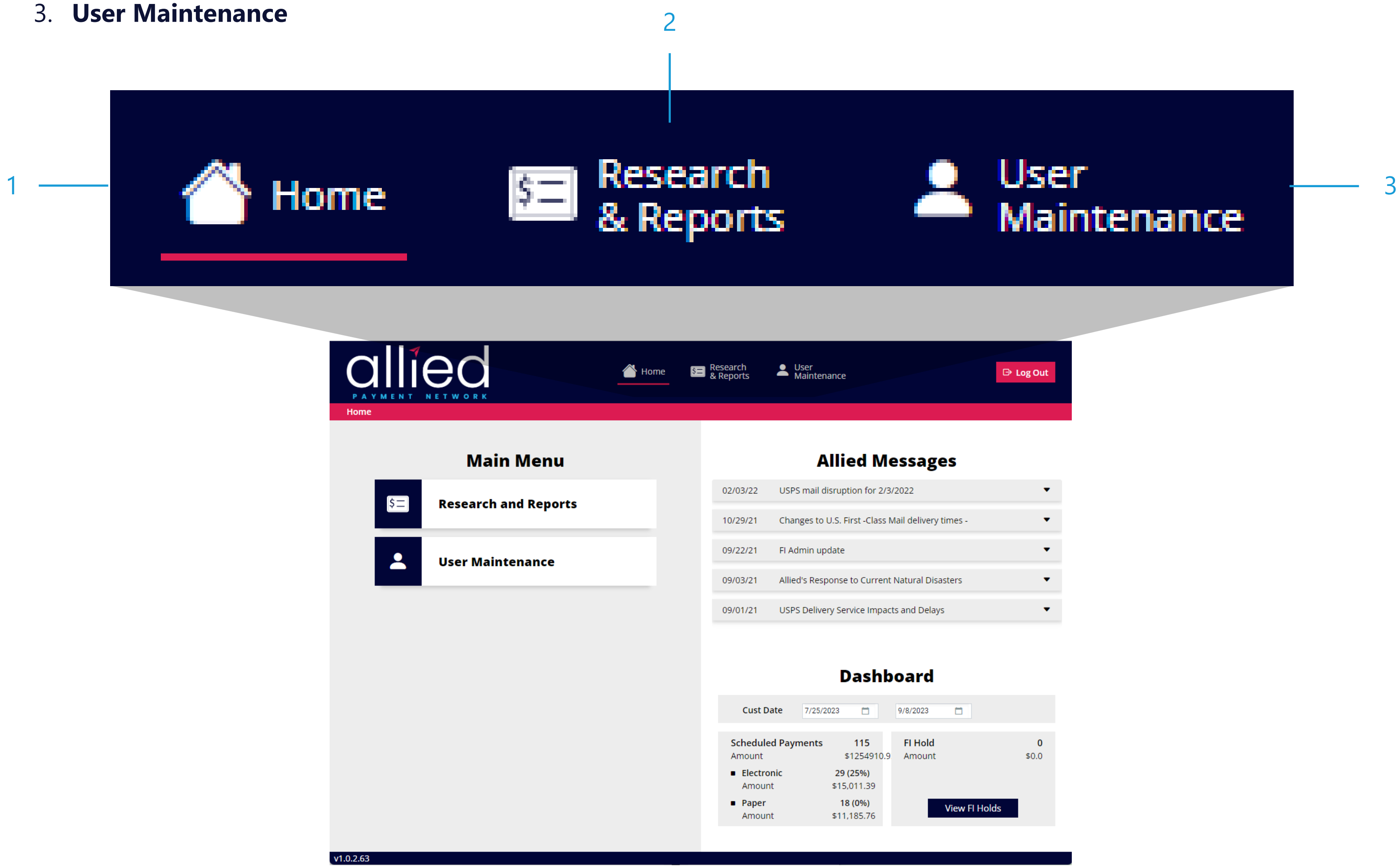
1. **Navigation** - contains the FI Logo, a sign out button, and quick links to navigate through the Payment Admin tool.
2. **Main Menu** - contains links to the following tools:
   - Research and Reports
   - User Maintenance
3. **Allied Messages** - displays a list of the most recent messages from Allied Payment Network.
4. **Dashboard** - displays high level payment data based on the date range.



NAVIGATION

The Navigation menu contains quick links to the following:

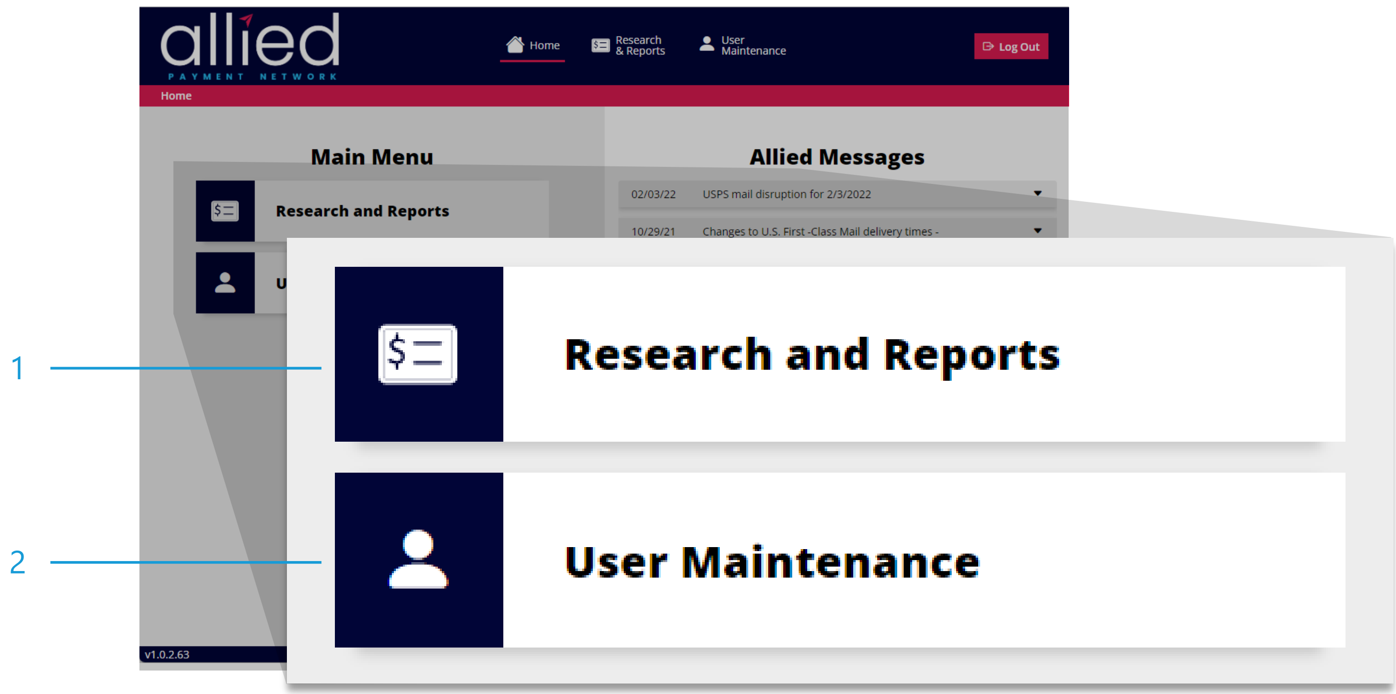
1. **Home** - directs the Admin back to the Home page.
2. **Research and Reports**
3. **User Maintenance**



MAIN MENU

The Main Menu contains links to the following tools:

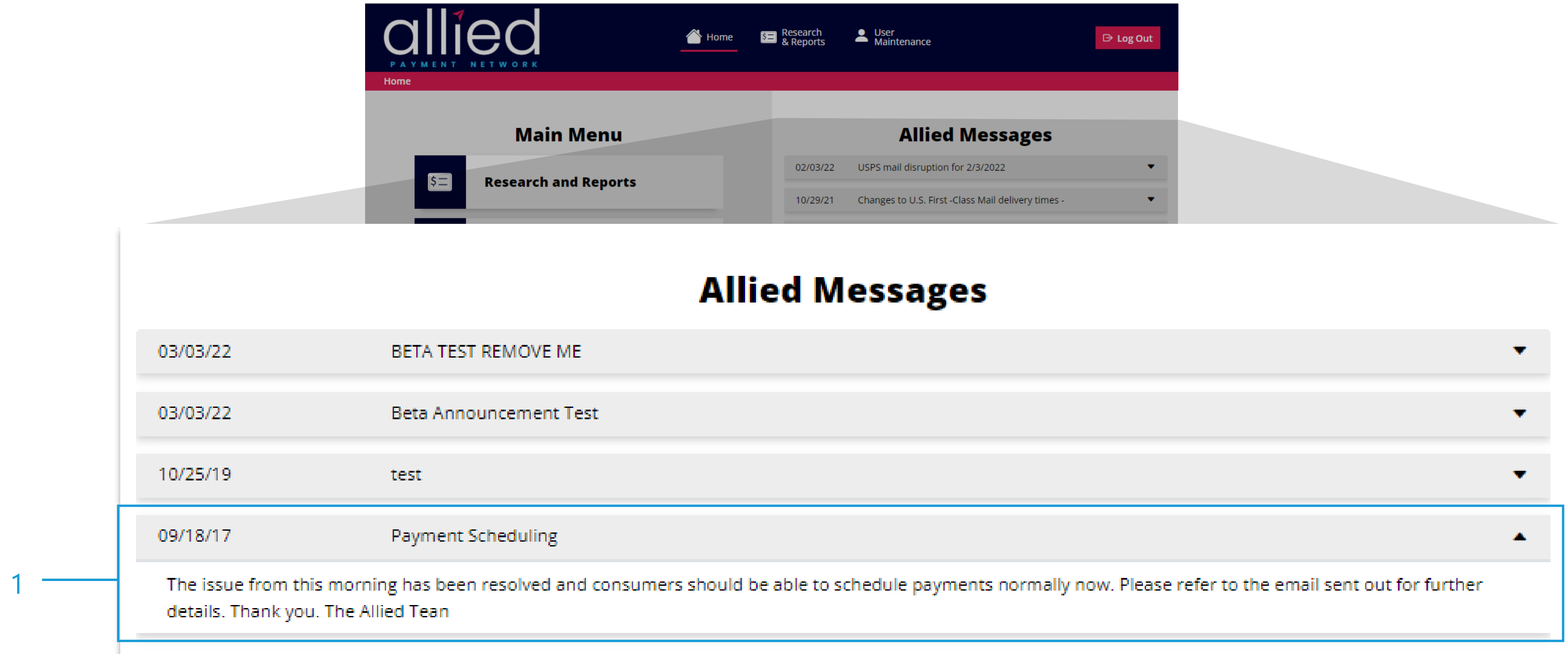
1. **Research and Reports** - directs the Admin to the Research and Reports tool to research payments and export CSV files for reports.
2. **User Maintenance** - directs the Admin to the User Maintenance tool to search / view User information, as well as modify user defaults and add new Admin Users.



