

ePay Instructions

As of 06/10/14, all SecureCare invoicing is done via Infinedi's website using the new ePay system. Available payment methods:

- Electronic check (E-Check)
- Credit/Debit Card
- Automatic Credit/Debit Card or E-Check
- Printing invoice and mailing payment

Go to www.infinedi.net and log into the Q-Services Login at the top right-hand corner of the website.



Select the 'SecureCare Payment Gateway' link at the bottom of the dashboard.



ACCOUNT SUMMARY SCREEN

SecureCare ePay home screen or Your Account > Account Summary

This screen shows the outstanding invoices, payment history and scheduled payments.

Outstanding Invoices

- Select the invoice number in [Blue](#) in order to view and print invoice along with the billing detail.
- To view billing detail for this invoice, scroll to the bottom of the invoice and select '**billing detail**'.
- To print invoice, scroll to the bottom of the invoice and select the '**print**' button.

Transaction#	Customer PO #	TRANSACTION DATE	Due Date	TRANSACTION AMOUNT	Balance Due	Pay in full	PAYMENT AMOUNT
IA-201405182		6/9/2014	7/9/2014	\$26.60	\$26.60	<input type="checkbox"/>	

- If you are mailing a check payment, please make sure to send payment to the address that is on the invoice and the Account Summary screen:

SecureCare
PO Box 30271
Omaha, NE 68103-1371

- To pay invoice through ePay, select '*View All Open Invoices*'
- Select '*Pay in Full*'
- The invoices that will be paid are listed under '*Selected Transactions*'
- Select '*Pay*'

REVIEW & PAY

Payment Options

To Make a Credit/Debit Card Payment:

- Select the '*Credit Card*' button to make the payment using a credit/debit card
- Select the Card Type: Visa, Mastercard, AMEX or Discover
- Enter the Credit Card Number (no spaces)
- Enter the Expiration Date (MM/YY)
- Enter the Card Security Code (CCV) - this field is not required to process payments
- Select '*Submit*' at the bottom of the screen

The screenshot shows the 'Payment Options' screen. At the top, there is a table for 'SELECTED TRANSACTIONS' with one entry: Transaction # IA-201405182, Transaction Balance \$26.60, and Payment To \$26.60. Below this is a 'TOTAL: \$26.60'. The 'PAYMENT OPTIONS' section has a note: 'Note: The bolded line is primary wallet entry for either credit card or eCheck.' Below the note is an 'Empty' field with an 'Add New Entry +' link. The 'WALLET ENTRY/ EDIT INFORMATION' section has two radio buttons: 'Credit Card' (selected) and 'E-Check'. A green arrow points to the 'Credit Card' radio button. Below the radio buttons are fields for 'Card Type' (set to Visa), 'Credit Card Number', 'Exp. Date (MM/YY)' (Month and Year dropdowns), 'Card Security Code', 'Account Holder Name', 'Street', 'Street 2', 'City', 'State', 'Zip Code', and 'Country'. At the bottom of this section is a 'Save to wallet' checkbox. At the bottom of the screen are 'Pay Now', 'CANCEL', and 'SUBMIT' buttons.

Save to Wallet Option in the Payment Options Screen - Credit Card Instructions:

You can save the credit card information to your wallet and use the saved entry to make future payments.

- Select the '*Save to Wallet*' box
- Enter Wallet ID which is located above the Card Type (ex. Visa, MC, AMEX, Discover, Debit, etc.)
- You can also select '*Set as Default*' if you have multiple payment types in your wallet. This will place the default card to the top of the Payment Options listed.

To Make an E-Check payment:

The screenshot shows the 'securecare' website interface. At the top, there are navigation links: 'Your Account', 'Recurring Invoicing', and 'Recurring Payment'. Below this, a breadcrumb trail reads 'Home > Your Account > Wallet'. The main heading is 'Wallet', followed by a search bar and a link to 'Add New Entry'. The section is titled 'WALLET ENTRY/ EDIT INFORMATION'. There are two radio buttons: 'Credit Card' and 'E-Check'. A green arrow points to the 'E-Check' option. Below this, there are radio buttons for 'Account Type' with 'Checking' selected and 'Savings' unselected. The form includes fields for 'Wallet ID', 'Bank Routing Number', 'Bank Account Number', 'Account Holder Name', 'Street', 'Street 2', 'City', 'State', 'Zip Code', and 'Country' (pre-filled with 'United States'). A 'SUBMIT' button is at the bottom.

