Getting Started with ADP Payments

The following sections walk you through what you'll need to know and do to get started using ADP Payments. When your account is first approved and enabled you'll log-in, and activate your Master Administrator User account. The first thing you'll see is the **Getting Started Dashboard,** which provides help with system functions. If you're planning to send invoices, follow the invoice configuration suggestions provided here to customize the system for your business and to enter your terms and conditions. The Quick Start Guides at the end of this document will help you quickly begin adding customers, collecting payments and sending invoices.

02/07/2014

Logging In for the First Time

The very fist time you access ADP Payments you will be asked to create a User ID and password and to set three security questions. This section covers how to do this and provides detailed requirements for both User IDs and passwords in ADP Payments. Additionally, the section provides information about User session time-outs, and the Master Administrator User that is created when your ADP Payments account is enabled.

ABOUT USER IDS AND PASSWORDS

When your ADP Payments account is first enabled, the Master Administrator User will receive an email providing a User Account Activation Link. When you click this link, you will be taken to a page that asks you to set your User ID, set a personal password, and configure three Security Questions. The User ID confirmed on this screen cannot be changed at a later date.

Additionally, each time you create a new User in your ADP Payments account, the new User will receive an email providing a User Account Activation Link which they use to review their assigned User ID, set a personal password, and configure Security Questions.

User ID Requirements

Once a ADP Payments User ID is defined, it cannot be changed. The Master Administrator User will create a User ID during the account activation process. Other Users have a User ID created for them when their User account is created in ADP Payments, and can change the initial User ID during the activation process only. When creating a User ID it can be anything you like, provided it meets the User ID requirements outlined below.

User IDs must contain between 6 and 30 characters, all of which must be numbers, letters, periods, underscores or @ signs. For example, "janesmith" or "bob_27" or "you@yourcompany.com" or "g0br0wns" are all acceptable, but "sam" and "me&my#1fan!" are not. User IDs must be unique in the entire ADP Payments system, so keep that in mind when creating them.

If you ever forget your User ID, you can ask any User on your account with and Administrator role to look it up for you. You can also call our Customer Care team at 800-297-5341 and we can retrieve it for you.

Password Requirements

The first time any User accesses ADP Payments they will be asked to set a personal password. Additionally, every time a password is re-set the User will receive an email with a password reset link, and will use that link to set a new personal password.

Passwords expire every 90 days. ADP Payments keeps track of when you last changed your password, and will prompt you to enter a new one when the old one expires. You cannot re-use the same password for 5 password cycles (and/or five times in a row, if you reset it more frequently than every 90 days). When you enter a new password, ADP Payments validates that it has not been used within that time frame.

ADP Payments Password Specifications

- Case sensitive

- Must be at least 8 characters (special characters are permitted)

- Must include at least one lowercase letter

- Must include at least one capital letter

- Must include at least one number

- Cannot contain your User ID

For example, "P4ssw0rd" and "S1lly_me!" and "goHOKIES1" and "Bob&Lisa4ever" are all acceptable passwords, but "password" and "A1b!" and "11111111" and "SAVEME!!" are not.

You can change your password at any time (see *How to Re-Set Your Password*)—and we encourage you to do this immediately if you think it has been compromised.

Each time your password is reset, regardless of method, an email will be sent to the address on record for the User ID.

If you receive this email and you did not reset your password, please contact ADP Payments Customer Care immediately at 800-297-5341, as it is possible that your account has been compromised.
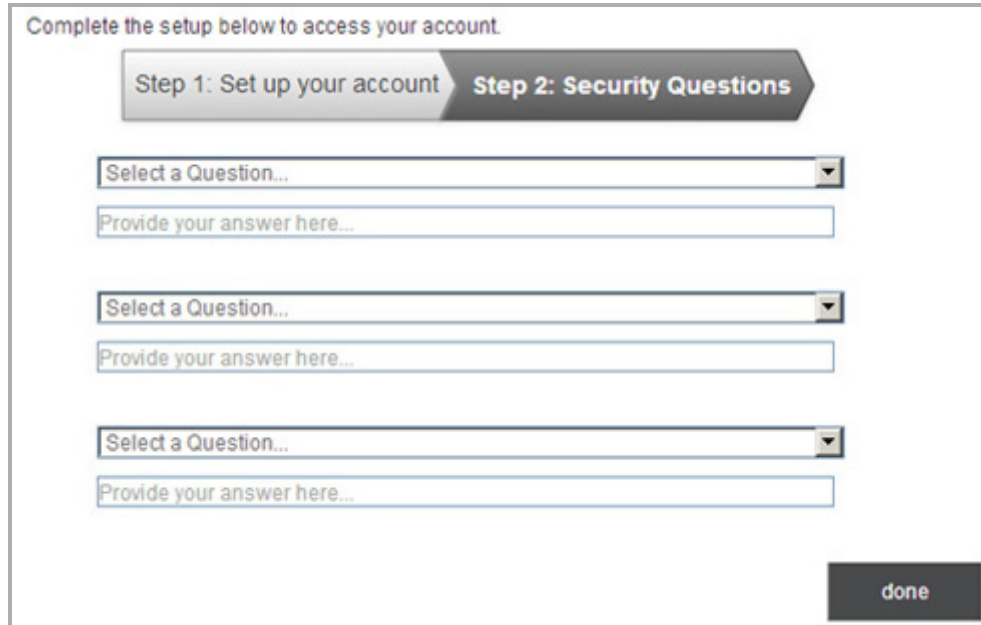

About Security Questions

Security Questions are used to enable Users to directly re-set a forgotten password from the Log-in screen. (See *How to Re-Set Your Password* for detailed instructions on how to use the Security Question as part of the password reset process.) They are also used to validate your identity when you first login from and unfamiliar IP address, and so that Customer Care personnel can validate your identity when you call to request assistance.

All Users will be prompted to set three Security Question during User account activation. You are required to set the Security Questions in order to successfully activate a User account.

To set your Security Questions, select one of the questions from the drop-down box then type your answer in the answer field.

Answers must be at least three characters and are not case sensitive. You cannot select the same security question more than once, and you cannot use the same answer more than once. For example if one security question is "what color is your house?" and another is "what color is your car?" you could not use the answer "blue" for both questions.

NOTE: All available questions are always displayed in all three drop-down boxes. If you select the same question more than once, you will see an error when you save your settings and be asked to select three unique questions.

Security Questions are also used to validate your identity when you login to ADP Payments from an unrecognized IP address.

When you activate your User account the system will record your IP address. Subsequent access from this IP address will proceed normally. If you attempt to login from an IP address not associated with your User Record, you will be prompted to answer one of your Security Questions. After successfully answering the question, you will be logged in to ADP Payments. You will not be asked to validate the next time you access ADP Payments from that IP.

You can change your Security Questions as often as you like from the *Settings--> Configuration--> Account Access* screen. (See *Managing Your Security Question in Chapter 8* of the *ADP Payments User Guide* for instructions on how to do this.) If you believe any of the questions have been compromised, it is very important that you change them all, and that you change your password, immediately.

> **For users assigned the standard User role, or assigned any custom role that does not provide access to the Settings center, an "*Account Access*" link will be placed in top-navigation. Clicking this link opens the Account Access screen.**
>
> Welcome Sally Sample | Account Access | User Guide | Contact Us | Logout

Your First Log-In

Every new User receives an email providing a User Account Activation Link. Use the link in the email to activate and configure your account.

1. Click the link in the Email.

2. The **Account Setup** screen opens with **Step 1: Set up your account**, active.

Complete the setup below to access your account.

Step 1: Set up your account → Step 2: Security Questions

User name must be unique and be 6 to 30 characters (a-z, 0-9, . _ @). Passwords must be a minimum of 8 characters and contain one lowercase letter, one capital letter and one number.

Select User Name: [user id]
Password: [password]
Confirm Password: [confirm password]
☐ Remember me on this computer

[next]

3. Review the **User ID,** and make changes if desired, making sure it adheres to *User ID Requirements*.
   NOTE: The Master Administrator User will need to enter an ID in the blank **User ID** field.

