

# CompuWerx

---

T U I T I O N P A Y

## COMPUWERX – ADMIN DEMO SITE

JANUARY 2025

# ADMIN SITE

## HOME - ADMIN LANDING PAGE

- Admin first lands on the Home page with different tabs on the left depending upon their level of access.

The screenshot displays the CompuWerx Admin Site Home page. At the top left is the CompuWerx logo with 'TUITION PAY' underneath. The top center shows 'Compuwerx Business Demo , Simulating as compdemoadmin'. The top right has a 'Dev Setup' link and a user dropdown menu showing '(compdemoadmin)'. A left sidebar contains a menu with icons and labels: Home (selected), Profile, File Transfers, Manage Category, User Admin, Entitlements, Email Setup, Reports, Payer Support, and Contact Us. The main content area is titled 'Home' and features a 'Welcome to DirectBillr' message in a grey box. Below this, a white box contains the text: 'This is the DirectBillr Administration site. You can use this site to modify your profile, upload accounts and bills, create new users, and view various reports.' A blue 'MANAGE PROFILE' button is positioned below the white box.

# ADMIN SITE

## REPORTS

- Admin navigates to Reports.
- For most reports, you may view data for a specific range of dates by selecting the desired Start and End date.
- In nearly all reports you can drill down to access detailed information by clicking on rows or specific cells within the report.

**CompuWerx**  
TUITION PAY

Compuwerx Business Demo , Simulating as compdemoadmin

Dev Setup (compdemoadmi)

### Reports

- Payment History Report**  
Summarizes the total number of web and phone payments within a selected date range.
- Reconciliation Report**  
Summarizes total number of processed web and phone payments for a payment cycle.
- Settlement Report**  
Summarizes total number and value of payments cleared within a selected date range.
- Activity Report**  
Displays the number of payer logins via the web and via phone.
- Enrollment Report**  
Shows all payers who are currently enrolled in the platform.
- Message Report**  
Contains a log of all messages that are sent out by DirectBillr.
- Scheduled Payments Report**  
Summarizes the total number of expected web and phone payments within a selected date range.
- Audit Report**  
Displays activity by Administrators and Customer Service Representatives (CSRs).
- Card Expiration Report**  
Contains a list of all Cards that have an expiration date in the Month selected.
- BAV Report**  
Summarizes the total number of bank account verifications within a selected date range.

This site provides a suite of reports to provide real-time access to payment information, to assist with audit needs, to facilitate account reconciliation and to assist in the search for specific payer activities and payments.

- For each report, you may view data for a specific range of dates by selecting the desired Start and End date.
- You may generate an MS Excel file, CSV or XML file, or PDF file containing data from the selected report by clicking the respective export icons above the report.
- In nearly all reports you can drill down to access detailed information by clicking on rows or specific cells within the report.
- Some report results can be filtered by certain columns by entering text into the textbox above the column and selecting the Filter button.
- Some reports can be sorted by column by clicking on the column header.

To view any of these reports, simply click on the corresponding link in the navigation menu above.

#### Aging Report

The Aging Report is only available to billers that load bills. This report summarizes all bills you have loaded to the DirectBillr system. It buckets bills by their past due range. For example, bills that aren't past due are bucketed into the 0-day bucket, bills that are 45 days overdue are bucketed into the 30-60 days overdue bucket, etc. You can drill down into this report to see the details of any unpaid bill, and you can modify the status of any unpaid bill using this report.

#### Scheduled Payments Report

The Scheduled Payments Report summarizes the total number of expected web and phone payments within a selected date range. These are payments that your payers have scheduled to be paid at

# ADMIN SITE

## REPORTS – ENROLLMENT REPORT

- Admin selects Enrollment Report and presses the Run Support button.
- All enrolled payers are then populated in the report. Enrolled payers have registered and created their own Username and Password.
- Report displays 3 enrolled users.

Count	Report Date	Login ID	Account ID	Enrollment Date	Recurring Pmt	Triggered Pmt	Email
1	01/02/2025	6170780049	10021412	12-27-2024 09:08:17 AM	N	N	user@directbiller.com
2	01/02/2025	6170780049	10021411	12-27-2024 09:08:17 AM	N	N	user@directbiller.com
3	01/02/2025	BuddyTheElf	500214158	12-27-2024 09:18:53 AM	Y	N	mjensen@aliaswire.com

# ADMIN SITE

## REPORTS – ENROLLMENT REPORT – INCLUDE UNENROLLED

- Admin selects 'Include Unenrolled Users' checkbox.
- All payers who have accessed the site or have been uploaded populate in the report.
- Reports displays 40 enrolled and unenrolled users.

Report Date:    Include Unenrolled Users  Show All Users

Enrollment Report Details

Enrollment Report Details

40 results found, displaying 1 to 10

Count	Report Date	Login ID	Account ID	Enrollment Date	Recurring Pmt	Triggered Pmt	Email
1	01/03/2025	6170780049	10021412	12-27-2024 09:08:17 AM	N	N	user@directbiller.com
2	01/03/2025	6170780049	10021411	12-27-2024 09:08:17 AM	N	N	user@directbiller.com
3	01/03/2025	test@gmail.com	87654	01-02-2025 03:56:25 PM	N	N	test@gmail.com
4	01/03/2025	ssquarepants	al234	01-02-2025 10:54:35 AM	N	N	sponge@squarepants.com
5	01/03/2025	BuddyTheElf	500214158	12-27-2024 09:18:53 AM	N	N	mjensen@aliaswire.com

# ADMIN SITE

## REPORTS – PAYMENT HISTORY REPORT

- Admin navigates to Payment History report and runs the report for a set time frame.
- Report can be run for up to 31-days at a time.
- Report data will populate in real-time.
- Admin can drilldown into a specific status by clicking anywhere on that line.

Start Date  End Date  [RUN REPORT](#)

Payment Status Summary

Status	Number of Payments	Amount
Pending	1	\$500.00
Totals	1	\$500.00

# ADMIN SITE

## REPORTS – PAYMENT HISTORY REPORT – STATUS DETAILS

- Admin reviews the payments made with the status they chose.
- Boxes above each field can be used to filter data down.
- Passthrough data (i.e. address, etc) gets populated in this report.
- Admin can drilldown further into a specific payment by clicking anywhere on that line.

The screenshot displays the 'Payment History' report interface. At the top, there are input fields for 'Start Date' (01/02/2025) and 'End Date' (01/02/2025), with a 'BACK' button to the right. Below this is a 'Payment History' header. The main area contains navigation buttons: 'FIRST', 'PREV', 'NEXT', 'LAST', a page size dropdown set to '10', and icons for PDF, CSV, XLS, and XLSX. A summary bar indicates '1 results found, displaying 1 to 1' with 'FILTER' and 'CLEAR' buttons. Below this is a table with columns: Count, Transaction ID, Account, Invoice Number, Customer Name, Date Paid, Bill Amount, Paid Amount, Fee Amount, Payment Mode, Status, Description, and Address. The table contains one data row and a Totals row.

Count	Transaction ID	Account	Invoice Number	Customer Name	Date Paid	Bill Amount	Paid Amount	Fee Amount	Payment Mode	Status	Description	Address
1	B250021381866	500214158		BUDDY THE ELF	01/02/2025 08:22:48	\$0.00	\$500.00	\$0.00	Checking	Pending	N/A	123 Elf Road
Totals						\$0.00	\$500.00	\$0.00				

# ADMIN SITE

## REPORTS – PAYMENT HISTORY REPORT – TRANSACTION DETAILS

- Admin can review the specific payment details.
- Reference number or Account ID can be copied down to be used for further payer support if needed.

