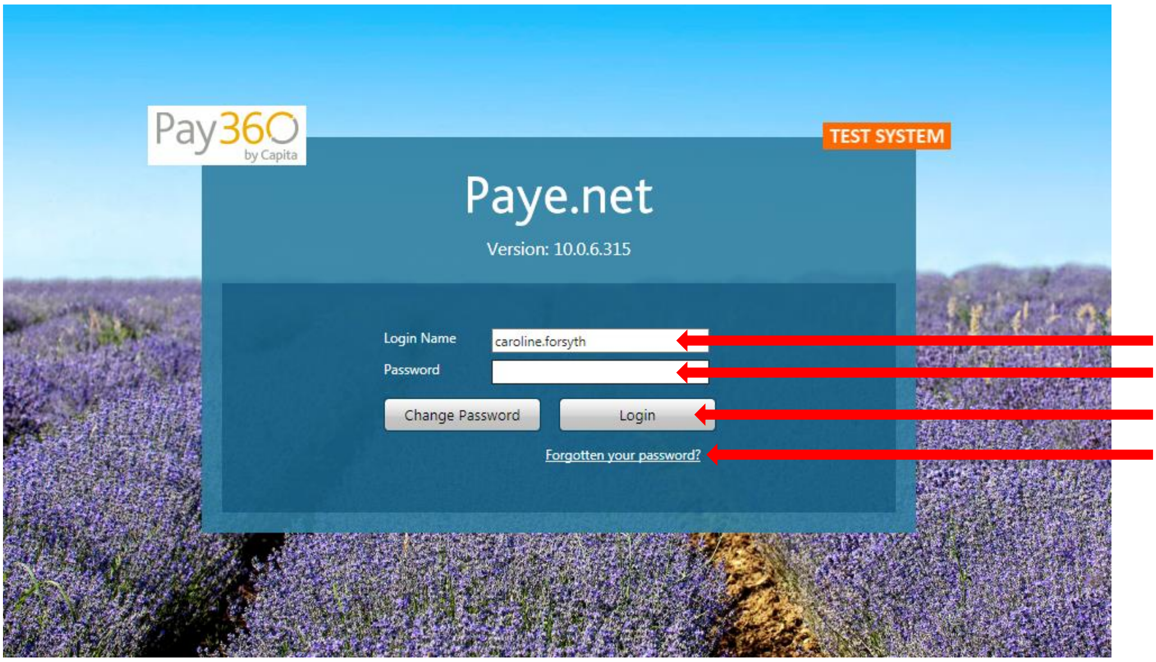
Accessing Pay 360

Pay 360 is an Income Solution system provided by CAPITA Ltd. Within this is Income Management which is the administration of the system and Pay.net which contains various methods of accepting payments to Moray Council. The following is a procedure for the acceptance of payments using Customer Not Present

1. Pay.net is a web based application that can be accessed through the below link. This can also be saved to your favourites and accessed from there any time.

   https://pay360sc.e-paycapita.com/LivePayments547/Login.aspx

   This will launch the log in screen

2. Enter your username and password and select Login

   Password should be at least 7 characters long and contain at least 1 capital Letter and 1 Number.

   NOTE – DO <u>NOT</u> attempt to input your password a 3rd time as this will lock your account which can take time to unlock.

