

Paxton Entry - Payment

Overview

The myPaxton portal allows for the commissioning, administration, and payment of Paxton Entry sites. This application note covers the administration of payments for the Paxton Entry app.



Payment model

The Paxton Entry app is a chargeable feature of the Entry system. Each app user in any system will generate a monthly recurring charge whilst their status is set to “active”.

An invoice is automatically generated at the beginning of each month. The invoice will reflect the total number of active app users across all sites, multiplied by your monthly rate.

The ‘**Payment**’ section in the myPaxton portal is designed to help you track invoices and manage payments. You can find all invoices, along with their payment status; paid, due or overdue. Each invoice will itemise your site costs.

Invoices generated in Registered Installer accounts will have a payment window of 30 days before the invoice becomes overdue. Payments for invoices generated in System Manager accounts will be taken at the point of issue using the payment method entered in the account set-up process.

Overdue payments

- **If an invoice becomes overdue** - Your myPaxton portal functionality will be reduced to ‘**Read only**’ preventing changes being made to your existing sites
- **When an invoice becomes 30 days overdue** – A message appears in all mobile apps to state: “Your license is about to expire; please contact your site administrator, your service will be suspended on [Date]”
- **When an invoice becomes 60 days overdue** – All app services will be suspended until all overdue invoices are paid in the myPaxton portal. **Please note: Your myPaxton portal functionality will be limited to payment management only.**

Making a payment

Registered Installer account:

As a registered installer you can choose between manual or automatic payments. Automatic payments will be taken at the end of your 30 day credit period.

System Manager account:

As a System Manager you will only be able to make automatic payments. Automatic payments will be taken on the 1st day of each month, when the invoice is issued.

Manual payments

This payment method is designed to give flexibility when paying invoices. If you've set your payments to manual, then you will need to log into myPaxton each month to make a payment. **Please note: manual payments are only applicable for Registered Installer accounts.**

To pay an invoice using the manual payment method:

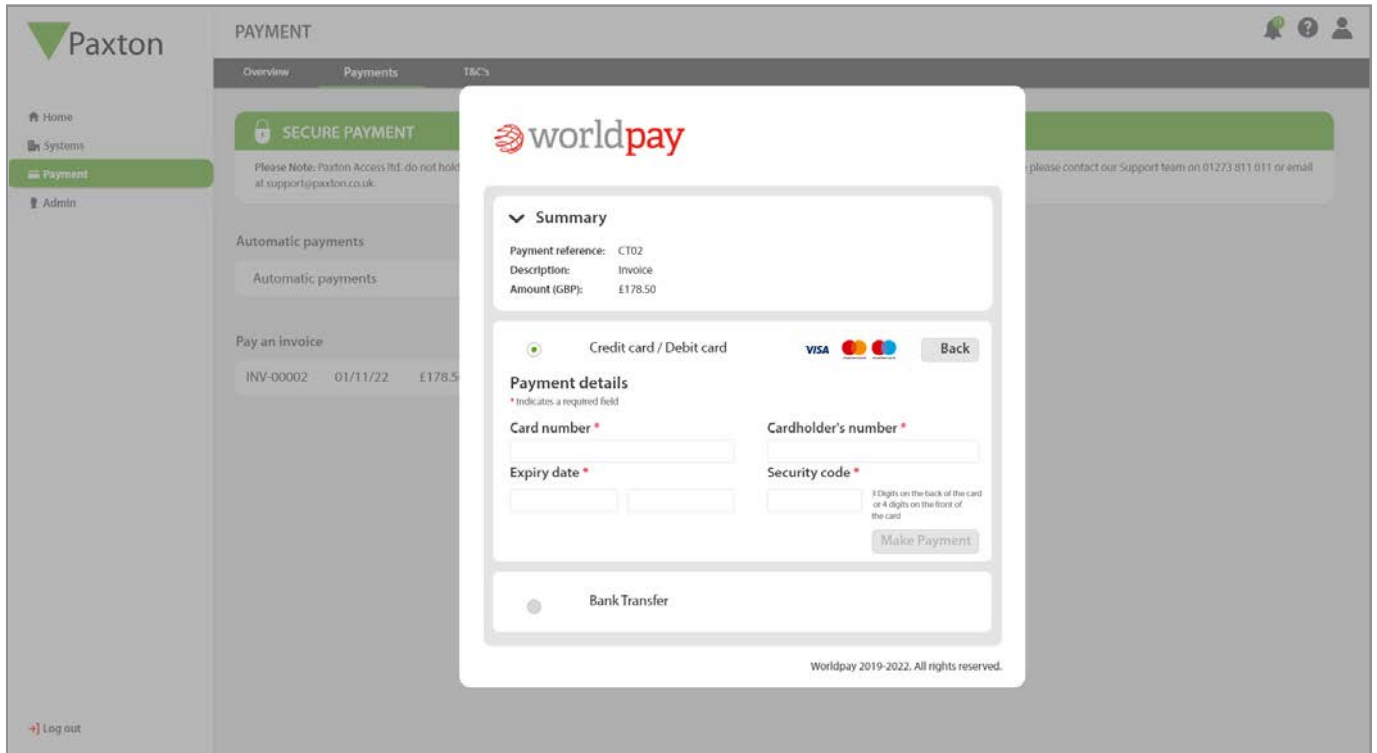
1. Go to the 'Payment' section in myPaxton.

