

Save time — pay by phone!

The Town of Beech Mountain gives you access to your account 24 hours a day, 365 days a year. It's a convenient way to pay your bills on your own time — with no waiting!

- Save postage by paying your bill by phone.
- Access your updated account instantly.
- Hear real-time balances, payment amounts, and due dates.
- Enter your information securely through an automated system.

Call 866-275-6194 today to make your payment over the phone!



Don't wait in line. Pay by phone!

- Pay by credit or debit card.
- Hear real-time balances and due dates.

Call 866-275-6194 today to make your payment over the phone!

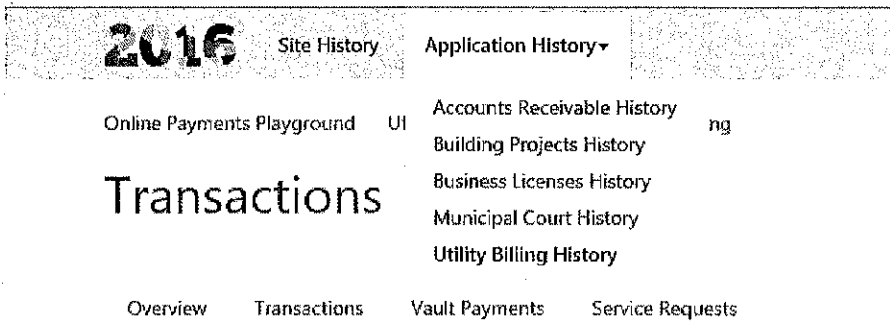
IVR Transactions

IVR TRANSACTIONS

When an IVR transaction is made, the system will push down the payment transaction into Cashiering or Cash Collections automatically. But if you need to review transactions or look up declined IVR payments you may do so thru the Utility Billing online payment website.

HOW TO LOOK UP TRANSACTIONS

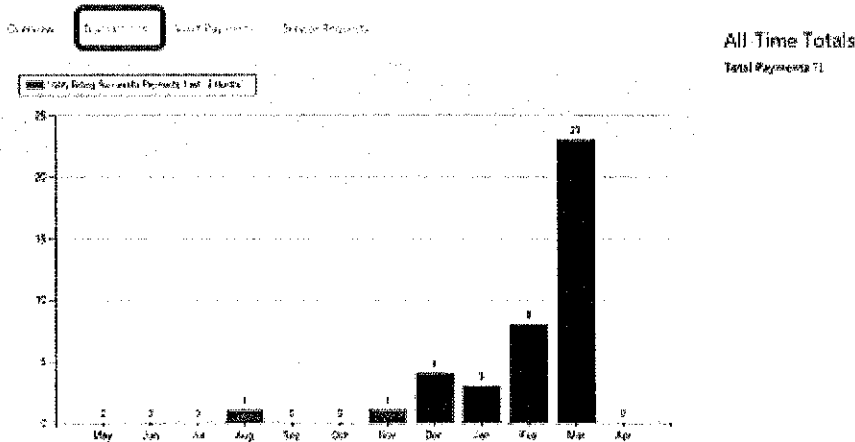
1. Log into the Online payment website, and click on the **Sprocket** icon in the top-right corner and select **History**.
2. Under the **Application History** drop down select the appropriate application, for example if you are wanting to look up a Utility Billing IVR transaction select **Utility Billing History**.



3. Select the **Transactions** tab.

Overview | Payments | Transactions | Service Requests

Utility Billing History Summary



- On the Transactions page, you can search by date, confirmation number, member email, receipt number and account number. The page will automatically load to the last 24 hours of transactions. If you want to view only IVR transactions, select IVR from the **Mode** drop down.