ALLIED MESSAGES

From the Allied Messages list:

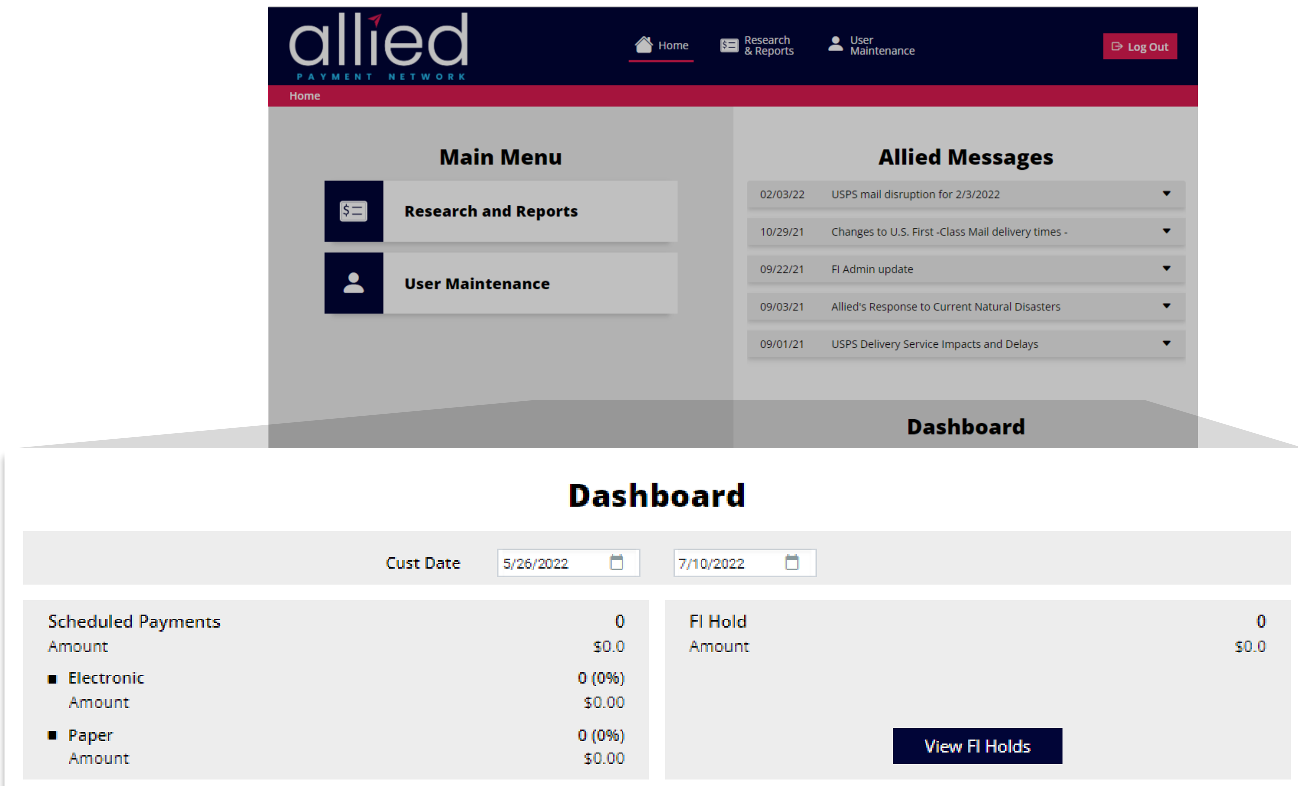
1. Clicking on a message will expand it to display further details.



DASHBOARD

From the Dashboard:

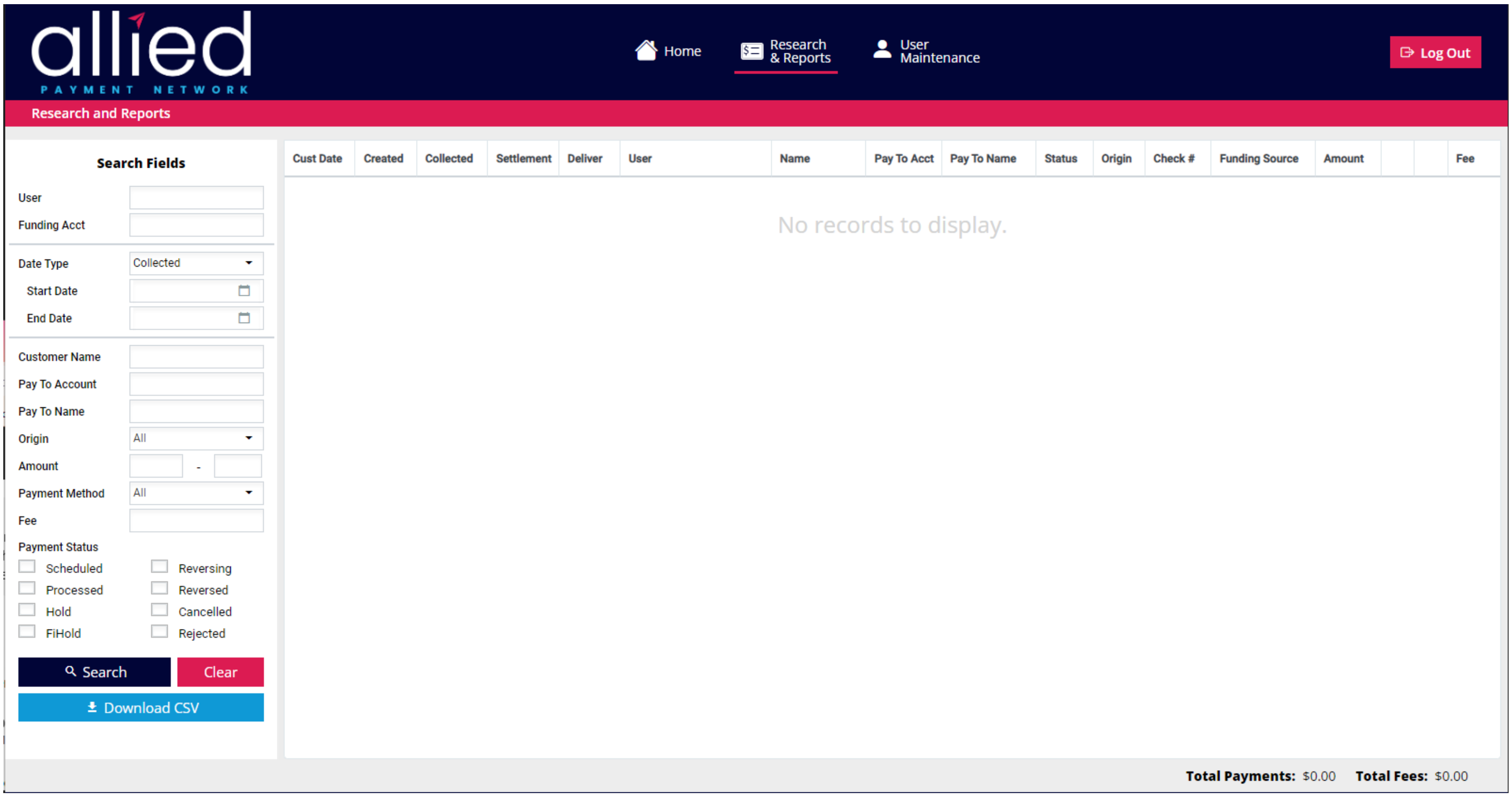
1. **Customer Date** - an Admin can change this date range to filter the feedback displayed on the Dashboard.
2. **Scheduled Payments** - displays the total number of all payments as well as their sum.
3. **Electronic & Paper** - displays the percentage of payments within the date range that were sent Electronically vs Paper as well as their sums.
4. **FI Hold** - displays the total number of payments in FI Hold status as well as their sum.
5. **View FI Holds** - directs the Admin to the Research and Reports tool with the date range and FI Holds status pre-selected.



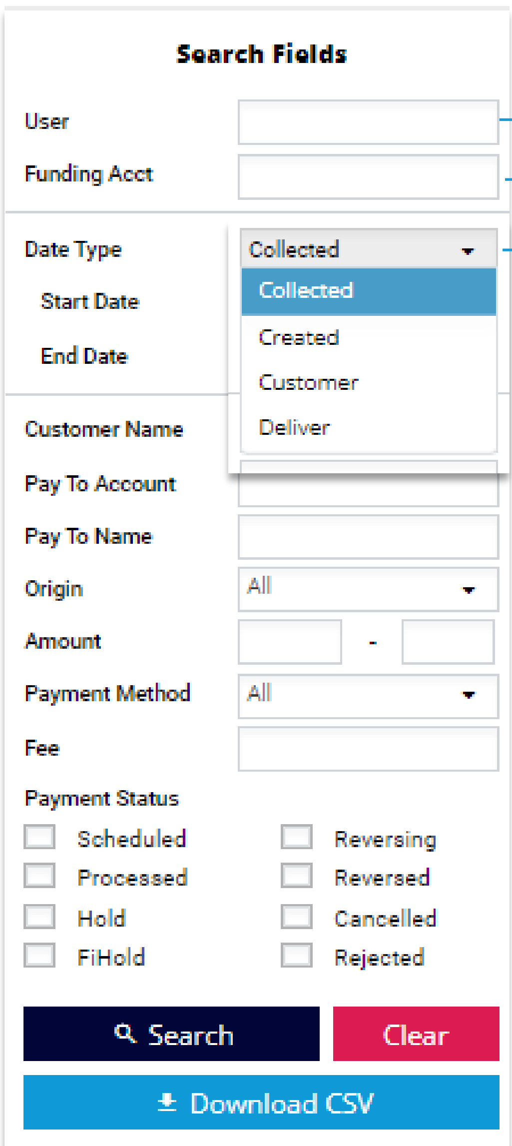
RESEARCH & REPORTS

Navigate to the Research & Reports tool:

1. **Search Parameters** - allows the Admin to filter the table by entering and selecting payment information..
2. **Table** - displays all payment data based on the parameters set by the Admin.



SEARCH PARAMETERS



Entering / selecting parameters filters the table by:

User - a customer's Username.

Funding Account - a customer's account from which the funds are drawn.

Date Type - filters the table by one of the following Date Types

- **Collected**

  The date on which the funds should be collected from the customers account (may fluctuate).

- **Created**

  The date on which the customer created the payment.

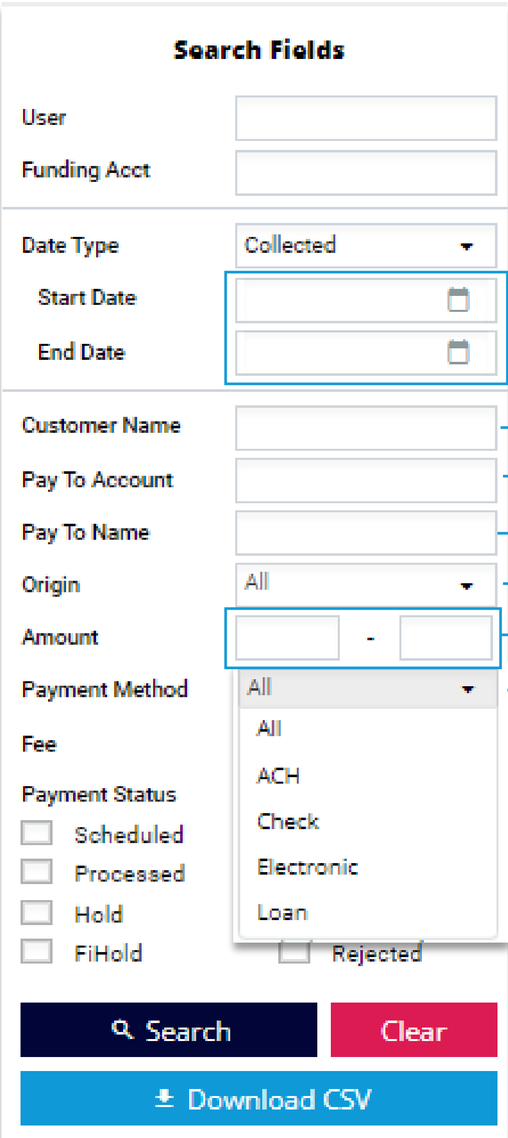
- **Customer**

  The date on which the customer chose to have the payment delivered.

- **Deliver**

  The date on which the funds should be delivered to the Biller / Payee account (may fluctuate).

SEARCH PARAMETERS



Entering / selecting parameters filters the table by:

Start Date & End Date -the search requires a specific range of dates.

Customer Name - the first and last name of the customer.

Pay To Account - the account to which the funds will be sent.

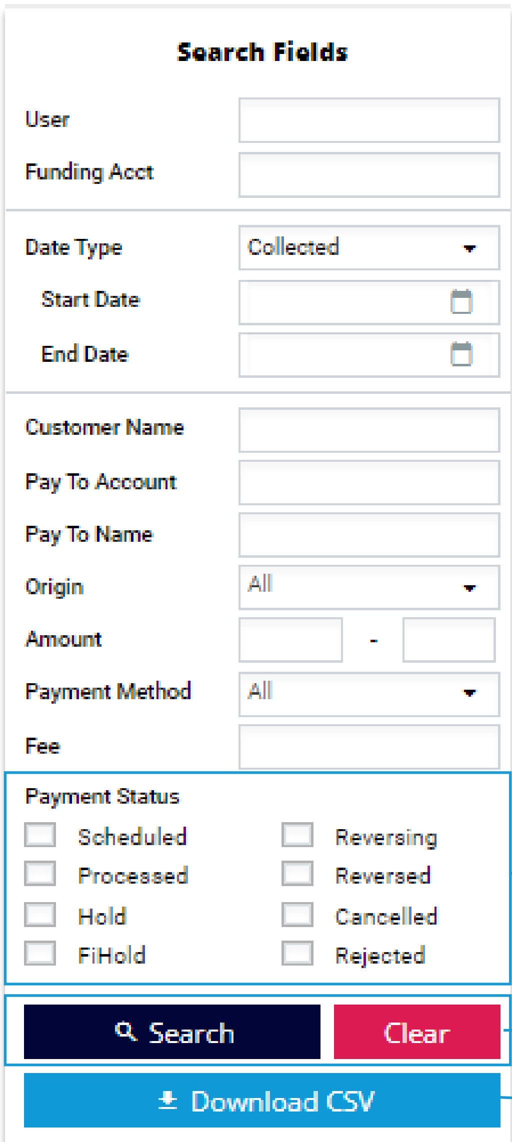
Pay To Name - the name of the Payee / Biller who will received the funds.

