Online Payment Portal

User Guide

Version 1.2

March 30, 2016

Overview

The following document will describe how to use the Customer Payment Portal to pay the full balance of all open credit items related to a specific company account with the County of Riverside Economic Development Agency Aviation.

Web Browser Requirements

The "Customer Payment Portal" is approved for use with the following Web Browsers:

1. Internet Explorer: At least version 11 or higher.
2. Google Chrome: At least version 40 or higher.

The Payment Portal is designed for use in full screen desktop mode, it is not supported for tablets or mobile devices.

Instructions

Step 1: Please navigate to: http://www.rivcoeda.org/Departments/Aviation/tabid/53/Default.aspx to pay your outstanding invoices. You will find a button on the bottom left hand side of the screen that says **"PAY YOUR INVOICES ONLINE",** (See screen shot below).
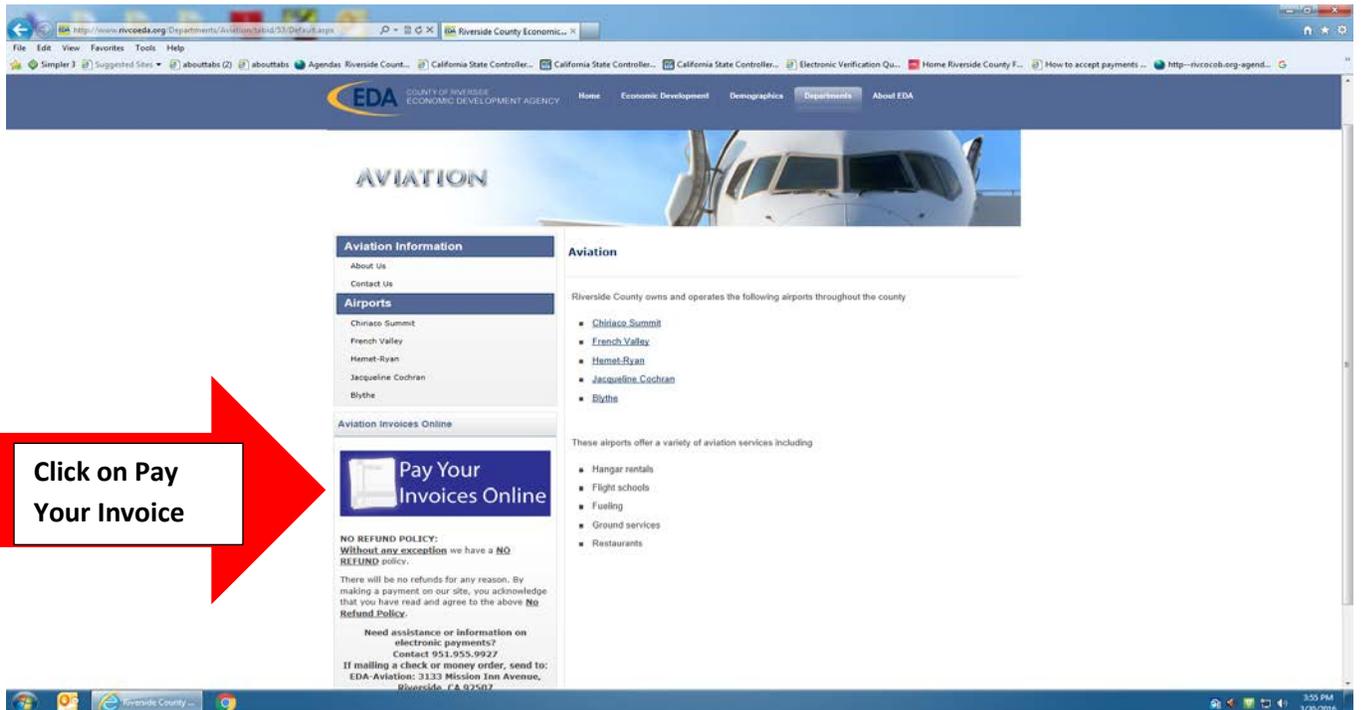
Step 1-continuation: Log in to our secure ABM payment portal website (this is where you will enter your payment information). (See screen shot below)

