



User's Manual

www.memoco.com



MEMO Help Desk: 1-800-922-8079 (press 1 then 3)
helpdesk@memoco.com

Monday–Friday 8:00 a.m. until 5:00 p.m.

1. Bill Pay

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1. Bill Pay

A. Bill Pay Setup

On the main menu click the **Bill Payment button** shown below.



The initial setup you will be required to login with a default username and password. This can be changed later to make it easier to login. The default username and password is zero zero, followed by your agent number, and then the store zip code. Type this number into the username and password fields.

For Example, an Agent 9999 whose store zip code is 17043 would sign in with this default username and password:
00999917043



B. Assign Receipt Printer

Next you will need to select a receipt printer. Click on the **admin button**.



BillPay Terminal ID : 226790001

Default printer is not set.
Admin -> TerminalInfo -> select Printers -> Ok



Click the dropdown box and select the printer you want the receipt to print to. Click **ok** on the window that pops up, and then click the **back button**.



| | | | |
|--------------|-------------|-------------------------|-------------|
| Store Name : | MEMO AXCESS | Prepare Rs Name : | MEMO AXCESS |
| Address 1 : | PO BOX 8863 | SSN/EIN : | 123456789 |
| Address 2 : | | Financial Institution : | |
| City : | CAMP HILL | | |
| State : | PA | Zip : | 17001-8863 |

| | |
|-------------------|------------------------------------|
| Receipt Printer : | GelSprinter GX 7000 (redirected 2) |
| Printers : | GelSprinter GX 7000 (redirected 2) |

Information updated.

OK



C. Searching for a Customer

From the Bill Pay home screen, click the **customer** button.



Type a **phone number** in the search box and click search customer.

The image shows the "Customer List" screen. At the top is a dark green header bar with the text "Customer List" in white. Below the header, there is a search section with the label "Search By Name,Number :" followed by a yellow search box. To the right of the search box are five buttons: "Search Customer" (green), "Add Biller" (green), "Add Customer" (green), "Customer History" (green), and "Back" (red). Below the search section, there are two table headers. The left table is titled "Customer List" and has two columns: "Customer Name" and "Phone". The right table is titled "Customer's Biller List" and has two columns: "Biller Name" and "Account". Both tables are currently empty.

D. Processing a Bill Payment

If the customer phone number is found, click on the name and verify that it is correct. After you select the customer, the previous paid billers should populate on the right side of the screen, if the customer made payments before. Click on the biller that the customer wants to make a payment to.

Customer List

Search By Name,Number :

Search Customer

Add Biller

Add Customer

Customer History

Back

Customer List

| Customer Name | Phone |
|---------------|------------|
| TEST TEST | 7171234567 |

Customer's Biller List

| Biller Name | Account |
|--------------------------------------|----------------|
| MY PLACE REWARDS CREDIT CARD | 57809711423... |
| CONSOLIDATED EDISON CO OF NY | 66619000630... |
| U G I UTILITIES INCORPORATED | 411000683903 |
| TIME WARNER CABLE NYC | 81501300128... |
| SPECTRUM TIME WARNER CABLE SWO | 10303472377... |
| COMCAST | 19204144712... |
| PENNSYLVANIA POWER AND LIGHT | 1791035009 |
| FIRST ENERGY SERVICE COMPANY | 110115777960 |
| CENTURYLINK | 431592688 |
| SPECTRUM FORMERLY TIME WARNER | 10202440330... |
| NATIONAL GRID NEW ENGLAND GAS | 5226619702 |
| AMERICAN ELECTRIC | 10001642452 |
| TIME WARNER CABLE-EST REGION | 20216294020... |
| COX ROANOKE VIRGINIA | 01033001214... |
| SPECTRUM FORMERLY TW NORTHEAST | 01042308619... |
| PENNSYLVANIA POWER AND LIGHT | 8065006044 |
| RCN ICOMS | 420106232960; |
| FIRST ENERGY SERVICE COMPANY | 100134487949 |
| NATIONAL GRID MASSACHUSETTS ELECT... | 6051294150 |
| CABLEVISION | 07836376158... |
| FORD CREDIT CO | 59374532 |
| TIME WARNER CABLE-EST REGION | 20291861990... |
| CONSOLIDATED EDISON CO OF NY | 66679000630... |

Enter the Biller **account number** if it is not already shown. Verify that all the customer information is correct. Enter the amount and click pay.

