



 GSA Contract Holder
47QRAA18D06FA

RL Pay User Guide

Billing and Collections Portal

Version 1.0

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I. Introduction

The purpose of this document is to explain in detail the functionality of Rolka Loube's Billing and Collections Portal now titled RLPay. Within the portal, users are able to access invoices, review notifications, make payments, and view an account status and history.

To access RLPay, users are sent a login email with instructions and a link for registering. If you are a new user or are an existing user but have not received a login email, please contact our Customer Support Team at trs@rolkaloube.com.

A. View an Account

Use the following steps to view your account information.

1. Log into **RL Pay**.

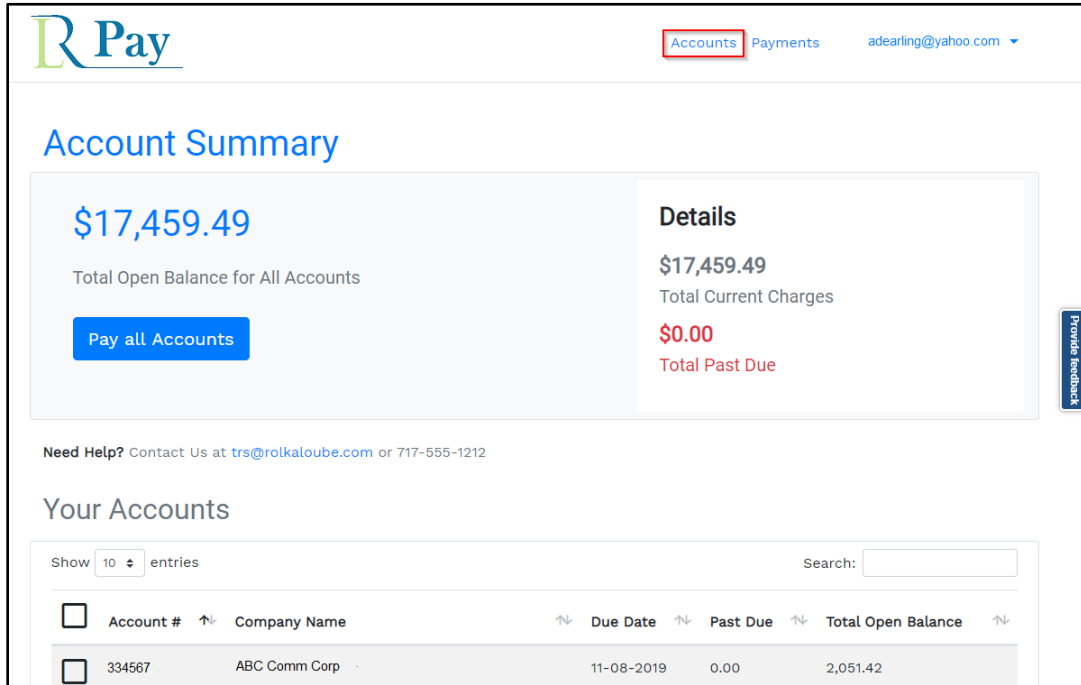


Figure 1: RL Pay Main Page

2. Select **Accounts** from the menu bar. The **My Accounts** page is displayed.

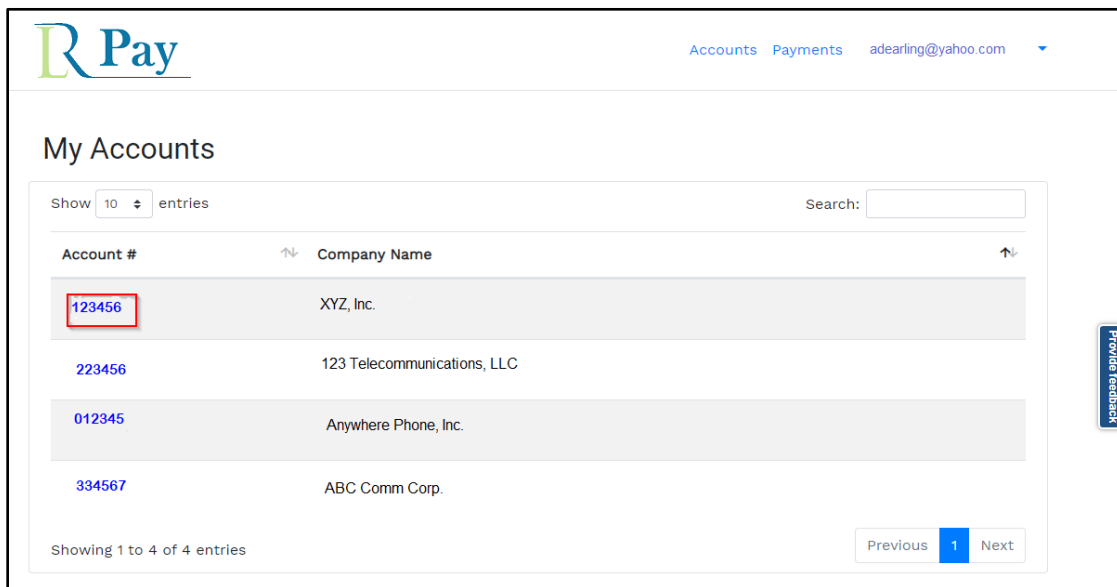


Figure 2: RL Pay – My Accounts Page

3. Click on the **Account #** of the account you want to view. The Account Details screen is displayed.

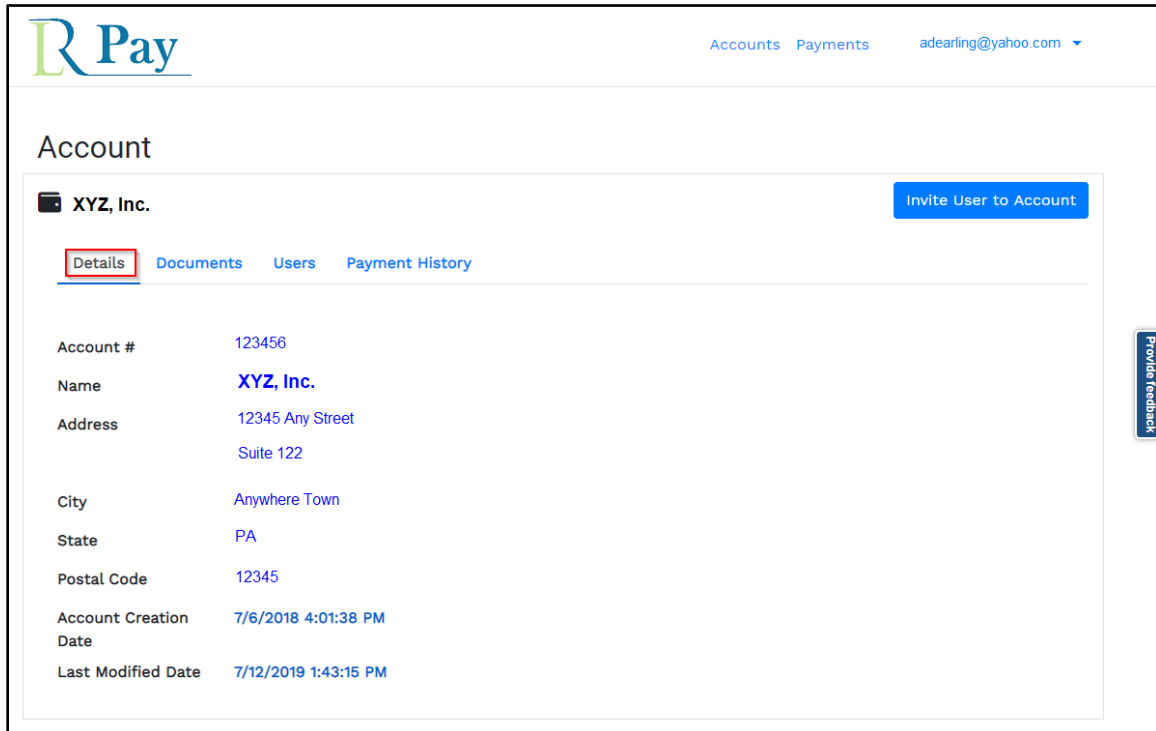


Figure 3: RL Pay – Account Details Page

Note: From this screen you can view the account documents, users associated with the account, as well as the payment history.