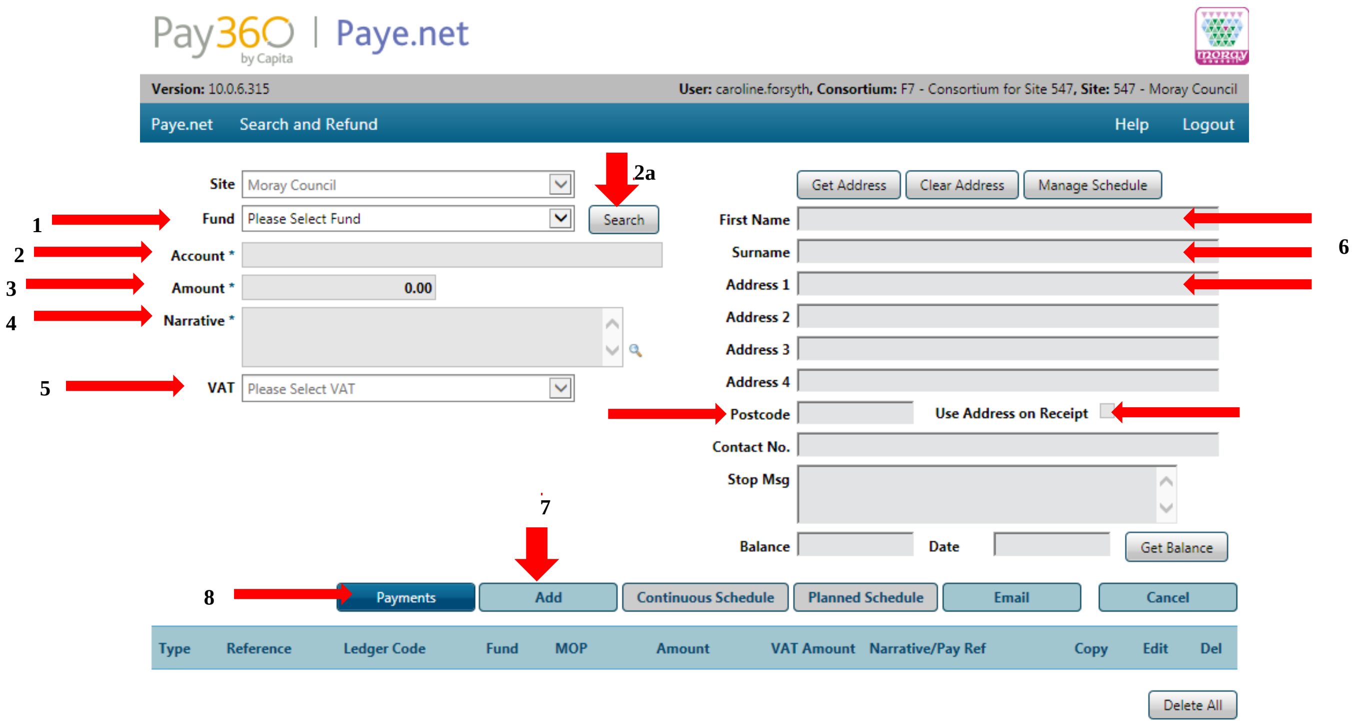
   If you incorrectly input your password twice you must use the **'<u>forgotten your password</u>'** link to be issued with a new password via email. You should receive this email instantly.

Taking a payment

The following instructions are for taking payments for the following:

01 – Housing Rents
02 – Tenants Insurance
03 – Garages
04 – Housing Benefit Overpayments
11 – Council Tax
12 – NDR
13 – Rev Sundry Debtors
21 – Accounts Receivable
22 – Misc. (formally Ledger Codes)

Once logged in you will be presented with the following screen to process the payment



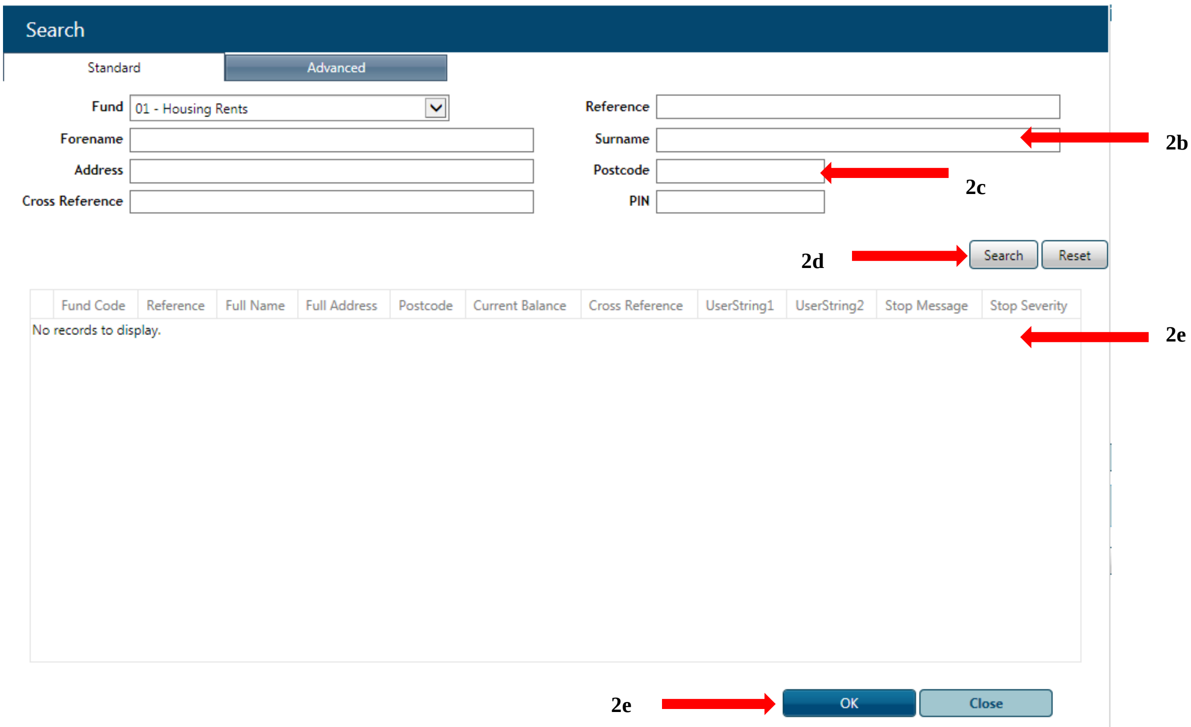
Complete as follows using the **Tab key** to go between boxes. DO NOT use enter or the mouse.