4. Enter a password, making sure it adheres to *Password Requirements*, in the **Password** field.

5. Re-type the password in the **Confirm Password** field.

6. Check the "Remember me on this computer" box to set a cookie on your computer that will automatically auto-fill your User ID each time you access the ADP Payments login screen.
   NOTE: This is an optional step. If you check the box now, you can remove the remember me cookie by unchecking the box on the ADP Payments login screen. (See *the note below*.)

7. Click the "next" button.
   NOTE: If there are any errors in Step 1, for example if the **Password** and **Confirm Password** field do not match, you will see an on-screen error. Correct the problem and click "next" again.

8. The **Step 2: Security Questions** screen opens.

9. Select a question from the first **Security Question** drop-down box and type the answer to the question in the first **Security Answer** field.
   NOTE: The answer is not case sensitive.

10. Select a question from the second **Security Question** drop-down box and type the answer to the question in the second **Security Answer** field.

11. Select a question from the third **Security Question** drop-down box and type the answer to the question in the third **Security Answer** field.

12. Click the "done" button to record your questions and answers, and activate your account.
    NOTE: You are required to select three unique questions and provide three unique answers. If you do not, you will see an on-screen error message. Correct the problem, then click "done" again to activate your User account.

13. You will be logged in to ADP Payments and shown the Dashboard.

The next time you log-into ADP Payments, use the User ID and Password you just set.

NOTE: You can review and change your security questions and password from the **Settings-->Configuration-->Account Access** screen. (See *Account Access in Chapter 8* of the *ADP Payments User Guide* for instructions on how to do this.)

> **If you do not check the "Remember me on this computer" box when you account is initially activated, you can set the remember me cookie from the ADP Payments login screen at any time. To do this, check the "Remember my user ID" box. You can uncheck the box from the login screen at any time to remove the cookie and clear your User ID for future logins.**

How to Re-Set Your Password

You can easily reset your own password from the ***Settings--> Configuration--> Account Access*** screen while logged in to ADP Payments. If you forget your password, you can re-set it from the log-in screen if you have configured Security Questions. (See *About Security Questions* above for instructions.)

It is important that you re-set your own password if you have forgotten it. After 5 unsuccessful attempts to log-in to ADP Payments your account will be locked, and you will need to have an Administrator for your account re-set it. Master Administrator users who get locked out will need to contact ADP Payments Customer Care to unlock the account.

Resetting Your Password from the Account Access Screen

1. Click the "Settings" link in top-navigation.
    NOTE: For users assigned the standard User role, or assigned any custom role that does not provide access to the ***Settings*** center, an "Account Access" link will be placed in top-navigation. Clicking this link opens the ***Account Access*** screen.

2. Click the "Configuration" tab.

3. Click the "account access" link in the **ADDITIONAL OPTIONS** section at the bottom of the page.

4. Go to the **Change password** section at the bottom of the screen.

Change password	
Old Password	
New Password	········
Confirm New Password	········
	save password

5. Enter your current password in the **Old Password** field.

6. Enter a new password in the **New Password** field.
    NOTE: Remember that passwords must be at least 8 characters; contain at least one capital letter, one lowercase letter, and one number; cannot contain your User ID; and cannot be repeated for 5 password cycles. If you enter an invalid password, the system will display an error.

7. Re-type the new password in the **Confirm New Password** field.

8. Click the "save password" button.

9. A success message will be displayed at the top of the section confirming that the password has been changed. The next time you login to ADP Payments use the new password you just set.

Change password	
Your password has been successfully updated.	
Old Password	
New Password	········
Confirm New Password	········
	save password

10. You will receive an email confirming that your password has been reset. You don't need to do anything else.
    NOTE: If you receive this email and you **HAVE NOT** just re-set your password, please contact ADP Payments Customer Care immediately. It is possible that your account has been compromised.

You can change your password as often as you like. If you believe it has been compromised, be sure to re-set it immediately. It is also a good idea to re-set your Security Questions if you believe your password has been compromised.
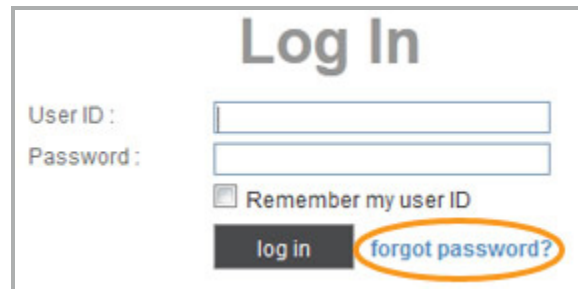
Resetting a Forgotten Password

You will need to know your User ID and the exact First Name and Last Name for your User in order to re-set your own password. If you do not know this information, ask any Administrator User on your account to look-up this information for you. You can also contactADP Payments Customer Care for assistance.

Follow the steps below to re-set a forgotten password:

1. Click the "forgot password?" link from the **Log In** screen, as shown:

2. The reset qualification page appears. Enter your **User ID**, **First Name** and **Last Name** exactly as they are saved for your User Record. Then, click the "submit" button.
    NOTE: If there is an error with any of the fields, the system will display an error message at the top of the screen. You will not be able to proceed unless the values entered in these fields exactly match those stored in the system. (The fields are not case-sensitive.)

3. One of your three security questions will be shown at the top of the next screen. Enter your answer in the **Security answer** field. Click the "submit" button.
    NOTE: If there is an error the system will display an error message at the top of the screen. You will not be able to proceed unless the **Security answer** you entered exactly matches what is stored in the system. (The field is not case-sensitive.) The system will continue to present you with the same security question if you get it wrong, it will not switch to one of the other questions.

4. You are now prompted to create a new password. Enter the new password in the **Password** field, then type it again in the **Confirm password** field. Then click the "log-in" button.
NOTE: Remember that passwords must be at least 8 characters; contain at least one capital letter, one lowercase letter, and one number; cannot contain your User ID; and cannot be repeated for 5 password cycles. If you enter an invalid password, the system will display an error.

Please enter a new password to view your dashboard. Passwords must contain at least 8 characters and include at least one capital letter, one lowercase letter, one number, and not also be the same as your user ID.

Password:

Confirm password:

cancel   log in

5. Your new password is saved and you are taken to your ADP Payments Dashboard. Use the new password you just created the next time you log-in.

6. You will receive an email confirming your password has been reset. You don't need to do anything else.
NOTE: If you receive this email and you **HAVE NOT** just re-set your password, please contact ADP Payments Customer Care immediately at 800-297-5341. It is possible that your account has been compromised.

If you are unable to re-set a forgotten password yourself, either because you have not yet set Security Questions, or if your account is locked-out, it can still be reset with a password change email.

Any Administrator User can reset a password using the "reset password" link from the Edit User screen. (See *Reset Passwords for Users in Chapter 8* of the *ADP Payments User Guide* for instructions.)

ABOUT USER SESSIONS AND TIMEOUTS

There are no limits on how long you can remain logged into ADP Payments so long as you are actively using the system. After 15 minutes of inactivity you will be logged-out for security reasons.

One minute before you will be logged out you will see a **Session Timeout Notification** window, as shown below. It will count down 60 seconds. During that 60 seconds you can click the "Continue Working" button to resume your ADP Payments session from where you left off. You can also click the "Logout" button to immediately end your session. After the 60 seconds has expired, the window will close and you will be logged out of ADP Payments
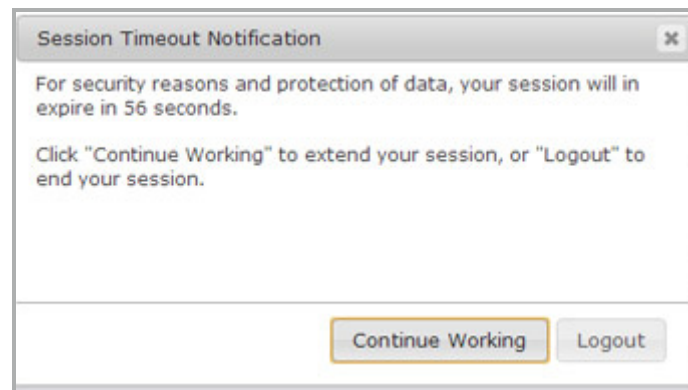
Once logged out, you are returned to the ADP Payments **Log in** screen. When this happens, simply enter your User ID and password to login again.

