OPERATIONS MANUAL

ENTERPRISE PAYMENT PORTAL

ABOUT THIS DOCUMENT

The Operations Manual documents functionality of the Enterprise Payment Portal solution developed by eGov Strategies LLC. The Enterprise Payment Portal is managed via the eGov Manager – a web-based software solution developed and supported by eGov that is used by hundreds of cities and counties nationwide to manage their website and payments both online and at-the-counter.

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ENTERPRISE PAYMENT PORTAL WEBSITE

Once your eGov payment website has been configured, your payment items will be available at one of the following locations:

- **FOR REGULAR PAYMENTS**
  (your_website_url)/egov/apps/payment/center.egov

- **FOR PAYMENTS WITH BILL LOOKUP**
  (your_website_url)/egov/apps/bill/pay.egov

In most cases, you may want to promote this URL on your hard-copy bills and on any press releases that you make regarding your online payment options. You can also work with the eGov Support team to have them configure "shortcut" urls – e.g. (your_website_url)/billpay or (your_website_url)/payments if you like. Just email us at support@egovstrategies.com.

If there is ever an issue with the website, please contact eGov Strategies support by email at **support@egovstrategies.com** or call **317-352-2182** extension **2**.

USING THE WEBSITE

For regular payments, users of the system simply access the payment form by selecting the payment item. A sample Payment Center screenshot is listed below:

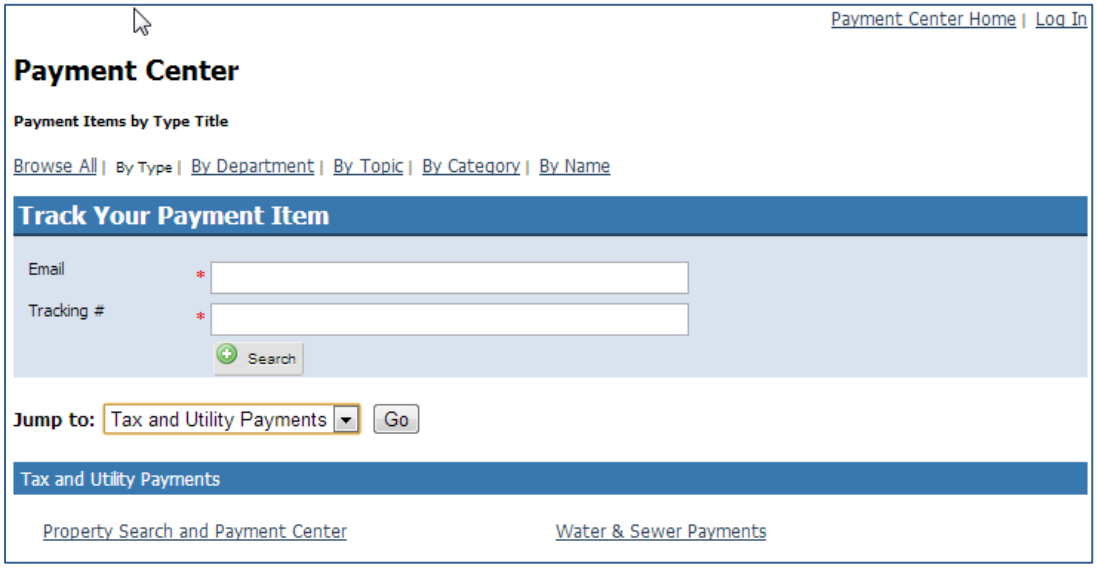

Figure 1 - Payment Center Home

For payments with account lookup, a user must first find a specific bill before they can make their payment. This is done via a search interface that can be configured for each client. Options can include:

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- Require lookup by Account Number and Service Address Number
- Allow searching by First Name, Last Name or Address

Once the user finds their account, they have two options:

1. Associate this bill to their user account – from there, they can make a payment
2. Click the Pay link to make a payment without registering

ABOUT USER ACCOUNTS

On the Payment Center home page, there is a link that enables a user to setup an account with the website. On the Bill Lookup page, there usually is an area to login and a link to create a new account.

This feature of the system enables a user of the payment system to access their bills, payment histories and receipts. If you need to direct a user to the My Account section to enable them to create an account or login, provide them with this link:

- (your_website_url)/egov/apps/my/account.egov

See the **"My Account Page" on page 18** for more information on these functions.

REGULAR PAYMENTS

Various types of payment forms can be configured for your website with an unlimited variety of fields to collect data related to the payment from constituents. "Regular" payments are those payments configured within the eGov Manager with no integration elements – i.e. an individual simply completes a form, provides payment information and receives a confirmation message. Payments with Bill Lookup Functionality will be discussed in the next section.

