

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.

Paxton PAYMENT

Overview Payments T&C's

ESTIMATED NEXT INVOICE
ACCOUNT CHARGES
\$178.50
NEXT MONTH
0%

COSTS
\$2.55
RHP \$3.00
PER APP USER/PER MONTH
15% PARTNER DISCOUNT

INVOICES

NO	DATE	TOTAL	TYPE	STATUS
335218	01/06/24	\$178.50	-	DUE
335217	01/05/24	\$178.50	-	OVERDUE
335216	01/04/24	\$178.50	MANUAL	PAID

ACCOUNT ACTIVITY 2024

SITES

MONTHS

Log Out

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

Paxton PAYMENT

Overview **Payments** T&C's

SECURE PAYMENT

Please note: Paxton Access Ltd. do not hold any of your payment information, such as card details and billing address. If you require further information or assistance please contact our Support team on 01273 811 011 or email at support@paxton.co.uk.

Automatic payments

Automatic payments

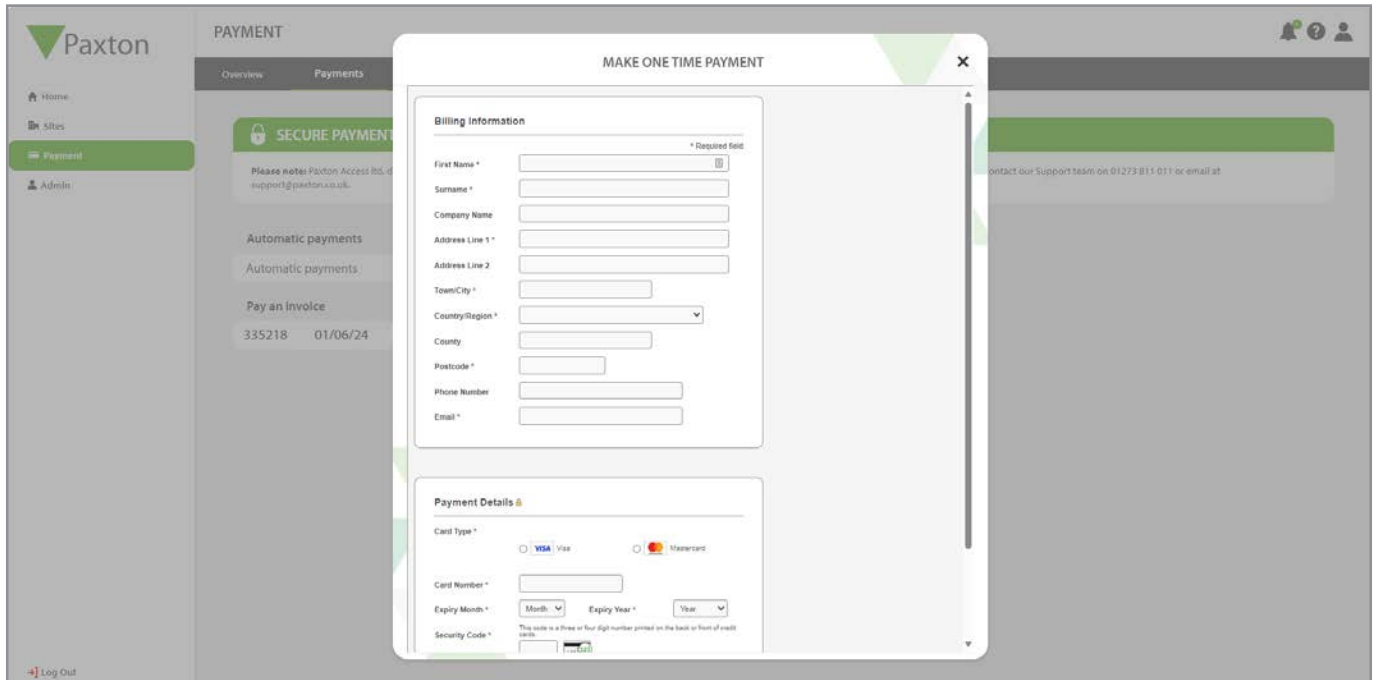
Pay an invoice

Select an invoice PAY INVOICE

335218	01/06/24	\$178.50
--------	----------	----------

Log Out

