

Entry App - Managing Customer Billing Frequency

Guidance for Installers

Overview

This application note provides guidance on ways you can manage the recurring charges for the Paxton Entry App, while reducing admin and supporting flexible customer billing models.

You are billed monthly by Paxton for each active Entry App user via the myPaxton portal so that you have the flexibility to add and remove users without the need to pay upfront. However, this does not mean you must bill your own customers monthly. This document outlines practical strategies to help you streamline revenue collection.



Installer Billing Responsibilities

- You are charged monthly by Paxton based on the number of active Entry App users associated with their myPaxton account.
- Invoices are issued through the myPaxton portal at the start of each month.
- You can choose to pay invoices manually or set up automatic payments.

Available Payment Methods

Only available to **Registered Installer** accounts.

To pay manually:

1. Log into the myPaxton portal.

- Go to the **Payment** section.

The screenshot shows the Paxton Payment section. On the left, a sidebar contains links for Home, Sites, **Payment** (highlighted with a red circle), and Admin. The main content area is titled 'PAYMENT' and has tabs for Overview, Payments, and T&Cs. The Overview tab is active, displaying several widgets: 'ESTIMATED NEXT INVOICE' showing a balance of £178.50, 'COSTS' showing £2.50 per app user per month, and 'ACCOUNT ACTIVITY' showing a bar chart of sites over 12 months. On the right, an 'INVOICES' table lists various invoices with columns for NO, ISSUE DATE, TOTAL, TYPE, and STATUS. The second row, invoice 335218 dated 01/12/21 for £178.50, is highlighted with a red border and marked as 'OVERDUE'.

NO	ISSUE DATE	TOTAL	TYPE	STATUS
335218	01/01/22	£178.50	-	DUE
335218	01/12/21	£178.50	-	OVERDUE
335218	01/11/21	£178.50	MANUAL	PAID
335217	01/10/21	£178.50	MANUAL	PAID
335216	01/09/21	£178.50	MANUAL	PAID
335215	01/08/21	£150.00	AUTO	PAID
335214	01/07/21	£150.00	AUTO	PAID
335213	01/06/21	£150.00	AUTO	PAID
335212	01/05/21	£100.00	AUTO	PAID
335211	01/04/21	£50.00	AUTO	PAID

- Select the **Payments** tab.
- Under **Pay an invoice**, choose the invoice to pay.

The screenshot shows the Paxton Payments section. The sidebar is the same as the previous screenshot. The main content area has tabs for Overview, **Payments** (highlighted with a red circle), and T&Cs. The Payments tab is active, displaying a 'SECURE PAYMENT' section with a warning note. Below this, there is a toggle for 'Automatic payments' which is currently turned off. Under the 'Pay an invoice' section, a dropdown menu is open, showing a list of invoices. The first option, 'INV-00002' dated '01/11/22' for '£178.50', is highlighted with a red circle. A 'PAY INVOICE' button is visible to the right of the dropdown.

