

# Payment Portal Reference Guide

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Otis Payment Portal



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# Creating an Account

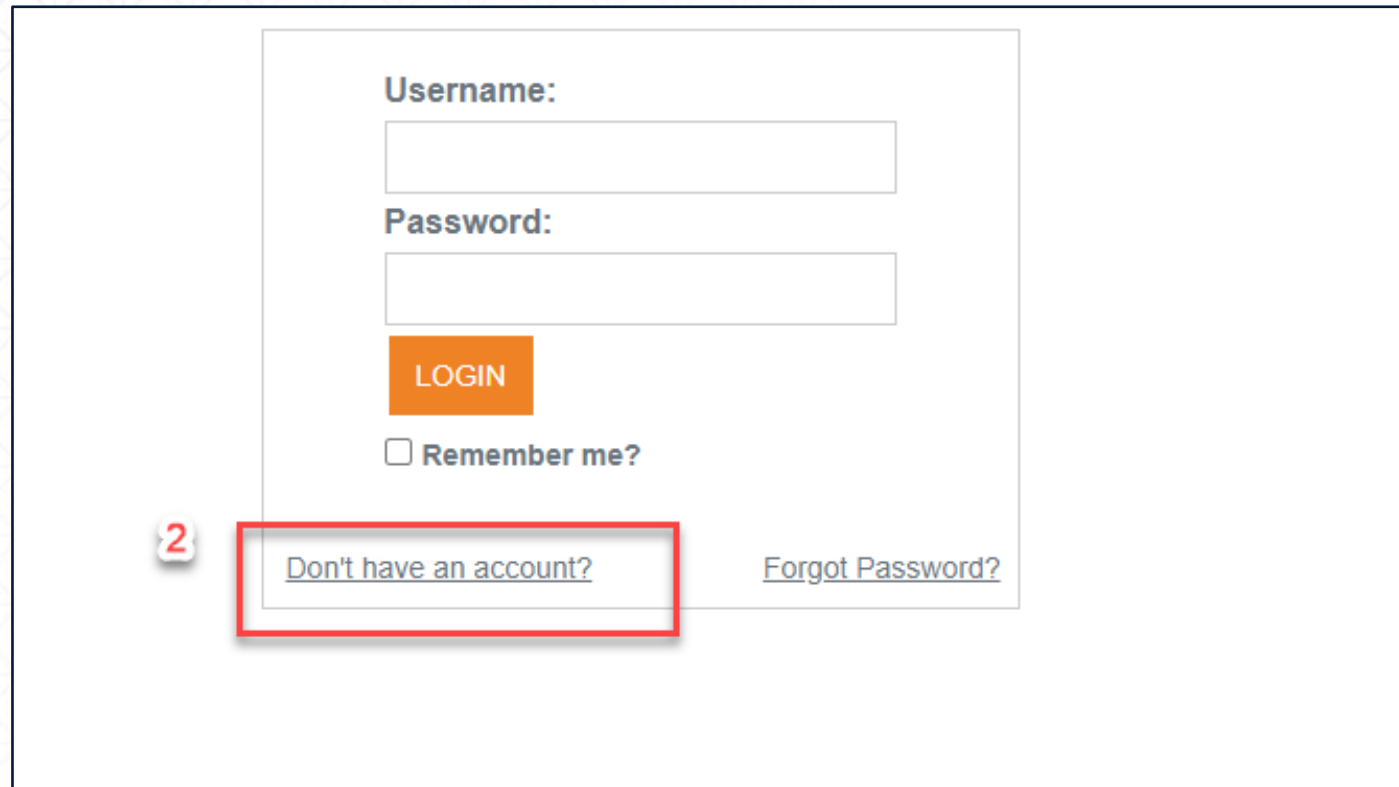
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# Creating an Account

**Step 1:** Click on Link to get to payment portal Login Screen-<https://www.payinvoicedirect.com/>

**Step 2:** To create an account, click on don't have an account



The screenshot shows a login form with the following elements:

- Username:** A text input field.
- Password:** A text input field.
- LOGIN**: An orange button.
- ☐ **Remember me?**
- Don't have an account?**: A link highlighted with a red box.
- Forgot Password?**: A link.

