



**PAYMENT ADMIN**



## PAYMENT ADMIN

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### SUMMARY

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



## PAYMENT ADMIN

### CONFIDENTIALITY NOTICE

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### 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).

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# 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.

The screenshot shows the Allied Payment Network Home page. At the top, there is a dark blue navigation bar with the Allied logo (1), a 'Home' link, 'Research & Reports' (2), 'User Maintenance' (2), and a 'Log Out' button. Below the navigation bar is a red 'Home' header. The main content area is divided into three sections: a 'Main Menu' (2) on the left with 'Research and Reports' and 'User Maintenance' links; 'Allied Messages' (3) on the right, listing recent messages with dates and titles; and a 'Dashboard' (4) at the bottom right, showing payment statistics for a date range from 7/25/2023 to 9/8/2023. The dashboard includes a table for 'Scheduled Payments' and 'FI Hold Amount'.

Scheduled Payments		FI Hold Amount	
Amount	115	Amount	0
	\$125,4910.9		\$0.0
■ Electronic	29 (25%)		
Amount	\$15,011.39		
■ Paper	18 (0%)		
Amount	\$11,185.76		

View FI Holds

v1.0.2.63

# 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**



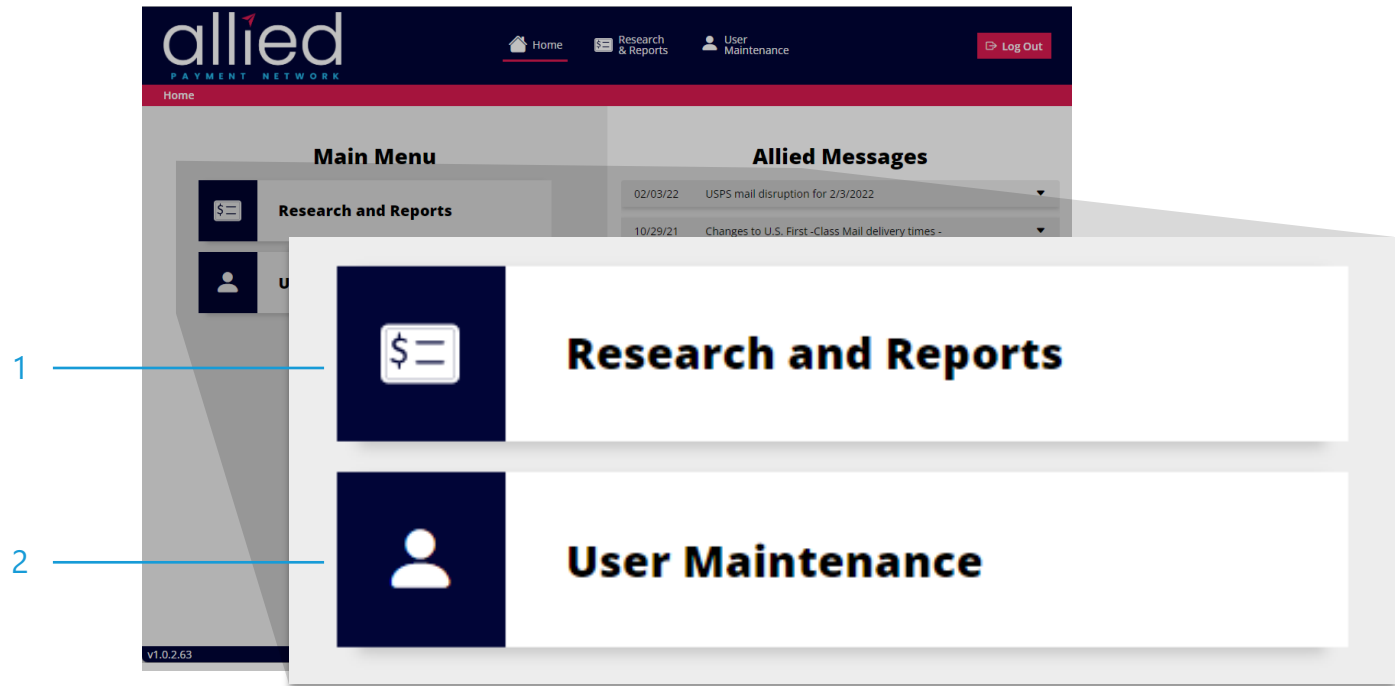
The screenshot shows the Allied Payment Network dashboard. At the top is the 'allied PAYMENT NETWORK' logo and a navigation bar with 'Home', 'Research & Reports', 'User Maintenance', and a 'Log Out' button. The main content area is divided into three sections: 'Main Menu' with 'Research and Reports' and 'User Maintenance' links; 'Allied Messages' with a list of recent messages; and 'Dashboard' with payment statistics.