Origin - the Admin can choose the product from which the payment was originated.

Amount Range - allows the Admin to filter by a specific dollar range.

Payment Method - this is the method by which a payment was sent.

SEARCH PARAMETERS



Entering / selecting parameters filters the table by:

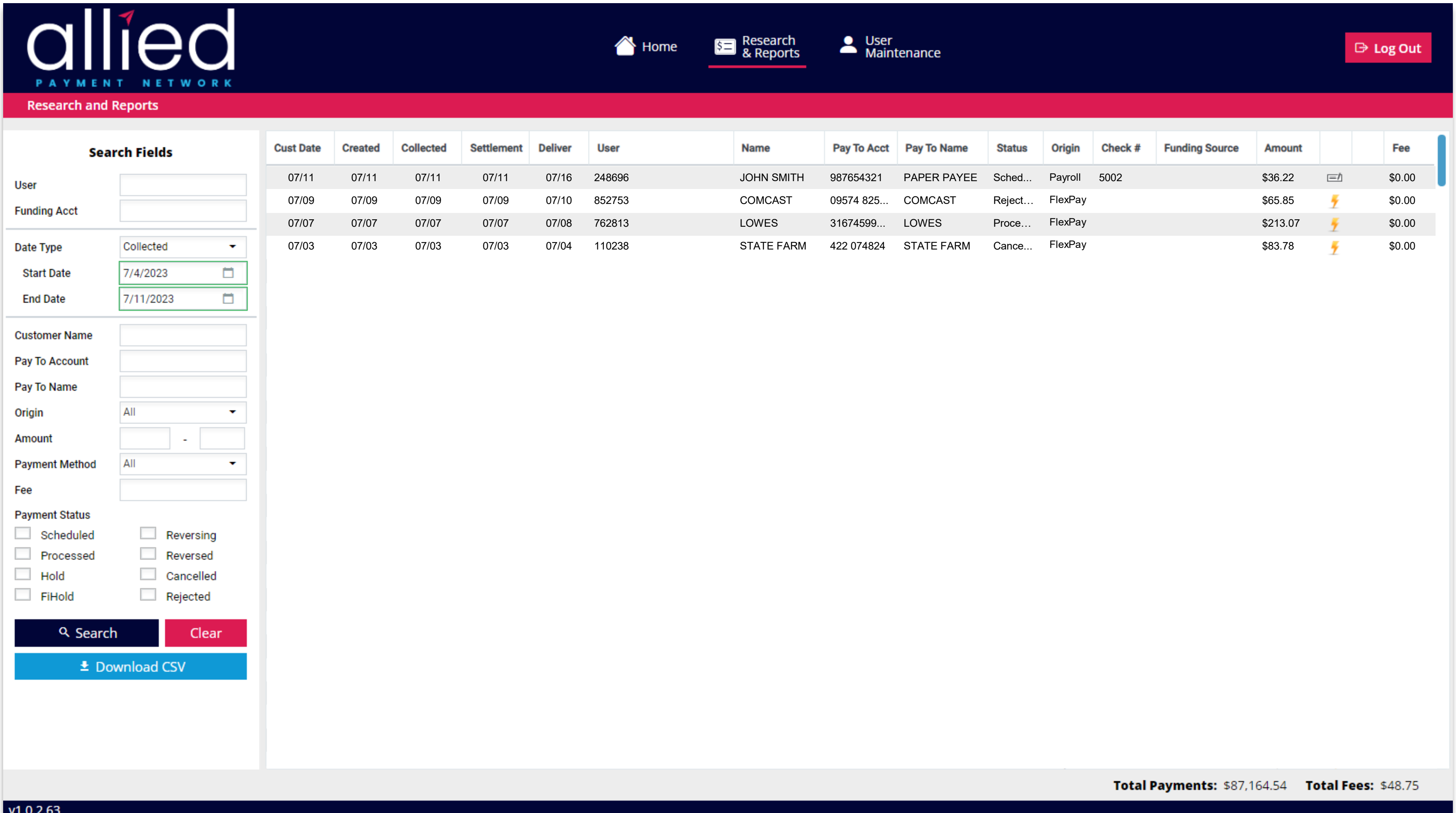
Payment Status - filters the search by payment status.

Search - executes the search by using all information entered into the Search Fields. The Payments will be displayed in the Research table.

Clear - clears all search parameters.

Download CSV - downloads a CSV file of the report.

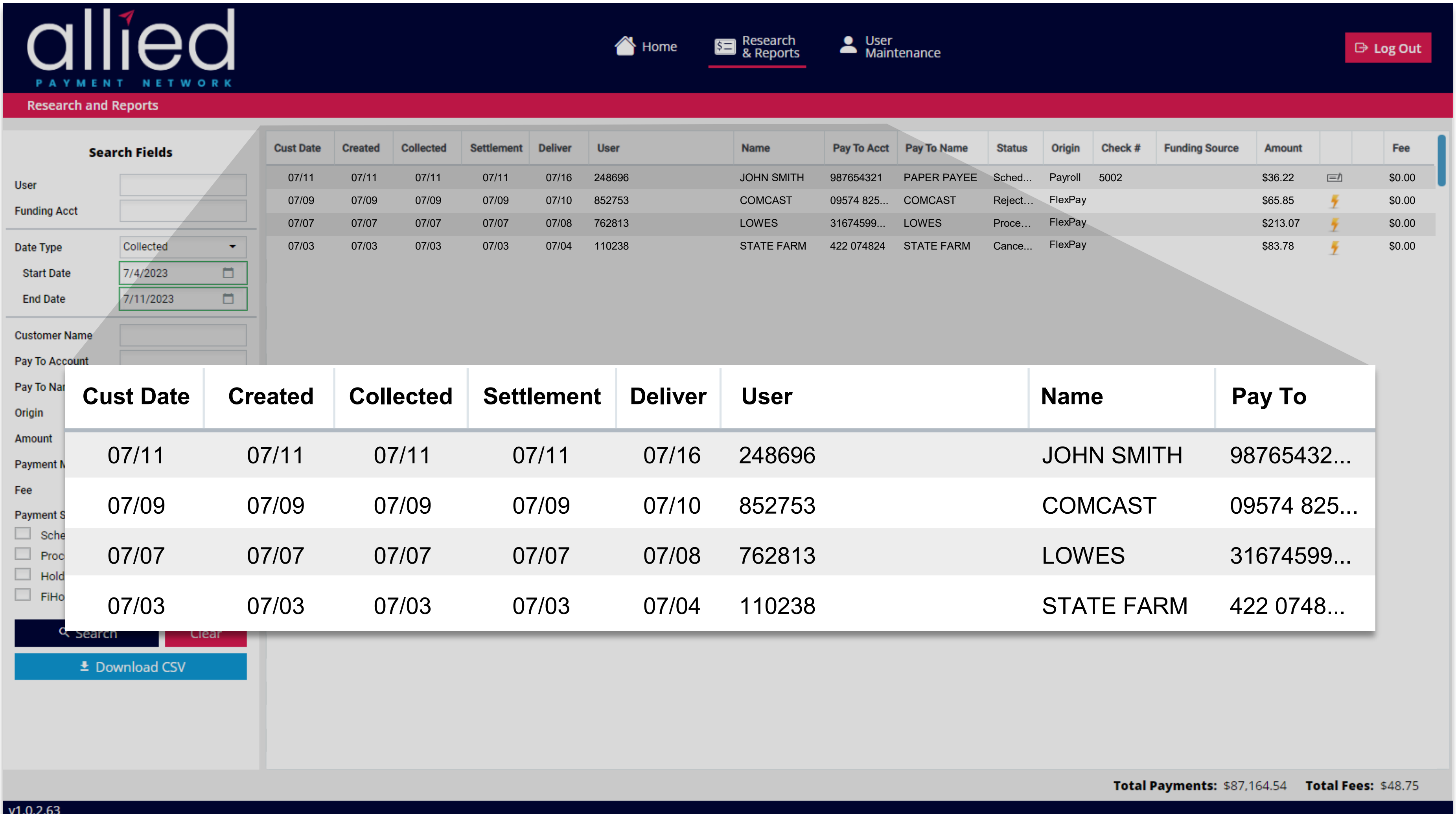
RESEARCH TABLE



Cust Date	Created	Collected	Settlement	Deliver	User	Name	Pay To Acct	Pay To Name	Status	Origin	Check #	Funding Source	Amount			Fee
07/11	07/11	07/11	07/11	07/16	248696	JOHN SMITH	987654321	PAPER PAYEE	Sched...	Payroll	5002		$36.22			$0.00
07/09	07/09	07/09	07/09	07/10	852753	COMCAST	09574 825...	COMCAST	Reject...	FlexPay			$65.85			$0.00
07/07	07/07	07/07	07/07	07/08	762813	LOWES	31674599...	LOWES	Proce...	FlexPay			$213.07			$0.00
07/03	07/03	07/03	07/03	07/04	110238	STATE FARM	422 074824	STATE FARM	Cance...	FlexPay			$83.78			$0.00

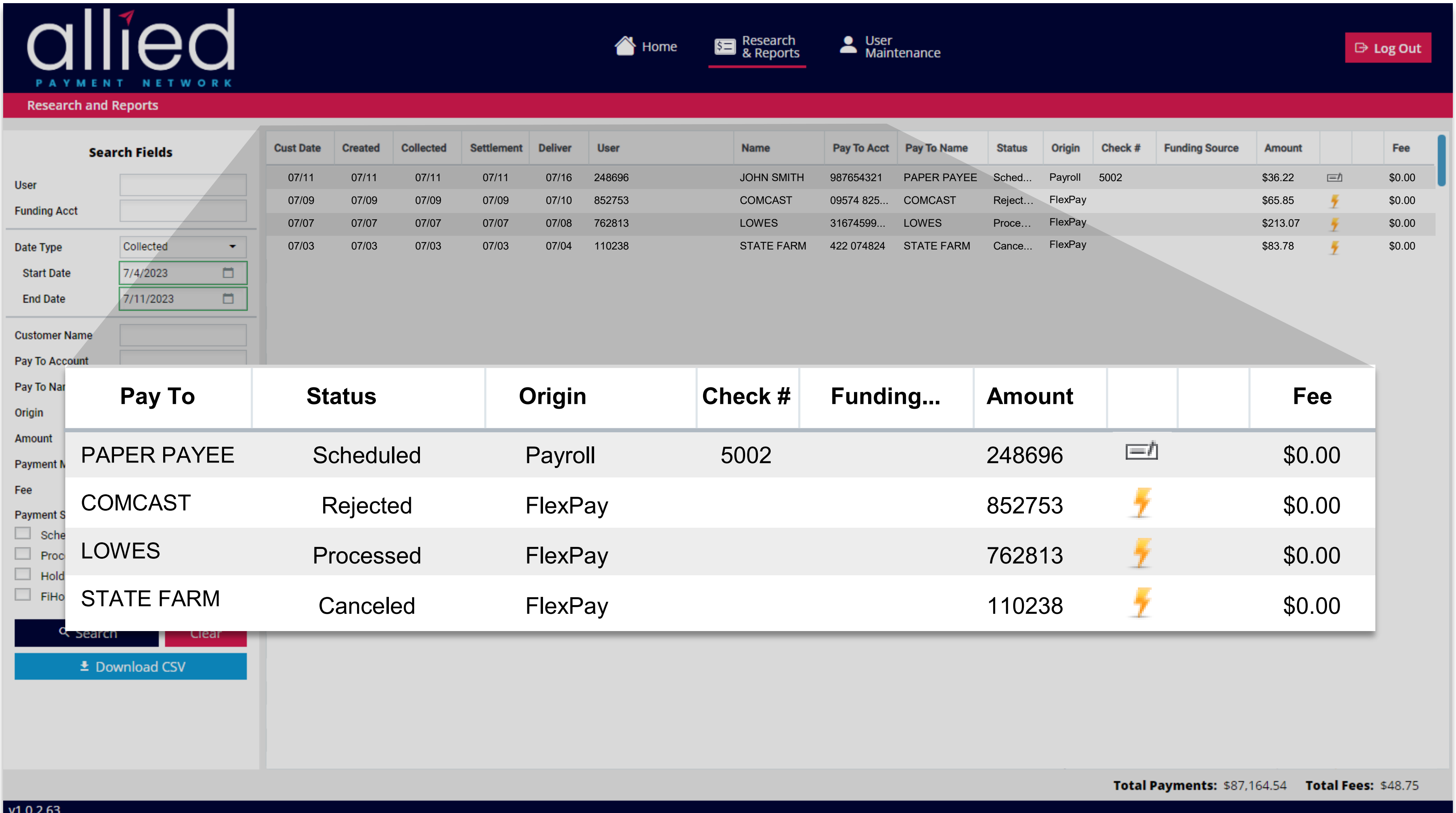
RESEARCH TABLE

Displayed below is a closer look at one section of the Research table:



