Moneris

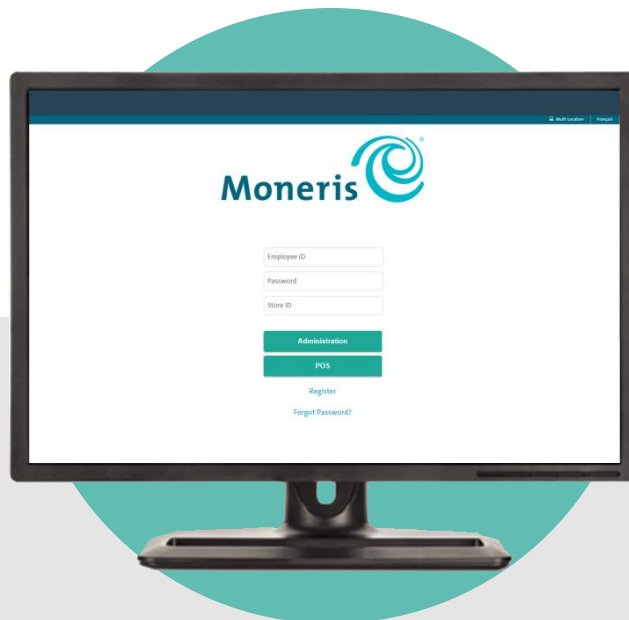**BE PAYMENT READY**

Using Moneris PAYD® Administration

Reference Guide

Moneris

BE PAYMENT READY

Need help?

Web: moneris.com/support

Email: info@getpayd.com

Toll-free: 1-855-423-PAYD (7293)

Record your Moneris® merchant ID here:

_____

Contents

Activating Your PAYD/PAYD Pro store

In this section, we go over everything you need to know to activate your PAYD/PAYD Pro store.

Introduction

This guide provides instructions on how to use the Web browser-based Moneris PAYD Administration to manage your store and any registered account users. This guide is intended for PAYD® and PAYD Pro® users.

Note: *If you are using PAYD Pro Plus®, refer to the online help available in PAYD Administration.*

Before you get started

1. Ensure that your hardware meets or exceeds the following requirements:

   ▪ Internet-accessible computer.
   ▪ Web browser: Internet Explorer 11 or higher with cookies enabled.

2. If you are activating a PAYD or PAYD Pro store, ensure that you have your merchant ID and store ID (refer to your "Useful Information" Email for these IDs).

   Note: *Depending on your account type, you may need to upgrade to be able to accept credit and/or* Interac *Debit. Please visit* **moneris.com/support** *or call us toll-free at* **1-855-423-PAYD (7293)** *to learn more.*

3. Do one of the following:

   ▪ If you have all the required elements, go to step 4.
   ▪ If you do not have the required elements, please contact us: call **1-855-423-PAYD (7293)** or email **info@getpayd.com**.

4. Determine your setup requirements:

   ▪ If your store is not yet activated, proceed to <u>Activating your PAYD/PAYD Pro store</u> (page 6).
   ▪ If your store is already activated, proceed to <u>Ready to use PAYD Administration?</u> (page 7).

Activating your PAYD/PAYD Pro store

1. Visit **moneris.com/activatePAYD**.

2. In the **Merchant ID** and **Store ID** fields, enter your merchant ID and store ID (refer to your "Useful Information" Email for these IDs).*

3. Click on the **Next** button.

4. In the **First name** and **Last name** fields, enter your first name and last name.*

5. In the **Email** field, enter your email address.*

   Note: *Once you have successfully completed the activation steps, an "Activation Confirmation" Email will be sent to this address. If you ever need to have your password reset, a password reset link will be sent to this address.*

6. In the **Employee ID**, **Password**, and **Confirm password** fields, enter the username and password under which you want to sign into your store.*

   Note: *The password must be from 8 to 16 characters in length and include at least 1 letter, 1 number, and 1 special character. Accents are not supported. Password fields are case sensitive. You will be prompted to update your password every 90 days (your new password must be different than your last 4 passwords).*

7. In the **Security question** and **Answer** fields, enter a security question and the answer.*

   Note: *Periodically you will be prompted to answer this question when signing in.*

8. Click on the **Save** button.

9. When the statement "Activation completed" displays above the fields on the PAYD Administration sign-in screen, proceed to Ready to use PAYD Administration? (page 7).

   Note: *You will shortly receive an "Activation Confirmation" Email containing your store ID and employee ID (the username you created).*

---

* The information entered here applies to both the PAYD App and PAYD Administration.

Ready to use PAYD Administration?

1. To learn about PAYD Administration and the available features, read the sections listed here:

   - To sign into/sign out of PAYD Administration, see pages 9 to 11.
   - To view your Sales data dashboard and any system announcements, see pages 12 to 14.
   - To set up, send, and manage invoices, see pages 15 to 54.
   - To change your own user account settings, see pages 55 to 58.
   - To manage other user accounts, see pages 59 to 68.
   - To change your store's contact information, see pages 69 to 70.
   - To change your store's settings, see pages 71 to 72.
   - To view transaction reports, see pages 73 to 83.
   - To view audit logs, see pages 84.

2. For instructions on how to install and use the PAYD App to perform financial transactions on a mobile device, refer to the applicable PAYD App user guide (see page 86).

Using PAYD Administration

In this section, we go over everything you need to know to use PAYD Administration.

Signing in/signing out

Signing into PAYD Administration

Starts your session in PAYD Administration.

1. Visit **my.getpayd.com**.

2. When the PAYD Administration sign-in page displays (shown below), enter your credentials in the sign-in fields: **Employee ID**, **Password**, and **Store ID**.

   Note: *If you do not have a PAYD or PAYD Pro account, please visit* **moneris.com/support** *or call us toll-free at* **1-855-423-PAYD (7293)** *to learn more. Otherwise, click on the* ***Register*** *(or* ***Start Free Trial****) link and follow the on screen prompts to register for a cash account.*
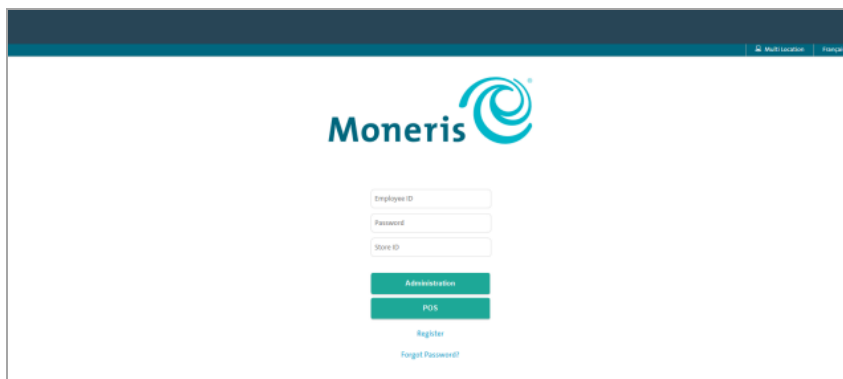
3. Click on the **Administration** button.

   - If the "Password Expiration Warning" prompt displays, update your password, and click on the **Save** button. Otherwise, click on the **Later** hyperlink if you want to update your password at a later time.
   - If the "Change Password" prompt displays, update your password and click on the **Save** button.

4. When the "My Dashboard" page displays (see page 12), you have successfully signed in.

The menu bar

All PAYD Administration features are accessible from the menu bar (shown below) near the top of the page.

- For a list of available features and functions, see *Ready to use PAYD Administration?* (page 7).

Changing the default display language

Selects the default display language for PAYD Administration for your session.

If you are on the PAYD Administration sign-in page (see page 9):

1. In upper right corner on the page click on **English** / **Français** to change PAYD Administration's default display language (English or French).

   Note: Once you sign in, PAYD Administration may transition back to the previous display language. If this happens, follow the procedure below to change the display language again.

If you are signed into PAYD Administration:

1. On the menu bar, click on the settings icon ( ).

2. Click on **English** / **Français** to change PAYD Administration's default display language (English or French).

Signing out of PAYD Administration

Ends your sign-in session in PAYD Administration.

1. Above the menu bar, click on **Sign Out** (displays under your employee ID).

2. When the PAYD Administration sign-in page displays (see page 9), it means you have successfully ended your session and signed out.

   Note: The statement "You were successfully logged out" displays for several seconds above the sign-in fields.

Need to reset your password?

1. Start on the PAYD Administration sign-in page (see page 9).

2. Click on **Forgot password?** (displays at the bottom of the page).

3. When the "Forgot Password" page displays:

   a. In the **Employee ID** and **Store ID** fields, enter your employee ID and store ID.

   b. Click on the **Submit** button.

   c. When your security question displays, enter the answer in the **Answer** field and click on the **Submit** button.

4. When the PAYD Administration sign-in page displays, go to the next step.

   Note: *The statement "A link to reset your password was sent to your account" displays above the sign-in fields.*

5. Wait for a "Password reset" email (from getpayd.com) to be sent to the address that is registered to your PAYD user account.

6. Open the email, and click on the **Reset my password** link.

7. When the "New Password" page displays in PAYD Administration, go to the next step.

8. In the **New password** and **Confirm password** fields, enter a new password, and click on **Save**.

   Note: *The password must be from 8 to 16 characters in length and include at least 1 letter, 1 number, and 1 special character. Accents are not supported. Password fields are case sensitive. You will be prompted to update your password every 90 days (your new password must be different than your last 4 passwords).*

9. When the "Password reset successfully" message displays in PAYD Administration's sign-in screen, it means your password has been reset.

   Note: *You must enter the new password when signing into the PAYD App/PAYD Administration.*

The "My Dashboard" page

The "My Dashboard" page (shown below) can display your PAYD/PAYD Pro store's real-time Sales data in pie chart and line graph format.
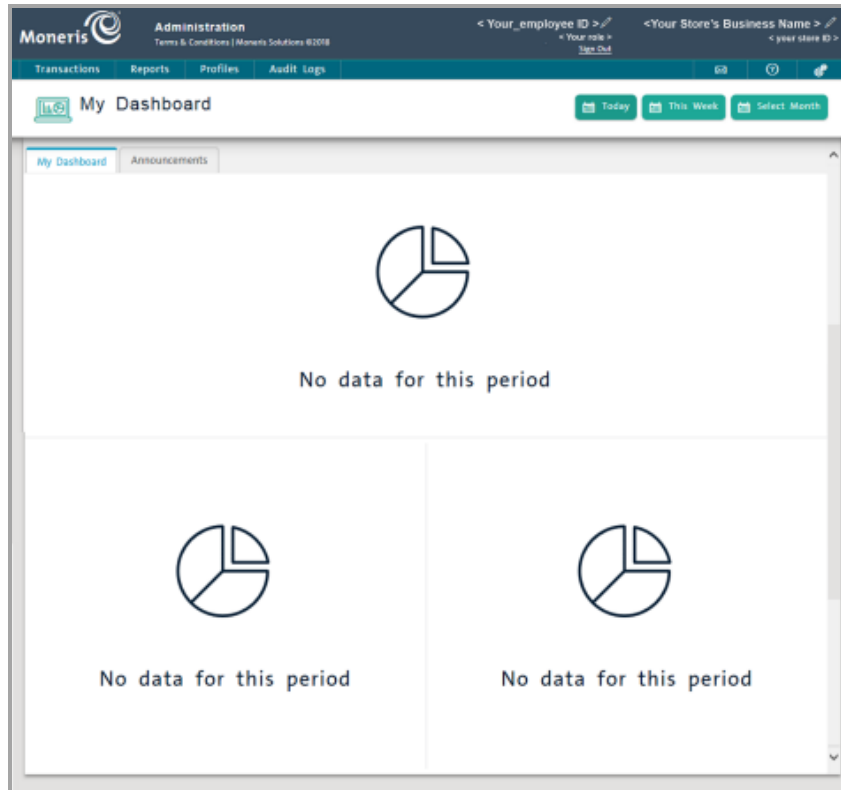
The dashboard displays by default whenever you sign into PAYD Administration:

- To return to "My Dashboard" from any other PAYD Administration page, click on the Moneris logo ( ) in the upper left area above the menu bar.
- To display Sales data, see page 13.
- To display system announcements, see page 14.

Displaying dashboard Sales data

From the "My Dashboard" page, you may display your store's Sales data for today, this week, or specific month (the data display as shown in the labelled table below).

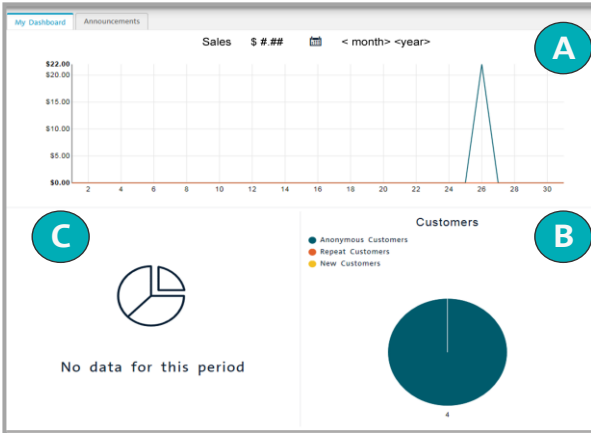| Label	Description
A	Total sales for selected time period. To view details about specific Sale or Refund transactions, hover over areas on the graph.
B	Number of customers for selected time period (day, week, or month). If a transaction is performed from the PAYD App, the transaction will be charted in the "Anonymous Customers" colour. If an invoice is paid using a first-time customer e-mail address, the transaction will be charted in the "New Customers" colour. If an invoice is paid by a customer using the same e-mail address, the transaction will be charted in the "Repeat Customers " colour.
C	This data is not applicable to PAYD/PAYD Pro users.