- Select the '**E-Check**' button to make a payment using a checking account
- Select an Account Type: **Checking or Savings**
- Enter Bank Routing Number
- Enter Bank Account Number
- Select '**Submit**' at the bottom of the screen

Save to Wallet Option in the Payment Options Screen - Checking/Savings

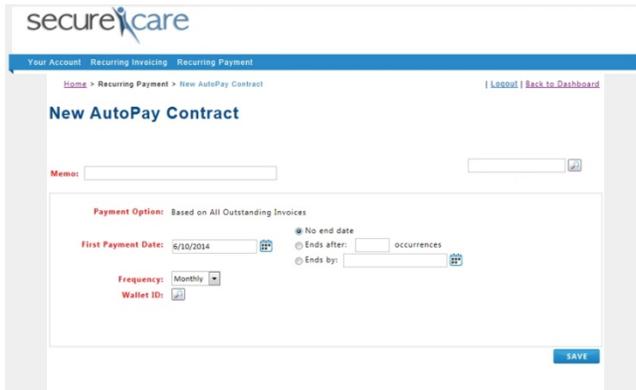
You can save the E-Check information to your wallet and use the saved entry to make future payments.

- Select the '**Save to Wallet**' box
- Enter Wallet ID located above the Bank Routing Number (ex. checking, savings, name of bank, etc.)
- You can also select '**Set as Default**' if you have multiple payment types in your wallet. This will place the default card to the top of the Payment Options listed.

To make it easier for you, Recurring Payment / AutoPay Contracts can be used as a worry-free method of setting up monthly payments.

New AutoPay Contract

Recurring Payment > New AutoPay Contract



Complete the required fields to set up the '**AutoPay**' Contract

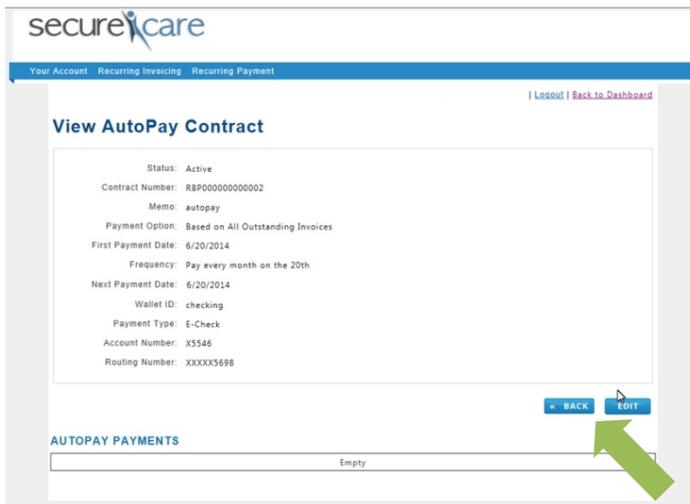
- Memo: **Autopay**
- Payment Options: Based on All Outstanding Invoices
- First Payment Date: Enter date you want payment to process each month (ex. 06/20/14)
- Frequency: Select **Daily** or **Monthly**
 - *If selecting Daily, it will process the payment once the invoice is posted to ePay. It will continue to try and process the payment until the payment is approved.*
 - *If selecting Monthly, it will only try and process the payment on the day selected whether its approved or denied. If denied it will try and process the payment again the following month.*
- Wallet ID: Select the magnifying glass and choose a payment option
- If a payment option has not been set up in the Wallet, select '**Create a New Wallet**' from the **Lookup Wallet Entries** screen.
 - Follow the **Save to Wallet Option in the Payment Options Screen** instructions listed above for a credit card or E-Check.
- When finished, select the '**Save**' button and the contract detail window will open. After the contract is created, an '**Edit**' button is generated on the contract form to enable and change if needed.

View an Existing AutoPay Contract

Recurring Payment > View AutoPay Contracts



- Select the '**Contract**' number of the contract to be viewed/edited
- If a data field needs to be changed, click the '**Edit**' button
- Make any changes and select the '**Save**' button
- The *detail view* page returns
- Select the '**Back**' button to view the list of contracts again



Update an Existing AutoPay Contract

Recurring Payment > View AutoPay Contracts

- Select the '**Contract**' number of the contract to be viewed/edited
- Select the '**Edit**' button
- Select the magnifying glass and choose a payment option
- If a payment option has not been set up in the Wallet, select '**Create a New Wallet**' from the '**Lookup Wallet Entries**' screen.
- Follow the **Save to Wallet Option in the Payment Options Screen** instructions listed above for a credit card or E-Check.
- Select the '**Save**' button
- The view/edit detail page returns. The payment information will show the updated card for the autopay contract.

