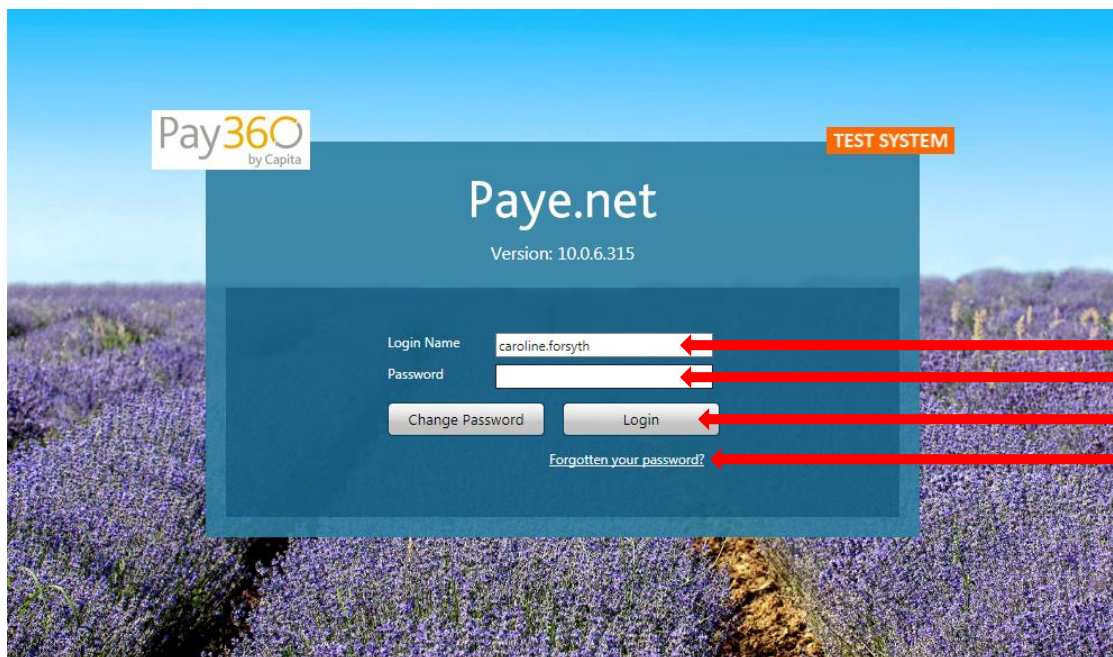# Accessing Pay 360

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1. Pay360 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 it is set to 01 for Vatable or 03 for non Vatable.

Note when using the "Misc." fund, VAT may not be set to the correct value. Please ensure this is set to 01 for Vatable 03 for anything else.

