PayNOW User Guide

Introduction

Welcome to PayNOW—your seamless solution for managing payments effortlessly through the IMS website. This guide is designed to help you take full advantage of PayNOW's features, ensuring you can make real-time payments with ease and security.

Key Features

- **Real-Time Payments:** Process payments instantly, eliminating the need to wait for invoices, and speeding up order fulfillment.
- **Secure Transactions:** Enjoy peace of mind with transactions backed by IMS's secure technology and commitment to customer satisfaction.
- **Efficient Payment Management:** Simplify your payment process, saving time and streamlining business operations.

Getting Started with PayNOW

1. Accessing PayNOW
   a. Login to IMS Website @ https://www.integratedmedsys.com/customerportal, enter credentials and click "Log In"
   b. Navigate your Emailed Invoice (Three Options):
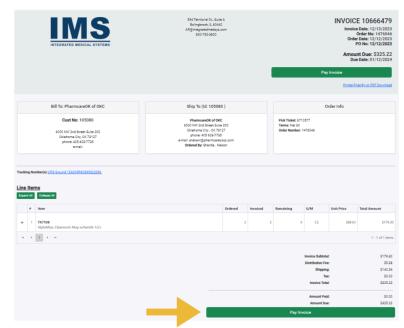   i. Select "Pay Now" to proceed to the PayNOW interface

![IMS Integrated Medical Systems logo]

ii. Select "View PDF" to receive a printable invoice

1. Select "Pay Online" to navigate to the PayNOW interface

iii. Select "View Invoice Detail" to review your itemized invoice

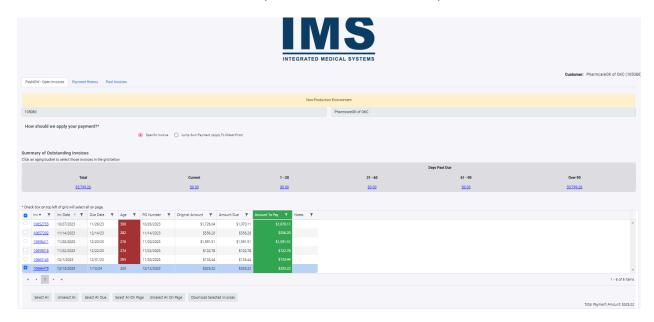1. Select "Pay Invoice" to navigate to the PayNOW interface

2. Making a Payment

    a. Select an Invoice:

        i. In the PayNOW interface, you will see a list of outstanding invoices.

        ii. Choose the invoice you want to pay by clicking on the invoice number.

        iii. Click "Process Payment" under the Submit Payment Section.

    b. Enter Payment Details:

        i. Verify the details of the selected invoice.

        ii. Enter the payment amount if it differs from the total due.

    c. Choose Payment Method:

        i. Select your preferred payment method from the available options (e.g., credit card, bank transfer).

        ii. Enter the required details for the chosen payment method.

    d. Confirm Payment:

        i. Review all payment details for accuracy.

        ii. Click Confirm Payment to process the transaction.

Troubleshooting & FAQs

Common Issues:

- Unable to Log In:
  - Ensure you are using the correct username and password
  - If forgotten, click "Forgot Password?" for assistance
- Payment Not Processing:
  - Verify that all entered payment details are correct
  - Ensure sufficient funds are available in the chosen payment method

Frequently Asked Questions (FAQs)

- Is PayNOW secure?
  - Yes, your payment information will be securely stored in a tokenized format within our PCI-compliant payment store. It will only be available to you, not to any other member of your company or anyone else paying invoices for your company. We do not store any payment information on your computer or within your browser.
- Can I schedule future payments with PayNOW?
  - Currently, PayNOW supports real-time payments only. Scheduled payments may be supported in future updates.
- Can I review my payment history?
  - Yes, you can view a comprehensive history of all transactions made by clicking on the Payment History Tab
- Who can I contact for support?
  - Reach out to our marketing team at estevens@integratedmedsys.com

Conclusion

With PayNOW, managing your finances within the IMS website has never been easier or more secure. We hope this guide empowers you to utilize PayNOW's features to the fullest, enhancing your business's efficiency.

For further assistance or inquiries, please contact our support team—our dedication to your satisfaction is unwavering. Enjoy the streamlined convenience of PayNOW today!