Process Bill Payment

ATT

Billor ID : 1005

Account Number : *

First Name : *

Last Name : *

Address : *

City : *

State : *

Zip : *

Phone Number : *

Email :

Amount \$: *

Fees \$:

Total \$:

0.00

2.00

0.00

Clear

Pay

Back

SAR

E. Printing a Receipt

Next, you will have the option to add an additional Bill Payment, add a Money Order, or to complete the transaction and print the receipt. If you want to complete the transaction and print the receipt, press the **complete transaction button**.

MEMO aXcess Billpay Home

BillPay Terminal ID : 900000012

Customer Profile
TEST TEST
123 TEST STREET
TEST PA 17043
Phone : 7171234567

| Item Desc | Amount | Fees | Total |
|-----------|---------|---------|---------|
| COMCAST | \$ 1.00 | \$ 2.00 | \$ 3.00 |

AdminReports

CustomerClose

Add Bill PayAdd Money OrderCustomer InfoComplete Transaction

Total : \$ 3.00

If you want to add an additional Bill Payment or Money Order for the **same customer**, click one of the buttons below and repeat the process.

MEMO aXcess Billpay Home

BillPay Terminal ID : 900000012

Customer Profile
TEST TEST
123 TEST STREET
TEST PA 17043
Phone : 7171234567

| Item Desc | Amount | Fees | Total |
|------------------------------|---------|---------|---------|
| COMCAST | \$ 1.00 | \$ 2.00 | \$ 3.00 |
| U G I UTILITIES INCORPORATED | \$ 2.00 | \$ 2.00 | \$ 4.00 |

AdminReports

CustomerClose

Add Bill PayAdd Money OrderCustomer InfoComplete Transaction

Total : \$ 7.00

F. Adding Multiple Transactions

If you want to add a Money Order to the Bill Pay transaction for the **same customer**, click the add Money Order button. Type your passcode and **press ok**.

MEMO aXcess Money Order Login

TerminalID :900000012

Enter Passcode

1234567890COK

Close

Customer Profile

TEST TEST
123 TEST STREET
TEST PA 17043
Phone : 7171234567

| Item Desc | Amount | Fees | Total |
|------------------------------|---------|---------|---------|
| COMCAST | \$ 1.00 | \$ 2.00 | \$ 3.00 |
| U G I UTILITIES INCORPORATED | \$ 2.00 | \$ 2.00 | \$ 4.00 |

Total : \$ 7.00

Add Bill Pay

Add Money Order

Customer Info

Complete Transaction

Verify the correct Money Order is in sequence by entering the serial of the Money Order that is sticking out of the top of the printer.



Enter the amount of Money Order and press enter or the plus button. If the customer wants more than one Money Order, add the next amount and press enter or the plus button. Once you are done, click the **print button**.

MEMO aXcess Money Order Login

TerminalID :900000012

Enter Passcode

1

2

3

4

5

6

7

8

9

C

0

OK

Close

Customer Profile

TEST TEST
123 TEST STREET
TEST PA 17043
Phone : 7171234567

| Item Desc | Amount | Fees | Total |
|--------------|---------|---------|---------|
| COMCAST | \$ 2.00 | \$ 2.00 | \$ 4.00 |
| MO 165777339 | \$ 1.25 | \$ 0.00 | \$ 1.25 |