Screenshot:

Instructions:

1. **FIRST TIME USERS:** Please follow the steps below.
    a. Enter your User Name and Password into their respective fields as emailed to you from ABMAdmin@co.riverside.ca.us and then click the "Login" button. (Please copy and paste your password from the email into the "Password" log in. field in the Payment Portal Login Page. You should have received two separate emails from ABM Admin that contain your username and password.
    b. Upon successful validation of the provided username and password the system will require you to change the password.
    c. Upon successful password change the system will provide a hyperlink under the "Confirm New Password" field that says "Password change successful, <u>continue to homepage</u>". Clicking this hyperlink will redirect the user to the home page of the Customer Payment Portal.
2. The system only allows the user to attempt to enter their password for a username 3 times before the system locks the user out. If this occurs the user must wait for 15 minutes, before the account is unlocked again.
3. The automatically generated password will have a specific time limit for which it is valid. This timer starts when the Password Email is sent to the user which should include the

time limit. If the user does not change their password within this time limit then the password will become invalid and the user will have to contact their system administrator at EDA Aviation to reset the account.

Part 2: Navigating the Home Page

Screenshot:

Features:

1. Welcome Message: Located at the top of page, the message will display the name of the company as well as the name of the user that logged in.

2. Summary Panel: Click the arrow on the "Summary" panel will display the current status of the user's account which will show a list of transactions and their details.

Item Number	Type	Invoice Date	Due Date	Description	Original Amount	Balance
ABCD-19161	IN	03/30/2016	03/30/2016	Monthly Rent	1,230.00	1,230.00

1 - 1 of 1 items

*Reflects un-posted transactions.

Current Balance: $1,230.00

3. Pay Invoices Panel: Clicking the arrow on the "Pay Invoices" panel will display all open invoices with the full balance amount already applied to be paid.

   Screenshot:
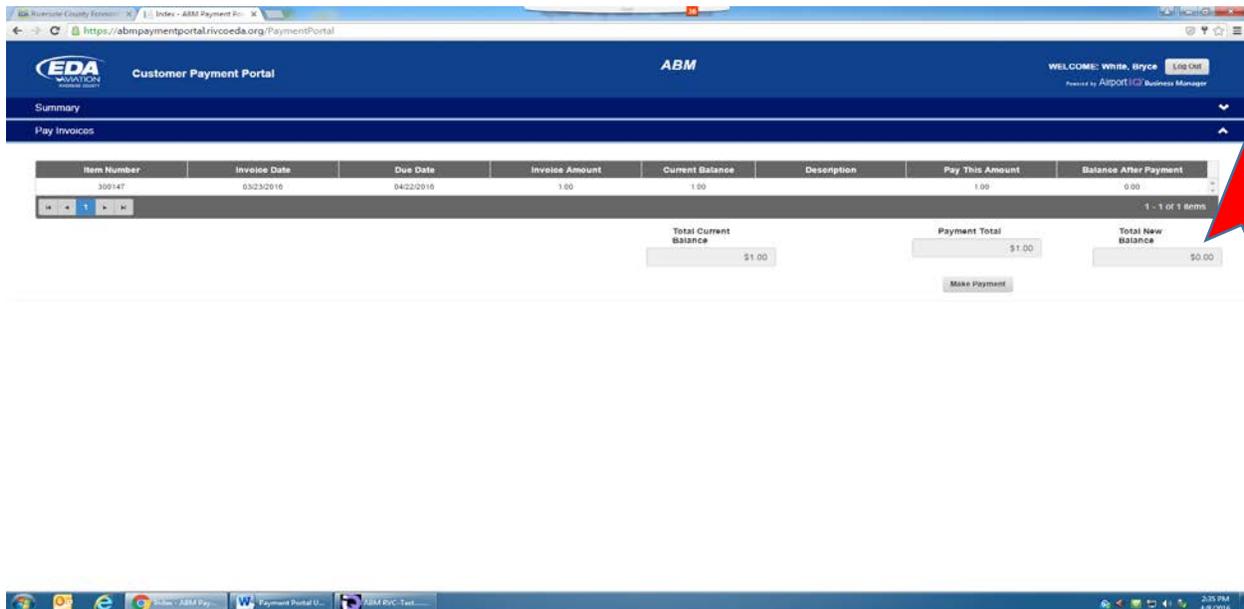
Notes:

1. To prevent duplicate payments, if any information on the home page is not correct, please contact your system administrator at EDA Aviation at (951) 955-9927.

