

Encrypted Device Payments in Energy Force

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Send Payment to Device from Posting Menu

1. Main Menu / Posting Menu / Make Device Payment

Note: Private user permission required for this screen.

DeviceTransactionProcessing

Customer
Division: Customer Number: Customer Name:

Payment Apply To
☒ Balance
☐ Contract

Billing Address
Device Used:
Address 1:
Address 2:
City:
State: Zip:

Payment
Total Balance: \$0.00
Department:
Payment:
Discount:
Total Payment:

Budget
Payment:
Times Billed:
Number of Payments:
Beginning Period/Year:
Ending Period/Year:

Contract

Contract Number	Amount Contracted	Payments Made	Begin Date	End Date
	\$0.00	\$0.00	00/00/00	00/00/00

Submit

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.

Accounts Receivable	Address & Information	Budget Information	Landlord Tank Rent
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Credit Limit	\$0.00
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Current Balance	\$312.67
30 Day Balance	\$0.00
60 Day Balance	\$0.00
90 Day Balance	\$0.00

Total Balance	\$312.67
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Call In History	
Last Payment Date	00/00/00
Last Payment Amount	\$0.00
Last Statement Balance	\$0.00
Last Statement Date	00/00/00
Bill To	8675309

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

Customer
 Division: 1 Customer Number: 8675309 Customer Name: BRANDY'S FAMILY FARM

Payment Apply To
☒ Balance
☐ Budget
☐ Contract

Billing Address
 Device Used:
 Address 1: 123 SUNSET AVE
 Address 2:
 City: AVON
 State: IN Zip: 46123

Payment
 Total Balance: \$309.88
 Department: 3
 Payment: \$309.88
 Fee: \$0.50
 Discount: \$0.00
 Total Payment: \$310.38

Budget
 Payment: 125.00
 Times Billed: 0
 Number of Payments: 2
 Beginning Period/Year: 6 2023
 Ending Period/Year: 5 2024

Contract

Contract Number	Amount Contracted	Payments Made	Begin Date	End Date
82905	\$2,530.80	\$3.87	01/01/23	12/31/23

Submit

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.

Processing ...

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

Transaction Approved

OK

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.

