

ADP Payments Tutorial Series

How to Process One-time Payments

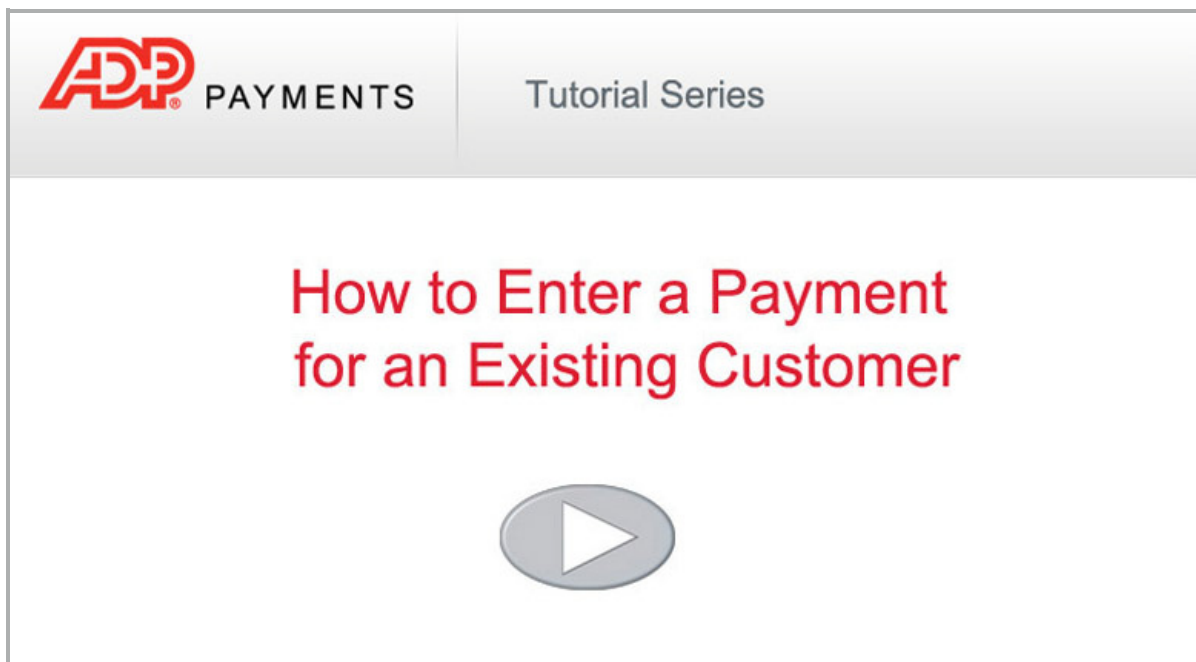
One-time payments are entered from the **collect new payment** tab in the ADP Payments **Payments** center. The basic steps for entering a one-time payment are as follows:

1. Load an existing customer or enter a new one.
2. Enter the **Payment amount**.
3. Select the **Payment Method**.
4. Select the account to debit or enter a new one.
5. Click the “collect payment” button.

Watch the short videos below to see how its done. Then, use the step-by-step instructions to walk through it yourself.

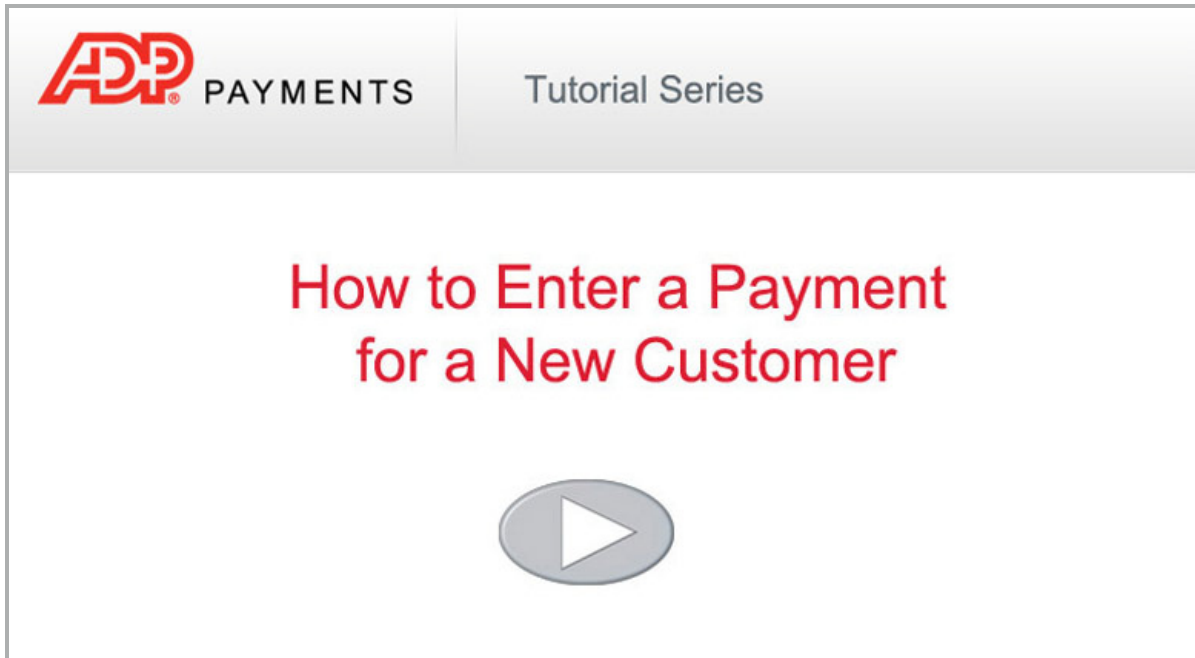
Process One-time Payment for an Existing Customer (Credit Card Example)