NO	ISSUE DATE	TOTAL
INV-00002	01/11/22	£178.50

Automatic payments

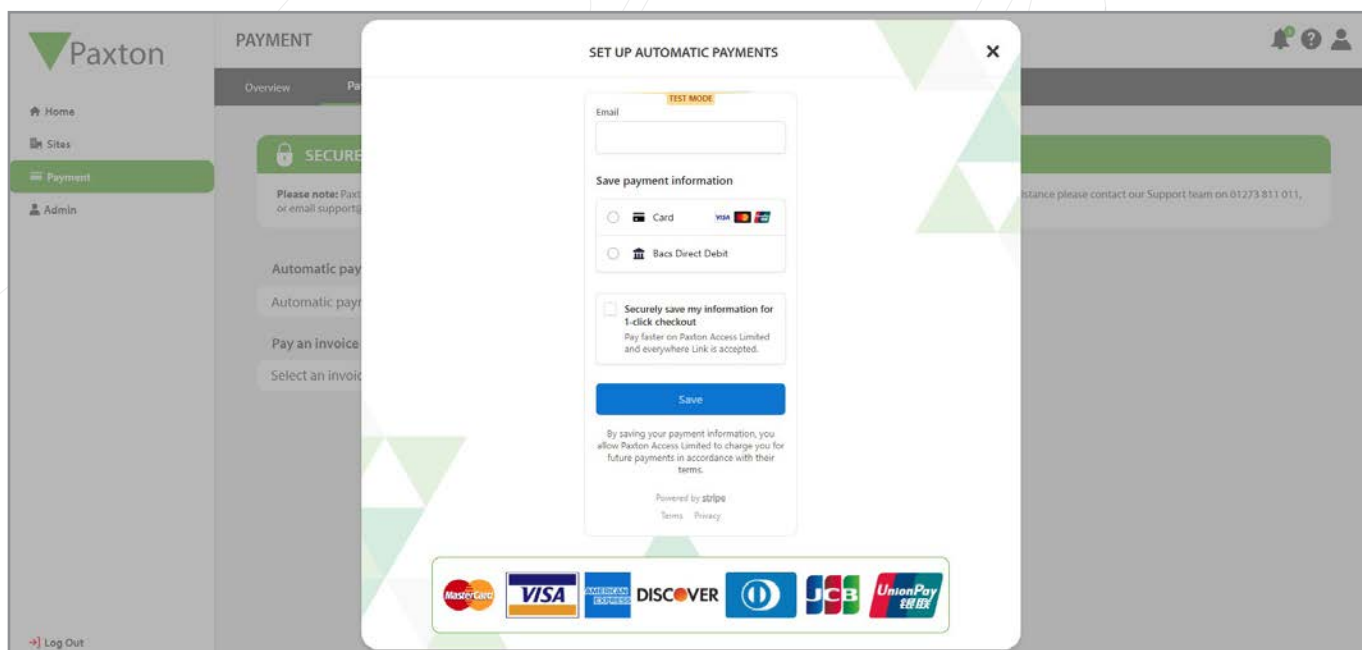
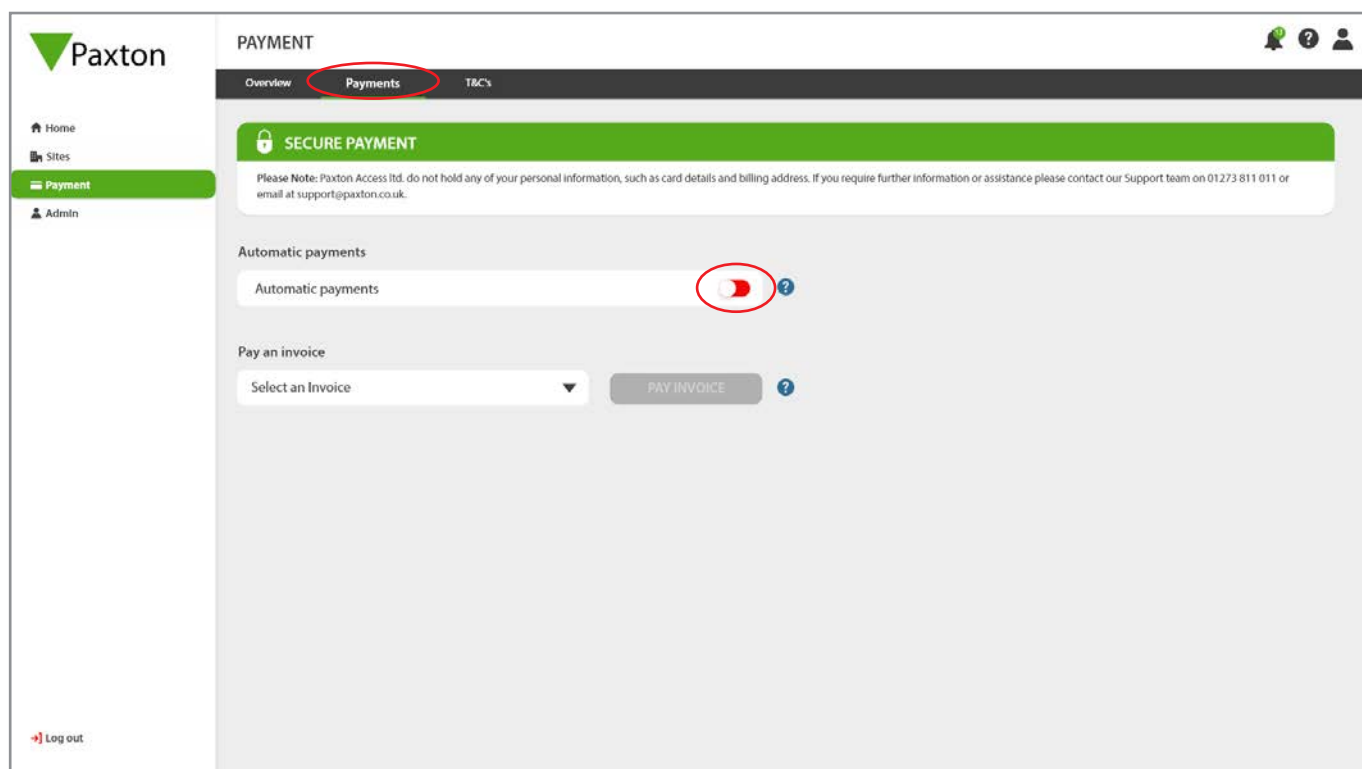
Available for all account types. Required for **System Manager** accounts.