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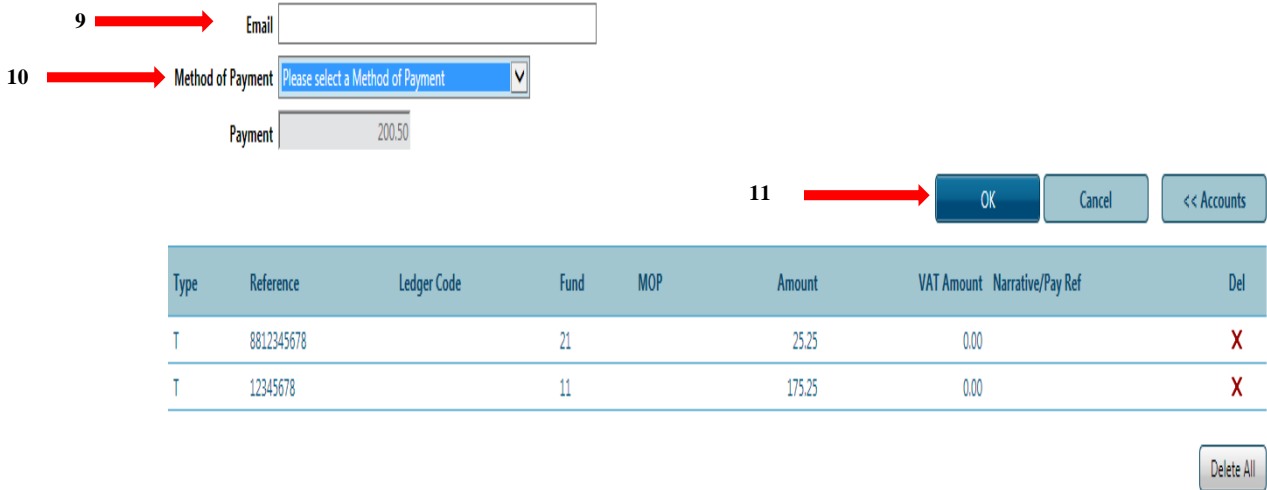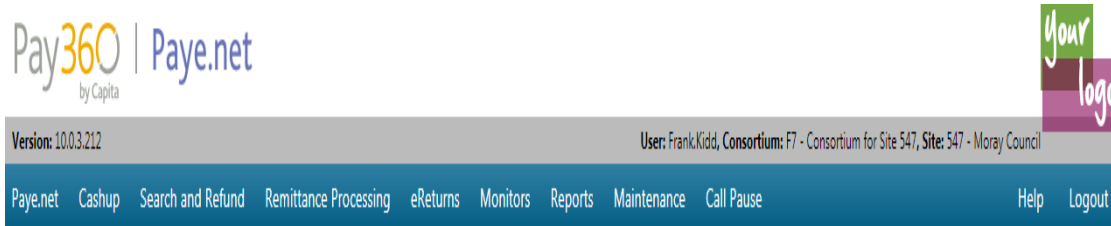
9. Ask the customer if they would like an Email copy of their receipt. If they do enter their Email address into the "**Email**" box.