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

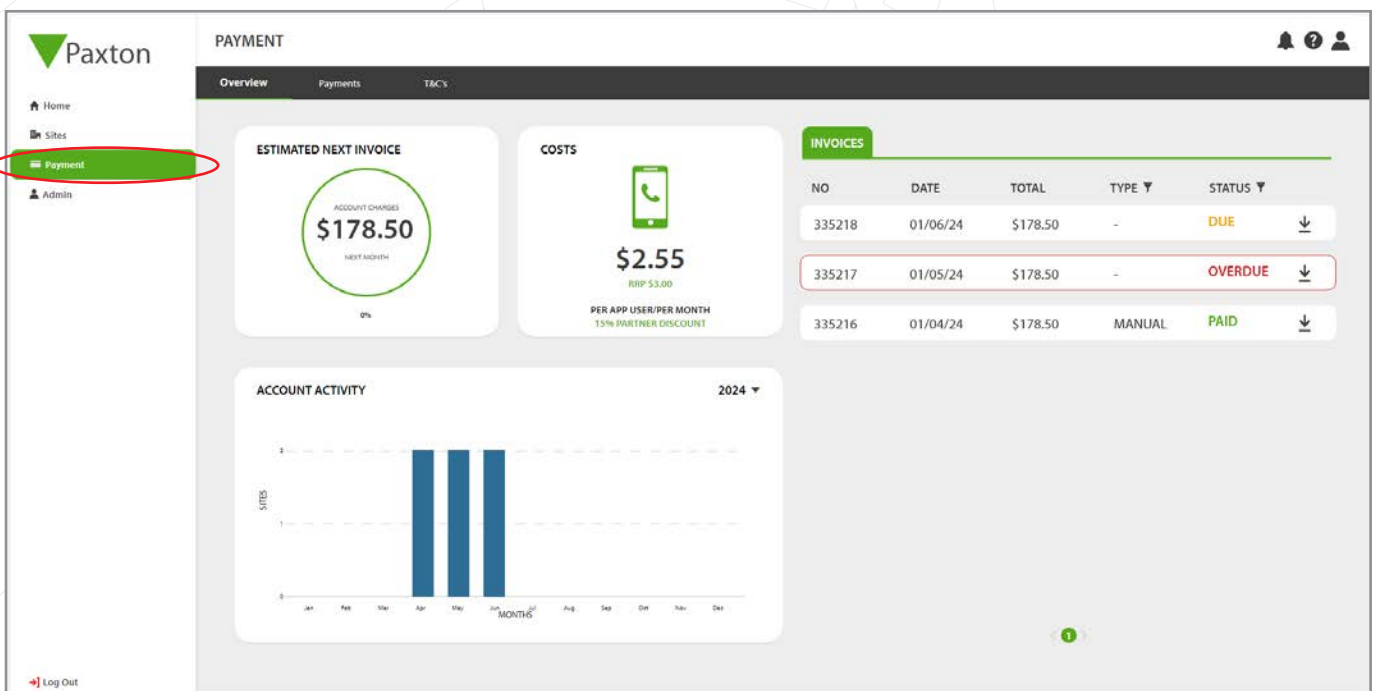


Automatic payments

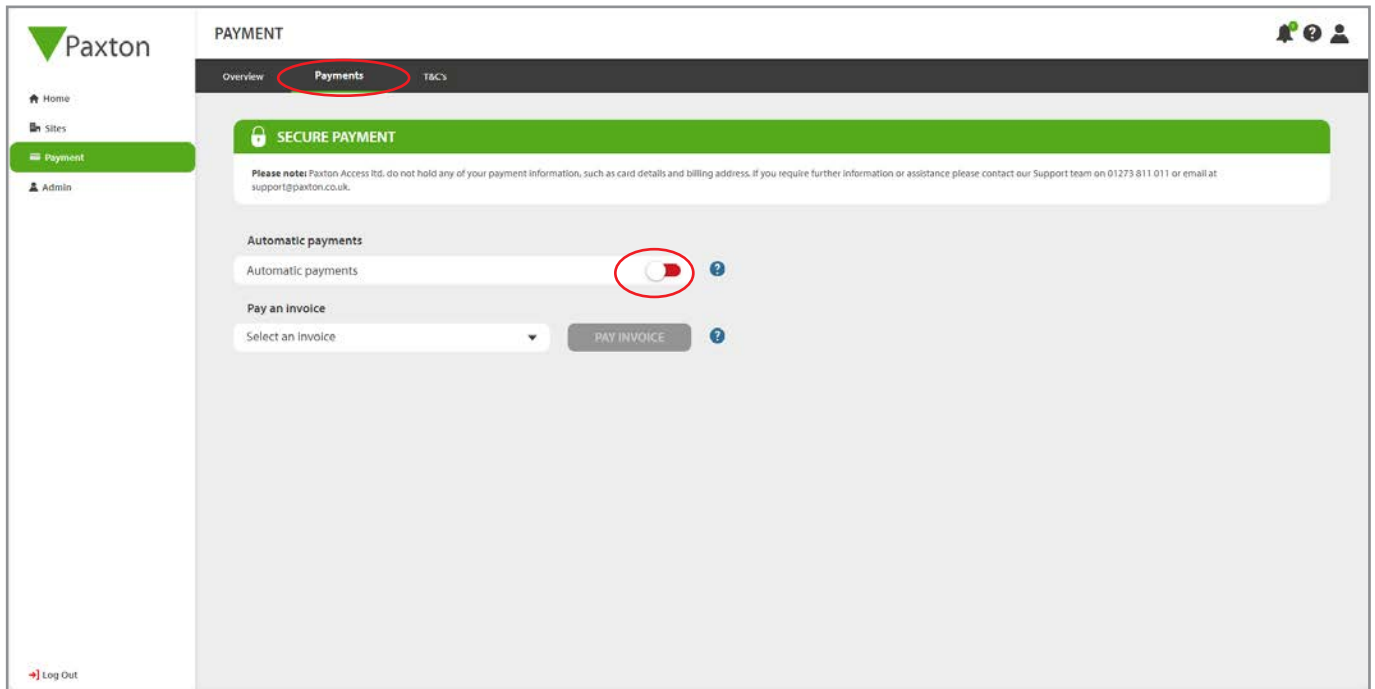
This payment method is designed to provide convenience, each invoice will be settled automatically when it is due. By setting up automatic payments you only need to configure your payment information once.

To set-up automatic payments:

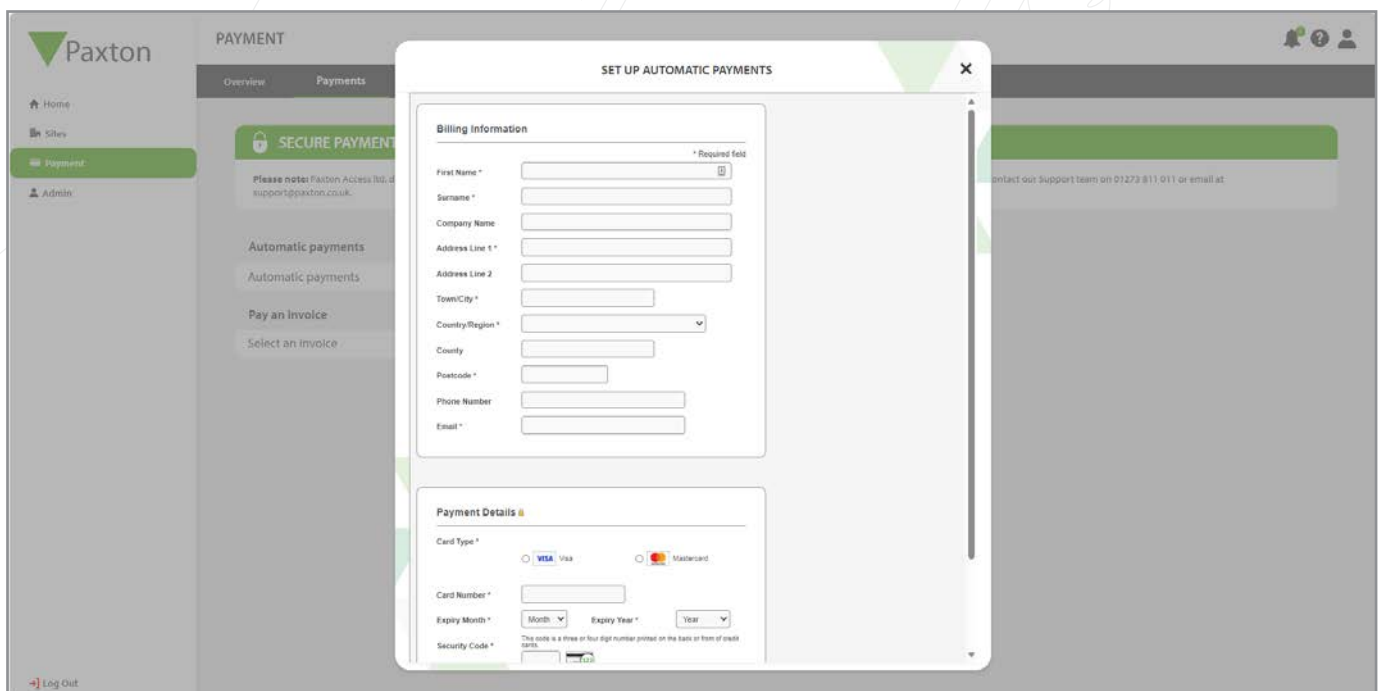
1. Go to the 'Payment' section in myPaxton.