Online Payments Playground Utility Billing History Utility Billing

Transactions

Overview Transactions Vault Payments Service Requests

Search By From To Show Mode

Date 03-01-2017 04-03-2017 All Transactions IVR

28 Transactions Found

Date	Mode	Member	Amount	Fees	Processor	Type	Status	Confirmation	Receipt
3/23/2017 9:38 AM	IVR		\$1.00	\$0.00	Authorize.Net	visa	Successful	28813K51W1	00494652
3/13/2017 3:27 PM	IVR		\$0.03	\$0.00	Authorize.Net	visa	Successful	158467WLSQ	00493239
3/13/2017 3:24 PM	IVR		\$0.02	\$0.00	Authorize.Net	visa	Successful	56472552U9	00493238

- To see additional info on a specific transaction, click on the **date** and more info will display.

Search By From To Show Mode

Date 03-01-2017 04-03-2017 All Transactions IVR

28 Transactions Found

Date	Mode	Member	Amount	Fees	Processor	Type	Status	Confirmation	Receipt
3/23/2017 9:38 AM	IVR		\$1.00	\$0.00	Authorize.Net	visa	Successful	28813K51W1	00494652

Payment Information

Phone Number	
Status	Successful
Confirmation Number	28813K51W1
Payment Receipt Number	00494652

Transaction Detail

Amount	1.00
Date	3/23/2017 9:38:29 AM
Approval Code	28813
Response Code	1
Ava Result Code	0
Response Subcode	1
Response Reason Code	
Response Reason Text	This transaction has been approved.
MD5 Hash	

Payment Detail

Account #	Amount	Donation
01 000 00	\$1.00	Fate

Credit Card Detail

Card Number	1211
Expiration Month	2
Expiration Year	2029
Name on Card	
Street 1	
Street 2	
Zip	90034

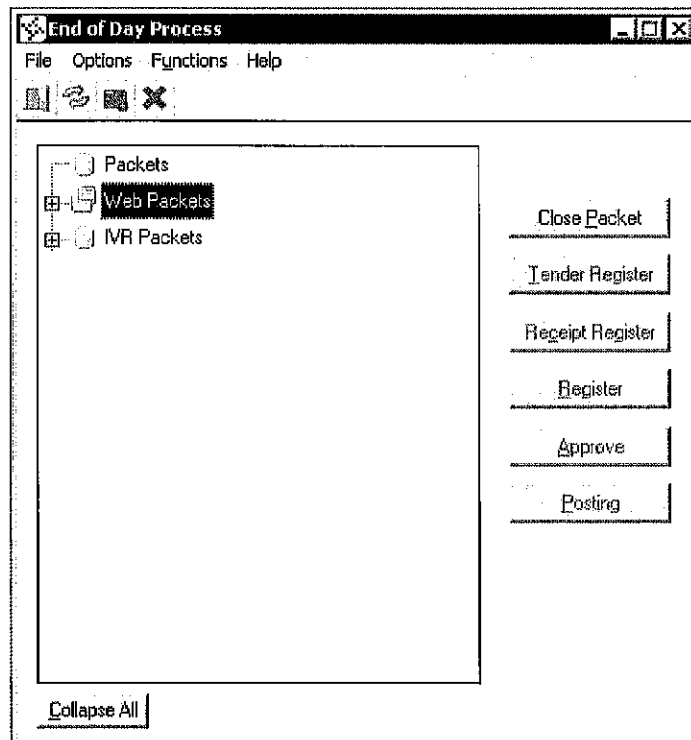
Processing IVR payments

Cash Collections > Processing > End of Day Process

IVR PACKET

Every day that you receive payments from the IVR system, no matter which application(s) you use, you must run your end-of-day processes. Failing to do so every day could cause your payments not to be posted and the accounts to incur penalty fees.