1. Click on the "**Fund**" down arrow which will bring up the funds available and select the fund payment required i.e. Housing Rents

2. In the "**account**" box enter in the relevant reference number e.g. for Housing Rent the rent payment ref. e.g. 00-00-000-00, for an invoice use the number starting 88.

Note if using “22 – Misc.” use the relevant short code.

2a. If you do not know the account number you can search for the account by clicking on the search button.



2b. In the “**surname**” box enter % followed by the surname of the person the account belongs to.
2c. In the “**postcode”** box enter the postcode the account relates to.
2d. click the “**search”** button. This will return a list to select from.
2e. click on the “**account”** you want and select “OK”.

Note – If you set up the search incorrectly and need to amend details please reset the search and start again.

3. In the “**amount**” box enter the amount the customer wishes to pay.

4. In the “**narrative**” – this does not need to be completed unless a reference number is required ie a planning application ref.

5. In the “**VAT**” box make sure you set the correct VAT code

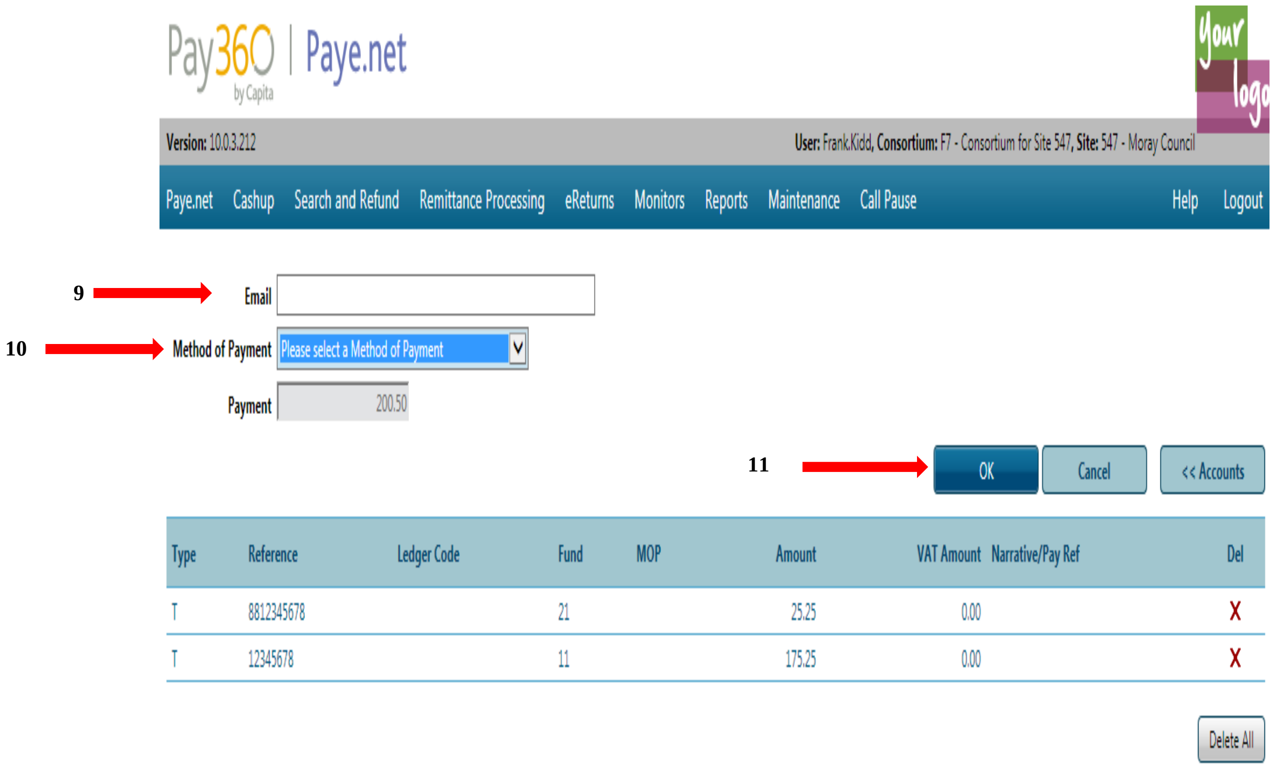
Note when using the “Misc.” fund, VAT may not be set to the correct value. Please ensure this is set to 01 for Vatable and 03 for non Vatable.