To display dashboard Sales data:

1. Access the "My Dashboard" page (see page 12), and specify a date period:

   To display dashboard data for today:

   a. Click on the **Today** button.

   Note: *If "No data for this period" displays, it means no transaction data are available for the specified period. (See also label "C" in the table above).*

   To display dashboard data for this week:

   a. Click on the **This Week** button.

   Note: *If "No data for this period" displays, it means no transaction data are available for the specified period. (See also label "C" in the table above).*

   To display dashboard data for a specific month:

   a. Click on the **Select Month** button.

   b. When the month dialog box displays, go to the next step.

   c. In the "Choose Month" drop-down list, select a month.

   d. In the "Choose Year" drop-down list, select a year.

   e. Click on the **OK** button.

   Note: *If "No data for this period" displays, it means no transaction data are available for the specified period. (See also label "C" in the table above).*
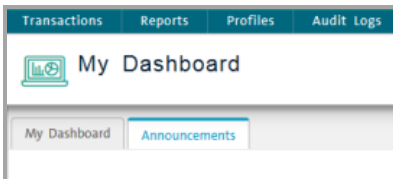
Displaying system announcements

System notifications and announcements regarding new features or changes that affect PAYD Administration and/or your store account are periodically issued.

- To view these announcements, you must access the "My Dashboard" page (see page 12), and then click on the **Announcements** tab.

Invoicing

An invoice is a bill outlining the cost of goods and/or services your business has provided to a customer. An invoice specifies the itemized costs, taxes, final total and any discounts applied. An invoice is sent as a request for payment after the goods and/or services have been delivered to the customer.

- To configure a standard invoice template for your store, go to page 16.

- To send an invoice to a customer, go to page 21.

- To pay an invoice (your customer performs this task), go to page 45.

- To modify the parameters of a pending or overdue invoice, go to page 25.

- To copy the customer and product details from an existing invoice to create a new invoice, go to page 43.

- To generate an invoice report and display invoice transaction details, go to page 52.

- To reverse (void or refund) a paid invoice, go to page 54.

Configuring your store's invoice template

Follow the steps below to configure your store's invoice template so that you define standard invoice reminder parameters, the card types you can accept, and the standard greeting text for your invoices and invoice notifications.

Note: *All invoices that you create will be formatted based on this template.*

1. In the menu bar, click on **Invoicing** > **Options**.

2. When the "Options" page displays, go to the "Options" area, and do the following:

    a. For the "Default number of days before the payment is due" setting, enter a number in the **D** field.

       Note: *When you create a new invoice, the payment due date will automatically be set to the calendar day following the day on which you create the invoice.*

    b. In the **Email Reply Address** field, enter your business email reply address.

       Note: *When your customer receives the invoice, it will appear to have been sent from the Email Reply Address that you entered. Any reply from the customer will likewise be sent to the same address.*

3. Optionally upload a business logo:

   Note: *If you upload a business logo, it will display in all invoices and invoice notifications sent from your store.*

   To upload a business logo:

    a. In the "Logo" area, click on the **Upload** button (   ).

    b. When your operating system displays its upload-file dialog box, locate and upload the desired image file.

       Note: *Standard image file formats are supported (e.g., JPG, JPEG, PNG, and GIF).*

    c. When "Saved successfully" displays near the top of the page, the operation is complete.

    d. Confirm that the uploaded image is displayed correctly in the "Logo" area on the "Options" page.

       Note: *To replace the image, delete the current logo (see procedure below), and then repeat the steps for uploading a business logo.*

   To delete a business logo:

    a. In the "Logo" area, click on the **Delete** button (   ).

    b. When the "Are you sure you want to delete this logo?" dialog box displays, click on the **Ok** button.

    c. When "Saved successfully" displays near the top of the page, the operation is complete.

       Note: *The upload file icon (   ) will display in place of the deleted image.*

4. In the "Email" area, do the following:

    a. In the **Your Email Message** field, optionally enter an introductory statement (e.g., a greeting) to display in the invoice notification email sent to your customer:

        ▪ To compose the English message, click on the **English** button (⌨), and enter your statement in the field (for message formatting options, go to page 20).

        ▪ To compose the French message, click on the **French** button (⌨), and enter your statement in the field (for message formatting options, go to page 20).

        Note: The opening message language displayed in a notification email is determined by the language PAYD Administration is configured to display at the time the invoice is created. (To see the message placement in the notification email, go to page 46.)

    b. In the **Your Email Closing** field, optionally enter a closing statement to display in the invoice notification email sent to your customer.

        ▪ To compose the English message, click on the **English** button (⌨), and enter your statement in the field (for message formatting options, go to page 20).

        ▪ To compose the French message, click on the **French** button (⌨), and enter your statement in the field (for message formatting options, go to page 20).

        Note: The closing message language displayed in a notification email is determined by the language PAYD Administration is configured to display at the time the invoice is created. (To see the message placement in the notification email, go to page 46.)

    c. In the "Payment Types" area, checkmark the box beside the card brand logo that corresponds to a payment method (card type) that you accept.

        Note: If you checkmark the box of a card logo/card type for which your merchant account is not configured to accept, the logo will display on the invoice, but your customer will not be able to complete the invoice payment. (To see card logo placement in a displayed invoice, go to page 48.)

5. In the "Reminders" area, configure if/when you receive automated email reminders and notifications:

Reminder/notification	Instructions on how to enable/disable
Do you need a reminder to ship products associated with an invoice?	To enable this reminder: a. Select **Yes** from the corresponding drop-down list. b. Go to the "How many days in advance do you need the reminder?" setting, and enter the desired number of days in the corresponding **D** field. To disable this reminder: a. Select **No** from the corresponding drop-down list.
Do you want an email reminder of overdue payments for invoices?	To enable this reminder: a. Select **Yes** from the corresponding drop-down list. To disable this reminder: a. Select **No** from the corresponding drop-down list.
Do you want an email to advise you that an invoice has been paid?	To enable this notification: a. Select **Yes** from the corresponding drop-down list. To disable this notification: a. Select **No** from the corresponding drop-down list.
Email address(es) where the reminders will be sent. (Up to 5)	Enter at least one email address (to maximum of five) that will receive the reminders. ***Note:*** *If you are including more than one address, separate each address with a comma.*

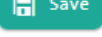6. In the "Customer Reminders" area, configure the customer reminder:

Reminder	Instructions on how to enable/disable
Email notification for customers of upcoming due invoices	To enable this reminder: a. Select **Yes** from the corresponding drop-down list. ***Note:*** *Seven days before the invoice payment due date, the customer will receive an email identical to the original invoice except the new email will display the subject header: "Invoice # - Upcoming Payment Due".* To disable this reminder: a. Select **No** from the corresponding drop-down list.

7. In the "Invoice Policy" area, optionally compose a policy statement (e.g., your policy might require exchanges only for store credit on invoiced items):

   Note: *To see invoice policy text placement in an emailed invoice, go to page 48; to see placement in an SMS texted invoice, go to page 50; to see placement in an invoice receipt, go to page 51.*

   a. To set the English statement, compose the English statement in the **English** field.

   b. To set the French statement, compose the French statement in the **French** field.

   Note: *The invoice policy language displayed in an invoice and invoice receipt is determined by the language PAYD Administration is configured to display at the time the invoice is created. (To see the statement placement in an emailed invoice, go to page 48; to see the placement in an SMS texted invoice, go to page 50; to see the placement in an invoice receipt, go to page 51.)*

8. Click on the **Save** button (🖫 Save) near the top of the page.

9. When "Saved successfully" displays near the top of the page, the operation is complete.

   ▪ For instructions on how to send an invoice to a customer, go to page 21.

Formatting options for your invoice notification email's opening/closing message

If you are setting up your invoice template, and opt to compose a standard opening/closing message for your invoice notification email (see steps 4.a and 4.b on page 17), you may format the messages using the available formatting options listed below.

Note: *To apply the formatting to your message text, select the desired text, and click on the desired format button. To insert an object, click on the desired insertion point, and then click on the desired object button.*
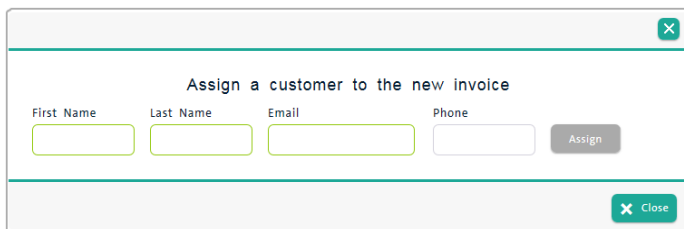
Button	Name	Description
</>	**HTML**	Format message using HTML tags
¶	**Formatting**	Apply paragraph format.
B	**Bold**	Apply bold formatting.
I	**Italic**	Apply italic formatting.
T	**Deleted**	Cross out text.
≣	**Unordered List**	Bullet list.
≣	**Ordered List**	Number list.
⫤	**Outdent**	Remove indent from text.
⫢	**Indent**	Indent text.
▦	**Table**	Insert table.
⚭	**Link**	Create hyperlink to external Web page.
A	**Font Colour**	Apply colour to text.
A	**Back Colour**	Apply background colour to text.
≡	**Alignment**	Align text.
—	**Insert Horizontal Rule**	Insert horizontal line.

Creating and sending a new invoice to a customer

Follow the steps below to create and send a new invoice to a customer via email and/or SMS text message.
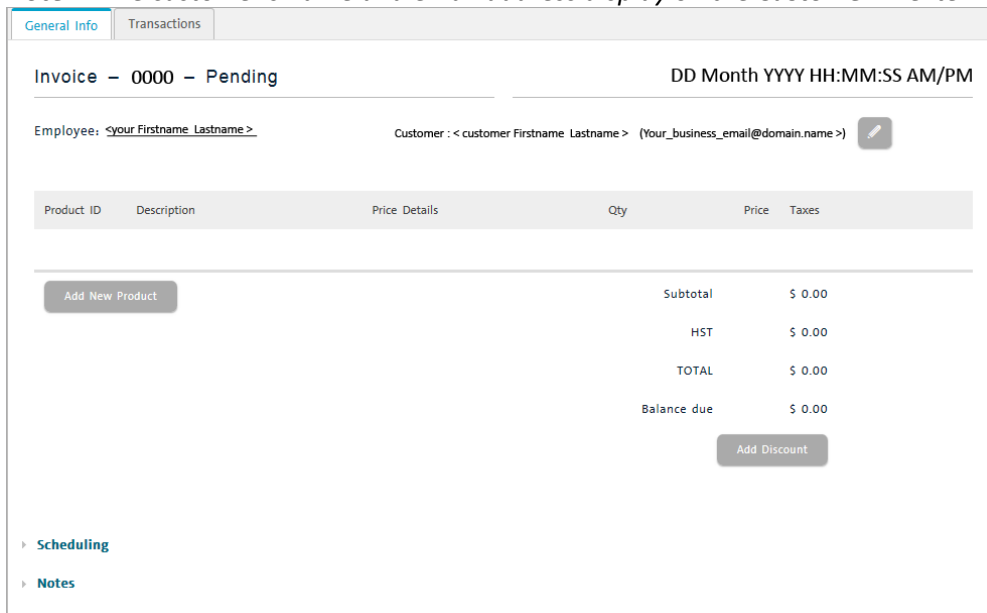
Note: *The basic invoice parameters (i.e., reminders, card logos, reply address, policy and email opening and closing messages) are applied per the invoice template configured for your store (see page 16).*

1. Do one of the following:

   - To create an invoice incorporating the customer and/or product details from a previous invoice, go to page 43.
   - To create a new invoice incorporating new customer and product details, go to step 2 below.

2. In the menu bar, click on **Invoicing** > **New Invoice**.

3. When the "Assign a customer to the new invoice" dialog box displays (shown below), do the following:

   a. In the **First Name** and **Last Name** field, enter the customer's first and last names.

   b. In the **Email** field, enter the customer's email address.

   c. In the **Phone** field, optionally enter the customer's mobile phone number and area code (with or without hyphens).

   d. Click on the **Assign** button.

4. When the "Invoice – #### – Pending" page displays (example shown below), click on the **Add New Product** button.

   Note: *The customer's name and email address display on the **Customer** line item.*

5. When the product dialog box displays (shown below), do the following:

   a. In the **Product ID** field, enter the product ID (alpha-numeric characters).

   b. In the **Product Name** field, enter the product name (alpha-numeric characters).

   c. In the **Retail Price** field, enter the retail price per unit of the product (#.##).

      ▪ If you are adding more than one unit of product to the invoice, enter a new **Quantity** value.

   d. Select the desired tax type (e.g., **Tax Exempted**, **HST 5%**, **HST 8%** or **HST 13%**) to add to the retail price.

      Note: *The percentages shown in the image above are examples only. Your merchant account setup determines which tax options are available for you to select.*

   e. Click on the **Save** button in the dialog box to close it.

6. Confirm that the newly added product line item is listed on the "Invoice – #### – Pending" page (example shown below).

7. Modify one or more customer or product details in the invoice, or proceed to continue setting up the invoice without making any customer/product changes:

Do you want to add another product line item?

▪ To add another product line item to the invoice, go back to step 4 of this procedure.

Do you want to modify the customer's contact information?

▪ To edit the customer contact information in the invoice, go to page 27.

Do you want to modify an added product quantity, price, tax or discount?

▪ To delete a product from the invoice, go to page 29.
▪ To change the unit quantity of a specific product in the invoice, go to page 30.
▪ To apply/modify/remove a transaction discount from the entire invoice, go to page 32.
▪ To apply/modify/remove a manual discount (per product) from the invoice, go to page 34.
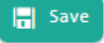▪ To change the tax amount for a specific product in the invoice, go to page 36.