10. Click on the "**Method of Payment**" down arrow and select "**Chip and Pin**".

11. Click on the "**OK**" button and the following screen will appear: (step not always needed)
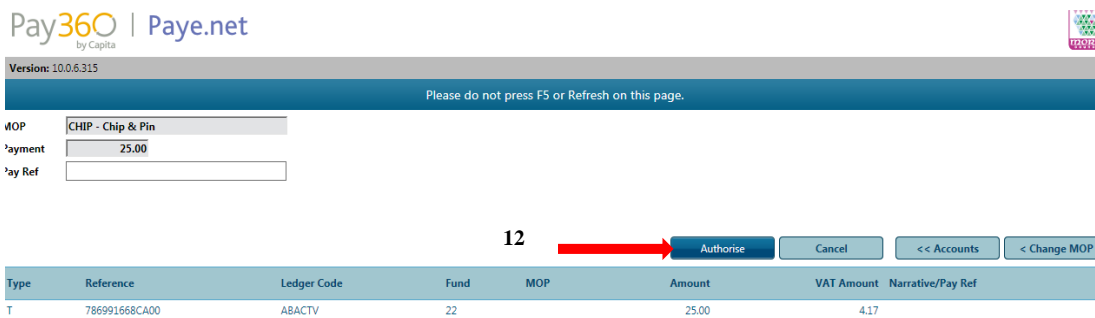
12. If they are happy to proceed click **"Authorise".** The following screens will appear.
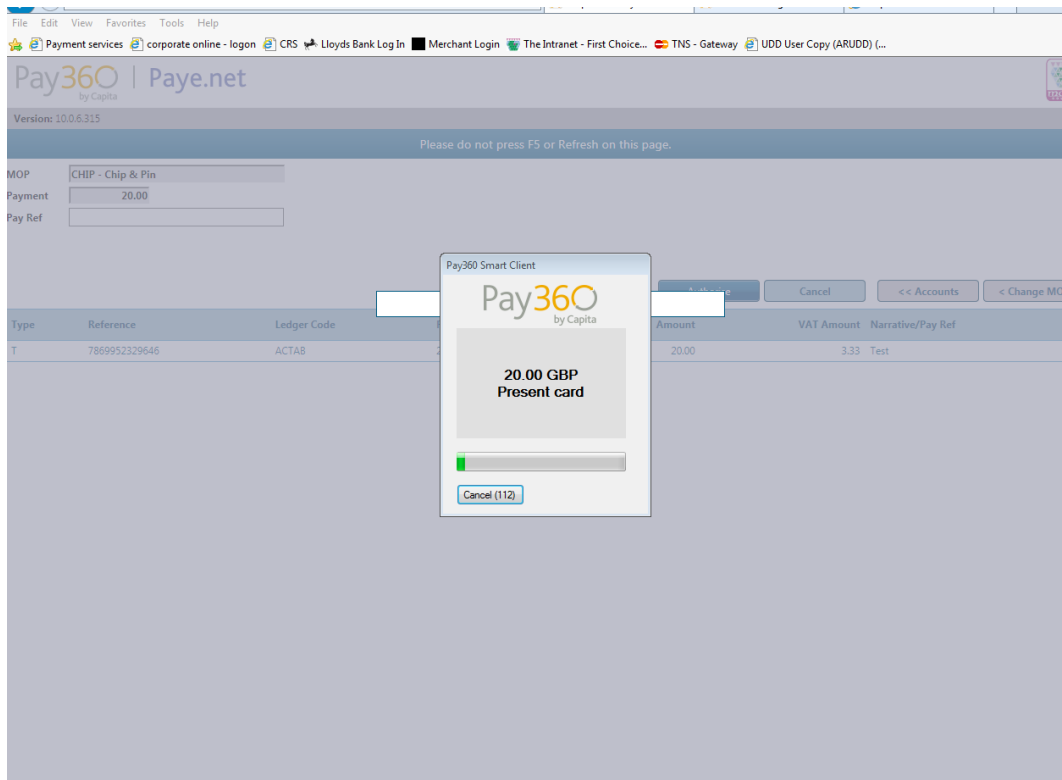
13. This will then instruct the customer to insert their card in the machine or select the contactless payment option if the transaction is under £30
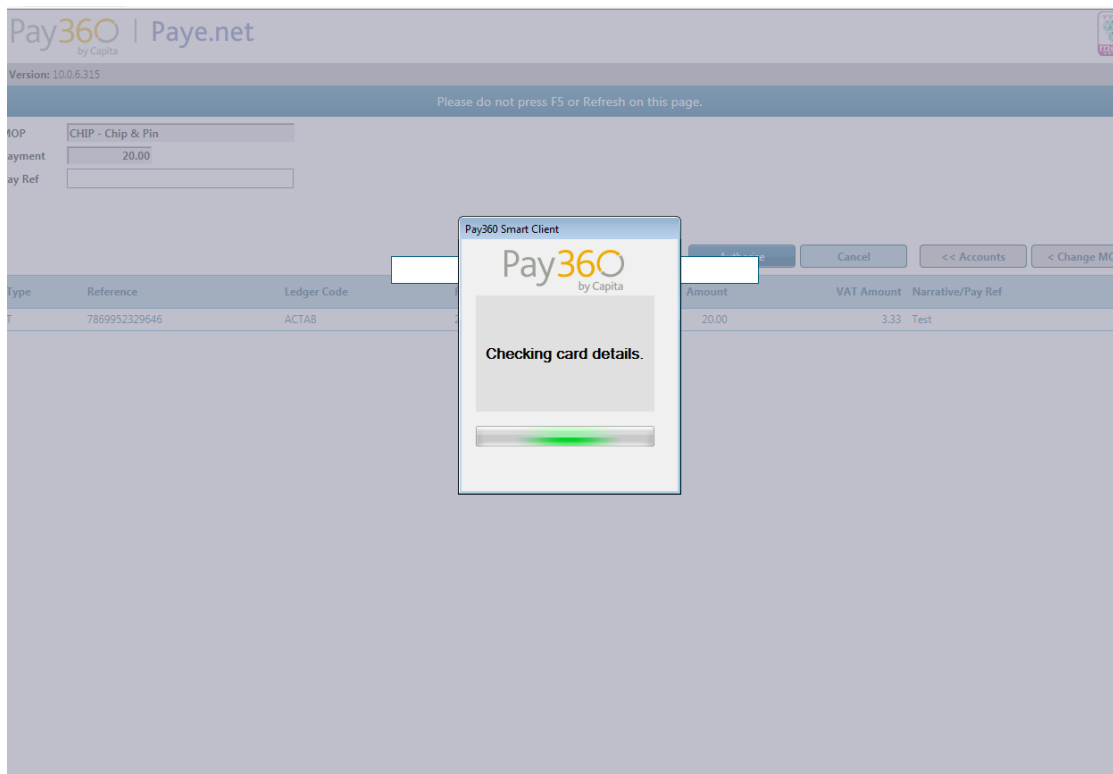
14. The customer will then be asked to insert their pin.