The screenshot shows the Paxton 'PAYMENT' dashboard. On the left sidebar, the 'Payment' menu item is highlighted with a red circle. The main content area is divided into several sections: 'ESTIMATED NEXT INVOICE' showing £178.50, 'COSTS' showing £2.50, and a bar chart for 'ACCOUNT ACTIVITY'. The 'INVOICES' table lists various invoices with their issue dates, totals, and statuses. The invoice with ID 335218 and issue date 01/12/21, which is 'OVERDUE', is highlighted with a red border.

2. Go to the 'Payments' tab.
3. Under 'Pay an invoice' select the invoice you want to pay.

The screenshot shows the Paxton 'PAYMENT' dashboard with the 'Payments' tab selected and highlighted with a red circle. The 'Pay an invoice' section features a dropdown menu labeled 'Select an Invoice', which is also highlighted with a red circle. Below the dropdown, an invoice with ID INV-00002 and amount £178.50 is visible. A 'PAY INVOICE' button is also present.

4. Select 'Pay Invoice' and then enter your payment information.

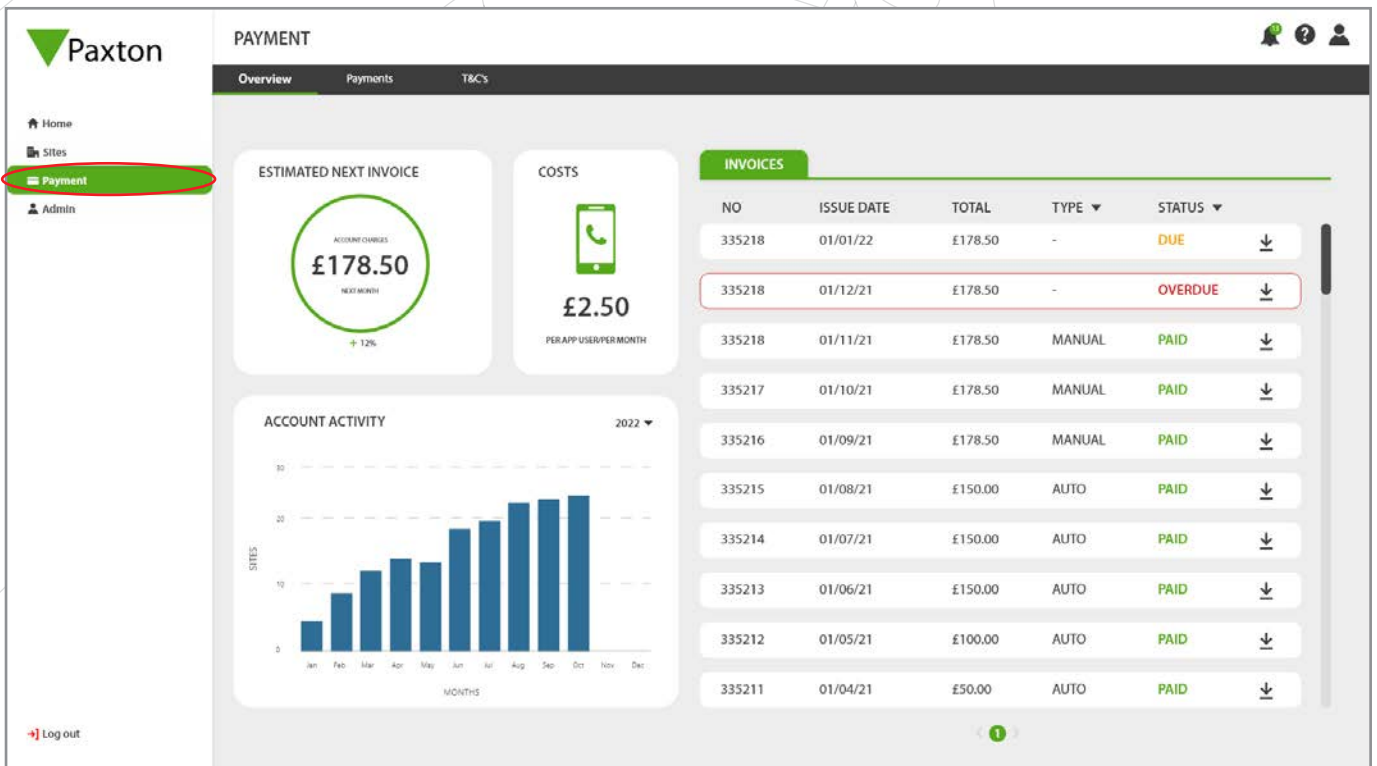


Automatic payments

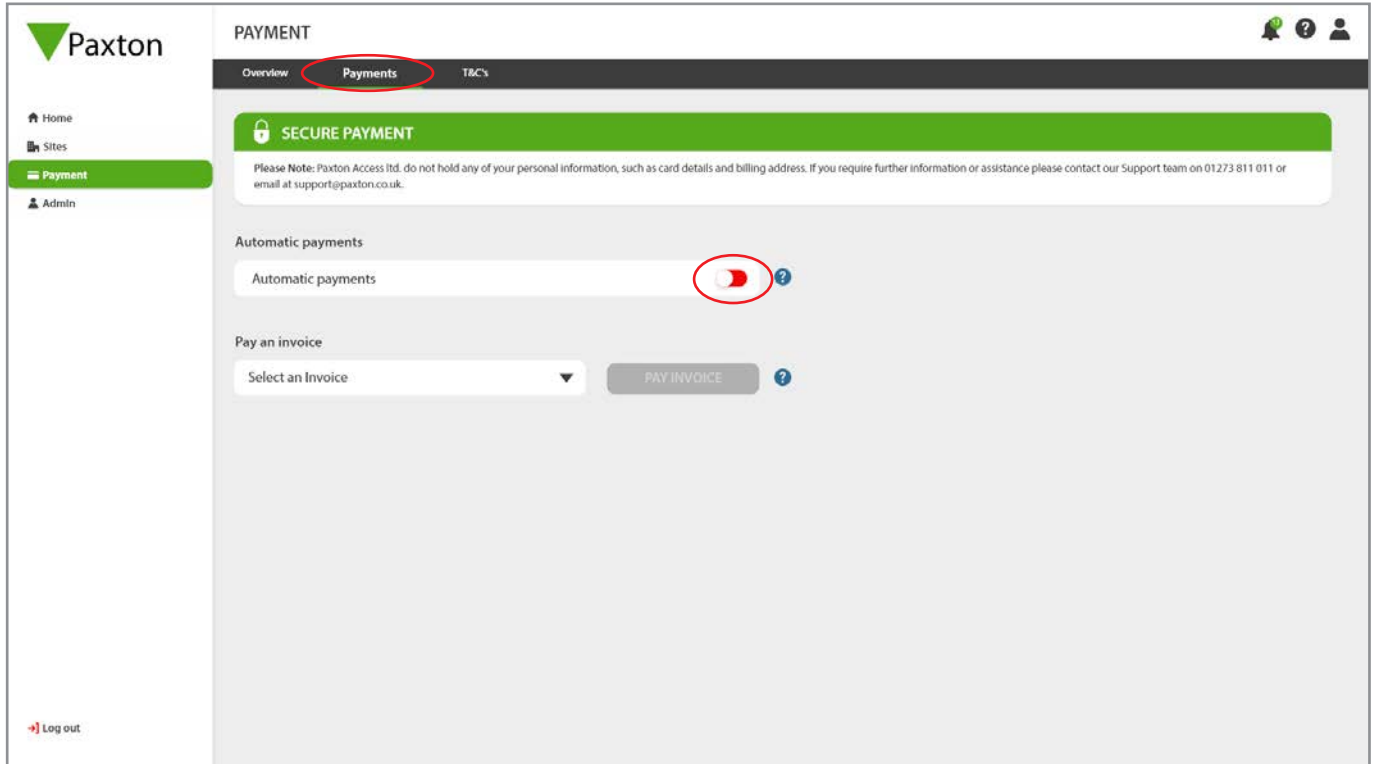
This payment method is designed to provide convenience, each invoice will be settled automatically when it is due. By setting up automatic payments you only need to configure your payment information once.