PAYMENT CENTER LANDING PAGE

For "Regular" payments, the initial page presented to the constituent is a list of the active Payment Items for which citizens can submit a payment. Payment Items are forms that you create through the eGov Manager which will be discussed later within this document.

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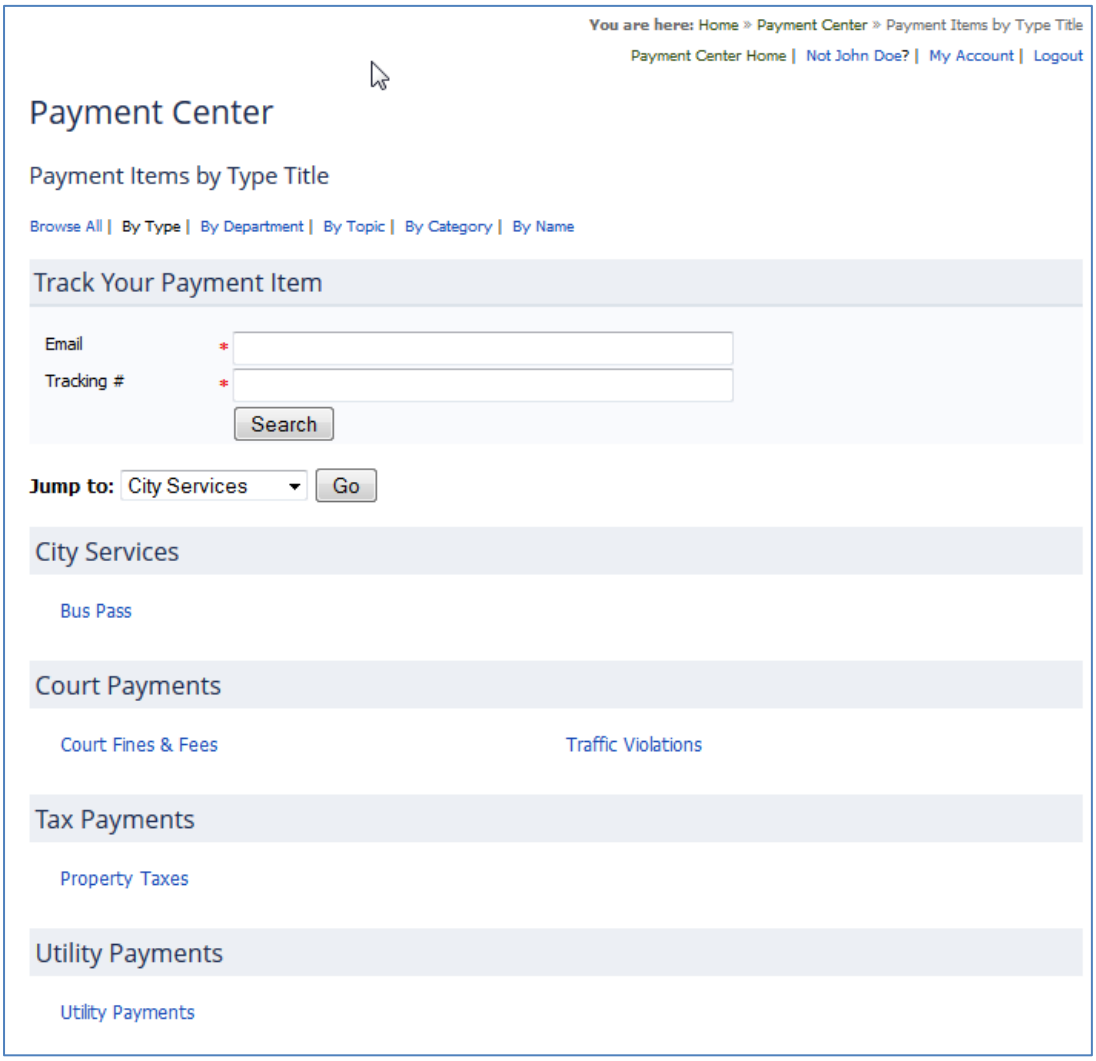

Figure 2 - Sample Payment Center Landing Page

From the initial page, the constituent selects a Payment Item. You can also link directly to the Payment Item from any other page on your existing website by copying and pasting the Payment Item's URL (see the yellow-shaded area in Figure 3 below).

