Dealer Admin™

HOW-TO GUIDE: PAYMENTS

SecureCom
wireless

GET STARTED

Dealer Admin now enables you to set up payment methods, make payments, and manage autopay for your SecureCom Wireless account. To get started, complete the following steps:

1. Go to dealer.securecomwireless.com.
2. Log in as an Administrator.
3. Go to **Settings**. Expand the **Settings** section and select **Billing**.

The **Billing** page includes your normal invoices along with two new features: The **Manage Payment Options** button and the Totals pane.

Manage Payment Options allows you to create a funding account. If **Manage Payment Options** is the only visible button, the customer does not have any payment options saved.

The Totals pane contains the following details:

- **Total Current Charges** is the amount for the current billing cycle
- **Total Past Due Charges** are charges that existed prior to the current billing cycle
- **Total Account Balance** is the sum of **Total Current Charges** and **Total Past Due Charges**.

Late fees are assessed against the **Total Past Due Charges** only. In the following example, a 3% late fee applies to the total Past Due Amount of $100 and is added to the Adjusted Total Amount:

Total Balance	Past Due Amount	Payment Amount	Late Fee	Adjusted Total Amount
$1100	$100	$500	$3.00	$503.00
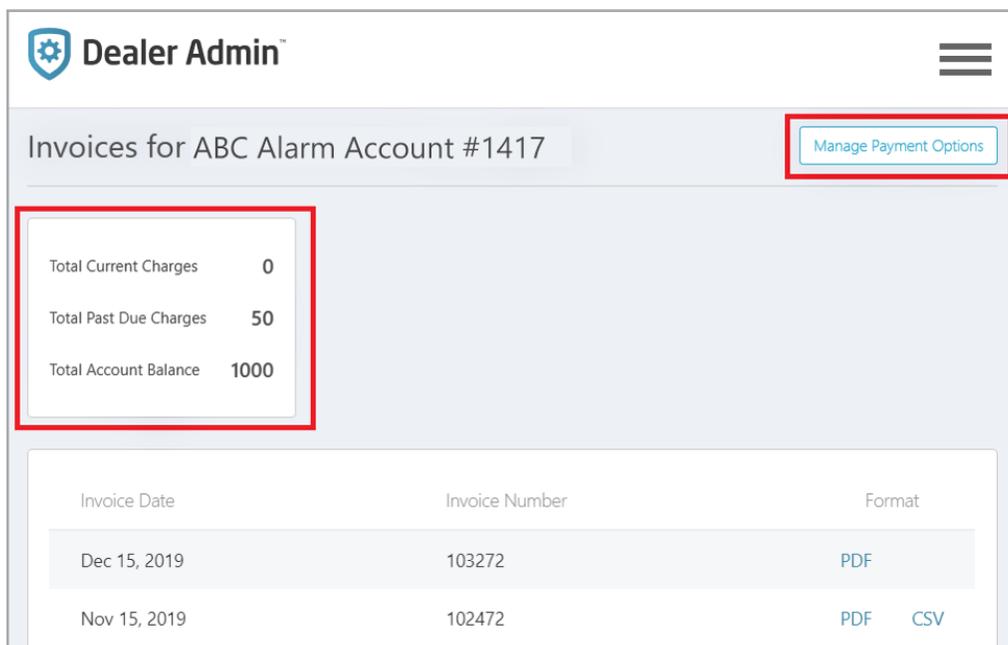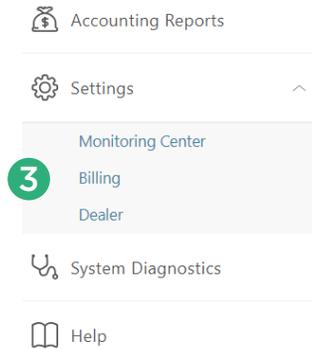
SET UP A PAYMENT OPTION

1. Select **Manage Payment Options**.
2. If no account exists, select **Add**.
3. In **Select Funding Source**, select one of the following options:
   - **New Bank Account** allows the user to connect an existing checking or savings account to use as the primary payment method
   - **New Card Account** allows the user to enter an existing credit or debit card as the primary payment method
4. Enter additional information as required.

After a payment option is set up, the **Make a Payment** and **Manage Auto Pay** buttons are enabled at the top of the **Billing** page.

MAKE A PAYMENT

The **Make a Payment** dialog displays the following information:
   - **Total Account Balance** is the sum of **Total Current Charges** and **Total Past Due Charges** listed on the **Billing** page.
   - **Paying with** shows the name of the payment option and the last 4 digits of the account number
   - **Amount** is a required field where you enter a payment amount. The minimum payment allowed is $1.00. The maximum payment allowed is the current amount of **Total Account Balance**
   - **Adjusted Amount** is the **Total Account Balance** with any late fees added. Late fees will only be added if the payment option is a credit or debit card. Bank accounts will not incur a late fee, even with a **Past Due Balance**

To make a payment, complete the following steps:

1. Select **Make a Payment**.
2. In **Amount**, enter a payment amount.
3. Press **Confirm Payment**.

MANAGE AUTOPAY

The **Manage Auto Pay** dialog displays the **Billing Run Date** and the **Credit Card Dip Date**. Starting autopay will trigger an automatic payment from the configured payment option for each monthly billing cycle starting with the next dip date. Autopay cannot be started until all past due charges are paid.

To start autopay, complete the following steps:

1. Select **Manage Auto Pay**.
2. Press **Start Autopay**. An information message on the **Billing** page notifies you that autopay is on and displays the payment date with the amount to be paid.
3. To make a payment for past due charges, select **Make Payment**.

| Manage Payment Options | Make A Payment | ① Manage Auto Pay |

Manage Auto Pay ✕

Billing Run Date: **4th**
Credit Card Dip Date: **7th**

② Start Autopay

Invoices for ABC Alarm Account #1417

| Manage Payment Options | Make A Payment | Manage Auto Pay |

Total Current Charges	0
Total Past Due Charges	0
Total Account Balance	**1000**

ⓘ Auto Pay is on and the next payment will be on 4th for $1000

Manage Auto Pay ✕

Auto Pay is only available if there are no Past Due Charges.

To continue to setup Auto Pay, please make a One-Time Payment in the full amount of the Past Due Charges.

③ Make Payment