RESEARCH TABLE

Displayed below is a closer look at one section of the Research table:

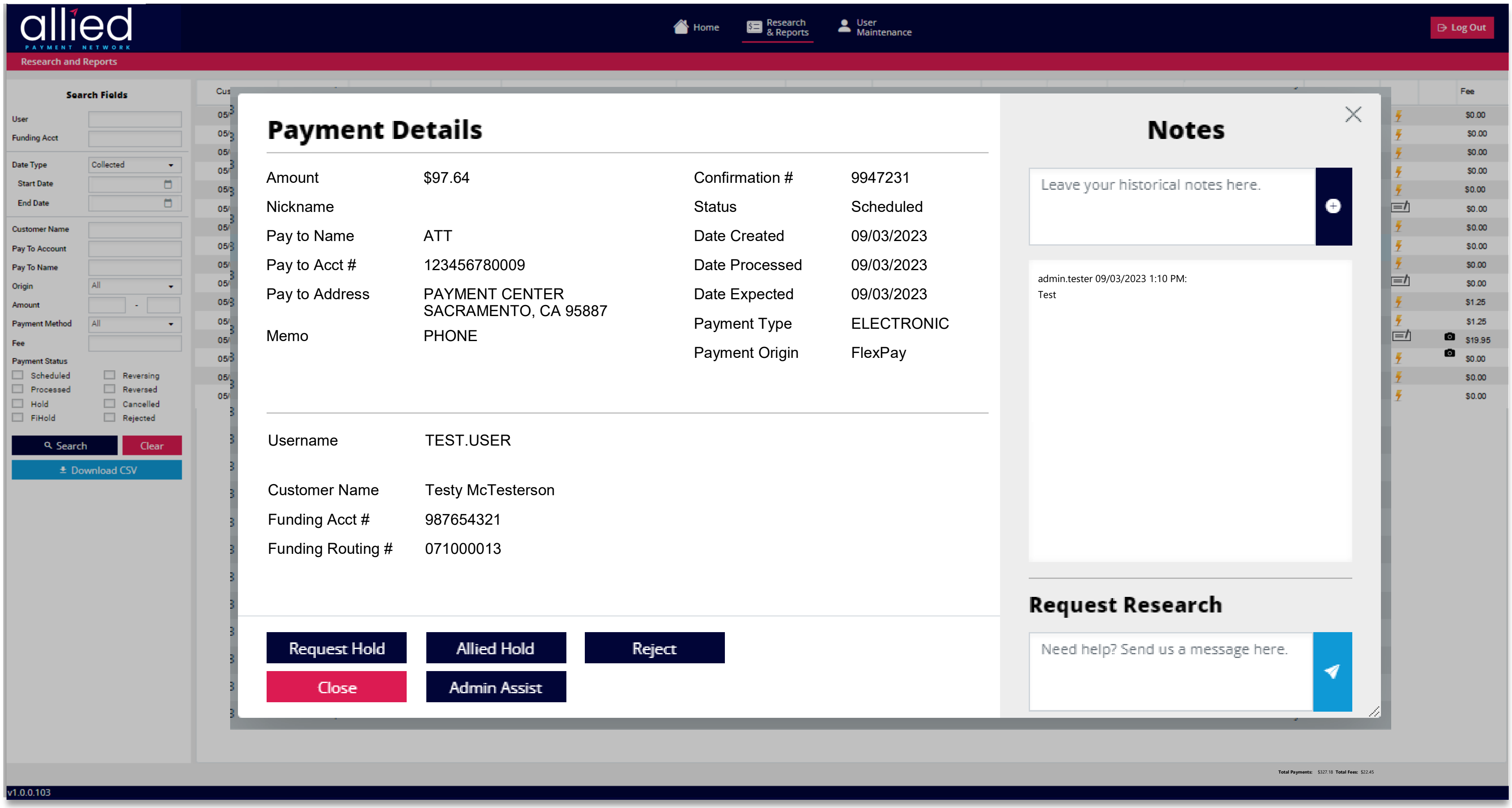


PAYMENT DETAILS

Double click on a Payment to view extended information:

1. **Add Note** - allows the Admin to add a note to the payment.
2. **Request Research** - sends an email to support@alliedpayment.com to research the payment.

   *Details will vary between payments of different product origin.



PAYMENT DETAILS / OPTIONS

The Payment Details window also contains the following options:

Request Hold - allows the Admin to put the payment into an FI Hold status for the FI to review.

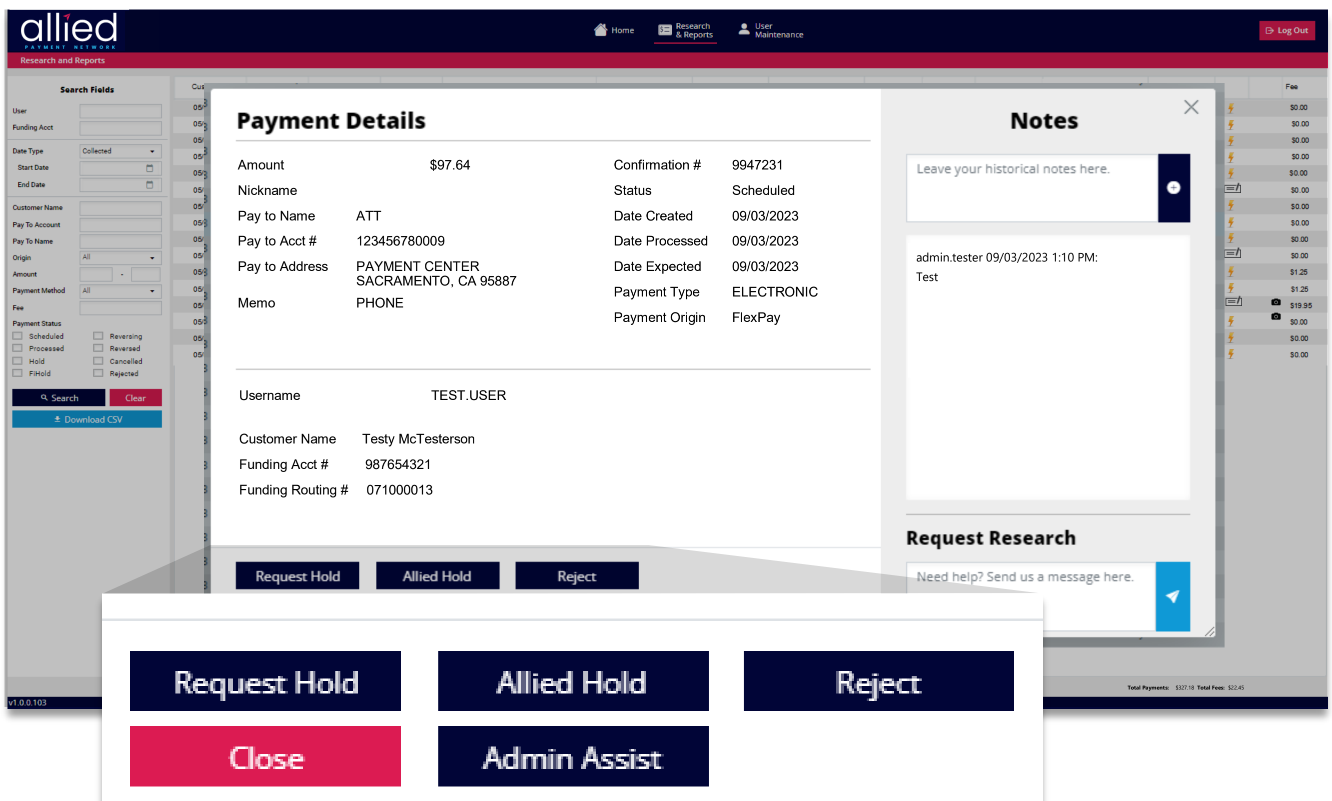
*If a payment is already in FI Hold status, the button will say 'Release' instead.

Allied Hold - allows the Admin to put the payment into an Allied Hold status for Allied to review.

Reject - allows the Admin to Reject the Payment.

Admin Assist - allows the Admin to login and view a customer's BillPay as the customer would see it.

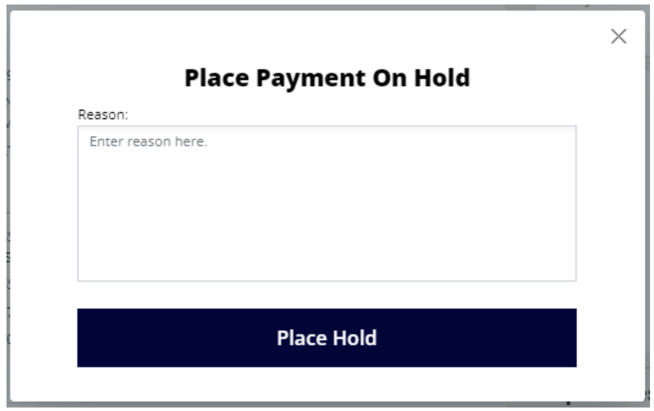
Close - closes the Payment Details window.

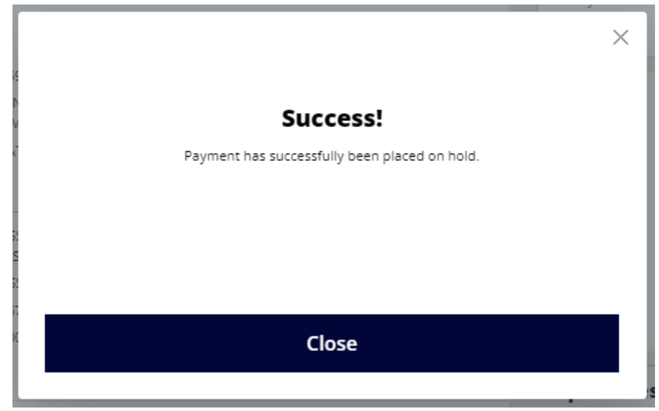


REQUEST HOLD / RELEASE HOLD

To place a payment on FI Hold status:

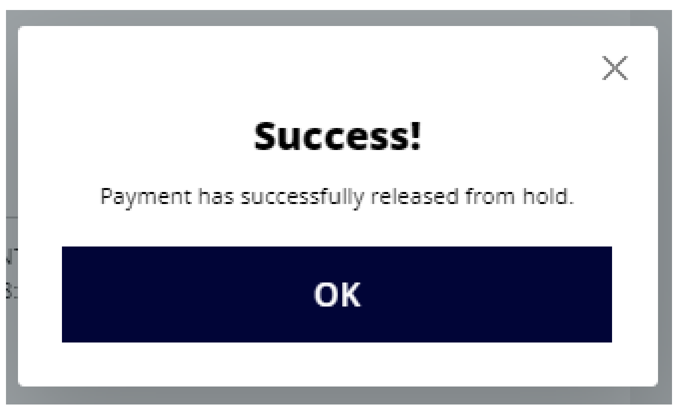
- From the Payment Details > Click the Request Hold button.
- Enter a reason for placing the payment on FI Hold.
- Click Place Hold and close the pop-up. The payment will be placed on FI Hold.