To set-up automatic payments:

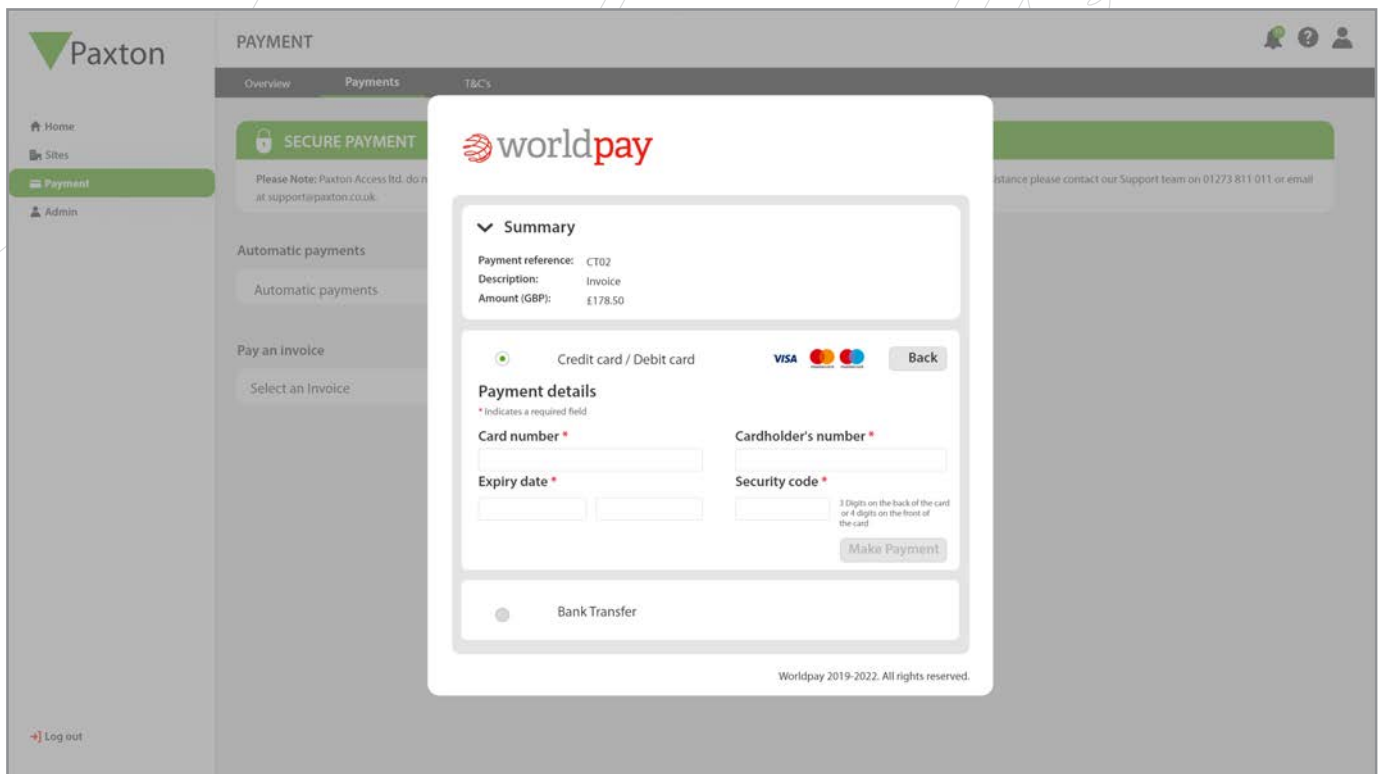
1. Go to the 'Payment' section in myPaxton.