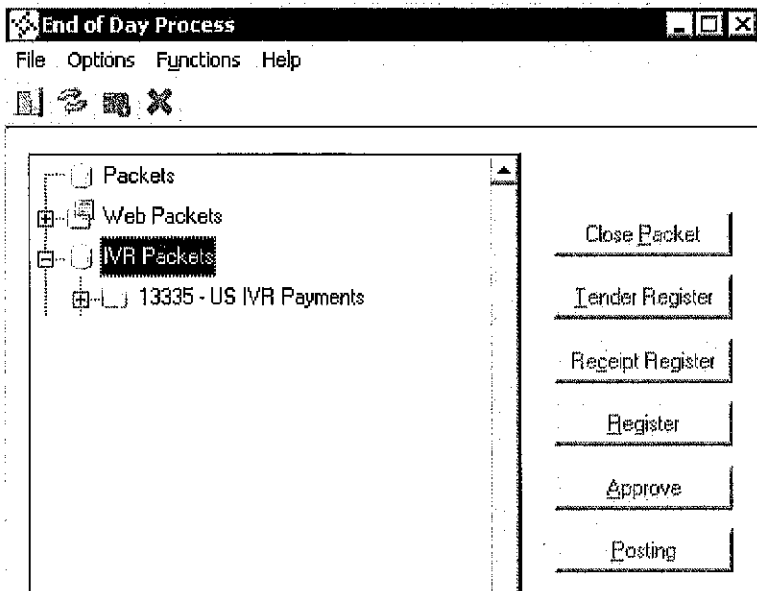
1. In the Incode software, select *Cash Collections > Processing > End of Day Process*. The End of Day Process window opens.



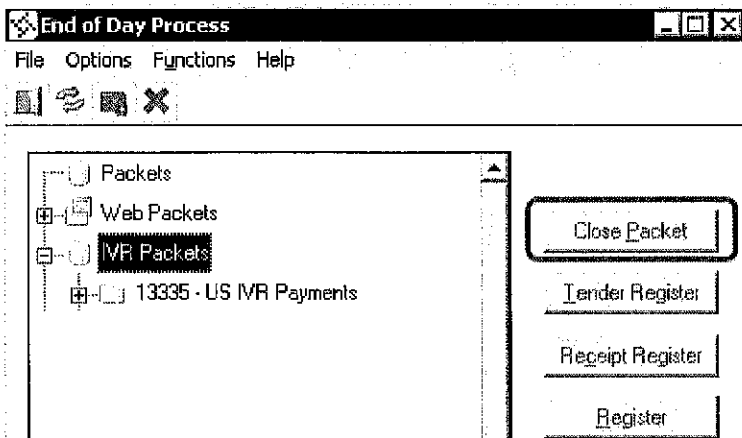
The **End of Day Process** window handles the processing of all methods of payments your city receives. Every city has the **Packets** filing cabinet, which handles all payments received from operator processes.

The **Web Packets** filing cabinet handles all payments received through InSite (online payments). Lastly **IVR Packet** filing cabinet handles all payments received through the IVR solution.

2. Expand the **IVR Packets** filing cabinet to view the payment packets (displayed as individual folders) created for specific applications from the day's processes.