Do you want to modify a product-specific note?

▪ To add/modify/remove a product-specific note in the invoice, go to page 38.

Do you want to proceed to set up the invoice without making modifications the invoice?

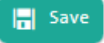▪ To continue without making modifications, go to step 8 of this procedure.

8. Click on the **Save** button (![Save]) near the top of the page.

9. When "The invoice #### created successfully" displays near the top of the page, go to the next step.

10. Scroll down and click on the **Scheduling** link then configure the displayed invoice and delivery settings:

    Note: *Some scheduling defaults are pre-defined in your store's invoice template (see page 16).*

    a. Go to the "Delivery method" setting, and select the **Shipping** or **Pickup** option.

    b. Go to the "Shipping / Pickup Date" setting, click on the corresponding calendar icon (![icon]), and select the desired shipping/pickup date.

    c. Go to the "Balance due date" setting, and define the invoice balance due date:

       ▪ To change the default balance due date, click on the corresponding calendar icon (![icon]), and select the new due date.
       ▪ To leave current default balance due date as is, go to the next step.

       ▪ To disable the balance due date, click on the delete icon (![icon]) so that no date displays in the field.

         Note: *If this option is selected, PAYD Administration will never designate the invoice as "Overdue".*

    d. Go to the "Scheduled invoice date" setting, define the invoice auto-send date (email only):

       ▪ To change the current default send date, click on the corresponding calendar icon (![icon]), and select the new date.
       ▪ To leave the current send date as is, go to the next step.

       ▪ To disable the send date, click on the delete icon (![icon]) so that no date displays in the field.

         Note: *If this option is selected, you must manually send the invoice or it will never be sent.*

11. If you want to append a notation to the invoice, click on the **Note** hyperlink, and compose your message in the displayed field (maximum 3000 characters); otherwise, skip this step if you do not want to append any notation.

    Note: *If you choose to add a note, it will be displayed in the sent invoice (see page 48 for placement in invoice) and the invoice receipt (see page 51 for placement in receipt).*

12. Click on the **Save** button (![Save]) near the top of the page.

13. When "Invoice #### saved successfully " displays near the top of the page, go to the next step.

14. Do one of the following:

    ▪ If you want the invoice to be auto-sent to the customer per the scheduled date, go to step 15 below.

      Note: Auto-send is valid only for the email notification option.

    ▪ If you want to manually send the invoice to the customer (email or SMS text message), go to page 24.

15. Once the customer receives their invoice notification via email (see page 46) or SMS text message (see page 47), they must pay the invoice per the basic steps outlined on page 45.

    Note: *If you retrieve this invoice in a PAYD Administration report, its status will display as "Pending" until the customer pays the invoice. Once the customer payment is processed and approved, the invoice transaction status displays as "Complete" in any PAYD Administration transaction report (for other invoice status indicators, see page 52).*

Manually sending an invoice via email or SMS text

Follow the steps below to manually send an invoice via email or SMS text message.

Note: *If the invoice has already been paid, it cannot be resent to customer.*

1. Access the invoice that you want to send (see page 21 or page 25).

2. From the "Invoice – #### – Pending" page (or the "Invoice – #### – Overdue" page), do any of the following:

   To send the invoice via email:

   a. Click on the **Email Invoice** button.

   b. When the "Please specify an email address" dialog box displays, confirm that the **Email** field contains the address of the customer to whom you want to send the invoice.

   c. Click on the **Send** button.

   Note: *If no address is displayed or you want to change a displayed address, enter the new address.*

   d. When "Email sent successfully" displays near the top of the page, go to the next step.

      ▪ To check the sent history, scroll down on the page, and click on the **Sent History** hyperlink.

      Note: *The displayed sent history for this invoice will reflect this email "Date" and time (MM/DD/YY HH:MM:SS AM/PM), "Type" (email), and "Destination" (email address).*

   To send the invoice via SMS text message:

   a. Click on the **SMS Invoice** button.

   b. When the "Please specify phone number" dialog box displays, confirm the **Phone** field contains the mobile phone number of the customer to whom you want to send the invoice.

   Note: *If no number is displayed or you want to change a displayed number, enter the new number.*

   c. Click on the **Send** button.

   d. When "SMS sent successfully" displays near the top of the page, go to the next step.

      ▪ To check the sent history, scroll down on the page, and click on the **Sent History** hyperlink.

      Note: *The displayed sent history for this invoice will reflect this SMS message "Date" and time (MM/DD/YY HH:MM:SS AM/PM), "Type" (SMS), and "Destination" (mobile phone number).*

3. Once the customer receives their invoice notification via email (see page 46) or SMS text message (see page 47), they must pay the invoice per the basic steps outlined on page 45.

Note: *If you retrieve this invoice in a PAYD Administration report, its status will display as "Pending" until the customer pays the invoice. Once the customer payment is processed and approved, the invoice transaction status displays as "Complete" in any PAYD Administration transaction report (for other status invoice indicators, see page 52).*

Modifying the parameters of a pending/overdue invoice

Follow the steps below to modify an invoice that is currently pending or overdue.

Note: *A cancelled invoice cannot be modified.*

1. On the menu bar, click on **Invoicing** > **Invoice List**.

2. When the "Invoice List" page displays the invoice list, go to the next step.

3. If the invoice that you want to modify is displayed in the invoice list, go to step 4 below. Otherwise, do a search for the desired invoice by entering/selecting your search criteria as follows:

   To do a search by the four-digit order ID:

   a. In the **Search** [Search 🔍 🔍 ❓] fiefield, enter the four-digit order ID of the invoice that you want to retrieve.

      Note: *The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*

   b. Click on the **General Search** button (🔍).

   To do an advanced search:

   a. Click on the **Advanced Invoice Search** button (🔍).

   b. When the "Advanced Invoice search" dialog box displays, do one or more of the following:

      ▪ To narrow the search by order ID, enter the desired four-digit order ID in the **Search Criteria** field.

         Note: *The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*

      ▪ To narrow the search by status, select the desired status from the "Status" drop-down list.
      ▪ To narrow the search by creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.
      ▪ To narrow the search by balance due date, checkmark the **Due Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button (🔍) in the dialog box.

4. Review the invoice list to locate the invoice that you want to modify, and click on its four-digit order ID.

5. When the "Invoice – #### – Pending" page (or the "Invoice – #### – Overdue" page) displays, do any of the following to modify the invoice as desired:

   Do you want to add another product line item?

   ▪ To add another product line item to the invoice, go to page 28.

   Do you want to modify the customer contact information?

   ▪ To edit the customer contact information for the invoice, go to page 27.

   Do you want to modify an added product, quantity, price, tax, or discount?

   ▪ To delete a product from the invoice, go to page 29.
   ▪ To change the unit quantity of a specific product in the invoice, go to page 30.

- To apply/modify/remove a transaction discount from the entire invoice, go to page 32.
- To apply/modify/remove a manual discount (per product) from the invoice, go to page 34.
- To change the tax amount for a specific product in the invoice, go to page 36.

Do you want to modify a product-specific note?

- To add/modify/remove a product-specific note in the invoice, go to page 38.

Do you want to modify the scheduling/delivery date(s) for an invoice?

- To modify one or more scheduling/delivery dates for an invoice, go to page 39.

Do you want to cancel an unpaid invoice?

- To cancel an invoice that has not yet been paid, go to page 42.

Modifying the customer contact information in the invoice

Follow the steps below to modify the customer contact information currently assigned to an invoice.

Note: *To do the steps below, you must presently be in the process of creating a new invoice (see page 21) or editing an existing invoice (see page 25).*

1. Start on the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page).

2. Click on the **Assign customer** button ( ).

3. When the "Assign customer" dialog box displays (shown below), go to the next step.

4. Edit the current customer information as desired.

5. When you are finished making the edits, click on the **Save** button to close the dialog box.

6. Do one of the following:

   If you made this update while in the process of setting up a new invoice:

   a. Click on the **Save** button ( ) near the top of the page.

   b. When "The invoice #### created successfully" displays near the top of the page, go to step 7 on page 22.

   If you made this update to an existing invoice that you retrieved from a report:

   a. Click on the **Save** button ( ) near the top of the page.

   b. When " Invoice #### saved successfully" displays near the top of the page, go to the next step.

   c. To make further updates, go back to step 5 on page 25; otherwise, the customer will view/pay the invoice per the currently saved update.

Adding another product line item to an invoice

Follow the steps below to add another product line item to an invoice.

Note: *To do the steps below, you must presently be creating a new invoice (see page 21) or editing an existing invoice (see page 25).*

1. Start on the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page).

2. Click on the **Add New Product** button.

3. When the product dialog box displays (shown below), do the following:

   a. In the **Product ID** field, enter the product ID (alpha-numeric characters).

   b. In the **Product Name** field, enter the product name (alpha-numeric characters).

   c. In the **Retail Price** field, enter the retail price per unit of the product (#.##).

      ▪ If you are adding more than one unit of product to the invoice, enter a new **Quantity** value.

   d. Select the desired tax type (**Tax exempted**, **HST 5%**, **HST 8%** or **HST 13%**) to add to the retail price.

      Note: *The percentages shown in the image above are examples only. Your merchant account setup governs the tax percentages available for you to select.*

   e. Click on the **Save** button in the dialog box.

4. Confirm that the newly added product is listed on the "Invoice – #### – Pending" page (or " Invoice – #### – Overdue" page).

5. Do one of the following:

   If you made this update while setting up a new invoice:

   a. Click on the **Save** button ( ) near the top of the page.

   b. When "The invoice #### created successfully" displays near the top of the page, go back to step 7 on page 22.

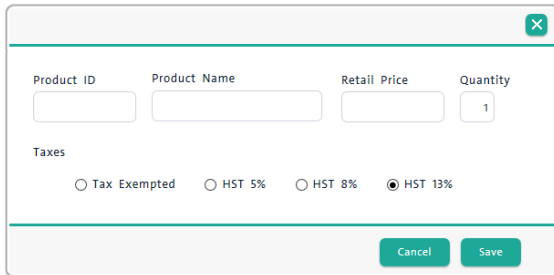   If you made this update to an existing invoice that you retrieved from a report:

   a. Click on the **Save** button ( ) near the top of the page.

   b. When " Invoice #### saved successfully" displays near the top of the page, go to the next step.

   c. To make further updates, go back to step 5 on page 25; otherwise, the customer will view/pay the invoice per the currently saved update.

Deleting a product from an invoice

Follow the steps below to delete a product currently added to an invoice.

Note: *To do the steps below, you must presently be creating a new invoice (see page 21) or editing an existing invoice (see page 25).*

1. Start on the "Invoice – #### – Pending" page (or " Invoice – #### – Overdue" page).

2. Locate the product line item that you want to delete, and then click on its delete icon (🗑).

3. Confirm that the product line item that you deleted is no longer displayed as a line item on the "Invoice – #### – Pending" page (or " Invoice – #### – Overdue") page.

4. Do one of the following:

   If you made this update while in the process of setting up a new invoice:

   a. Click on the **Save** button (💾 Save) near the top of the page.

   b. When "The invoice #### created successfully" displays near the top of the page, go back to step 7 on page 22.

   If you made this update to an existing invoice that you retrieved from a report:

   a. Click on the **Save** button (💾 Save) near the top of the page.

   b. When " Invoice #### saved successfully" displays near the top of the page, go to the next step.

   c. To make further updates, go back to step 5 on page 25; otherwise, the customer will view/pay the invoice per the currently saved update.

Modifying the unit quantity of a product added to an invoice

Follow the steps below to change the unit quantity value of a product currently added to an invoice.

Note: *To do the steps below, you must presently be creating a new invoice (see page 21) or editing an existing invoice (see page 25).*

1. Start on the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page).

2. Click on the product line item for which you want to change the unit quantity.

3. When the product dialog box displays (shown below), go to the next step.

4. In the **Quantity** field, change the unit value of the currently added product.

5. Click on the **Ok** button to close the dialog box.

6. On the "Invoice – #### – Pending" page ("Invoice - ####- Overdue page), confirm that the **Qty** value for the affected product line item has been updated.

7. Do one of the following:

   If you made this update while in the process of setting up a new invoice:

   a. Click on the **Save** button ( ) near the top of the page.

   b. When "The invoice #### created successfully" displays near the top of the page, go back to step 7 on page 22.

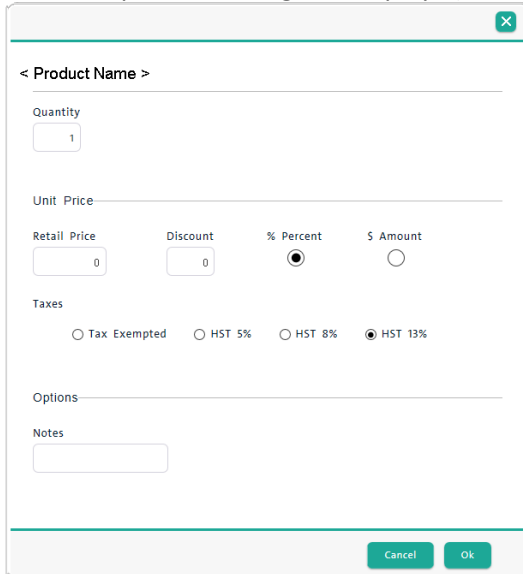   If you made this update to an existing invoice that you retrieved from a report:

   a. Click on the **Save** button ( ) near the top of the page.

   b. When "Invoice #### saved successfully" displays near the top of the page, go to the next step.

   c. To make further updates, go back to step 5 on page 25; otherwise, the customer will view/pay the invoice per the currently saved update.

Modifying the unit retail price of a product in an invoice

Follow the steps below to change the retail price per unit of a product currently added to an invoice.