Total : \$ 5.25

Add Bill Pay

Add Money Order

Customer Info

Complete Transaction

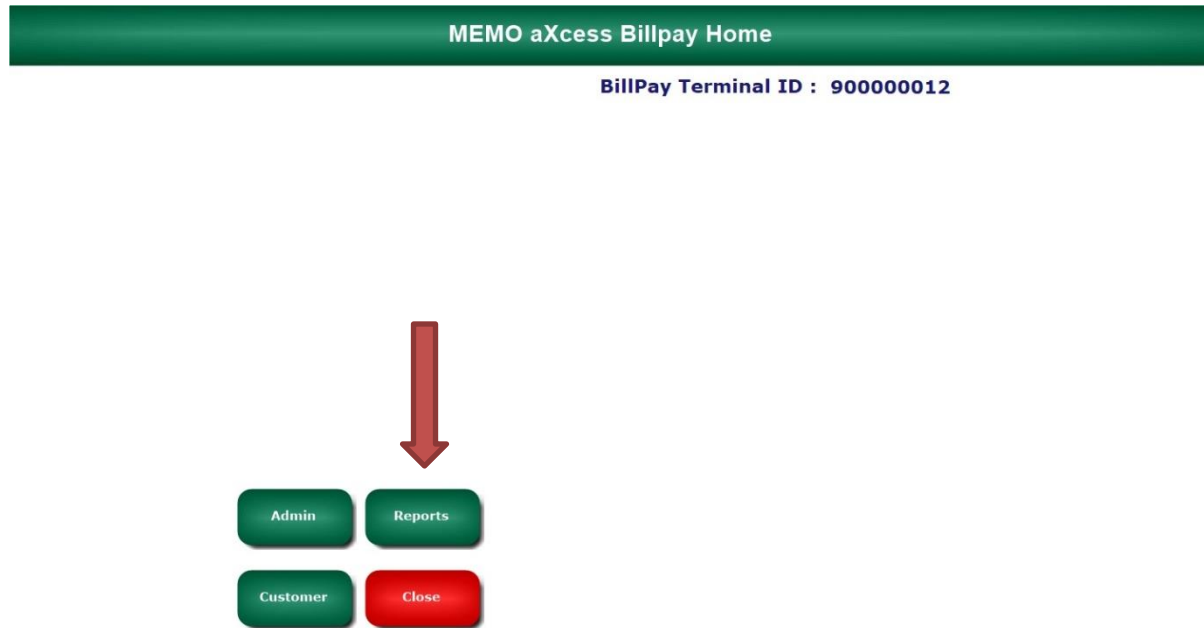
Once you are done adding and printing Money Orders, click the **complete transaction** button and your Bill Pay receipt should print. There will not be a receipt that prints for the Money Orders, only Bill Pay.