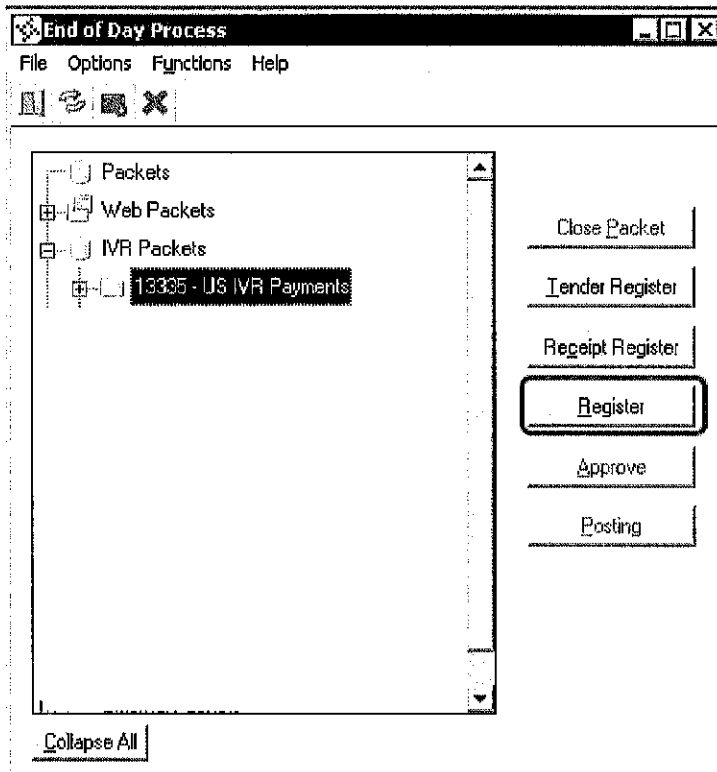


3. Select a packet and click **Close Packet**.

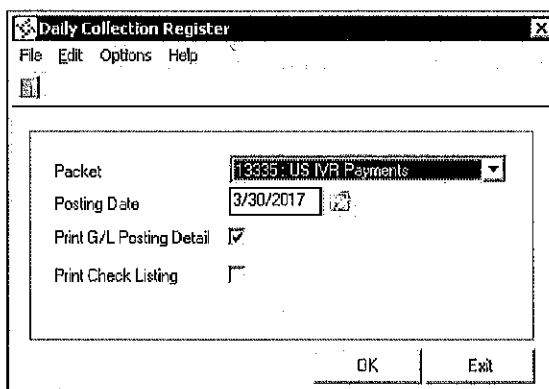


4. The **Tender Register**, **Receipt Register**, and **Register** buttons are now available. The **Tender Register** and **Receipt Register** are not required for the end-of-day process, but

you may use them in addition to running the Daily Collection Register. Click the **Register** button.



5. The Daily Collection Register window opens. Confirm the Packet and Posting Date. Change the selected packet or posting date if necessary. Clear the Print G/L Posting Detail and Print Check Listing checkboxes. Click **Ok**.



6. The register runs and opens in the Previewer. On the last page of the report is a payment summary page that lists errors. If there are zero errors, you can close the

report and continue with the end of day process. If your report lists one or more errors, call Incode Support for assistance at 800-646-2633.

9/30/2017 3:00 PM DAILY CASH COLLECTION REGISTER OPERATOR SUMMARY PAGE: 1
 PACKET: 13335 US IVR Payments
 OPERATOR: INC INCODE

TRAN #	NAME	VQIDS	NOS	TOTAL	CA	CK	HS	CC	CT
BATCH 04551-Daily Batch									
000.0002	EasyPayments	0	0	0.00					
001.0000	CC FEE	0	1	1.00CR					
001	* TRANSACTION TOTAL	0	1	1.00CR					
100.0000	UTILITY PAYMENTS	0	1	2.00CR					
04551	* BATCH TOTALS *	0	2	3.00CR	0.00	0.00	0.00	3.00	0.00
	* OPERATOR TOTALS *	0	2	3.00CR	0.00	0.00	0.00	3.00	0.00

- Once the register is generated without errors, the **Approve** button is enabled. Click the **Approve** button. The **Approve Receipt Packet Confirmation** message box opens. Click **Ok**.