Cust Date	7/25/2023	9/8/2023	
Scheduled Payments	115	FI Hold	0
Amount	\$1254910.9	Amount	\$0.0
■ Electronic	29 (25%)		
Amount	\$15,011.39		
■ Paper	18 (0%)		
Amount	\$11,185.76		

# 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.

The screenshot shows the Allied Messages interface. At the top, there is a dark blue header with the Allied Payment Network logo and navigation links for Home, Research & Reports, User Maintenance, and Log Out. Below the header, there is a Main Menu with Research and Reports. The Allied Messages section displays a list of messages. The message dated 09/18/17 with the subject 'Payment Scheduling' is expanded, showing the following text:

1 — The issue from this morning has been resolved and consumers should be able to schedule payments normally now. Please refer to the email sent out for further details. Thank you. The Allied Team

Date	Subject	Action
03/03/22	BETA TEST REMOVE ME	▼
03/03/22	Beta Announcement Test	▼
10/25/19	test	▼
09/18/17	Payment Scheduling	▲

# 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.

The screenshot shows the Allied Payment Network dashboard. The top navigation bar includes the Allied logo, a 'Home' link, 'Research & Reports', 'User Maintenance', and a 'Log Out' button. Below the navigation bar, there are two main sections: 'Main Menu' with 'Research and Reports' and 'User Maintenance' options, and 'Allied Messages' with a list of recent messages including USPS mail disruption notices and administrative updates.

The detailed dashboard view below shows a 'Cust Date' filter set from 5/26/2022 to 7/10/2022. The dashboard displays the following data:

Scheduled Payments		FI Hold	
Amount	0	Amount	0
	\$0.0		\$0.0
■ Electronic	0 (0%)		
Amount	\$0.00		
■ Paper	0 (0%)		
Amount	\$0.00		

A 'View FI Holds' button is located at the bottom right of the dashboard view.



# 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.

**allied**  
PAYMENT NETWORK

Home Research & Reports User Maintenance Log Out

Research and Reports

**Search Fields**

User  
Funding Acct

Date Type: Collected  
Start Date  
End Date

Customer Name  
Pay To Account  
Pay To Name  
Origin: All  
Amount  
Payment Method: All  
Fee

Payment Status  
 Scheduled  Reversing  
 Processed  Reversed  
 Hold  Cancelled  
 FiHold  Rejected

Search Clear

Download CSV

Cust Date	Created	Collected	Settlement	Deliver	User	Name	Pay To Acct	Pay To Name	Status	Origin	Check #	Funding Source	Amount	Fee
No records to display.														

Total Payments: \$0.00 Total Fees: \$0.00

# SEARCH PARAMETERS

*Entering / selecting parameters filters the table by:*

The screenshot shows a search form titled "Search Fields" with the following fields and options:

- User: Text input field
- Funding Acct: Text input field
- Date Type: Dropdown menu with options: Collected (selected), Created, Customer, Deliver
- Start Date: Text input field
- End Date: Text input field
- Customer Name: Text input field
- Pay To Account: Text input field
- Pay To Name: Text input field
- Origin: Dropdown menu with option: All
- Amount: Text input field with a minus sign separator
- Payment Method: Dropdown menu with option: All
- Fee: Text input field
- Payment Status: Radio button options: Scheduled, Reversing, Processed, Reversed, Hold, Cancelled, FiHold, Rejected
- Search: Button with magnifying glass icon
- Clear: Button
- Download CSV: Button with download icon

**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

**Search Fields**

User

Funding Acct

Date Type

Start Date

End Date

Customer Name

Pay To Account

Pay To Name

Origin

Amount  -

Payment Method

Fee

Payment Status

Scheduled

Processed

Hold

FiHold

Rejected

*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

**Search Fields**

User

Funding Acct

Date Type

Start Date

End Date

Customer Name

Pay To Account

Pay To Name

Origin

Amount  -

Payment Method

Fee

**Payment Status**

Scheduled     Reversing

Processed     Reversed

Hold     Cancelled

FiHold     Rejected

*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



[Home](#)

[Research & Reports](#)

[User Maintenance](#)

[Log Out](#)

## Research and Reports

### Search Fields

User

Funding Acct

Date Type

Start Date

End Date

Customer Name

Pay To Account

Pay To Name

Origin

Amount  -

Payment Method

Fee

Payment Status

Scheduled  Reversing

Processed  Reversed

Hold  Cancelled

FiHold  Rejected

Search

Clear


Download CSV

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

**Total Payments:** \$87,164.54 **Total Fees:** \$48.75

# RESEARCH TABLE

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



Home
Research & Reports
User Maintenance

Log Out

**Search Fields**

User:

Funding Acct:

Date Type: Collected

Start Date:

End Date:

Customer Name:

Pay To Account:

Pay To Name:

Origin:

Amount:

Payment Method:

Fee:

Payment Status:  Scheduling  Processing  Hold  Filled

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

Cust Date	Created	Collected	Settlement	Deliver	User	Name	Pay To
07/11	07/11	07/11	07/11	07/16	248696	JOHN SMITH	98765432...
07/09	07/09	07/09	07/09	07/10	852753	COMCAST	09574 825...
07/07	07/07	07/07	07/07	07/08	762813	LOWES	31674599...
07/03	07/03	07/03	07/03	07/04	110238	STATE FARM	422 0748...


