




GovPayNetSM ProviewEXP Version 1.6 Tutorial



HELP & ASSISTANCE:

[Contact GovPayNet](#)





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Customer Service:
866-564-0169
24 hours a day, 7 days a week

Email GovPayNet:
servicerequests@GovPayNet.com

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| | | |
|---|---------------------------------|--|
|  | Approve Open | View and approve open transactions (this includes transactions not yet paid to you) |
|  | View Complete | View transactions that have been approved <u>and paid</u> |
|  | Reports & Statements | View and print transaction, reconciliation and payment statements or run summary reports |
|  | Edit PLC Information | Edit Pay Location Code (PLC) information |

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Help & Assistance

Contact GovPayNet

Are you having problems with a transaction? Click on the “Contact GovPayNet” link to pull up the “GovPayNet Notes” Form. With this form you can contact a GovPayNet representative and inform GovPayNet about a problem you are having.

Choose the type of issue you are having along with a brief message about the problem. Insert your PLC and a reference number (if there is one for your problem). If you would like a representative to contact you about the issue, you can leave your e-mail address and they will contact you about the problem.

GovPayEXP Notes

| | | |
|---|--|---|
| Issue Type: <div style="border: 1px solid #ccc; padding: 2px;">Overpayment</div> | Priority: <div style="border: 1px solid #ccc; padding: 2px;">Normal</div> | Details: <div style="border: 1px solid #ccc; height: 100px;"></div> |
| PLC ID: <div style="border: 1px solid #ccc; padding: 2px;">1234</div> | TRANSACTION ID: <div style="border: 1px solid #ccc; padding: 2px;">1234567</div> | |
| E-mail (if response desired): <div style="border: 1px solid #ccc; height: 20px;"></div> | | |
| Issues reported by this form are handled weekdays, 8 a.m. - 7 p.m. EST For Immediate Support: 866-564-0169, weekdays, 8 a.m. - 9 p.m. (EST) 800-989-7780, After Hours | | |
| <div style="display: inline-block; border: 1px solid #ccc; padding: 5px 10px;">Submit</div> <div style="display: inline-block; border: 1px solid #ccc; padding: 5px 10px; margin-left: 10px;">Close</div> | | |

Download Tutorial

Download the ProviewEXP Version 1.6 tutorial by clicking this link.

Order Fact Sheets, Flyers or Signs

By clicking on this link you can email POS@govpaynet.com if you would like GovPayNet to send you additional marketing materials or if you have any questions regarding your current materials.

Service Request Information

Information is provided to contact GovPayNet via phone or email 24/7.

Main Menu

Approve Open

View and approve open transactions (this includes transactions not yet paid to you).

View Complete


View transactions that have been approved and paid.

Reports & Statements

View and print transaction, reconciliation and payment statements or run summary reports.

Edit PLC Information

Edit all of your Pay Location Code information.

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APPROVE OPEN TRANSACTIONS

Quick search by Reference # or PLC ID:

[\(Advanced Search\)](#) ☒ Show Unpaid ☐ Show Paid ☐ Show All

Unpaid transactions for the last 365 days - For All PLCs 1 - 15 of 4312 << < > >>