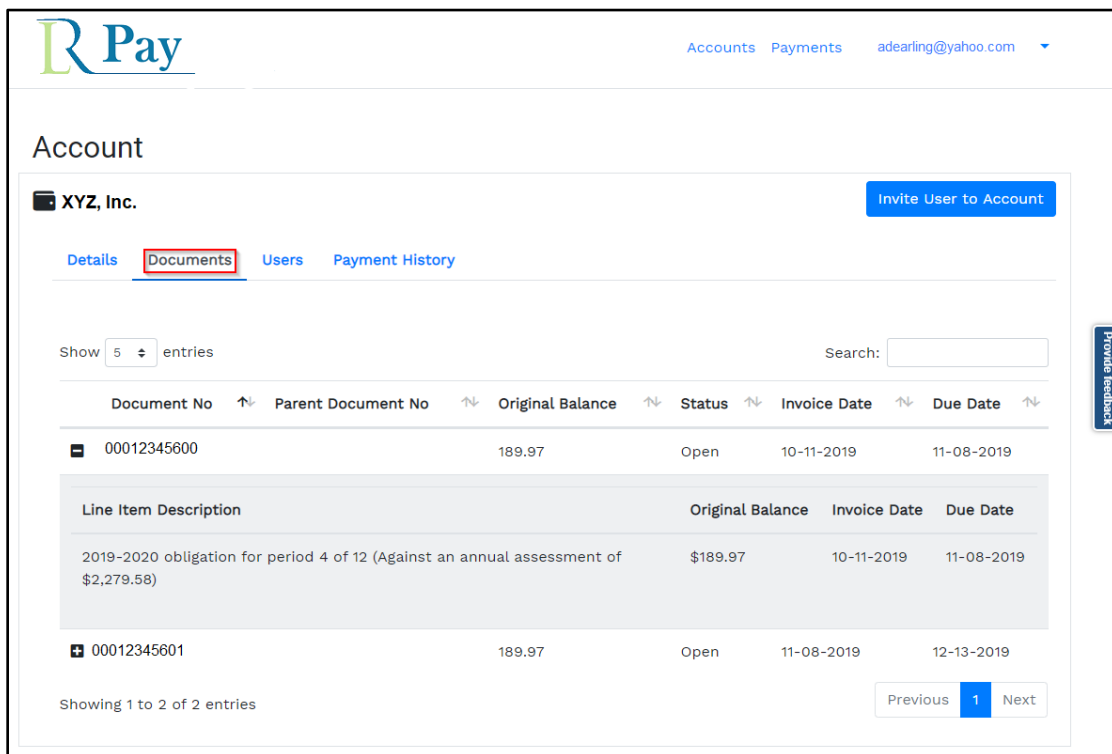


Figure 4: RL Pay – Account Documents Page

The screenshot shows the 'Account Users' page for 'XYZ, Inc.'. The 'Users' tab is selected and highlighted with a red box. The page displays a table of users with columns for First Name, Last Name, Email, and Added. Two users are listed: Anmarie Dearing with email adearling@xyz.com (added 10-29-2019) and Anmarie Dearing with email adearling@yahoo.com (added 11-05-2019). Each user has a 'Remove' button. The page also includes a search bar, a 'Show 5 entries' dropdown, and pagination controls showing '1' of 2 entries.

Figure 5: RL Pay – Account Users Page

The screenshot shows the 'Account Payment History' page for 'XYZ, Inc.'. The 'Payment History' tab is selected and highlighted with a red box. The page displays a table of payment transactions with columns for Id, Transaction Date, Payment Date, Total Amount, Status, and Paid By. One transaction is listed: ID TRSA000003A, Transaction Date 11-05-2019, Payment Date -----, Total Amount \$379.94, Status Pending, and Paid By adearling@yahoo.com. The page includes a search bar, a 'Show 5 entries' dropdown, and pagination controls showing '1' of 1 entries.

Figure 6: RL Pay – Account Payment History Page

B. Add a User

Use the following steps to add a user to an account.

