Frequently Asked Questions (FAQ's)
Online Payment Portal

Common Terms

First payment date – date you want the system to begin processing payments

End date – date you'd like these to end

Frequency – how often the system will look for invoices due (i.e. monthly will look for invoices due or past due based on invoice date, payment date & end date)

Payment method – bank account via ACH or credit card payment

1. Why is setting up an online account a good idea?

Paying your Dairy One invoices online is much easier, safer and quicker than sending checks through the mail. You will save money on postage and on late fees, and it is a much more organized way to track invoices and payments. The Dairy One online portal displays all invoices clearly and allows you to see what your total balance is.

You can make partial payments, monthly regular payments, complete payments or a one-time payment.

5 Reasons to Use Online Bill Payment | HowStuffWorks

2. Is this online portal safe?

The Nodus epay online portal meets all the security requirements for Payment Application Data Security (PA-DSS) and compliance. It is one of the most popular portals in use today. Chances are, if you are paying other things online, you have used this product already.

Credit card information is not actually stored anywhere in our databases. All credit card entry and processing is through another secure, cloud based gateway.

3. How do I get started?

Email accounting@dairyone.com with your billing email address. A registration email will be sent once we have set your email up in our system. Follow the link and instructions in the email. Make sure to have your account number and email address handy.

4. How do I access the online payment portal?

Visit https://pay.dairyoneservices.com.

5. I'm locked out of my account. Help!

- On the login page of our site, click the "forgot your user name?" and "forgot your password?" links as appropriate.
- If you forgot your username, you will need your customer number and the email address used to setup your account.
- If you forgot your password, you'll need your user name to reset your password.

Note: We do not store passwords on site, you will need to reset it.

6. How do I set up automatic payments to be withdrawn from my account?

- Click "AutoPay" > "New AutoPay Contract"
- "Memo" – what you want to name the autopay "contract" for future reference.
- "Payment options" – either a flat $ amount or payments based on due date.
- Note that selecting "Based on Invoice Due Date" will pay all past due invoices at payment date.
- Complete first payment date, end date, frequency & payment method fields
- **SAVE** after set up

New AutoPay Contract

Memo:	Memo
Payment Option:	● Fixed Amount: $ Fixed Amount
	○ Based on Invoice Due Date
First Payment Date:	07/09/2021
End Date:	● No end date
	○ Ends after: ____ Occurrence
	○ Ends by: End Date
Frequency:	Monthly ▼
Payment Method:	🔍

Save

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7. How do I schedule a one-time payment?

- Click "Make Payment." This will show all invoices that are outstanding.
- Select the invoice(s) to be paid by checking the box in the "Pay" column to pay in full or by typing in an amount in the "Amount" column if making a partial payment.
- Click "Next"
- On the "Review & Pay" screen, under the "Add New Payment Method" button, you can choose to "Pay Now" or "Pay Later."
- Select "Pay Later" and then choose the date you would like to schedule payment from the calendar that pops up.
- Click "Submit"

Payment Options   Total: $5.00

Select/Edit	Tender Type ↓↑	Account Number ↓↑	Exp Date/Routing # ↓↑
⦿ ✎	ECheck	XXXXX6789	XXXXX6789
○ ✎	Visa	XXXXXXXXXXX1111	06/2021

＋ Add New Payment Method

⦿ Pay Now

○ Pay Later [   ]

Cancel   Submit

8. How do I make a prepayment on my account?

- Click on "Make a Payment" in the upper left.
- In the Prepayment Amount box, replace the $0.00 with the amount you wish to pay.
- Click "Next"
- Select your payment method under "Payment Options" or click "Add New Payment Method."
- Select "Pay Now" or "Pay Later." If selecting "Pay Later," make sure to select a date.
- Click "Submit"

Make Payment

Outstanding Invoices ⚙Advanced Search

Invoice Number ↓↑	Invoice Date ↓↑	Due Date
		No result

Prepayment Amount: $ 0.00

Additional Notes: [   ]

TOTAL: $0.00

Next >>

9. How do I give someone else access to the site to make payments?

- In the upper right-hand corner of the webpage, click on your user name
- Select "Manage Additional Logins"
- Under Search, click "Create Login"
- Enter the user name and additional information
- Click "**Save**"

Manage Additional Logins

Login ID: [   ]   Max Results: [200 ▾]   **SEARCH**

Create Login

Create Additional Logins

User Name:	[ ]
E-mail Address:	[ ]
Password:	[ ]
Confirm Password:	[ ]
First Name:	[ ]
Last Name:	[ ]

CANCEL   **SAVE**

10. The invoice I'd like to view won't open. Help!

Some invoices may open as a PDF document and your browser may be blocking pop-ups. To determine if these have been blocked, look for an image like the one below, located to the right of the URL.