Note: *To do the steps below, you must presently be creating a new invoice (see page 21) or editing an existing invoice (see page 25).*

1. Start on the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page).

2. Click on the listed product line item for which you want to change the unit retail price.

3. When the product dialog box displays (shown below), go to the next step.

4. Under the "Unit Price" area, enter the new product unit retail price in the **Retail Price** field.

5. Click on the **Ok** button.

6. On the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page), confirm that the **Price** value for the affected product line item has been updated.

7. Do one of the following:

   If you made this update while in the process of setting up a new invoice:

   a. Click on the **Save** button (Save) near the top of the page.

   b. When "The invoice #### created successfully" displays near the top of the page, go back to step 7 on page 22.

   If you made this update to an existing invoice that you retrieved from a report:

   a. Click on the **Save** button (Save) near the top of the page.

   b. When " Invoice #### saved successfully " displays near the top of the page, go to the next step.

   c. To make further updates, go back to step 5 on page 25; otherwise, the customer will view/pay the invoice per the currently saved update.

Applying/modifying/deleting a transaction discount in an invoice

Follow the steps below to modify an invoice transaction discount (i.e., a discount that applies to the entire invoice).

Note: *To do the steps below, you must presently be creating a new invoice (see page 21) or editing an existing invoice (see page 25).*

1. Start on the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page).

2. Click on the **Add discount** button.

3. When the "Transaction discount" dialog box displays (shown below), do one of the following:

To apply/modify the invoice transaction discount:

a. Select the discount type (**% Percent** or **$ Amount**).

b. Click on a pre-defined discount value button (**5**, **10**, **20**, **25**, **50**, **75**), or enter your own value in the **Discount Value** field.

   Note: *The value will be applied as percentage or dollar amount depending which discount type you selected in the previous step.*

c. Click on the **Ok** button to close the dialog box.

d. On the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page), confirm that "Trx discount" line item displays the appropriate discount value.

To remove the invoice transaction discount:

a. Click on the **Clear** button.

b. Confirm that the **Discount Value** field is empty.

c. Click on the **Ok** button to close the dialog box.

d. On the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page), confirm that the "Trx discount 0 %" line item displays a "$0.00" value.

4. Do one of the following:

If you made this update while in the process of setting up a new invoice:

a. Click on the **Save** button ( ) near the top of the page.

b. When "**The invoice #### created successfully**" displays near the top of the page, go back to step 7 on page 22.

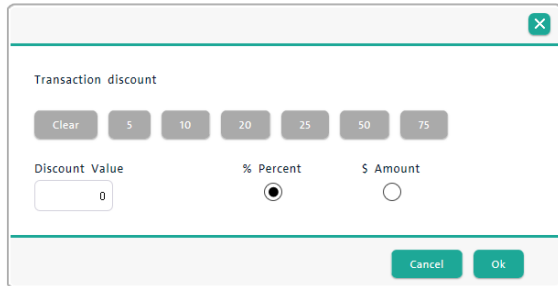If you made this update to an existing invoice that you retrieved from a report:

a. Click on the **Save** button ( ) near the top of the page.

b. When "**Invoice #### saved successfully**" displays near the top of the page, go to the next step.

c. To make further updates, go back to step 5 on page 25; otherwise, the customer will view/pay the invoice per the currently saved update.

Applying/modifying/deleting a manual discount in an invoice

Follow the steps below to apply/modify/delete a discount for a specific product.

Note: *To do the steps below, you must presently be creating a new invoice (see page 21) or editing an existing invoice (see page 25).*

1. Start on the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page).

2. Click on the listed product line item for which you want to apply/modify/delete a discount.

3. When the product dialog box displays (shown below), go to the next step.

4. Under the "Unit Price" area, do one of the following:

   To apply/modify a manual discount:

   a. Select the discount type (**% Percent** or **$ Amount**).

   b. In the **Discount** field, enter the desired discount value.

   c. Click on the **Ok** button to close the dialog box

   d. On the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page), confirm that the affected line item's "Price Details" value displays the desired "Manual discount $ #.##" value or "Manual discount #.## %" value, and the original retail unit price value displays as a crossed out value as shown below.

   To delete a manual discount:

   a. In the **Discount** field, enter a zero ("0") value.

   b. Click on the **Ok** button to close the dialog box.

   c. On the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page), confirm that the affected line item's "Price Details" value displays without a discount value.

5. Do one of the following:

If you made this update while in the process of setting up a new invoice:

a. Click on the **Save** button (Save) near the top of the page.

b. When "The invoice #### created successfully" displays near the top of the page, go back to step 7 on page 22.

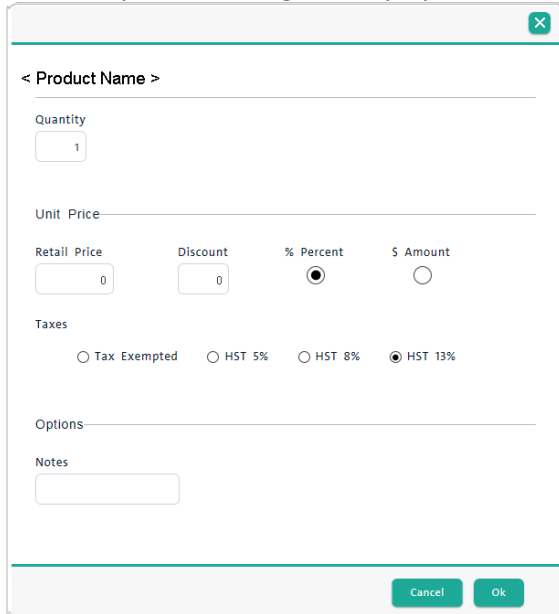If you made this update to an existing invoice that you retrieved from a report:

a. Click on the **Save** button (Save) near the top of the page.

b. When " Invoice #### saved successfully" displays near the top of the page, go to the next step.

c. To make further updates, go back to step 5 on page 25; otherwise, the customer will view/pay the invoice per the currently saved update.

Modifying the tax amount added to a product in an invoice

Follow the steps below to change the tax amount added to a product in an invoice.

Note: *To do the steps below, you must presently be creating a new invoice (see page 21) or editing an existing invoice (see page 25).*

1. Start on the "Invoice – #### – Pending" page (or the " Invoice – #### – Overdue" page).

2. Click on the listed product item for which you want to change the tax amount.

3. When the product dialog box displays (shown below), go to the next step.

4. Under the "Taxes" area, do one of the following:

   ▪ To apply a tax, select the desired tax type.

     Note: *The tax type for your region may be different from the options displayed in the dialog box shown above.*

   ▪ To exempt the product from taxes, select the **Tax Exempted** option.

5. Click on the **Ok** button to close the dialog box.

6. On the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page), confirm that the desired tax amount displays under the "Subtotal" value.

7. Do one of the following:

   If you made this update while in the process of setting up a new invoice:

   a. Click on the **Save** button ( ) near the top of the page.

   b. When "The invoice #### created successfully" displays near the top of the page, go back to step 7 on page 22.

   If you made this update to an existing invoice that you retrieved from a report:

   a. Click on the **Save** button ( ) near the top of the page.

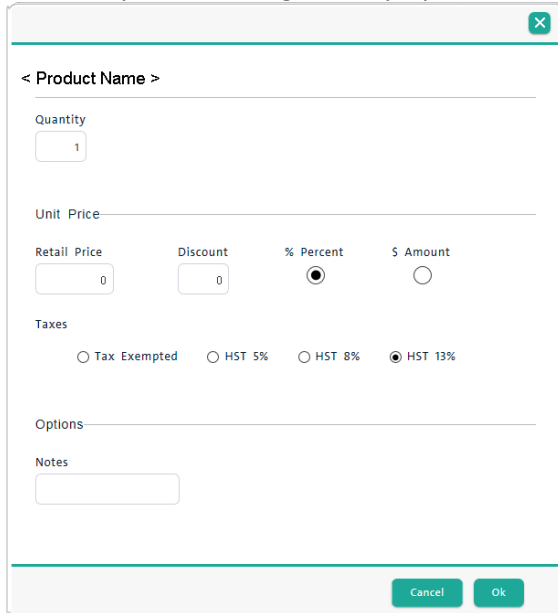b. When "Invoice #### saved successfully" displays near the top of the page, go to the next step.

c. To make further updates, go back to step 5 on page 25; otherwise, the customer will view/pay the invoice per the currently saved update.

Adding/modifying/deleting a product-specific note in an invoice

Follow the steps below to add/modify a note for a product that is currently added to an invoice.

Note: *To do the steps below, you must presently be creating a new invoice (see page 21) or editing an existing invoice (see page 25).*

1. Start on the "Invoice – #### – Pending" page (or " Invoice – #### – Overdue" page).

2. Click on the listed product line item for which you want to add/modify the note.

3. When the product dialog box displays (shown below), go to the next step.

4. Under the "Notes" area, enter alpha-numeric text (e.g., a product note) in the **Notes** field as desired.

5. Click on the **Ok** button to close the dialog box.

    Note: *The notes field will display only on the product dialog box shown above.*

6. Do one of the following:

    If you made this update while in the process of setting up a new invoice:

    a. Click on the **Save** button ( ) near the top of the page.

    b. When "The invoice #### created successfully" displays near the top of the page, go back to step 7 on page 22.

    If you made this update to an existing invoice that you retrieved from a report:

    a. Click on the **Save** button ( ) near the top of the page.

    b. When " Invoice #### saved successfully" displays near the top of the page, go to the next step.

    c. To make further updates, go back to step 5 on page 25; otherwise, the customer will view/pay the invoice per the currently saved update.

Modifying an invoice's scheduled send/delivery date settings

Follow the steps below to modify the scheduled send/delivery date settings for an invoice.

Note: *To do the steps below, you must presently be creating a new invoice (see page 21) or editing an existing invoice (see page 25).*

1. Start on the "Invoice – #### – Pending" page (or " Invoice – #### – Overdue" page).

2. Go to step 10 on page 23.

Manually resending a pending/overdue invoice

Follow the steps below to manually resend a pending/overdue invoice to a customer.

Note: *Once an invoice has been paid, PAYD Administration will no longer give you the option to manually resend the invoice.*

1. On the menu bar, click on **Invoicing** > **Invoice List**.

2. When the "Invoice List" page displays the invoice list, go to the next step.

3. If the invoice that you want to resend is displayed in the invoice list, go to step 4 below. Otherwise, do a search for the desired invoice by entering/selecting your search criteria as follows:

   To do a search by the four-digit order ID:

   a. In the **Search** field (Search 🔍 🔍 ❓), enter the four-digit order ID of the invoice that you want to retrieve.

   > ***Note:*** *The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*

   b. Click on the **General Search** button (🔍).

   To do an advanced search:

   a. Click on the **Advanced Invoice Search** button (🔍).

   b. When the "Advanced Invoice search" dialog box displays, do one or more of the following:

   - To narrow the search by order ID, enter the desired four-digit order ID in the **Search Criteria** field.

     > ***Note:*** *The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*

   - To narrow the search by status, select the desired status from the "Status" drop-down list.
   - To narrow the search by creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.
   - To narrow the search by balance due date, checkmark the **Due Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button (🔍) in the dialog box.

4. Review the invoice list to locate the invoice that you want to manually resend, and click on its four-digit order ID.

5. When the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page) displays, do one of the following:

   To send the invoice via email:

   a. Click on the **Email Invoice** button.

   b. When the "Please specify an email address" dialog box displays, confirm that the **Email** field contains the address of the customer to whom you want to send the invoice.

   c. Click on the **Send** button.

Note: If no address is displayed or you want to change a displayed address, enter the new address.

d. When "Email sent successfully" displays near the top of the page, go to the next step.

- To check the sent history, scroll down on the page, and click on the **Sent History** hyperlink.

Note: The sent history for this invoice will reflect this email "Date" and time (MM/DD/YY HH:MM:SS AM/PM), "Type" (email), and "Destination" (email address).

To send the invoice via SMS text message:

a. Click on the **SMS Invoice** button.

b. When the "Please specify phone number" dialog box displays, confirm the **Phone** field contains the mobile phone number of the customer to whom you want to send the invoice.

Note: If no number is displayed or you want to change a displayed number, enter the new number.

c. Click on the **Send** button.

d. When "SMS sent successfully" displays near the top of the page, go to the next step.

- To check the sent history, scroll down on the page, and click on the **Sent History** hyperlink.

Note: The sent history for this invoice will reflect this SMS message "Date" and time (MM/DD/YY HH:MM:SS AM/PM), "Type" (SMS), and "Destination" (mobile phone number).

6. Once the customer receives their invoice notification via email (see page 46) or SMS text message (see page 47), they must pay the invoice per the basic steps outlined on page 45.

Note: If you retrieve this invoice in a PAYD Administration report, its status will display as "Pending" until the customer pays the invoice. Once the customer payment is processed and approved, the invoice transaction status displays as "Complete" in any PAYD Administration transaction report (for other status invoice indicators, see page 52).

Cancelling an unpaid invoice

Follow the steps below to permanently cancel an invoice that has not yet been paid (i.e., the invoice status is either "Pending" or "Overdue").

Note: *Once an invoice is cancelled, it cannot be reactivated again. The invoice cancellation will be recorded in PAYD Administration reports but not PAYD App reports.*

1. On the menu bar, click on **Invoicing** > **Invoice List**.

2. When the "Invoice List" page displays the invoice list, go to the next step.

3. If the invoice that you want to cancel is displayed in the invoice list, go to step 4 below. Otherwise, do a search for the desired invoice by entering/selecting your search criteria as follows:

   To do a search by the four-digit order ID:

   a. In the **Search** field ([Search] 🔍 🔍 ❓), enter the four-digit order ID of the invoice that you want to retrieve.