1. Log into **RL Pay**.

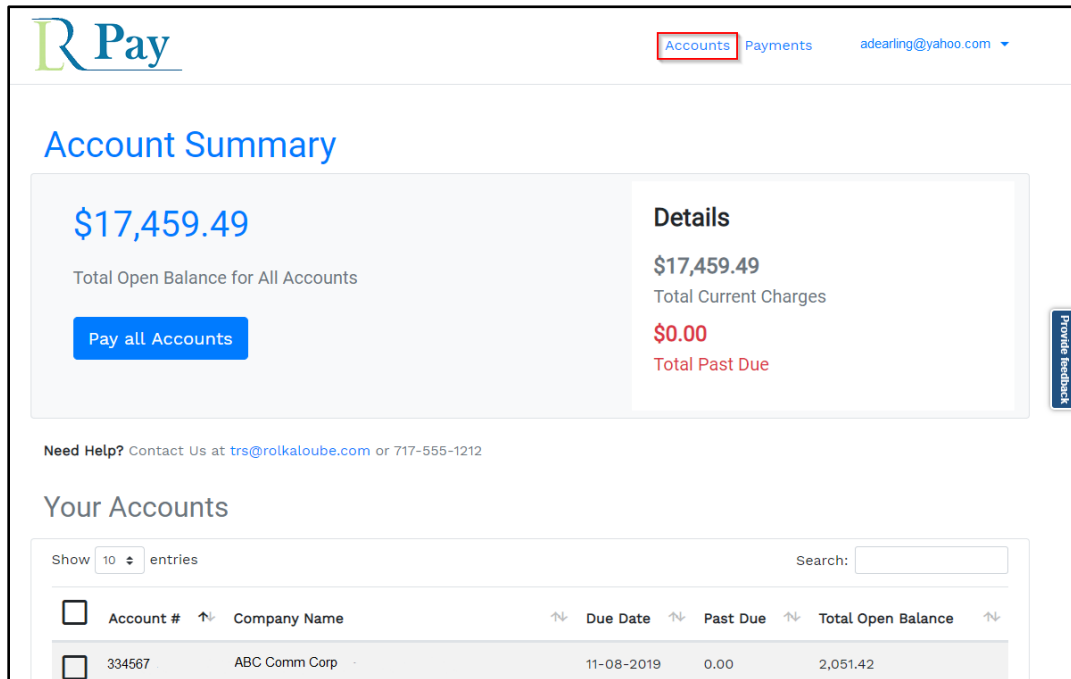


Figure 7: RL Pay Main Page

2. Select **Accounts** from the menu bar.

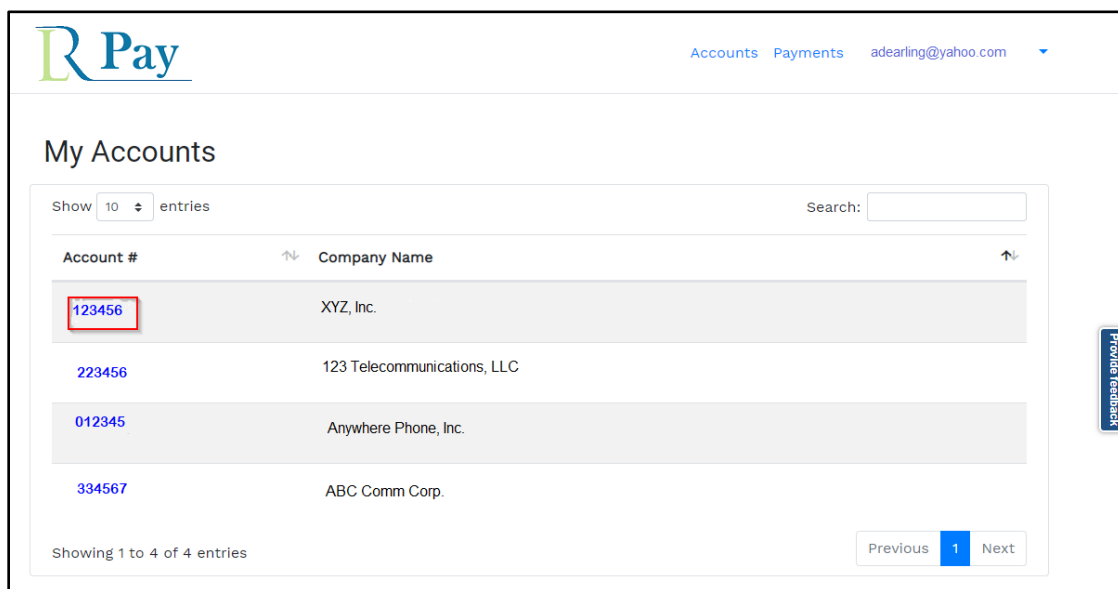


Figure 8: RL Pay – My Accounts Page

3. Click on the **Account #** of the account to which you want to invite the user. The **Account Details** page is displayed.