Payment Information	
<b>Bill:</b> Compuwerx Business Demo	<b>Payment Type:</b> Direct Payment
<b>Authorized By:</b> compdemoadmin	<b>Account:</b> 500214158
<b>Reference Number:</b> B250021381866	<b>Account Type:</b> Individual
<b>Payment Date:</b> 01/02/2025	<b>Phone:</b> 5083261236
<b>Payment Status:</b> Pending	<b>Email:</b> test@test.com
<b>Device:</b> Web	<b>Designator:</b> N/A
<b>Address:</b> 123 Elf Road	
<b>City:</b> North Pole	
<b>State:</b> AK	
<b>Zip:</b> 88888	
<b>Student First Name:</b> N/A	
<b>Student Last Name:</b> N/A	
	<b>Payment Amount:</b> \$500.00
	<b>Billing Service Fee:</b> \$0.00
	<b>Total Payment Amount:</b> \$500.00
Category Line Items	
<b>Tuition Testing:</b>	
<u>\$500.00* 1</u>	



# ADMIN SITE

## REPORTS – SETTLEMENT REPORT

- Admin navigates to Settlement Report and selects a date range of up to 31 days.
- Report summarizes total number and value of payments cleared and returned (if applicable) with the selected date range.
- Further transaction details can be displayed by selecting Report Details.

Start Date  End Date  [RUN REPORT](#)

Settlement Report Summary [REPORT DETAILS](#)

	Debits		Credits>Returns		Returns		Cleared	Errors
	Total Number	Total Amount	Total Number	Total Amount	Total Number	Total Amount		
Credit Card	5	\$330.00	0	\$0.00	0	\$0.00	0	0
Bank Account	5	\$3,300.00	0	\$0.00	1	\$500.00	0	1
Totals	10	\$3,630.00	0	\$0.00	1	\$500.00	0	1

# ADMIN SITE

## REPORTS – RECONCILIATION REPORT

- Admin navigates to Reconciliation Report and runs the report for a specific date.
- Reconciliation will summarize all processed transactions for a payment cycle and can include ACH returns as seen here.

Start Date  
12/31/2024 **RUN REPORT**

### Reconciliation Summary

Status	Count	Payments	Reversals/Chargebacks
Failed	1	\$0.00	-\$500.00
Totals	1	\$0.00	-\$500.00

### Reconciliation Report Details

Reconciliation Report Details **FIRST** **PREV** **NEXT** **LAST** 10 PDF CSV XLS XML

1 results found, displaying 1 to 1

Count	Reconciliation Date	Transaction ID	Account	Invoice Number	Customer Name	Effective Date	Date Cleared	Date Initiated	Bill Amount	Paid Amount	Fee Amount	Payment Method
1	12/31/2024 00:00:00	B243621381020	500214126		NORTH STAR		12/30/2024 08:46:05	12/27/2024 09:17:15	\$0.00	-\$500.00	\$0.00	Checking
Totals									\$0.00	-\$500.00	\$0.00	

# ADMIN SITE

## REPORTS – RECONCILIATION REPORT

- Admin scrolls to the right to review the Approval Code for the failed ACH transaction.
- CC chargebacks are not populated in any of the Aliaswire reports and need to be reviewed at the merchant level.
- Admin can click anywhere on the transaction line to drill down further.

The screenshot displays the 'Reconciliation Report' interface. It is divided into two main sections: 'Reconciliation Summary' and 'Reconciliation Report Details'.

**Reconciliation Summary**

Status	Count	Payments	Reversals/Chargebacks
Failed	1	\$0.00	-\$500.00
Totals	1	\$0.00	-\$500.00

**Reconciliation Report Details**

Below the summary is a filter bar with 'FILTER' and 'CLEAR' buttons. Below that is a row of input fields for filtering, including a dropdown menu and several text boxes.


je	Status	Approval Code	Address	City	State	Zip	PhoneNumber	EmailAddress	FirstName	LastName	Authorized By	Designator
	Failed	Insufficient Funds	123 Elf Road	North Pole	AK	88888	5083261234	test@test.com	Test	Payer	USER	

# ADMIN SITE

## REPORTS – RECONCILIATION REPORT – TRANSACTION DETAILS

- Admin reviews the failed transaction.
- Insufficient Funds is the code seen for this failed transaction.

Compuwerx Business Demo , Simulating as compdemoadmin

De 

### Payment Details

#### Payment Information

<b>Biller:</b> Compuwerx Business Demo	<b>Payment Type:</b> Direct Payment
<b>Authorized By:</b> USER	<b>Account:</b> 500214126
<b>Reference Number:</b> B243621381020	<b>Account Type:</b> Individual
<b>Payment Date:</b> 12/27/2024	<b>Phone:</b> 5083261234
<b>Payment Status:</b> Failed	<b>Email:</b> mjensen@aliaswire.com
<b>Device:</b> Web	<b>Designator:</b> N/A
<b>Address:</b> 123 Elf Road	
<b>City:</b> North Pole	
<b>State:</b> AK	
<b>Zip:</b> 88888	
<b>Phone Number:</b> 5083261234	
<b>Email Address:</b> test@test.com	
<b>Student First Name:</b> Test	
<b>Student Last Name:</b> Payer	

Payment Amount: \$500.00  
Billing Service Fee: \$0.00  
Total Payment Amount: \$500.00

# ADMIN SITE

## REPORTS – EXPORTING REPORTS

- Reports can be generated into an Excel file, CSV or XML file, or PDF file containing data from the selected report by clicking the respective export icons above the report.

The screenshot displays the 'Reconciliation Summary' section with a table showing the following data:

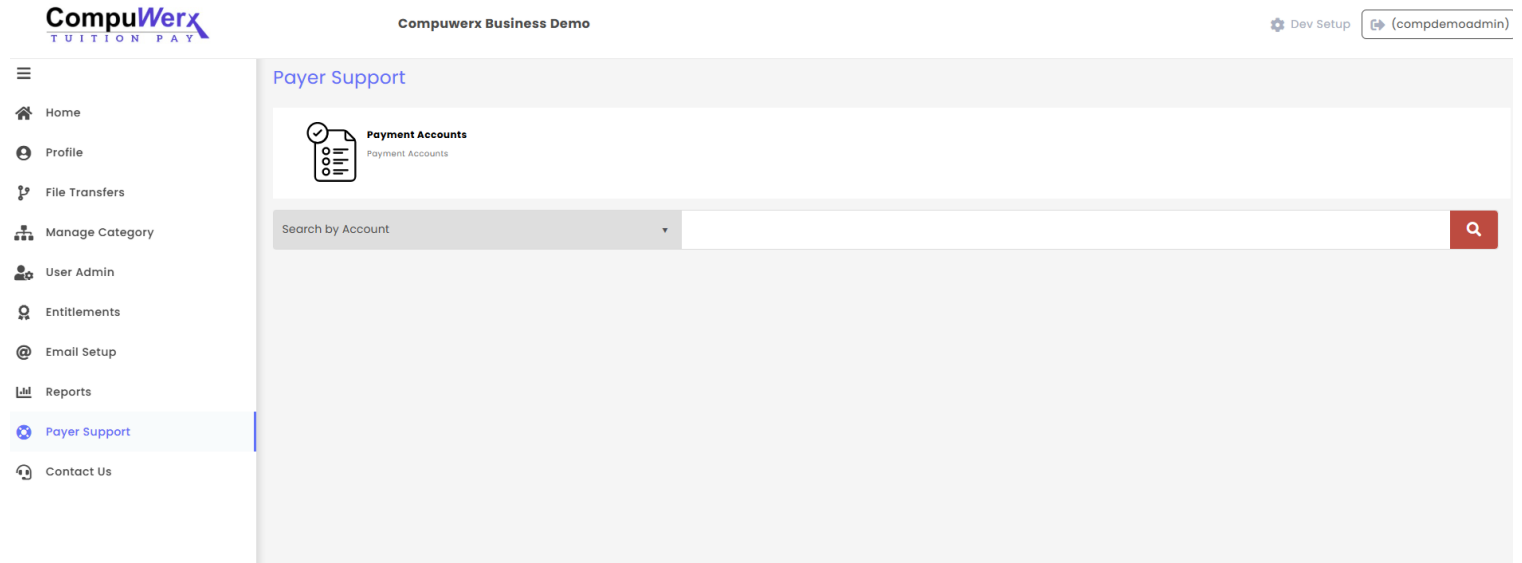
Status	Count	Payments	Reversals/Chargebacks
Failed	1	\$0.00	-\$500.00
Totals	1	\$0.00	-\$500.00