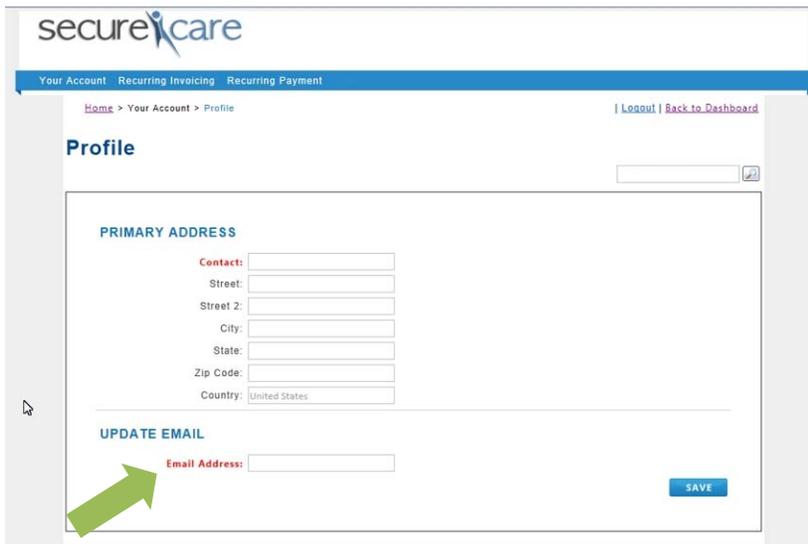
Cancel an Existing AutoPay Contract

Recurring Payment > View AutoPay Contracts

- Select the **'Contract'** number of the contract to be viewed/edited
- Select the **'Edit'** button
- From the Status drop down list, change the status from **'Active'** to **'Closed'**
- Click the **'Save'** button
- The view/edit detail page returns. The Status field should now indicate that the payment contract is **'Closed'**.

PROFILE

Your Account > Profile



The screenshot shows the 'Profile' page in the SecureCare system. The page has a blue header with the 'securecare' logo and navigation links: 'Your Account', 'Recurring Invoicing', and 'Recurring Payment'. Below the header, there are links for 'Home > Your Account > Profile' and 'Logout | Back to Dashboard'. The main content area is titled 'Profile' and contains two sections: 'PRIMARY ADDRESS' and 'UPDATE EMAIL'. The 'PRIMARY ADDRESS' section has fields for 'Contact', 'Street', 'Street 2', 'City', 'State', 'Zip Code', and 'Country' (pre-filled with 'United States'). The 'UPDATE EMAIL' section has an 'Email Address' field and a 'SAVE' button. A green arrow points to the 'Email Address' field.

Email address in the Profile screen is used for notifications, ie: invoicing, credit card expiration, declined transactions, payments, etc.

- Enter your email address - be sure to check for accuracy
- Click the **'Save'** button

WALLET

Your Account > Wallet

The screenshot shows the 'securecare' website's 'Wallet' management page. At the top, there is a navigation bar with 'Your Account', 'Recurring Invoicing', and 'Recurring Payment'. Below this, a breadcrumb trail reads 'Home > Your Account > Wallet'. The main heading is 'Wallet', followed by a search bar and a status indicator 'Empty'. A link 'Add New Entry +' is visible. The 'WALLET ENTRY/ EDIT INFORMATION' section has two radio buttons: 'Credit Card' (selected) and 'E-Check'. The 'Credit Card' section includes fields for 'Wallet ID:', 'Card Type:' (a dropdown menu currently showing 'Visa'), 'Credit Card Number:', and 'Exp. Date (MM/YY):' with separate dropdowns for 'Month' and 'Year'. The 'E-Check' section includes 'Account Holder Names:', 'Street:', 'Street 2:', 'City:', 'State:', 'Zip Code:', and 'Country:' (set to 'United States'). A 'Set as Default:' checkbox is at the bottom left, and a blue 'SUBMIT' button is at the bottom right.

A wallet is a **secure** location where E-Check or credit/debit card information is held to make payments when needed.

Multiple wallet items can be created. To create a new wallet item:

- Select '**Credit Card**' or '**E-Check**' button, depending on the payment type
- Enter a Wallet ID description
 - Credit Cards : Visa, MC, AMEX, Discover, Debit, etc.
 - E-Check: name of type of checking account or name of bank
- If Credit Card is chosen, add the required fields:
 - Card Type: Visa, Mastercard, AMEX or Discover
 - Credit Card Number (no spaces)
 - Exp. Date (MM/YY)
- If E-Check is selected, add the required fields:
 - Bank Routing Number
 - Bank Account Number
- Follow the **Save to Wallet Option in the Payment Options Screen** instructions listed above for a credit card or E-Check.

Edit Wallet Items

Your Account > Wallet

To update credit/debit card or E-Check information, navigate to the *Wallet* page:

- From the list of Wallet Items, select '*Edit*' for the card or E-Check that requires editing
- The *Edit Wallet* screen will appear
- Update the information in the required fields
- Select the '*Save*' button to save the information

Note: A credit card number cannot be changed once saved in the wallet. You can update the expiration date only on an existing card that is in the wallet. If you need to delete a card that is in the wallet, please add a new card to the wallet before deleting the existing card. If the credit card that is being deleted is on an autopay contract, the card will need to be removed from the contract before it can be deleted. Then, the new credit card will need to be assigned to the autopay contract.