To set-up:

1. Log into the myPaxton portal.
2. Go to the **Payment** section.

NO	ISSUE DATE	TOTAL	TYPE	STATUS
335218	01/01/22	£178.50	-	DUE
335218	01/12/21	£178.50	-	OVERDUE
335218	01/11/21	£178.50	MANUAL	PAID
335217	01/10/21	£178.50	MANUAL	PAID
335216	01/09/21	£178.50	MANUAL	PAID
335215	01/08/21	£150.00	AUTO	PAID
335214	01/07/21	£150.00	AUTO	PAID
335213	01/06/21	£150.00	AUTO	PAID
335212	01/05/21	£100.00	AUTO	PAID
335211	01/04/21	£50.00	AUTO	PAID

3. Select the **Payments** tab.
4. Enable **Automatic payments** and enter your payment information.



Automatic payments will be taken:

- On the 1st of each month for System Managers.
- At the end of the 30-day credit window for **Registered Installers**.

Customer Billing Flexibility

Although Paxton charges installers monthly, you may choose a different billing frequency for your customers. Below are some examples of different ways you could bill your customers, and what that might look like.

1. Annual or Quarterly Billing

To simplify billing and improve cash flow, consider charging customers upfront for 3 or 12 months of Entry App access. You can then use these funds to cover your monthly Paxton invoices, reducing admin while ensuring consistent service.

Example:

A single app user costs £2.50/month → £30/year.

You invoice the customer once per year and make an automatic payment to Paxton for £2.50 per user each month.

Benefits:

- Reduces admin time
- Improves cash flow
- Fewer invoices to manage

2. Bundled Services

To offer a more streamlined experience for your customers, consider including Entry App access as part of a broader maintenance or support contract. By bundling services together, you can charge a flat monthly or annual fee that covers multiple offerings, simplifying billing and reducing the number of separate invoices.

Benefits:

- Simplifies customer communication
- Consolidates billing

Best Practices

To simplify billing and reduce the risk of missed payments, enable automatic payments through the myPaxton portal. This ensures invoices are settled on time without manual intervention. At the same time, it's important to set clear expectations with your customers about how often they'll be billed—whether monthly, quarterly, or annually—so they can plan accordingly. Reviewing account usage each month also helps ensure that customer balances remain sufficient, supporting uninterrupted service and smoother financial management.

Further Information

- To manage invoices and payments, visit: <https://mypaxton.com/>
- For help with payment issues or account configuration, contact Paxton Support.