Below the table is the 'Reconciliation Report Details' section. It includes navigation buttons: FIRST, PREV, NEXT, LAST, and a page number 10. A green box highlights a set of export icons: PDF, XML, XLS, and CSV. Below the navigation is a status message: '1 results found, displaying 1 to 1'.

# ADMIN SITE

## PAYER SUPPORT

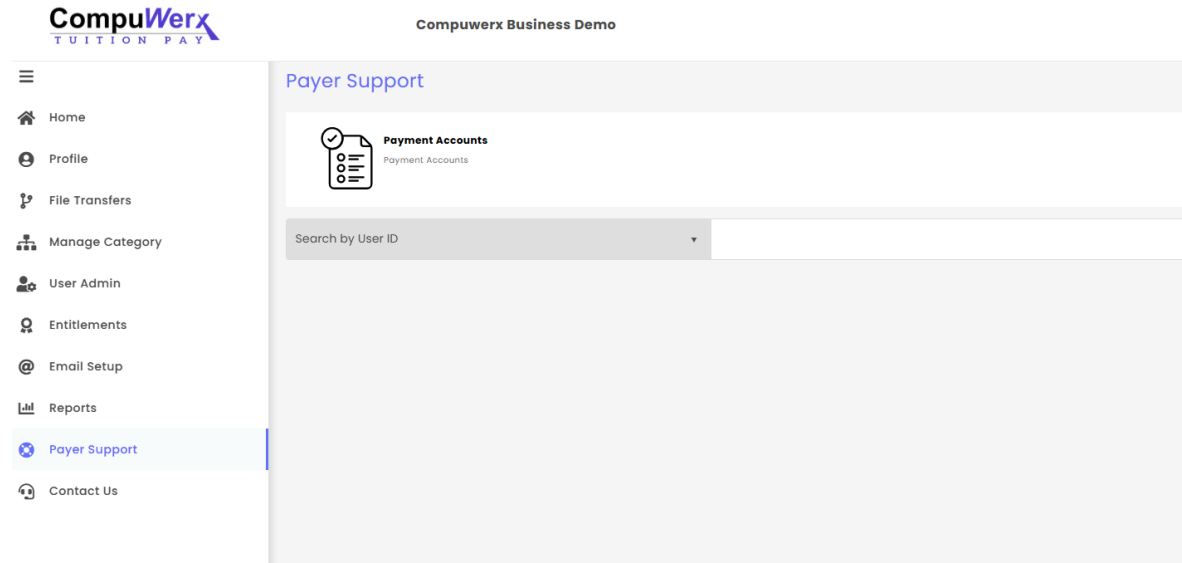
- Admin navigates to Payer Support on the lefthand taskbar.
- **Note** – With a multi-division biller Admin must select a division from the dropdown to correctly use Payer Support.
- From here an Admin can search for a specific payer, add a new account, find past account activity, transactions, make a payment on behalf, cancel or void a payment, create and/or cancel an automatic payment plan.



# ADMIN SITE

## PAYER SUPPORT – SINGLE STUDENT SEARCH

- Admin chooses what to search by in the search by dropdown.
- Admin can select Account, User ID and Reference Number at a minimum.
- Admin selects User ID.



# ADMIN SITE

## PAYER SUPPORT – REVIEW STUDENT PROFILE

- Admin reviews Enrolled User Information.
- Admin can update email address on Profile (select highlighted User ID), Change User Password, View Alerts (emails sent from system), View User Activity (payer website) and Add a new Payment Method.

The screenshot displays the 'Payer Support' interface. At the top, there is a 'Payment Accounts' section with a document icon. Below this is a search bar labeled 'Search by User ID' with a dropdown menu showing 'BuddyTheElf' and a search icon. The main content area is divided into two columns. The left column, titled 'Enrolled User Information', shows the user ID 'BuddyTheElf' and email 'mjensen@aliaswire.com'. It includes buttons for 'CHANGE PASSWORD', 'VIEW ALERTS', and 'VIEW ACTIVITY', along with 'Unlock' and 'Lock' options. The right column, titled 'Payment Method(s)', shows a bank account ending with '\*\*3456' and an 'ADD' button.



# ADMIN SITE

## PAYER SUPPORT – UPDATE EMAIL ON PROFILE

- Admin selects highlighted User ID.
- Admin can update email address on Profile and then press Submit or go Back if no update is needed.

The screenshot displays the 'CompuWerx Business Demo' Admin Site. The main page is titled 'Payer Support' and features a 'Payment Accounts' section with a document icon. Below this is a search bar labeled 'Search by User ID'. The 'Enrolled User Information' section shows the user 'BuddyTheElf' with email 'mjensen@aliaswire.com' and buttons for 'CHANGE PASSWORD', 'VIEW ALERTS', and 'VIEW ACTIVITY'. There are also 'Unlock' and 'Lock' buttons. The 'Payment Method(s)' section shows a bank account ending in '\*\*3456'. A 'Profile Details' modal is open, showing the user's 'Login ID: BuddyTheElf' and 'Email: mjensen@aliaswire.com' in a text input field. The modal has 'BACK' and 'SUBMIT' buttons.

# ADMIN SITE

## PAYER SUPPORT – CHANGE PROFILE PASSWORD

- Admin selects Change Password.
- Admin can select Ok to change or Cancel to go back.
- Admin selects Ok.

The screenshot displays the 'Payer Support' interface for 'Compuwerx Business Demo'. A dark modal dialog is overlaid on top, titled 'staging.aliaswire.com says' with the message 'Are you sure you want to reset the Password' and 'OK' and 'Cancel' buttons. Below the dialog, the page title is 'Payer Support'. A 'Payment Accounts' section is visible with a search bar containing 'BuddyTheElf'. The 'Enrolled User Information' section shows 'User ID: BuddyTheElf', 'Email: mjensen@aliaswire.com', and buttons for 'CHANGE PASSWORD', 'VIEW ALERTS', and 'VIEW ACTIVITY'. A 'Payment Method(s)' section shows a 'Bank Account ending with \*\*3456'.

# ADMIN SITE

## PAYER SUPPORT – CHANGE PROFILE PASSWORD

- Admin has successfully changed the Profile password.
- New password will be emailed to the Enrolled payer's email on file.