| ACCEPT | REFERENCE # | PLC | TRANSACTION DATE (EST) | NAME | PAYOUT DATE | PAYMENT | FEE 1 | FEE 2 | FEE 3 |
|-------------------------------------|-------------------------|------|------------------------|--------------|-------------|------------|--------|-------|-------|
| <input type="checkbox"/> | 5574367 | 6715 | 08/25/10 10:25 AM | XXXXX, XXXXX | - | \$145.00 | - | - | - |
| <input type="checkbox"/> | 5574366 | 1542 | 08/25/10 10:24 AM | XXXXX, XXXXX | - | \$175.30 | - | - | - |
| <input type="checkbox"/> | 5574362 | 5332 | 08/25/10 10:24 AM | XXXXX, XXXXX | - | \$205.00 | - | - | - |
| <input type="checkbox"/> | 5574360 | 1349 | 08/25/10 10:23 AM | XXXXX, XXXXX | - | \$13.00 | - | - | - |
| <input type="checkbox"/> | 5574358 | 1797 | 08/25/10 10:23 AM | XXXXX, XXXXX | - | \$160.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5574352 | 6575 | 08/25/10 10:22 AM | XXXXX, XXXXX | 08/26/10 | \$144.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5574350 | 6575 | 08/25/10 10:22 AM | XXXXX, XXXXX | 08/26/10 | \$189.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5574349 | 6543 | 08/25/10 10:22 AM | XXXXX, XXXXX | 08/26/10 | \$162.10 | - | - | - |
| <input type="checkbox"/> | 5574348 | 6341 | 08/25/10 10:22 AM | XXXXX, XXXXX | - | \$77.00 | - | - | - |
| <input type="checkbox"/> | 5574345 | 6743 | 08/25/10 10:22 AM | XXXXX, XXXXX | - | \$96.50 | - | - | - |
| <input type="checkbox"/> | 5574344 | 5357 | 08/25/10 10:21 AM | XXXXX, XXXXX | - | \$100.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5574343 | 6574 | 08/25/10 10:21 AM | XXXXX, XXXXX | 08/26/10 | \$3,325.21 | - | - | - |
| <input type="checkbox"/> | 5574333 | 1120 | 08/25/10 10:21 AM | XXXXX, XXXXX | - | \$186.00 | - | - | - |
| <input type="checkbox"/> | 5574330 | 5252 | 08/25/10 10:20 AM | XXXXX, XXXXX | - | \$149.50 | - | - | - |
| <input checked="" type="checkbox"/> | 5574327 | 6302 | 08/25/10 10:20 AM | | 08/26/10 | \$150.00 | \$0.00 | - | - |

[Check All](#) | [Clear All](#) Approve Checked

Approve Open Transactions

In this folder you will have the ability to review, approve and edit open transactions from the last 365 days.

The search bar located on the top left of the screen will allow you to search a transaction by its reference number or Pay Location Code (PLC). Clicking on the [\(Advanced Search\)](#) link next to the search bar will allow you to search by the Reference Number, PLC and Date Range you desire.

Next to the search bar you will find three boxes that will regulate the transactions you see within the folder. The default setting in this folder will be set to “Show Unpaid” which will only show the open transactions (transactions that have not been approved or paid out yet). By clicking the “Show Paid” ProviewEXP will show all of the completed transactions (those that have been paid). Clicking “Show All” will bring up all of the transactions in that PLC(s): both open transactions and completed transactions.

Columns in Which You May Sort

1. Accept: By clicking on the “Accept” column, you will sort those transactions that have been accepted and those that have yet to be accepted.
2. Reference: By clicking on “Reference #” you will sort the reference numbers in numerical order.
3. PLC: Clicking on “PLC” will sort the PLCs in numerical order. (Some agencies have multiple PLCs. If you only have one PLC, this is all you will be able to view.)
4. Transaction Date: Clicking on this column will sort the dates of the transactions allowing you to easily find a transaction by its date.
5. Payout Date: This column will sort by anticipated payment date once you have approved a transaction.

Accepting a Payment

To accept a payment you may either:

1. Click the box(s) left of the reference number and then click, “Approve Checked” on the bottom right of the page.

Or


2. Click on the transaction reference number which will open the transaction details and from there you can accept the payment by clicking “Approve”.

Transaction Details Box

Clicking on a transaction reference number will pull up its transaction details box. Within this box you will find all of the information associated with that transaction. By clicking on [\(edit\)](#) you can change certain transaction information (i.e.: Name, Case #) as well as the credit card information (i.e.: Name,

Address, Phone). *You can NOT view/change the credit card numbers within this function. Please note that you can go to the reports section and re-create a reconciliation statement and it will contain the corrected information.*

If there is a problem with the transaction (i.e. wrong PLC, incorrect amount) you can click on the “Add/View Notes” button and complete that information. See more about the GovPayNet Notes Form on page 7.


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VIEW COMPLETE TRANSACTIONS

Quick search by Reference # or PLC ID:

[\(Advanced Search\)](#)