To release a payment from FI Hold status:

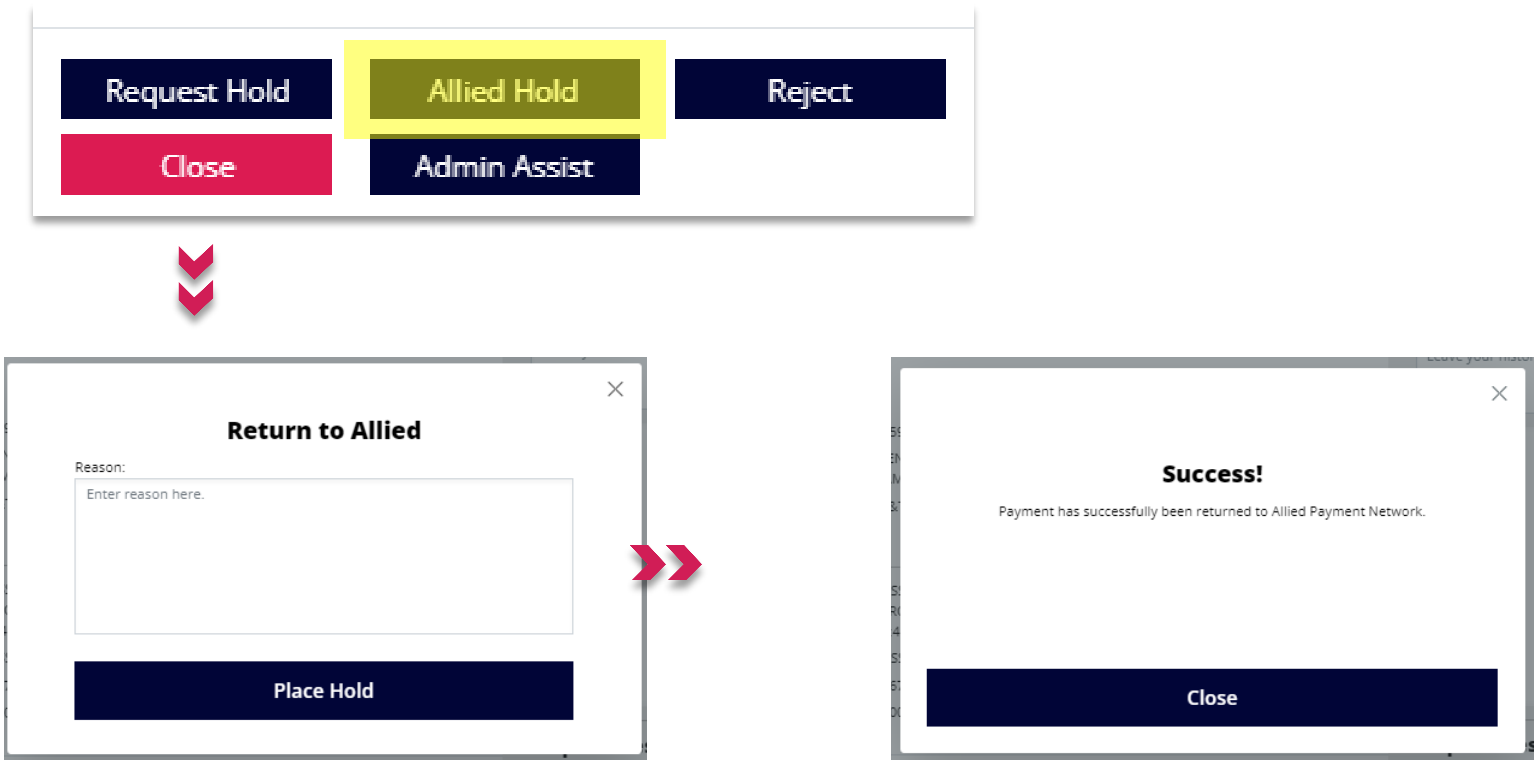
- From the Payment Details > Click the Release button and close the pop-up.
- The payment will be released from FI Hold and should transition to a Scheduled status.



ALLIED HOLD

To place a payment on Allied Hold status:

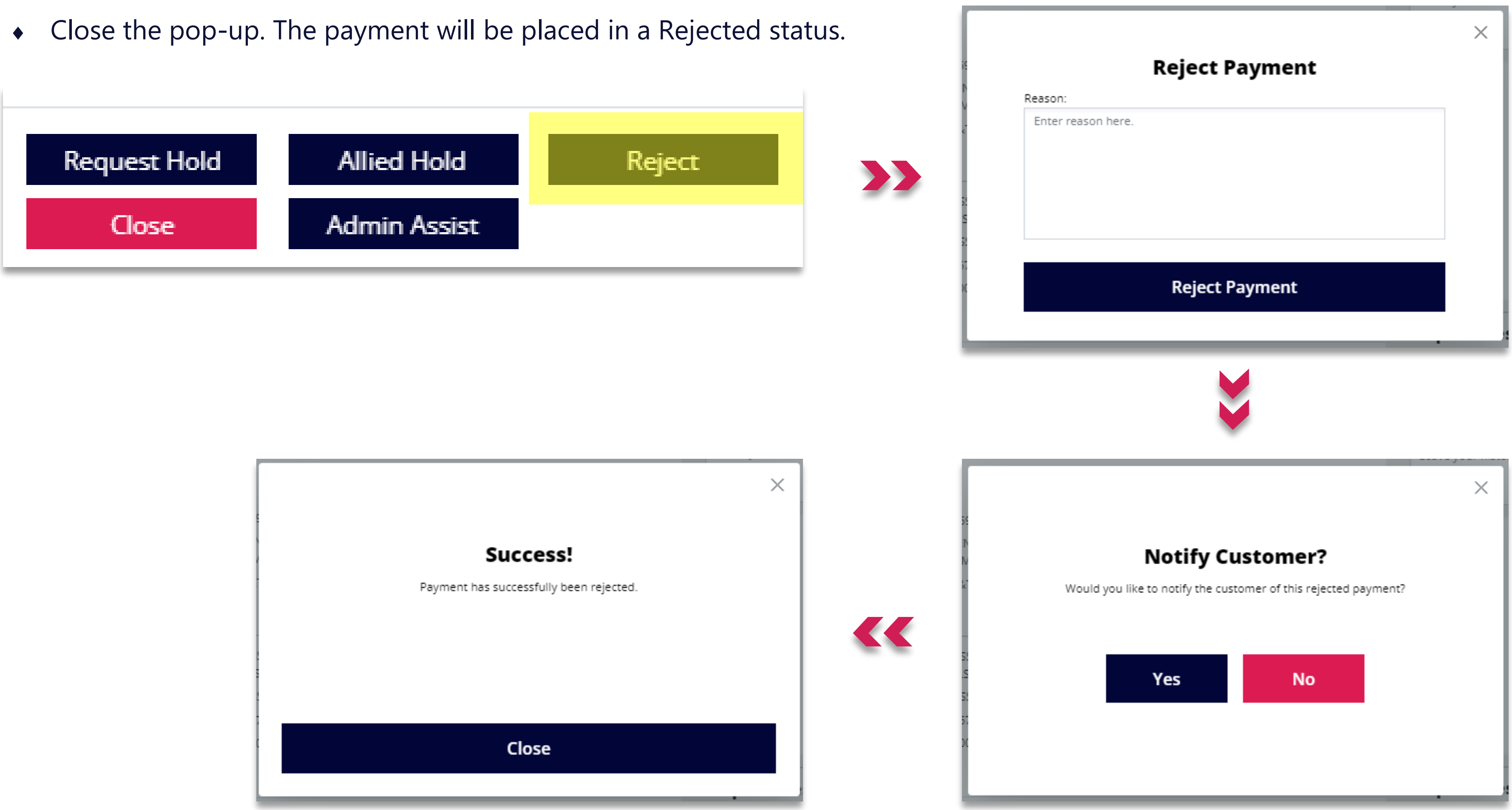
- From the Payment Details > Click the Allied Hold button.
- Enter a reason for placing the payment on Allied Hold.
- Click Place Hold and close the pop-up. The payment will be placed on Allied Hold.



REJECT PAYMENT

To reject a payment:

- From the Payment Details > Open a payment that has not yet been processed.
- Click the Reject button.
- Enter a reason for rejecting the payment.
- Click Reject Payment.
- Click Yes or No to notify the customer that the payment has been rejected.
- Close the pop-up. The payment will be placed in a Rejected status.



USER MAINTENANCE OVERVIEW

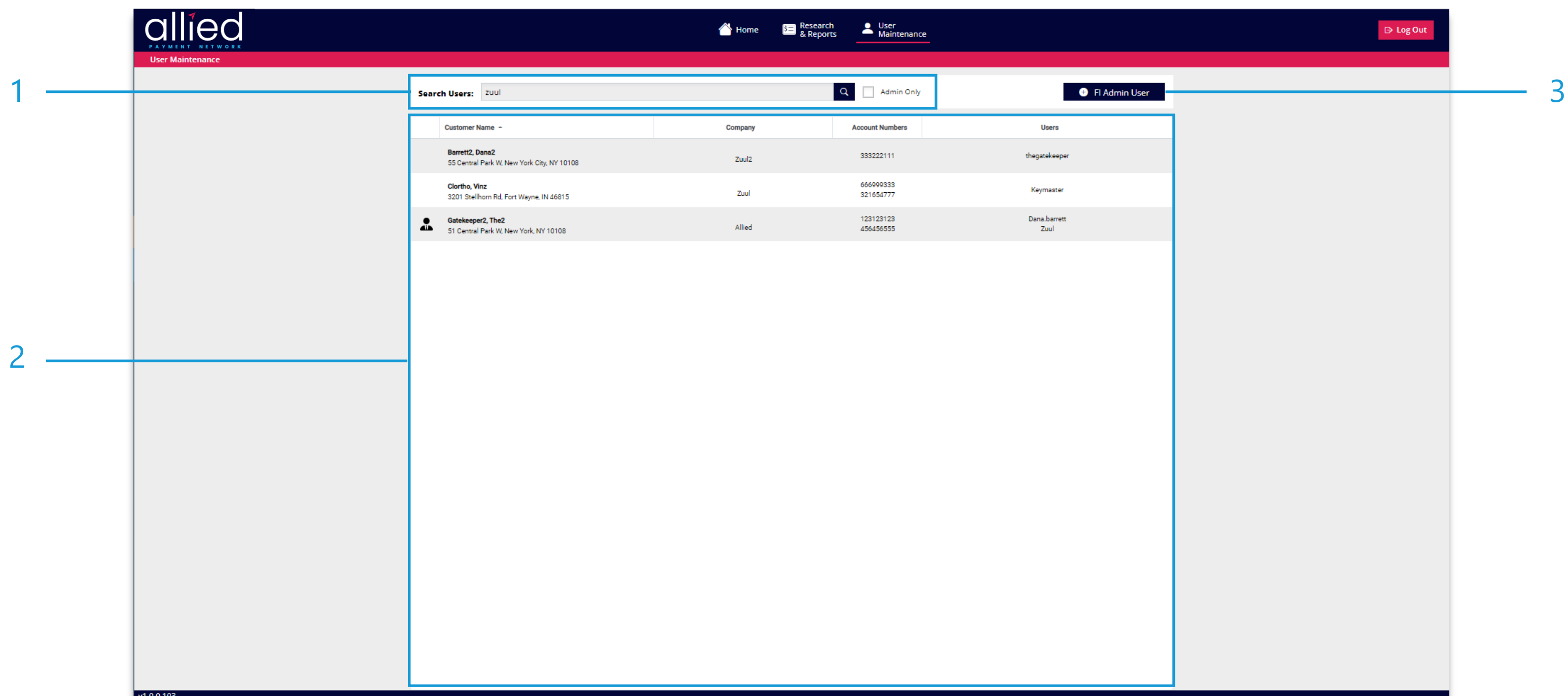
The User Maintenance contains the following UI elements:

1. **Search Users** - allows the Admin to filter the Info table by entering information about a Customer / User. If the checkbox is ticked, the results will only display Admin users.

   *A Customer can have multiple Users.

2. **Info Table** - displays a list including Customer Name, Address, Company, Account Numbers, and Usernames. The list can be sorted by the Customer Name or Company headers.

3. **Add New FI Admin User** - allows the Admin to add an FI Admin User, set their limits, and their roles.