The screenshot shows the 'Compuwerx Business Demo' Admin Site. The main heading is 'Payer Support'. Below this, there is a 'Payment Accounts' section with a document icon and a search bar. The search bar is set to 'Search by User ID' and contains the text 'BuddyTheElf'. Below the search bar, there are two main sections: 'Enrolled User Information' and 'Payment Method(s)'. The 'Enrolled User Information' section displays the following details: User ID: BuddyTheElf, Email: mjensen@aliaswire.com, and a status indicator showing 'Unlock' and 'Lock' buttons. To the right of these details are three blue buttons: 'CHANGE PASSWORD', 'VIEW ALERTS', and 'VIEW ACTIVITY'. The 'Payment Method(s)' section shows a single entry: 'Bank Account ending with \*\*3456'. In the top right corner, there is a green notification box with a checkmark that reads: 'Password for Userid BuddyTheElf was successfully reset and Password for the Userid BuddyTheElf is 49k5jF'. The top right corner also features a gear icon and the text 'Det'.

# ADMIN SITE

## PAYER SUPPORT – VIEW ALERTS

- Admin selects View Alerts to see all email correspondence sent from the system to the Enrolled email on file.

The screenshot displays the 'View Alerts' interface. At the top, there is a 'Payment Accounts' section with a checkmark icon. Below this is the 'View Alert Page' header. A 'Show entries' dropdown is set to '10', and a search box is present. The main content is a table with the following data:


Transport	Address	Description	Date	Status
Email	mjensen@aliaswire.com, test@test.com	Compuwerx Business Demo Password Reset	2025-01-02 10:33:13.0	SAVE
Email	mjensen@aliaswire.com, test@test.com	Compuwerx Business Demo Password Reset	2025-01-02 10:32:12.0	SUCCESS
Email	mjensen@aliaswire.com, test@test.com	Compuwerx Business Demo Alert: Payment Method Deleted	2025-01-02 10:27:12.0	SUCCESS
Email	mjensen@aliaswire.com, test@test.com	Compuwerx Business Demo Alert: Payment Method Added	2025-01-02 10:27:13.0	SUCCESS
Email	mjensen@aliaswire.com, test@test.com	Compuwerx Business Demo Recurring payment scheduled	2025-01-02 09:57:12.0	SUCCESS
Email	mjensen@aliaswire.com, test@test.com	Compuwerx Business Demo Recurring payment cancelled	2025-01-02 09:57:13.0	SUCCESS

# ADMIN SITE

## PAYER SUPPORT – VIEW ACTIVITY

- Admin selects View Activity to see all payer activity on the website.

View activity

 **Payment Accounts**  
Payment Accounts

View Activity Page

FIRST PREV NEXT LAST 10

21 results found, displaying 1 to 10

FILTER CLEAR

Count	Timestamp	User ID	User Role	Event Type	Event Description	Additional Info
1	01-02-2025 10:24:50 AM	BuddyTheElf	Payer Enrolled	Deactivate Payment Account	A Payment Method was Deleted by the user	REF=3771686
2	01-02-2025 10:20:13 AM	BuddyTheElf	Payer Enrolled	Logon	User logged in to the system	ORG_ID=01362090817435;USER_ID=BuddyTheElf;DEV_TYPE=Web;
3	01-02-2025 10:20:13 AM	BuddyTheElf	Payer Enrolled	Logon	User logged in to the system	ORG_ID=01362090817435;USER_ID=BuddyTheElf;DEV_TYPE=Web;

# ADMIN SITE

## PAYER SUPPORT – REVIEW ACCOUNT

- Admin reviews Account associated with the profile.
- Admin can update account information, Unlink the Account from the profile (if applicable), Unlock Account, Make Payment or Set Up or Cancel an Automatic Payment Plan.

The screenshot displays the 'Payer Support – Review Account' interface. It is divided into three main sections:

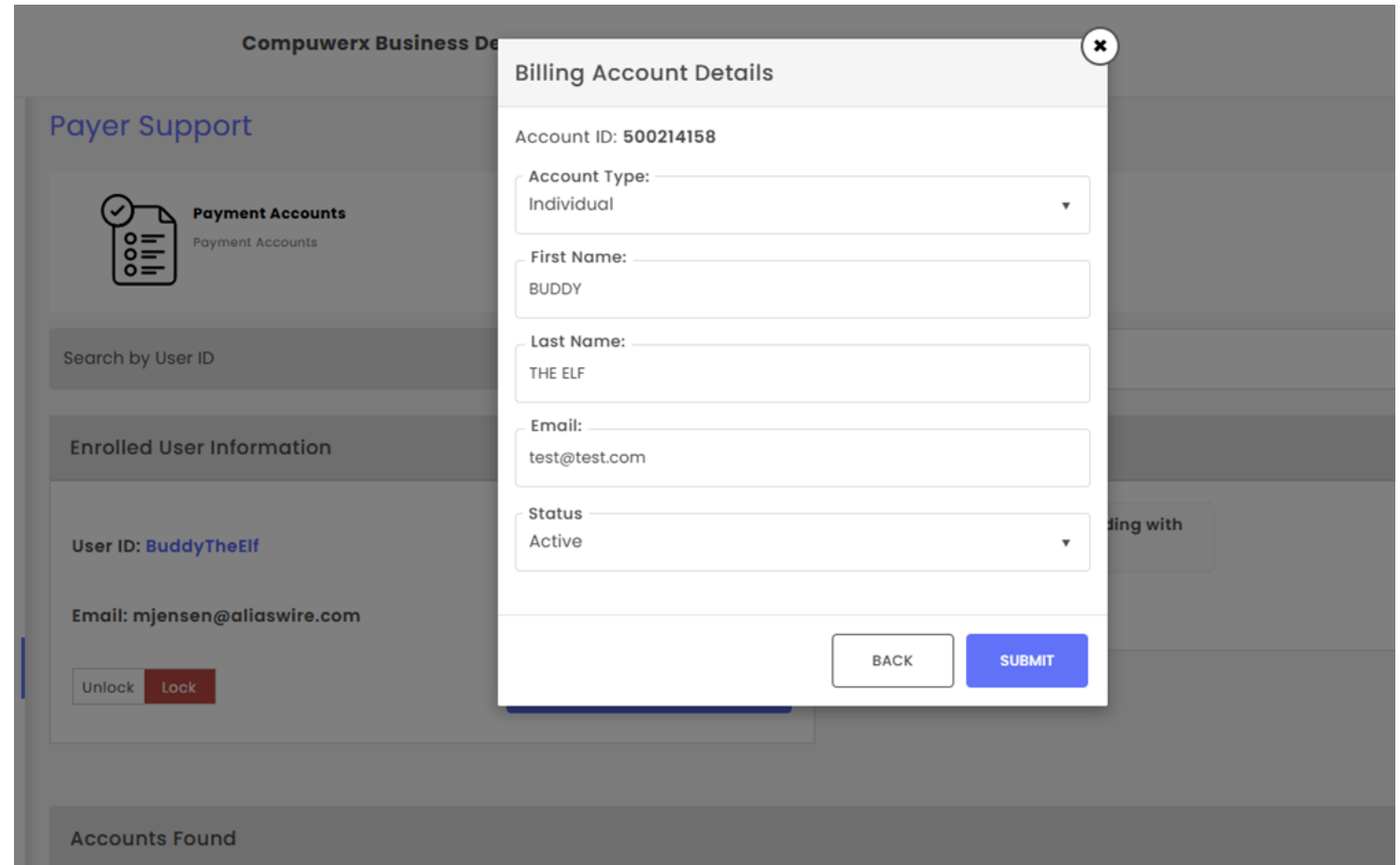
- Enrolled User Information:** Shows user details for 'BuddyTheElf' with email 'mjensen@aliaswire.com'. It includes buttons for 'CHANGE PASSWORD', 'VIEW ALERTS', and 'VIEW ACTIVITY'. There are also 'Unlock' and 'Lock' buttons.
- Payment Method(s):** Shows a bank account ending with '\*\*3456'. An 'ADD' button is present in the top right.
- Accounts Found:** A table listing accounts with columns for Account ID, Contact Name, Email, Status, Locked, and Action. A search bar and pagination controls are also visible.

