



## Emerge Portal 3.0

[Client User Guide](#)

Version 0.1

Last Updated on 7/5/2019

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# Purpose and Intent

The purpose of this user guide is to assist you in navigating the site to view account history and make payments.

## Organization of the User Guide

The user guide explains the many ways to use the portal to get the most out of this wonderful resource. For all further questions, please contact RevSpring, Inc. at support@revspringinc.com

## General Information

### Portal Overview

A feature-rich software from RevSpring, Payment Portal 3.0 allows organizations the opportunity to manage financial collection activity of consumers, remaining in close contact with those Consumers.



RevSpring, Inc. is not a payment processor.

Enjoy the ability to pay on their account with no log in required to make payments, view accounts, set up payment plans to deal with large account balances, or view account history (including previous statements) with 24/7/365 availability.

Consumers appreciate the ability to pay on their account with no log in required to make payments, view accounts, set up payment plans to deal with large account balances, or view account history (including previous statements) with 24/7/365 availability.

### Safety and Security

#### Data Security

RevSpring, Inc. maintains secure compliance regarding the confidentiality of our Client information, for the time we have access to it. We do not sell, share, release, or reveal any Client data—period.

#### Certifications

RevSpring, Inc.'s Payment Portal 3.0 safeguards all information according to stringent security and confidentiality standards. We comply with federal legislation, such as HIPAA and Gramm-Leach-Bliley. We offer the highest level of security certifications in the industry and offer the highest level compliance including: PCI DSS Level I, SSAE 16 SOC 2, Type II, FISMA, HITECH, and ISO 27002, as well as complying with many individual state regulations. Information is safe and secure on the RevSpring emerge Portal.



## Secure Transmissions

We do business by providing secure data transmissions as our standard. We operate with multiple levels of commercial firewall and perimeter protection and offer Secure FTP (SFTP) transmission and PGP encryption. In addition, our hiring process includes thorough background checks, as well as continual training and education.

## Consumer Support

### Consumer Print-on-Demand

Consumers may log into Payment Portal 3.0 and print their Statements / Bills, as well as print a copy of their receipts. Additionally, if a Consumer enters an email address and makes a payment, then the Consumer receives an email confirmation of the payment. If a Consumer makes an agreement for a Payment Plan, then Payment Portal 3.0 sends a receipt listing the dates of the upcoming payments.

### Consumer Notifications

Consumers may change their set up to receive notifications of a Statement available online via email, or Text Message, instead of receiving a mailed paper copy.

Additionally, Consumers may receive notification of upcoming payments due (via email or text message), if a Consumer has a payment plan in effect.

# Navigating the Portal

## Login Page

The main login screen allows the user to use authentication, such as an account number and zip code to access a user account. This helps by not having to remember username and passwords each time you want to review your account.