The Payment Type groupings listed above (City Services, Court Payments, Tax Payments & Utility Payments) can be configured via the "Configure" function within the Payment Center. See section **"Managing Payment Items" on page 24.**

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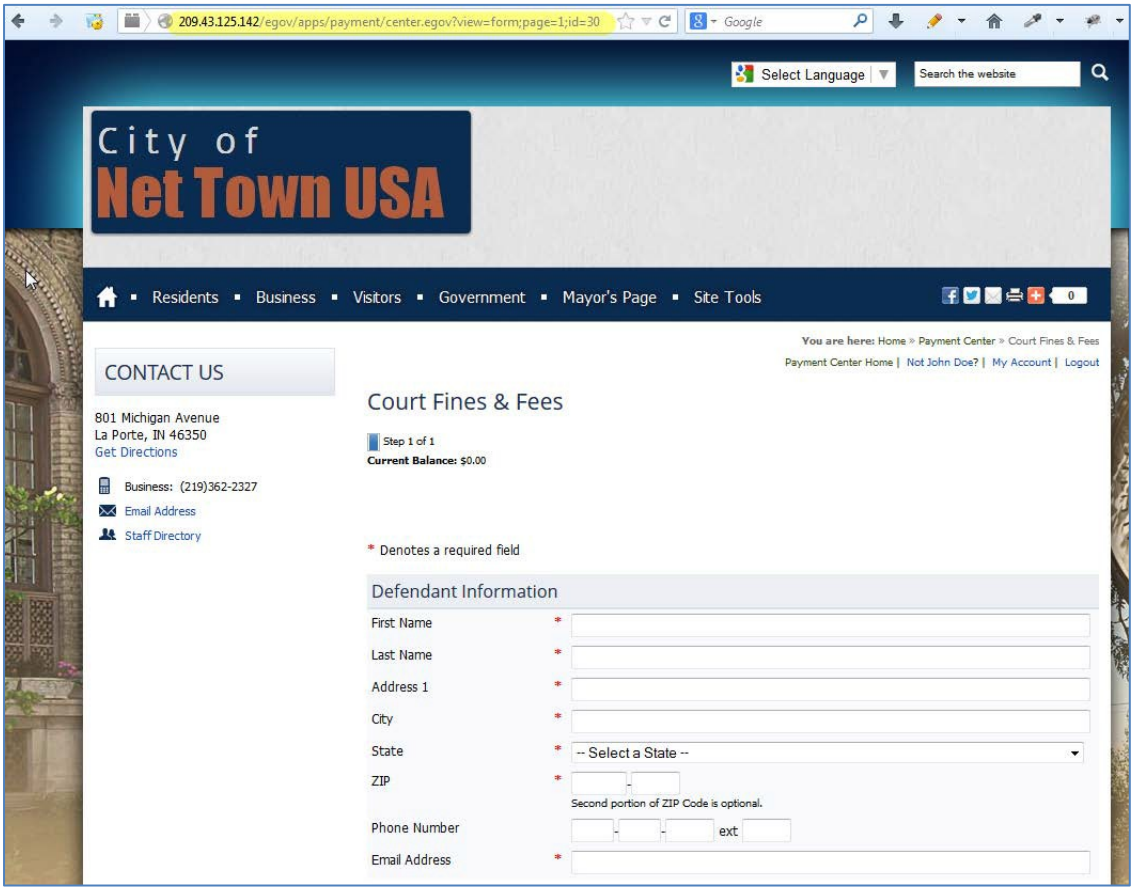

Figure 3 - Sample Payment Form w/ Highlighted URL

PAYMENT ITEM FORM PAGE(S)

Once a Payment Item has been selected (or linked to directly), the constituent will be presented with the form created in the eGov Manager. The constituent's input is checked against validation rules that you established when creating the Payment Item. For example, email addresses must be in the format of someone@somewhere.com to be valid. Note that the forms may be broken into several pages so that the citizen is presented with easy to understand amounts of information to enter.

After completing one or more of the pages of the Payment item, the constituent will see a "Checkout" button at the bottom of the final page. Upon selecting that button, he/she will be forwarded on to the Check Out page to provide their payment information.

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CHECKOUT PAGE

The Checkout Page provides a confirmation of the Payment Amount and Convenience Fee and accepts Billing Information to be associated with the payor of this Payment Item. This information can be helpful in the event that your organization needs to contact a constituent regarding a payment at a later date. The following fields will need to be completed for a successful transaction:

- Review Items
  - Payment Item Cost
  - Convenience Fee is added
- Billing Information

  Most of the billing information will be filled in from the user's account information.
  - First Name (required)
  - Last Name (required)
  - Address (required)
  - Email Address (required)
  - Daytime Telephone (required)
  - Company
  - Country (required)
  - Address 1 (required)
  - Address 2
  - City, State and Zip Code (required)
  - Zip Code (required)

The user will need to select the "Complete Transaction" button to complete the transaction.

REQUIRED FIELDS

There are certain required fields within the form that are indicated with a red asterisk * (also listed above). If any of these fields have not been completed when the user hits "**Complete Transaction**"", an error message will display and the offending fields will be highlighted with a red square and pink background.