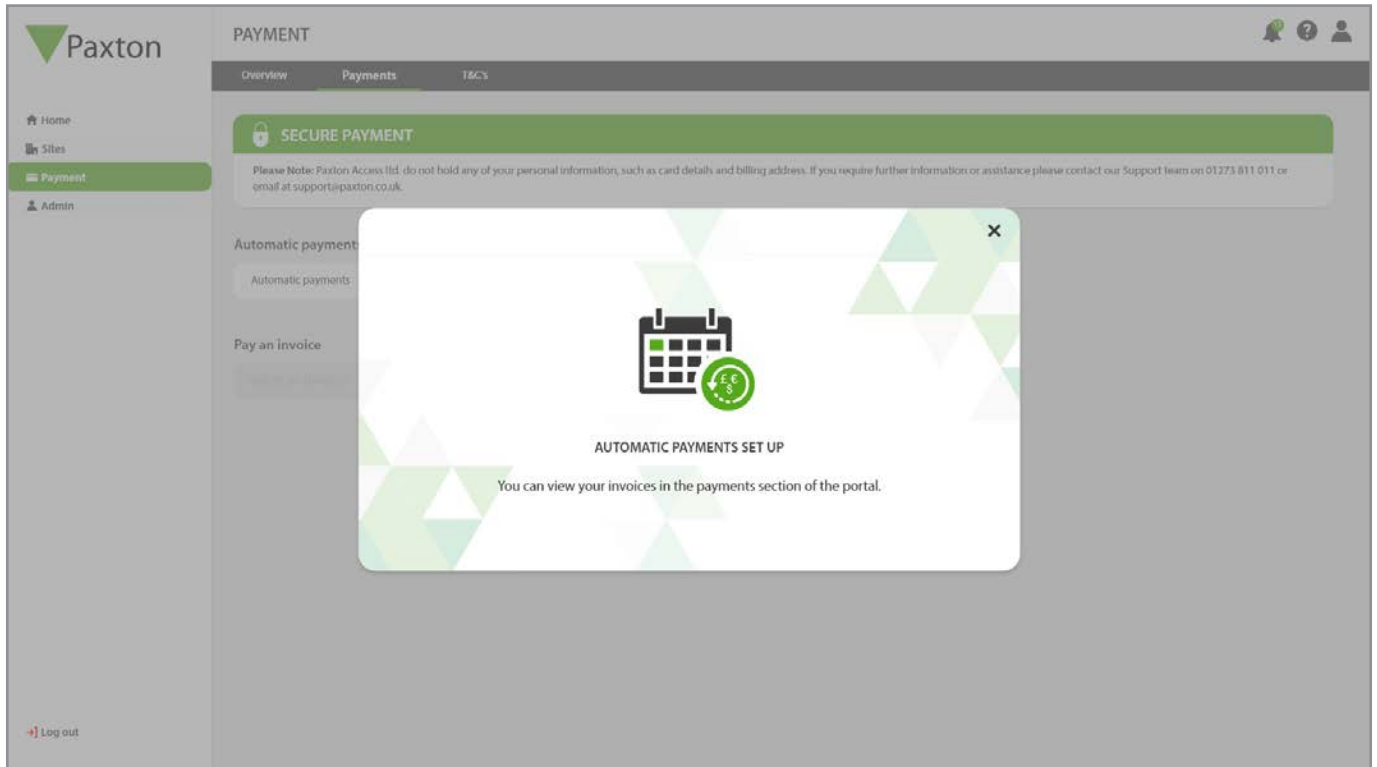
2. Go to the 'Payments' tab.



3. Enable 'Automatic payments' and enter your payment information.



- A pop-up will confirm you have set-up automatic payments.



- The Payments page will now show that automatic payments have been enabled including the card details used. If you wish to change the card details, simply select '**Change Card**' and enter your new information.