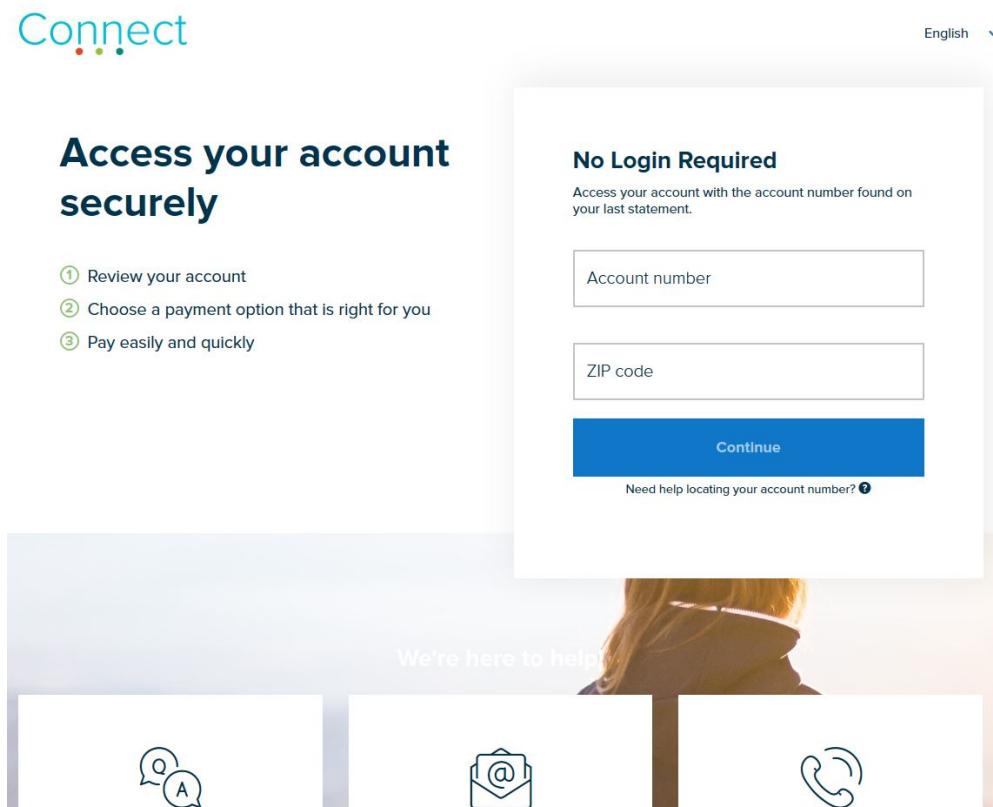


Figure 1 Client Login



The login will timeout after fifteen minutes of being inactive.

An authentication page will be presented to the user, where, depending on configurations, a minimum of two and up to three pieces of information will be required for validation before accessing the portal.

1. These three pieces of authentication information can be configured by the client:
  1. Dropdown field for the consumer to choose, configured by client.
  2. Default options in the dropdown are:
    1. Guarantor/Account/Statement Number
    2. DOB
    3. Phone Number
  3. This first authentication field can also be configured to be static, i.e., no choice for the consumer to make
2. The second field is a static only field, which must be present and can be configured by the client.



Defaults to Zip Code

Press the "continue" button to take you to the landing page upon successful authentication.



If you need assistance locating the authentication statement number, select the question mark under the tile and it will display a picture of where the account number is located on your billing statement.

#### First Time Log In

When you first log in, you will be asked to ensure privacy by adding a second data element, such as date of birth, last four digits of the social security number, or another piece of data authentication.

**Hello James!**

To ensure your privacy and security, please add your date of birth to this account for future use when you log-in.

**Please add your date of birth to your account**

[Change accounts](#)

Date of birth (MM/DD/YYYY)

**Continue**



Frequently asked questions



Contact our support specialists



Call our support specialists

[View FAQs](#)

[Contact us](#)

[888-888-8888](#)



After initial login, any email sent to the consumer with a URL link will log the user directly into the portal by entering the privacy data element, such as date of birth, last four digits of the social security number, or other requested data authentication.

## Client Customization

### My Settings

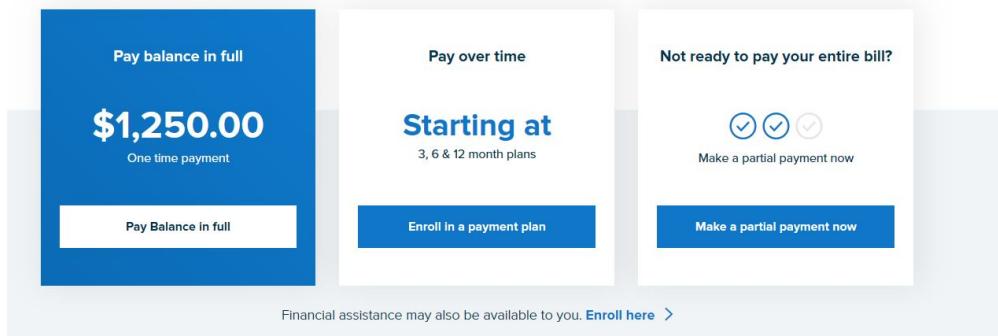
In the top corner of the screen, you have the option to change settings of your site, such as personal information, or how you wish to receive your statements and notifications.



James Smith 

Welcome James! You have a payable balance.

**Your current balance is \$1,250.00.**



The interface displays three main payment options:

- Pay balance in full:** Shows a total of \$1,250.00 as a one-time payment. A "Pay Balance in full" button is present.
- Pay over time:** Shows starting at 3, 6 & 12 month plans. A "Enroll in a payment plan" button is present.
- Not ready to pay your entire bill?**: Shows three payment method icons (checkmark, credit card, bank) and a "Make a partial payment now" button.