PAYING BY CHECK OR CREDIT CARD

Once the constituent has completed the form fields, he/she is presented with the option to pay either by Credit Card or by E-Check by continuing to the next page by choosing one of the two options.

PAYMENT INFORMATION PAGE

The Payment Information Page provides a confirmation of the Payment Amount and Convenience Fee and accepts Billing Information to be associated with the payor of this Payment Item. This information can be helpful in the event that your organization needs to contact a constituent regarding a payment at a later date. The following fields will need to be completed for a successful transaction:

- Payment Information

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- Payment Item Cost
- Convenience Fee is added

- Billing Information
  - First Name (required)
  - Last Name (required)
  - Address (required)
  - Email Address (required)
  - Daytime Telephone (required)
  - Company
  - Country (required)
  - Address 1 (required)
  - Address 2
  - City, State and Zip Code (required)
  - Zip Code (required)
- For Credit Card Payments, Credit Card Information
  - Credit or Debit Card Number (required)
  - Credit or Debit Card Expiration Date (required)
  - Card Security Code - 3 number code on the back of the credit card (required)
- For E-Check Payments, E-Check Information
  - Routing Number
  - Checking Account Information

Proceed to the **"Payment Confirmation" section on page 15.**

BILL LOOKUP FUNCTIONALITY

The following feature outlines features for payment items configured with Bill Lookup functionality.

BILL SEARCH

Payment websites can be configured so that the user is required to login in order to search, but in most cases, the search feature is on the payment item's start page. To find a specific bill, the user will need

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to enter one or more of the required search parameters and hit **Continue**.

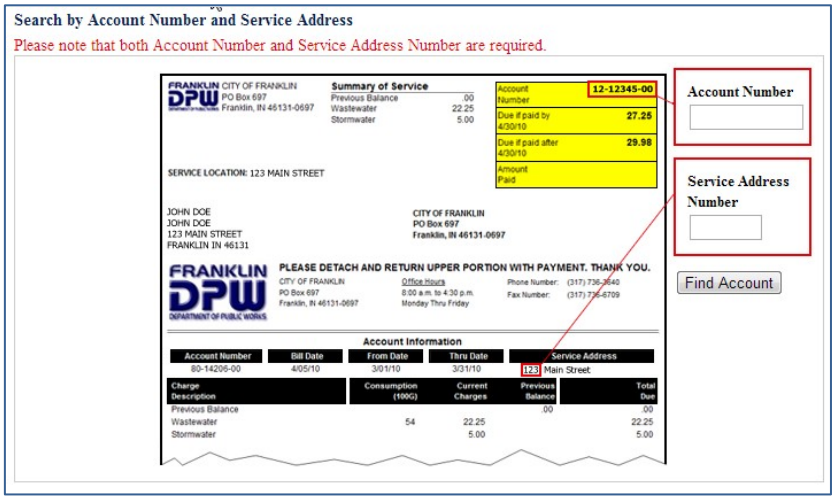

Figure 4 – Search by Account Number and Service Address

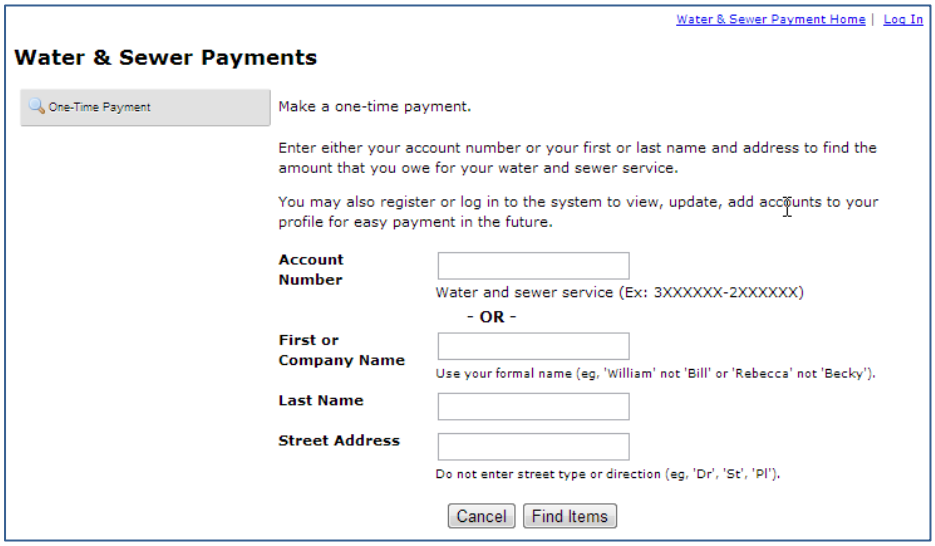

Figure 5 - Search Account Number or First Name, Last Name or Address

SEARCH RESULTS

When the search parameter(s) provided matches an item in the system, the page will display a list of results that match the criteria.