THE MASTER ADMINISTRATOR

The User generated when your ADP Payments account is configured is the Master Administrator. This User can then add additional Users to the system and assign permissions as required.

The primary differences between the Master Administrator User and other Users are as follows:

- The Master Administrator User is created automatically by the system with the "Administrator" role, which cannot be changed.

- The Master Administrator User CANNOT be edited by any other User.

- The Master Administrator User cannot be deleted.

- If the Master Administrator User gets locked-out (due to excessive failed log-ins), only ADP Payments Customer Care can unlock the account.

Getting to Know Your System

The first time Master Administrator Users login to ADP Payments they will be greeted with the **Getting Started Dashboard**, shown below:
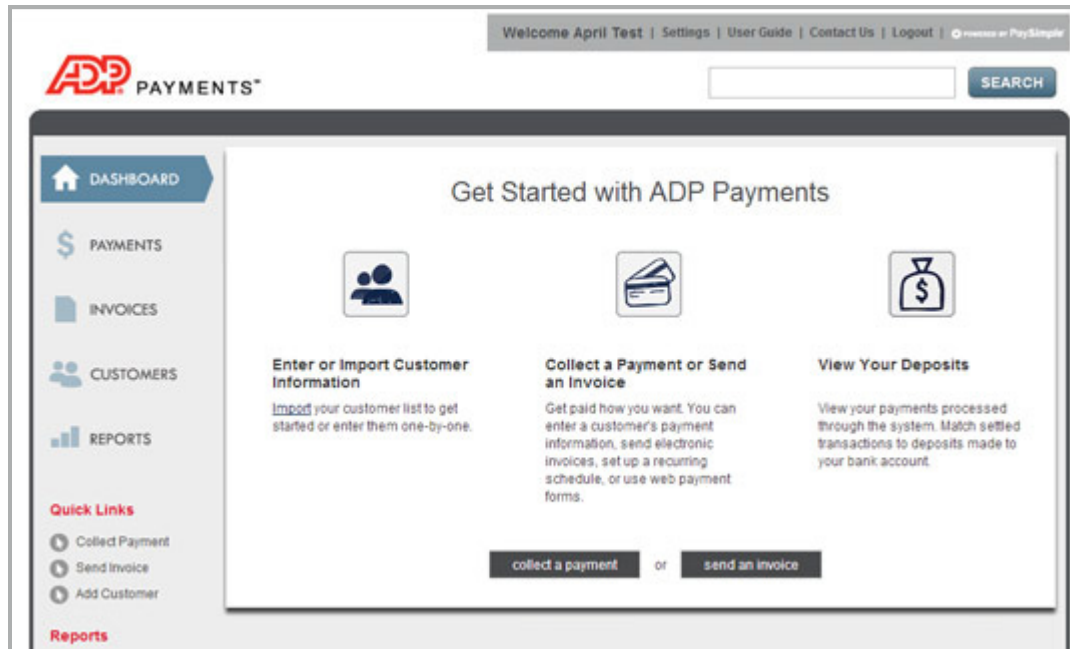
The **Getting Started Dashboard** provides information about adding customers, collecting payments and sending invoices.

You will continue to see this screen when you (or any other user) login to ADP Payments, and each time you click the "Dashboard" button in side navigation, until you take at least one of the following actions:

- Add a Customer

- Collect a payment-- *view quick start.*

- Send an invoice-- *view quick start.*

After one of the above actions is performed you, and all other ADP Payments users on your account, will see the standard **ADP Payments Dashboard** upon logging in.

Additionally, each of the main functional centers—**Payments**, I**nvoices**, and **Customers**—will also initially display a Getting Started screen each time their navigation button is selected from side navigation. The **Getting Started** page will disappear once you take an action in the center.

Configuring Your System for Sending Invoices

If you plan to use ADP Payments for electronic invoicing, it is a good idea to customize the system for your business prior to adding customers and sending invoices.

*(If you only plan to use the payment processing functions, skip this section and go directly to the Quick Guides that show you how to **Import Your Customer Database** and to **Collect a Payment for a New Customer**.)*

Primary invoice settings that should be addressed now include uploading your logo, setting your invoice numbering scheme, reviewing the contact information that will appear on invoices and receipts, entering terms and conditions of sale, and entering tax rates and payment terms for your invoices.

The following sections provide quick-start configuration tips. For a detailed discussion of all the configuration settings and customizations you can make to your ADP Payments account, see *System Configuration in Chapter 8* of the *ADP Payments User Guide*.

CUSTOMIZE YOUR INVOICE PREFERENCES

Invoice preferences consist of your logo, your invoice numbering scheme, the contact information you want to appear on invoices and a default note that appears on all invoices. These are all configured from the **preferences** screen accessed from the **Configuration** tab in the ADP Payments **Settings** center. (See *Preferences in Chapter 8* of the *ADP Payments User Guide* for a detailed explanation of the options available.)

To access the **preferences** screen, click the "Settings" link in top navigation, then click the **configuration** tab, as shown below:
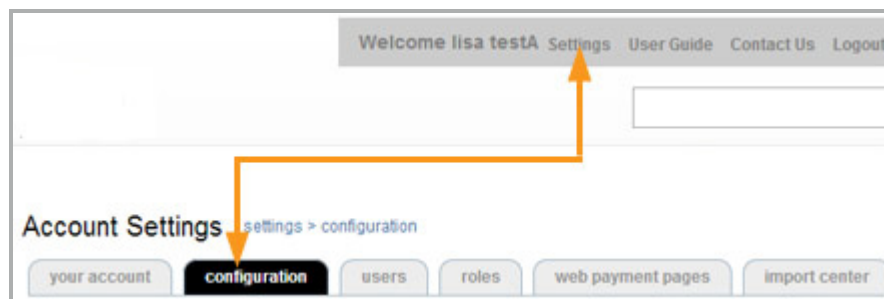
On the **configuration** screen, click the "preferences" link in the PAYMENT OPTIONS section.
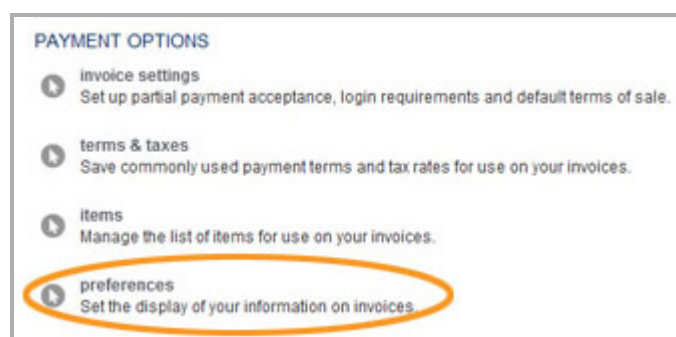
The following sections walk you through the configuration options available on the preferences screen. Remember to click the "save" button at the bottom of the **preferences** screen to save the changes you make in each section.

Upload Your Logo

Your logo will appear on the PDF invoice sent to your customers, and on all online views of the invoice. Your logo will also appear on the login page your customers use to pay invoices online, and on the login page for your Customer Portal. (See *Appendix E: Customer Portal* in the *ADP Payments User Guide*.) While uploading a logo is not required, it is an excellent way to reinforce your brand on the invoices ADP Payments sends to your customers.

NOTE: Your logo file must be in JPG, GIF, or PNG format, and must be no more than 150 KB in size. The system will resize your logo so that it fits in the allotted space on invoices.

Follow the steps below to upload your logo:

1. Click the "Settings" link in top navigation, then click the **Configuration** tab.

2. On the **configuration** screen, click the "preferences" link in the PAYMENT OPTIONS section.

3. At the top of the preferences screen in the "Upload your company logo" section, click the "Choose File" button to locate your logo file on your hard drive and select it.