At the bottom, a link reads: Financial assistance may also be available to you. [Enroll here >](#)

Your payment plan status

James Smith

X

| My settings   |   | My wallet  |
|---|---|--|
| <b>Address</b><br>Lilley Pointe drive<br>Canton, MI 40001 | <b>Language setting</b><br><input checked="" type="checkbox"/> English  | <b>Contact information</b><br>Enroll in text and email notifications |
| <b>Phone</b><br>4025177856                                | <b>Delivery preference</b><br><input checked="" type="checkbox"/> Paper only<br>You will receive a paper copy beginning with your next statement. | <b>Notification types</b><br>There is nothing set up yet.            |
| <a href="#">Submit an update &gt;</a>                     | <a href="#">Update preferences &gt;</a>   | <a href="#">Update notification preferences &gt;</a>                 |

Select Submit an Update to open a form to change any personal information, such as address or phone number.

### Statement Delivery Preference

Selecting update preferences will give you a screen where you can set your preference between paper statements, or go paperless to receive new statements in an email. If paperless is selected, enter your preference for email or text message.

### Set statement & notification preferences

Review and modify your communication preferences.

**Statement delivery preferences**

- Paper only ●  
You will receive a paper copy beginning with your next statement.
- Go paperless ●  
You will be notified by email or text when a new statement is ready to view and pay.

**Statement delivery preferences**

- Email  
Your email  
**wd.rajarshi@gmail.com**
- Text message

**Send notifications for:**

- Payment errors
- Payment receipts
- Upcoming payments

**Please add your date of birth to your account**

Date of birth (MM/DD/YYYY)  
**01/01/1970**

Save
Cancel

### Language Settings

English

Spanish



Whichever language is selected is what the portal will use for the remainder of the user's session.

### Send notifications for:

Select when you would like to be notified. The options are if the payment has an error, payment receipts, or to notify of an upcoming payment.

### Please add your date of birth to your account

Use this field to include your date of birth for verification purposes for future sign-ons. This should only be changed if it was incorrect on initial sign-on.

My Wallet

## FAQ



### Frequently asked questions

[View FAQs](#)

If you need more help, select the View FAQs on the main login page. Here you might find helpful information if you get stuck with login.

If you read the FAQ section and not able to find the answer you are looking for, use the options to Email our Support Specialists, Speak with our Support Specialists, or Contact our Support Specialists.

#### [Email Our Support Specialists](#)

[support@revspringinc.com](mailto:support@revspringinc.com)

#### [Speak with Our Support Specialists](#)

(248) 567-7300

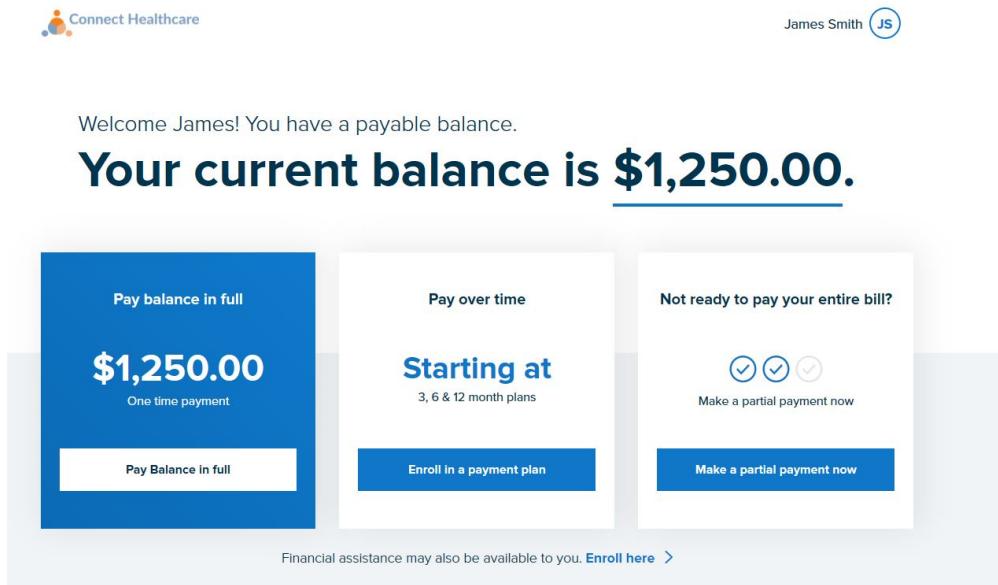
## Contact our Support Specialists

Contact us during office hours

## Landing Page

The Landing Page can be seen by users who have successfully authorized.

