

ePAY Customer Instruction Manual

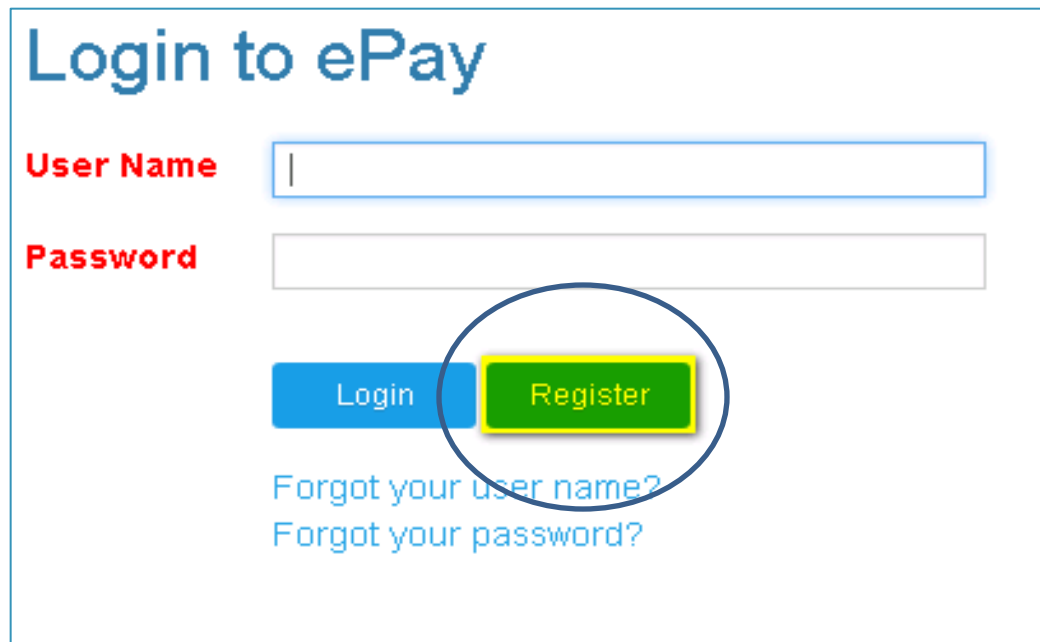


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1. Registering on ePay

- You will see the 'Register' button appear when you log onto the ePay site and can then register as a user to pay and view your invoices.



The image shows a screenshot of the ePay login page. The title is "Login to ePay". Below the title, there are two input fields: "User Name" and "Password". The "User Name" field has a vertical cursor. Below the input fields, there are two buttons: "Login" (blue) and "Register" (green). The "Register" button is circled in blue. Below the buttons, there are two links: "Forgot your user name?" and "Forgot your password?".

- Enter your Customer number. You can find this on your statement here:



Charlotte County Airport Authority
28000 A-1 Airport Road
Punta Gorda, FL 33982

STATEMENT

Date:	7/1/2019
Account:	FBO-FUEL

Amount Paid:	
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Account Registration

Fill in the below information to receive an e-mail to activate your account

Customer Number

Email

Submit

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- Enter the email address where you receive your statements.

You will receive an email with instructions to proceed.

After you click the link in your email the registration window will pop up.

Your email address will be auto filled.

Choose a username for yourself

Choose a password. Must be at least 8 characters.