End of Day Wizard
 File Options Functions Help

Packets
 Web Packets
 IVR Packets
 13335 - US IVR Payments

Approve Receipt Packet Confirmation
 Packet 13335

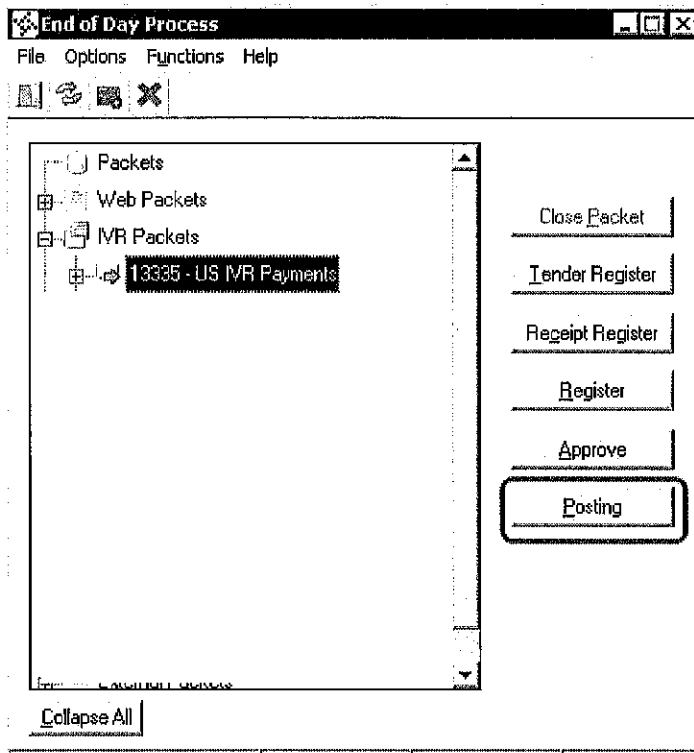
You are approving a packet that contains 2 transactions. This approval will allow all transactions in this packet to be posted. Is this what you want to do?

OK Exit

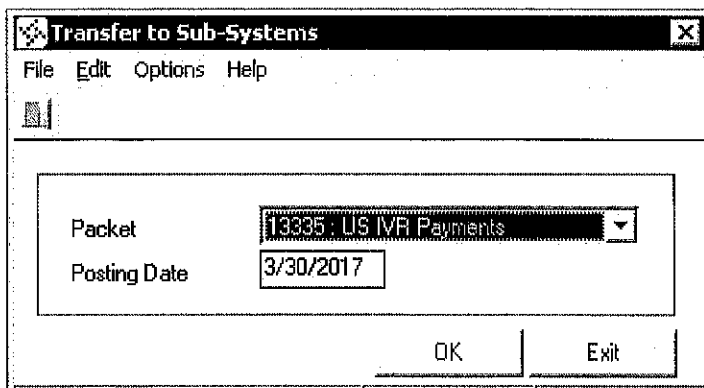
Don't ask me this in the future.

Close Packet
 Lender Register
 Receipt Register
 Register
Approve
 Posting

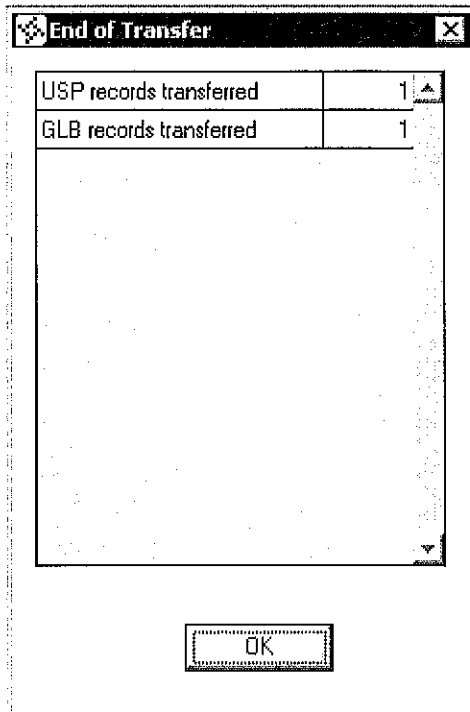
- The packet is approved and now has a green checkmark displaying in the folder next to the packet. The packet is ready for posting. Click the **Posting** button.



- The **Transfer to Sub-Systems** window opens. Confirm the correct packet is selected and click **Ok**.



10. The **End of Transfer** window opens showing how many records are posting to the subsystem. Click **Ok**.



11. The packet posts to the source application (e.g., a US packet posts to the Utility Billing application) and no longer displays in the **IVR Packets** cabinet of the **End of Day Process** window. Repeat this process for every packet you need to post.