

APS Online User Guide

APS Online is a complete set of online payment processing tools, providing you with the most simple and advanced way to manage all your automated customer billing needs.

These tools give users a completely secure client interface designed to protect your business and your customers' information. The easy-to-use interface will allow you to submit your customers' billing data and set up their automatic payments. Use this guide to help you get started.

Our managed support guarantee means that we are here to help you all along the way. If you have any unanswered questions, call us at **1-800-274-0772**.

Getting to APS Online

You can access the APS Online login page by visiting aps123.net or by visiting aps123.com and clicking on [Client Login](#) in the navigation bar.

APS Online is where you will upload payment batch files, input your customers' billing data, manage your customers' automatic payments, download historical reports, and search transactions.

APS Online can also be used by your customers to schedule one-time or recurring payments. This optional feature will need to be set up with APS. See **Page 5** in this guide for detailed instructions.

Login to APS Online

Aps123.net will bring you to the **Client Login** page. This page will prompt you for the username and password you created during your initial set-up with APS. These can only be changed by contacting us.

A successful login will bring you to a **Welcome Page** displaying your business name and address. If you have entered any transactions that have not yet been submitted, or you have unread historical reports, you will see a notification here.

For security purposes, your session will time out after 10 minutes of inactivity.

How APS Online Works

APS Online has 6 tabs:

1. Upload Files
2. Enter Transactions
3. View/Edit/Submit Transaction Report
4. Historical Reports
5. Search
6. Log Off

There are two options for submitting your payment data through APS Online:

- 1. Upload a payment batch file.** Batch files are uploaded each time you have payments that need to be processed.
- 2. Key-entering your customers' payment information.** Key-entered customer payments will be automatically processed according to the payment schedule you enter.

You can use APS alongside any business management software you currently use.

Using APS Online

Upload Files Tab

Have you been keeping track of your customers' payment info already? Whether you use Excel, Google Docs, Quickbooks, or any other business management software, you can use the data you've already stored.

If you choose to manage your customer billing data in a spreadsheet or other software application, this is where you will upload the batch file or billing file **each time** you have payment transactions that need to be processed.

APS has also created special Excel templates to manage customers' payment data. If you are interested in this option please contact APS for details.

Use this tab to upload any current billing files you need processed. Upload your files in 5 easy steps:

1. Save your data file to your computer with an easy-to-find name.
2. Press the Choose File button and select the file you would like to upload. ****NOTE** Always be certain the file you are selecting is the current file you wish to process. Uploading the wrong file to APS will result in incorrect transactions being processed.**
3. Select the date you would like this file processed by entering in dates into the boxes or using the Show Calendar button.
4. Add in any comments or processing notes that are applicable to this file. ****NOTE** We strongly suggest you enter the number of transactions and total dollar amount you expect to be processed for this particular file.**
5. Press **Upload**.
6. You should then see the message: **"Your file has been successfully uploaded."**

There is nothing else to do. The transactions in the file will be processed on the requested processing date, and reports will be created. If there is any error in uploading your file, the system will display an error code. If the file is uploaded successfully, but there are problems with the data in the file, you will be contacted by APS.

Enter Transactions Tab

Use this tab to key-enter your customers' payment information if this is the method you prefer.

You will use this tab to add new transactions, change/hold/renew existing transactions, schedule extra payments, or delete transactions. *It is divided into 9 sections:*

1. Transaction Type

Select the type of transaction you are entering from these options:

- **New Customer** - Enter in a new customer transaction
- **Hold** - Hold a customer's payments indefinitely, or until a specific date
- **Extra Payment** - Enter in an extra one-time or recurring payment
- **Change** - Edit a customer's payment or transaction info
- **Renewal** - Request a renewal of a payment/schedule that has ended
- **Delete** - Delete a customer transaction

2. Customer

Enter the customer's **First Name** and **Last Name** and a unique **ID Number**.

We suggest creating an ID Numbering System for your customers and then assigning a unique ID to each customer. You can use alpha-numeric or special characters. If you already have a system, you are welcome to use it. If you leave this blank, we will assign ID Numbers for you.

Authorization Form

Under the **Customer** section you will see a checkbox with the words "Check here if you will be sending an Authorization Form. (Applies to New, Change, Renewal)" and a Post Button.

Check this box if you prefer to have APS input the information from an authorization form you have already received from a customer. You can then e-mail, mail, or fax the completed form to APS, and we will input the data from the authorization form.

If you check this box, you can add any notes or add discretionary data, then press Post.

****NOTE**** Pressing Post does not send the information to APS. You will need to go into the **View/Edit/Submit Transaction Report** Tab to submit this information.

You are welcome to use the interface to continue inputting data yourself.

