User's Guide to EZPay

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Introduction

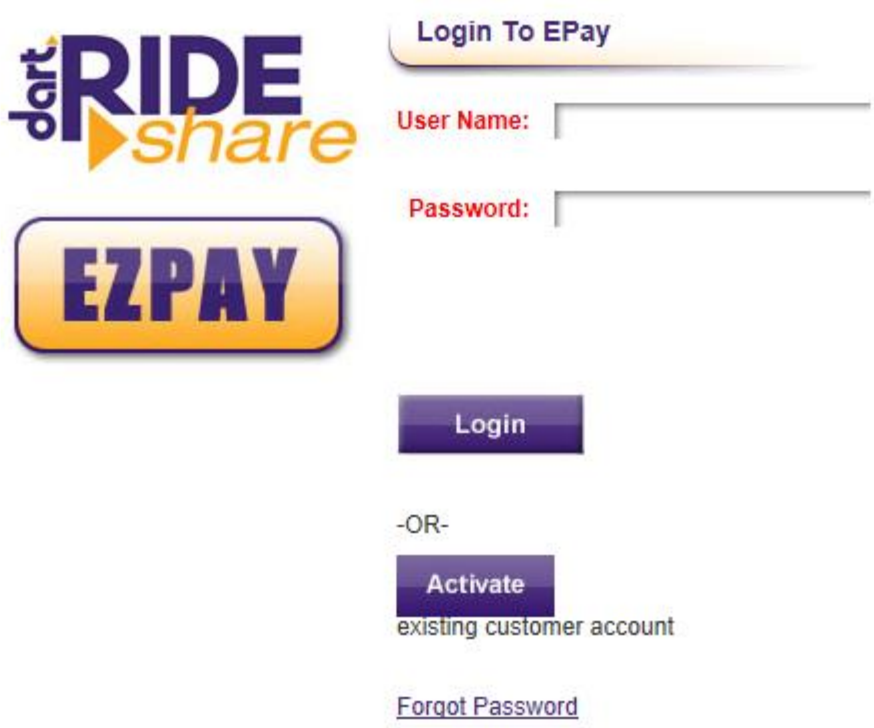
RideShare vanpool participants may make payments at any time of the day or night through our secure payment platform at https://ezpay.ridedart.com With EZPay, participants can view invoices, make payments and print out receipts.

Terminology

Payment Wallet	A section where credit card and e-check information is stored.
Token/Tokenization	A random series of numbers and alpha characters assigned by a payment gateway to a credit card for the purpose of securely processing credit card transactions.

Registering a New Account

To access the EZPay site, go to https://ezpay.ridedart.com. From there, click the Activate button.



A new form will open up requiring the following information:

Customer Number: Found on your Ridership Agreement.

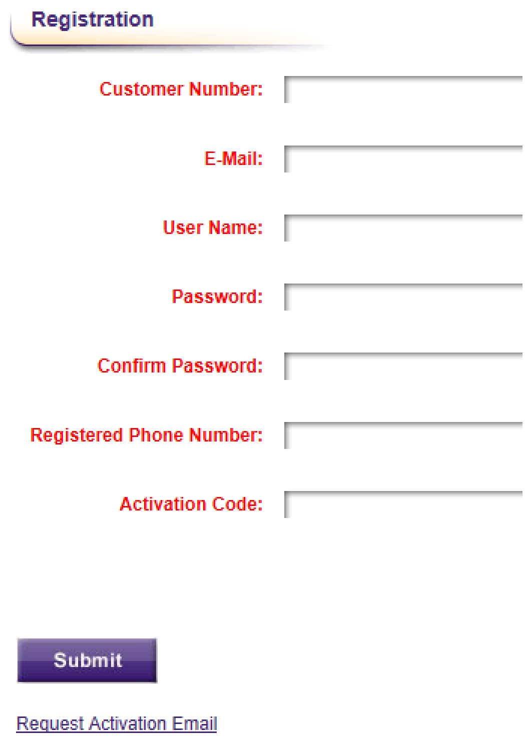
Email: Enter the email address you want monthly invoice notifications and payment receipts sent to.