Click the "upload" button to upload the logo image to ADP Payments. When your logo is successfully uploaded the file name will appear to the right of the button, as shown here:
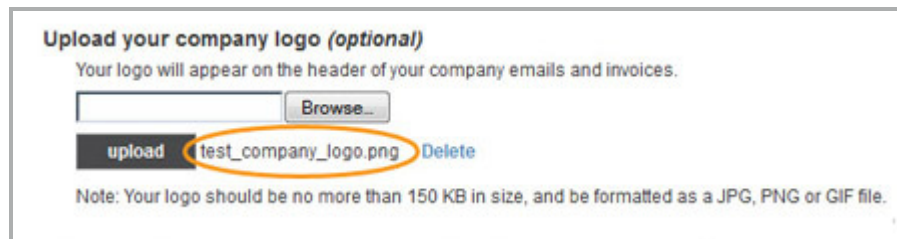
NOTE: Be sure to click the "save" button at the bottom of the **preferences** screen to save the logo you uploaded.

Configure Invoice Numbering

You can use auto-invoice numbering for your ADP Payments invoices, or you can manually enter invoice numbers for each individual invoice. If you turn auto-invoice numbering on, you can designate the starting number for auto-generated invoices.

To configure auto-invoice numbering, go to the **Invoice preferences** section on the **preferences** screen (this is the second section on the page.) Enter the starting number for auto-generated invoice numbers in your system in the **Next invoice number** field. You can enter any number between 00001 and 999999999. The system displays 5 digits of the invoice number by default, and will increase to 12 digits as necessary.

NOTE: 999999999 is the highest invoice number available. The system will return to "00001" after invoice "999999999" is sent.

NOTE: Auto-invoice numbering accepts only numerical invoice numbers—alpha numeric numbering schemes such as "AA123" are not supported. However, you can use alpha-numeric invoice numbers if you enter them manually.

NOTE: Be sure to click the "save" button at the bottom of the **preferences** screen to save your invoice numbering settings.

You will always have the option to edit an auto-generated invoice number on one-time invoices. If you do this, for example if you change an automated invoice number of "00999" to "00999A" the system will use the original automated number on your next invoice.

If you do not want to use auto-numbering for invoices, enter "00000" in the *Next Invoice number* field. If you do this, you will always have to manually enter an invoice number for one-time invoices.

If you disable auto-numbering, the system will assign an invoice number using the format of "RECURS--Schedule ID--System Invoice ID." for all recurring invoices.

Review Invoice Contact Information

The third section on the preferences screen is **Contact information**. Use this section to select the contact numbers you want to include on invoices and receipts. You can select any combination of Phone, Alternate Phone, Fax, Email, Address and Website. To include an item, select its check box. To remove an item, uncheck its box.

You can add or edit any of the values by clicking the "edit" link next to the **Contact information** header. This opens the **update your contact information** screen, shown below:

You can make changes to any field. Click the "save" button to save your changes, or click "cancel" to discard them.
NOTE: To edit your **Address** information or your company name, you need to submit the address/name change form which can be obtained by contacting customer care at 800-297-5341 or ADPPaymentsSupport@paysimple.com.

NOTE: Be sure to click the "save" button at the bottom of the **preferences** screen to save any changes you made to the checkboxes in the **Contact information** section. You do not need to click the "save" button at the bottom of the screen if all you changed were items in the **update your contact information** screen.

Set Default Invoice Note

Each invoice contains a **Note for customer** field. This field enables you to enter a short message on each invoice. To save time if you often use the same or a similar message, the default note text you configure on this screen will be automatically placed in the **Note for customer** field on every new invoice. You will have the option to change or delete it each time you enter a new invoice or invoice schedule.

Enter your default note text in the **Default invoice note visible to customer** section.(2000 character maximum.)

NOTE: Be sure to click the "save" button at the bottom of the **preferences** screen to save any changes you made to the Note.

SET INVOICE PAYMENT TERMS AND TAX RATES

When creating invoices and invoice schedules you will need to enter payment terms that are used to determine the invoice due date. You can also include one or two taxes on each line item in your invoice.

You can enter payment terms while creating invoices or select a specific **Due Date** instead of using pre-defined terms. For invoice schedules, you can define payment terms while entering the schedule. Taxes can be entered while entering invoices or invoice schedules, or you can opt not to use them at all. However, the *Settings--> Configuration--> Terms and Taxes* screen is the only place where payment terms and taxes can be edited or deleted.

The following sections provide quick-start instructions for setting Payment Terms and Tax rates. See *Terms & Taxes in Chapter 8* of the *ADP Payments User Guide* for detailed instructions for both these features.

Entering Payment Terms

The settings in the **PAYMENT TERMS** section of the **save payment terms and taxes** screen provide short-cuts for use while creating invoices. However, you can always enter payment terms and taxes while entering individual invoices and invoice schedules. For one-time invoices, you can also select an exact due date, instead of selecting a pre-defined payment term. (See *Invoices in Chapter 5* of the *ADP Payments User Guide* for more information on creating invoices.)
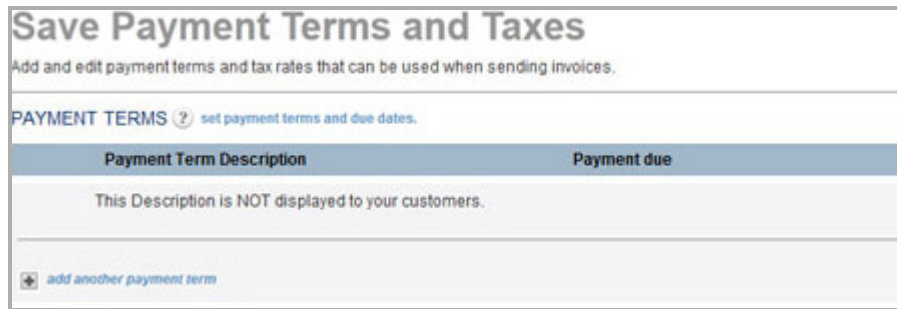
Follow the steps below to enter new payment terms.

1. Click the "Settings" link in top navigation, then click the **configuration** tab, as shown below:
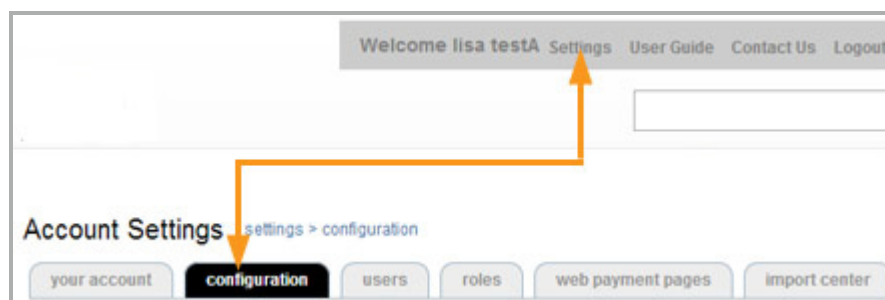
2. On the **configuration** screen, click the "terms & taxes" link in the **PAYMENT OPTIONS** section.

3. The **Save Payment Terms and Taxes** screen opens.

4. The **PAYMENT TERMS** section will be empty. To add your first payment term, click the "add another payment term" link.

5. You will now see a new row in the **PAYMENT TERMS** table. In the first field enter a description of this payment term, for your own use—It will not be displayed on invoices or payment forms.

6. In the **payment due** drop-down box, select the payment terms. You can choose one of the pre-programmed values of: "On Receipt," "In 15 days," "In 30 days," or "In 60 days." To enter a custom value, select the last radio button and enter the custom number of days in the field, as shown, right.

7. Repeat steps 4-6 to add additional payment terms. An example of the screen with two payment term entries is shown below:
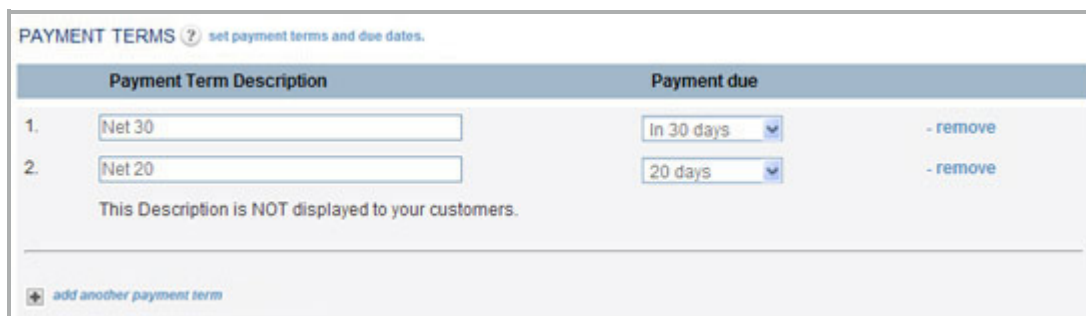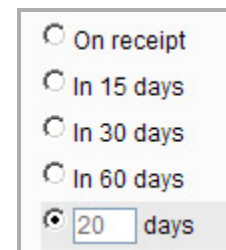
8. Click the "save" button at the bottom of the screen to save your changes.