2. In the event that another user is already accessing the same company through Payment Portal or if an EDA Aviation administrator is accessing the company's account from their own system, when the user logs into the home page they will be given the following message and prevented from being able to make payments on the account.
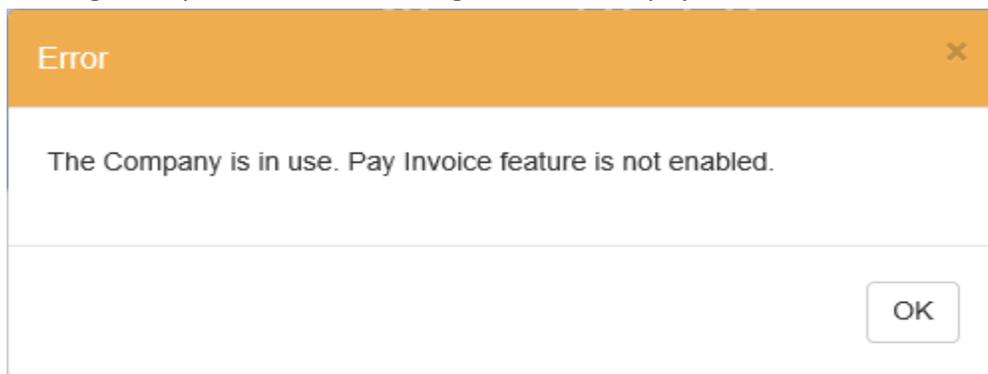
Part 3: Viewing the Company Summary

Features:

1. The Customer Payment Portal Summary will display all open transactions related to the user's company account. Note that the company may be an individual.
2. The Customer Payment Portal Summary will provide the following details related to the Customer Account:
   a. Item Number
   b. Type
   c. Invoice Date
   d. Due Date
   e. Description
   f. Original Amount
   g. Balance

Instructions:

3. To open the "Summary" panel click on the arrow located on the right side of the "Summary" panel.

   Screenshot:

Notes:

1. If the user sees a transaction with an "*" next to the "Item Number" this means that the balance is affected by an unposted transaction in the EDA Aviation system. This will be a common site in the portal as once the user makes a payment through the portal any invoices that were paid will appear with an "*" until the EDAAviation account administator posts that payment.
   a. The "Balance" shown for these transactions will reflect the balance after the payment is posted.
   b. Once the payment is posted then these zero balance transactions will disappear upon the user's next login to the portal.

Part 3: Making a Payment

Screenshot:
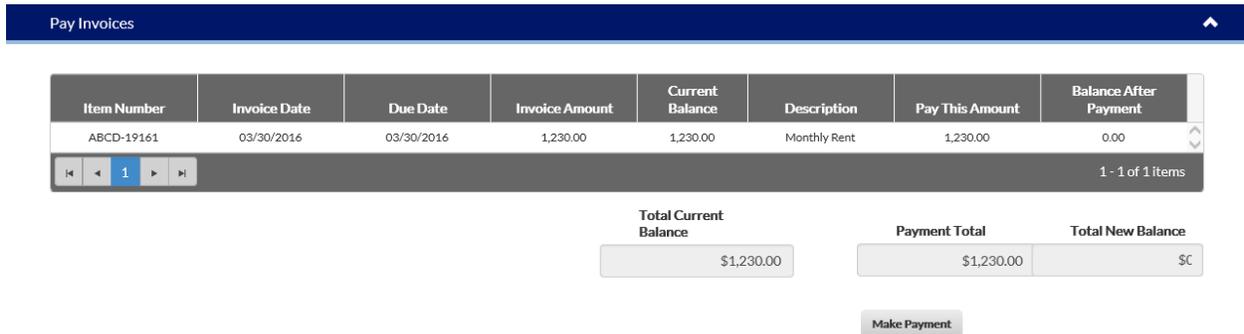
Item Number	Invoice Date	Due Date	Invoice Amount	Current Balance	Description	Pay This Amount	Balance After Payment
ABCD-19161	03/30/2016	03/30/2016	1,230.00	1,230.00	Monthly Rent	1,230.00	0.00