User Name: Created by customer.

Password: Created by customer. Passwords must be at least 8 characters and contain three of the following character groups: uppercase letter, lowercase letter, number or special character.

Registered Phone Number: This will be your home phone number.

Activation Code: Code was emailed to you when your EZPay account was created. If you no longer have the email, click the Request Activation Email link at the bottom of the form.

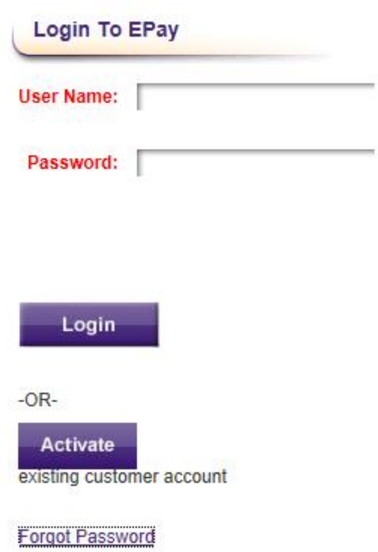


When you have filled in all the required fields, click Submit.

Once you have registered your account, you will then be logged in. An email confirmation will be sent to with your user name.

Signing In

To access the EZPay site, go to https://ezpay.ridedart.com. Enter the username and password you created when you registered your account and click the Login button.

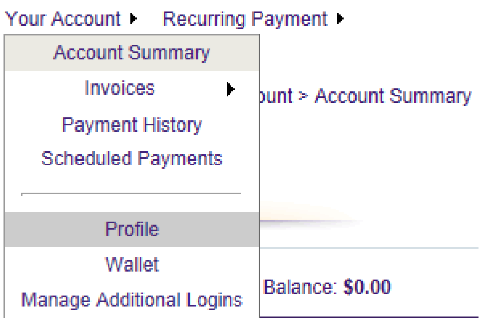


Password Recovery

If you have forgotten your password, click on the Forgot Password link at the bottom of the screen. You will then be prompted to enter your username and registered phone number.

The page will send you a link via email that will allow you to set a new password.

Changing your Password

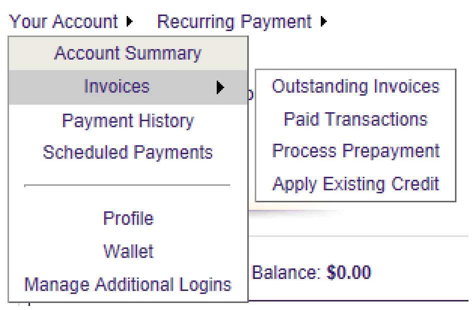


Periodically changing your password is a good security practice. To change your password, you must be logged in. In the top left corner of the page, hover over the Your Account menu. From there, select Profile.

Passwords must be between 6 and 20 characters starting with a letter and containing only letters and numbers.

Scroll to the bottom of the page and enter your new password. The new password must be re-entered to confirm that it is the same as the new password. If there are differences, then you will be asked to either re-verify the password that you entered or to choose a new password.

Website Menu



When you log in, you will see the menu above. The Your Account menu includes the following choices.

1. **Account Summary**. This is the home screen that displays when you login.
2. **Invoices**. This option has four choices.
    a. **Outstanding Invoices.** Use this option to view all invoices with a balance due.
    b. **Paid Transactions.** Use this option to view all paid invoices.
    c. **Process Prepayment.** Use this option to make additional payments beyond what is currently due. Any payments processed as prepayments will show as a credit balance on your account.
    d. **Apply Existing Credit.** Use this option to apply credit balances to unpaid invoices.
3. **Payment History.** Use this option to view all payments made.
4. **Scheduled Payments.** Use this option to view all payments scheduled to pay on future dates.