**Total Payments:** \$87,164.54

**Total Fees:** \$48.75

v1.0.2.63

# RESEARCH TABLE

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



Home
 Research & Reports
 User Maintenance

Log Out

Research and Reports

**Search Fields**

User:

Funding Acct:

Date Type: Collected

Start Date:

End Date:

Customer Name:

Pay To Account:

Pay To Name:

Origin:

Amount:

Payment Method:

Fee:

Payment Status:  Sched  Proc  Hold  FIHo

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

Pay To	Status	Origin	Check #	Funding...	Amount		Fee
PAPER PAYEE	Scheduled	Payroll	5002		248696		\$0.00
COMCAST	Rejected	FlexPay			852753		\$0.00
LOWES	Processed	FlexPay			762813		\$0.00
STATE FARM	Canceled	FlexPay			110238		\$0.00

Total Payments: \$87,164.54
Total Fees: \$48.75

v1.0.2.63

# 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.

The screenshot displays the Allied Payment Network interface. At the top, there is a navigation bar with 'Home', 'Research & Reports', and 'User Maintenance' links, along with a 'Log Out' button. The main content area is titled 'Payment Details' and is divided into two columns. The left column contains fields for Amount (\$97.64), Nickname, Pay to Name (ATT), Pay to Acct # (123456780009), Pay to Address (PAYMENT CENTER, SACRAMENTO, CA 95887), and Memo (PHONE). The right column contains fields for Confirmation # (9947231), Status (Scheduled), Date Created (09/03/2023), Date Processed (09/03/2023), Date Expected (09/03/2023), Payment Type (ELECTRONIC), and Payment Origin (FlexPay). Below these fields, there are buttons for 'Request Hold', 'Allied Hold', 'Reject', 'Close', and 'Admin Assist'. To the right of the Payment Details is a 'Notes' section with a text area for adding notes and a 'Request Research' button. The bottom of the interface shows a footer with 'V1.0.0.103' and 'Total Payments: \$27,718 Total Fees: \$27.45'.

**Payment Details**

Amount	\$97.64	Confirmation #	9947231
Nickname		Status	Scheduled
Pay to Name	ATT	Date Created	09/03/2023
Pay to Acct #	123456780009	Date Processed	09/03/2023
Pay to Address	PAYMENT CENTER SACRAMENTO, CA 95887	Date Expected	09/03/2023
Memo	PHONE	Payment Type	ELECTRONIC
		Payment Origin	FlexPay

Username TEST.USER

Customer Name Testy McTesterson

Funding Acct # 987654321

Funding Routing # 071000013

**Notes**

Leave your historical notes here.

admin.tester 09/03/2023 1:10 PM:  
Test

**Request Research**

Need help? Send us a message here.

V1.0.0.103 Total Payments: \$27,718 Total Fees: \$27.45



# 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.

The screenshot displays the Allied Payment Network interface. The main window is titled "Payment Details" and contains the following information:

Amount	\$97.64	Confirmation #	9947231
Nickname		Status	Scheduled
Pay to Name	ATT	Date Created	09/03/2023
Pay to Acct #	123456780009	Date Processed	09/03/2023
Pay to Address	PAYMENT CENTER SACRAMENTO, CA 95887	Date Expected	09/03/2023
Memo	PHONE	Payment Type	ELECTRONIC
		Payment Origin	FlexPay

Below the payment details, the following customer information is displayed:

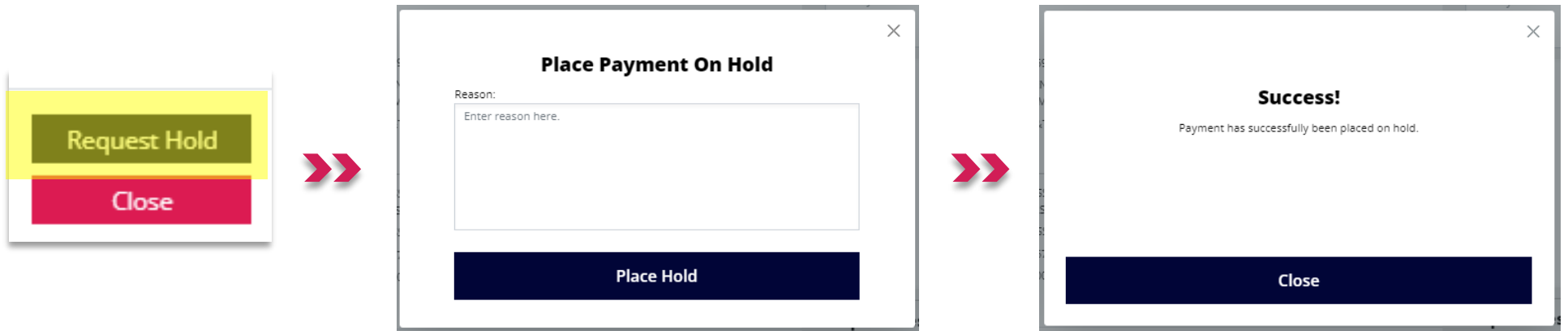
Username	TEST.USER
Customer Name	Testy McTesterson
Funding Acct #	987654321
Funding Routing #	071000013