6. In the “**name”** and “**address”** boxes (right hand side of screen) ensure this is populated with the customer’s name and the address the payment relates to.

7. Click on “**add**” which will add the payment to the list.

Note if you have more payments, repeat the above steps until all payments have been added.

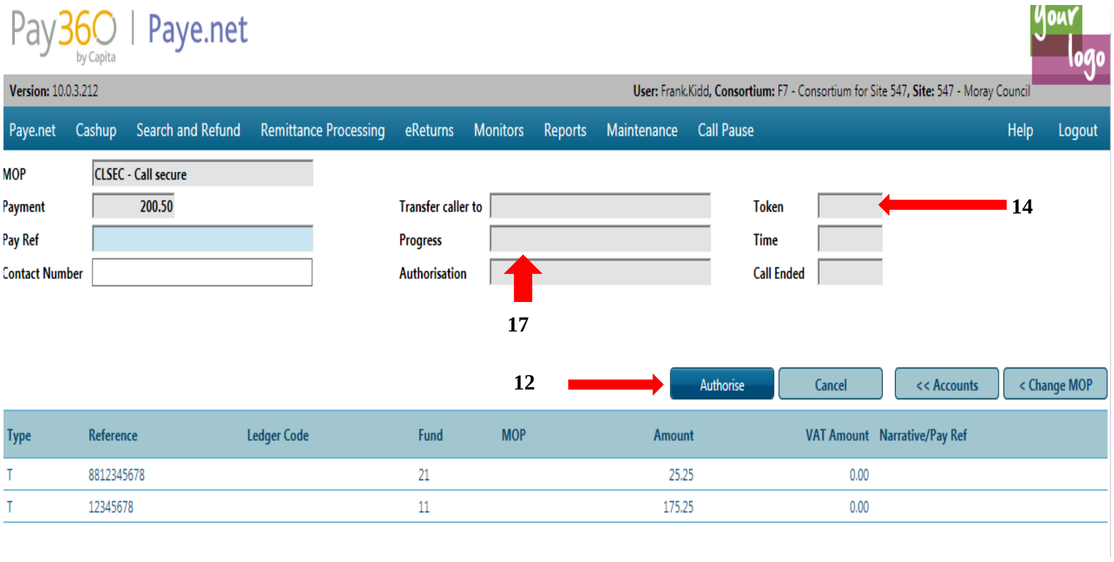
8. Click on “**Payments**” to move to the following screen:



9. Ask the customer if they would like an Email copy of their receipt. If they do enter their Email address into the “**Email**” box.

10. Click on the “**Method of Payment**” down arrow and select “**Call Secure**”.

11. Click on the “**OK**” button and the following screen will appear: (step not always needed)



Advise the customer "you are about to be transferred to a secure automated payment system who will take you through the card details required for you to make your payment. Do you wish to continue?"

Note – If they are happy to proceed click "Authorise".

12. Press the "**Transfer**" button and dial **7888.**

13. You will then be asked for the "**Token Number**", this can be found in the top right of the screen.

14. The system will then confirm the "**Token Number**" and ask you to continue. At this point click on the "**Transfer**" button to transfer the customer to "**Call Secure**".

Note the call will now be diverted for the customer to complete the payment with the 3rd party call secure.

15. You can watch the payment to its conclusion & finish the interaction.

16. In the progress box you will now see:

    Welcome
    Enter PAN
    Expiry Date
    CSC
    Proceed with Payment.

17. Add relevant notes on any local system.

Note there is no receipt number to take note of to pass onto services

18. To get the payment screens ready to take the next payment click Accounts.

    If this is not required log out and confirm to log out of the payment system. The scripts all have links within them should take you the log in screens for your next payment. If you leave the system logged in for a period of time you will be timed out.