5. **Profile.** Use this option to change your email address or password. Note: any changes to email addresses through EZPay will not change the password in our online Ridematching services or the email address RideShare uses to contact you. This will only change your email address for payment reminders and payment confirmations or declines.
6. **Wallet.** Use this option to store payment information for future payments.
7. **Manage Additional Logins.** This is for companies who are granted access to their employee accounts to make payments.

Your Monthly Invoice

Viewing / Printing Monthly Invoice

All outstanding invoices can be viewed from the Account Summary Page.

Outstanding Invoices

Total Balance Due: **$15.00**

Available Unapplied Credit Balance: **$0.00**

Invoice #	Date	Due Date	Total	Balance Due
RS00053554	12/6/2013	12/28/2013	$15.00	$15.00
				Pay/View All Open Invoices

To view paid invoices, go to the Your Account menu and click on Paid Transactions.

The list will be sorted by Transaction Date with the newest invoices on the top. To sort the list in a different manner, click on any of the column headers. If you are looking for an invoice from a particular date, you can enter a date range at the top of the page and click Search.

To view an invoice, click on the Invoice Number. All invoice numbers will begin with the letters RS. Once you click on the invoice number, the detail will open in a new window. If you need a copy of the invoice for your records, click print.

Available Unapplied Credit Balance: **$0.00**

Note: Paid Transactions include all charges to a customer account that are paid in full, such as: invoices, debit memos, service charges, etc.

Search

Show Transactions: by Transaction Date | All | From: | To: | Max Results: 200 | Source: Any

Search | Reset

Transaction #	Source	TRANSACTION DATE	Last Payment Date	Transaction Amount
DEBIT000000001929	RM	1/22/2014	1/22/2014	$30.00
RS00053990	SOP	12/6/2013	12/9/2013	$188.00
RS00052540	SOP	11/6/2013	11/24/2013	$68.00
RS00051779	SOP	10/4/2013	10/24/2013	$68.00
RS00051029	SOP	9/6/2013	9/24/2013	$44.00
RS00049518	SOP	8/6/2013	8/24/2013	$44.00
RS00048769	SOP	7/8/2013	7/24/2013	$44.00
RS00047246	SOP	6/6/2013	6/24/2013	$44.00
RS00044930	SOP	5/7/2013	5/24/2013	$16.00
RS00043402	SOP	4/5/2013		$0.00

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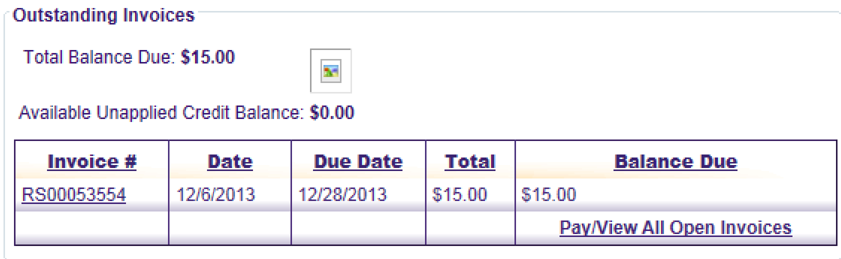
Making a Payment

From the Your Account menu, click on either Account Summary or Outstanding Invoices to show the invoices available to pay.