Note if contactless is used this stage will be missed

The following 2 screens will appear
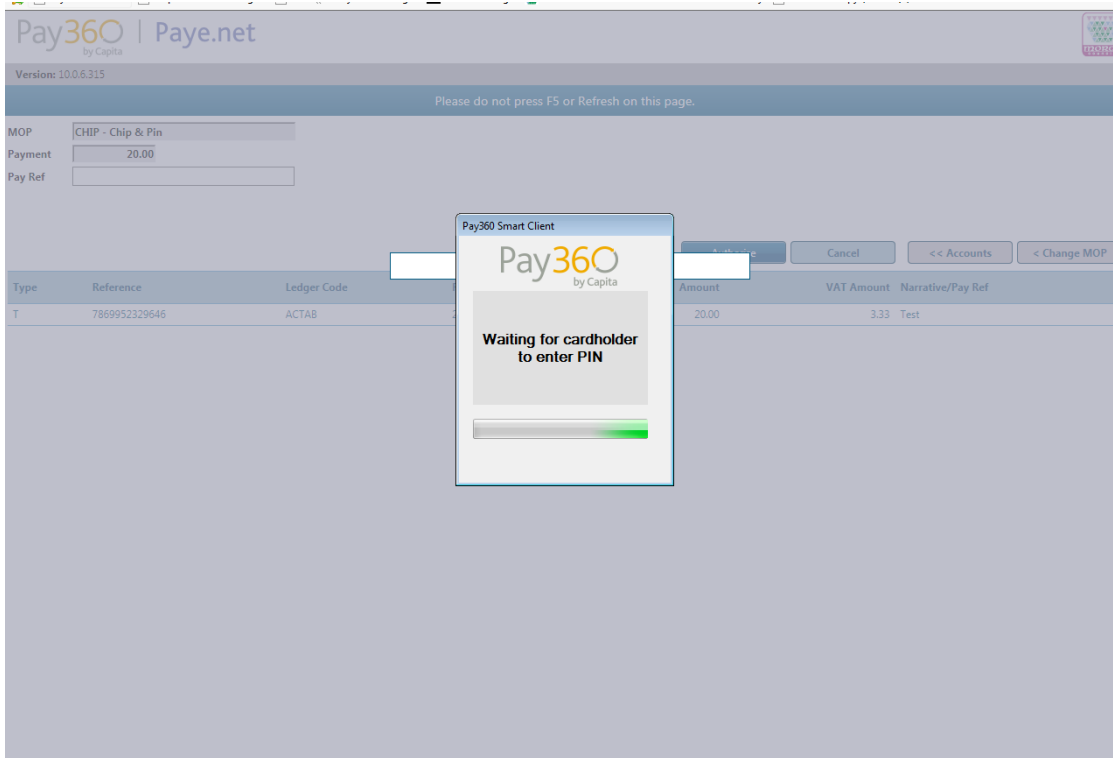
15. Once payment is successfully authorised a receipt will show on your screen and the customer will be prompted to remove their card.