You will arrive at a landing page that is tailored to you. You will see a lot of information provided to you right away.



*Figure 2 example client landing page*



Other options may exist on the landing page based on your organization setup but you will always have options to contact your organization for help and support as well as view your personal profile to manage your account.

## Client Dashboard

### Landing Page

The top of the page will show a welcome message and a quick snapshot of your current balance owed. You will then see card tiles that will help you with your available payment options.

Below the different payment option tiles, you can scroll down and see your account history.



Connect Healthcare

Christopher Daniel CD

Welcome Christopher! You have a payable balance.

**Your current balance is \$4,250.00.**

Pay balance in full  
**\$4,250.00**  
One time payment  
[Pay Balance in full](#)

Pay over time  
**Starting at**  
3, 6 & 12 month plans  
[Enroll in a payment plan](#)

Not ready to pay your entire bill?  
Make a partial payment now  
 Make a partial payment now

Financial assistance may also be available to you. [Enroll here >](#)

## Your Account Activity

If you scroll to the bottom of the landing page, you will find your account activity.

### Your account activity

Statement balance as of  
**05/21/2019**

[\\$1,194.33 >](#)

New charges, payments & adjustments  
**05/21/2019**

[\\$55.67 >](#)

Total balance as of  
**05/23/2019**

[\\$1,250.00 >](#)

- [View statements](#)
- [View payment history](#)
- [Account activity](#)



Have you considered getting paperless bills through email or text?

[Go paperless](#)

[Learn more](#)

+



Depending on how your site is configured, you may see different options appear in this section.



If you select the statement balance, you will see details provided regarding your previous accounts and show any remaining balances by statement service date.

Select the service date link to view more detailed information about the service account record.

The new charges section will show any new balance information that has come in since the previous account billing. Clicking into this section will show more detailed information around these new charges.

#### [View Statements](#)

Selecting the view statements section gives you the option to see PDF versions of your account statements.

#### [View Payment History](#)

Selecting the payment history section gives you the option to view any past payments you have made and a PDF of the receipt.

#### [Account Activity](#)

This section gives you the option to review any activity you have done either inside of the portal, or a customer service representative has performed in the account on your behalf. This section has the option to be filtered by type of activity.

#### [Smart Actions](#)

This popup will give you help needed.

## Payment Cards

Users will see cards that show the different pay flows to assist you to make a payment.

#### **Pay balance in full**

Selecting this card gives the option to make a payment to pay off the entire balance of the bill. Review the account balance and more detailed billing information by selecting the account number.



## Make a payment

[Review Balance](#)[Choose Payment Method](#)[Payment Confirmation](#)

### Pay in full

| Service Date       | Account Number | Service Location   | Service Provider | Service Provided   |
|--------------------|----------------|--------------------|------------------|--------------------|
| Balance Due        | 01/27/2019     | A9006100110        | Hospital         | Dr.James           |
| Emergency Lab Room | \$55.67        | 12/25/2018         | A9006100109      | Physician          |
| Dr.Patrick         | Cardiology     | \$544.33           | 11/25/2018       | A9006100108        |
| Hospital           | Dr.Scott       | Emergency Lab Room | \$251.00         | 10/25/2018         |
| A9006100107        | Physician      | Dr.Patrick         | Cardiology       | \$250.00           |
| 09/25/2018         | A9006100106    | Hospital           | Dr.James         | Emergency Lab Room |
|                    |                |                    |                  | \$149.00           |
| Total Payment      |                |                    |                  | \$1,250.00         |

[Back](#)[Choose Payment Method](#)

### Choose Payment Method

When you are ready to may a payment, select Choose Payment Method.



## Make a payment

[Review Balance](#)[Choose Payment Method](#)[Payment Confirmation](#)**Pay by** Credit or Debit Card ACH**Your payment summary**Current balance **\$1,250.00**Total payment **\$1,250.00**

Please enter your email for payment receipt & reminders

Email

jkotlark@revspringinc.com

**Schedule payment on**

05/17/2019



[Review our online agreement and authorization for payments.](#) >

 I signify that I have read, understand, and agree to the terms of the agreement[Back](#)[Next](#)

Choose your payment method - select what method of payment you will use for the transaction.

Your payment summary - gives a breakdown of what your current balance is and how much you are planning to pay.

Email - The email address will automatically populate to the address set up for the account.

Schedule payment on - select the calendar date either today or in the future that you would like to have the payment process.