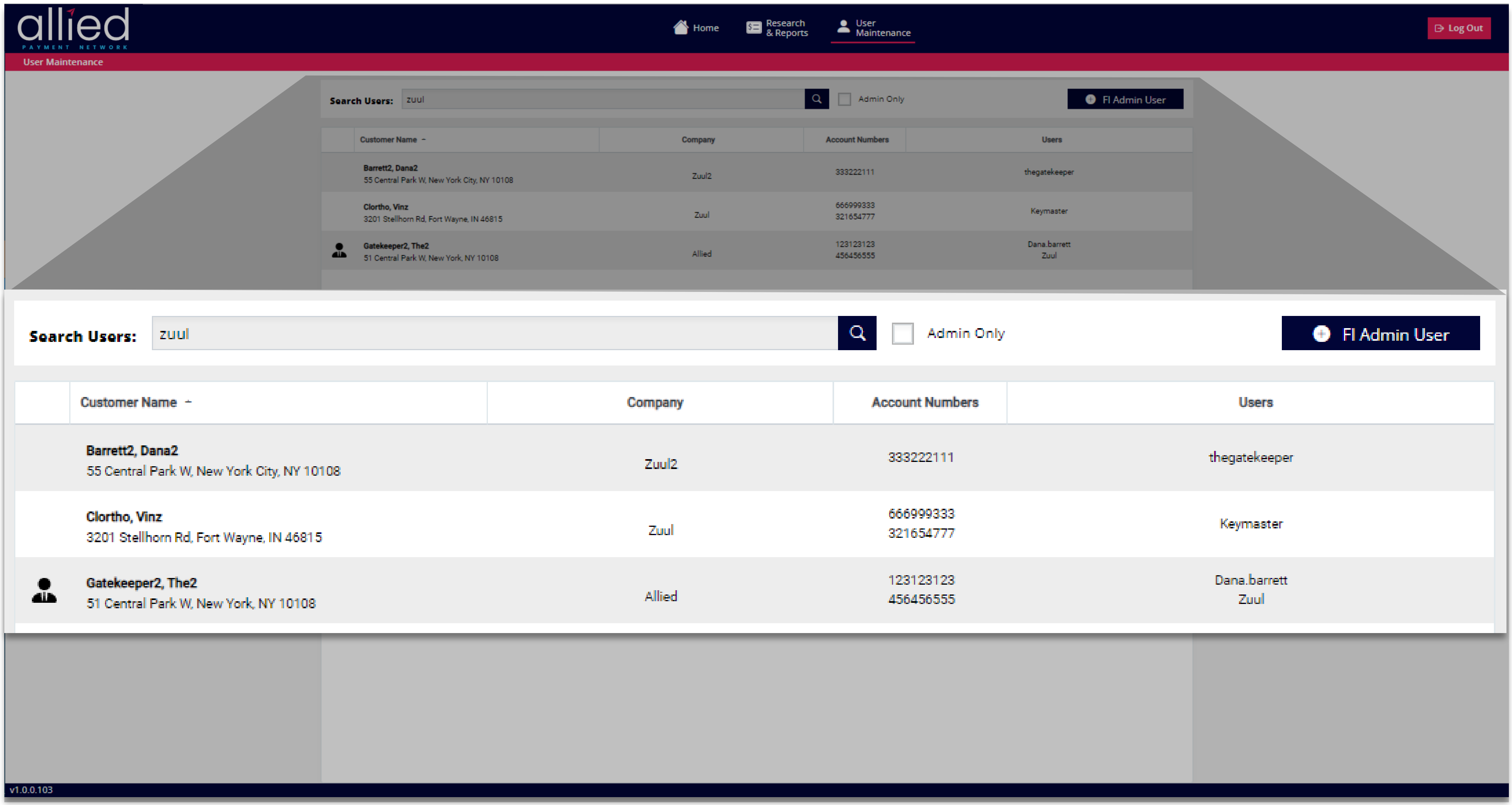


SEARCH USERS

From the Search Users field on the User Maintenance page:

- Enter the name, address, account #, or username and click the Search icon.
- Check the Admin Only box to filter the table to only display Admin Users.

*Admin Users can be identified by the icon of person in a suit displayed to the left of the Customer Name.



CUSTOMER PROFILE

From the Info Table > Click on a Customer to expand the Customer Profile. It contains the following details:

Profile Information - displays the Customer's name, address, email, and company.

Funding Accounts - lists the Customer's internal accounts.

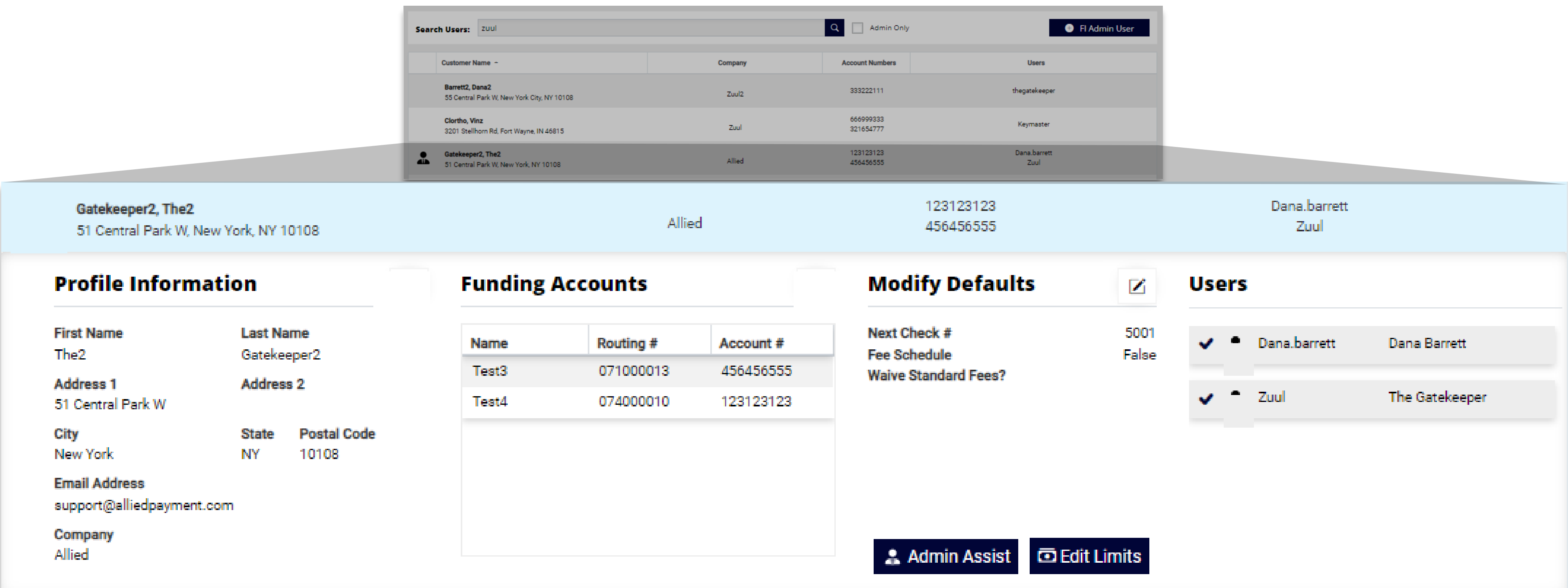
Modify Defaults - displays the defaults set for the Customer's Next Check # as well as fee settings. An Admin an edit these defaults.

Users - displays all Users associated with the Customer, whether or not they are an Admin, and whether they are enabled or disabled.

Admin Assist - allows the Admin to view the Customer's BillPay experience.

Edit Limits - allows an Admin to adjust the Customer's verification threshold, transaction, and daily limits for each product.

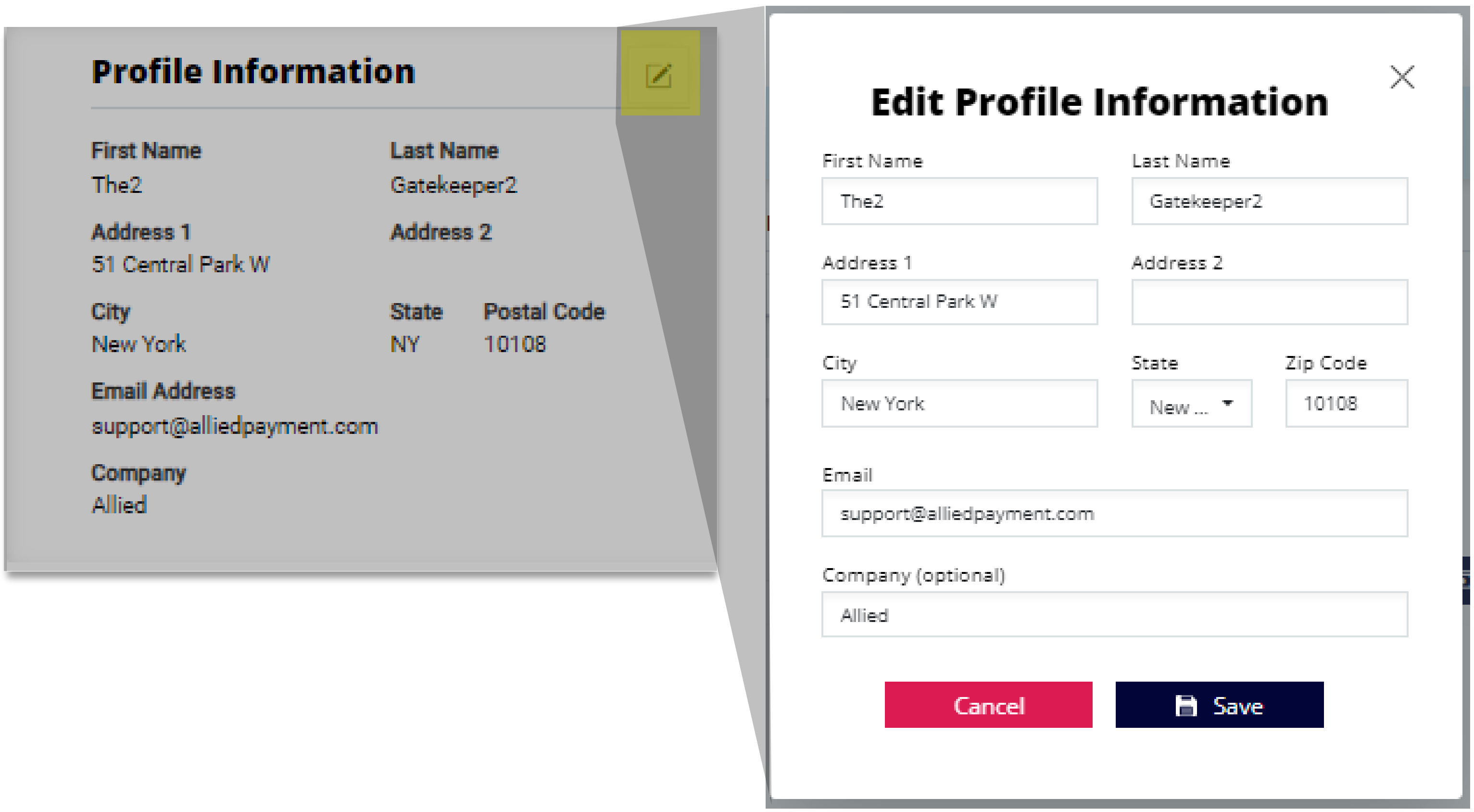
*Profile Info and Funding Accounts cannot be edited unless it is the profile of an Admin User.



EDIT ADMIN PROFILE INFORMATION

From the Profile Information section of an Admin User:

- Click the Edit icon to open the Edit Profile Information pop-up.
- An Admin can only edit first and last names, address information, email address, and company name of another Admin User.
- Click Cancel to forego any changes.
- Click Save to keep changes to the Profile Information section.

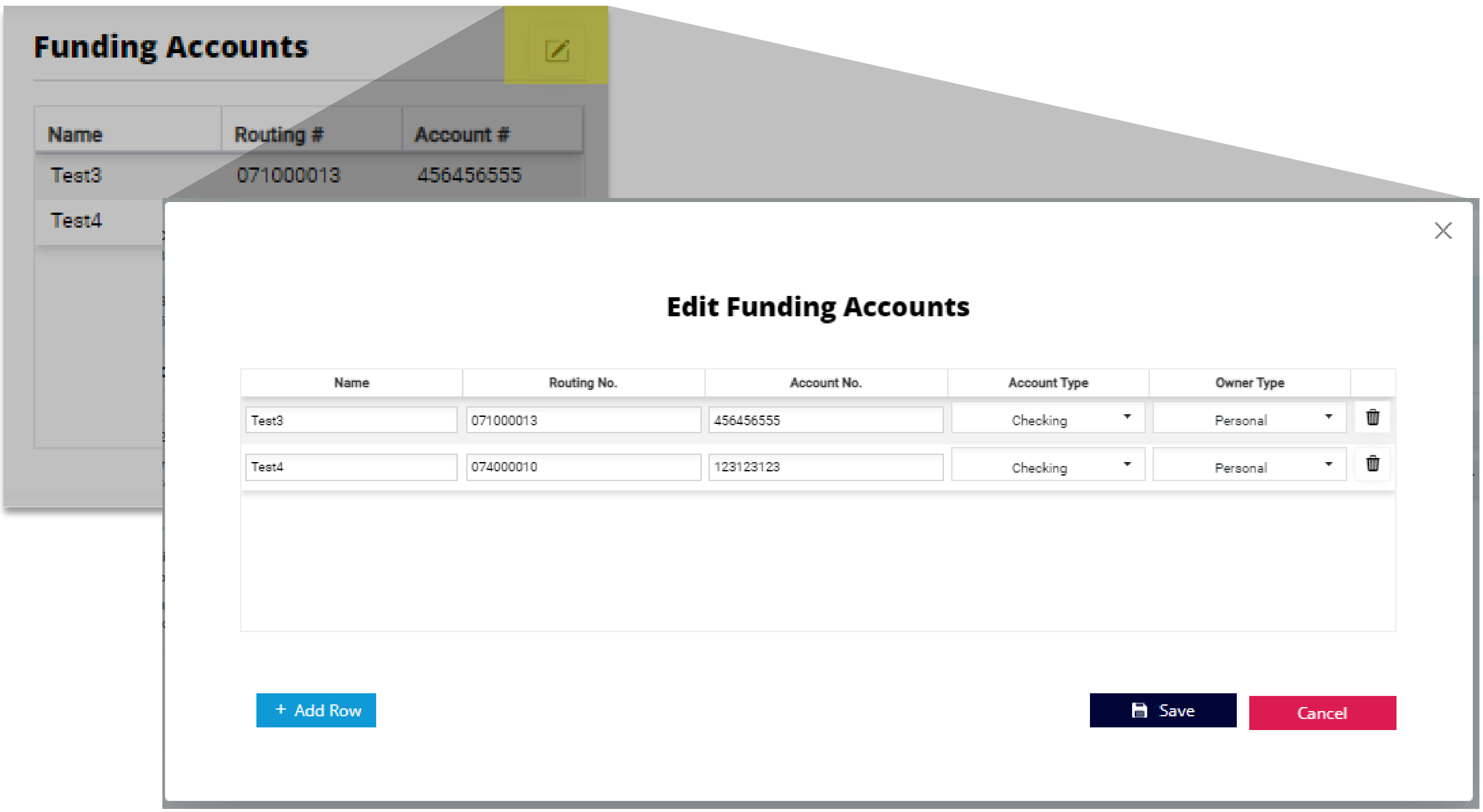


EDIT ADMIN FUNDING ACCOUNTS

From the Funding Accounts section of an Admin User:

The Admin User can perform the following actions:

- **Edit** - an Admin can change the name, routing #, account #, account Type, or owner Type of an existing account.
- **Add Row** - adds a row to enter new account info.
- **Delete (trash icon)** - deletes the existing account row.
- **Save** - confirms changes after editing, adding, or deleting accounts.