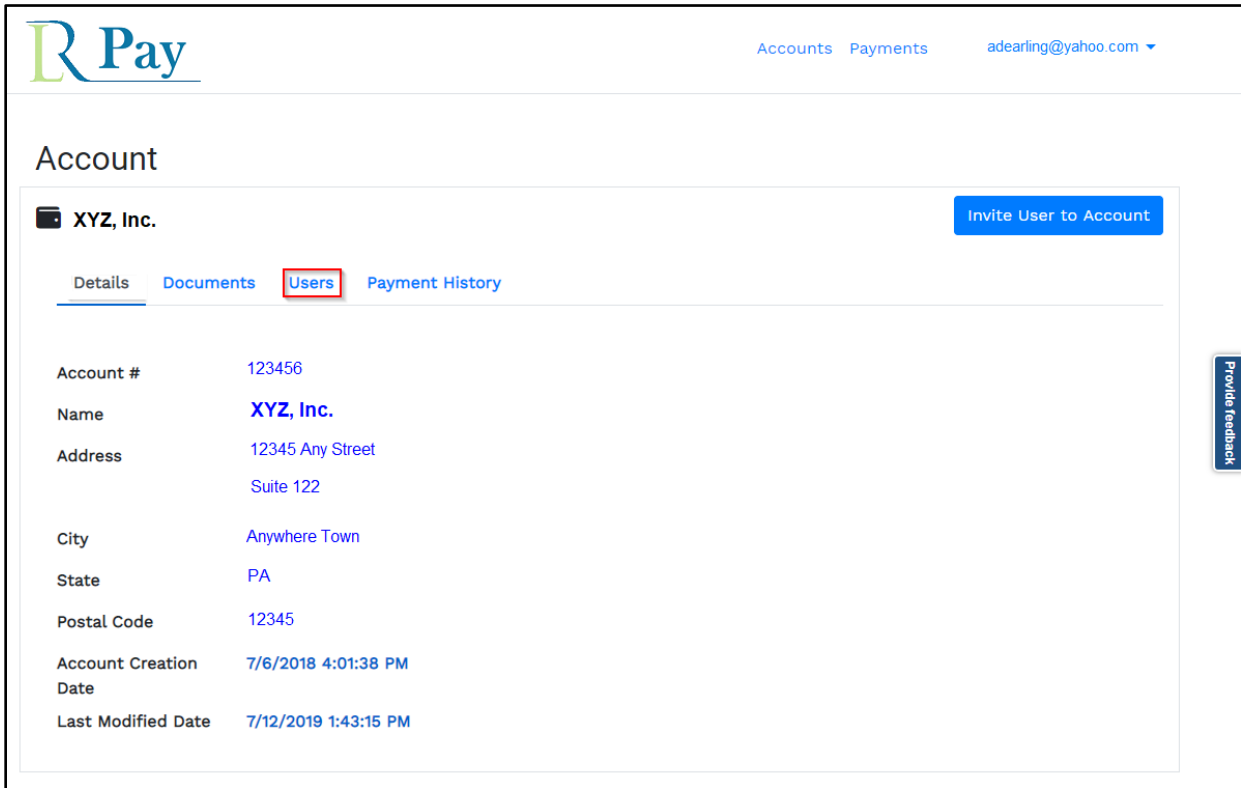


Figure 9: RL Pay – Account Details Page

4. Select the **Users** option. The **Account Users** page is displayed.

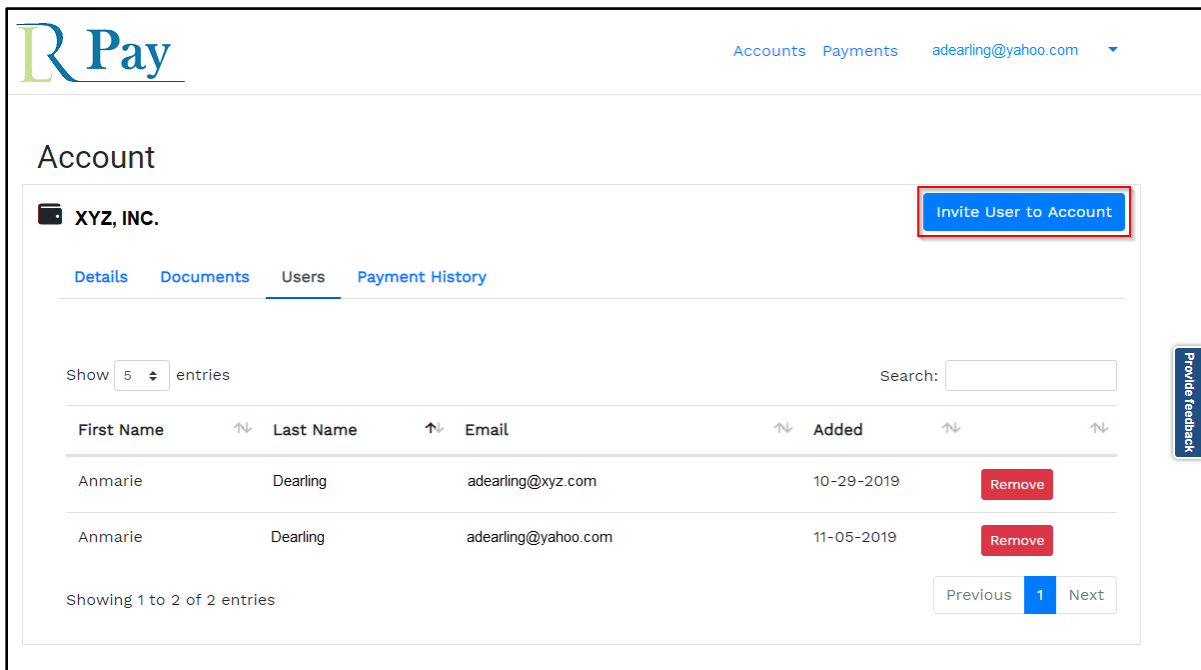


Figure 10: RL Pay – Account Users Page

5. Click on the **Invite User to Account** button. The **User Account Invitation** dialog box is displayed.

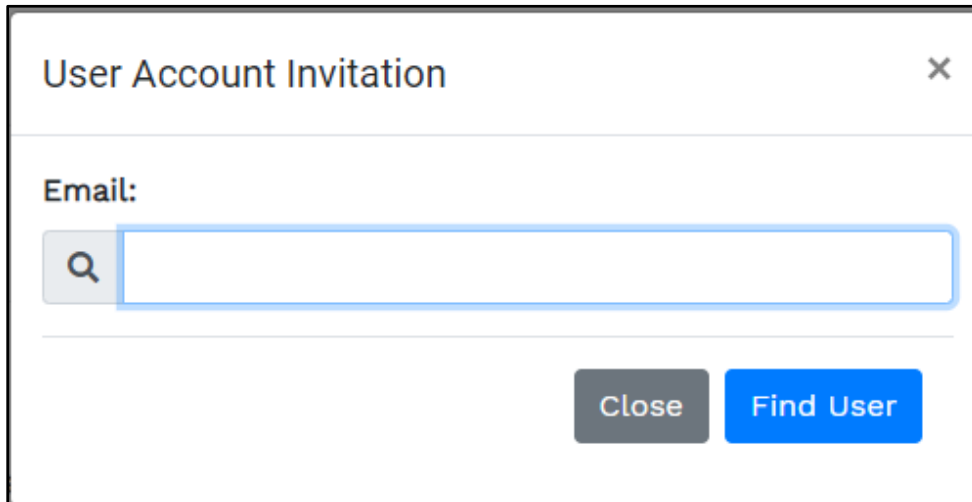


Figure 11: RL Pay – User Account Invitation Dialog Box

6. Enter the email address of the user you want to invite in the **Email** field.
7. Click the **Find User** button to display the user’s profile information.

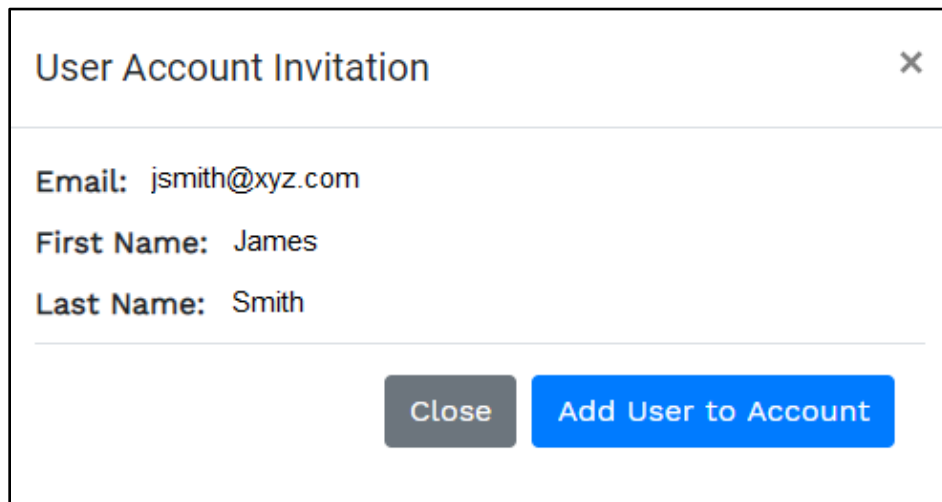


Figure 12: RL Pay – User Account Invitation Dialog Box

8. Click the **Add User to Account** button to add the user selected to the account selected.
 - a. If the user is not already associated with the selected account, then you will receive the following success message:
“Successfully added user to account”
 - b. If the user is already associated with the selected account, then you will receive the following message:
“User has already been added to the Account”

C. Make a Payment

Use the following steps to make a payment on an account(s).