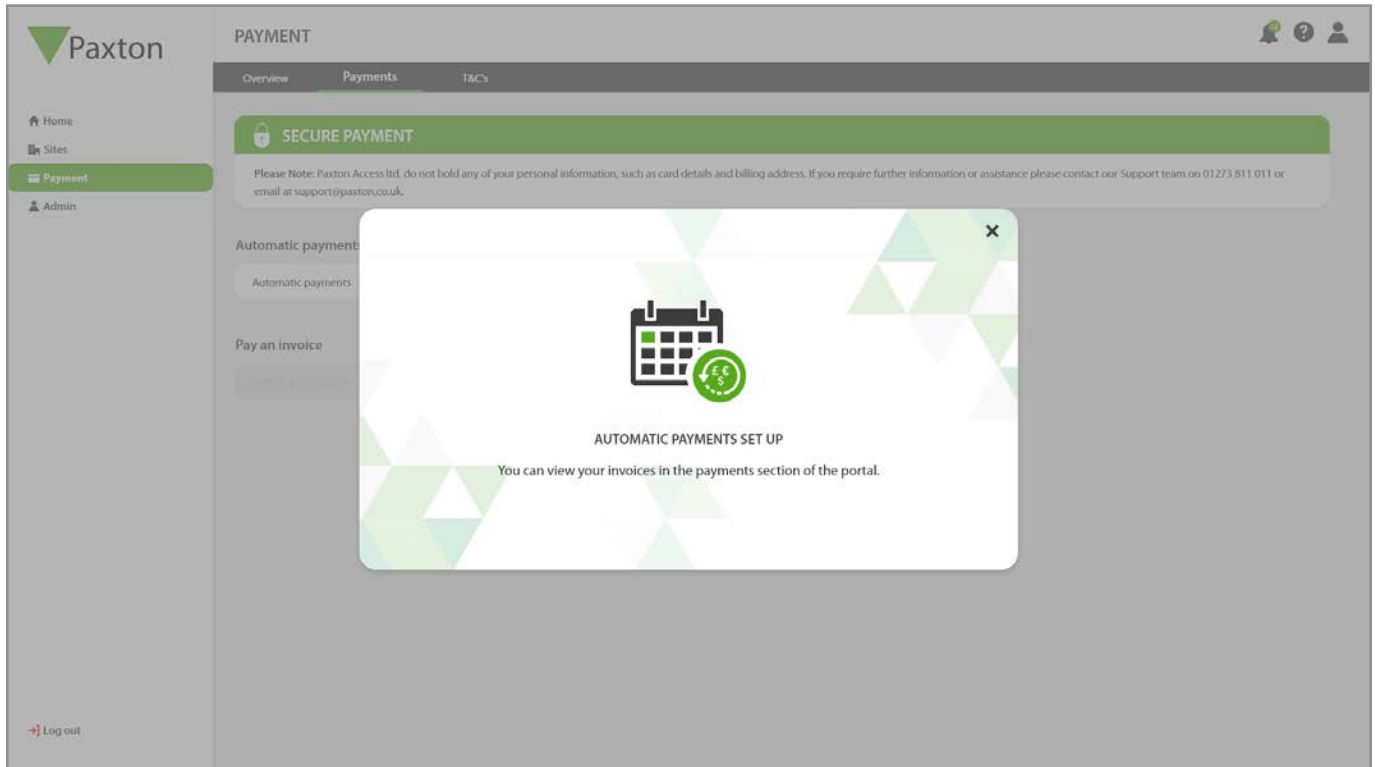
2. Go to the 'Payments' tab.



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



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



5. 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.