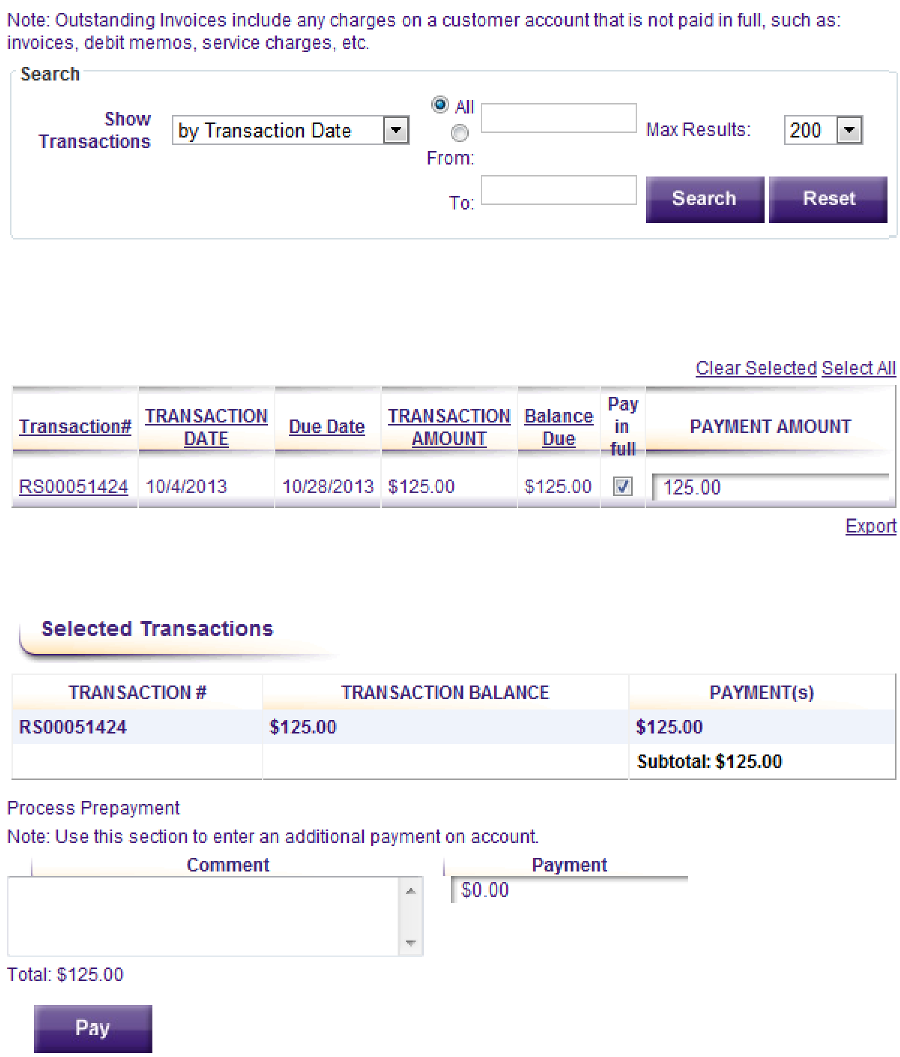
Outstanding Invoices

Total Balance Due: **$15.00**

Available Unapplied Credit Balance: **$0.00**

Invoice #	Date	Due Date	Total	Balance Due
RS00053554	12/6/2013	12/28/2013	$15.00	$15.00
				Pay/View All Open Invoices

Click the Pay/View All Open Invoices link. This will open up a new form.



Note: Outstanding Invoices include any charges on a customer account that is not paid in full, such as: invoices, debit memos, service charges, etc.

Search

Show Transactions: by Transaction Date — All / From: / To: — Max Results: 200 — Search — Reset

Clear Selected Select All

Transaction#	TRANSACTION DATE	Due Date	TRANSACTION AMOUNT	Balance Due	Pay in full	PAYMENT AMOUNT
RS00051424	10/4/2013	10/28/2013	$125.00	$125.00	☑	125.00

Export

Selected Transactions

TRANSACTION #	TRANSACTION BALANCE	PAYMENT(s)
RS00051424	**$125.00**	**$125.00**
		Subtotal: $125.00

Process Prepayment

Note: Use this section to enter an additional payment on account.

Comment	Payment
	$0.00

Total: $125.00

Pay

To make a payment on an outstanding invoice, check the box under "Pay in full" or enter a dollar amount in the box for a partial payment.