      Note: *The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*

   b. Click on the **General Search** button (🔍).

   To do an advanced search:

   a. Click on the **Advanced Invoice Search** button (🔍).

   b. When the "Advanced Invoice search" dialog box displays, do one or more of the following:

      - To narrow the search by order ID, enter the desired four-digit order ID in the **Search Criteria** field.

        Note: *The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*

      - To narrow the search by status, select the desired status from the "Status" drop-down list.
      - To narrow the search by creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.
      - To narrow the search by balance due date, checkmark the **Due Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button (🔍) in the dialog box.

4. Review the invoice list to locate the invoice that you want to cancel, and click on its four-digit order ID.

5. When the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" page) displays, confirm that this is the invoice that you want to cancel.

6. Click on the **Cancel** button (🚫 Cancel) near the top of the page.

7. When the "Are you sure you want to cancel this invoice? The in-stock quantities will be adjusted" dialog box displays, click on the **Ok** button.

8. When "Invoice was cancelled successfully" displays near the top of the page, the operation is complete.

   Note: *The transaction page is re-titled "Invoice – #### – Cancelled" (i.e., the transaction status changes from "Pending" to "Cancelled").*

Copying customer/product details from existing invoice to create a new invoice

Follow the steps below to copy the parameters (includes all customer and added product details) from an existing invoice to create a new pending invoice with its own unique order ID.

1. On the menu bar, click on **Invoicing** > **Invoice List**.

2. When the "Invoice List" page displays the invoice list, go to the next step.

3. If the invoice that you want to copy is displayed in the invoice list, go to step 4 below. Otherwise, do a search to retrieve the desired invoice by entering/selecting your search criteria as follows:

   To do a search by the four-digit order ID:

   a. In the **Search** field ( ), enter the four-digit order ID of the invoice that you want to retrieve.

      Note: The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.

   b. Click on the **General Search** button ( ).

   To do an advanced search:

   a. Click on the **Advanced Invoice Search** button ( ).

   b. When the "Advanced Invoice search" dialog box displays, do one or more of the following:

      ▪ To narrow the search by order ID, enter the desired four-digit order ID in the **Search Criteria** field.

         Note: The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.

      ▪ To narrow the search by status, select the desired status from the "Status" drop-down list.
      ▪ To narrow the search by creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.
      ▪ To narrow the search by balance due date, checkmark the **Due Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button ( ) in the dialog box.

4. Review the invoice list to locate the invoice that you want to copy, and click on its four-digit order ID.

5. When the "Invoice – #### – Pending" page (or "Invoice – #### – Overdue" or "Invoice – #### – Cancelled" page) displays, go to the next step.

6. Confirm that this is the invoice that you want to copy, and then click on the **Copy** button ( ) near the top of the page.

7. When the "Are you sure you want to copy this invoice? It will create a new pending invoice assigned to the same customer." dialog box displays, click on the **Ok** button.

8. When the "Invoice – #### – Pending" page displays, set up the new invoice as desired (go to step 7 on page 22).

Note: *You must now set up the rest of the invoice as desired (e.g., add/remove products, change pricing, scheduling, etc.) before sending it to the customer.*

Customer paying an invoice: basic steps

Once you send an invoice to a customer (see page 21), the customer pays the invoice per the steps below.

1. The customer receives and opens their invoice notification.

   Note: *The notification can be sent as an email (see page 46) and/or SMS text message (see page 47).*

2. The customer clicks on the invoice hyperlink contained in the notification message.

3. When the invoice displays in the customer's Web browser, the customer enters their card data in the payment fields:

   Note: *To see an email invoice, go to page 48; to see an SMS text message invoice, go to page 50.*

   a. In the **Card Number** field, the customer enters their credit card number (personal account number).

   b. In the **Security Code** field, the customer enters their credit card's three- or four-digit card verification value as printed on the back or front of the card.

   c. From the **Expiry Month** and **Expiry Year** drop-down lists, the customer selects the month and year expiry date of their card.

4. The customer clicks on the **Process transaction** button, and waits for a response.

5. Once the transaction is processed, a transaction receipt displays in the customer's Web browser (see page 51).

6. A payment confirmation email containing a hyperlink to the transaction receipt is sent to the customer shortly thereafter.

   Note: *In PAYD Administration, the status of the invoice changes from "Pending" to "Completed". The paid invoice is the equivalent of a Purchase/Sale transaction in PAYD Administration and the PAYD App. The paid invoice Purchase is not associated with an employee ID in reports.*

Invoice notification example: email

Once you create your invoice, PAYD Administration gives you the option to send the invoice to your customer via an invoice notification email (shown below). You can send the invoice/notification email to the customer by manually initiating a send email command (see page 24), or you can allow the invoice/notification to be sent automatically to the customer per a scheduled send date, as configured in PAYD Administration (see step 10.d on page 23).
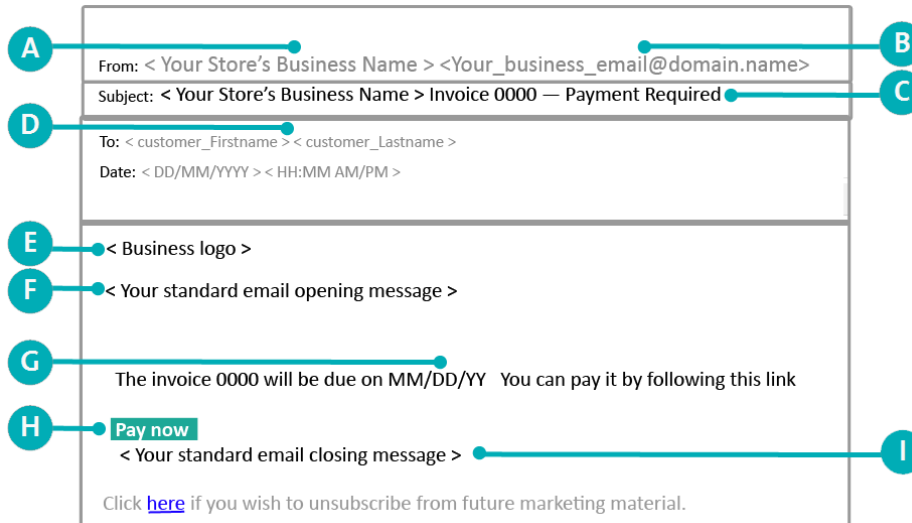
Note: *This table describes the labelled notification email example shown above.*

Label	Description
A	Your store's business name as configured in your store's "Contact Information" settings (see page 69).
B	Your email reply address as configured in your store's invoice template (see step 2.b on page 16).
C	Your store's business name as configured in your store's "Contact Information" settings (see page 69) and the invoice number (same as the four-digit PAYD Administration order ID assigned to this transaction).
D	Invoice notification recipient, the customer's first and last name as assigned during invoice setup (see page 21).
E	Your business logo, if configured in your store's invoice template (see step 3 on page 16).
F	Email opening message, as configured in your store's invoice template (see step 4.a on page 17).
G	Invoice balance due date, as configured during the invoice setup (see step 10.c on page 23).
H	Hyperlink ("Pay now") on which the customer must click to view their invoice (see page 48).
I	Email closing message, as configured in your store's invoice template (see 4.b on page 17).

Invoice notification example: SMS text message

Once you create your invoice, PAYD Administration gives you the option to send the invoice to your customer via an invoice notification SMS text message (shown below). To send the invoice/notification SMS text to the customer, you must manually initiate a send SMS command from PAYD Administration (see page 24).

Note: *You cannot use the invoice "Scheduling" setting (see step 10.d on page 23) to automatically send an SMS text notification on a pre-defined date. Only an email notification can be sent using the "Scheduling" setting.*
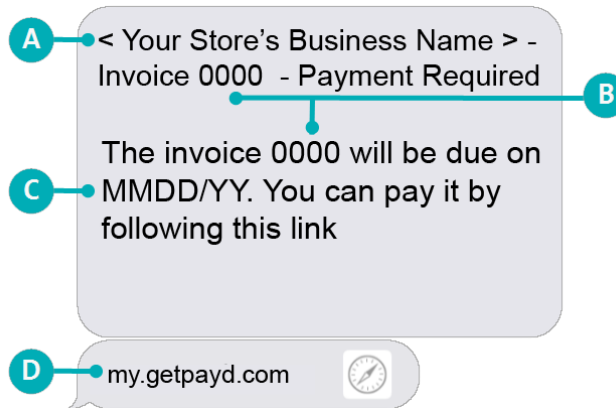
Note: *This table describes the labelled image shown above.*

Label	Description
A	Your store's business name as configured in your store's "Contact Information" settings (see page 69).
B	The invoice number (same as the four-digit PAYD Administration order ID assigned to this transaction).
C	Invoice balance due date, as configured during the invoice setup (see step 10.c on page 23).
D	Hyperlink ("my.getpayd.com") on which the customer must click to view their invoice (see page 50).

Invoice example: email

When a customer clicks on the invoice hyperlink contained in their invoice notification email (see page 46), the customer's Web browser will open a page that displays their invoice (shown below).

Note: *The customer enters their credit card data in the invoice fields as described on page 45.*

This table (continues on the next page) describes the labelled image shown above.

Label	Description
A	Your business logo, if configured in your store's invoice template (see step 3 on page 16).
B	Your store's business name, as configured in your store's "Contact Information" settings (see page 69).
C	Supported payment types, as configured in your store's invoice template (see step 4.c on page 17).
D	Four-digit PAYD Administration order ID and invoice creation date and time (DD Month YYYY HH:MM:SS). *Note: The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*
E	Retail price of each product added to the invoice, excluding any discount or tax.
F	Manual discount amount if applied (see page 34).
G	New retail price (shown if manual discount applied).
H	Sub-total amount of invoice, including all added products and any discount but excluding any tax.

Label	Description
I	Transaction discount amount if applied (see page 32).
J	Balance due (same as the total amount), to be paid by the customer.
K	Tax amount for all products for which this tax type is added.
L	Total amount of invoice to be paid by the customer, including any discount and tax.
M	Balance due date, configured when this specific invoice was set up (see 10.c on page 23).
N	Notation about this invoice, optionally composed when the invoice was set up (see step 11 on page 21).
O	Invoice policy statement, as configured in your store's invoice template (see step 7 on page 19).
P	Your store's contact information, as configured in your store's "Contact Information" settings (see pages 69 to 70).

Invoice example: SMS text message

When a customer clicks on the invoice hyperlink contained in their invoice notification SMS text message (see page 47), their Web browser will open a page that displays their invoice (shown below).

Note: *The customer enters their credit card data in the invoice fields as described on page 45.*

This table describes the labelled image shown on the left.

Label	Description
A	Your business logo, if configured in your store's invoice template (see step 3 on page 16).
B	Your store's business name, as configured in your store's "Contact Information" settings (see page 69).
C	Four-digit PAYD Administration order ID and invoice creation date (DD Month YYYY) and time (HH:MM:SS). *Note: The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*
D	Retail price of each product added to the invoice, excluding any discount or tax.
E	Manual discount amount if applied (see page 34).
F	New retail price (shown if manual discount applied).
G	Sub-total amount of invoice, including all added products and any discount but excluding any tax.
H	Transaction discount amount if applied (see page 32).
I	Tax amount for all products for which this tax type is added.
J	Total amount of invoice to be paid by the customer, including any discount and tax.
K	Balance due (same as the total amount), to be paid by the customer.
L	Balance due date, configured when this specific invoice was set up (see 10.c on page 23).
M	Notation about this invoice, optionally composed when the invoice was set up (see step 11 on page 21).
N	Invoice policy statement, as configured in your store's invoice template (see step 7 on page 19).
O	Your store's contact information, as configured in your store's "Contact Information" settings (see pages 69 to 70).
P	Supported payment types, as configured in your store's invoice template (see step 4.c on page 17).

Invoice (paid) receipt example: email/SMS text message

Once a customer pays an invoice (see page 45), a receipt is generated (shown below) and displays in the customer's Web browser. A "Thank You" banner will briefly display across the top of the receipt.

This table describes the labelled image shown on the left.

| Label	Description
A	Your business logo, if configured in your store's invoice template (see step 3 on page 16).
B	Your store's business name, as configured in your store's "Contact Information" settings (see page 69).
C	Four-digit PAYD Administration order ID and invoice creation date (DD Month YYYY) and time (HH:MM:SS). **Note:** *The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*
D	Retail price of each product added to the invoice, excluding any discount or tax.
E	Manual discount amount if applied (see page 34).
F	New retail price (shown if manual discount applied).
G	Sub-total amount of invoice, including all added products and any discount but excluding any tax.
H	Transaction discount amount if applied (see page 32).
I	Tax amount for all products for which this tax type is added.
J	Total amount of invoice to be paid by the customer, including any discount and tax.
K	Card type used for this transaction.
L	Notation about this invoice, optionally composed when the invoice was set up (see step 11 on page 21).
M	Masked number of credit card used by customer to pay the invoice.
N	Invoice paid on this date and time (DD Month YYYY HH:MM:SS).
O	Moneris host identifier (e.g., if "660123450010690030" is the number, then "66012345" is the terminal ID (i.e., the ECR ID). This number may be requested by Moneris to help track a transaction.
P	Authorization code (6-8 digits) from the card-issuing institution.
Q	Total amount paid by customer including any discount and tax (same as the "Total tender" line item).
R	Invoice policy statement, as configured in your store's invoice template (see step 7 on page 19).
S	Your store's contact information, as configured in your store's "Contact Information" settings (see page 69).

Generating an Invoice list/report: unfiltered

Follow the steps below to generate an unfiltered invoice report that lists invoices processed from PAYD Administration.

