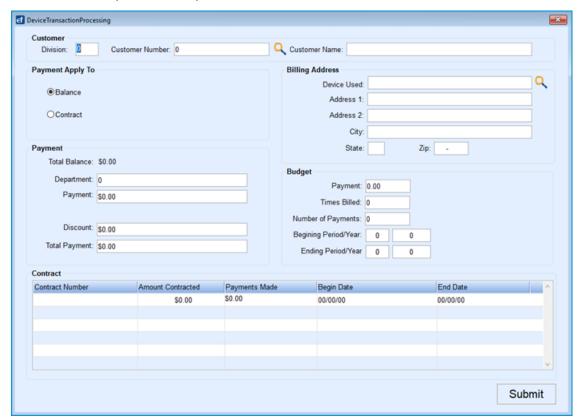
Encrypted Device Payments in Energy Force

Last Modified on 10/31/2023 4:57 pm EDT

Send Payment to Device from Posting Menu

1. Main Menu / Posting Menu / Make Device Payment

Note: Private user permission required for this screen.



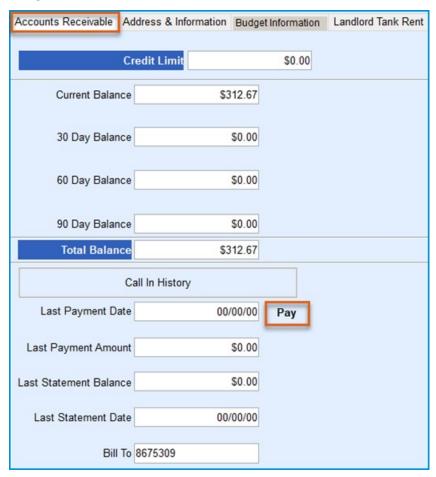
- 2. Select customer using the magnifying glass or by entering Division and Customer Number.
- 3. Payment Apply To: select Balance, Contract, or Budget

Note: Budget will only be an option if the customer has an active Budget.

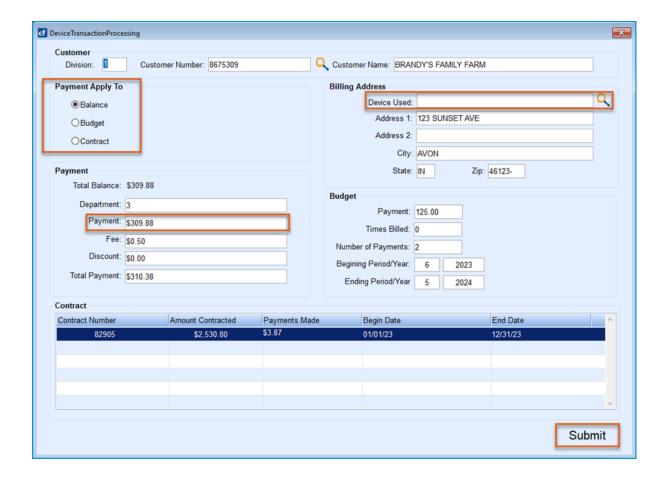
- Balance Payment Total balance on account will populate as the Payment amount.
- Contract Payment No amount auto populates; transaction will update an existing active contract for Payments Made.
- Budget Payment Monthly budget amount will populate as the Payment amount; transaction will
 update the Number of Payments for the customer's budget.
- 4. Department and Fees will update based on the EF Portal XRef Setup relationship for *Department*, *Payment Type*, *Payment Apply To*, and *Fee Amount/Department*.
- 5. Billing Address populates from the customer's record.
- 6. Payment section is populated based on Payment Apply To selection, however is open to be modified to desired payment amount.
- 7. Budget and Contract sections are for informational purposes.
- 8. Click **Submit** to send the payment to the device.

Send Payment to Device from Customer Maintenance

- 1. Main Menu / Customer Menu / Customer Maintenance
- 2. Navigate to customer account.



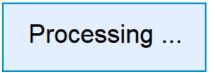
3. Click **Pay** to the right of Last Payment Date.



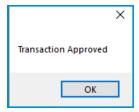
- 4. Select appropriate Payment Apply To option.
- 5. In the Billing Address section, click the magnifying glass to search the device the card will be processed.

Note: Case sensitive search

- 6. Update the Payment amount if necessary.
- 7. Click **Submit** to send payment amount to the device.
- 8. Energy Force will display a Processing message.



9. Once customer completes the transaction, Energy Force will display a *Transaction* message based on the processing results.



10. Click the red **X** in the top right corner of the *Device Transaction Processing* screen to escape out.

Cancel Payment on Device

1. If incorrect payment amount is sent to the device, press the red X (cancel) button on the device. After Energy

Force receives the cancellation request, the correct amount can be resent to the device following the directions above.