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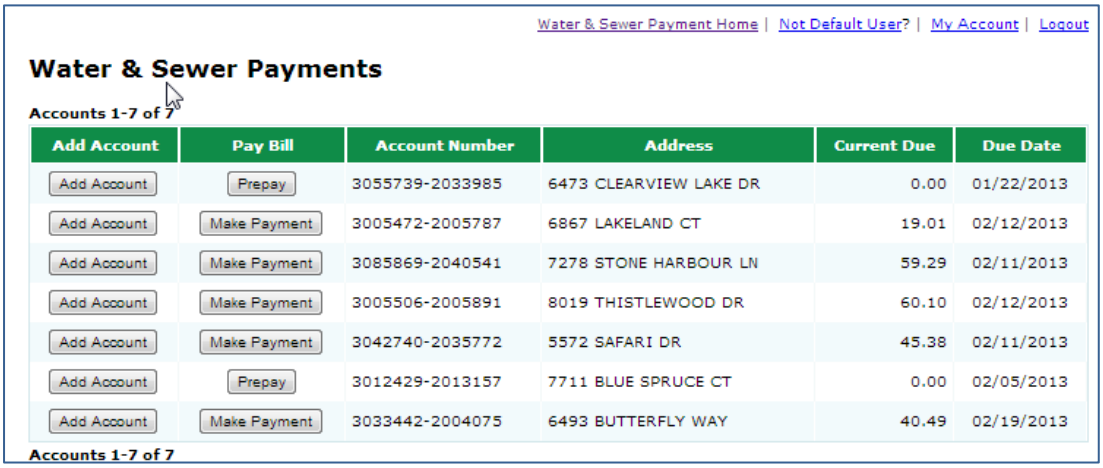

Figure 6 - Search Results for Bill Lookup

By selecting the "Add Account" (left-most link in the results above), the user can associate this specific bill to their account. Thus, whenever the user logs into their account via the "My Account" feature on your website, they will be able to select a link and view their bill without conducting a search.

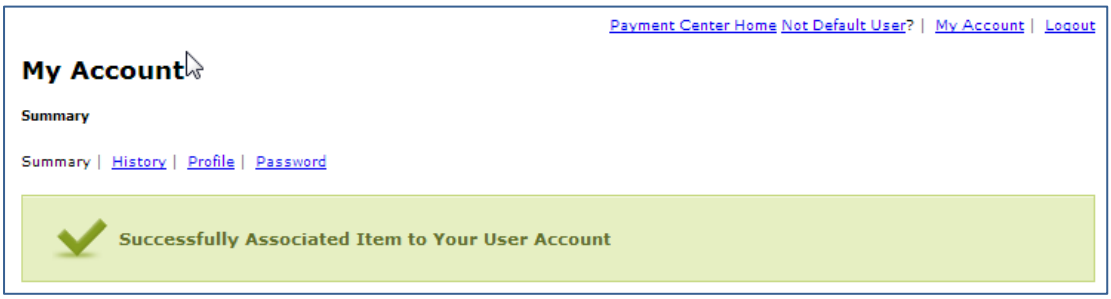

Figure 5 - Successfully Associated Account Message

SEARCH NOT FOUND

When the search parameters do not match any of the bills in the payment's search table, the user will be presented with a message that "No Accounts Cases" were found.