Account ID	Contact Name	Email	Status	Locked	Action
500214158	BUDDY THE ELF	test@test.com	Active	false	<a href="#">UNLINK ACCOUNT</a> <a href="#">UNLOCK ACCOUNT/USER</a> <a href="#">MAKE PAYMENT</a> <a href="#">SET UP</a>

# ADMIN SITE

## PAYER SUPPORT – UPDATE ACCOUNT DETAILS

- Admin selects the highlighted Account ID.
- Admin can then update the account details manually. Account type, first and last name and account email or make the account inactive (if applicable).
- **Note** – If the account has a Profile associated the Account email no longer receives correspondence from the system, the Profile email does.



The screenshot displays the 'Payer Support' interface with a modal window titled 'Billing Account Details'. The modal contains the following fields:

- Account ID: 500214158
- Account Type: Individual (dropdown menu)
- First Name: BUDDY
- Last Name: THE ELF
- Email: test@test.com
- Status: Active (dropdown menu)

At the bottom of the modal are two buttons: 'BACK' and 'SUBMIT'. The background interface shows 'Payment Accounts' with a search bar and 'Enrolled User Information' for 'BuddyTheElf' with email 'mjensen@aliaswire.com' and 'Unlock/Lock' buttons.

# ADMIN SITE

## PAYER SUPPORT – UNLINK ACCOUNT

- Admin selects Unlink Account.
- Admin can then manually unlink the account from the Profile if the account was mistakenly added to the wrong Profile or needs to be changed to a new Profile.
- **Note** – any auto payment plans (if applicable) must be cancelled prior to this action.

Compuwerx Business Demo

staging.aliaswire.com says  
Unlink this account will remove the account from this user's profile.  
Any auto payments or bill reminders on this account will remain ACTIVE.

OK Cancel

ed User Information

NAME: BuddyTheElf

EMAIL: mjensen@aliaswire.com

Lock

CHANGE PASSWORD

VIEW ALERTS

VIEW ACTIVITY

Bank Account ending with \*\*3456

Accounts Found

10 entries

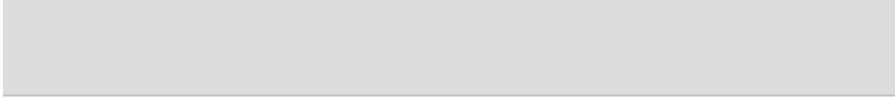
Account ID	Contact Name	Email	Status	Locked	Action
14158	BUDDY THE ELF	test@test.com	Active	false	<a href="#">UNLINK ACCOUNT</a> <a href="#">UNLOCK ACCOUNT/USER</a> <a href="#">MAKE PAYMENT</a> <a href="#">SE</a>



# ADMIN SITE

## PAYER SUPPORT – UNLOCK ACCOUNT

- Admin selects Unlock Account if the Locked status is set to true.



Contact Name	Email	Status	Locked
DY THE ELF	test@test.com	Active	false

s

# ADMIN SITE

## PAYER SUPPORT – MAKE PAYMENT ON BEHALF

- Admin selects Make Payment.
- **Note** – This capability can be granted to specific Admin/CSR users through Entitlements.

The screenshot displays the Admin Site interface for managing a user's payment. It is divided into several sections:

- Enrolled User Information:** Shows user details for 'BuddyTheElf' with email 'mjensen@aliaswire.com'. It includes buttons for 'CHANGE PASSWORD', 'VIEW ALERTS', and 'VIEW ACTIVITY'. There are also 'Unlock' and 'Lock' buttons.
- Payment Method(s):** Shows a bank account ending with '\*\*3456'. An 'ADD' button is present in the top right.
- Accounts Found:** A table listing accounts with columns for Account ID, Contact Name, Email, Status, Locked, and Action. A search bar and a 'Show 10 entries' dropdown are also visible.

Account ID	Contact Name	Email	Status	Locked	Action
500214158	BUDDY THE ELF	test@test.com	Active	false	UNLINK ACCOUNT UNLOCK ACCOUNT/USER MAKE PAYMENT SET UP

Showing 1 to 1 of 1 entries


# ADMIN SITE

## PAYER SUPPORT – MAKE PAYMENT ON BEHALF

- Admin or CSR proceeds to verify and fill out payer information along with any passthroughs.

Compuwerx Business Demo Dev Setup (comdemo)

### CSR Payment

**Payment Accounts**  
Payment Accounts

#### User Information

Account ID <b>500214158</b>	Payer <b>BUDDY THE ELF</b>
Email Receipt To test@test.com	Payment Date 01/02/2025
Address 123 Elf Road	City North Pole
State AK	Zip 88888
Student First Name	Student Last Name

#### Pay by Category

<input type="checkbox"/> Test Category 12/24 0.00	<input type="checkbox"/> Tuition Testing 0.00
--	--

# ADMIN SITE

## PAYER SUPPORT – MAKE PAYMENT ON BEHALF

- Admin or CSR reviews payment information, if there is an error, select Go Back to make a correction or select Make Payment to finalize the payment.

User Information			
Account ID 500214158	Payment Date 01/02/2025	Payer BUDDY THE ELF	Notification To test@test.com

Category Line Items	
<b>Tuition Testing:</b>	
\$500.00 * 1	

Payment Amount		
Payment Amount \$500.00	Billing Service Fee \$0.00	Total Payment Amount \$500.00

Payment Method			
Pay By Bank Account	Bank BMO BANK NA	Account Type checking	Routing Number 075000051
Bank Account Number **3456	Name on Bank Account Test		

<a href="#">GO BACK</a>	<a href="#">MAKE PAYMENT</a>
-------------------------	------------------------------


# ADMIN SITE

## PAYER SUPPORT – MAKE PAYMENT ON BEHALF

- A successful Admin payment has now been made on behalf of the payer.
- The payer will receive an email receipt for this payment momentarily.

Compuwerx Business Demo Dev Setup (compdemoadmin)

### CSR Payment

 **Payment Accounts**  
Payment Accounts

**Thanks for the payment!**

Payment To COMPUWERX\_BUSINE

Reference Number	Payment Date	Account ID	Payer
B250021381868	01/02/2025	500214158	BUDDY THE ELF
Notification To	Payment Status	Device Type	Payment Type
test@test.com	Pending	WEB	Direct Payment
Address	City	State	Zip
123 Elf Road	North Pole	AK	88888
Student First Name	Student Last Name		
Test	Payer		

Category Line Items

**Tuition Testing:**  
\$500.00\* 1

Payment Method

# ADMIN SITE

## PAYER SUPPORT – SET UP AUTO PAYMENT PLAN

- Admin selects Set Up next to the Make Payment button to create a new Automatic Payment plan or to cancel a pre-existing one.

The screenshot displays the Admin Site interface for managing a payer's account. It is divided into several sections:

- Enrolled User Information:** Shows the user ID as "BuddyTheElf" and email as "mjensen@aliaswire.com". There are buttons for "CHANGE PASSWORD", "VIEW ALERTS", and "VIEW ACTIVITY". A status indicator shows "Unlock" and "Lock" buttons.
- Payment Method(s):** Shows a bank account ending with "\*\*3456". There is an "ADD" button in the top right corner.
- Accounts Found:** A table listing the account details. The table has columns for Account ID, Contact Name, Email, Status, Locked, and Action. A search bar is located to the right of the table.