NOTE: Use the screen magnification function in Acrobat to increase the size of the video.



Process a One-time Payment for a New Customer (ACH Example)

NOTE: Use the screen magnification function in Acrobat to increase the size of the video.



Follow the detailed instructions below to process a one-time payment in ADP Payments.

1. Load a customer into the new payment form. You can do this by searching for an existing customer, or creating a new one.
 - a. To load an existing customer:

Company	Contact	City, State/Province
-----	Sam Pellison	Springfield, MO
-----	Sam Pellison	Springfield, MO
-----	Sam Pellison	Springfield, MO
-----	Sam Pellison, II	Denver, CO
Pell Company	Sally Pell	Denver, CO
-----	Sam Pellison	Denver, CO

Customer*: [add new customer](#)

[add a new customer](#)

- i. Enter at least three characters of the **Company Name**, **First Name** or **Last Name** in the **Customer** field, as shown above.
- ii. A list of potential matches will appear below the **Customer** field.
- iii. Click on the one you want to load.

NOTE: If you don't see the customer you want, click the "add a new customer" link to add one.

- b. To enter and load a new customer:
 - i. Click the “add new customer” link next to the **Customer** field.

Enter payment details

Customer*: [add new customer](#)

- ii. A blank **Customer** screen appears.
 - iii. Enter **First Name** and **Last Name**. If you want the customer to get an emailed receipt for the transaction, enter **Email** as well. Other fields are optional.
 NOTE: Payment processing rules require that receipts be sent for all transactions. If you do not enter an email address for the customer, be certain that you are saving contact information so that you can send receipts in some other way.
 - iv. Click the “save changes” button at the bottom of the screen to save the customer information.
- c. You should now see the Customer Record you selected or entered in the new payment form, as shown below:

Customer*: [add new customer](#)

Samm Pell [edit](#)

123 Any Street

Denver, CO 80021

- 2. Enter the amount you are collecting in the **Payment amount** field. Enter an amount in the format of 0.00. Do not include the \$-- The system will automatically add that for you.

Payment amount:*

Payment type:

Payment date:

- 3. The **Payment type** field defaults to “One-time payment.” Leave this default selection as is.
- 4. The **Payment date** field displays the current date by default. Leave this default selection as is.
 NOTE: For instructions on entering a one-time payment for a future date see *Chapter 4* in the *ADP Payments User Guide*.

5. Select **Credit card** or **echeck (ACH)** in the **Choose a payment method** section.

NOTE: You will only see one option here if your account is configured for only Credit Card or only Echeck (ACH) processing, in which case you will not need to make a selection.

6. Select the credit card or bank account you want to use, or enter a new one.

a. Credit Card

Use	Card number	CVV2 Code	Billing Zip / Postal Code	Expiration date	Card type
<input checked="" type="radio"/>	*****5454		80202	12/13	Master
<input type="radio"/>	*****1111		80202	12/13	Visa

- i. The default credit card will be selected automatically. To use a different saved card, select its radio button in the **Use** column, ask your customer for the card’s CVV2 code and enter it in the **CVV2 Code** field.

NOTE: CVV2 validation is used as a security measure to verify that the customer has the card in hand when authorizing a payment. The CVV2 code is the three digit code located on the back of Visa, MasterCard, and Discover cards, or the 4 digit code located on the front of American Express cards. The CVV2 code is NEVER stored by the system, and for security reasons you should ask your customer to provide this number each time a payment is processed.