Entering Tax Rates

ADP Payments enables you to include taxes in your invoices. You can apply one or two taxes to each Line Item in your invoices. You can add new taxes from the **send new invoice** screen, however Tax rates cannot be edited, or deleted while creating invoices. They can only be managed from the **terms & taxes** section of the **Settings--> Configuration** screen. Tax Rates will be included in the **Tax1** and **Tax 2** drop-down boxes on the **send new invoice** screen regardless of the screen on which they are created. (See *Invoices in Chapter 5* of the *ADP Payments Users Guide* for more information on creating invoices.)

Follow the steps below to enter tax rates:

1. Click the "Settings" link in top navigation, then click the **configuration** tab, as shown below:

2. On the **configuration** screen, click the "terms & taxes" link in the PAYMENT OPTIONS section.

3. The **Save Payment Terms and Taxes** screen opens.

4. Scroll to the **TAX RATES** section at the bottom of the screen. The table will be empty. To add your first tax rate, click the "add another tax rate" link.

TAX RATES (?) common tax rates that you are required to collect.	
Tax Name	**Tax Rate**
Tax Name IS displayed to your customers.	
⊞ add another tax rate	

5. You will now see a new row in the **TAX RATES** table. In the first field enter a **tax name** which will be displayed as an item on your invoice.

6. In the **tax rate** field enter a value for the tax. For example, to add a 4% tax, you would enter "4.00" in the field, and leave the drop-down box with the "%" selected.

7. Repeat steps 4-6 to add additional tax rates. An example of the screen with two tax rate entries is shown below.

TAX RATES (?) common tax rates that you are required to collect.		
Tax Name	**Tax Rate**	
1. CO State Tax	4.00 % ▼	- remove
2. NJ State Tax	7.50 % ▼	- remove
Tax Name IS displayed to your customers.		
⊞ add another tax rate		

8. Click the "save" button at the bottom of the screen to save your changes.

INVOICE TERMS OF SALE

Terms of Sale are required on all online invoice payment forms. To get you up and running quickly, your account is configured with generic Terms of Sale text that meets ACH and Credit Card processing requirements. (See *Appendix A: Authorizing Transactions* in the *ADP Payments User Guide* for detailed information on required language.)

NOTE: These **Terms of Sale** apply only to your invoices—they do not apply to Web Payment Pages. When creating Web Payment Pages you enter a separate set of Terms of Sale for each payment form. (See *Web Payment Pages in Chapter 8* of the *ADP Payments User Guide* for detailed information.)

It is strongly recommended that you review these *Terms of Sale* prior to sending invoices, and that you customize them for your business.

Remember, you will be bound by the *Terms of Sale* in place when your customers make online payments.

Follow the steps below to review and edit invoice **Terms of Sale**:

1. Click the "Settings" link in top navigation, then click the **configuration** tab.

2. On the **configuration** screen, click the "invoice settings" link in the **PAYMENT OPTIONS** section.
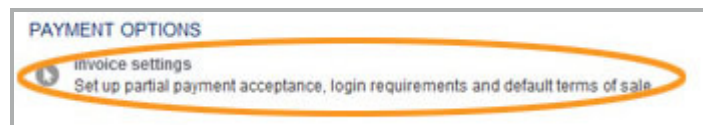
3. The **Select Invoice Settings Options** screen opens.

4. Scroll to the bottom of the screen to the **Enter your Terms of Sale here** section.

5. Review the generic terms of sale, and make any appropriate changes. For example, you may want to change "company named on this form" to the actual name of your business. You can enter as much text as you like in this field, so you can make **Terms of Sale** as comprehensive as necessary.

NOTE: As these Terms of Sale will appear on the online invoice form used to collect payments from your customers, it is important that they meet all requirements for online Credit Card and ACH payments. See *Appendix A Authorizing Transactions* in the *ADP Payments User Guide* for information on required language.

6. Click the "save" button at the bottom of the screen to save your changes.

Quick Start Guides

The following quick start guides walk you through the basics of collecting payments, importing your customer database, and sending invoices. In-depth coverage of payment collection, invoicing and customer management can be found in those chapters of the *ADP Payments User Guide*.

IMPORT YOUR CUSTOMER DATABASE

Follow the steps below to import a customer batch. This function is a great way to quickly and easily import your customers from any external system into ADP Payments.

> **Currently ADP Payments supports only U.S. and Canadian addresses. You will not be able to import customers with addresses in any other country. However, you can import customers without including an address.**

1. Click "Customers" from side navigation.

2. At the top of the **Customers** screen click the "import" link, as shown below:

3. The **Import Center** dashboard appears, as shown below.

4. From the top section select "Customers" as the **Import type.**

5. Enter a short descriptive name for your import in the **Import name** field. This name will be used when referencing this particular upload batch in tables on the **Import Center** dashboard.

6. Enter a short description of the upload in the **Import description** field.

7. In the **File type** drop-down box select the type of file you will be importing. You can use a.csv file (recommended) or a pipe-delimited text file.
NOTE: To convert an Excel file to.csv, simply use the "save as" command and select.csv as the file type.

8. If the file you are importing contains a header row, check the **First row is header** checkbox. (Using a header row is very helpful for the field mapping that you will perform in Step 12.) If there is no header row, leave this box unchecked.

9. Click the "Choose File" button to locate the import batch file on your computer.

10. Click "upload" to begin the import process.

11. The system will perform a preliminary validation of your file. If it is corrupt or otherwise unusable, you will see an error message. Otherwise, you will see the **Map Field Titles** screen, shown below:

- The first column displays the values in the first row of each column in your file. These will either be the values in your header row, or the first row of data (if your file does not contain a header row).

- The second column contains drop-down boxes used to map a field in your file to a ADP Payments system field.

- The **Choose Saved Mapping** drop-down box enables you to select a saved mapping schema.

- The "reset mapping" button will clear all values in the **System Field Names** drop-down boxes so that you can begin the mapping process again.

- The help box, located under the "reset mapping" button provides definitions for all of the ADP Payments system fields. Select a field name from the drop-down, and its definition appears under the box.

12. For each column you want to map from your file, select a corresponding ADP Payments field from the associated drop-down box, as shown below. If you do not want to map a field from your file, leave the corresponding drop-down box set to "-Select Column-."
NOTE: As you select fields they disappear from the list of available fields—this prevents you from accidentally creating duplicate mappings.
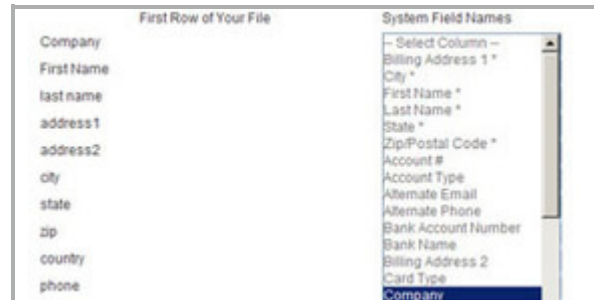
- **First Name** and **Last Name** are the only required fields for a Customer import batch (you must supply mappings for them).
NOTE: You are required to provide receipts for all payments processed via ADP Payments.If you enter an email address for the customer, the system can do this for you.If you do not enter an email address, be certain that you are collecting contact information and providing a receipt in some other way.