## Schedule payment on

Date to process \_\_\_\_\_

**06/18/2019**

| Jun 2019 |           |           |           |           |           |           |
|----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Mon      | Tue       | Wed       | Thu       | Fri       | Sat       | Sun       |
| 27       | 28        | 29        | 30        | 31        | 1         | 2         |
| 3        | 4         | 5         | 6         | 7         | 8         | 9         |
| 10       | 11        | 12        | 13        | 14        | 15        | 16        |
| 17       | <u>18</u> | <b>19</b> | <b>20</b> | <b>21</b> | <b>22</b> | <b>23</b> |
| 24       | <b>25</b> | <b>26</b> | <b>27</b> | <b>28</b> | <b>29</b> | <b>30</b> |
| 1        | 2         | 3         | 4         | 5         | 6         | 7         |

Review our online agreement and authorization for payments in order to proceed with the payment. You will have the option to select a card from your wallet or use a new card.

### Payment Confirmation

Once your payment has gone through, you will see a confirmation page that will give you the option to Email, Text, or Print your receipt. There will also be a survey link included for you to provide feedback that we can use for continuous improvement.

## Pay over time (Payment Plan)

### New payment plan

Build your plan      Payment terms      Choose Payment

---

Select the balances you would like to add to your payment plan

| Account number                              | Patient name   | Date       | Balance type | Balance    | Add To Plan                             |
|---|----------------|------------|--------------|------------|---|
| <b>Physician</b>                            |                |            |              |            |   |
| A9006100505                                 | Terry Lawrence | 08/25/2018 | Physician    | \$2,250.00 | <input checked="" type="checkbox"/> Add |
| <b>Hospital</b>                             |                |            |              |            |   |
| A9006100506                                 | Keith Roger    | 09/25/2018 | Hospital     | \$2,000.00 | <input checked="" type="checkbox"/> Add |
| <b>Total balance to pay on payment plan</b> |                |            |              |            | <b>\$4,250.00</b>                       |

After selecting the accounts to include in the payment plan, the next screen shows the payment terms, which gives an overview of what you will pay today, what your future payment totals will be, and how many monthly payments to make until the balance is paid. You can make changes to any field on this screen and the remaining fields will adjust accordingly.

### New payment plan

Build your plan      Payment terms      Choose Payment

---

**Plan Amount \$2,000.00**

|  |  |                   |
|--|--|-------------------|
| Your initial payment today<br><b>\$83.33</b> | Recurring payment amount<br><b>\$83.33</b> /mo | Monthly <b>23</b> |
| Minimum Amount : \$10.00                     | Maximum number of payments 24                  |                   |

Start date 07/05/2019   Final payment date 06/05/2021

[Back to build your plan](#)      [Next: Choose payment method](#)

After you decide your payment plan, you move to the next screen to choose how you will be paying per month. This screen looks similar to all other payment screens, except this screen includes your payment plan summary.

## New payment plan

| Build your plan   | Payment terms  | Choose Payment Method |            |                |          |   |                     |          |                    |    |                    |            |                      |         |               |            |
|---|--|-----------------------|------------|----------------|----------|---|---------------------|----------|--------------------|----|--------------------|------------|----------------------|---------|---------------|------------|
| <p><b>Pay by</b></p> <p> <input type="radio"/>  Credit or Debit Card         </p> <p> <input type="radio"/>  ACH         </p>   | <p><b>Today's Payment</b></p> <table> <tr> <td>First payment date</td> <td>05-17-2019</td> </tr> <tr> <td>Payment amount</td> <td>\$100.00</td> </tr> </table> | First payment date    | 05-17-2019 | Payment amount | \$100.00 | <p><b>Your payment summary</b></p> <table> <tr> <td>Payment plan amount</td> <td>\$100.00</td> </tr> <tr> <td>Number of payments</td> <td>13</td> </tr> <tr> <td>Final payment date</td> <td>05-17-2020</td> </tr> <tr> <td>Final payment amount</td> <td>\$50.00</td> </tr> <tr> <td>Total payment</td> <td>\$1,250.00</td> </tr> </table> | Payment plan amount | \$100.00 | Number of payments | 13 | Final payment date | 05-17-2020 | Final payment amount | \$50.00 | Total payment | \$1,250.00 |
| First payment date  | 05-17-2019   |                       |            |                |          |   |                     |          |                    |    |                    |            |                      |         |               |            |
| Payment amount  | \$100.00   |                       |            |                |          |   |                     |          |                    |    |                    |            |                      |         |               |            |
| Payment plan amount   | \$100.00   |                       |            |                |          |   |                     |          |                    |    |                    |            |                      |         |               |            |
| Number of payments  | 13   |                       |            |                |          |   |                     |          |                    |    |                    |            |                      |         |               |            |
| Final payment date  | 05-17-2020   |                       |            |                |          |   |                     |          |                    |    |                    |            |                      |         |               |            |
| Final payment amount  | \$50.00  |                       |            |                |          |   |                     |          |                    |    |                    |            |                      |         |               |            |
| Total payment   | \$1,250.00   |                       |            |                |          |   |                     |          |                    |    |                    |            |                      |         |               |            |
| <p>Please enter your email for payment receipt &amp; reminders</p> <p>Email <input type="text" value="jkotlark@revspringinc.com"/></p> <p><a href="#">Review our online agreement and authorization for payments.</a></p> <p><input type="checkbox"/> I signify that I have read, understand, and agree to the terms of the agreement</p> |  |                       |            |                |          |   |                     |          |                    |    |                    |            |                      |         |               |            |
| <a href="#">Back</a>  | <a href="#">Next</a>   |                       |            |                |          |   |                     |          |                    |    |                    |            |                      |         |               |            |