Account ID	Contact Name	Email	Status	Locked	Action
500214158	BUDDY THE ELF	test@test.com	Active	false	UNLINK ACCOUNT UNLOCK ACCOUNT/USER MAKE PAYMENT SET UP

Showing 1 to 1 of 1 entries. Previous 1 Next

# ADMIN SITE

## PAYER SUPPORT – SET UP AUTO PAYMENT PLAN

- Admin selects payment method, Pay Category or Pay Other and then fills out the remaining fields for the Payer.
- Admin reviews the information and selects Setup Recurring Payment.

Recurring/Bill-Triggered Payments for Account - 500214158

### Recurring Payment

Full Payer Access

Payment Method  
Select Method + ✎ 🗑 \$ Payment Amount

Payment Frequency  
Select Frequency ▼ First Payment Date

Last Payment Date  
 Make final payment on  Continue payments until manually cancelled.

Last Payment Date

City  
North Pole

Zip  
88888

Address  
123 Elf Road

State  
AK

Student First Name

Student Last Name

Pay Category  Pay Other

[GO BACK](#) [SETUP RECURRING PAYMENT](#)


# ADMIN SITE

## PAYER SUPPORT – SET UP AUTO PAYMENT PLAN

- Admin reviews automatic payment plan terms with Payer and selects Confirm Recurring Payment or if something is incorrect Go Back to make a change.

Compuwerx Business Demo Dev Setup (compdemoadmin)

CSR Search

 **Payment Accounts**  
Payment Accounts

Recurring/Bill-Triggered Payments for Account - 500214158

Compuwerx Business Demo has setup a Monthly recurring payment to your account ending in 4158. \$500.00 will be processed from your Bank Account ending with \*\*3456 on a Monthly basis, starting on 01/15/2025. The Monthly recurring payment will continue until you contact Compuwerx Business Demo to cancel it. This authorization will remain in effect until the final payment date or until you notify Compuwerx Business Demo to cancel the recurring payment.



# ADMIN SITE

## PAYER SUPPORT – CANCEL AUTO PAYMENT PLAN

- Admin selects Set Up to cancel an automatic payment plan.

The screenshot displays the Admin Site interface for managing a payer's account. It is divided into three main sections:

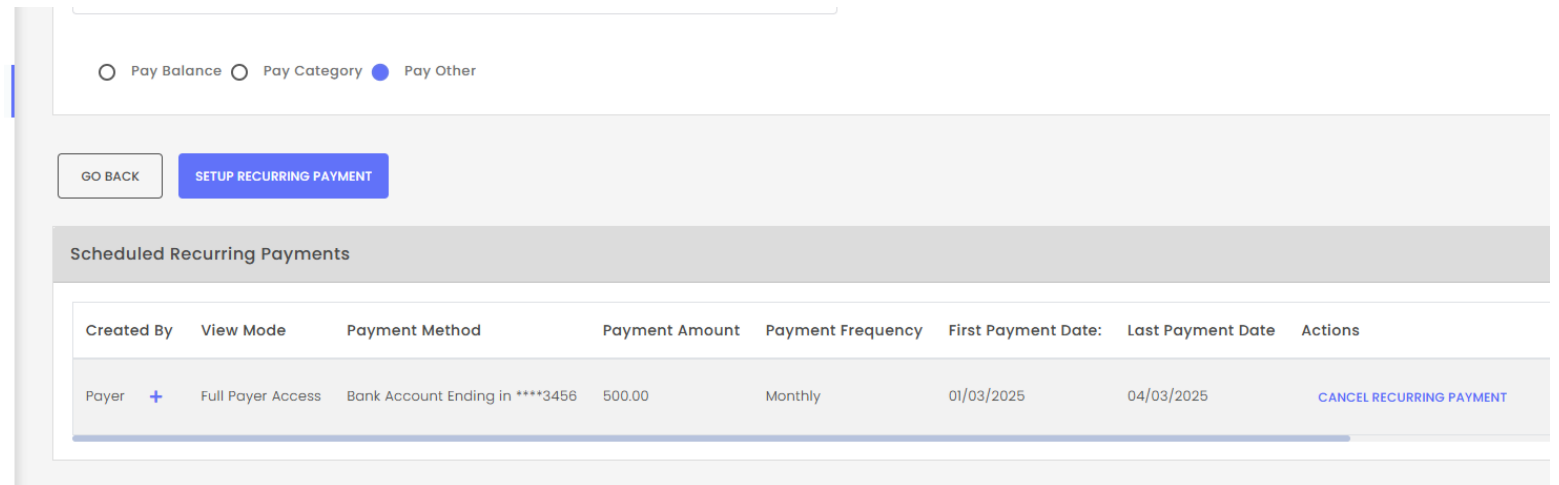
- Enrolled User Information:** Shows the user ID as "BuddyTheElf" and email as "mjensen@aliaswire.com". There are buttons for "CHANGE PASSWORD", "VIEW ALERTS", and "VIEW ACTIVITY". There are also "Unlock" and "Lock" buttons.
- Payment Method(s):** Shows a bank account ending with "\*\*3456". There is an "ADD" button.
- Accounts Found:** A table listing accounts with columns for Account ID, Contact Name, Email, Status, Locked, and Action. The table contains one entry for account ID "500214158" belonging to "BUDDY THE ELF" with email "test@test.com". The status is "Active" and it is not locked. The action buttons are "UNLINK ACCOUNT", "UNLOCK ACCOUNT/USER", "MAKE PAYMENT", and "SET UP".

At the bottom of the Accounts Found section, it says "Showing 1 to 1 of 1 entries" and has "Previous" and "Next" navigation buttons.

# ADMIN SITE

## PAYER SUPPORT – CANCEL AUTO PAYMENT PLAN

- Admin scrolls to the bottom of the Setup page to see a previously created payment plan.
- Admin selects Cancel Recurring Payment.



The screenshot displays the 'Scheduled Recurring Payments' section of the admin site. At the top, there are three radio buttons: 'Pay Balance', 'Pay Category', and 'Pay Other', with 'Pay Other' selected. Below this are two buttons: 'GO BACK' and 'SETUP RECURRING PAYMENT'. The main content is a table with the following columns: 'Created By', 'View Mode', 'Payment Method', 'Payment Amount', 'Payment Frequency', 'First Payment Date', 'Last Payment Date', and 'Actions'. A single row is visible in the table with the following data: 'Payer +', 'Full Payer Access', 'Bank Account Ending in \*\*\*\*3456', '500.00', 'Monthly', '01/03/2025', '04/03/2025', and a blue link labeled 'CANCEL RECURRING PAYMENT'.

Created By	View Mode	Payment Method	Payment Amount	Payment Frequency	First Payment Date	Last Payment Date	Actions
Payer +	Full Payer Access	Bank Account Ending in ****3456	500.00	Monthly	01/03/2025	04/03/2025	<a href="#">CANCEL RECURRING PAYMENT</a>

# ADMIN SITE

## PAYER SUPPORT – CANCEL AUTO PAYMENT PLAN

- Admin sees the message that the plan has successfully been cancelled.
- Admin can scroll to the bottom of the page to see the scheduled recurring payment plan is no longer there.
- **Note** – You cannot edit a previously setup payment plan it would need to be cancelled and reset up.

The screenshot displays the 'CompuWerx Business Demo' admin interface. At the top right, a green notification box with a checkmark icon states: 'The payment plan has been successfully cancelled'. Below this, the 'Payment Accounts' section is visible, with a sub-section for 'Recurring/Bill-Triggered Payments for Account - 500214158'. The 'Recurring Payment' form is shown with the following fields and options:

- Full Payer Access** (checked)
- Payment Method**: Select Method (dropdown menu)
- Payment Frequency**: Select Frequency (dropdown menu)
- Last Payment Date**: Radio buttons for 'Make final payment on' and 'Continue payments until manually cancelled'.
- Payment Amount**: Text input field with a dollar sign prefix.
- First Payment Date**: Text input field.
- Address**: Text input field containing '123 Elf Road'.
- Last Payment Date**: Text input field.
- City**: Text input field.
- State**: Text input field.