Clear Selected Select All

Transaction#	TRANSACTION DATE	Due Date	TRANSACTION AMOUNT	Balance Due	Pay in full	PAYMENT AMOUNT
RS00051424	10/4/2013	10/28/2013	$125.00	$125.00	☑	125.00

To make a prepayment, you can enter an additional amount in the box at the bottom of the page. These funds will show up as an unapplied credit balance.

Process Prepayment

Note: Use this section to enter an additional payment on account.

Comment	Payment
	$0.00

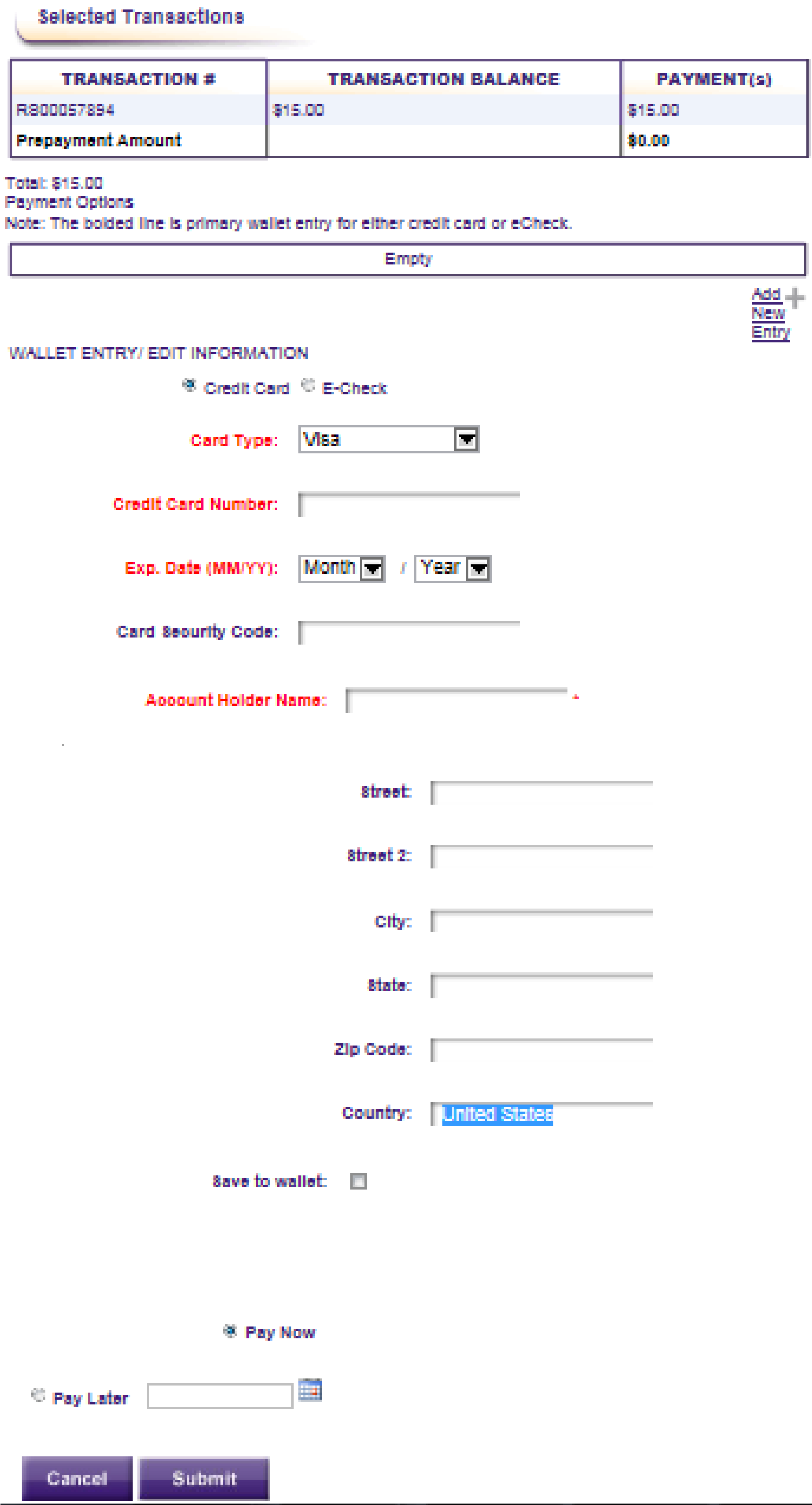
Note: Always make sure to check the total dollar amount listed above the Pay button before you submit your payment.