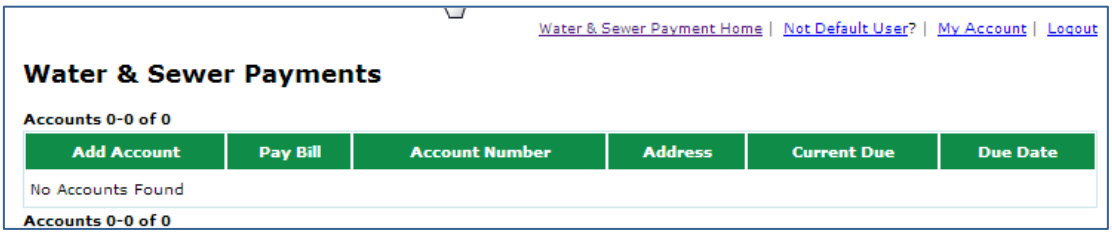

Figure 6 - No Account Found

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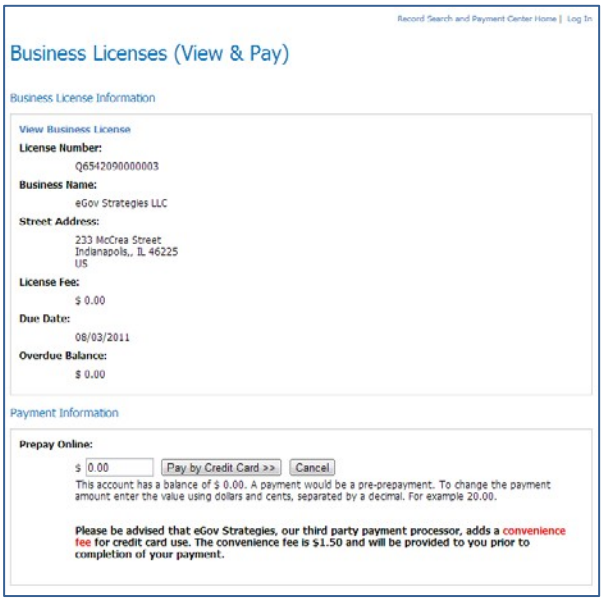
PAYMENT SUBMISSION

PAYMENT AMOUNT ENTRY PAGE

Once the user has chosen to Pay their bill, they are forwarded to a page where they can enter in the payment amount. They will then be forwarded to a page where they will see the following:

1. The Amount They Are Paying;
2. The Convenience Fee;
3. The Total to Be Paid.



CHECKOUT PAGE

The Checkout Page provides a confirmation of the Payment Amount and Convenience Fee and accepts Billing Information to be associated with the payor of this Payment Item. This information can be helpful in the event that your organization needs to contact a constituent regarding a payment at a later date. The following fields will need to be completed for a successful transaction:

- Payment Information
  - For Bill Lookups, Account Number is provided
  - Convenience Fee is added
- Billing Information
  Most of the billing information will be filled in from the user's account information.
  - First Name (required)
  - Last Name (required)
  - Address (required)
  - Email Address (required)
  - Daytime Telephone (required)
  - Company
  - Country (required)
  - Address 1 (required)
  - Address 2
  - City, State and Zip Code (required)
  - Zip Code (required)

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- Credit Card Information
    - Credit or Debit Card Number (required)
    - Credit or Debit Card Expiration Date (required)
    - Card Security Code - 3 number code on the back of the credit card (required)

The user should select the "Complete Transaction" button to complete the transaction.

REQUIRED FIELDS

There are certain required fields within the form that are indicated with a red asterisk * (also listed above). If any of these fields have not been completed when the user hits "**Complete Transaction**"", an error message will display and the offending fields will be highlighted with a red square and pink background.

PAYMENT CONFIRMATION

Upon completing the Payment Submission Page, the user will be presented with a Payment Confirmation that serves as the payment receipt. A similar receipt is also emailed to user's email address. The **Tracking Number** can be used by staff to look up this payment transaction in the eGov Manager.

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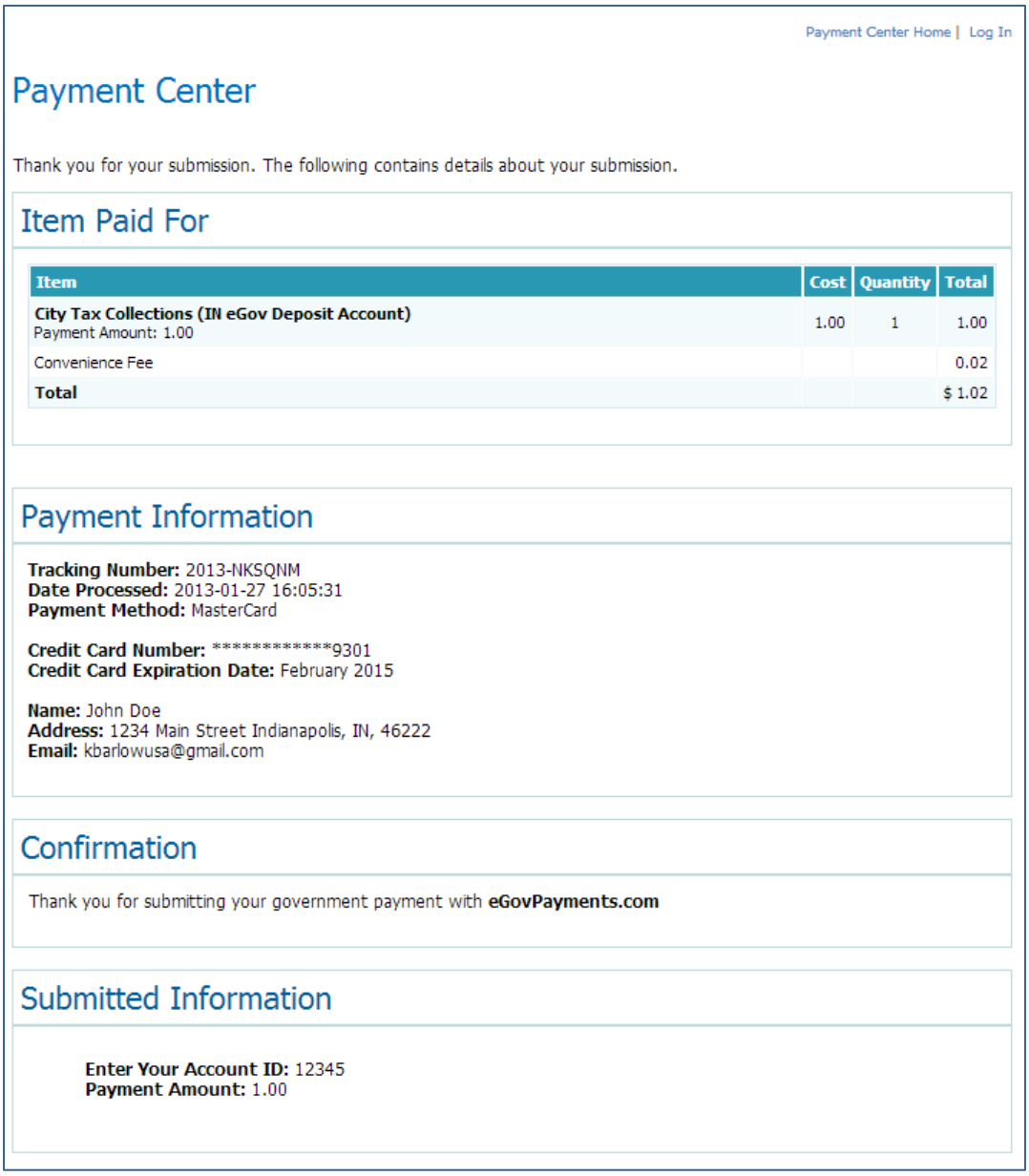