				1 - 1 of 1 items

Total Current Balance	Payment Total	Total New Balance
$1,230.00	$1,230.00	$0

Make Payment

Features:

1. The Customer Payment Portal "Pay Invoices" panel will display all open invoices with the total current balance of those invoices already set to be paid in full.
2. The "Make Payment" button will redirect the user to the Elavon Payment Processing Site where they will follow a series of directions that will allow them to make their payment.

Instructions:

1. The user will open the "Pay Invoices" panel by clicking the arrow on the right side of the "Pay Invoices" panel.
2. The user will review all items in the "Pay Invoices" grid and then click the "Make Payment" button.
3. The Customer Payment Portal will ask the user to confirm that they wish to make the payment for the amount in the "Payment Total" field.
   a. If the user clicks the "OK" button then another message will let them know they will be redirected to the "Elavon Payment" site and then open a new web-page to that site.
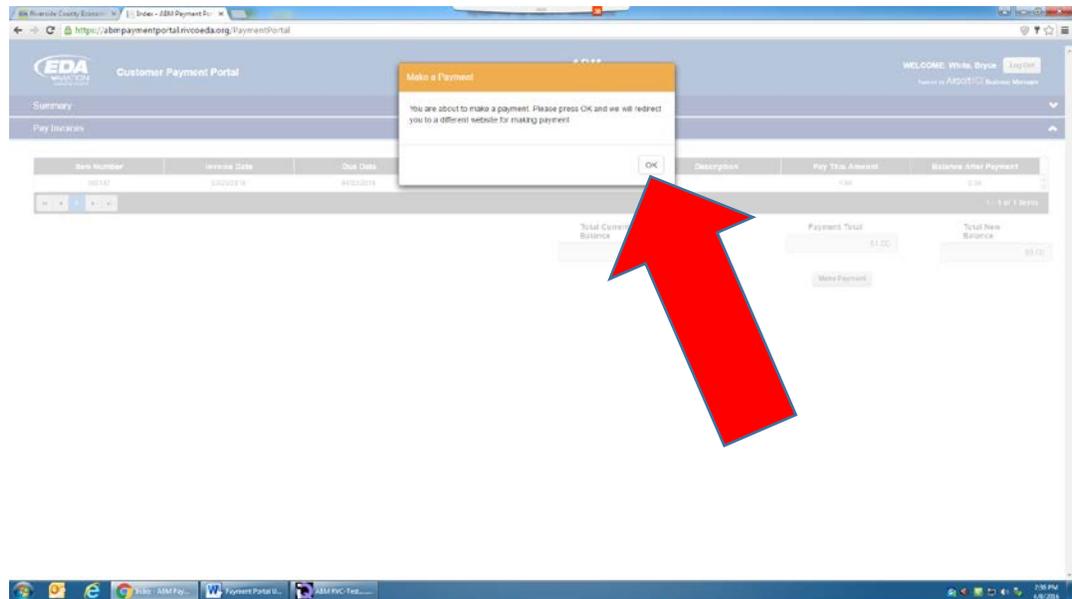
    b. If the user clicks "No" then the payment will be canceled.

Notes:

1. The user cannot choose which invoices to pay. They can only pay the full current balance or zero.

Part 4: Accepting/Canceling a Payment

Instructions:

1. After the user is redirected to the Elavon site they will be asked to follow a series of steps in order to process a payment. (see screen shots below). **Click on the plus sign next to the "Add a Payment Method".**

Step 2: If you are paying via e-check, please enter your bank information as shown below.