13. When you have finished mapping fields, click the "continue" button.

14. On the next screen, shown below, enter a name for the mapping you just created in the **Mapping Name** field. You can select this mapping at a later date from the **Choose Saved Mapping** drop-down box to quickly map a file using the same column structure.
NOTE: You are required to save your mapping. Even if you never expect to use it again, storing it will save time if there is an error and you need to upload your file again.

15. Enter a **Description** for the mapping. (Optional)
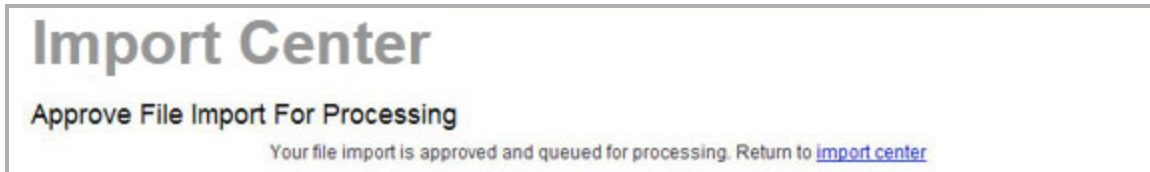
16. Click the "save and continue" button.

17. The **Approve File Import For Processing** screen appears, as shown below.

- The top line (in white) contains the ADP Payments system field names, in alphabetical order.
- The second line (in gray) appears only if your file has a header row, and contains the field names in that header row.
- The following 5 lines (in white) contain the first 5 data rows from your file. You can scroll through them in the table.

18. Double check that your mapping correctly matched fields in your file to ADP Payments system fields.

   a. If you see an error, click the "back to mapping" button to return to the mapping screen (*Step 12.*), correct any errors, and proceed.

   b. When you're satisfied with the mapping, click the "approve batch" button.

19. When the file is successfully uploaded and queued for processing, you'll see an on-screen success message as shown below. (If there are errors you'll see an on-screen message indicating the corrections that need to be made.)

Import Center

Approve File Import For Processing

Your file import is approved and queued for processing. Return to import center

20. Click the "Import Center" link to return to the **Import Center** dashboard and view the status of your file.

21. You will see your file in one of the **Import Center** tables:

   • **Imports Queued for Processing:** If your file is in this table, it is waiting to be processed. Check back later for a final status.

   • **Imports Needing Attention**: All or part of the file has not been processed. Click the "View Errors" link to view problems.

   • **Processing Imports:** Your file is currently being processed by the system.

   • **Completed Imports** (shown below): Your file has been processed by the system and all rows were successfully imported and all customers were added.

Completed Imports
These are import batches that have recently been processed

Name	Date uploaded	File with header row	Processed rows
New Customer Jan 2010	1/13/2010 10:17:39 AM	☑	4 / 4

Page 1 of 1

22. If your import was successful, all of the customers just imported will now be available for collecting payments and sending invoices.

COLLECT A PAYMENT FOR A NEW CUSTOMER

The following quick steps show you how to collect a payment for a new customer not already saved in your ADP Payments system.

1. Navigate to the **Payments--> collect new payment** screen by clicking the "collect payment" Quick Link in side navigation.

2. To enter and load a new customer:

a. Click the "add new customer" link, shown above.

b. The **add new customer** screen appears.

c. At a minimum add values for **First Name** and **Last Name**. If you want the customer to get an emailed receipt for the transaction, enter **Email** as well.
NOTE: You are required to provide receipts for all payments processed via ADP Payments.If you enter an email address for the customer, the system can do this for you.If you do not enter an email address, be certain that you are collecting contact information and providing a receipt in some other way.

d. Click the "save changes" button at the bottom of the screen.

3. You should now see the customer you just entered loaded into the new payment form, as shown below.

4. You can enter an **Invoice number**, **P.O. number**, and/or a brief **Payment description** (250 character maximum), all of which are optional fields.

5. Enter the amount you are collecting in the **Payment amount** field—Enter an amount in the format of 0.00, do not include the $, it will be added by the system.

6. Leave the **Payment type** field with "One-time payment" selected.

7. The **Payment date** field will displays the current date by default. Leave this as is.
NOTE: See *Chapter 4* in the *ADP Payments User Guide* for instructions on entering one-time payments for a future date.

8. Select **Credit Card** or **Echeck (ACH)** in the **Choose a Payment Method** section.
NOTE: You will only see one option here if your account is configured for only Credit Card or only Echeck (ACH) processing, in which case you will not need to make a selection.

   a. For a Credit Card:

   i. Select the type of card being used (American Express, Discover, MasterCard or Visa) from the **Card type** drop-down box.
   NOTE: Your account may not be configured to accept all 4 card types.

   ii. Enter the card number (without any spaces or dashes) in the **Card number** field.

   iii. In the **Expiration date** fields, select the expiration month in the first drop-down box and the expiration year in the second drop-down box.

   iv. Enter the **Billing Zip/Postal Code** attached to the card.
   NOTE: This must be the zip code for the address of record on the credit card. It is used to perform the required AVS address validation check. (See *Using AVS Match in Appendix A* of the *ADP Payments User Guide* for more information about this authorization security measure.)

   NOTE: If a billing address has been saved with the active Customer Record this field may be auto-filled for you. Be sure to confirm with your customer that any auto-filled zip/postal codes are the correct ones for the credit card being used.

   v. Ask your customer for the card's CVV2 code, and enter it in the **CVV2 Code** field. (This is optional, but strongly recommended for security reasons.)

vi. To set this card as the default credit card account, check the **Set as default account** box. (See *About Default Payment Accounts in Chapter 6 of the ADP Payments User Guide* to learn more about default accounts.)
NOTE: As this is the first credit card entered for the customer it will be set as the default account whether or not you check the box.

b. For Echeck (ACH):

i. In the **Echeck (ACH) type** field, select the type of ACH transaction for which you have obtained authorization. The following Types are appropriate for one-time transactions:

- PPD-- Written (You have a signed authorization form from your customer.)

- TEL-- Telephone (Your customer authorized the transaction over the phone.)

- WEB-- Website (Your customer authorized the transaction via a form on the Internet.)

- CCD-- Company (A transaction between 2 companies where you have an overriding agreement with the other company for ACH transactions.)
NOTE: Many business checking accounts are not enabled for ACH transactions. Before entering a CCD transaction, make certain that your customer affirms that the account is enabled for ACH. If it is not, you may be assessed Return fees and/or Chargeback fees.

ii. Enter the name of the bank in the **Bank name** field.

iii. Enter the 9-digit bank routing number in the **Bank routing number** field.

iv. Enter the bank account number in the **Bank account number** field.

v. Select "Checking" or "Savings", as appropriate, from the **Account type** drop-down box.

vi. To set this account as the default bank account, check the **Set as default account** box. (See *About Default Payment Accounts in Chapter 6 of the ADP Payments User Guide* to learn more about default accounts.)
NOTE: As this is the first bank account entered for the customer it will be set as the default account whether or not you check the box.

9. Review the receipt and failure notification settings, and make any required changes.

10. Click the "process payment" button at the bottom right of the screen to submit the payment. Or click the "cancel" button to discard it.

11. If there are any errors with the transaction, or if it is not authorized, you will see the error displayed at the top of the screen. You can then make corrections and re-submit the payment, or discard it.

When the payment is authorized, you will see the transactions table in the **manage payments** screen, with a success message for the transaction, and the transaction you just processed at the top of the list.

COLLECT A PAYMENT FOR AN EXISTING CUSTOMER

The following quick steps show you how to process a payment for an existing customer.

1. Navigate to the *Payments--> collect new payment* screen by clicking the "collect payment" Quick Link in side navigation.

2. To load an existing customer:

a. Enter any portion (at least 3 characters) of the **Company Name**, **First Name** or **Last Name** in the **Customer** field, as shown above.

b. A list of potential matches will appear below the **Customer** field.

c. Click the one you want to load.

3. You should now see the customer you selected loaded into the new payment form, as shown below.

4. You can enter an **Invoice number**, **P.O. number**, and/or a brief **Payment description** (250 character maximum), all of which are optional.

5. Enter the amount you are collecting in the **Payment amount** field—Enter an amount in the format of 0.00, do not include the $, it will be added by the system.