Pop-up blocked
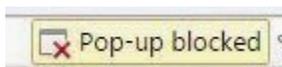
Click on the image and select to allow pop-ups.

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11. How do I change my Wallet information for an expired credit card, a new credit card, or a change in e-check banking information?
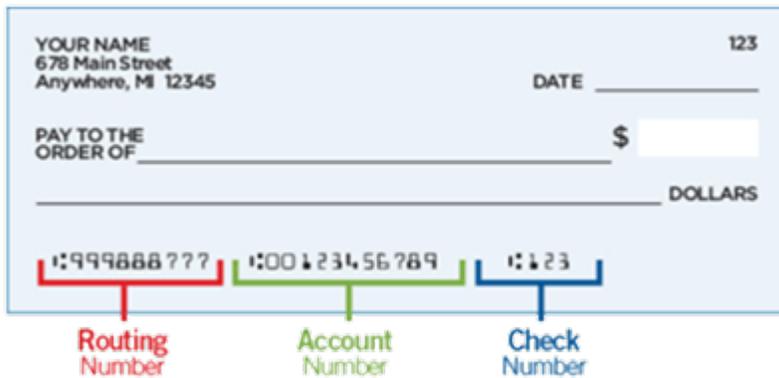
- Click on "Wallet"
- To add a *new* credit card or bank account select "Add New Payment Method" and complete the form.
- To *edit an existing credit card's* expiration date, address, or the name on the card select the Edit icon.
- To *edit existing banking information* for a name or address change select the Edit icon.
- Note the edit icon is to the right of the trash can icon (delete).

| Make Payment | AutoPay ▾ | Invoice History | Payment History | Wallet |

Wallet ＋ Add New Payment Method

Delete / Edit	Tender Type ⥮	Accou
🗑 ✎	ECheck	XXXXX6789
🗑 ✎	Visa	XXXXXXXXXXX1111

Note: For your reference, the routing number and account number can be found here on your checks:

YOUR NAME
678 Main Street
Anywhere, MI 12345

123

DATE _____

PAY TO THE
ORDER OF _____

$ _____

_____ DOLLARS

⑆999888777⑆ ⑈001234567 89⑈ ⑆123⑆

Routing Number   Account Number   Check Number

12. How do I apply credits against my payment?

- In the upper right-hand corner of the webpage, click on your username, then "Apply Credits."
- This will display a list of any existing credits (payments, credit memos, or returns)
- Click "Select This" to apply a credit
- The outstanding invoices page will open to display open invoices.
- Click the "Pay in Full" checkbox if the credit is equal to or exceeds the invoice amount.
- If the credit is less than the invoice amount, enter the amount to be applied to the invoice.
- Click "Pay"
- Click "Confirm" when the confirmation page displays.

Apply Existing Credit

Document Type: All ▼   Max Results: 200 ▼   SEARCH   RESET

SELECT DOCUMENT	DOCUMENT #	DOCUMENT DATE	DOCUMENT TOTAL	APPLIED AMOUNT	UNAPPLIED AMOUNT
SELECT THIS	PYMNT000000000294	4/12/2017	$13.24	$0.00	$13.24
SELECT THIS	PYMNT000000000293	4/12/2017	$10.00	$0.00	$10.00
SELECT THIS	RETRN000000000003	4/12/2017	$10.70	$10.00	$0.70

Outstanding Invoices

Show Transactions by Transaction Date ▼   ⦿All ○ From: [   ]   Max Results: 200 ▼
To: [   ]   SEARCH   RESET

Applied Amount: $13.24
Unapplied Amount: $0.00

Clear Selected   Select All

TRANSACTION#	TRANSACTION DATE	DUE DATE	TRANSACTION AMOUNT	BALANCE DUE	PAY IN FULL	AMOUNT
STDINV2251	4/12/2017	5/12/2017	$42.59	$40.59	☐	13.24

Export

SELECTED TRANSACTIONS

TRANSACTION #	TRANSACTION BALANCE	PAYMENT(S)
STDINV2251	$40.59	$13.24
		SUBTOTAL:$13.24

TOTAL: **$13.24**

CANCEL   PAY

13. Who do I contact with questions?

Please email accounting@dairyone.com or call 607-252-7580.
We are happy to help!