Step 3: If you choose to pay with credit card (Mastercard or Discover), please click on the "Card Accounts" button (see screenshot below).
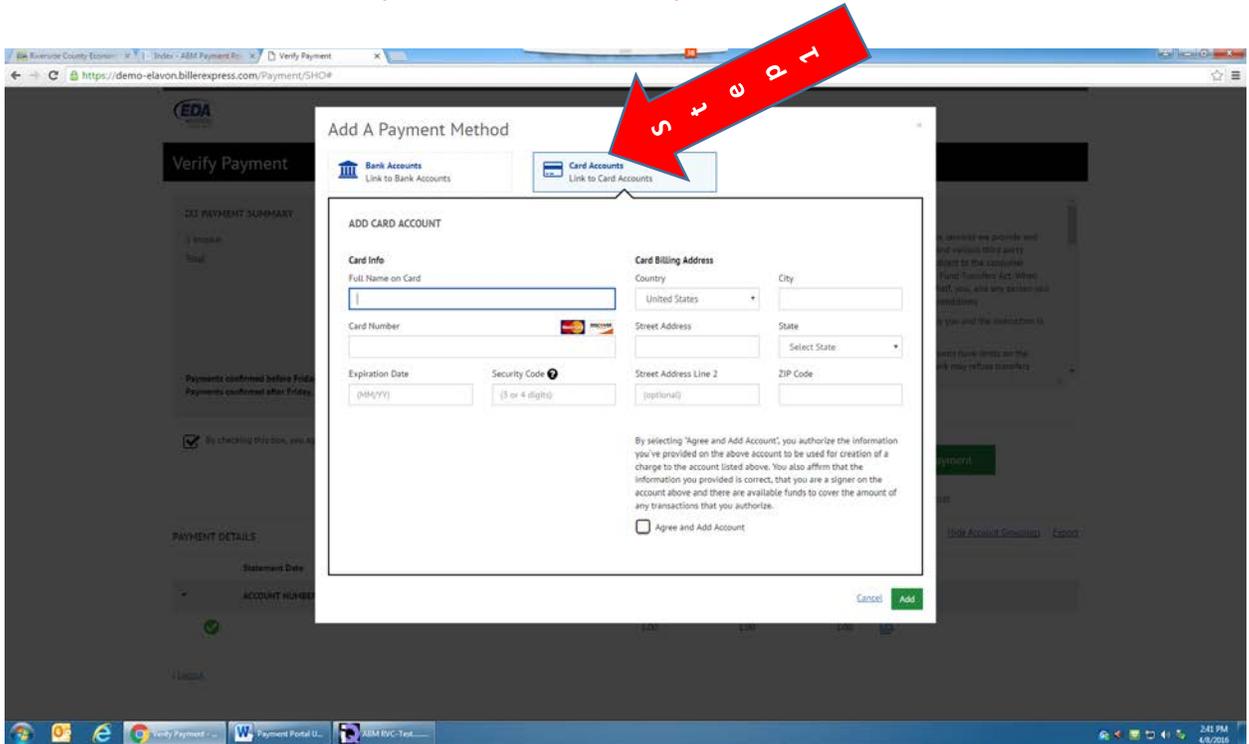
Step 4: Enter your credit information and address information, check the box to "Agree and Add Account", and Click on the "Add" button on the right hand side of the screen (see screenshot below).
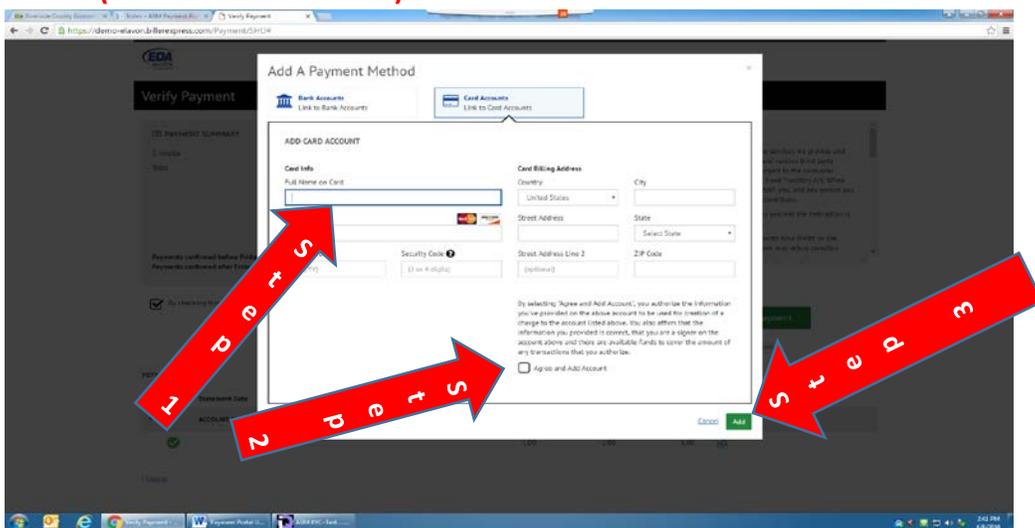
Step 5: Click on the box to on the left hand side of the screen to agree to terms and conditions, and click on the "Make Payment" button on the right hand side of the screen (see screenshot below)