6. Leave the **Payment type** field with "One-time payment" selected.

7. The **Payment date** field displays the current date by default. Leave this date as is.
   NOTE: See *Chapter 4* in the *ADP Payments User Guide* for instructions on entering one-time payments for a future date.

8. Select **Credit card** or **Echeck (ACH)** in the **Choose a Payment Type** section.
   NOTE: You will only see one option here if your account is configured for only Credit Card or only Echeck (ACH) processing, in which case you will not need to make a selection.

   a. For a Credit Card:

   i. Select the radio button for the credit card you want to charge, or enter new card information in the section below the existing credit card list.
   NOTE: The default credit card account will be automatically selected.

   ii. Ask your customer for the card's CVV2 code, and enter it in the **CVV2 Code** field. For an existing card, use the **CVV2 Code** field in the table, for a new card, use the field in the new card section. (This is optional, but strongly recommended for security reasons. The CVV2 code is never stored by the system, and must be supplied by your customer for each transaction.)

b. For Echeck (ACH)

i.   In the **Echeck (ACH) type** field, select the type of ACH transaction for which you have obtained authorization. The following Types are appropriate for one-time transactions:

   • PPD-Written (You have a signed authorization form from your customer.)

   • TEL--Telephone (Your customer authorized the transaction over the phone.)

   • WEB-- Website (Your customer authorized the transaction via a form on the Internet.)

   • CCD-- Company (A transaction between 2 companies where you have an overriding agreement with the other company for ACH transactions.)
   NOTE: Many business checking accounts are not enabled for ACH transactions. Before entering a CCD transaction, make certain that your customer affirms that the account is enabled for ACH. If it is not, you may be assessed Return fees and/or Chargeback fees.

ii.   Select the radio button for the bank account you want to charge or enter a new bank account in the section below the existing bank account list.
   NOTE: The default bank account will be automatically selected.

9.   Review the receipt and failure notification settings, and make any required changes.

10. Click the "process payment" button at the bottom right of the screen to submit the payment. Or click the "cancel" button to discard it.

11. If there are any errors with the transaction, or if it is not authorized, you will see the error displayed at the top of the screen. You can then make corrections and re-submit the payment, or discard it.

When the payment is authorized, you will see the transactions table in the **manage payments** screen, with a success message for the transaction, and the transaction you just processed at the top of the list.

SEND AN INVOICE

The following quick steps show you how to send an invoice in ADP Payments. The first step is to enter a new customer or load an existing customer. You then create and send the invoice. The sections below show you how.
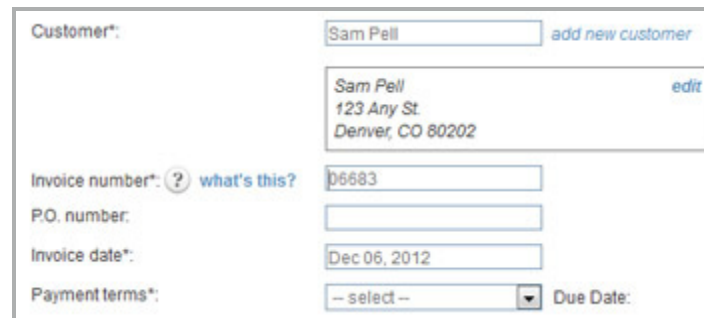
Enter a New Customer While Sending an Invoice

1. Navigate to the *Invoices--> send new invoice* screen by clicking the "send invoice" Quick Link.

2. To enter and load a new customer:

    a. Click the "add new customer" link to the right of the **Customer** field.

    b. The **add new customer** screen appears.

    c. At a minimum, you are required to add values for **First Name**, **Last Name** and **Email Address.**
        NOTE: You will not be able to send the invoice if you do not provide an email address.

    d. Click the "save changes" button at the bottom of the screen.

3. You should now see the customer you entered loaded into the new invoice form, as shown below:

4. Continue with *Send an Invoice*.

Load an Existing Customer for Sending an Invoice

1. Navigate to the **Invoices--> send new invoice** screen by clicking the "send invoice" Quick Link.

2. To load an existing customer:

   a. Enter any portion (at least 3 characters) of the **Company Name**, **First Name** or **Last Name** in the **Customer** field, as shown above.

   b. A list of potential matches will appear below the **Customer** field.

   c. Click the one you want to load.

3. You should now see the customer you selected loaded into the new invoice form, as shown below.

4. Continue with *Send an Invoice*.

Send an Invoice

1. Load a customer by completing the steps in either *Enter a New Customer While Sending an Invoice* or *Load an Existing Customer for Sending an Invoice*.

2. In the **Invoice number** field, leave the auto-generated invoice number, or enter your own invoice number.

   - If you have enabled auto-invoice numbering, leave this field as is to use the **Next invoice number**.

   - If you have enabled auto-invoice numbering, but want to override the auto-number, clear the **Invoice number** field and enter any alpha-numeric invoice number you choose.

   - If you have not enabled auto-invoice numbering the **Invoice number** field will be blank. You are required to enter an invoice number.

3. If your customer has a P.O number, enter it in the **P.O number field**. (Optional)

4. The **Invoice date** field defaults to the current date. Leave this default setting as is.
   NOTE: See *Scheduling One-Time Invoices for a Future Date* in *Chapter 5* of the *ADP Payments User Guide* for instructions on how to enter a one-time invoice for a future date.

5. Select the **Payment terms** for this invoice. Do one of the following:

   a. Select existing **Payment terms** by clicking the down arrow on the **Payment terms** drop-down box, and clicking on the terms you want to apply, as shown below:

   i. The **Due Date** will be displayed to the right of the **Payment terms** drop-down box, based on the selection you made.

   In the above example, the current date is December 13, 2012, and with **Payment terms** of Net 30, the Due Date is calculated as January 12, 2013. (The calculation begins the day AFTER the invoice is sent.)

   b. Select "create new term" to create and use a new **Payment term**. See *Entering Payment Terms* above, for how to enter new payment terms.

c. Select an exact due date.

i. Click the "Select due date" item in the **Payment terms** drop-down box list.

ii. A new field containing the current date will appear next to the **Payment terms** drop-down box. Click the field to open a calendar from which you can select the due date. (Or just type the date in the field.)

iii. The field to the right of the **Payment terms** drop-down box will display the date you selected, and the **Due Date** field will also reflect that date, as shown below.
NOTE: You can change this date by clicking in the field and selecting or entering another date, and the **Due Date** field will update accordingly.

6. Configure **Early Payment Incentive**.
NOTE: For detailed information on Early Payment Incentives see *About Invoice Incentives and Penalties in Chapter 5* of the *ADP Payments User Guide*.

a. The "No" radio button is selected by default. Leave this as is if you do not want to offer an incentive deduction to customers who pay invoices early.

b. To offer an incentive deduction, select the "Yes" radio button to open the incentive configuration fields.

i. Select the type of deduction you would like to offer from the drop-down box. "Percent" is the default. You can change this to "Flat Amount" by selecting that option from the box.

ii. Enter the exact deduction you would like to offer in the **Apply a** field.

   1• For a Percentage enter the deduction you want to provide off the invoice total. For example to provide a two and a half percent deduction, enter 2.5 (do not enter .025).

   2• For a Flat Amount enter a dollar value (without the $-- i.e. enter 5.00 not $5.00).
   NOTE: The incentive deduction is entered as a positive number when it is configured, but appears as a negative number (discount) on the actual invoice.

iii. In the **days before** field, enter the number of days in advance the invoice must be paid in order to earn the discount.

   In the example below we are offering a 10% deduction if the invoice is paid more than 15 days prior to the due date.

7. Configure **Late Payment Fee**.
   NOTE: For detailed information on Late Payment Penalty Fees see *About Invoice Incentives and Penalties in Chapter 5* of the *ADP Payments User Guide*.

a. The "No" radio button is selected by default. Leave this as is if you do not want charge an additional fee for invoices that remain unpaid after the due date.

b. To charge a penalty fee, select the "Yes" radio button to open the penalty fee configuration fields.

i. Select the type of fee you would like to charge from the drop-down box. "Percent" is the default. You can change this to "Flat Amount" by selecting that option from the box.

ii. Enter the exact penalty you want to charge in the **Apply a** field.