A red number **2** is positioned to the left of the "Don't have an account?" link, indicating the step to click this link to create an account.



**Step 3:** Fill in all information in the form below (You will need to have an invoice to reference for the Customer Account Number, Invoice Number, and Zip Code)

HOME | REGISTRATION

## Registration

PROVIDE YOUR REGISTRATION INFORMATION

See below screenshot of invoice for where to find these fields

Customer Account Number\* **A**

Invoice Number\* **B**

Zip Code\* **C**

First Name\* Last Name\*

Email Address\*

Password\*

Confirm Password\*

Password requires: at least 6 alphanumeric characters; requires at least one letter and one digit.

[Clear](#) [CONTINUE](#)

**\*\*Your password must be at least 6 digits and contain at least one number. Special characters are not allowed\*\***

Sample of Invoice and where to find Customer Number, Invoice Number, and Zip Code . \*Use the zip code on the payment coupon.

DETACH DOCUMENT ALONG PERFORATION. ENCLOSE AND RETURN THIS COUPON WITH YOUR PAYMENT.

**OTIS**  
5500 Village Blvd, Suite 102 West Palm Beach FL 33407

First Otis Buidling  
1234 Otis Drive  
West Palm Beach, FL 12345

C

**CUSTOMER NO.:**  
**DATE:**  
**INVOICE NO.:**  
**TOTAL SERVICE CONTRACT AMOUNT:**

A

12345678  
6/15/2020  

B

100400000005  
\$ 194.98

**MAKE CHECK PAYABLE TO:**  
  
Otis Elevator Company  
PO Box 13716  
Newark NJ 07188-0716

100400012736 0000019498 5

Fill in all fields and click Continue

HOME | REGISTRATION

## Registration

**PROVIDE YOUR REGISTRATION INFORMATION**

Customer Account Number\*  
12345678

Invoice Number\*  
1004000005

Zip Code\*  
12345

First Name\*  
Joe

Last Name\*  
Otis

Email Address\*  
Joe.Otis@Otis.com

Password\*  
\*\*\*\*\*

Confirm Password\*  
\*\*\*\*\*

Password requires: at least 6 alphanumeric characters; requires at least one letter and one digit.

[Clear](#) | [CONTINUE](#)

The first screen you will be taken to is all open invoices on the account.

# Making a Payment


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# Making a Payment

To make a payment, click on the invoices you wish to pay in the box next to the open amount. When you click on the box, the open amount will default into the payment amount field.



759684

CHANGE CUSTOMER NUMBER



ACCOUNT

View Open Invoices

Exact Search

Invoice Number:  
Invoice Date:  
Document Type: -All Types-

Date Range

From Date:  
To Date:

Invoice Number Range

Invoice Number From:  
Invoice Number To:

FIND INVOICES


Total of All Open Invoices: \$110,606


Invoice Number	Document Type	Date	Days Past Due	Due Date	Total Amount	Open Amount	<input type="checkbox"/>	Amount	
100400066085	Maintenance Invoice	5/23/2020	16	5/23/2020	\$8,850.00	\$8,850.00	<input type="checkbox"/>		Print
100400036477	Maintenance Invoice	4/28/2020	41	4/28/2020	\$8,850.00	\$8,850.00	<input type="checkbox"/>		Print
100400014200	Maintenance Invoice	3/23/2020	77	3/23/2020	\$8,850.00	\$8,850.00	<input type="checkbox"/>		Print
CYS20419 001	Open Order Invoice	2/25/2020	104	2/25/2020	\$45,413.88	\$45,413.88	<input type="checkbox"/>		Print
CYS20472 001	Open Order Invoice	2/25/2020	104	2/25/2020	\$19,028.75	\$19,028.75	<input type="checkbox"/>		Print
CYS05595 320	Maintenance Invoice	2/20/2020	109	2/20/2020	\$8,850.00	\$8,850.00	<input type="checkbox"/>		Print
CYS20349 001	Open Order Invoice	1/28/2020	132	1/28/2020	\$2,096.00	\$2,096.00	<input type="checkbox"/>		Print
CYS05595 220	Maintenance Invoice	1/20/2020	140	1/20/2020	\$8,850.00	\$8,850.00	<input type="checkbox"/>		Print
101000536163	Credit Memo	8/27/2019	286	8/27/2019	-\$182.44	-\$182.44	<input type="checkbox"/>		Print

<< < > >>

Total record found: 9. Displaying record 1 to 9.