MEMO Financial Services, Inc. | MEMO aXcess User's Manual

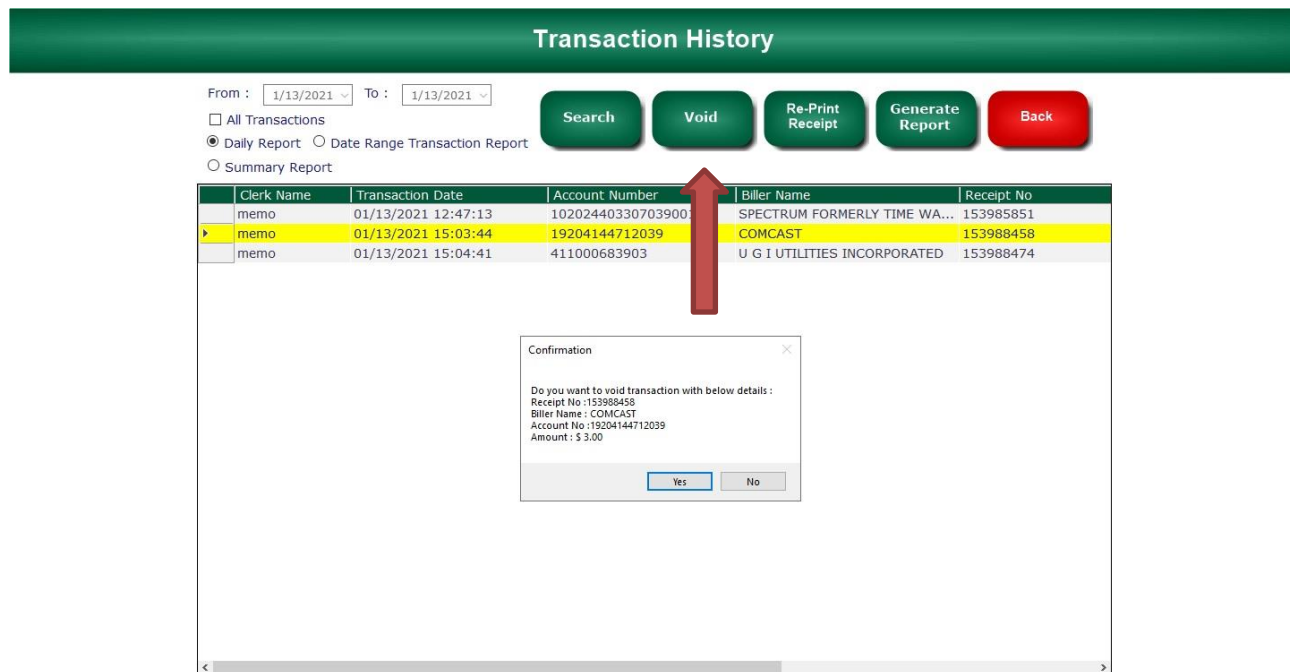
8

G. Voiding a Bill Payment

If you made a mistake and need to void a Bill Payment, Login to the Bill Pay section, and click on reports.



Next you will see the available transactions that were made today. Click on the correct transaction that you want to void. Once the transaction is highlighted, click the **void button**. Click ok to confirm the void.



H. Bill Pay Reports

There are three different reports available to view. Daily report, Date Range, and Summary report. If you click on date range, you will be able to generate a report for the dates you selected. If you click on summary, you will be able to print a summary of the sales that day without all the details of each transaction. Daily report will show you all transactions made on the current day.

Transaction History

From : 1/13/2021 To : 1/13/2021

All Transactions

Daily Report

Date Range Transaction Report

Summary Report

Search

Void

Re-Print Receipts

Generate Report

Back

| Clerk Name | Transaction Date | Account Number | Billor Name | Receipt No |
|------------|------------------|----------------|-------------|------------|
|------------|------------------|----------------|-------------|------------|

To print a summary report, Click on summary, select the date range, and click search. Click on the Generate Report button. Next, click yes to print the report or click no to view the report.

Transaction History

From : 1/13/2021 To : 1/13/2021

All Transactions

Daily Report

Date Range Transaction Report

Summary Report

Search

Void

Re-Print Receipts

Generate Report

Back

| Clerk Name | Transaction Date | Account Number | Billor Name | Receipt No |
|------------|---------------------|--------------------|------------------------------|------------|
| memo | 01/13/2021 12:47:13 | 102024403307039001 | SPECTRUM FORMERLY TIME WA... | 153985851 |
| memo | 01/13/2021 15:03:44 | 19204144712039 | COMCAST | 153988458 |
| memo | 01/13/2021 15:04:41 | 411000683903 | U G I UTILITIES INCORPORATED | 153988474 |

Print Confirmation

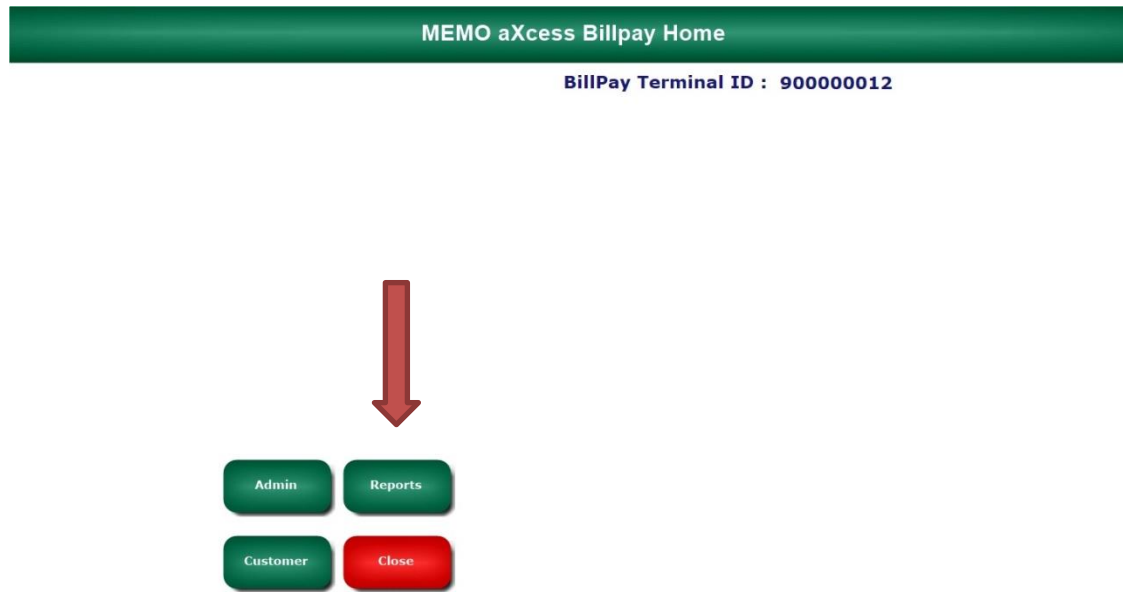
Do you want to print summary report?