Total: $125.00

Pay

Clicking on Pay will open up a new form to submit your payment information.

If you have any payment methods saved in your wallet, you can select it from the list. If you want to use any other form of payment, click on Add New Entry and type the payment information into the fields below.



Selected Transactions

TRANSACTION #	TRANSACTION BALANCE	PAYMENT(s)
R800057894	$15.00	$15.00
Prepayment Amount		**$0.00**

Total: $15.00
Payment Options
Note: The bolded line is primary wallet entry for either credit card or eCheck.

Empty

Add New Entry

WALLET ENTRY/ EDIT INFORMATION

Credit Card E-Check

Card Type: Visa

Credit Card Number:

Exp. Date (MM/YY): Month / Year

Card Security Code:

Account Holder Name: *

Street:

Street 2:

City:

State:

Zip Code:

Country: United States

Save to wallet:

Pay Now

Pay Later

Cancel Submit

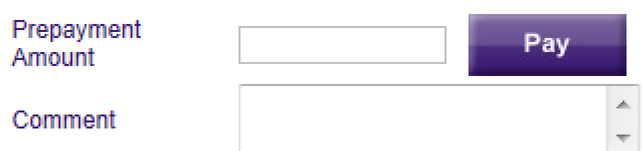
If you would like to make the payment immediately, select the bubble next to Pay Now. If you would like to schedule a payment for a date in the future, select the bubble next to Pay Later and click on the calendar to select the date of payment.

Note: You MUST ensure that the bubble next to Pay Later is selected. Clicking on the calendar and selecting a future date does not automatically do this for you.

Once you have entered all the payment information, click Submit. A screen will open up showing if the payment was approved or denied. A copy of the payment receipt or decline message will also be sent to the email address listed in your account profile.

Processing a Prepayment

If you do not have any outstanding invoices and would like to make a prepayment, select Process Prepayment from the Your Account menu.

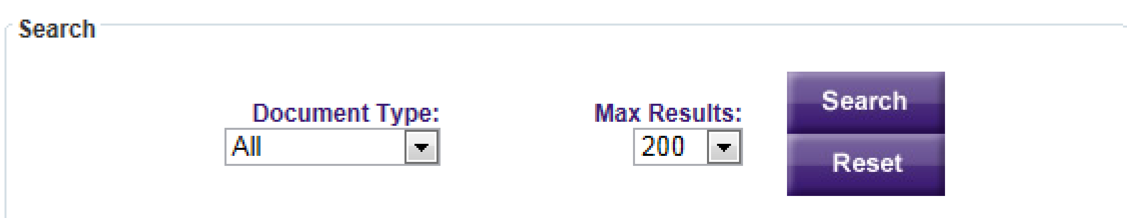


Enter the desired dollar amount and click on Pay. This will then open up the form to enter your payment method as shown in the prior section.

Applying Credit Balance

If you have a credit balance on your account and would like to apply it to an open invoice, select Apply Existing Credit from the Your Account menu.

Click "Select this" on the payment you would like to apply.



Select Document	Document #	DOCUMENT DATE	DOCUMENT TOTAL	Applied Amount	Unapplied Amount
Select this	PMTB100000017127	12/27/2013	$113.00	$0.00	$113.00

Enter the dollar amount you would like to apply to your outstanding invoices and click Pay.