After selecting the invoices for payment, select proceed to payment button in the bottom right corner.  
(Important to note that if you do not include the full open amount of the invoice in the payment amount field, it will prompt you to enter a reason for not paying the full amount.)



758884
CHANGE CUSTOMER NUMBER


ACCOUNT

View Open Invoices

Exact Search

Invoice Number:

Invoice Date:

Document Type:
All Types

Date Range

From Date:

To Date:

Invoice Number Range

Invoice Number From:

Invoice Number To:

FIND INVOICES

Total of All Open Invoices: \$118,606.19

Invoice Number	Document Type	Date	Days Past Due	Due Date	Total Amount	Open Amount	<input type="checkbox"/>	Amount	
100400066085	Maintenance Invoice	5/23/2020	16	5/23/2020	\$8,850.00	\$8,850.00	<input checked="" type="checkbox"/>	8850.00	Print
100400036477	Maintenance Invoice	4/28/2020	41	4/28/2020	\$8,850.00	\$8,850.00	<input checked="" type="checkbox"/>	4850.00	Print
100400014206	Maintenance Invoice	3/23/2020	77	3/23/2020	\$8,850.00	\$8,850.00	<input type="checkbox"/>		Print
CYS20419 001	Open Order Invoice	2/25/2020	104	2/25/2020	\$45,413.88	\$45,413.88	<input type="checkbox"/>		Print
CYS20472 001	Open Order Invoice	2/25/2020	104	2/25/2020	\$19,028.75	\$19,028.75	<input type="checkbox"/>		Print
CYS05595 330	Maintenance Invoice	2/20/2020	109	2/20/2020	\$8,850.00	\$8,850.00	<input type="checkbox"/>		Print
CYS20349 001	Open Order Invoice	1/28/2020	132	1/28/2020	\$2,096.00	\$2,096.00	<input type="checkbox"/>		Print
CYS05595 228	Maintenance Invoice	1/20/2020	140	1/20/2020	\$8,850.00	\$8,850.00	<input type="checkbox"/>		Print
101000536163	Credit Memo	8/27/2019	286	8/27/2019	\$182.44	\$182.44	<input type="checkbox"/>		Print

Total record found: 9. Displaying record 1 to 9

PROCEED TO PAYMENT

After clicking proceed to payment, you will be taken to this screen below where you can choose payment method that you have previously saved, add a new payment method, and also have the option to split the payment between multiple payment methods saved on your account. (We are unable to accept credit card payments of over \$49,999.00, there is no limit on the amount accepted by e-check)

Invoices Selected for Payment

Invoices

Invoice Number	Invoice Type	Invoice Company	Currency	Amount Applied	Paid Amount	Remaining Amount	
200000020130	New Equipment/Mod Invoice	00130	BSD	49,000.00	0.00	63,097.38	REMOVE

GO BACK

REMOVE ALL UNPAID LINES

Reason for not paying full invoice amount:

This field is required if total payment amount does not match open invoice amount

Choose a payment method

Your saved payment methods

+

Pay with new method

☒ Credit Card

☐ eCheck

Total Summary

Subtotal :

49,000.00

Tax :

0.00

Total :

49,000.00

Remaining Balance :

49,000.00

BSD


Use this payment method

When payment has been successfully completed, you will receive an email with the below information:

Paid Invoices										
Invoice #	Pay Item	Type	Company	Amount Applied	Discount Taken	Paid Amount	Remaining Amount	Status	Payment Id	Batch Number
110400093819	001	Maintenance Invoice	00110	100.00	0.00	100.00	2,348.12	Complete		

Transaction History									
Account	Transaction Type	Amount	Gateway Transaction Id		Authorization Number	Message	Status	Created	Created By
XXXXXXXXXXXX1111	SALE	100	5ED7C01327F9EB17A99F745A8B8E774F094D53C8			Approved and Completed	APPROVED	2020/06/03 15:22:12	<a href="mailto:sean.qa@test.com">sean.qa@test.com</a>

Hovering over account as shown below will bring up an option menu to see receipts for past payments, manage payment profiles, and change your settings.