Figure 7 - Sample Receipt Page

PAYMENT REJECTIONS

In the case of a non-successful credit card transaction, the user will not be forwarded to the confirmation page and instead will get a message in a red box with an X. Possible error messages include the following:

- **Credit Card Declined -** The user should be advised to review all credit card numbers, expiration dates and security codes and re-try the payment. It could be due to a data entry error or it could be due to insufficient funds in the credit card account.

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The user should also be advised that some types of "gift" credit cards cannot be accepted by the online payment system.

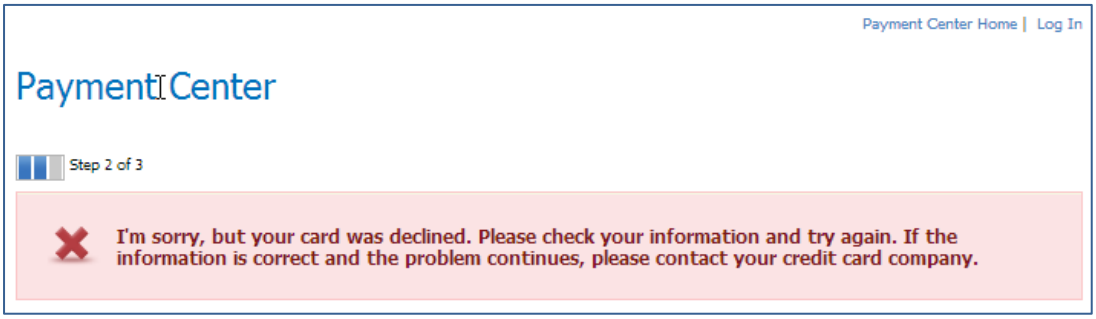

Figure 8 - Credit Card Declined

- **Unauthorized User -** Due to a previous chargeback or suspected fraud associated with this account, the user is not authorized to use the payment system.

HOW PAYMENTS APPEAR ON CREDIT CARD STATEMENTS

Payments will appear on credit card statements as two separate transactions – one entry for the amount of the payment and the second entry for the convenience fee charged for this service:

Table 1 – Sample Credit Card Statement Entries

Date	Location	Amount
01/01	ST Your City Name Your City ST	$300.00
01/01	Egov Convenience Fee Indianapolis IN	$4.75

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MY ACCOUNT PAGE

Users who want to be able to quickly access their bills and payment receipts can create an account within your website. To create an account, the user will need the following information:

- Name and Address (required)
- Email Address (required - in the event that you forget your username or password, you can select a link on the login screen to have either sent to this email address)

  If the user does not have an email address, advise them that they can create an email account by going to Google mail and creating an account.

Upon a successful login, the user will arrive at their "**My Account**" page that shows a list of their associated Bills, recent online payments and possibly a link to featured Bills.