- ii. If entering a new card, enter values for **Card type**, **Card number**, **CVV2 code**, and **Expiration date** in the fields located under the saved cards table. Enter **Billing Zip/Postal Code** for the card if the field is not auto-filled for you. You can set the new card as the default by checking the **Set as default account** box.

NOTE: The **Billing Zip/Postal Code** field is used for AVS address validation. The field will auto-fill with the **Zip/Postal Code** saved for the Customer Record. Ask your customer to confirm that this value is correct when entering a new credit card. If the field is blank, ask your customer to provide the billing zip code associated with the credit card.

b. Echeck (ACH)

i. In the **Echeck (ACH) type** drop-down box, select the type of ACH transaction for which you have obtained authorization. The following Types are appropriate for one-time payments:

- **PPD--Written** (You have a signed authorization from your customer.)
- **TEL--Telephone** (Your customer authorized the transaction over the phone.)
- **WEB-- Website** (Your customer authorized the transaction via a form on the Internet.)
- **CCD-- Company** (This is a transaction between two companies, and you have an overriding agreement with the other company for ACH transactions.)

NOTE: Many business checking accounts are not enabled for ACH transactions. Before entering a CCD transaction, make certain that your customer confirms that the account is enabled for ACH. If it is not, you may be assessed Return fees and/or Chargeback fees.

ii. The default bank account will be selected automatically. To use a different saved bank account, select the radio button in the **Use** column for the account you want to charge.

iii. For a new account, enter the **Bank name**, **Bank routing number**, **Bank account number**, and **Account type** in the fields located under the saved accounts table. You can set the new bank account as the default by checking the **Set as default account** box.

7. Review the Email Receipt settings for the payment and make any required changes. The settings in this section are based on the **Receipt and Notification** settings you created in the **Settings--> Configuration--> Email Preferences and Templates** screen. (See *Email Preferences and Templates* in Chapter 8 of the *ADP Payments User Guide* for details on how to configure receipt settings.

NOTE: The system will automatically select the correct receipt to send based on the payment type (credit card/ACH) and sub-type (MOTO/Swipe or PPD/TEL/WEB/CCD).

Depending on your default settings, you can:

- Check or un-check the first and/or second box if you don't want to send the receipt to that address.
- Enter a different email address in the **Send to other** field, or add an additional address to the field. You can enter multiple addresses separated by commas. (200 characters maximum)
NOTE: If you have also elected to send a receipt to the customer, the email address(es) entered in the **Send to other field will be the email CC addresses. If the send to customer box is not checked, then email addresses in this box will be placed in the email **To** field.**

8. Review the failed payment notification settings, and make any required changes. The settings in this section are based on the Receipt and Notification settings you set in the **Settings--> Configuration--> Email Preferences and Templates** screen. (See *Email Preferences and Templates* in Chapter 8 of the *ADP Payments User Guide* for details on how to configure failure notification settings.)
NOTE: The system will automatically select the correct notification to send based on the payment type (credit card/ACH) and sub-type (MOTO/Swipe or PPD/TEL/WEB/CCD).

Depending on your default settings, you can:

- Check or un-check the first and/or second box if you don't want to send the failure notification to that email address.
- Enter a different email address in the **Send to other** field, or add an additional address to the field. You can enter multiple addresses separated by commas. (200 characters maximum)
NOTE: If you have also elected to send a failure notification to the customer, the email address(es) entered in the **Send to other field will be the email CC addresses. If the send to customer box is not checked, then email addresses in this box will be placed in the email **To** field.**

9. Click the “collect payment” button at the bottom right of the screen to submit the payment. Or click the “cancel” button to discard it.

- If there are any errors with the transaction, or if it is not authorized, you will see an error message displayed at the top of the screen as well as a detailed explanation at the point of the problem. You can then make corrections and re-submit the payment, or discard it.

10. When the payment is authorized, the **manage payments** screen will appear. There will be a message above the **Payments** table verifying that the transaction was successfully entered. The new transaction will be at the top of the table, as shown below.

Thank you. A payment for \$25.00 has been successfully processed for **Samm Pell**

Status	Confirm. #▼	Customer	Customer last name	Amount paid	Date paid	Invoice #
Authorized	868108	Samm Pe...	Pell	\$25.00	12/12/12	Action

- The first column will display the payment **Status**.
 - For Credit Card the **Status** will be "Authorized."
 - For Echeck (ACH) the **Status** will be "Posted."
- The **Confirm. #** column will display the transaction confirmation number.

At this point, you can view or print transaction details by clicking the linked **Confirm. #** or selecting "View transaction details" from the **Action** button menu.