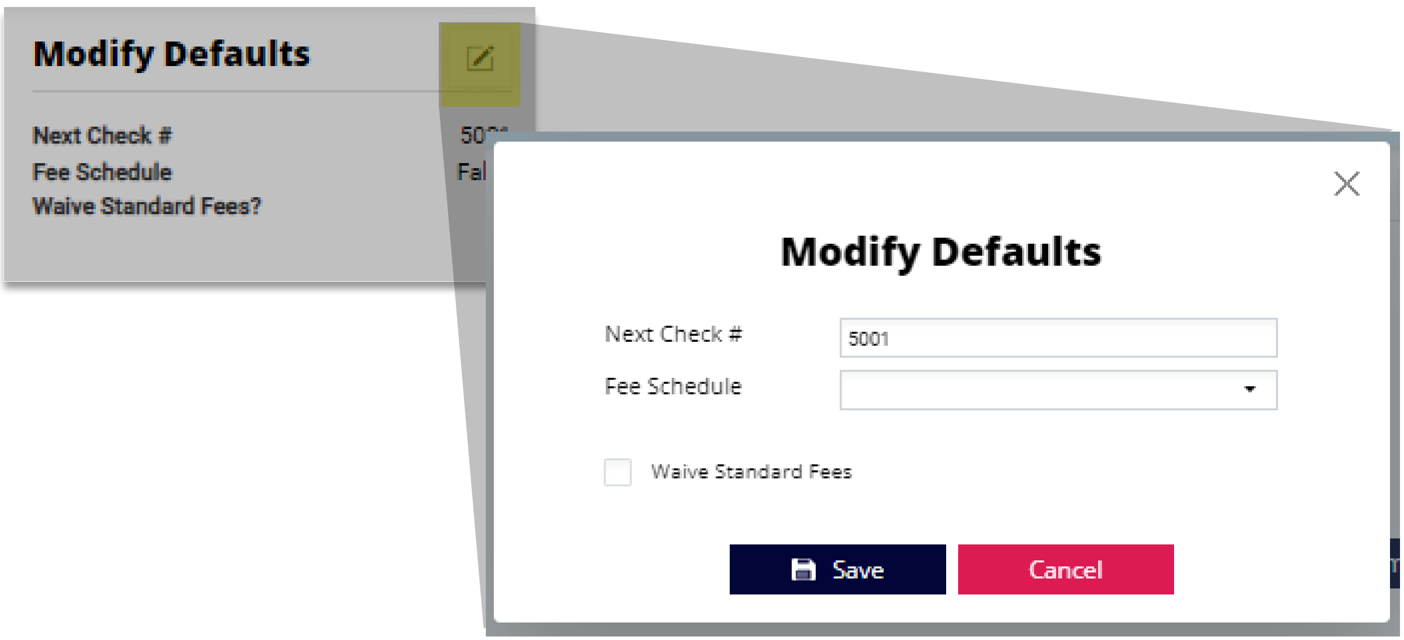


MODIFY DEFAULTS

From the Modify Defaults section of any Customer:

The Admin User can edit the following defaults:

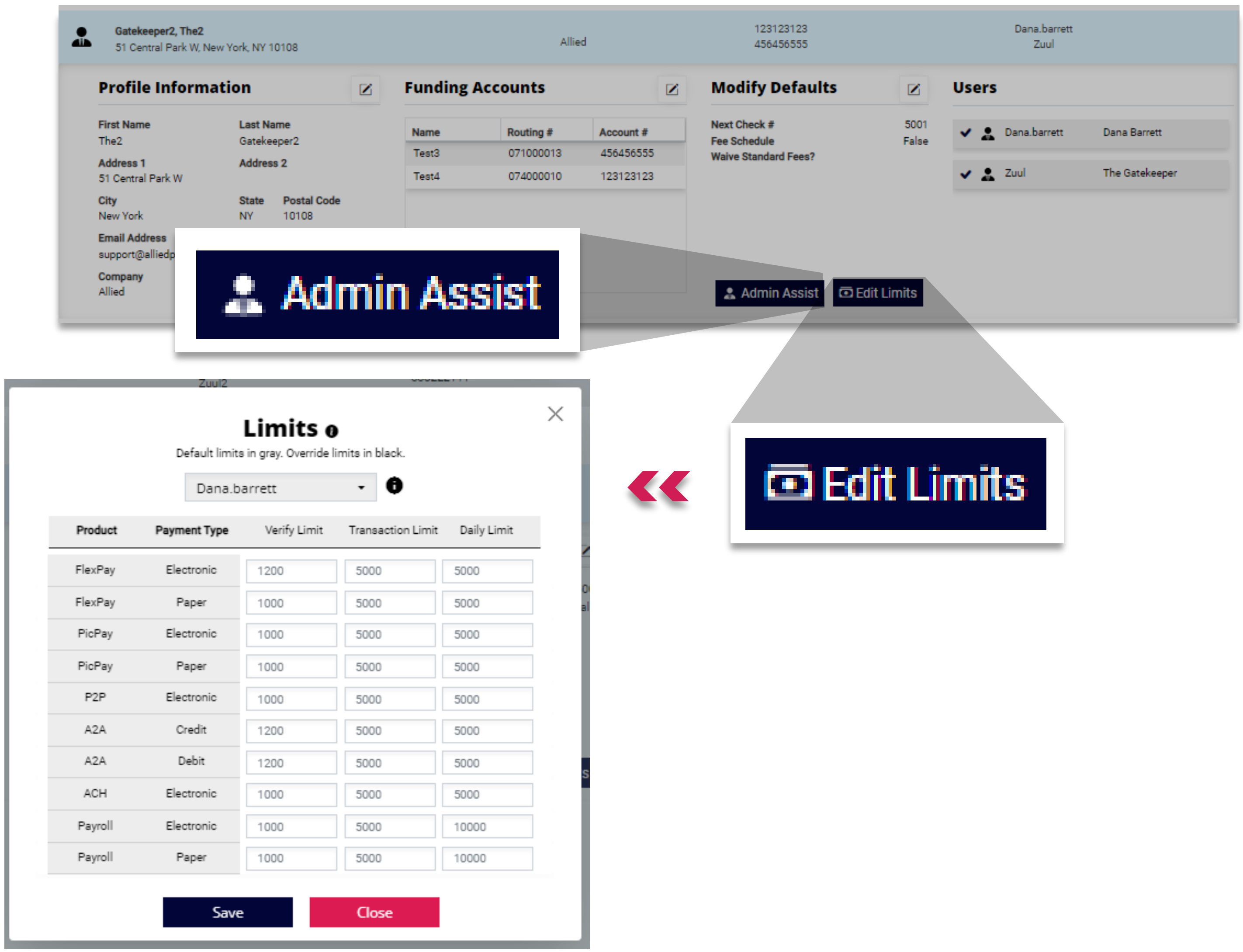
- **Next Check #**
- **Fee Schedule**
- **Waive Standard Fees**



ADMIN ASSIST / EDIT LIMITS

From the Customer Profile > an Admin can do the following:

- **Admin Assist** - logs in to view a Customer's BillPay as the Customer would see it.
- **Edit Limits** - allows the Admin to adjust the Customer's verify, transaction, and daily limits for each product.

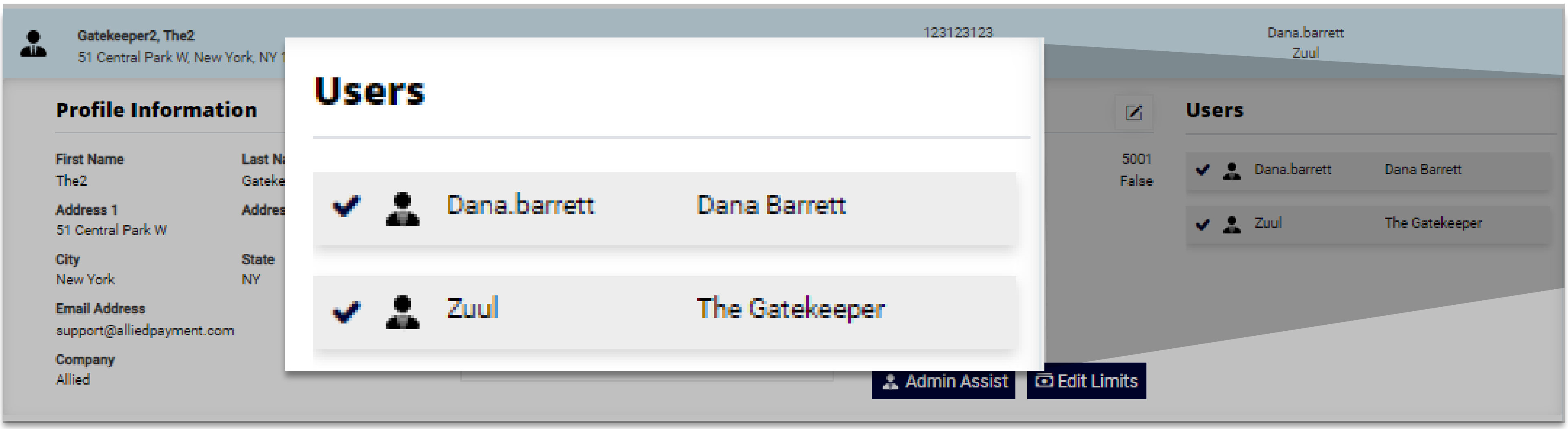


USERS

From the Users section of the Customer Profile:

An Admin can see a list of Users associated with the Customer profile. The following information is displayed:

- **Enabled/Disabled Indicator** - a check mark signifies the User is enabled; an X signifies the User is disabled.
- **Admin Icon** - signifies that a User has Admin access.
- **Username** - displays the Username.
- **Full Name** - displays the full name of the User.



USER ROLES & OPTIONS

From the Users section of the Customer Profile > Clicking on a User opens a User Details pop-up with the following:

User Information - displays the User's Full Name, Username, Email Address, and Phone Number. Additionally, it displays whether a specific Phone is allowed to receive Text messages.

Roles - displays columns of checkboxes signifying which products and roles the User has access to.