### Not ready to pay your entire bill? (Partial Payment)

If you are not ready to pay the entire bill off at once, you have the option to make a payment towards the balance. Using the Your Payment field, enter the amount you would like to pay today.

| Choose Payment Amount   | Choose Payment Method | Payment Confirmation |
|---|-----------------------|----------------------|
| <p>Your current balance is \$1,250.00</p> <p>Your Payment <input type="text" value="\$ 1250.00"/></p> |                       |                      |

**Your payment will be applied to the oldest balance first**

The balance will be applied to the oldest account balance first, but you can make adjustments by changing the numbers in the payment field beside each account.



| Account Number  | Patient       | Type      | Service provider | Balance  |
|---|---------------|-----------|------------------|----------|
| <b>Physician</b>  |               |           |                  |          |
| A9006100109   | Brandon Frank | Physician | Dr.Patrick       | \$544.33 |
|  Payment<br>\$500.00 |               |           |                  |          |
| A9006100107   | Brandon Frank | Physician | Dr.Patrick       | \$250.00 |
|  Payment<br>\$0.00   |               |           |                  |          |
| <b>Hospital</b>   |               |           |                  |          |
| A9006100110   | Brandon Frank | Hospital  | Dr.James         | \$55.67  |
|  Payment<br>\$0.00   |               |           |                  |          |
| A9006100108   | Brandon Frank | Hospital  | Dr.Scott         | \$251.00 |
|  Payment<br>\$0.00   |               |           |                  |          |
| A9006100106   | Brandon Frank | Hospital  | Dr.James         | \$149.00 |
|  Payment<br>\$0.00   |               |           |                  |          |

The payment screen will appear to allow you to enter your payment information.



Choose Payment Amount

Choose Payment Method

Payment Confirmation

**Pay by**

Credit or Debit Card

ACH

**Please enter your email for payment receipt & reminders**

Email  
**jkotlark@revspringinc.com**

**Schedule payment on**

05/17/2019



[Review our online agreement and authorization for payments. >](#)

I signify that I have read, understand, and agree to the terms of the agreement

**Your payment summary**

|               |                   |
|---------------|-------------------|
| A9006100110   | <b>\$55.67</b>    |
| A9006100109   | <b>\$544.33</b>   |
| A9006100108   | <b>\$251.00</b>   |
| A9006100107   | <b>\$250.00</b>   |
| A9006100106   | <b>\$149.00</b>   |
| Total payment | <b>\$1,250.00</b> |

Back

Next

Upcoming Payment -

Get image - button does not work yet

Payment Plan Status -



## Payoff your payment plan

Choose Payment Method      Payment Confirmation

---

|   |                             |
|---|-----------------------------|
| <b>Pay by</b>   | <b>Your payment summary</b> |
| <b>Please enter your email for payment receipt &amp; reminders</b>  | Total payment      \$0.00   |
| <input type="text" value="Email"/>  |                             |
| <b>Schedule payment on</b>  |                             |
| <input type="text" value="05/17/2019"/>   |                             |
| <a href="#">Review our online agreement and authorization for payments. &gt;</a>                                    |                             |
| <input checked="" type="checkbox"/> I signify that I have read, understand, and agree to the terms of the agreement |                             |

[Back](#) [Next](#)

Financial Assistance -

## Connecting External Devices

Refer to Hardware documentation for how to properly set up external devices for Point of Sale.