49275108

CHANGE CUSTOMER NUMBER

ACCOUNT

OPEN INVOICE & PAYMENT

PAID INVOICES/RECEIPTS

MANAGE PAYMENT PROFILES

ADD NEW CUSTOMER NUMBER

CHANGE PASSWORD

CONTACT FORM

How Open Invoices

Account Search

Invoice Number:

Invoice Date:

Document Type:

Date Range

Invoice Number Range

FIND INVOICES




# Adding additional customer numbers to your profile

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# Adding additional customer numbers to your profile

Hover over account and select add new customer number.



723946

CHANGE CUSTOMER NUMBER

ACCOUNT

View Open Invoices

Exact Search

Invoice Number:

Invoice Date:

Document Type: 

-All Types-

OPEN INVOICE & PAYMENT

PAID INVOICES/RECEIPTS

MANAGE PAYMENT PROFILES

ADD NEW CUSTOMER NUMBER

CHANGE PASSWORD

CONTACT FORM

Date Range

From Date:


To Date:

Invoice Number Range

Invoice Number From:

Invoice Number To:

FIND INVOICES



723946

CHANGE CUSTOMER NUMBER

ACCOUNT

PROVIDE YOUR REGISTRATION INFORMATION

Customer Account Number\*

Invoice Number\*

Zip Code\*

Clear

ADD ACCOUNT

You will then be able to add additional accounts and toggle between them by clicking on the change customer number and selecting from the drop down.

723946

723946

49275108

CHANGE CUSTOMER NUMBER

PROVIDE YOUR REGISTRATION INFORMATION

Customer Account Number\*

Invoice Number\*

Zip Code\*

Clear

ADD ACCOUNT

# Paying on Consolidated Invoices

If the invoice is consolidated (multiple contracts with different customer #'s), the payment must be made under each individual customer Number. (Follow steps to add multiple customer #'s)

The example below is of a consolidated invoice, you will see that the invoice number is repeated but under separate customer numbers. Each customer number should be added separately.

Invoice Number	Customer Number	Doc Co	Pay Item	Billing Line Number	Invoice Date	Pay Inst	Gross Amount	Open Amount	G/L Offset	Contract Number
100400001688	416346	00100	001		06/15/2020		1,236.00	1,236.00	0004	96103
100400001688	416349	00100	001		06/15/2020		1,854.00	1,854.00	0004	96130
100400001688	416350	00100	001		06/15/2020		1,854.00	1,854.00	0004	96134
100400001688	416351	00100	001		06/15/2020		1,854.00	1,854.00	0004	96137
100400001688	416346	00100	001		06/15/2020		26,883.00	5,171.40	0004	96715
							33,681.00	11,969.40		




# How to Download a copy of your invoice

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# How to Download a copy of your invoice

If you need a copy of your invoice, you can click on print next to the open amount.



4927510E

CHANGE CUSTOMER NUMBER

Log OUT

ACCOUNT

New Open Invoices

Exact Search

Invoice Number:

Invoice Date:

Document Type:

-All Types-

Date Range

From Date:

To Date:

Invoice Number Range

Invoice Number From:

Invoice Number To:

FIND INVOICES


Total of All Open Invoices: \$63,097.38

Invoice Number	Document Type	Date	Days Past Due	Due Date	Total Amount	Open Amount	<input checked="" type="checkbox"/>	Amount	
200000020130	New Equipment/Mod Invoice	1/31/2020	178	1/31/2020	\$588,908.88	\$63,097.38	<input checked="" type="checkbox"/>	<div>49000.00</div>	<div>Print</div>

< > >> Total record found: 1. Displaying record 1 to 1.

PROCEED TO PAYMENT

That will download a reference article that contains pertinent invoice information, but is not an exact copy of the original invoice. If you need a copy of the original invoice, please contact [NSAA.collections@otis.com](mailto:NSAA.collections@otis.com). Below is an example of the Reference article you will see.