The interface also includes a "Notes" section with a text area for historical notes and a "Request Research" button. At the bottom of the window, there are buttons for "Request Hold", "Allied Hold", and "Reject". A callout box in the foreground highlights five buttons: "Request Hold", "Allied Hold", "Reject", "Close", and "Admin Assist".

# REQUEST HOLD / RELEASE HOLD

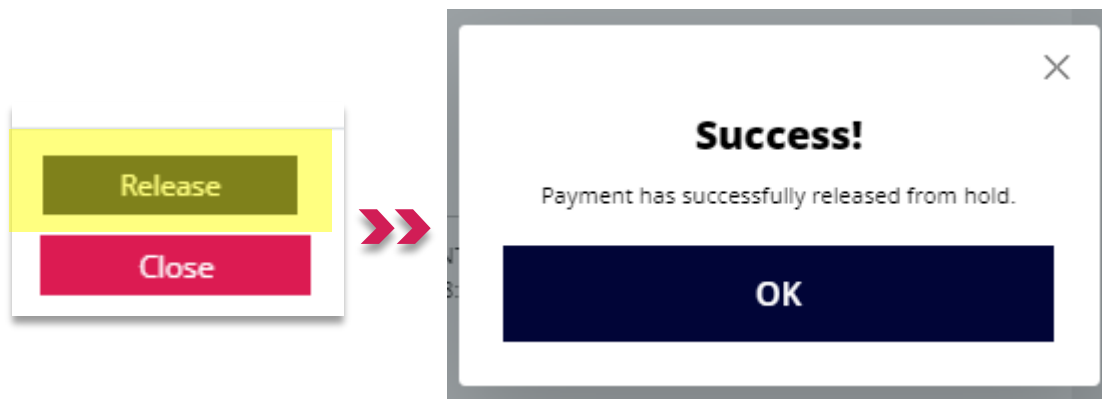
## *To place a payment on FI Hold status:*

- ◆ 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:*

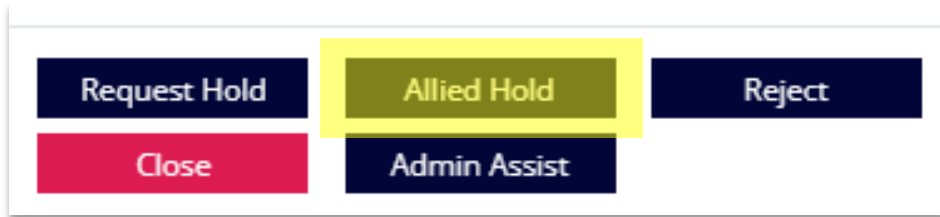
- ◆ From the Payment Details > Click the Release button and close the pop-up.
- ◆ The payment will be released from FI Hold and should transition to a Scheduled status.



# 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.



**Return to Allied** ×

Reason:

Enter reason here.

**Place Hold**



**Success!** ×

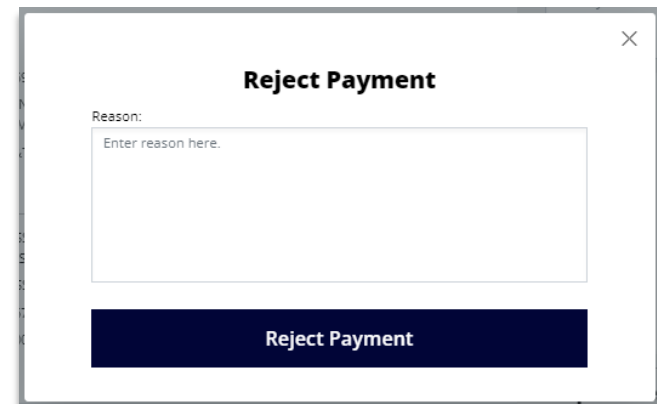
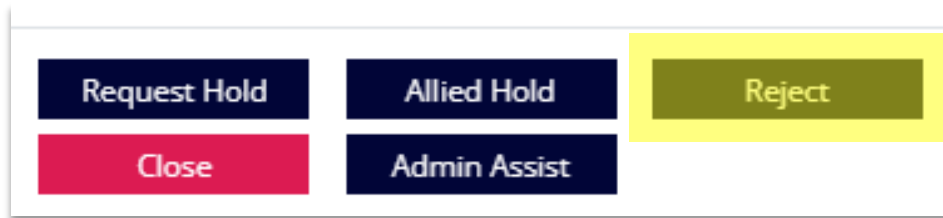
Payment has successfully been returned to Allied Payment Network.