Step 6: Enter the required information and click on the "Continue" button on the right hand side of the screen (see screenshot below)

Step 7: If the user successfully makes a payment, then the Confirmation window will appear (see screenshot below). To print your confirmation, please click on the "Print Confirmation Page" on the left hand side of the screen.
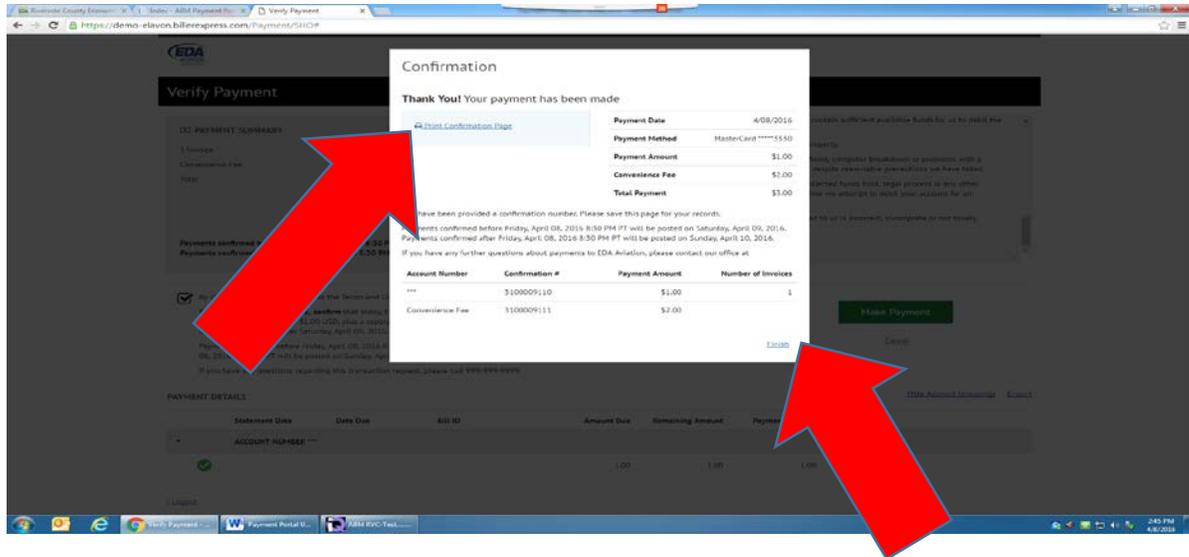
Step 8: If the user successfully makes a payment then they will be redirected back to the Payment Portal where the "Summary" panel should reflect the unposted payments and the "Pay Invoices" panel should have nothing available for payment **(see screenshot below)**

Notes:

1. **Important**: The user must log out of the system twice. Click the "Log-Out" button when you exit the payment portal. If the user closes the web browser without clicking the "Log-Out" button then the system will still view this as being logged in and will lockout any other users with access to this company and any EDA Aviation account administrators from accessing this account from their system.

   a. If the user has made a payment through Elavon and then redirected back to the Payment Portal, when they wish to log-out they will have to click the "Log-Out" button on both open tabs in the web browser as they will both be open to the portal (see screen shot below).