Connect EM2 and EM3 to these documents by linking between projects?

DynaPro Setup

EMV How-To

EMV 2 Portal Config

EM1 Portal Config

DynaPro Device Setup

DynaPro Device Config

DynaPro PC Config

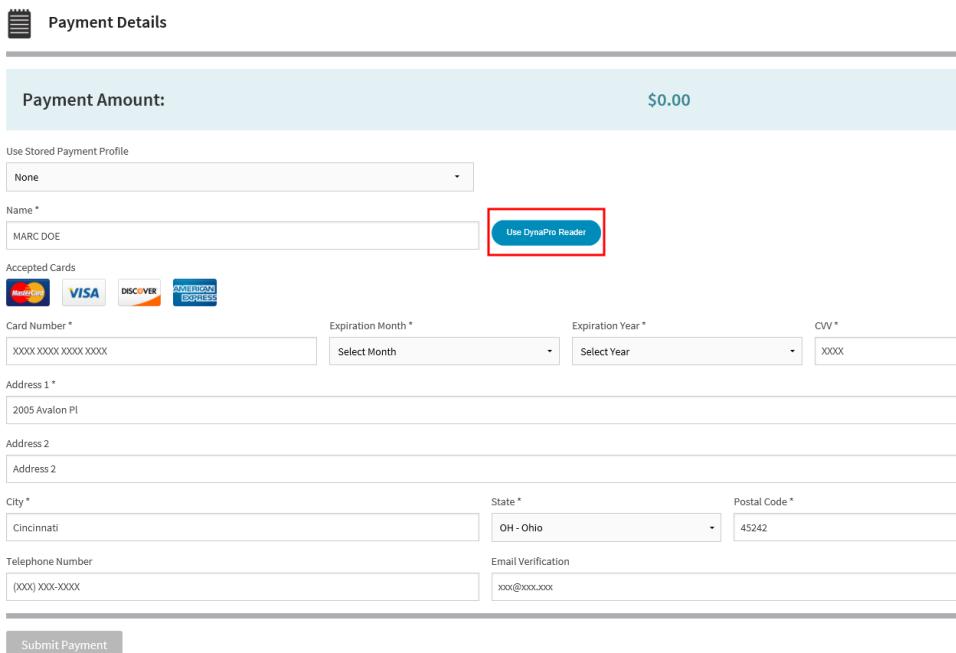
## Payments by Consumers Directly to Clients (POS—Point of Service)

In the case of Healthcare Clients, Consumers may go into the facility to make a payment for an upcoming procedure, or to pay off a bill. In-Person Consumer interactions include the use of linked Credit / Debit Card and Check readers (Swipe machines) to scan and accurately record Credit / Debit Card and Check information. Additionally, Client Reps may also be set up to accept Cash Payments at their facilities (typical for hospital / medical locations).

Depending on the Client Location, and their configuration, there may be only specific Client Reps that are able to accept payments (Credit/Debit Card, Check, and Cash) onsite. Otherwise, they may just take Credit / Debit Card payments or eChecks over the phone.

### Swipe Card

If the Consumer is making a Credit / Debit Card payment directly at the Client facility, they hand their Credit Card directly to the Client Representative handling the payment process. When the Client Rep gets to the Payment Details page, they click the Use Card Swiper button, located in the upper-right side of the page, below the Payment Amount.



The screenshot shows the 'Payment Details' section of the RevSpring platform. At the top, it displays the 'Payment Amount: \$0.00'. Below this, there's a dropdown for 'Use Stored Payment Profile' set to 'None'. A text input field for 'Name \*' contains 'MARC DOE'. To the right of this field is a blue button with white text that says 'Use DynaPro Reader', which is highlighted with a red rectangular box. Underneath these fields, there's a section for 'Accepted Cards' featuring icons for MasterCard, VISA, Discover, and American Express. Below this are fields for 'Card Number \*' (containing 'XXXX XXXX XXXX XXXX'), 'Expiration Month \*' (with a dropdown menu), 'Expiration Year \*' (with a dropdown menu), and 'CVV \*' (containing 'XXXX'). Further down, there are fields for 'Address 1 \*' ('2005 Avalon PI'), 'Address 2', 'City \*' ('Cincinnati'), 'State \*' ('OH - Ohio'), 'Postal Code \*' ('45242'), 'Telephone Number' ('(XXX) XXX-XXXX'), and 'Email Verification' ('xxx@xxx.xxx'). At the bottom left is a grey 'Submit Payment' button.