**Close**

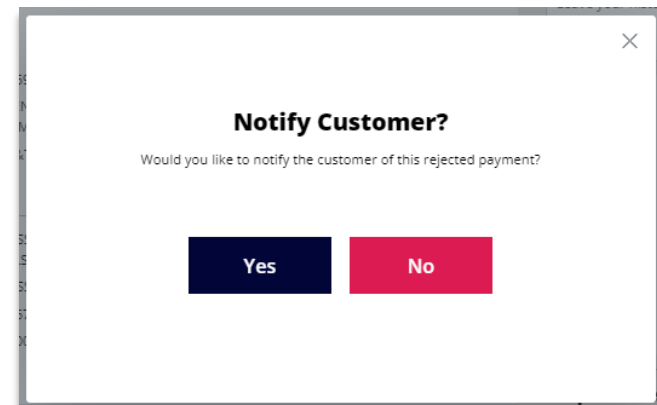
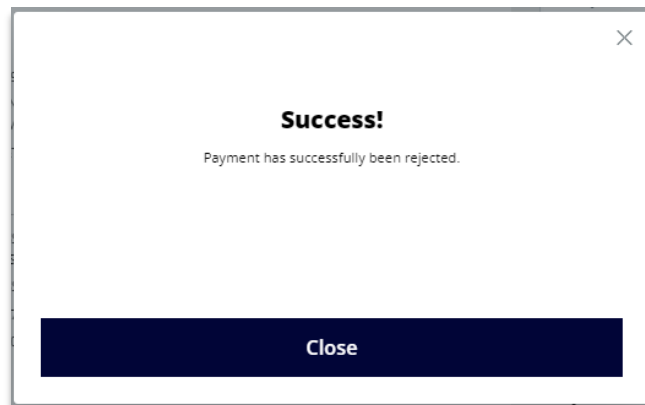
# REJECT PAYMENT

## **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.



A dialog box titled 'Reject Payment' with a close button (X) in the top right corner. It contains a text input field with the label 'Reason:' and the placeholder text 'Enter reason here.'. Below the input field is a dark blue button labeled 'Reject Payment'.



A dialog box titled 'Notify Customer?' with a close button (X) in the top right corner. It contains the text 'Would you like to notify the customer of this rejected payment?' and two buttons: 'Yes' (dark blue) and 'No' (red).

# 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.

The screenshot displays the 'User Maintenance' page in the Allied Payment Network system. The page features a search bar at the top with the text 'Zuul' and a search icon. Below the search bar is a table with columns for Customer Name, Company, Account Numbers, and Users. The table contains three rows of data. A 'Log Out' button is visible in the top right corner. A blue box highlights the search bar and the table. Three blue lines with numbers 1, 2, and 3 point to the search bar, the table, and the 'FI Admin User' button respectively.

Customer Name -	Company	Account Numbers	Users
Barnett, Dana2 55 Central Park W, New York City, NY 10108	Zuul2	333222111	thegatekeeper
Clortho, Vinz 3201 Shelburn Rd, Fort Wayne, IN 46815	Zuul	666099333 321454777	Keymaster
Gatekeeper, The2 51 Central Park W, New York, NY 10108	Allied	123123123 456456555	Dana.barnett Zuul


# 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.

The screenshot displays the 'User Maintenance' page in the Allied Payment Network system. At the top, there is a navigation bar with 'Home', 'Research & Reports', and 'User Maintenance' (the active page). A 'Log Out' button is in the top right corner. Below the navigation bar, the search interface shows 'Search Users: Zuul' with a search icon and an 'Admin Only' checkbox. A 'FI Admin User' button is also present. The search results are displayed in a table with the following columns: Customer Name, Company, Account Numbers, and Users.

Customer Name -	Company	Account Numbers	Users
<b>Barrett2, Dana2</b> 55 Central Park W, New York City, NY 10108	Zuul2	333222111	thegatekeeper
<b>Clortho, Vinz</b> 3201 Stellhorn Rd, Fort Wayne, IN 46815	Zuul	666999333 321654777	Keymaster
 <b>Gatekeeper2, The2</b> 51 Central Park W, New York, NY 10108	Allied	123123123 456456555	Dana.barrett Zuul

At the bottom left of the page, the version number 'v1.0.0.103' is displayed.