Yes

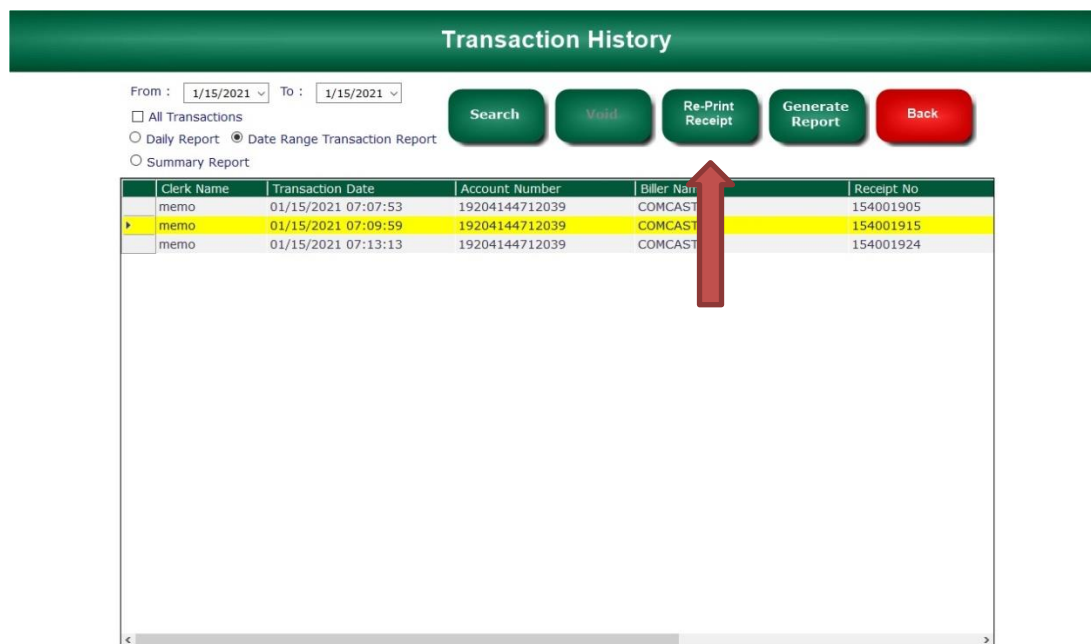
No

I. Re-Print Receipt

To print another receipt from a previous transaction, sign in to the Bill Pay section and click on reports.



Click on date range report, select the date of the transaction and click search. Click the correct transaction to highlight it. Click the **Re-Print Receipt** button.



J. User Login

To add, delete, or update a user, login to the Bill Pay section with a supervisor account. Click on the **admin button**.



Next, click on **Users**.



To create a new Bill Pay user, select create user. Click the drop down box and select if the user type will be a supervisor, clerk, or limited user. Type the username and password for the new user and click ok.

Users

☒ Create User

☐ Replace User

☐ Update User

User Type :

Supervisor
Supervisor
Clerk
Limited User

Username :

Password :

Ok

Clerk Id

Username

Usertype

16995

002267944503

Supervisor

Back

If you want to change the username, password, or user type, select update user. Click the user you want to update to highlight it. Click the dropdown box and select the user type if you want to change it. Next, you can change the username and password and then click ok.