Note: Although the Invoice/report logs each invoice-related transaction regardless of invoice's status (e.g., completed, overdue, etc.), the filtered transaction report (see page 73) and the PAYD App log each invoice-related transaction only when the invoice is paid. A paid invoice is logged as a "Purchase" (Sale) and can be voided or refunded like any Purchase/Sale transaction (see page 54).

To generate a filtered invoice report, go to page 76.

1. On the menu bar, click on **Invoicing** > **Invoice List**.

2. When the "Invoice List" page displays the invoice list, go to the next step.

3. If the invoice that you want to retrieve is displayed in the invoice list, go to step 4 below. Otherwise, do a search for the desired invoice by entering/selecting your search criteria as follows:

   ## To do a search by the four-digit order ID:

   a. In the **Search** field (Search 🔍 🔍 ❓), enter the four-digit order ID of the invoice that you want to retrieve.

      Note: The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.

   b. Click on the **General Search** button (🔍).

   ## To do an advanced search:

   a. Click on the **Advanced Invoice Search** button (🔍).

   b. When the "Advanced Invoice search" dialog box displays, do one or more of the following:

      ▪ To narrow the search by order ID, enter the desired four-digit order ID in the **Search Criteria** field.

         Note: The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.

      ▪ To narrow the search by status, select the desired status from the "Status" drop-down list.
      ▪ To narrow the search by creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.
      ▪ To narrow the search by balance due date, checkmark the **Due Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button (🔍) in the dialog box.

4. Note that the invoice list/report data include invoice **Status**, **Order ID**, **Date** (invoice creation date), **Due date**, **Customer**, **Payment Method**, and **Total**).

Status	Description
Pending	Invoice has not yet been paid.
Overdue	Invoice payment is overdue.
Complete	Invoice has been paid: equivalent of a "Purchase" (Sale).
Cancelled	Invoice has been cancelled.

Status	Description
Voided	Invoice has been voided.
Refunded	Invoice has been refunded.

5. You may do any of the following once the invoice list/report is displayed:

   ▪ To print this report to a file or printer, click on the **Print** button (🖨).
   ▪ To display an invoice's transaction details, click on its four-digit order ID, and go to *Viewing an invoice's transaction details* below.

Viewing an invoice's transaction details

Follow the steps below to view the transaction details for an invoice.

1. Generate an invoice list/report, and locate the invoice for which you want to view the transaction details (see instructions on page 52).

2. Click on the desired invoice's four-digit order ID.

3. When the "Invoice – #### – AAAAAA" page (i.e., "Invoice – #### – Completed" or "Invoice – #### – Pending" or "Invoice – #### – Overdue" or "Invoice – #### – Cancelled") displays, do any of the following as desired:

   To view the invoice scheduling details:

   a. Scroll down to the **Scheduling** hyperlink, and click on it.

   To view the invoice note:

   a. Scroll down to the **Notes** hyperlink, and click on it.

   To view the invoice sent history

   a. Scroll down to the **Sent History** hyperlink, and click on it.

   Note: *The displayed sent history for this invoice will reflect all the send records by "Date" and time (MM/DD/YY HH:MM:SS AM/PM), "Type" (email or SMS), and "Destination" (email address or mobile phone number).*

Voiding/refunding a paid invoice

A paid invoice is the equivalent of a "Purchase" (Sale) in the PAYD App and PAYD Administration.

To reverse a paid invoice, you must sign into the PAYD App on your mobile device, retrieve the Purchase (paid invoice) that you want to reverse, and perform the reversal transaction (i.e., Void or Refund).

Note: *For instructions on how to do a Void or Refund from the PAYD App, refer to the PAYD or PAYD Pro reference guide for your mobile device type.*

Managing your own user account

Viewing your session activity

Displays the last 5 successful and 5 unsuccessful attempts to sign into PAYD Administration under your credentials (IP addresses are also logged).

1. Above the menu bar, click on **<Your_employee ID>** ✎ .

2. When the "Details" page displays, click on the **Login History** tab to view the session logs for your user account.

Changing your name information

Changes the first name and last name associated with your PAYD Administration user account.

1. Above the menu bar, click on **<Your_employee ID>** ✎ .

2. When the "Details" page displays, click on the **General Info** tab.

3. Under "General Info", enter name data in the **First Name** and/or **Last Name** fields.

4. Click on the **Save** button (🔲 Save).

5. When "**<Firstname Last name>'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Changing your employee ID

Changes the employee ID that you use to sign into PAYD Administration and the PAYD App.

1. Above the menu bar, click on **<Your_employee ID>** ✎ .

2. When the "Details" page displays, click on the **General Info** tab.

3. Under "Password Management", enter your new employee ID in the **Employee ID** field.

   Note: *You must enter data in this field (i.e., you must have an employee ID registered to your user account).*

4. Click on the **Save** button (🔲 Save).

5. When "**< Firstname Last name >'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Changing your password

Changes your PAYD Administration and PAYD App sign-in password.

1. Above the menu bar, click on **<Your employee ID>** ✐ .

2. When the "Details" page displays, click on the **General Info** tab.

3. Under "Password Management", click on the "Password" **Reset** button.

4. When the "Reset password" dialog box displays, do the following:

   a. In the **Old Password** field, enter your current PAYD sign-in password.

   b. In the **New Password** and **Confirm Password** fields, enter your new password.

   c. Click on the **Save** button to close the dialog box.

5. Click on the **Save** button (🖫 Save) near the top of the page.

6. When "**< Firstname Last name >'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Changing your security question/answer

Changes your PAYD Administration and PAYD App security question/answer.

1. Above the menu bar, click on **<Your_employee ID>** ✐ .

2. When the "Details" page displays, click on the **General Info** tab.

3. Under "Password Management", click on the "Security question/answer" **Reset** button.

4. When the "Reset security question" dialog box displays, do the following:

   a. In the **Your Password** field, enter your current PAYD sign-in password.

   b. Select a question from the **Security Question** drop-down list, and enter a corresponding answer in the **Answer** field.

   c. Click on the **Save** button to close the dialog box.

5. Click on the **Save** button (🖫 Save) near the top of the page.

6. When "**< Firstname Last name >'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Changing your notification settings

Configures if and how you receive system notifications issued by PAYD Administration.

1. Above the menu bar, click on **<Your_employee ID>** ✎ ..

2. When the "Details" page displays, click on the **General Info** tab.

3. Under "Notification", choose whether or not you want to subscribe to Moneris system notifications:

   To subscribe to Moneris system notifications:

   a. Under "Moneris System Notifications (Outages and Maintenance)", checkmark the **Receive Email Notification** box.

   Note: *Moneris system notifications will be sent to the email address that you have registered to your user account. If your user account is assigned with a "Super Administrator" role, this setting is enabled by default and cannot be disabled.*

   To unsubscribe from Moneris system notifications:

   a. Under "Moneris System Notifications (Outages and Maintenance)", unmark the **Receive Email Notification** box.

   Note: *Moneris system notifications will not be sent to the email address registered to your profile.*

4. Under "Notification", change your email and/or phone information if required:

   a. In the **Email** field, enter a new email address.

   Note: *You must have an email address registered. If you ever need to have your password reset, a password reset link will be sent to this address.*

   b. In the **Phone** and **Ext** fields, enter your new telephone number (and the extension if any).

   c. In the **Mobile** and **Ext** fields, enter your new mobile phone number (and the extension if any).

5. Click on the **Save** button (🖫 Save).

6. When "**< Firstname Last name >'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Changing your address information

Changes the address information associated with your user account.

1. Above the menu bar, click on **<Your_employee ID>** ✏ .

2. When the "Details" page displays, click on the **General Info** tab.

3. Under "Address", do any of the following:

   a. In the **Address**, **Address 2**, **City**, and **Postal/Zip Code** fields, enter your new address data.

   b. From the **Country** and **Province/State** drop-down lists, select your new geographic location.

4. Click on the **Save** button (🖫 Save).

5. When "**< Firstname Last name >'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Managing the user accounts of other users

Adding a new user account

1. On the menu bar, click on **Profiles** > **Add Employee**.

2. When the "Details" page displays, go to the next step.

3. Under "General Info", do the following:

   a. Ensure the "Status" drop-down indicates "Active".

   b. In the **First Name** and **Last Name** fields, enter the new user's first name and last name.

4. From the "Role" drop-down list, select the permissions level for the new user (see table below).

Role	Permissions
Super Administrator	Full access to every supported feature (i.e., transaction reports, audit logs, add/delete/modify user accounts or store information). This role is automatically assigned to the user who activated the store.
Administrator	Same permissions as the Super Administrator (see above) except this role cannot delete the Super Administrator user account or change its status to "inactive".
Manager	Can access all transaction reports. Cannot access audit logs, add/delete/modify another user account, or modify the store information.
Cashier	No access to PAYD Administration.

5. Under "Password Management", do the following:

   a. In the **Employee ID** field, enter the employee ID that you want the new user to use when signing into PAYD Administration and the PAYD App.

   b. In the **Temporary Password** and **Confirm Temporary Password** fields, enter the new user's password.

   Note: When the new user signs into PAYD Administration or the PAYD App for the first time, they will be prompted to change their password.

6. Under "Notification", do the following:

   a. In the **Email** field, enter the new user's email address.

   b. In the **Phone** and **Ext** fields, enter the new user's telephone number (and the extension if any).

   c. In the **Mobile** and **Ext** fields, enter the new user's mobile phone number (and the extension if any).

   d. To allow the new user to receive Moneris PAYD system notifications, checkmark the **Included** box under "Moneris Notification List".

7. Under "Address", do the following:

   a. In the **Address**, **Address 2**, **City**, and **Postal / Zip Code** fields, enter the new user's address data.

   b. From the **Country** and **Province/State** drop-down lists, select the new user's location.

8. Click on the **Save** button ( ).

9. When "**< Firstname Last name >'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Deleting a user account

Permanently deletes a user account.

Note: *To render a user account temporarily inactive (i.e., without permanently deleting it), see page 63.*

1. On the menu bar, click on **Profiles** > **Search**.

2. When the "Employees" page displays, go to the next step.

3. If the user account to be deleted is listed, go to step 4 below. Otherwise, retrieve the user account to be deleted:

   To do a search by the user's first or last name or employee ID:

   a. In the **Search** field (Search   Q Q ❷), enter the desired search parameter (or leave this field blank to retrieve all user accounts).

   b. Click on the **General Search** button (Q).

   To do an advanced search:

   a. Click on the **Advanced Search** button (⊕).

   b. When the "Advanced search" dialog box displays, do one or more of the following:

      ▪ To narrow the search by first name, last name, or employee ID, enter the data in the **Search Criteria** field.
      ▪ To narrow the search by role, select an option from the **Role** drop-down list.
      ▪ To narrow the search by status, checkmark the **Active** or **Inactive** box.
      ▪ To narrow the search by user account creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button (Q) in the dialog box.

4. Review the report, and click on the **Employee ID** of the user account that you want to delete.

5. Click on the **Delete** button (🗑 Delete) near the top of the page.

6. When the "Are you sure you want to delete employee" dialog box displays, click on the **OK** button to close the dialog box.

7. When "The employee was deleted successfully" displays (near the top of the page), the operation is complete.

Changing the role assigned to a user account

Changes the role assigned to a user account.

1. On the menu bar, click on **Profiles** > **Search**.

2. When the "Employees" page displays, go to the next step.

3. If the user account to be modified is listed, go to step 4 below; otherwise, retrieve the user account to be modified:

   To do a search by the user's first or last name or employee ID:

   a. In the **Search** field (Search   🔍 🔍 ❓), enter the desired search parameter (or leave this field blank to retrieve all user accounts).

   b. Click on the **General Search** button (🔍).

   To do an advanced search:

   a. Click on the **Advanced Search** button (🔍).

   b. When the "Advanced search" dialog box displays, do one or more of the following:

   - To narrow the search by first name, last name, or employee ID, enter the data in the **Search Criteria** field.
   - To narrow the search by role, select an option from the **Role** drop-down list.
   - To narrow the search by status, checkmark the **Active** or **Inactive** box.
   - To narrow the search by user account creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button (🔍) in the dialog box.

4. Review the report, and click on the **Employee ID** of the user account that you want to modify.

5. When the "Details" page displays, click on the **General Info** tab.

6. Under "General Info", click on the **Role** drop-down list and select a new role (see table below):

Role	Permissions
Super Administrator	Full access to every supported feature (i.e., transaction reports, audit logs, add /delete/modify users or store information). This role is automatically assigned to the user who activated the store and cannot be assigned to another user.
Administrator	Same permissions as the Super Administrator (see above) except this role cannot delete the Super Administrator user account or change its status to "inactive".
Manager	Can access all transaction reports. Cannot access audit logs, add/delete/modify another user account, or modify the store information.
Cashier	No access to PAYD Administration.

7. Click on the **Save** button (💾 Save).

8. When "**< Firstname Last name >'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Changing a user account's activity status

Changes a user account to "Active" or "Inactive" status.

Note: *To permanently delete a user account, see page 61.*

1. On the menu bar, click on **Profiles** > **Search**.

2. When the "Employees" page displays, go to the next step.

3. If the user account that you want to modify is listed, go to step 4 below. Otherwise, retrieve the user account to be modified:

   To do a search by the user's first or last name or employee ID:

   a. In the **Search** field (Search), enter the desired search parameter (or leave this field blank to retrieve all user accounts).

   b. Click on the **General Search** button ( ).

   To do an advanced search:

   a. Click on the **Advanced Search** button ( ).

   b. When the "Advanced search" dialog box displays, do one or more of the following:

      - To narrow the search by first name, last name, or employee ID, enter the data in the **Search Criteria** field.
      - To narrow the search by role, select an option from the **Role** drop-down list.
      - To narrow the search by status, checkmark the **Active** or **Inactive** box.
      - To narrow the search by user account creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button ( ) in the dialog box.