1. Log into **RL Pay**.

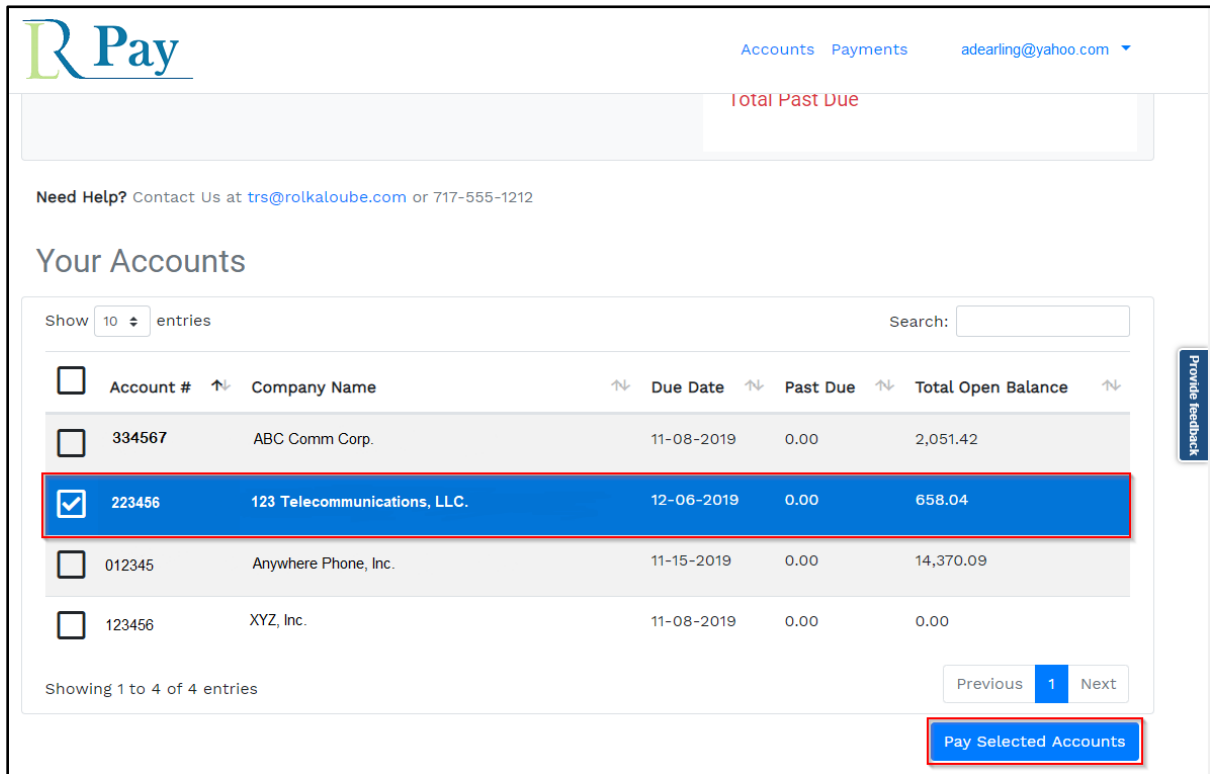


Figure 13: RL Pay – Account Summary Page

2. From the **Your Accounts** section on the **Accounts Summary** page, click the checkbox next to the account(s) on which you want to make a payment.
3. Click on the **Pay Selected Accounts** button. The **Choose Payment Amounts** page is displayed.

Choose Payment Amounts

Show entries Search:

Account #	Company Name	Due Date	Past Due	Open Balance	Total Payment
223456	123 Telecommunications, LLC.	12-06-2019	0.00	658.04	<input type="text" value="658.04"/>

Document	Issue Date	Due Date	Amount	Payment
00022211133	11-01-2019	12-06-2019	\$658.04	\$658.04
Additional Amount	----	----	----	0.00

Showing 1 to 1 of 1 entries

Previous **1** Next

Total Payment : \$658.04

[Cancel](#)

Figure 14: RL Pay – Choose Payment Amounts Page

4. Enter an amount in the **Total Payment** box to adjust the amount you want to pay or leave the amount displayed in the box to pay the total amount due.
Note: You must select an amount for each account you selected to pay.
5. Click the **Choose Payment Method** button. The **Choose a Payment Method** page is displayed.