Registration

Provide your email, desired username and password to complete your registration

Email

User Name

Password

Confirm Password

Register

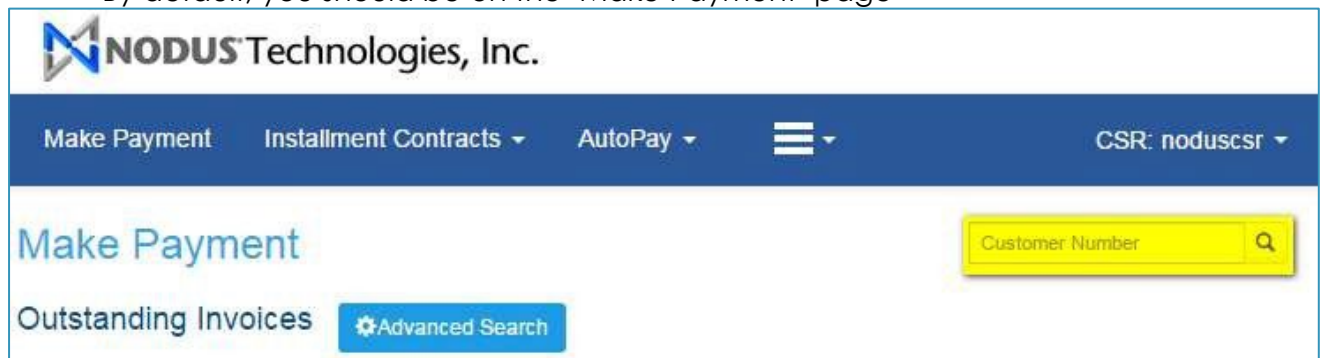
Cancel

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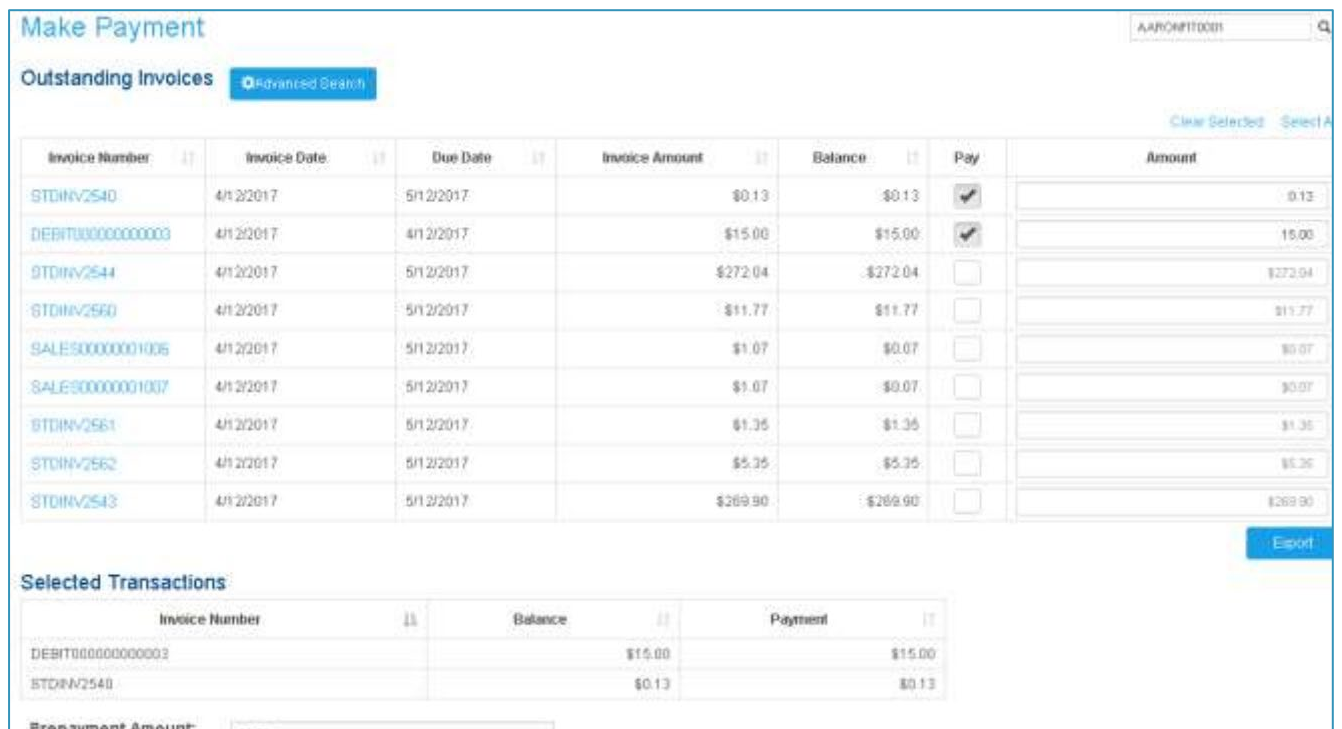
2. Online Bill Pay

2.1 View and Pay Outstanding Invoice(s)

- Login to the ePay site
- By default, you should be on the 'Make Payment' page



- Under the 'Pay' column select the outstanding invoice document that needs to be paid and click 'Next>>' button.