Signature  
Service

**BILL TO:**  
First Otis Building  
1234 Otis Boulevard  
West Palm Beach, FL 12345

CURRENCY	ORDER DATE	CUSTOMER P.O.	TRANSPORT
BSD			

SHIPPING INSTRUCTIONS

LINE	DESCRIPTION / ITEM NUMBER	QTY SHIPPED	PRICE	EXTENDED PRICE
001		1	588908.88	588908.88

REFERENCE ARTICLE

INVOICE NO. 20000002 U5	PAGE 1 of 1
DATE 1/31/2020	ORDER #
CUST NO. 49275108	
TAX I.D.	TAX CERTIFICATE

\*Customer payment portal is being upgraded to display our newly formatted invoices. While we go through this process, you will be able to access your invoice information here, through this reference article. The customer information, bill to address, and invoice # and amount due shown here matches the information in the invoice mailed to you. Please reach out to NSAA.Collections@otis.com if you have any questions.

# Recurring Payment Set Up (Credit Card or ACH)

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# How to set up Automatic Payments on Your Account

Make sure you have a payment profile saved first.

From your home screen when you login, select Autopay Accounts from the Account Dropdown.

Signature Service

275917 CHANGE CUSTOMER NUMBER LOG OUT

ACCOUNT

- OPEN INVOICE & PAYMENT
- PAID INVOICES/RECEIPTS
- MANAGE PAYMENT PROFILES
- ADD NEW CUSTOMER NUMBER
- CHANGE PASSWORD
- CONTACT FORM
- AUTOPAY ACCOUNTS**

View Open Invoices

Exact Search

Invoice Number:

Invoice Date:

Document Type:

Date Range

From Date:

To Date:

Invoice Number Range

Invoice Number From:


Invoice Number To:

FIND INVOICES

Total of All Open Invoices: \$8,414.49

Invoice Number	Document Type	Date	Days Past Due	Due Date	Total Amount	Open Amount		Amount	
100400000729	Maintenance Invoice	6/15/2020	77	6/15/2020	\$3,007.98	\$3,007.98	<input type="checkbox"/>	<input type="text"/>	Print
100400003516	Maintenance Invoice	6/15/2020	77	6/15/2020	\$1,503.99	\$1,503.99	<input type="checkbox"/>	<input type="text"/>	Print
100400003517	Maintenance Invoice	6/15/2020	77	6/15/2020	\$752.01	\$752.01	<input type="checkbox"/>	<input type="text"/>	Print
100400003519	Maintenance Invoice	6/15/2020	77	6/15/2020	\$2,255.97	\$2,255.97	<input type="checkbox"/>	<input type="text"/>	Print
101000526320	Maintenance Invoice	6/6/2019	452	6/6/2019	\$21.38	\$21.38	<input type="checkbox"/>	<input type="text"/>	Print
101000526321	Maintenance Invoice	6/6/2019	452	6/6/2019	\$21.38	\$21.38	<input type="checkbox"/>	<input type="text"/>	Print
CA 15611 001	Open Order Invoice	2/25/2019	553	2/25/2019	\$11,110.13	\$851.78	<input type="checkbox"/>	<input type="text"/>	Print

You will then see the next screen and click add new autopay account as shown below:



275917

CHANGE CUSTOMER NUMBER

LOG OUT

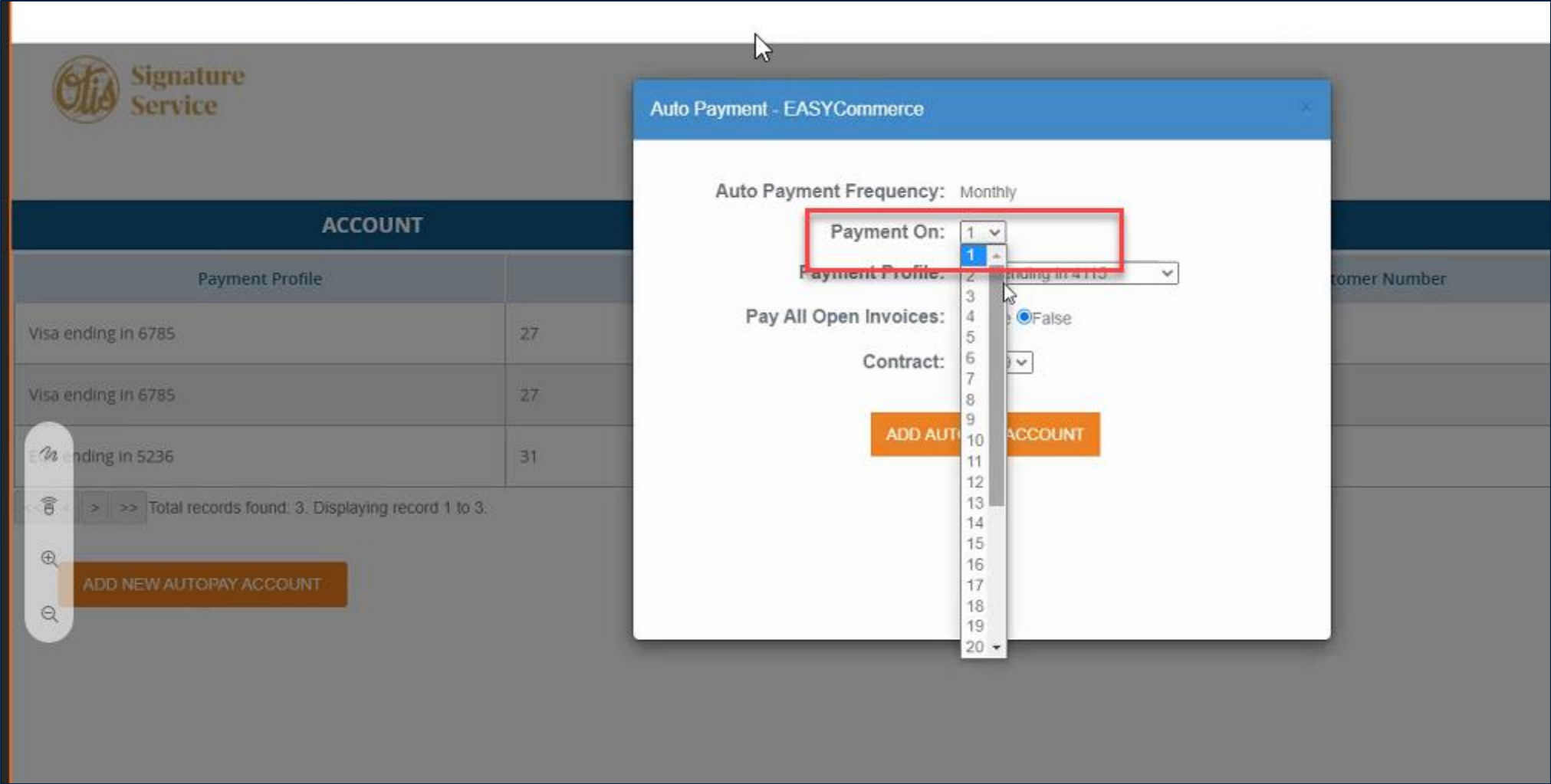
ACCOUNT

Payment Profile	Payment On	Contract	Customer Number	
Visa ending in 6785	27	16414	314085	DELETE
Visa ending in 6785	27	16407	314085	DELETE
EC ending in 5236	31		98467477	DELETE

<< < > >> Total records found: 3. Displaying record 1 to 3.

ADD NEW AUTOPAY ACCOUNT

Select the day of the month that you want to have your payment withdrawn or charged to your credit card:



Select the payment method that you want to use for the recurring payments:

Signature  
Service

ACCOUNT

Payment Profile	
Visa ending in 6785	27
Visa ending in 6785	27
Visa ending in 5236	31

<>>>

Total records found: 3. Displaying record 1 to 3.

ADD NEW AUTOPAY ACCOUNT

Auto Payment - EASYCommerce

Auto Payment Frequency: Monthly

Payment On: 31

Payment Profile: Visa ending in 4115

Pay All Open Invoices: ☐ True ☒ False

Contract: 10349

ADD AUTOPAY ACCOUNT

Customer Number

DELETE

DELETE

DELETE



Select the contract that you want to use for the recurring payments.

\*In order to set up Autopay, there must be a new (within the last 30 days) invoice open on your account. If there is not, you will not see a contract available to select.