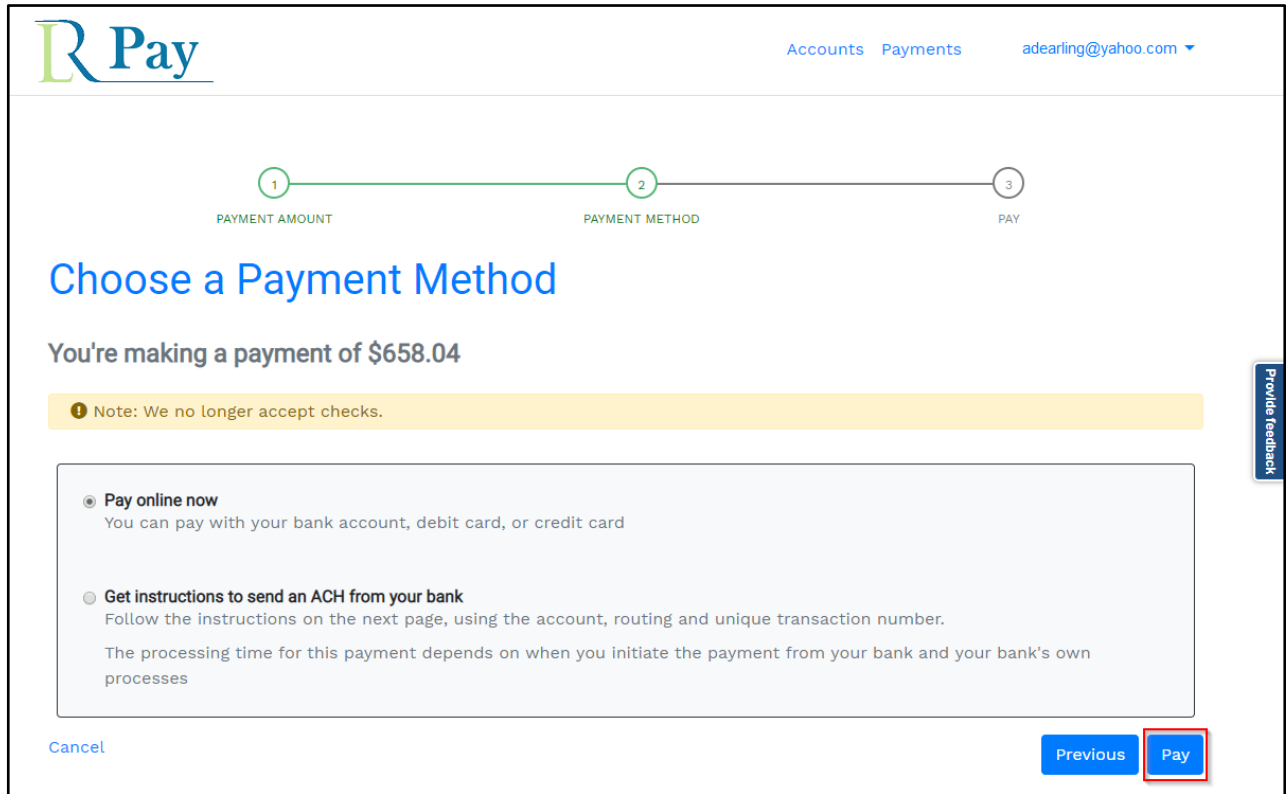


Figure 15: RL Pay – Choose Payment Amounts Page

- a. Select one of the following options: **Pay online now** – This option allows you to pay with your bank account, debit card or credit card
 - b. **Get instructions to send an ACH from your bank** – This option gives you the account number, routing number, and unique transaction number to take to your bank to initiate a payment
6. Click on the **Pay** button. The Redirect Notice is displayed to inform you that you are leaving the **RL Pay** site and being redirected to **Pay.gov**.

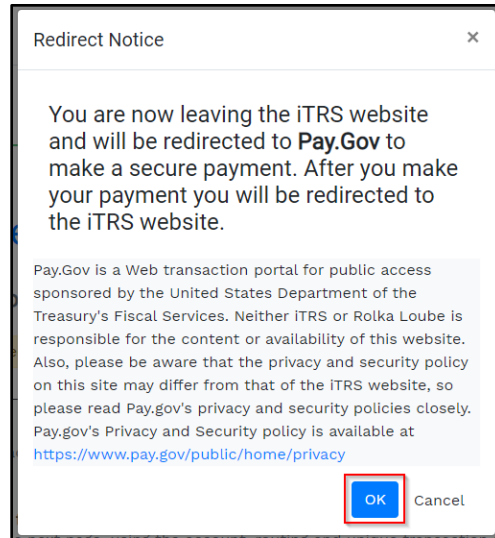


Figure 16: Redirect Notice Pop-up

7. Click **OK**. The Interstate TRS Fund Pay.gov page is displayed.

Use the steps of one of the following processes to complete your transaction based on the Payment type you choose to use.

- [Pay Online – Credit/Debit Card Transaction](#)
- [Pay Online – Bank Account Transaction](#)
- [Get Instructions to Send an ACH from Your Bank](#)

a. Pay Online – Credit/Debit Card Transaction

Use the following steps if you want to pay using a credit or debit card.

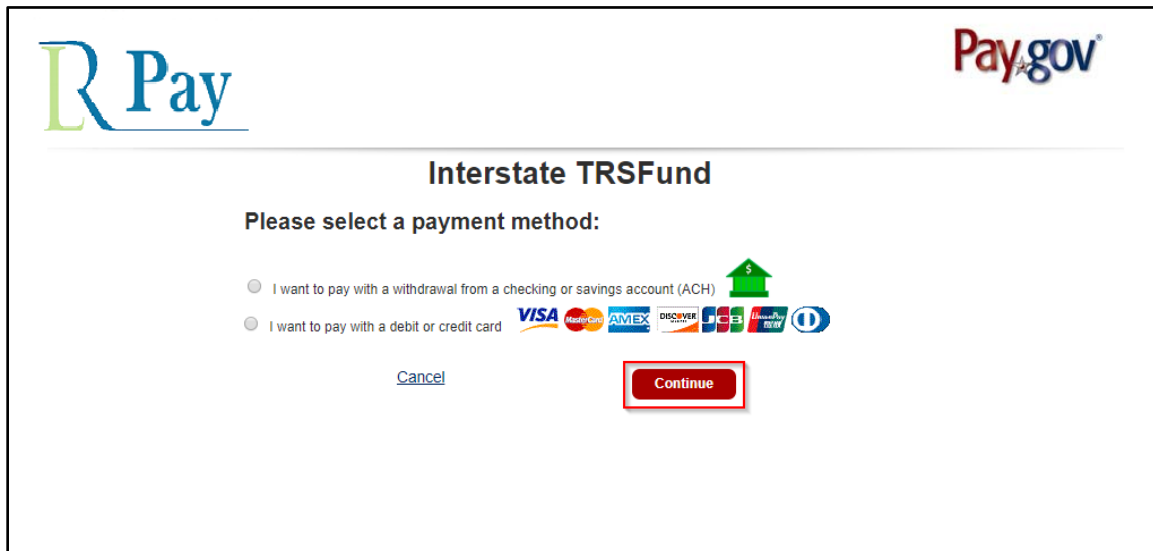


Figure 17: Pay.gov – Interstate TRSFund – Payment Selection Page

1. Select the **I want to pay with a debit or credit card** option payment from the list.
Note: The Amazon Pay and PayPal options are not available at this time due to a limit on dollar amounts.
2. Click on the **Continue** button. The page to enter the credit/debit card information is displayed.

R Pay **Pay.gov**

Interstate TRSFund

Please provide the Credit or Debit Card Information below
* indicates required fields

Agency Tracking ID: TRSA000003N
Payment Amount: \$658.04

* Country:

* Billing Address:

Billing Address 2:

* City:

State/Province:

ZIP/Postal Code:

* Account Holder Name:

* Card Number:

* Expiration Date:

* Card Security Code:

[Previous](#) [Cancel](#) **Continue**

Figure 18: Pay.gov – Interstate TRSFund – Credit or Debit Card Information Page

3. Enter the information for your credit or debit card in the required fields.
4. Click on the **Continue** button. The **Review and submit payment** page is displayed.