Applied Amount: $113.00

Unapplied Amount: $0.00

Clear Selected Select All

Transaction#	TRANSACTION DATE	Due Date	TRANSACTION AMOUNT	Balance Due	Pay in full	PAYMENT AMOUNT
RS00053439	12/6/2013	12/28/2013	$113.00	$113.00	☑	113.00

Export

Selected Transactions

TRANSACTION #	TRANSACTION BALANCE	PAYMENT(s)
RS00053439	$113.00	$113.00
		Subtotal: $113.00

Total: $113.00

Cancel Pay

If everything looks correct, click Confirm.

Selected Transactions

TRANSACTION #	TRANSACTION BALANCE	PAYMENT(s)
RS00053439	$113.00	$113.00

Applied Credit Details

Document #	Date	Total	Applied Amount	Unapplied Amount
PMTB100000017127	12/27/2013 8:26:56 AM	$113.00	$113.00	$0.00

Confirm

Viewing Scheduled Payments

To view scheduled payments, click on Scheduled Payments in the Your Account menu. A list of all future payments will appear. If you wish to cancel a payment, select Cancel in the Action column.

Action	Scheduled Date	Payment Number	Amount	Process Status	Source
Cancel	7/15/2014	PMTB100000018768	$100.00	Scheduled	Regular
Cancel	6/30/2014	PMTB100000018767	$100.00	Scheduled	Regular

Viewing Payment History / Printing Payment Receipts

The most recent five payments will appear at the bottom of the Account Summary page. If you want to the entire payment history, select Payment History from the Your Account menu.

The payments are sorted by transaction date with the most recent on top. You can re-sort the payments by clicking on any of the column headers.

Available Unapplied Credit Balance: **$0.00**

Note: Payment History includes fully applied Payments, Credits and Return Transactions.

Search

Show Transactions: by Transaction Date

All

From:

To:

Max Results: 200

Search

Reset

Transaction #	Transaction Type	Transaction Date	Transaction Amount
CREDT000000002989	CreditMemo	1/31/2014	$-113.00
PMTB100000017127	Payment	12/27/2013	$113.00
PMTB100000016769	Payment	11/27/2013	$113.00
PMTB100000016332	Payment	10/25/2013	$113.00
PMTB100000016113	Payment	9/30/2013	$113.00
PMTB100000015752	Payment	8/29/2013	$100.00
PMTB100000015073	Payment	7/11/2013	$100.00
PMTB100000014874	Payment	6/27/2013	$100.00
PMTB100000014624	Payment	5/31/2013	$98.00
PMTB100000014290	Payment	4/29/2013	$111.00

1 2 3 4

Note: Payments that start with the prefix PMTB are payments made through the EZPay website. Payments that start with PYMNT are payments that have been submitted to the DART offices either by mail or your employer's payroll deduction.

If you would like to view the details of a specific payment or print out a receipt for your records, click on the Transaction number of the desired payment.

The payment details will show you to what invoices, if any, the payment was applied. If you need a copy to submit to your employer for reimbursement or for your personal records, click print.

Payment Number: PMTB100000017127

Created Date: 12/27/2013

Customer Number:

Status: Processed

Customer Name:

Process Date: 12/27/2013

Amount: $113.00

Transaction Details

Capture Amount: $113.00

Status: Approved

Type: Visa

Origination ID:

Card / Account Number: XXXXXXXXXXXX

Authorization Code:

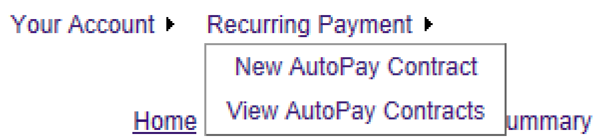
Billing Address:

Paid Invoice List

Invoice #	Amount Applied
RS00053439	$113.00
	Total: $113.00

Automatic Payments

The Recurring Payment menu includes the following choices.