FIRST TIME USERS OF THE WEBSITE

To create an account, the user will need to provide the following information:

- Username (required)
- Password (required)
  Passwords must be at least 6 characters long and contain at least one letter and either one or more numbers or special characters.
- Challenge Question & Answer (required)
- Email Address (required)
- First Name and Last Name (required)
- Address, State, City, Zip Code and Country
- Telephone, Cellular Phone & Fax Numbers
- CAPTCHA verification (required)

USERNAME AND PASSWORD REQUIREMENTS

- Username - Must be greater than 6 characters in length.
- Password – Must be greater than 6 characters in length and must be alphanumeric (e.g. must have at least 1 number and 1 letter).

Note that an answer to the security question will be needed in order to have a username or a password reminder sent to the user.

SUCCESSFUL REGISTRATION

Once a user has completed the registration screen, they will hit Continue and be forwarded to the Case Search screen where they can search for their case and then make a payment. On the subsequent screen they will see a confirmation message "You have successfully created an account". They will also receive an email confirmation indicated that they have successfully registered with the website.

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UNSUCCESSFUL REGISTRATION

The most common failures that could occur during the registration process include the following:

- **Required Fields Are Blank** – the user will need to complete each of the required fields listed above.
- **Email Address not Recognized –** either the email address was entered using a wrong format or the confirm email address doesn't match the original email address.
- **Email Already Exists** – an account has already been created using this email address. In this case, the user will be prompted with a link that will take them to a page to have either their username or password sent to them via email OR they can opt to use a different email address.
- **Username is not Unique** – an account has been created with this username. The user should try an alternative username (e.g. add numbers or letters to their initial username selection).

RETURNING USERS

When a registered user is returning to the website (either to make another payment or to view a receipt of a payment), they will be required to login with the username and password that they created during registration. The user should enter the username and password that they've created in the fields provided within the **"Log In"** section of the Payment Center or Bill Payment home page (see yellow highlighted areas below).

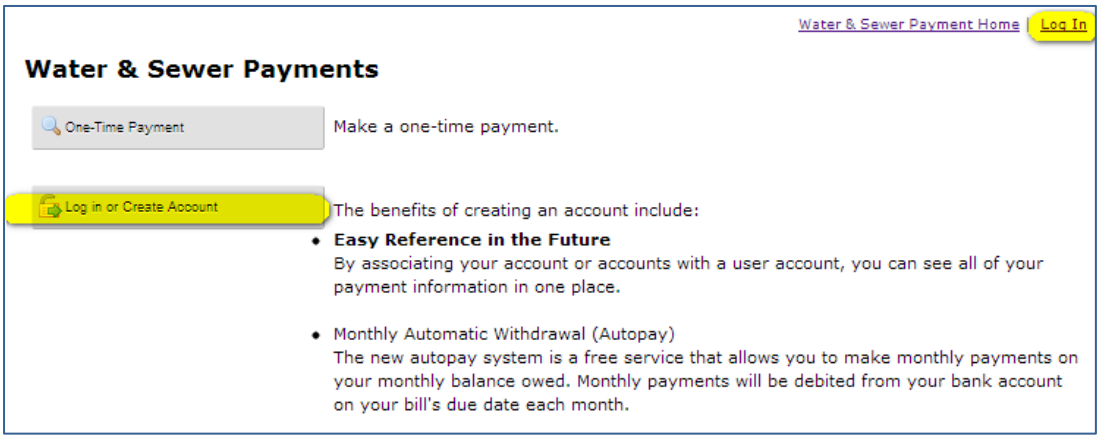

Figure 9 - Payment System Home Page (Log In)

USERNAME AND PASSWORD ATTEMPTS

By default, the system is designed to limit the number of unsuccessful login attempts.

USERNAME AND PASSWORD RECOVERY FUNCTIONS

In the Log In section (underneath the areas to enter a username and password), the user will see a link for "Forgot your username or password?". Selecting this link takes the user to a page where they can

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find their account by entering in their email address. The user will then see an option to send their username or password to the email address to which they are associated.

Along with the email address, the user will need to pass an additional security feature by answering the Challenge Question that they provided when they created the account. There are two options:

- **"Email Me … A New Password"** will generate a new password for this username and will email that password to the email address provided;
- **"Email Me … My Username"** will email the username for this account to the email address provided;

SUCCESSFUL RECOVERY MESSAGE

If the email address provided is found in the system, the system will email either the username or a new password to that email address. The system then provides a message – either "Username has been emailed to the user" or "New password has been emailed to the user".

UNSUCCESSFUL RECOVERY MESSAGE

If the email address provided is NOT FOUND in the system, the page will refresh and indicate that the email address was not found. They can either use the link to register a new account or try a different email address.

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