### Pop Up on Swipe

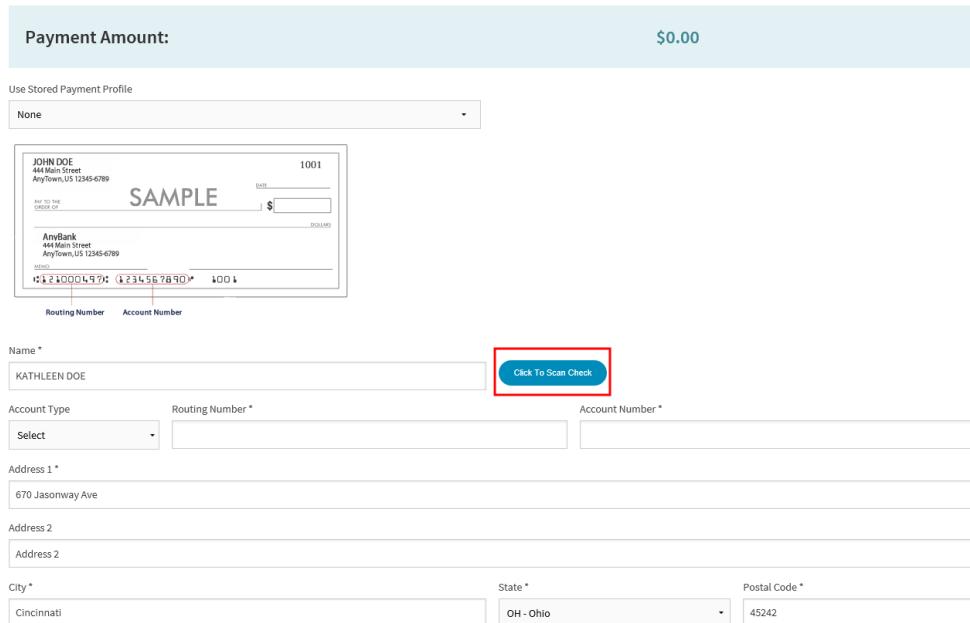
The following window pops up on the page.



Once the card is swiped, the data from the card appears in the window and fills in the Payment Details page. With the data completed on the Payment Details page, select the Submit Payment button to complete the transaction.

## eCheck

If the Consumer is making a check payment directly at the Client facility, they hand their completed check directly to the Client Representative handling the payment process. When the Client Rep gets to the Payment Details page, they click the Click to Scan Check button, located in the upper-right side of the page, below the Payment Amount.



**Payment Amount:** \$0.00

Use Stored Payment Profile

None

**SAMPLE**

JOHN DOE  
444 Main Street  
AnyTown, US 12345-6789

1001

DATE \$100.00

AmBank  
444 Main Street  
AnyTown, US 12345-6789

Routing Number Account Number

Name \* KATHLEEN DOE

Account Type Select Routing Number \*

Address 1 \* 670 Jasonway Ave

Address 2

City \* Cincinnati State \* OH - Ohio Postal Code \* 45242

**Click To Scan Check**

## Popup on Scan Check

The following window pops up on the page.



**Check Reader**

Bank Number

Account Number

Check Number

Once the check is scanned, the data from the check appears in the window and fills in the Payment Details page. With the data completed on the Payment Details page, select the Submit Payment button to complete the transaction.

## Convenience Fees

Most are for CSR because consumers can't waive fees

How to apply fees

Specific code fees

State fees

Fee code should not have to be unique - this will be fixed

## Payment Distribution

Bundlelineitem - you can run items all going to the same gateway as 1 tx (yes); run as indiv tx if say no. -> cost savings

Can bundle or combine conv. Fees

## Organization

See [Gateway Account Setup](#)

## Transformation

File Builder for Output Files

Pick data source and pre-populate to what is available to you.

Specify file type (include headers or not, pick characters, etc)

Building the columns and specify what data you want

Can replace characters on the output or translate data on the output (append, prepend, format, etc)

## Output

Settings

File compression

Clients get reports via FTP or in CSR portal file listing where they can download from website.



## Other Services Provided by RevSpring, Inc.