Work Samples

This document includes work samples to give an overview to the reader about the quality of the content and the writing style of the author. The document includes:

- Extracts of Bug Fixes Document
- Extracts of User Guides

Extracts of Bug Fixes Document

Version 5.20 Minor Fixes – Internal

The release notes in this section can be discussed with clients based on relevancy, but cannot be shared electronically.

Admin UI

Error Message While Making an Anonymous Payment

Users will no longer receive an error message, "The Lead Time (in days): is required" on the Review & Pay page while making an anonymous payment for an account. Earlier, when users clicked the Continue button on the Payment Entry page to make an anonymous payment, this error message displayed.

Consumer UI

Spanish Text on the Make Payment and Add Wallet pages

The correct text for Spanish field labels now displays on the Make Payment and Add Wallet pages as follows:

- When USA is the selected country, the correct Spanish text for the Account # and Routing # fields displays.
- When Canada is the selected country, the correct Spanish text for the Account #, Transit #, and Institution # fields displays.

Spanish Verbiage for "Set Default" On View Wallet page

The correct Spanish verbiage for the "Set Default" label now displays on the View Wallet page, and the label is now properly aligned.

Blank Email Notifications

After setting up or modifying an automatic payment schedule, customers will now receive an email notification in a predefined format with the correct client name in the subject line. Previously, blank email notifications were erroneously sent to customers with incorrect client names in the subject line.

Emails Triggered for Automatic Payments

After setting up an automatic payment schedule, customers will now receive only two notification emails per the system functionality: one stating that the automatic payment has been authorized and one stating that the next automatic payment transaction has been scheduled. Previously, customers received an additional email stating that the automatic payment was modified.

Extracts of User Guides

Introduction

The Administrator Portal is a multi-purpose platform designed to support the needs of a range of users within the client's organization including reseller users, client users, customer service representatives, and more. Access to the various functionalities is entirely role based. The administrator portal is equipped with extensive reporting capabilities, maximum configuration capabilities, branding, and visibility into all of the reseller's clients.

The platform supports modeling functions that can be utilized to quickly and easily implement new clients for a given market or a custom setup for those clients with more specific needs.

Payment Next is a highly configurable system; while certain features may not be selected to be activated, this document is designed to cover all functionality to provide insight into all available features.

Hierarchy

The hierarchy of Payment Next includes the Super-Client, Client, Reseller and Payment Channel. A Super-Client can have a range of one to many Clients and Payment Channels. Below are the entities that form a hierarchy in Payment Next.

- **Super-Client** — logical grouping entity of clients for payment

- **Client** — an entity which enables payment capabilities for customers, also referred to as the "Biller"

- **Payment Type** — types of payment methods — credit card, debit card, checking account or savings account for an account

- **Payment Channel** — types of payment options for how a customer wants to make a payment. In general, there are three types of payment channels; Web, IVR and Batch Payments. The web channel could sometimes be CSR web channel or customer web channel.

Signing In for the First Time

When a new user created by an Administrator signs in to the Administrator portal, two emails are sent to the user to their registered email address created during the new user registration process. One email has the username and another email has the temporary password. The user needs to change the temporary password immediately after signing in for the first time on the "Create your password" page by following certain rules given on the page.

My Profile

The My Profile page displays user's information such as Username, Full Name, Email Address, Password, Challenge Question and Challenge Answer. A user can edit the security information and change the password on the My Profile page by using the Edit button. To edit the profile information, click **Edit** button on the My Profile page.

<Image>

To access the editing page, two challenge questions need to be answered. If the user fails to answer first two challenge questions, the next two challenge questions are presented. Once the user answers the challenge questions correctly, they can access the editing page. On the editing page, the user can change the security information and the password.

Make Anonymous Payment

To make an anonymous payment, click the Pay tab and then the details on the Enter Account Information page, and click Continue. The Account tab to make the payment displays.

<Image>

Enter the required values like payment amount and payment method details, select a payment date and click Continue to proceed to Review & Pay page.

<Image>

After reviewing the payment details on this page and agreeing to the Payment Authorization check box, click the Pay button to make the payment.

<Image>

The payment authorization message is displayed on the next screen under Account tab as shown below which confirms a successful payment. A field, "Add a note" is also available if a CSR has to make a note of any payment details and save it before clicking on Close button.

Signing In for the First Time

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<Image>

The next step is to set four unique challenge questions and answers on the "Create your challenge questions" page. Any four challenge questions could be selected from the drop-down. Some challenge questions are disabled in the drop-down to achieve the minimum six-character criteria for the answers.

SYSTEM PERFORMANCE-FAQ

What is the maximum, average and minimum response time for a web-based payment transaction?

The maximum, average, and minimum response time for a web-based payment transaction is six seconds, two seconds, and less than one second respectively. However, the duration of the real-time transaction also depends on the third party card processors.

What is the maximum, average and minimum time required to complete an IVR-based payment transaction?

The maximum, average, and minimum response time taken to complete an IVR-based payment transaction is six seconds, two seconds, and less than one second respectively. However, the duration of the real-time transaction also depends on the third party card processors.

What is the maximum, average and minimum time required to display the payment history for a customer?

The maximum, average, and minimum response time taken to display payment history for a customer is six seconds, two seconds, and less than one second respectively.

What is the maximum, average, and minimum time for a Customer Care Representative (CSR) to search a customer (by primary ID) before making a payment on behalf of a customer?

The maximum, average, and minimum time required for a CSR to search a customer by his primary ID before making a payment on a customer's behalf is six seconds, two seconds, and less than one second respectively.

What is the maximum, average, and minimum time required for a Customer Care Representative (CSR) to search a customer payment by one-year-date range?

The maximum, average, and minimum time required for a CSR to search a customer payment by one-year-date range is six seconds, two seconds, and less than one second respectively.