☐ Show Unpaid
 ☒ Show Paid
 ☐ Show All

Paid transactions for the last 365 days - For All PLCs 1 - 15 of 657003

| ACCEPT | REFERENCE # | PLC | TRANSACTION DATE (EST) | NAME | PAYOUT DATE | PAYMENT | FEE 1 | FEE 2 | FEE 3 |
|-------------------------------------|-------------------------|------|------------------------|--------------|--------------------------|------------|-------|-------|-------|
| <input checked="" type="checkbox"/> | 5573508 | 2650 | 08/25/10 3:51 AM | XXXXX, XXXXX | 08/25/10 | \$100.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5573228 | 1445 | 08/24/10 11:04 PM | XXXXX, XXXXX | 08/25/10 | \$250.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5572978 | 1785 | 08/24/10 9:37 PM | XXXXX, XXXXX | 08/25/10 | \$500.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5572953 | 1790 | 08/24/10 9:33 PM | XXXXX, XXXXX | 08/25/10 | \$100.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5572931 | 4071 | 08/24/10 9:26 PM | XXXXX, XXXXX | 08/25/10 | \$500.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5572874 | 4071 | 08/24/10 9:09 PM | XXXXX, XXXXX | 08/25/10 | \$1,728.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5572759 | 1188 | 08/24/10 8:33 PM | XXXXX, XXXXX | 08/25/10 | \$1,500.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5572717 | 1842 | 08/24/10 8:20 PM | XXXXX, XXXXX | 08/25/10 | \$1,000.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5572616 | 6079 | 08/24/10 7:55 PM | XXXXX, XXXXX | 08/25/10 | \$1,500.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5572580 | 2005 | 08/24/10 7:46 PM | XXXXX, XXXXX | 08/25/10 | \$1,000.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5572041 | 2650 | 08/24/10 5:34 PM | XXXXX, XXXXX | 08/25/10 | \$500.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5571663 | 6058 | 08/24/10 4:31 PM | XXXXX, XXXXX | 08/25/10 | \$1,000.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5571552 | 6058 | 08/24/10 4:16 PM | XXXXX, XXXXX | 08/25/10 | \$500.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5571416 | 1657 | 08/24/10 3:56 PM | XXXXX, XXXXX | 08/25/10 | \$2,500.00 | - | - | - |
| <input checked="" type="checkbox"/> | 5571057 | 6079 | 08/24/10 3:13 PM | XXXXX, XXXXX | 08/24/10 | \$1,700.00 | - | - | - |

[Check All](#) | [Clear All](#)

View Complete Transactions

The View Complete Transactions folder stores all of the transactions that have been completed (been paid out) in the last 365 days.

Just like the “Approve Open” transactions folder, you have the ability to search for a transaction by using the search bar and the [\(Advanced Search\)](#) link. You may also filter the transactions using the “Show Unpaid”, “Show Paid” and “Show All” checkboxes.

Sorting options are the same in this folder as they are in the “Approve Open” folder.

Payout Date Column

This column will provide the date that the ACH or Check was issued. By clicking on the date, an ACH or Check Confirmation will appear showing the Confirmation Report for that day. You can print this page

for your records showing what funds were transferred on that particular day. *To print your reports select “File” in your browser, then choose “Print”.*

If there is a transaction error (wrong citation #, incomplete information) on the ACH/Check Confirmation report you may go back to that transaction, open the transaction by clicking on its reference number, and make the change in the transaction details (see page3). Once you have made that correction, you can click on the ACH/Check Confirmation link again and the transaction will be updated with the new information.

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REPORTS AND STATEMENTS

Transaction History From: 01/01/2010 To: 01/31/2010 PLC ID: 1234 [\(look up\)](#) Daily All Transactions [Get History](#)

Recon/Payment Reports Day: 01/01/2010 PLC ID: 1234 [\(look up\)](#) Reconciliation [Generate Report](#)

Transaction History and Recon/Payment Reports

In this folder you can generate and print Summary Reports and Reconciliation and Payment Statements. *To print your reports select “File” in your browser, then choose “Print”.*

Transaction History

Choosing “Get History” allows you to generate a report showing the transactions for a certain time period. By choosing a date range you can create a report broken down in Daily, Weekly, or Monthly increments. Furthermore, you have the option of looking at all of the transactions, web payments, or call center payments within the desired time frame. Simply choose all of your desired fields and click “Get History” to see your report.

Recon/Payment Reports

The “Generate Report” function can generate Reconciliation Reports and Payment Reports for any day and any PLC. Choose the day, choose the PLC, choose which type of report you would like to see and click “Generate Report”. Just like the ACH/Check Confirmation report, this information is editable. If there is incorrect information (wrong citation #, DOB, etc) you can go back to the transaction details box and make the correction. When you generate another report, whether it’s a Reconciliation Report or Payment Report, you will be able to see the change you have made.