Pay **Pay.gov**

Interstate TRSFund

Review and submit payment
* indicates required fields

Agency Tracking ID: TRSA0000047
 Payment Amount: \$658.04
 Payment Method: Plastic Card
 Account Holder Name:
 Card Type: MASTERCARD
 Card Number: *****5100
 Billing Address: 4423 Front St.
 Billing Address 2:
 City: Harrisburg
 Country: United States
 State/Province: PA
 ZIP/Postal Code: 17110

I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

[Previous](#) [Cancel](#) **Continue**

Figure 19: Pay.gov – Interstate TRSFund – Review and Submit Payment Page

5. Review the credit/debit card information for accuracy.
6. Click the checkbox to authorize the charge to your credit/debit card.
7. Click on the **Continue** button to submit your payment. You will receive a payment confirmation page.

Pay Accounts Payments adearling@yahoo.com ▾

1 ————— 2 ————— 3
 PAYMENT AMOUNT PAYMENT METHOD PAY

Payment Submitted

You submitted a payment for **\$658.04** to pay.gov.

Your payment identifier for this transaction is **TRSA0000047**. Please save this number for your records.

You will receive an email with the details of this transaction.

[Return to Account Home](#)

Provide Feedback

Figure 20: RL Pay – Interstate TRSFund – Payment Confirmation Page

b. Pay Online – Bank Account Transaction

Use the following steps if you want to pay using a withdrawal from a checking or savings account.

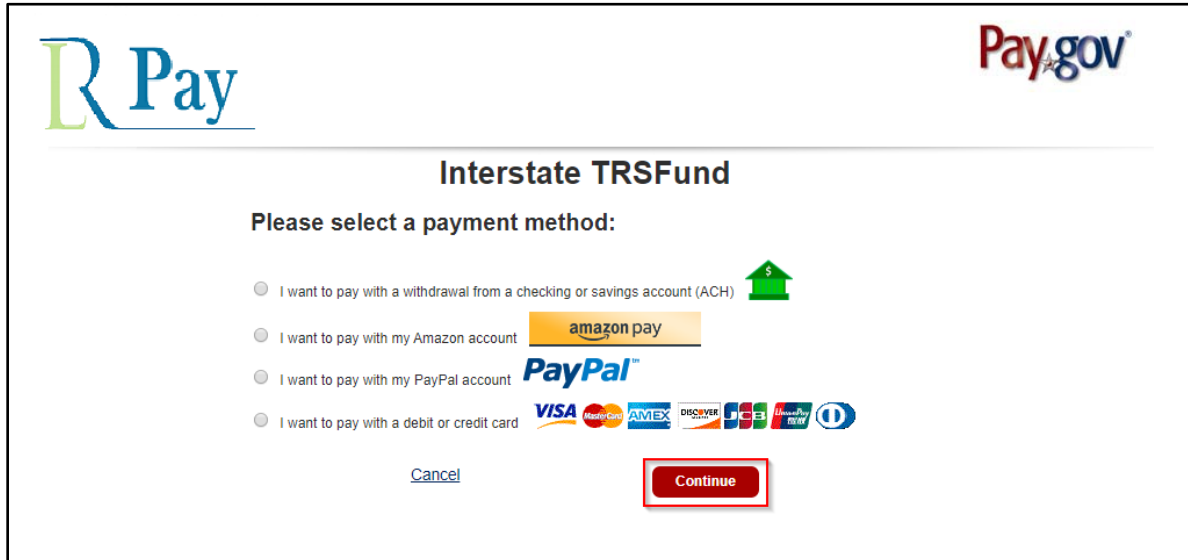


Figure 21: Pay.gov – Interstate TRSFund – Payment Selection Page

1. Select the **I want to pay with a withdrawal from a checking or savings account (ACH)** option payment from the list.

Note: The Amazon Pay and PayPal options are not available at this time due to a limit on dollar amounts.

2. Click on the **Continue** button. The page to enter the banking information is displayed.

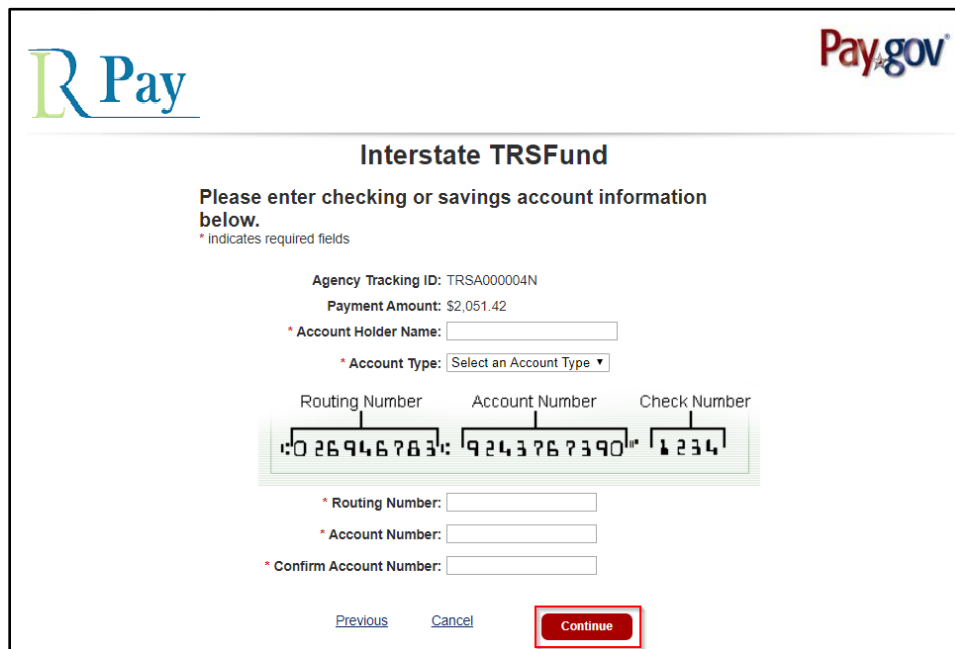


Figure 22: Pay.gov – Interstate TRSFund – Banking Information Page

3. Enter the information for your bank account in the required fields.
4. Click on the **Continue** button. The **Review and submit payment** page is displayed.

R Pay Pay.gov

Interstate TRSFund

Review and submit payment
* Indicates required fields

Agency Tracking ID: TRSA000004N
 Payment Amount: \$2,051.42
 Payment Method: ACH Debit
 Account Holder Name:
 Account Type: Business Checking
 Routing Number: 231381116
 Account Number: *****7890

Authorization and Disclosure Statement:

Authorization and Disclosure--Consumers and Businesses
 The debit transaction(s) to which you are agreeing are handled on behalf of Federal agencies by "Pay.gov," which consists of services offered by the U.S. Treasury Department's Financial Management Service. As used in this document, "we" or "us" refers to the Financial Management Service and its agents and contractors operating Pay.gov. "You" refers to the end-user reading this document and agreeing to it prior to engaging in a debit transaction.