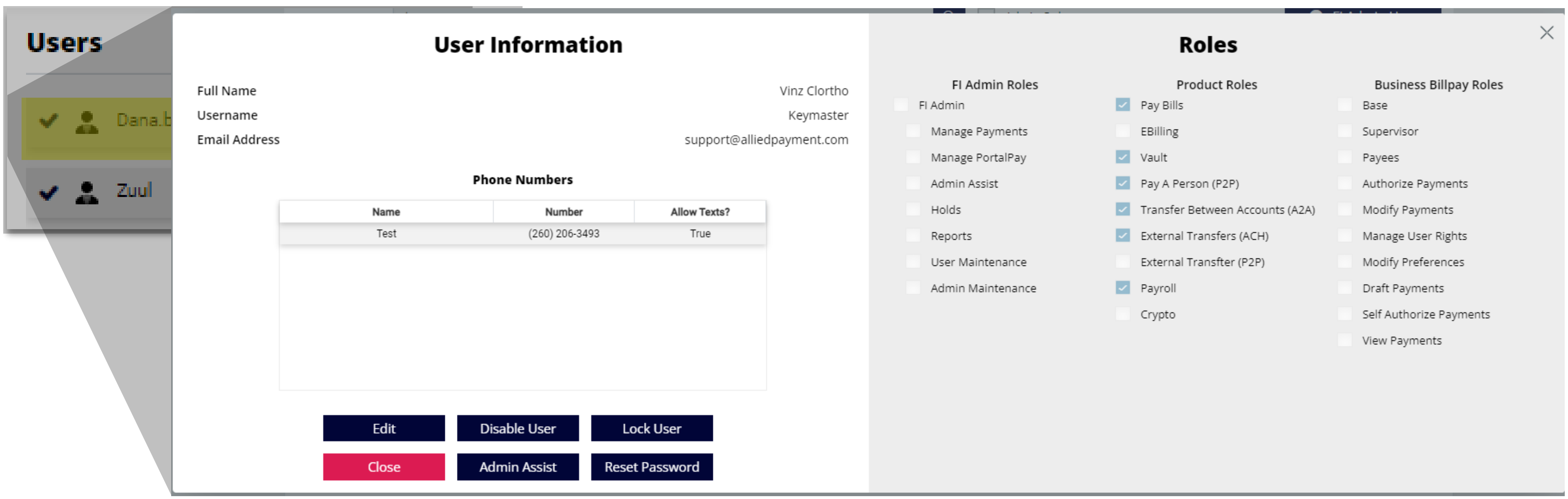
Edit - allows an Admin User to Edit and Save User Information, Add Phone #, as well as grant or remove Roles.

Disable User - allows an Admin User to Disable the User.

Lock/Unlock User - allows an Admin User to put a Lock on the User. A User will be unable to log while their profile is locked.

Admin Assist - logs in to view a Customer's BillPay as the Customer would see it.

Reset Password - allows an Admin User to reset the User's password for security purposes.



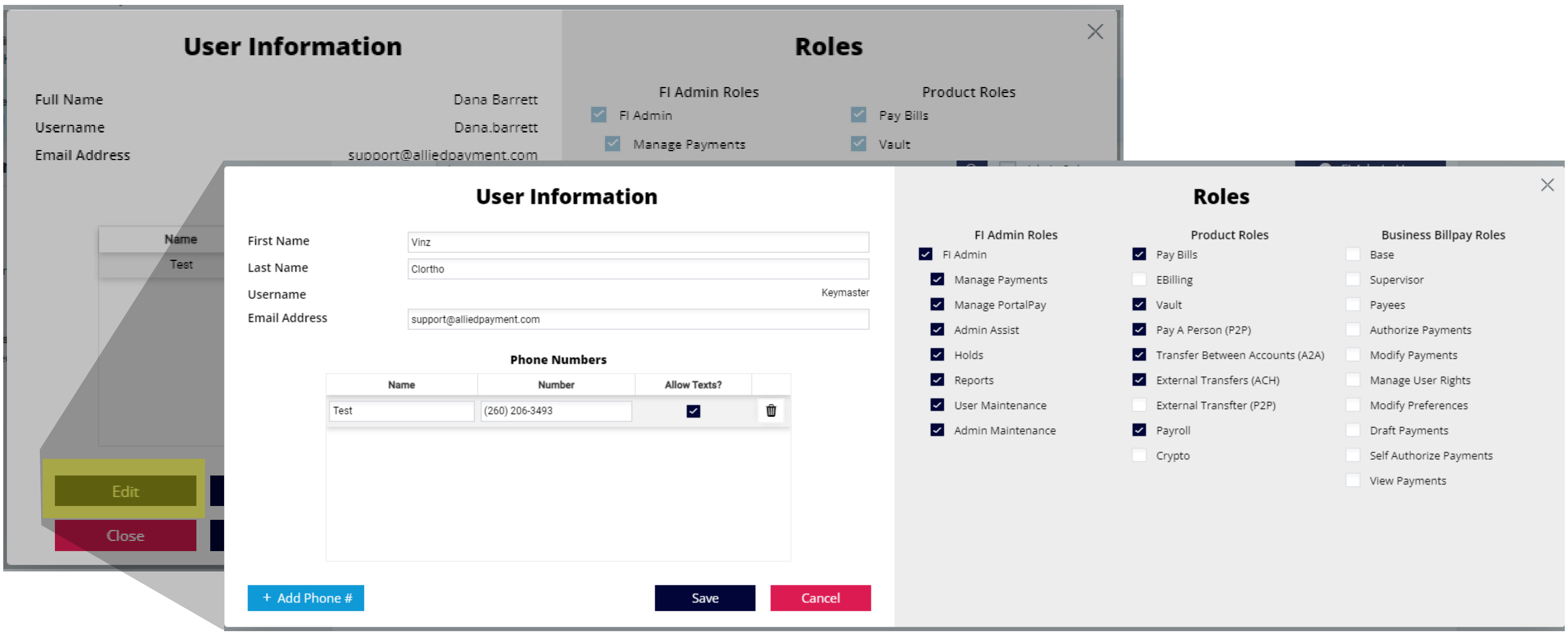
EDIT USER INFORMATION & ROLES

From the User Details pop-up > Click the Edit button to edit the following:

Add Phone # - adds another row to the Phone # list with a name, number, and a check box to indicate whether the number is allowed to receive Text messages.

Roles - checked boxes assigns the roles and products to the User, giving them access.

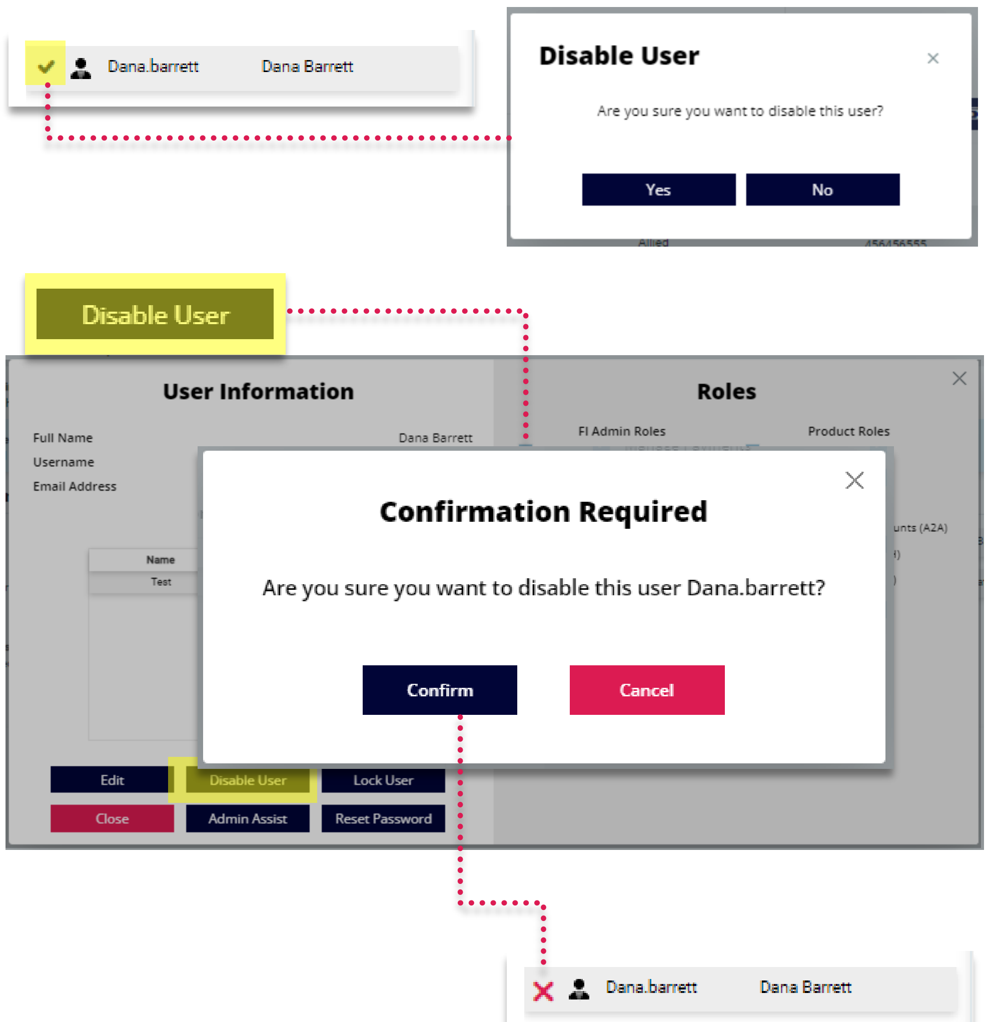
**An Admin user can only change the User Information of other Admin users but can modify the roles of any User.*



DISABLE USER

From the Customer Profile or the User Details:

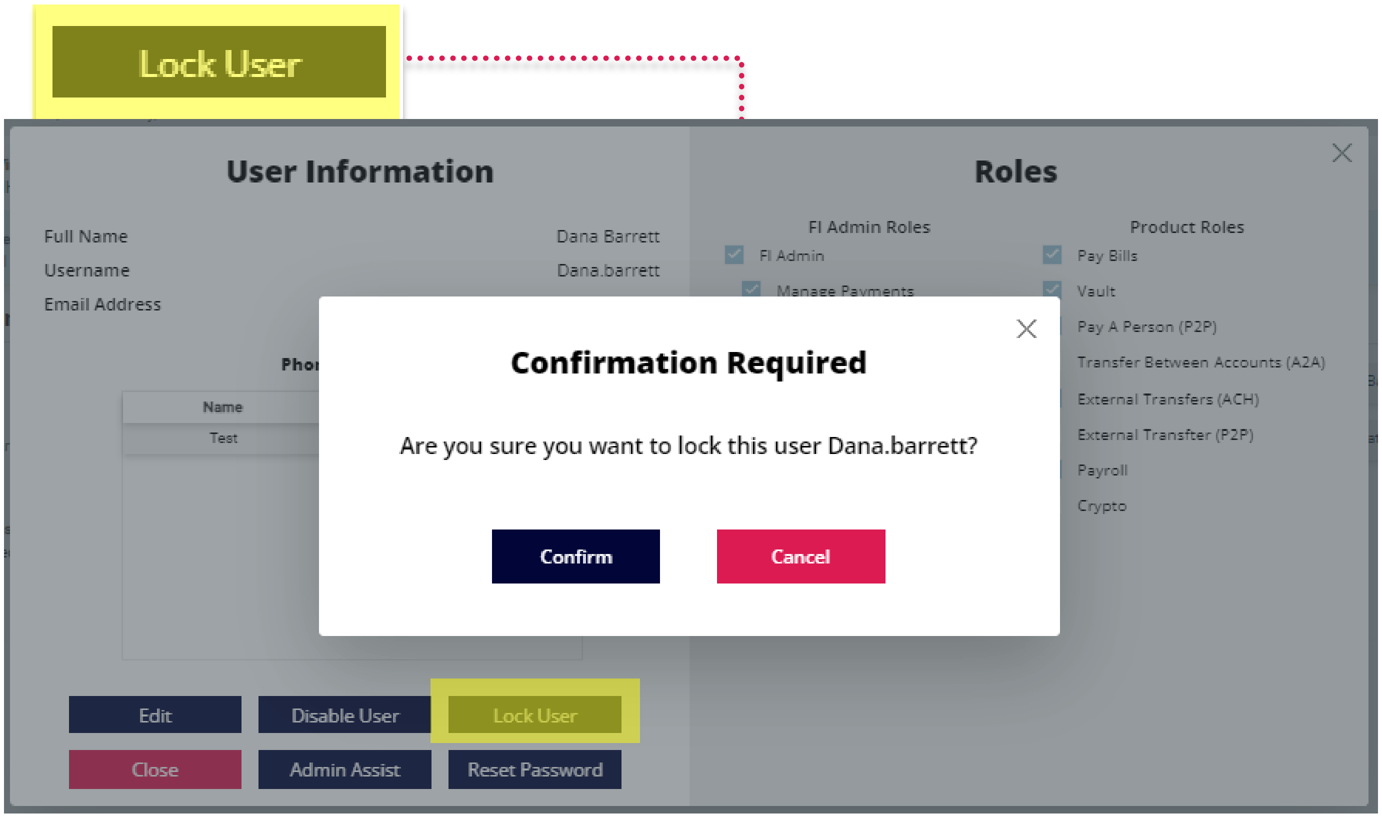
Disable User - clicking the check mark or the Disable User button allows an Admin to disable a User and they cannot be re-enabled.



LOCK / UNLOCK USER

From the User Details:

Lock / Unlock User - clicking the Lock User button allows an Admin to lock a User and they cannot login until they are unlocked.



RESET PASSWORD

From the User Details:

Reset Password - clicking the Reset Password button initiates a password reset for the User. The system will send a temporary password to the User's email address.