# 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 can 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.

Search Users: zuul  Admin Only  FI Admin User

Customer Name	Company	Account Numbers	Users
Barrett2, Dana2 55 Central Park W, New York City, NY 10108	Zuul2	33322111	thegatekeeper
Clortho, Vinz 3201 Shelton Rd, Fort Wayne, IN 46815	Zuul	66699333 321654777	Keymaster
Gatekeeper2, The2 51 Central Park W, New York, NY 10108	Allied	123123123 456456555	Dana.barrett Zuul

Gatekeeper2, The2  
51 Central Park W, New York, NY 10108
Allied
123123123  
456456555
Dana.barrett  
Zuul

### Profile Information

**First Name**  
The2

**Last Name**  
Gatekeeper2

**Address 1**  
51 Central Park W

**Address 2**

**City**  
New York

**State**  
NY

**Postal Code**  
10108

**Email Address**  
support@alliedpayment.com

**Company**  
Allied

### Funding Accounts

Name	Routing #	Account #
Test3	071000013	456456555
Test4	074000010	123123123

### Modify Defaults

**Next Check #** 5001

**Fee Schedule** False

**Waive Standard Fees?**

### Users

- Dana.barrett Dana Barrett
- Zuul The Gatekeeper

Admin Assist
 Edit Limits

# 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.

The image shows a transition from a 'Profile Information' card to an 'Edit Profile Information' pop-up. The card on the left contains the following data:

First Name	Last Name	
The2	Gatekeeper2	
Address 1	Address 2	
51 Central Park W		
City	State	Postal Code
New York	NY	10108
Email Address	support@alliedpayment.com	
Company	Allied	

The 'Edit Profile Information' pop-up on the right contains the following form fields:

- First Name:
- Last Name:
- Address 1:
- Address 2:
- City:
- State:
- Zip Code:
- Email:
- Company (optional):

At the bottom of the pop-up are two buttons: a red 'Cancel' button and a dark blue 'Save' button with a save icon.



# 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.

The screenshot displays the 'Funding Accounts' interface. In the background, a table lists accounts with columns for Name, Routing #, and Account #. A yellow edit icon is visible in the top right corner of the table area. In the foreground, a modal window titled 'Edit Funding Accounts' is open, showing a detailed view of the accounts. The modal contains a table with columns for Name, Routing No., Account No., Account Type, and Owner Type. Below the table are buttons for '+ Add Row', 'Save', and 'Cancel'.

Name	Routing No.	Account No.	Account Type	Owner Type	
Test3	071000013	456456555	Checking	Personal	🗑️
Test4	074000010	123123123	Checking	Personal	🗑️

# 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**

**Modify Defaults**

Next Check # 5001

Fee Schedule

Waive Standard Fees?

**Modify Defaults**

Next Check # 5001

Fee Schedule

Waive Standard Fees

Save Cancel

# 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.

The screenshot shows the Admin Assist interface for a customer named Gatekeeper2, The2. The interface is divided into several sections: Profile Information, Funding Accounts, Modify Defaults, and Users. The Profile Information section includes fields for First Name, Last Name, Address 1, City, State, Postal Code, Email Address, and Company. The Funding Accounts section includes a table with columns for Name, Routing #, and Account #. The Modify Defaults section includes fields for Next Check # and Fee Schedule. The Users section includes a list of users with checkboxes and names.

A callout box highlights the 'Admin Assist' and 'Edit Limits' buttons. The 'Edit Limits' button is highlighted with a red double arrow pointing to a 'Limits' modal window. The 'Limits' modal window displays a table of limits for various products and payment types. The table has columns for Product, Payment Type, Verify Limit, Transaction Limit, and Daily Limit. The limits are displayed in a grid format with input fields for each value. The modal also includes a 'Save' button and a 'Close' button.

Product	Payment Type	Verify Limit	Transaction Limit	Daily Limit
FlexPay	Electronic	1200	5000	5000
FlexPay	Paper	1000	5000	5000
PicPay	Electronic	1000	5000	5000
PicPay	Paper	1000	5000	5000
P2P	Electronic	1000	5000	5000
A2A	Credit	1200	5000	5000
A2A	Debit	1200	5000	5000
ACH	Electronic	1000	5000	5000
Payroll	Electronic	1000	5000	10000
Payroll	Paper	1000	5000	10000

# 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.

The screenshot shows a customer profile page for 'Gatekeeper2, The2'. The 'Users' section is highlighted, showing a list of users. A modal window is open, displaying the following information:

Enabled/Disabled Indicator	Admin Icon	Username	Full Name
✓	👤	Dana.barrett	Dana Barrett
✓	👤	Zuul	The Gatekeeper

The background page shows the 'Profile Information' section with details like First Name (The2), Last Name (Gatekeeper2), Address 1 (51 Central Park W), City (New York), State (NY), Email Address (support@alliedpayment.com), and Company (Allied). The 'Users' section in the background shows a table with columns for 'Enabled/Disabled Indicator', 'Admin Icon', 'Username', and 'Full Name'. The table contains two rows: one for 'Dana.barrett' (Dana Barrett) and one for 'Zuul' (The Gatekeeper). Both users are enabled and have admin access. The page also includes a '5001 False' status indicator and buttons for 'Admin Assist' and 'Edit Limits'.