4. Review the report, and click on the **Employee ID** of the user account that you want to modify.

5. When the "Details" page displays, click on the **General Info** tab.

6. Under "General Info", click on the **Status** drop-down list and select a new status (see table below).

| Role	Definition
Active	User can perform transactions based on their assigned role level.
Inactive	User cannot perform transactions or sign in under their employee ID until their user account status is changed back to "Active."

7. Click on the **Save** button (Save).

8. When "**< Firstname Last name >'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Changing a user account's employee ID

Changes the employee ID associated with a user account.

1. On the menu bar, click on **Profiles** > **Search**.

2. When the "Employees" page displays, go to the next step.

3. If the user account that you want to modify is listed, go to step 4 below. Otherwise, retrieve the user account to be modified:

   To do a search by the user's first or last name or employee ID:

   a. In the **Search** field ( ), enter the desired search parameter (or leave this field blank to retrieve all user accounts).

   b. Click on the **General Search** button ( ).

   To do an advanced search:

   a. Click on the **Advanced Search** button ( ).

   b. When the "Advanced search" dialog box displays, do one or more of the following:

      - To narrow the search by first name, last name, or employee ID, enter the data in the **Search Criteria** field.
      - To narrow the search by role, select an option from the **Role** drop-down list.
      - To narrow the search by status, checkmark the **Active** or **Inactive** box.
      - To narrow the search by user account creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button ( ) in the dialog box.

4. Review the report, and click on the **Employee ID** of the user account that you want to modify.

5. When the "Details" page displays, click on the **General Info** tab.

6. Under "Password Management", enter the new employee ID in the **Employee ID** field.

7. Click on the **Save** button ( ).

8. When "**< Firstname Last name >'s profile was updated successfully** " displays, the operation is complete.

Changing a user account's password

1. On the menu bar, click on **Profiles** > **Search**.

2. When the "Employees" page displays, go to the next step.

3. If the user account that you want to modify is listed, go to step 4 below. Otherwise, retrieve the user account to be modified:

   To do a search by the user's first or last name or employee ID:

   a. In the **Search** [Search] field, enter the desired search parameter (or leave this field blank to retrieve all user accounts).

   b. Click on the **General Search** button ( ).

   To do an advanced search:

   a. Click on the **Advanced Search** button ( ).

   b. When the "Advanced search" dialog box displays, do one or more of the following:

      - To narrow the search by first name, last name, or employee ID, enter the data in the **Search Criteria** field.
      - To narrow the search by role, select an option from the **Role** drop-down list.
      - To narrow the search by status, checkmark the **Active** or **Inactive** box.
      - To narrow the search by user account creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date and Ending Date** calendars.

   c. Click on the **Search** button ( ) in the dialog box.

4. Review the report, and click on the **Employee ID** of the user account that you want to modify.

5. When the "Details" page displays, click on the **General Info** tab.

6. Under "Password Management", click on the "Password" **Reset** button.

7. When the "Reset password" dialog box displays, do the following:

   a. In the **Your Password** field, enter your password.

   b. In the **New Password** and **Confirm Password** fields, enter the user's new password.

   c. Click on the **Save** button to close the dialog box.

8. Click on the **Save** button ( ) near the top of the page.

9. When "< Firstname Last name >'s profile was updated successfully" displays, the operation is complete.

Changing a user account's notification settings

Configures if and how the user account receives system notifications issued by PAYD Administration.

1. On the menu bar, click on **Profiles** > **Search**.

2. When the "Employees" page displays, go to the next step.

3. If the user account that you want to modify is listed, go to step 4 below. Otherwise, retrieve the user account to be modified:

   To do a search by the user's first or last name or employee ID:

   a. In the **Search** [Search 🔍 🔍 ❓] field, enter the desired search parameter (or leave this field blank to retrieve all user accounts).

   b. Click on the **General Search** button (🔍).

   To do an advanced search:

   a. Click on the **Advanced Search** button (🔍).

   b. When the "Advanced search" dialog box displays, do one or more of the following:

      - To narrow the search by first name, last name, or employee ID, enter the data in the **Search Criteria** field.
      - To narrow the search by role, select an option from the **Role** drop-down list.
      - To narrow the search by status, checkmark the **Active** or **Inactive** box.
      - To narrow the search by user account creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button (🔍) in the dialog box.

4. Review the report, and click on the employee ID of the user account that you want to modify.

5. When the "Details" page displays, click on the **General Info** tab.

6. Under "Notification", choose whether or not you want the user account to be subscribed to Moneris system notifications:

   To subscribe the user account to receive Moneris system notifications:

   a. Checkmark the **Included** box under "Moneris Notifications List".

   Note: Moneris system notifications will be sent to the email address that is registered to the user account.

   To unsubscribe the user account from Moneris system notifications:

   a. Unmark the **Included** box under "Moneris Notifications List".

   Note: Moneris system notifications will not be sent to the email address nor any phone numbers registered to the user account.

7. Change the user account's email and/or phone information if required:

   a. In the **Email** field, enter the user's new email address.

> **Note:** *The user must have an email address registered. If they forget their sign-in password, a temporary password will be sent to this address.*

    b.   In the **Phone** and **Ext** fields, enter the user's new telephone number (and the extension if any).

    c.   In the **Mobile** and **Ext** fields, enter the user's new mobile phone number (and the extension if any).

8. Click on the **Save** button (🖫 Save).

9. When "**< Firstname Last name >'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Changing a user account's address information

Changes the address information associated with a user account.

1. On the menu bar, click on **Profiles** > **Search**.

2. When the "Employees" page displays, go to the next step.

3. If the user account that you want to modify is listed, go to step 4 below. Otherwise, retrieve the user account to be modified:

   To do a search by the user's first or last name or employee ID:

   a. In the **Search** [Search] [🔍] [🔍] [❓] field, enter the desired search parameter (or leave this field blank to retrieve all user accounts).

   b. Click on the **General Search** button ([🔍]).

   To do an advanced search:

   a. Click on the **Advanced Search** button ([🔍]).

   b. When the "Advanced search" dialog box displays, do one or more of the following:

      ▪ To narrow the search by first name, last name, or employee ID, enter the data in the **Search Criteria** field.
      ▪ To narrow the search by role, select an option from the **Role** drop-down list.
      ▪ To narrow the search by status, checkmark the **Active** or **Inactive** box.
      ▪ To narrow the search by user account creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button ([🔍]) in the dialog box.

4. Review the report, and click on the employee ID of the user account that you want to modify.

5. When the "Details" page displays, click on the **General Info** tab.

6. Under "Address", do any of the following:

   a. In the **Address**, **Address 2**, **City**, and **Postal / Zip Code** fields, enter the new address data.

   b. From the **Country** and **Province/State** drop-down lists, select the new geographic location.

7. Click on the **Save** button ([💾 Save]).

8. When "< **Firstname Last name >'s profile was updated successfully**" displays (near the top of the page), the operation is complete.

Changing your store's contact information

Changing your store's business name

Changes the business name that displays in any transaction receipt sent from your store (PAYD Administration and the PAYD App).

Note: *Changes will not affect transaction receipts already stored on the system.*

1. On the menu bar, click on the settings icon (   ), and then click on **Contact Information**. Or click on **<your store's business name>**✎ above the menu bar.

2. When the "Contact Information" page displays, do the following:

   a. Under "General", enter the new business name in the **Store Name** field.

   b. Click on the **Save** button (   ).

3. When "Saved successfully" displays (near the top of the page), the operation is complete.

Changing your store's business number

Changes the business number that displays in any transaction receipt sent from your store (PAYD Administration and the PAYD App).

Note: *The business number is the nine-digit account number that identifies your business to federal, provincial, and municipal governments.*

1. On the menu bar, click on the settings icon (   ), and then click on **Contact Information**. Or click on **<your store's business name>**✎ above the menu bar.

2. When the "Contact Information" page displays, do the following:

   a. Under "General", enter the new business number in the **Business number** field.

   b. Click on the **Save** button (   ).

3. When "Saved successfully" displays (near the top of the page), the operation is complete.

Changing your store's address information

Changes the address that displays at the top of any transaction receipt sent from your store (PAYD Administration and the PAYD App).

Note: *Changes will not affect transaction receipts already stored on the system.*

1. On the menu bar, click on the settings icon ( ), and then click on **Contact Information**. Or click on **<your store's business name>** above the menu bar.

2. When the "Contact Information" page displays, do the following:

    a. Under "Address", enter new data in the **Address**, **Address 2**, **City**, and **Postal/ZIP Code** fields.

       Note: *All fields except the **Address 2** field are mandatory.*

    b. Click on the **Save** button ( ).

3. When "Saved successfully" displays (near the top of the page), the operation is complete.

Changing your store's phone and email address information

Changes the phone number and email address that display at the top of any transaction receipt sent from your store (PAYD Administration and the PAYD App).

Note: *Changes will not affect transaction receipts already stored on the system.*

1. On the menu bar, click on the settings icon ( ), and then click on **Contact Information**. Or click on **<your store's business name>** above the menu bar.

2. When the "Contact Information" page displays, do the following:

    a. Under "Contact", enter phone number data in the **Phone**, **Ext** and the **Fax** fields. (The phone/fax numbers will display in transaction receipts.)

    b. In the **Email** field, enter the email address that you want to display in transaction receipts.

    c. In the **URL** field, the full Web address that you want to display in transaction receipts.

    d. Click on the **Save** button ( ).

3. When "Saved successfully" displays (near the top of the page), the operation is complete.

Changing your store settings

Changing the inactivity period for auto-logout

Follow the steps below to change the inactivity period that determines when a user's PAYD Administration login session is ended due to inactivity.

1. On the menu bar, click on the settings icon ( ), and then click on **Settings**.

2. When the "Settings" page displays, do the following:

   a. In the "Inactivity period" area, go to the "Administration session logout after (Minutes)" setting, and enter a value (number of minutes) in the corresponding **M** field.

   b. Click on the **Save** button ( ).

3. When "Saved successfully" displays (near the top of the page), the operation is complete.

Changing the maximum number of results that can be listed on a single page in PAYD Administration reports

Follow the steps below to change the maximum number of results that can be listed in any PAYD Administration report.

1. On the menu bar, click on the settings icon ( ), and then click on **Settings**.

2. When the "Settings" page displays, do the following:

   a. In the "Search Settings" area, go to the "Number of results per page" setting, and enter a numeric value in the corresponding field.

   b. Click on the **Save** button ( ).

3. When "Saved successfully" displays (near the top of the page), the operation is complete.

Changing the "Mandatory CVV" setting

Follow the steps below to set whether or not the card validation value (CVV) must be submitted in any credit transaction wherein credit card data is keyed (manually entered) directly in the PAYD App fields on a mobile device.

1. On the menu bar, click on the settings icon ( ), and then click on **Settings**.

2. When the "Settings" page displays, do the following:

    a. In the " PAYD/PAYD Pro" area, go to the "Mandatory CVV" setting, and do one of the following:

    ▪ To enable mandatory CVV entry, click on **Yes**.

      *Note: If this option is selected, CVV entry will be mandatory in PAYD App transactions for which "Keyed" is selected as the card entry method on the "Sale" screen. However, please also note that the customary asterisk (*) that usually precedes a field name to indicate mandatory data entry will not be displayed for the **CVV** field.*

    ▪ To disable mandatory CVV entry, click on **No**.

      *Note: If this option is selected, CVV entry will be optional in PAYD App transactions for which "Keyed" is selected as the card entry method on the "Sale" screen. Please also note that the **CVV** field will continue to display on the PAYD App's "Sale" screen even though data entry is not mandatory.*

    b. Click on the **Save** button ( ).

3. When "Saved successfully" displays (near the top of the page), the operation is complete.

    Note: The mandatory CVV setting affects any PAYD user performing transactions from your PAYD store. Each user must close and re-open the PAYD App (and sign in again) on their mobile device to allow the new setting to take effect in their PAYD App.

Transaction reports: PAYD Administration

Transaction report: filtered

Displays financial transaction report that can be filtered by employee ID, field header, and payment type. The report can be exported to various file formats (PDF, Excel, and CSV) or printed from a printer.

Note: *To generate an unfiltered transaction report, see page 80.*

1. On the menu bar, click on **Reports** > **Financial** > **All financial Transaction Types**.

2. When the "Reports" page displays, select a reporting date. You have two options:

   To select a specific start date-time and an end date-time:

   a. Click on the "Starting date" calendar icon (📅), and then click on a specific day in the open calendar; otherwise, leave the default selection as is to select today's date.

   b. Click on the "Starting date" drop-down list, and click on a specific time; otherwise, leave the default selection as is to select **Start of day** (i.e., 12:00 AM).

   c. Click on the "Ending date" calendar icon (📅), and then click on a specific day in the open calendar; otherwise, leave the default selection as is to select today's date.

   d. Click on the "End of day" drop-down list, and click on a specific time; otherwise, leave the default selection as is to select **End of day** (i.e., 11:59 PM).

   To select a pre-defined report period:

   a. Click on the **Period** drop-down list, and click on a period (**Today, Yesterday, This week, Last week, This month, Last month, This year, Last year**).

3. Determine whether or not to use pre-defined search filters from a template.

   Note: *For more information about using/setting up templates, see* Report templates *on page 79.*

   To generate this report using pre-defined search filters from a template:

   a. Go to the "Create New Template..." drop-down list, and click on the desired template.

   b. When the template's parameters are implemented in the report, do one of the following:

   - If you want to generate the report using the pre-defined search filters, to go directly to step 6.
   - If you want to change one or more search filters, go to step 4.