Invoice Number	Invoice Date	Due Date	Invoice Amount	Balance	Pay	Amount
STDIRV2540	4/12/2017	5/12/2017	\$0.13	\$0.13	<input checked="" type="checkbox"/>	0.13
DEBIT000000000003	4/12/2017	4/12/2017	\$15.00	\$15.00	<input checked="" type="checkbox"/>	15.00
STDIRV2544	4/12/2017	5/12/2017	\$272.04	\$272.04	<input type="checkbox"/>	272.04
STDIRV2560	4/12/2017	5/12/2017	\$11.77	\$11.77	<input type="checkbox"/>	11.77
SALES00000001006	4/12/2017	5/12/2017	\$1.07	\$0.07	<input type="checkbox"/>	\$0.07
SALES00000001007	4/12/2017	5/12/2017	\$1.07	\$0.07	<input type="checkbox"/>	\$0.07
STDIRV2561	4/12/2017	5/12/2017	\$1.35	\$1.35	<input type="checkbox"/>	\$1.35
STDIRV2562	4/12/2017	5/12/2017	\$5.35	\$5.35	<input type="checkbox"/>	\$5.35
STDIRV2543	4/12/2017	5/12/2017	\$269.90	\$269.90	<input type="checkbox"/>	269.90

Invoice Number	Balance	Payment
DEBIT000000000003	\$15.00	\$15.00
STDIRV2540	\$0.13	\$0.13

- You should now be on the 'Review & Pay' page
- Under 'Wallet Entry/Edit Information' section enter 'Card Type' > enter 'Credit Card Number', enter 'Exp.Date (MM/YY)', enter 'Account Holder Name' > click 'Save to wallet' (optional)
(Note: If a credit card has been already saved select a 'Payment Options')

Wallet Entry/Edit Information

Credit Card E-Check

Wallet ID: Primary

Card Type: Visa

Credit Card Number: XXXXXXXXXXXXX1111

Exp. Date (MM/YY): 12 / 2023

Account Holder Name: Bob Fitz

- Select '**Pay Now**' > click 'Submit'

Pay Now

Pay Later

Cancel Submit

2.2 Paying Outstanding Invoice

- Login to the ePay site
- By default, you should be on the 'Make Payment' page
- Under the 'Pay' column select the outstanding invoice document that needs to be paid and click 'Next>>' button
- You should now be on the 'Review & Pay' page
- Under 'Wallet Entry/Edit Information' enter 'Card Type', 'Credit Card Number', 'Exp.Date (MM/YY)', and 'Account Holder Name'
- If a credit card has been already saved select a 'Payment Options'
- Select '**Pay Now**' > click 'Submit'

2.3 Scheduled Payments for Outstanding Invoice

- Login to ePay site
- By default, you should be on the 'Make Payment' page
- Under the 'Pay' column select the outstanding invoice document that needs to be paid and click 'Next>>' button
- You should now be on the 'Review & Pay' page
- Under 'Wallet Entry/Edit Information' enter 'Card Type', 'Credit Card Number', 'Exp.Date (MM/YY)', and 'Account Holder Name'

- If a credit card has been already saved select a 'Payment Options'
- Select '**Pay Later**' > Click 'Submit'