   1• For a Percentage enter the penalty fee you want to charge over the invoice total. For example to charge a two and a half percent penalty fee, enter 2.5 (do not enter .025).

   2• For a Flat Amount enter a dollar value (without the $-- i.e. enter 5.00 not $5.00).

8. In the **days after** field, enter the number of days after the invoice **Due Date** to begin charging the late fee. (For example, if the invoice is Due on May 1, and you enter 10 days, the late fee will appear on May 11.)

In the example below we are charging a 10% late fee if the invoice remains unpaid 15 or more days after the due date.

9. As this invoice is not part of a schedule, leave the invoice type drop-down box set to "One-time invoice."

10. Enter the Line Items that comprise the invoice in the **Goods and Services** section, shown below:

a. Click the "Select Item" drop-down box arrow, as shown, and select one of the items in the list, or click the "Add new item" link to add a new item.

i. When you select "Add new item" from the drop-down box, the **Add Goods & Services** pop-up screen opens, as shown below:

1• Enter a name for the item in the **Item name** field. (This name will appear in the drop-down box list and be included on the invoice.)

2• Enter a short description of the item in the **Description** field. This description will also appear on invoices.

3• Enter the unit price of the item in the **Price** field.

4• Click the "save and select" button to save the item and enter it as a Line Item in the invoice, or click the "cancel" button to discard it.

b. The **Description** and **Price** fields for the selected item will be auto-populated.

c. The **Qty** field will automatically be set to "1." Change this value to the appropriate number for the invoice, if required.

d. In the **Tax 1** drop-down box, select a Tax that will be applied to this Line Item, as shown below. (See *Invoice Terms of Sale* above for how to enter and edit tax rates). If you do not make a selection, then no tax will be applied to this Line Item.
NOTE: The tax amount will be calculated based on the **Amount** less any discount.
For example, if the tax rate is 10%, the **Discount** is 10%, and the **Amount** is $100 the taxable amount for the line item will be $9.00-- (100 - 10) * 0.10 = 9.

> You can also enter a new tax rate by selecting "add new item" from the Tax 1 (or Tax 2) drop-down box. This will open a pop-up window from which you can enter the Tax *Name* and the *Rate*. The new rate will be applied to the Line Item in the selected Tax category, will be saved, and will be included in the Tax drop-down boxes going forward. It can be edited and deleted from the *Settings--> Configuration--> terms & taxes* screen.

    e. In the **Tax 2** drop-down box, select a second Tax that will be applied to the Line Item, if applicable. NOTE: The tax will be calculated based on the total cost of the Line Item only, not on the cost of the Line Item plus **Tax 1**. As you select taxes a new line for the tax will be included under the **SUBTOTAL** line in the invoice.

    f. The **Amount** field for the Line Item will reflect the total amount for the items alone, not including the taxes. i.e. Price x Qty = Amount.

    g. Enter additional Line Items by clicking the "add another line" link to create a new row and then repeating steps a-f.

    h. Delete Line Items by clicking the "x" to the far left of the line item.

11. The **SUBTOTAL** will be a sum of all the Line Item amounts. Taxes will be listed individually below the subtotal, as shown below:

12. In the **DISCOUNT** field, enter the percentage discount you want to provide off the invoice total. You can enter any number between 0.01 and 99.99. For example to provide a 2 and a half percent discount, enter 2.5 (do not enter .025). The default discount is 0%. If you enter a discount, an additional line will be added to the invoice, between the **SUBTOTAL** and the taxes, for the discount, as shown below.

13. The **TOTAL DUE** field is calculated based on the total of all Line Items and taxes less any discount. (SUBTOTAL + TAXES - DISCOUNT)

14. The **Note for customer** field, shown below, is a text area in which you can type any note to your customer you like. There is a 2000 character limit for this field.

- If you entered a system **Note** setting in the **Settings --> Configuration--> Preferences** section, that text will appear in the **Note for customer** field here. You can make changes to this field for any individual Invoice without changing the system-wide setting. If you want to change the system-wide default, click the "Set default" link to enter new default note text.

15. Click the "send invoice" button to activate the invoice and launch the email configuration screen. Or click the "cancel" button to discard it.
    NOTE: If there are any errors in the invoice, you will see the error(s) displayed at the top of the screen. You can then make corrections and send the invoice, or discard it.

16. The **Select invoice send options** window opens.

    a. The top portion of the screen contains send configuration settings.

        i. The email is always sent to your customer's default email address, which is displayed.
           NOTE: If there is not currently an email address attached to the Customer Record you will be prompted to enter one after clicking the "send invoice" button.

        ii. You can enter any email address in the **Send to other** field, or enter multiple email addresses separated by commas.

        iii. Checking the **Send me a copy** box will CC the email to your company's email address which is displayed in parenthesis.
            NOTE: You can co configure the system to check this box by default and CC all invoices to the email address you specify. To do this, go to the *Settings--> Configuration--> Email preferences and templates* screen, and in the INVOICES section select the "Yes, cc me on all invoices" radio button and enter the email address to which you want the invoices sent.

        iv. Checking the **Attach invoice as a PDF file** box will instruct the system to attach a .pdf version of the invoice to the email sent to your customer. This will enable the customer to view and save the invoice directly from the email, even if they are not connected to the Internet.
            NOTE: The "click here" link in the invoice email opens an online view of the invoice from which the same .pdf version of the invoice that is attached to the email can be saved or opened.

    v.   You can attach any file to the invoice as long as it is under 2MB. (Potentially dangerous file types such as .exe files will be rejected.) Click the **Browse** button next to the **Add attachment** field, then select the file you want to attach from your computer. The file path will be displayed in the field. (Click the "Delete" link to clear the **Add attachment** field and remove the file from the invoice.) NOTE: The file will only be attached the first time the invoice is sent—it is not saved by the system and will not be automatically resent if the invoice is resent (either manually or via the overdue invoice reminder function.) However, you can attach the file again each time you resend the invoice.

    b.   The bottom portion of the screen contains a preview of the invoice **Subject** and **Message,** and is view only. Changes can't be made from this screen. It displays the text message that will be sent with the invoice.
NOTE: When your customer receives the invoice email it will contain a condensed version of the invoice underneath this message and a "Pay Invoice Now" button that your customer can click to log-into your Customer Portal and pay the invoice online. There will also be a logo at the bottom of the invoice identifying ADP Payments as the secure invoicing provider.
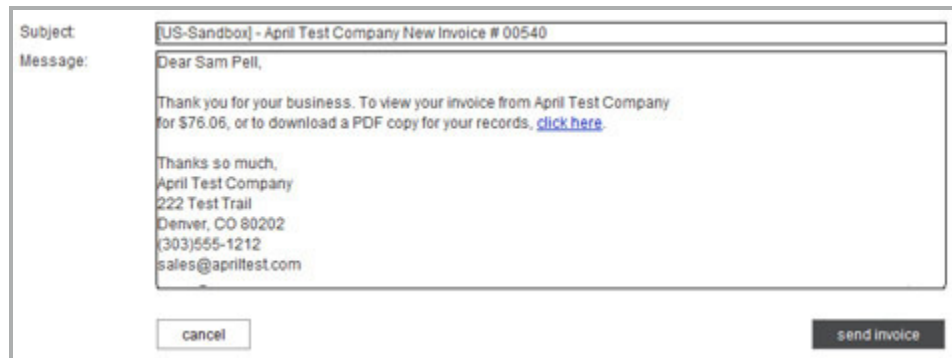
NOTE: If you would like to change the subject and/or text portion of the new invoice email template (the condensed version of the invoice isn't editable), it can be done from the ***Settings--> Configuration--> Email preferences and templates*** screen. Scroll down to the INVOICES section, and click the "Edit" link for the "New invoice email" template. (See *Email Preferences and Templates in Chapter 8* of the *ADP Payments User Guide* for detailed instructions.)

17. Click the "send invoice" button to activate and send the invoice. Or, click "Cancel" to return to the s**end new invoice** screen.

18. The system will then display the **manage invoices** screen, with a success message at the top, and the invoice you just created at the top of the **Invoices** table with a status of "Unpaid (Sent)."