Users

☒ Create User

☐ Replace User

☐ Update User

User Type :

Supervisor
Supervisor
Clerk
Limited User

Username :

Password :

Ok

Clerk Id

Username

Usertype

16995

002267944503

Supervisor

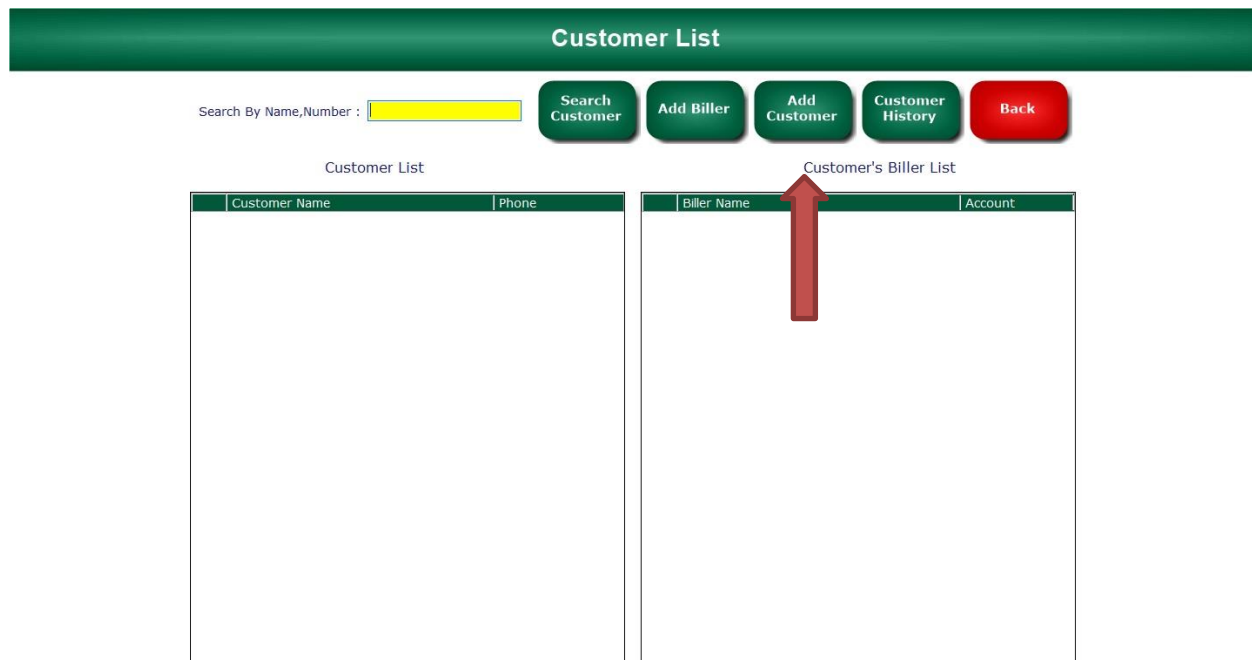
Back

K. Adding a new customer

To add a new customer that never made a payment before, click on customer from the Bill Pay home menu.



Click the add **customer** button.



Next, you will type in the name of the Biller that the customer would like to make a payment to and **click search biller**.

Biller List

Biller Name :

Search Biller

Back

| Biller ID | Biller Name |
|-----------|--|
| -77 | MASTERCARD |
| -56 | CAPITAL ONE |
| 1005 | AT&T |
| 100030 | PIKE CREEK COMMON SEWER DISTRICT |
| 100570 | CITIBANK A T AND T UNIVERSAL CARD |
| 102581 | TOWN OF NEEDHAM MA REAL ESTATE EXCISE AND PROP |
| 102754 | COMPANION LIFE INSURANCE COMPANY |
| 103120 | MASSACHUSETTS HOUSING FINANCE AGENCY |
| 104639 | FIDELITY INFORMATION SERVICES |
| 108661 | NORTH ATTLEBOROUGH ELECTRIC |
| 109091 | ASSOCIATION SERVICES |
| 110385 | CITY OF AURORA, OH WATER DEPARTMENT |
| 126636 | ATTLEBORO FCU |

Click on the correct biller from the list. Enter the Biller account number and all of the customer information. All fields marked with a red asterick * are required. After the information is entered, click pay. This transaction will now be saved and can be processed easily by searching the customer phone number, the next time the customer wants to make the same payment.

Process Bill Payment

ATT

Biller ID : 1005

Account Number : *

First Name : *

Address : *

City : *

State : *

Phone Number : *

Email :

Last Name : *

Zip : *

Amount \$: *

Fees \$: 2.00

Total \$: 0.00

Clear

Pay

Back

SAR



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