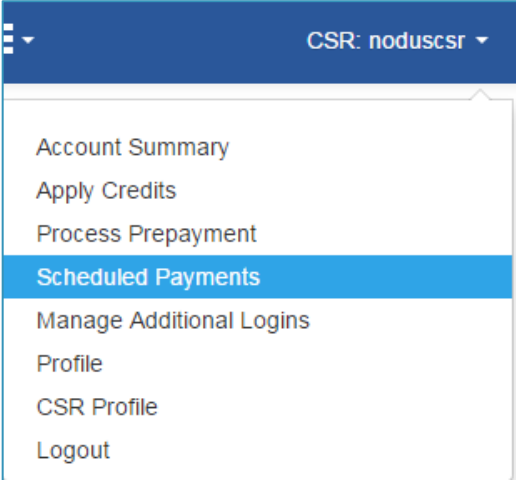
2.4 Scheduled Prepayments

- Login to ePay site
- By default, you should be on the 'Make Payment' page
- Enter the 'Prepayment Amount' > click 'Next >>'

- Under 'Wallet Entry/Edit Information' enter 'Card Type', 'Credit Card Number', 'Exp.Date (MM/YY)', and 'Account Holder Name'
- If a credit card has been already saved select a 'Payment Options'
- Select '**Pay Later**' > Click 'Submit'

2.5 View scheduled payments


- Login to ePay site
- On the menu tab select your profile name and select 'Scheduled Payments'



CSR: noduscsr

- Account Summary
- Apply Credits
- Process Prepayment
- Scheduled Payments**
- Manage Additional Logins
- Profile
- CSR Profile
- Logout

Scheduled Payments

AARONFIT0001 
Aaron Fitz Electrical

ACTION	SCHEDULED DATE	PAYMENT NUMBER	AMOUNT	PROCESS STATUS	SOURCE
Cancel	6/1/2018	WEBPMT0000000003	\$500.00	Scheduled	Regular

3. AutoPay

3.1 Create a new AutoPay contract

- Login to ePay site
- On the menu tab click on 'AutoPay' and click on 'New AutoPay Contract'
- Select 'Currency' > select 'Payment Option' > enter 'First Payment Date' > select 'End Date' > select 'Frequency' > select 'Payment Method' > click 'Save'

New AutoPay Contract


Memo:

Payment Option: Fixed Amount
 Based on Invoice Due Date

First Payment Date:

End Date: No end date
 Ends after: Occurrence
 Ends by:

Frequency: ▼

Payment Method: 
XXXXXXXXXXXXXXXX1111
12/2023

3.2 View existing AutoPay contract

- Login to ePay site
- On the menu tab click on 'AutoPay' and click on 'Existing AutoPay Contract'
- Under 'CONTRACT' click on the contract
(Note: You may **'EDIT'** 'Active' status contract to update the necessary information)

4. Wallet

4.1 Creating wallets

- Login to ePay site.
- On the menu tab select 'Wallet'.
- Click '+Add New Entry' and click on 'Credit Card'



- **Credit Card:** Enter the following 'Wallet ID', 'Card Type', 'Credit Card Number', 'Exp. Date (MM/YY)', 'Account Holder Name' and click 'Save'

Add Wallet X

Credit Card E-Check

Wallet ID:

Card Type: ▼

Credit Card Number:

Exp. Date (MM/YY) ▼ / ▼

Account Holder Name:

Street:

Street 2:

City:

State:

Zip Code:

Country:

Set as Default

4.2 Modifying wallets

- Login to ePay site
- On the menu tab select 'Wallet'
- Under the 'Action' column > click 'Edit' icon > update the necessary information needed to be changed > click 'Save'

4.3 Deleting wallets

- Login to ePay site
- On the menu tab select 'Wallet'
- Under the 'Action' column > click 'Delete' (trash bin icon) > click 'OK'

5. Account Summary Report

5.1 Invoice history

- Login to ePay site
- On the menu tab click on 'Invoice History'

5.2 Payment history

- Login to ePay site
- On the menu tab click on 'Payment History'

5.3 Account Summary

- Login to ePay site
- On the menu tab select your profile name and select 'Account Summary'
- You can now view your 'Account Summary'

6. Password Reset

6.1 Password Reset

- Login to ePay site
- On the menu tab select your profile name and select 'Profile'
- On the 'Reset Password' section you can enter the 'New Password' and 'Confirm Password' field and click 'SAVE'

RESET PASSWORD

New Password:

Confirm Password:

[SAVE](#)