# ADMIN SITE

## PAYER SUPPORT – SINGLE PAYER PAYMENT REVIEW

- Admin searches by Account ID or User ID within the Payer Support screen.
- Admin scrolls down to the Payments Found portion of the Payer Support page.

Payments Found

Show 10 entries Search:

Reference Number	Bill Number	Account ID	Payment Date	Payment Amount	Status	Action
<a href="#">B250021381869</a>	N/A	500214158	01/15/2025 00:00:00	\$500.00	Cancelled	N/A
<a href="#">B250021381868</a>	N/A	500214158	01/02/2025 11:44:40	\$500.00	Cancelled **	N/A
<a href="#">B250021381867</a>	N/A	500214158	01/03/2025 06:00:00	\$500.00	Cancelled	N/A
<a href="#">B250021381866</a>	N/A	500214158	01/02/2025 08:22:48	\$500.00	Pending	<a href="#">CANCEL/REVERSE</a>
<a href="#">B243651381358</a>	N/A	500214158	12/30/2024 13:02:19	\$800.00	Pending	<a href="#">CANCEL/REVERSE</a>
<a href="#">B243631381237</a>	N/A	500214158	01/28/2025 06:00:00	\$1,000.00	Cancelled	N/A
<a href="#">B243621381034</a>	N/A	500214158	12/28/2024 06:00:00	\$1,000.00	Pending	<a href="#">CANCEL/REVERSE</a>
<a href="#">B243621381033</a>	N/A	500214158	12/27/2024 10:45:29	\$500.00	Pending	<a href="#">CANCEL/REVERSE</a>

Showing 1 to 8 of 8 entries Previous **1** Next

# ADMIN SITE

## PAYER SUPPORT – PAYMENT VOID OR REVERSAL

- Admin can select a specific Reference Number to further review that specific payment or select the Cancel/Reverse action button to void or reverse a previously made payment.
- Admin selects Cancel/Reverse on an available payment.
- Past payments can be refunded from up to 18 months in the past.

Payments Found

Show 10 entries Search:

Reference Number	Bill Number	Account ID	Payment Date	Payment Amount	Status	Action
<a href="#">B250021381869</a>	N/A	500214158	01/15/2025 00:00:00	\$500.00	Cancelled	N/A
<a href="#">B250021381868</a>	N/A	500214158	01/02/2025 11:44:40	\$500.00	Cancelled **	N/A
<a href="#">B250021381867</a>	N/A	500214158	01/03/2025 06:00:00	\$500.00	Cancelled	N/A
<a href="#">B250021381866</a>	N/A	500214158	01/02/2025 08:22:48	\$500.00	Pending	<a href="#">CANCEL/REVERSE</a>
<a href="#">B243651381358</a>	N/A	500214158	12/30/2024 13:02:19	\$800.00	Pending	<a href="#">CANCEL/REVERSE</a>
<a href="#">B243631381237</a>	N/A	500214158	01/28/2025 06:00:00	\$1,000.00	Cancelled	N/A
<a href="#">B243621381034</a>	N/A	500214158	12/28/2024 06:00:00	\$1,000.00	Pending	<a href="#">CANCEL/REVERSE</a>
<a href="#">B243621381033</a>	N/A	500214158	12/27/2024 10:45:29	\$500.00	Pending	<a href="#">CANCEL/REVERSE</a>

Showing 1 to 8 of 8 entries Previous **1** Next

# ADMIN SITE

## PAYER SUPPORT – SINGLE PAYER PAYMENT REVIEW

- Admin will then have two options to either select Full Reversal or type on a Partial Refund amount.
- To provide back half of this payment the Admin would type \$250 in the Refund Amount box and select Refund.
- **Note** – The same payment can be refunded multiple times if originally partially refunded.

### Stop Payment/Refunds

**Full Reversal**

To completely reverse this transaction, click the "Reverse" button.

**Partial Refund**

To partially refund this transaction, enter a refund amount less than the original amount and click the "Refund" button.

**Refund Amount:**  **Refund Allowance:** \$500.00

\*The customer will see the money being credited back to their account in 2-3 business days.

# ADMIN SITE


## PAYER SUPPORT – ADDING A NEW STUDENT

- Admin will search for an Account ID and not find one in the system.
- Admin can then enter First Name and Last Name for the student and select Create Account.

Compuwerx Business Demo , Simulating as compdemoadmin

Dev  No records were found.

### Payer Support

 **Payment Accounts**  
Payment Accounts

Search by Account

Search Results: Account

Check if this is a Business Account


First Name	Last Name	Action
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="button" value="CREATE ACCOUNT"/> <input type="button" value="CANCEL"/>


# ADMIN SITE

## PAYER SUPPORT – ADDING A NEW STUDENT

- The student has now been created in the system and can register a Profile against this account or an Admin can Make a Payment or Set Up a payment plan on their behalf.

**Payer Support**

 **Payment Accounts**  
Payment Accounts

Search by Account  

Payment Method(s)

No Payment Methods.

Accounts Found

Account ID	Contact Name	Email	Status	Locked	Action	
<a href="#">500214278</a>	STEVE YOUNG	N/A	Active	false	<a href="#">VIEW ACTIVITY</a>	<a href="#">UNLOCK ACCOUNT/USER</a> <a href="#">MAKE PAYMENT</a> <a href="#">SET UP</a>

Payments Found

Reference Number	Bill Number	Account ID	Payment Date	Payment Amount	Status	Action
No Payments Found.						



# ADMIN SITE

## FILE TRANSFERS – ADDING NEW STUDENTS

- Admin navigates to File Transfers and selects Choose File to load in a bulk group of student data.
- The system will then prompt you to upload a file from your computer.
- Find the correct file and select Open and then Upload.

The screenshot shows the 'File Upload' page in the CompuWerx Admin Site. The page title is 'Compuwerx Business Demo'. The user is logged in as '(compdemoadmin)'. The left sidebar contains a menu with the following items: Home, Profile, File Transfers (highlighted), Manage Category, User Admin, Entitlements, Email Setup, Reports, Payer Support, and Contact Us. The main content area has a header with 'File Upload' and two cards: 'Account Upload' (Upload History) and 'Automatic Transfer Setup' (FTP Job Configurations). Below the header is a 'New Source File:' section with a 'CHOOSE FILE' button and an 'UPLOAD' button. Underneath is a 'Files Scheduled for Processing' table with columns for 'File Name' and 'Schedule Date'. The table is currently empty, with a message: 'There aren't any files scheduled for processing.' At the bottom, there is a 'Recent Uploads' section with a 'Refresh' button.


# ADMIN SITE


## FILE TRANSFERS – ADDING NEW STUDENTS

- After Uploading hit the refresh button and then select your file to review the details.
- From the Upload Results you can review the successfully loaded accounts.