Auto Payment - EASYCommerce

Auto Payment Frequency: Monthly

Payment On: 1

Payment Profile: Visa ending in 4115

Pay All Open Invoices: ☐ True ☒ False

Contract:

10349

10349

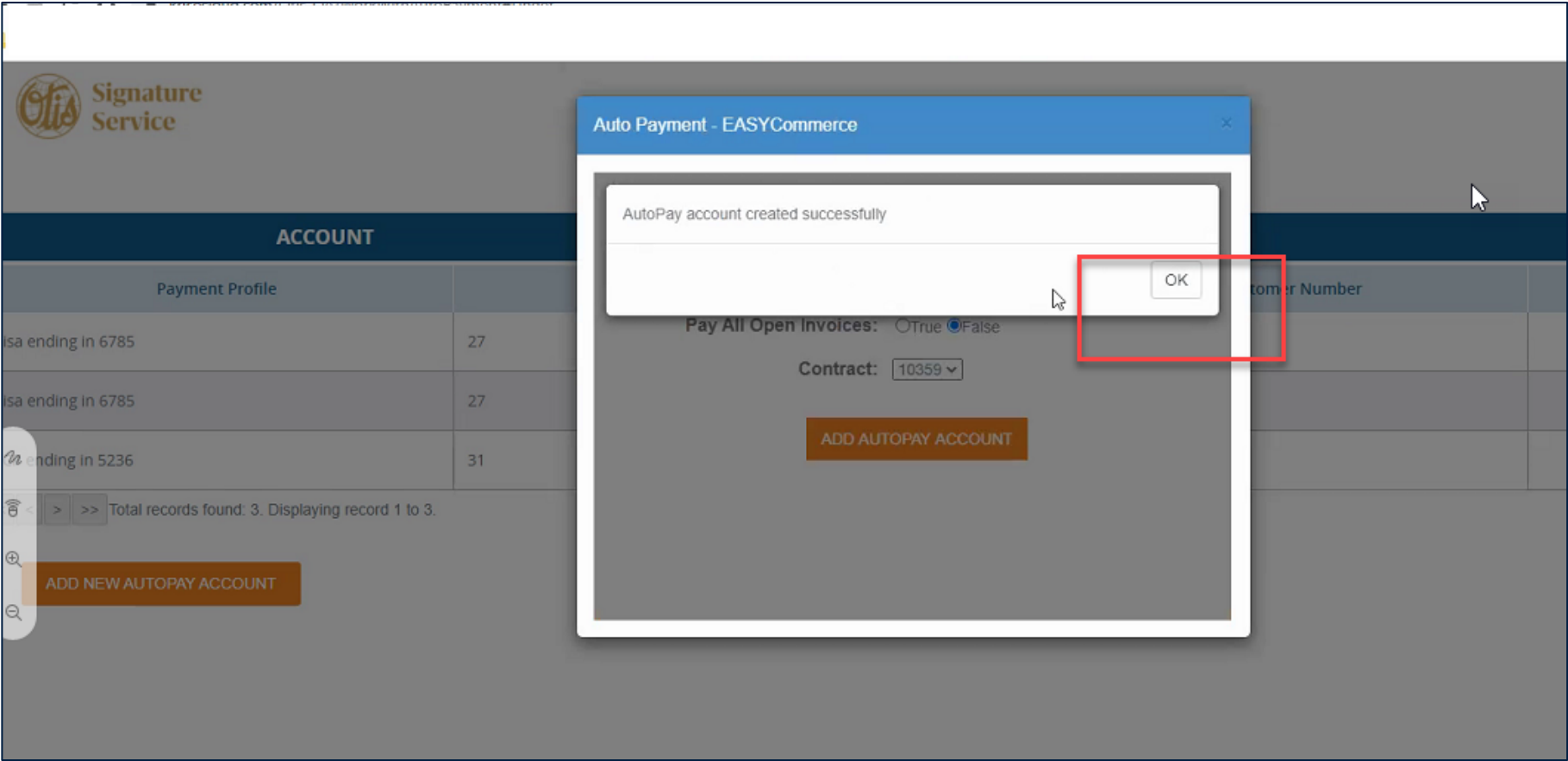
10359

10373

10390

ADD AUTO COUNT

You will see a message that the Autopay account has been created separately.



A dark blue background featuring a faint, out-of-focus image of two people in a professional setting. On the left, a person with glasses is looking down at a tablet. On the right, another person is looking towards the first person. The overall tone is professional and collaborative.

# OTIS