# 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.

The screenshot displays a 'User Details' pop-up window. On the left, a 'Users' sidebar shows a list of users with a 'Dana.b' user selected. The main area is divided into two sections: 'User Information' and 'Roles'.

**User Information**

Full Name: Vinz Clortho  
Username: Keymaster  
Email Address: support@alliedpayment.com

**Phone Numbers**

Name	Number	Allow Texts?
Test	(260) 206-3493	True

**Roles**

**FI Admin Roles**

- FI Admin
- Manage Payments
- Manage PortalPay
- Admin Assist
- Holds
- Reports
- User Maintenance
- Admin Maintenance

**Product Roles**

- Pay Bills
- EBilling
- Vault
- Pay A Person (P2P)
- Transfer Between Accounts (A2A)
- External Transfers (ACH)
- External Transfer (P2P)
- Payroll
- Crypto

**Business Billpay Roles**

- Base
- Supervisor
- Payees
- Authorize Payments
- Modify Payments
- Manage User Rights
- Modify Preferences
- Draft Payments
- Self Authorize Payments
- View Payments

At the bottom, there are two rows of action buttons: Edit, Disable User, Lock User, Close, Admin Assist, and Reset Password.

# 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.*

**User Information**

Full Name: Dana Barrett  
Username: Dana.barrett  
Email Address: support@alliedpayment.com

**Roles**

FI Admin Roles:  FI Admin,  Manage Payments  
Product Roles:  Pay Bills,  Vault

**User Information**

First Name: Vinz  
Last Name: Clortho  
Username: Keymaster  
Email Address: support@alliedpayment.com

**Phone Numbers**

Name	Number	Allow Texts?	
Test	(260) 206-3493	<input checked="" type="checkbox"/>	

**Roles**

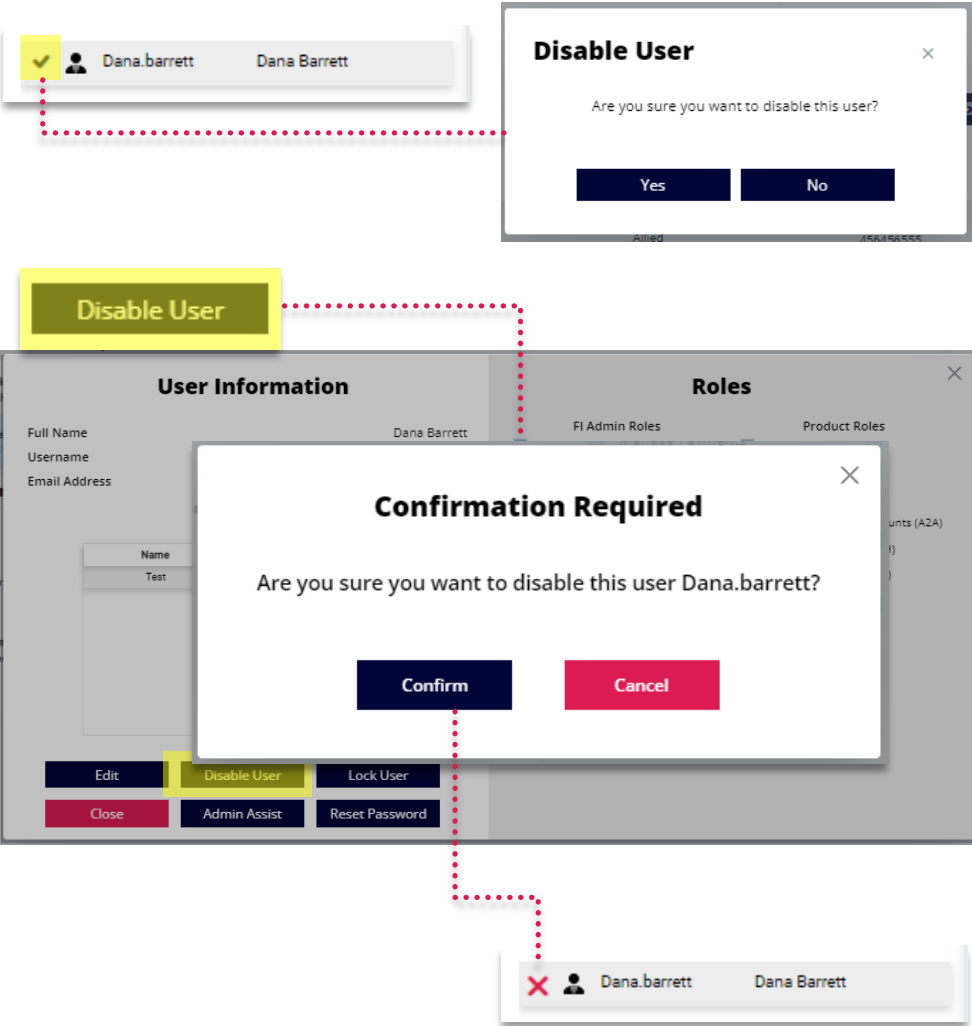
FI Admin Roles:  FI Admin,  Manage Payments,  Manage PortalPay,  Admin Assist,  Holds,  Reports,  User Maintenance,  Admin Maintenance  
Product Roles:  Pay Bills,  EBilling,  Vault,  Pay A Person (P2P),  Transfer Between Accounts (A2A),  External Transfers (ACH),  External Transfer (P2P),  Payroll,  Crypto  
Business Billpay Roles:  Base,  Supervisor,  Payees,  Authorize Payments,  Modify Payments,  Manage User Rights,  Modify Preferences,  Draft Payments,  Self Authorize Payments,  View Payments