Compuwerx Business Demo

Upload Results

 **Account Upload**  
Upload History

 **Automatic Transfer Setup**  
FTP Job Configurations

Upload Results

**File name:** COMPUWERX\_BUSINE\_01022025\_121909.xls  
**Timestamp:** 01-02-2025 12:19:09  
**Batch number:** BATCH01  
**File number:** 5  
**Number of fatal errors:** 0  
 **Number of errors:** 0  
 **Number of warnings:** 0  
**Number of Accounts inserted:** 0  
**Number of Accounts updated:** 3

GO BACK

# ADMIN SITE

## MANAGE CATEGORY

- Admin navigates to Manage Category on the lefthand taskbar.
- Admin can Add, Edit or Delete.
- Admin chooses + Add Category Line Item

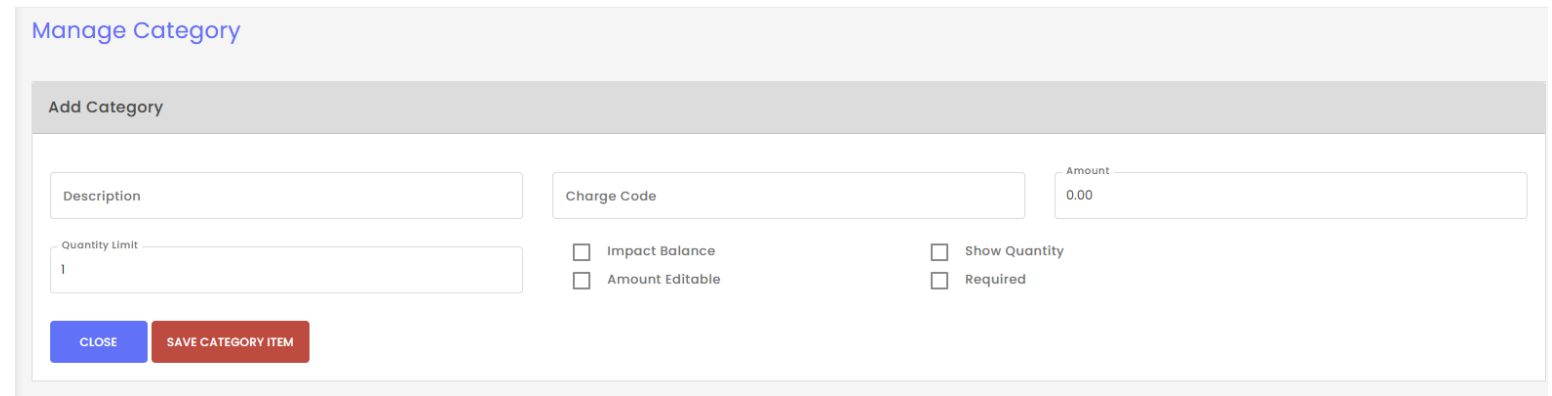
The screenshot displays the 'Manage Category' page in the CompuWerx Admin Site. The page header includes the CompuWerx logo, the text 'Compuwerx Business Demo', and a 'Dev Setup' link with a user profile '(compdemoadmin)'. The left sidebar contains a menu with items: Home, Profile, File Transfers, Manage Category (highlighted), User Admin, Entitlements, Email Setup, Reports, Payer Support, and Contact Us. The main content area is titled 'Manage Category' and features a 'Saved Category Item List' table. The table has columns for Description, Charge Code, Required, Amount, Amount Editable, Impact Balance, Item Pay Required, Show Quantity, Quantity Limit, Status, and Action. A single row is visible for 'Tuition Testing' with a value of '1' in the Quantity Limit column. An '+ ADD CATEGORY LINE ITEM' button is located in the top right of the table area. The Action column for the row contains 'Edit' and 'Delete' buttons.

Description	Charge Code	Required	Amount	Amount Editable	Impact Balance	Item Pay Required	Show Quantity	Quantity Limit	Status	Action
Tuition Testing	TI	NO	\$0.00	YES	NO	NO	NO	1	Active	<a href="#">Edit</a> <a href="#">Delete</a>

# ADMIN SITE

## MANAGE CATEGORY - ADD CATEGORY

- Admin adds Description, Charge Code (if needed), Amount (can be left as \$0.00), Quantity Limit, and then selects optional check boxes.
- If Amount is left at \$0.00 be sure to make Amount Editable.
- Admin selects Save Category Item once completed.



The screenshot displays the 'Manage Category' interface. At the top, there is a header 'Manage Category' in blue. Below it is a sub-header 'Add Category' in a grey bar. The form contains several input fields and checkboxes. The 'Description' field is empty. The 'Charge Code' field is empty. The 'Amount' field contains '0.00'. The 'Quantity Limit' field contains '1'. There are four checkboxes: 'Impact Balance' (unchecked), 'Amount Editable' (unchecked), 'Show Quantity' (unchecked), and 'Required' (unchecked). At the bottom, there are two buttons: a blue 'CLOSE' button and a red 'SAVE CATEGORY ITEM' button.

# ADMIN SITE

## MANAGE CATEGORY - ADD CATEGORY

- New category has been added.
- Admin can then make an edit, delete or add more categories if needed.
- All categories added here will be viewable to the Unenrolled or Enrolled payers on the payer site.

Manage Category

Saved Category Item List [+ ADD CATEGORY LINE ITEM](#)

Description	Charge Code	Required	Amount	Amount Editable	Impact Balance	Item Pay Required	Show Quantity	Quantity Limit	Status	Action
Test Category 12/24	T1	NO	\$0.00	YES	NO	NO	NO	1	Active	<a href="#">Edit</a> <a href="#">Delete</a>
Tuition Testing	T1	NO	\$0.00	YES	NO	NO	NO	1	Active	<a href="#">Edit</a> <a href="#">Delete</a>

# ADMIN SITE

## MANAGE CATEGORY - EDIT CATEGORY

- Admin chooses the Edit action item button.
- Category the Admin selected is now highlighted.
- Admin can now edit any of the fields and/or check boxes.
- Once edits are completed Admin hits Save Category Item or Close if not Edits are needed..

Manage Category

Edit Category

Description: Tuition Testing

Charge Code: T1

Amount: 0.00

Quantity Limit: 1

Impact Balance

Amount Editable

Show Quantity

Required

[CLOSE](#) [SAVE CATEGORY ITEM](#)

Saved Category Item List [+ ADD CATEGORY LINE ITEM](#)

Description	Charge Code	Required	Amount	Amount Editable	Impact Balance	Item Pay Required	Show Quantity	Quantity Limit	Status	Action
Test Category 12/24	T1	NO	\$0.00	YES	NO	NO	NO	1	Active	<a href="#">Edit</a> <a href="#">Delete</a>
Tuition Testing	T1	NO	\$0.00	YES	NO	NO	NO	1	Active	<a href="#">Edit</a> <a href="#">Delete</a>

# ADMIN SITE

## MANAGE CATEGORY - DELETE CATEGORY

- Admin chooses the Delete action item button.
- A popup action box now appears.
- Admin can confirm the Delete action by selecting Ok or Cancel to go back.

The screenshot shows the 'Manage Category' page in the CompuWerx Admin Site. A confirmation popup is displayed over the page, asking 'Are you sure?' with 'OK' and 'Cancel' buttons. The page header includes 'Compuwerx Business Demo', 'staging.aliaswire.com says', 'Dev Setup', and a user profile '(compdemoadmin)'. The main content area is titled 'Manage Category' and contains a 'Saved Category Item List' table. A '+ ADD CATEGORY LINE ITEM' button is located in the top right of the table area.

Description	Charge Code	Required	Amount	Amount Editable	Impact Balance	Item Pay Required	Show Quantity	Quantity Limit	Status	Action
Test Category 12/24	T1	NO	\$0.00	YES	NO	NO	NO	1	Active	<a href="#">Edit</a> <a href="#">Delete</a>
Tuition Testing	T1	NO	\$0.00	YES	NO	NO	NO	1	Active	<a href="#">Edit</a> <a href="#">Delete</a>