Elgin Registry Office
240 High Street
Elgin
IV30 1BA

Elgin Registry Office   Receipt
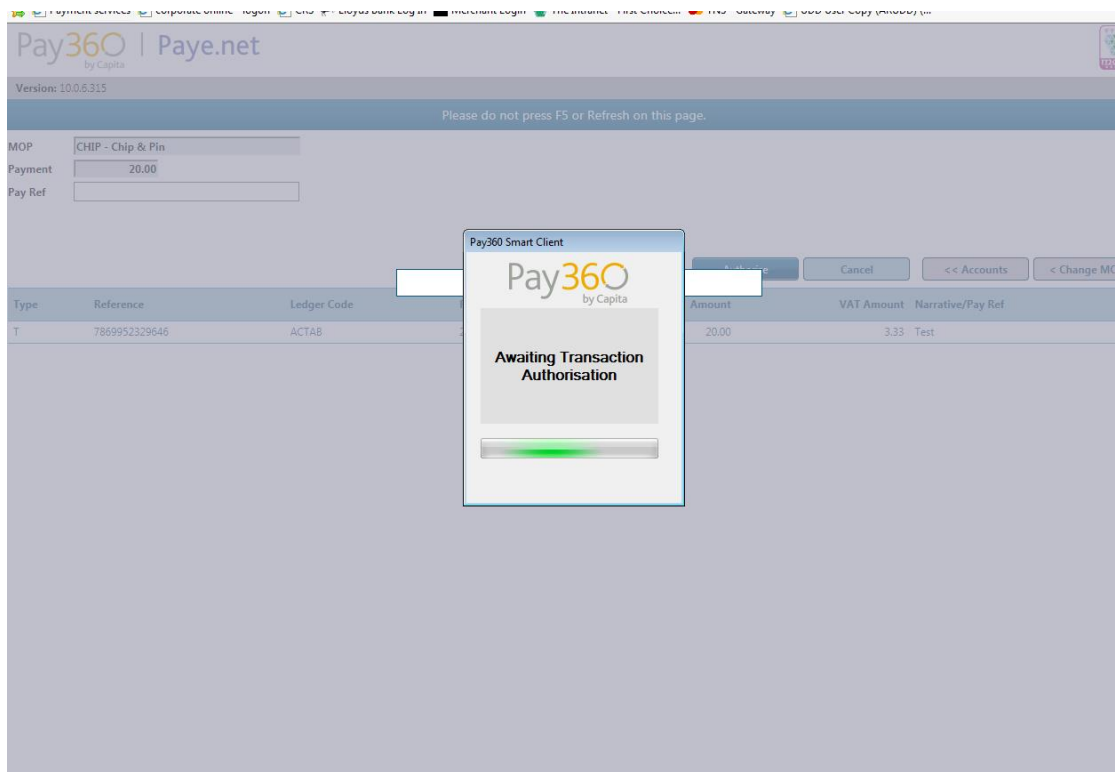
Transaction Date: 14/11/2017 08:36:28   **Operator:** 2082   **Machine:** MC009

Account Details

CAN	Reference	Payment of	Transaction Amt	VAT Amt	Rate
00067		22 - Misc	£50.00	£8.33	20.00%
	test				

Payment Details

MOP	Payment Ref	Payment Amt
P03 - Credit Card		£50.00

APACS Payment Details   ** Customer Copy **

Sale	PLEASE DEBIT MY ACCOUNT
Transaction Type:	Cardholder PIN Verified (ICC)

Date / Time:	14/11/2017 08:36:28	Auth Code:	128033
Card Number:	************0102	Ref:	E7MC00910
Card Type:	MCRD	MID:	***45678
		TID:	****0007

16. Add relevant notes on Lagan and continue with script.

Note there is no receipt number to take note of to pass onto services. If the scripts are asking for a receipt number please enter payment received or payment successful.

17. 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.

18. At the end of the working day the Chip and Pin machines need to be locked away. To do this please disconnect the power cord first then remove the USB from the tower and lock in a cabinet.

Note it is important to disconnect the power cord before anything else as the system will think the unit has been tampered with and render it unusable.