3. Bank/Credit Card Account Owner (if different from customer)

If your customer has a parent, spouse, family member, guardian, etc. paying this bill, here you will enter the **First Name** and **Last Name** of the Bank/Credit Card Account Owner. (i.e. You run a Dance Studio, and you enter in the student's name as the customer and the parent's name in this section.)

4. Bank Account

If your customer would like to pay through ACH, here you will enter your customer's **Routing Number** and **Account Number**. Select if it is a Checking or Savings account. Not sure where to find this number on a voided check or deposit slip? Click **(USA Help)** or **(Canada Help)** for more information.

5. Credit Card

If your customer is paying with a credit or debit card, enter in their **Card Number**, **Expiration Month** and **Year**, and **Billing Zip Code**.

****NOTE**** You can input **EITHER** the Bank Account info **OR** the Credit Card info, **not both**.

6. Payments

Amount \$ – Enter in the exact dollar amount of the recurring payment.

Number – Enter in how many times you would like this payment to be processed or enter C for Continual. (See **7. Frequency** below for more details)

Next Payment Date – Enter Month, Date, and Year manually or use the Show Calendar button to select a date for the next payment you want to be processed.

7. Frequency

Select the frequency, or how often you want their payment to occur. Let us know if you need an option that is not available.

If you select Monthly and you want to collect payments every month for one year, put a 12 in the **Number** section under payments. If you select Twice a Month and want to collect payments for three months, put a 6 in the **Number** section above. If you will continue collecting payments until a customer cancels services, put a "C" in the **Number** section above.

8. Notes (optional)

Add any customer specific processing notes that might help you or us.

9. Discretionary Data (special use only)

If the customer needs special tracking information enter it here (i.e. tracking commission, etc.)

Post

Once all the necessary information is filled out, press the Post button. ****NOTE**** *Pressing Post does not send the information to APS. You will need to go into the **View/Edit/Submit Transaction Report** Tab to submit this information.*

You will see a notification with a link at the top of the page letting you know if you have unsubmitted transactions.

View/Edit/Submit Transactions Report Tab

Once you have **posted a transaction**, it will appear under this tab. Here you will be able to review, edit, delete, and then submit transactions. You can submit a single transaction at a time or you can add as many as you need through the **Enter Transaction** Tab, then submit them in bulk here.

In this tab, you will be able to review customer's name, ID number, Routing Expiration, Account or Credit Card Number, Account Type, Payment Amount, Payment Number, Next Payment Date and Payment Frequency.

If you see an error or want to make a change, you can click Edit which will allow you to make changes and then re-post the transaction. You can also Delete an entry you no longer want to submit. Pressing Delete will take you to another page where you can confirm that you want to delete the transaction.

Once everything looks correct and you have entered all the transactions you need, press Submit. **This will send your data to APS.**

APS PERK! *Your data does not simply pass through our system. Support specialists and exclusive validation software will double check your data, and we will notify you if anything is missing or seems incorrect.*

If you log off or are timed out, your posted transactions will be saved in this tab. Our Software is completely secure and will maintain your data safely.

Historical Reports Tab

Historical Reports will show you all Transaction Reports (transactions you submitted), Customer Reports (payments customers submit), and Post-Transaction Reports (transactions that have already been processed) for the past 12 months. You can optionally Download and Delete these reports. If you want to save these reports for more than one year, please download them to your device.

APS PERK! You can let us know exactly what you want to see and how you would like to receive your historical reports. They will be available for download in this tab, but you can also request them through e-mail, mail, or fax. We will format the reports per your requests.

Search Tab

This Search Tab will allow you to search any historical reports and transactions that have been entered through this interface for the past year. ****NOTE**** *Any data or files that you uploaded through the Upload Files Tab, sent to us via Authorization Forms, or given to us over the phone will not be available here.*

Log Off Tab

Pressing this tab will automatically log you out of APS Online and return you to the **Welcome Page**. Any posted data will be stored.

Customer Payments

APS Online can also be used by your customers to schedule one-time or recurring payments. This optional feature will need to be set up with APS. There are two ways to use this feature:

1. You can embed a special code into your website and create a payment link. Customers can click the link and be automatically directed to your business payment portal where they enter their payment information.
2. You can share your code with your customers and refer them to aps123.net to make a payment. On the right side of the webpage is the **Customer Payments** area. After clicking the Continue button they will enter the payment authorization code. The customer will then be logged into your business payment portal where they enter their payment information.

Your Security First, Always

Thank you for using APS. As always, if you have any questions or any issues uploading or entering in data, call us at **1-800-274-0072**. Our guarantee to you is that this data is 100% secure 100% of the time.

Contact APS

Automated Payment Systems

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