   To generate this report without using pre-defined filters from a template:

   a. Go to step 4.

4. Determine whether or not to filter by employee ID and/or payment type:

   - To filter by employee ID and/or payment type, go to step 5.
   - To bypass using these filters, go directly to step 6.

5. Click on the **Show Options** button to display the filter options, and do one or more of the following:

    To search by employee ID:

    Note: *Paid invoice Purchases are not associated with an employee ID.*

    a. Click on the **Employees** button.

    b. Checkmark the **Select Employee(s)** box.

    c. When the "Select employee(s)" dialog box displays, do the following:

        ▪ To include an employee ID in the report, checkmark the box beside the employee ID that you want to include.
        ▪ To exclude an employee ID from the report, unmark the box beside the employee ID that you want to exclude.

    d. Repeat step c for each employee ID that you want to include or exclude from the report.

    e. Click on the **OK** button to close the dialog box.

    To search by payment type:

    a. Click on the **Payment Methods** button.

    b. Checkmark the **Select Payment Method(s)** box.

    c. When the "Select payment Type(s)" dialog box displays, do any of the following:

        ▪ To include a payment type in the report, checkmark the box beside the payment method that you want to include.
        ▪ To exclude a payment type from the report, unmark the box beside the payment method that you want to exclude.

    d. Repeat step c for each payment type you want to include or exclude.

    e. Click on the **OK** button to close the dialog box.

6. Determine which fields (headers) are to be included in the report:

    Note: *If you are using pre-defined search filters from a template, you may go directly to step 7.*

    To select/deselect one or more fields:

    a. Click on the **Show Options** button to display the filter options, and then click on the **Fields** button.

    b. When the "Select field(s)" dialog box displays, do any of the following:

        Note: *Available fields include "Date", "Order ID (PPP)", "Transaction Type", "Total", "Tip", "Payment Method", "Employee ID", "Order ID (PAYD)", "Customer ID (PAYD)", and "Notes".*

        ▪ To include a field type in the report, checkmark the box beside the field that you want to include.
        ▪ To exclude a field type from the report, unmark the box beside the f that you want to exclude.

    c. Repeat step b for each field that you want to include or exclude.

    d. Click on the **OK** button to close the dialog box.

    To bypass selecting/deselecting field (s):

    a. Go directly to step 7.

7. Click on the **View** button to generate the report.

8. When the report displays, you may do any of the following:

   ▪ To sort the results by order ID (PPP), date, total, tip, payment method, or employee ID, click on the corresponding report header (**Order ID (PPP)**, **Date**, **Total**, **Tip**, **Payment Method**, or **Employee ID** respectively).
   ▪ To export and/or print the report, see page 78.
   ▪ To view the transaction details for a specific transaction record, see page 82.

Invoice report: filtered

Displays an invoice report that can be filtered by creation date, balance due status, and delivery method. The report can be exported to various file formats (PDF, Excel, and CSV) or printed from a printer.

Note: *To generate an unfiltered invoice list, go to page 52.*

1. On the menu bar, click on **Reports** > **Financial** > **Invoices**.

2. When the "Invoices" page displays, click on a date type (**Creation Date**, **Delivery Date**, or **Balance due date**).

3. Select a reporting date. You have two options:

   To select a specific start date-time and an end date-time:

   a. Click on the "Starting date" calendar icon (🗓), and then click on a specific day in the open calendar; otherwise, leave the default selection as is to select today's date.

   b. Click on the "Starting date" drop-down list, and click on a specific time; otherwise, leave the default selection as is to select **Start of day** (i.e., 12:00 AM).

   c. Click on the "Ending date" calendar icon (🗓), and then click on a specific day in the open calendar; otherwise, leave the default selection as is to select today's date.

   d. Click on the "End of day" drop-down list, and click on a specific time; otherwise, leave the default selection as is to select **End of day** (i.e., 11:59 PM).

   To select a pre-defined report period:

   a. Click on the "Period" drop-down list, and click on a report period (**Today, Yesterday, This week, Last week, This month, Last month, This year, Last year**).

4. Determine whether or not to use pre-defined search filters from a template:

   Note: *For more information about using/setting up templates, see* Report templates *on page 79.*

   To generate this report using pre-defined search filters from a template:

   a. Go to the "Create New Template..." drop-down list, and click on the desired template.

   b. When the template's parameters are implemented in the report, do one of the following:

      - If you want to generate the report using the currently defined search filters, to go directly to step 7.
      - If you want to change one or more defined search filters, go to step 5.

   To generate this report without using pre-defined search filters from a template:

   a. Go to step 5.

5. Determine whether or not to use balance due and/or delivery method search filters:

   - To filter by balance due amount and/or delivery method, go to step 6.
   - To bypass using these filters, go directly to step 7.

     Note: *If you are using pre-defined search filters from a template, you may go directly to step 7.*

6. Click on the **Show Options** button to display the balance due and delivery method filter options, and do one or more of the following:

To search by balance due amount:

a. Checkmark the **Balance due** box.

b. Enter a balance due amount range in the two **$** fields (i.e., enter a "from" amount in the first field and a "to" amount in the second field).

To search by delivery method:

a. From the **"**Delivery method" drop-down list, click on a delivery method (**Both pickup and shipping**, **Pickup only**, or **Shipping only**).

7. Click on the **View** button to generate the report.

8. When the report displays, you may do any of the following:

   - To sort the results by order ID, status, customer, date, amount paid, or balance due amount, click on the corresponding report field header (**Order ID**, **Status**, **Customer**, **Date**, **Amount Paid**, and **Balance Due** respectively).
   - To export and/or print the report, see page 78.
   - To view the transaction details for a specific transaction record, see page 82.

Exporting/printing a filtered transaction report

1. Generate a filtered transaction report (see page 73 or page 76).

2. Do one or more of the following:

   ## To print the report:

   a. Click on the **Print** button ( ).

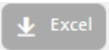   b. When the "Print" dialog box displays, select a printer, and click on the **Print** button.

   ## To export the report as a PDF file:

   Note: *To use this feature, your computer must have an installed application capable of saving files in portable document format (PDF).*

   a. Click on the **PDF** button ( ).

   b. When your Web browser prompts you to **View** or **Save** the report, click one of the options to generate the PDF file.

   c. If you click on **Save**, ensure that you select the "pdf" file format and the location where you want to download the exported report.

   ## To export the report as a spreadsheet:

   Note: *To use this feature, your computer must have an installed application capable of saving files in spreadsheet format.*

   a. Click on the **Excel** button ( ).

   b. When your Web browser prompts you to **View** or **Save** the report, click one of the options to generate the spreadsheet file.

   c. If you click on **Save**, ensure that you select the spreadsheet application file format and the location where you want to download the exported report.

   ## To export the report as a comma separated values (CSV) text file:

   a. Click on the **CSV** button ( ).

   b. When your Web browser prompts you to **View** or **Save** the report, click one of the options to generate the spreadsheet file.

   c. If you click on **Save**, ensure that you select the "CSV" format and the location where you want to download the exported report.

Report templates

The report template feature allows you to pre-define your own search filters, excluding search date, so that you can regenerate the report at a later time without having to re-select search filters:

- To create a report template, see *Creating a report template* on this page.
- To delete a report template, see *Deleting a report template* on this page.

Creating a report template

Follow the steps below to create a report template in your report.

Note: *The template feature is supported only in filtered reports (see* Transaction report: filtered *on page 73 and* Invoice report: filtered *on page 76).*

1. On the report page, click on the **New** button (New)beside the "Create New Template..." drop-down list.

2. When the "New Template" dialog box displays, enter the template name in **Name** the field.

3. Click on the **Save** button (Save) in the dialog box.

4. When "Saved successfully" displays (near the top of the page), go to the next step.

5. On the report page, select your search filters as desired.

6. Click on the **Save** button beside the templates drop-down list.

7. When "Saved successfully" displays (near the top of the page), the operation is complete.

Deleting a report template

Follow the steps below to delete a saved report template.

1. Start the PAYD Administration (filtered) report for which you want to delete a template.

    Note: *To start a filtered Transaction report, see page 73. To start a filtered Invoice report, see page 76.*

2. On the report page, go to the "Create New Template..." drop-down list, and click on the template that you want to delete.

3. Click on the **Delete** button (Delete) beside the templates drop-down list.

4. When the "Are you sure you want to delete this template?" dialog box displays, click on its **OK** button.

5. When "The template was deleted successfully" displays (near the top of the page), the operation is complete.

Transaction report: unfiltered

Displays an unfiltered report showing all financial transactions. The report can be sent to a printer for printing.

Note: *To generate a filtered transaction report, see page 73.*

1. On the menu bar, click on **Transactions**.

2. When the "Transactions" page displays the transactions list, go to the next step.

3. If you do not need to retrieve a specific transaction, go to step 4 below. Otherwise, do a search for the desired transaction by entering/selecting your search criteria as follows:

   To do a search by the four-digit order ID:

   a. In the **Search** field ([Search] 🔍 🔍 ❓), enter the four-digit order ID of the transaction that you want to retrieve.

      Note: *The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*

   b. Click on the **General Search** button (🔍).

   To do an advanced search:

   a. Click on the **Advanced Search** button (🔍).

   b. When the "Advanced search" dialog box displays, do one or more of the following:

      ▪ To narrow the search by order ID, enter the PAYD Administration four-digit order ID the **Search Criteria** field.

         Note: *The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*

      ▪ To narrow the search by transaction type, select the desired transaction from the "Transaction Type" drop-down list.
      ▪ To narrow the search by status, select the desired status from the "Status" drop-down list.
      ▪ To narrow the search by user account creation date, checkmark the **Creation Date Range** box, and then select dates from the **Starting Date** and **Ending Date** calendars.

   c. Click on the **Search** button (🔍) in the dialog box.

4. When the transaction list/report displays, you may do any of the following:

   ▪ To sort the results by order ID, date, or total, click on the corresponding report header (**Order ID**, **Date**, or **Total** respectively).
   ▪ To view the transaction details for a specific transaction record, see page 82.
   ▪ To print the report, see page 81.

Printing an unfiltered transaction report

1. Generate an unfiltered report (see page 80).

2. Near the top of the page, click on the **Print** button ( ).

3. When the "Print" dialog box displays, select a printer, and click on **Print**.

Displaying, emailing, or printing a transaction's details

1. Generate the report (for options, see pages 73 to 80).

2. Click on the four-digit numeric **Order ID** displayed for the transaction.

   Note: *The four-digit order ID is also called the "PPP" order ID in other PAYD Administration reports but is unrelated to the order ID assigned in the PAYD App.*

3. When the "Transactions" page displays, click on the **Transactions** tab.

4. When the transaction's details are displayed, do any of the following:

   Note: *The PAYD App's order ID displays as part of the overall transaction details shown in PAYD Administration.*

   To email the transaction details (receipt):

   a. Click on the **Email Receipt** button.

   b. When the "Email" dialog box displays, enter the email address of the recipient to whom you want to send the transaction receipt.

   c. Click on the **Send** button.

   d. When "Email sent successfully" displays (near the top of the page), the operation is complete.

   To print the transaction details (receipt):

   a. Click on the **Print Receipt** button.

   b. When the "Print" dialog box displays, select a printer, and click on **Print**.

5. To export and/or print the report (filtered reports only), see page 78.

Transactions: Merchant Direct®

View or download transaction reports from Merchant Direct.

Note: *You will be required to enter your Merchant Direct sign-in credentials.*

1. On the menu bar, click on **Reports**.

2. When the "Reports" page displays, click on **Merchant Direct**.

3. When the "Merchant Direct" page displays, click on **Login here**.

4. When the Merchant Direct sign-in page displays, enter your Merchant Direct sign-in credentials, and click on the **Sign In** button.

Audit logs

User account change logs

Displays administrative changes to user accounts and your store.

1. On the menu bar, click on **Audit Logs** > **Change Logs** > **Employees**.

2. Click on **Starting Date**, and then click on a specific day in the displayed calendar.

3. Click on **Ending Date**, and then click on a specific day in the displayed calendar.

   To narrow the scope of the search by other criteria, do the following:

   a. Click on the **Show Options** button.

      ▪ To narrow the scope to changes made by a specific user account, select an option from the "Changes made by employee" drop-down list.
      ▪ To narrow the scope to a specific user account that was changed, select an option from the "Employee that was changed" drop-down list.
      ▪ To narrow the scope to a specific type of change, select an option from the "Type of change" drop-down list.

4. Click on the **View** button to generate the report.

   ▪ To export and/or print the report, see page 78.

User account sign-in logs

Displays user account sign-in (login) records.

1. On the menu bar, click on **Audit Logs** > **Login Logs** > **Employees**.

2. Click on **Starting Date**, and then click on a specific day in the displayed calendar.

3. Click on **Ending Date**, and then click on a specific day in the displayed calendar.

4. Click on the **View** button to generate the report.

   ▪ To export and/or print the report, see page 78.

Merchant Support

At Moneris, help is always here for you 24/7.

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit **moneris.com/support** to:

    - Consult the FAQs on how to set up and use PAYD Administration.
    - Download PAYD and PAYD Pro guides to assist with getting started, configuration, and usage instructions.

- Visit **shop.moneris.com** to purchase point-of-sale supplies and accessories.

- Visit **moneris.com/insights** for business and payment news & trends, customer success stories, and quarterly reports & insights.

Can't find what you are looking for?

- Email **info@getpayd.com** or call Moneris Customer Care toll-free (available 24/7) at **1-855-423-PAYD (7293)**. We'll be happy to help.

- You can also send us a secure message 24/7 by logging in to Merchant Direct® at **moneris.com/mymerchantdirect**.

(06/2019)