+ Add Phone # Save Cancel

# DISABLE USER

*From the Customer Profile or the User Details:*

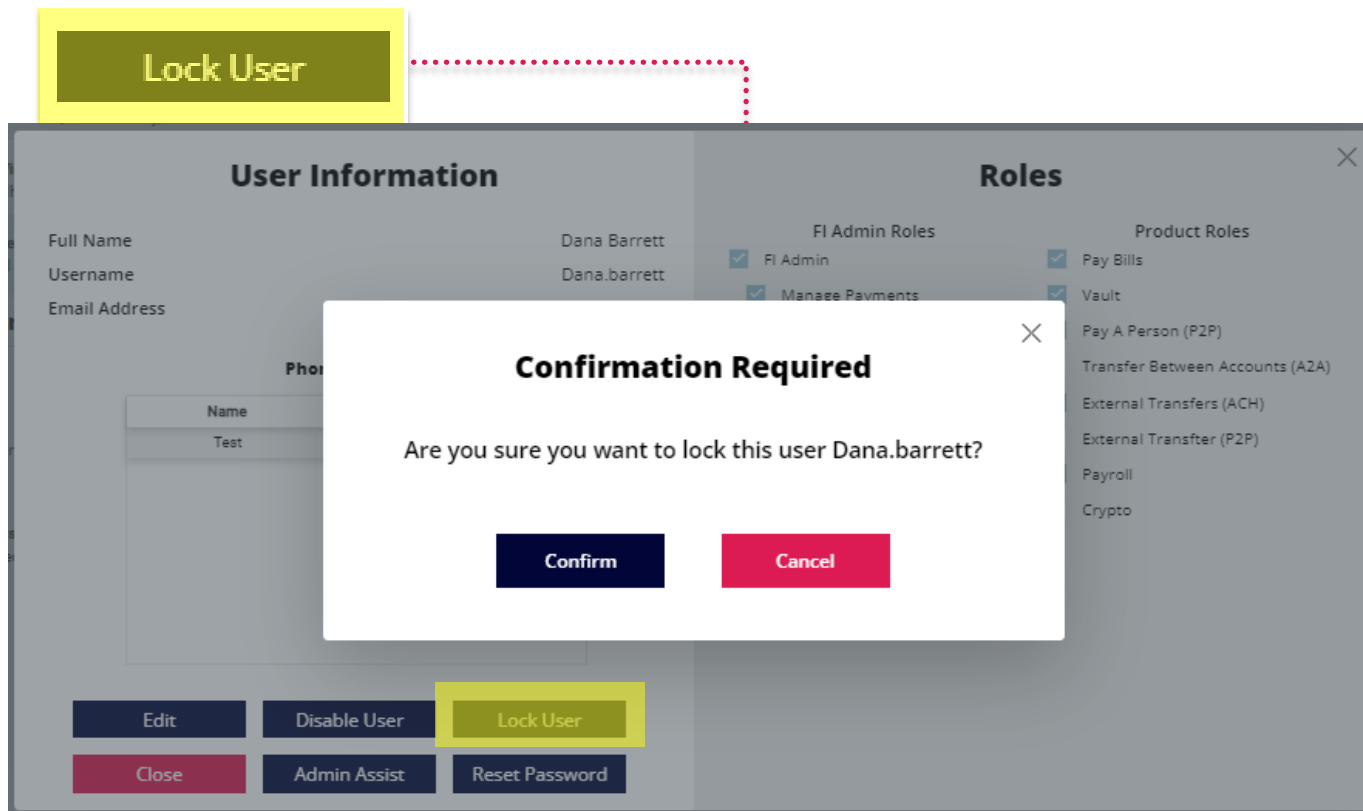
**Disable User** - clicking the check mark or the Disable User button allows an Admin to disable a User and they cannot be re-enabled.



# 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.