I. Consumers
Δ Authorization

* I agree to the Pay.gov authorization and disclosure statement.

[Previous](#) [Cancel](#) **Continue**

Figure 23: Pay.gov – Interstate TRSFund – Review and Submit Payment Page

5. Review the bank account information for accuracy.
6. Click the checkbox to authorize the payment.
7. Click on the **Continue** button to submit your payment. You will receive a payment confirmation page.

R Pay Accounts Payments adearing@yahoo.com ▾

1 ————— 2 ————— 3
 PAYMENT AMOUNT PAYMENT METHOD PAY

Payment Submitted

You submitted a payment for **\$2051.42** to pay.gov.

Your payment identifier for this transaction is **TRSA000004N**. Please save this number for your records.

You will receive an email with the details of this transaction.

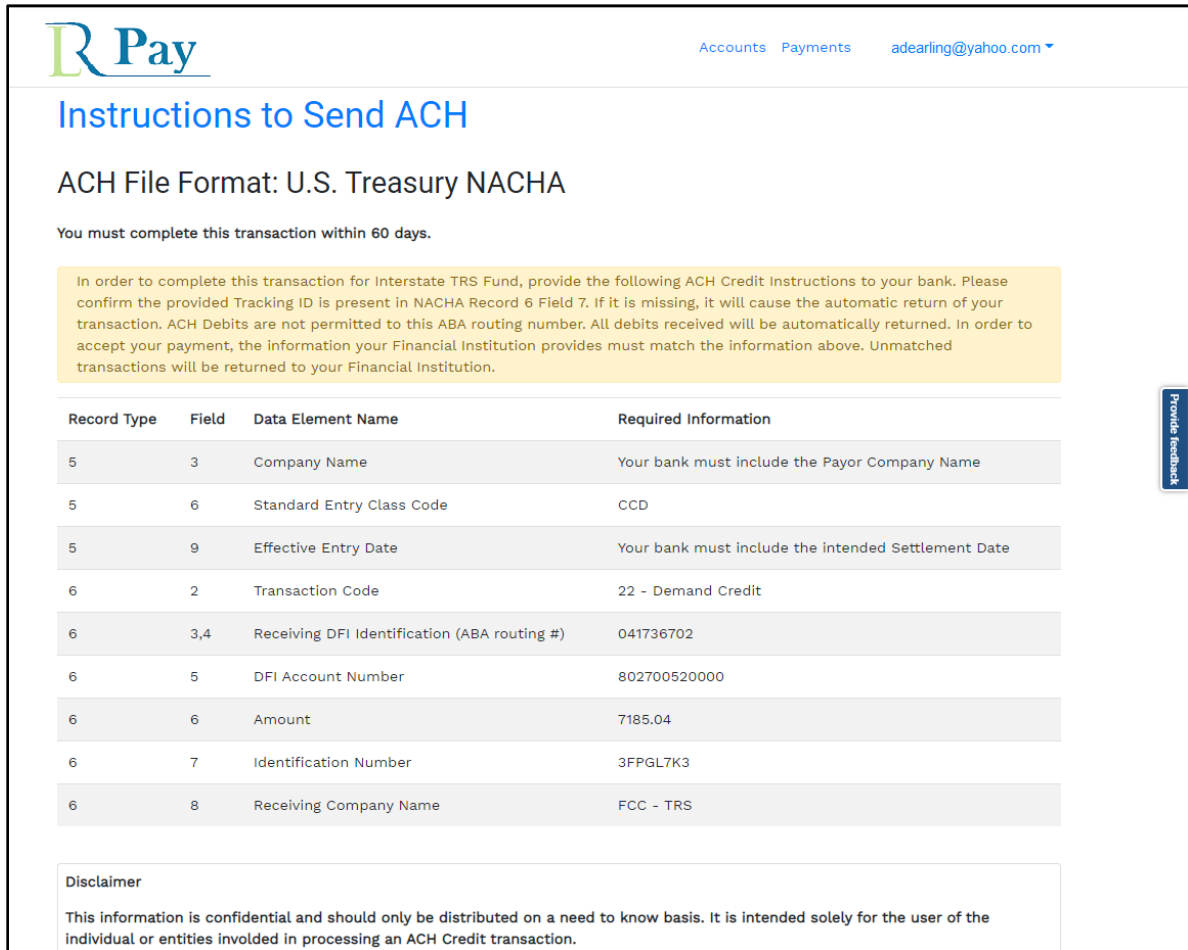
Provide feedback

Return to Account Home

Figure 24: Pay.gov – Interstate TRSFund – Payment Confirmation Page

c. Get Instructions to Send an ACH from Your Bank

Use the following information to get instructions to send an ACH from your bank.



RL Pay Accounts Payments adearling@yahoo.com

Instructions to Send ACH

ACH File Format: U.S. Treasury NACHA

You must complete this transaction within 60 days.

In order to complete this transaction for Interstate TRS Fund, provide the following ACH Credit Instructions to your bank. Please confirm the provided Tracking ID is present in NACHA Record 6 Field 7. If it is missing, it will cause the automatic return of your transaction. ACH Debits are not permitted to this ABA routing number. All debits received will be automatically returned. In order to accept your payment, the information your Financial Institution provides must match the information above. Unmatched transactions will be returned to your Financial Institution.

Record Type	Field	Data Element Name	Required Information
5	3	Company Name	Your bank must include the Payor Company Name
5	6	Standard Entry Class Code	CCD
5	9	Effective Entry Date	Your bank must include the intended Settlement Date
6	2	Transaction Code	22 - Demand Credit
6	3,4	Receiving DFI Identification (ABA routing #)	041736702
6	5	DFI Account Number	802700520000
6	6	Amount	7185.04
6	7	Identification Number	3FPGL7K3
6	8	Receiving Company Name	FCC - TRS

Disclaimer
This information is confidential and should only be distributed on a need to know basis. It is intended solely for the user of the individual or entities involved in processing an ACH Credit transaction.

Figure 25: RL Pay – Instructions to Send ACH Page

1. Take the provided information to your bank to initiate the ACH payment.

Note: You must complete this transaction within 60 days, or the ID will expire.

You will receive confirmation from your bank only. To confirm that the payment went through on your account, you can check your Payments page on your account in RL Pay. This could take several days to post.