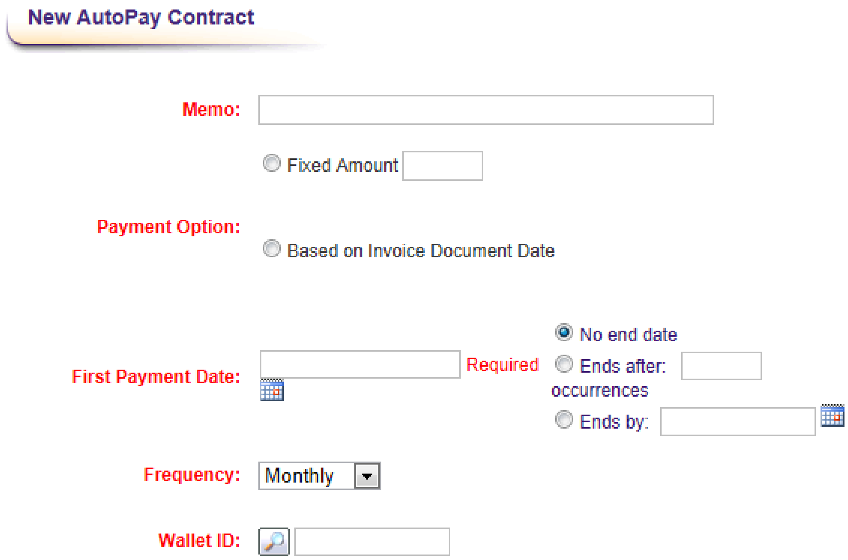


1. **New AutoPay Contract**. Use this option to create new recurring payments.
2. **View AutoPay Contracts**. Use this option to edit or cancel existing recurring payments.

Setting Up a New Auto Payment

Select New AutoPay Contract from the Recurring Payment menu.

The following information is required:



Memo: Name your automatic payment. This can be any name you choose.

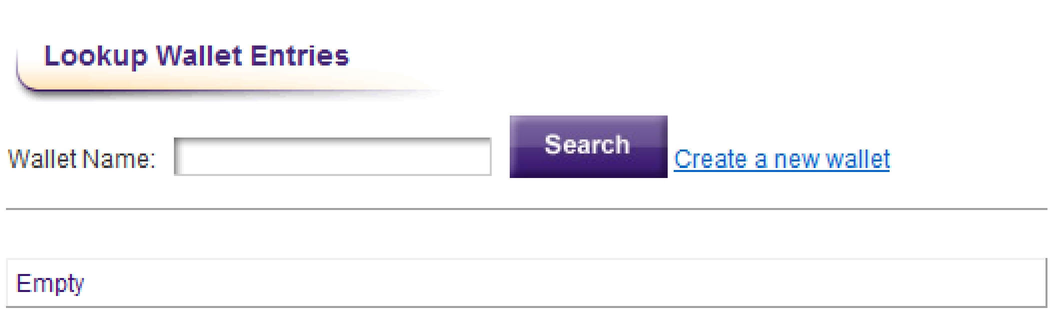
Payment Option: If you want to pay a fixed dollar amount, enter the total payment in the box and select the corresponding bubble. If you want to pay the balance due as of the payment date, select the bubble next to "Based on Invoice Document Date."

First Payment Date: Click on the calendar to select the date of the first payment.

Frequency: The default is set to monthly payments. If desired, you may choose to pay daily, weekly, biweekly, quarterly or annually. Reminder: RideShare payments are due on the 28th of every month. If you choose a different frequency, make sure that the total due is remitted by the 28th of the month.

End Date: The default is to create a recurring payment with no end date. You have the option of ending the recurring payment after a set number of occurrences or a select date.

Wallet ID: In order to set up a recurring payment, you must have a payment method saved in your wallet. Select the magnifying glass next to the Wallet ID to open up a list of all saved payment methods. If you do not have anything saved in your wallet or want to use a new payment method, select Create a New Wallet and enter the requested information.



When you have completed all the required fields, click Save.

Viewing Existing Auto Payments

To view an existing automatic payment, select View AutoPay Contracts from the Recurring Payment menu. This will show a list of all past and current automatic payments and their status – Active, On Hold or Closed. To view the details including payment method, click on the Contract number.

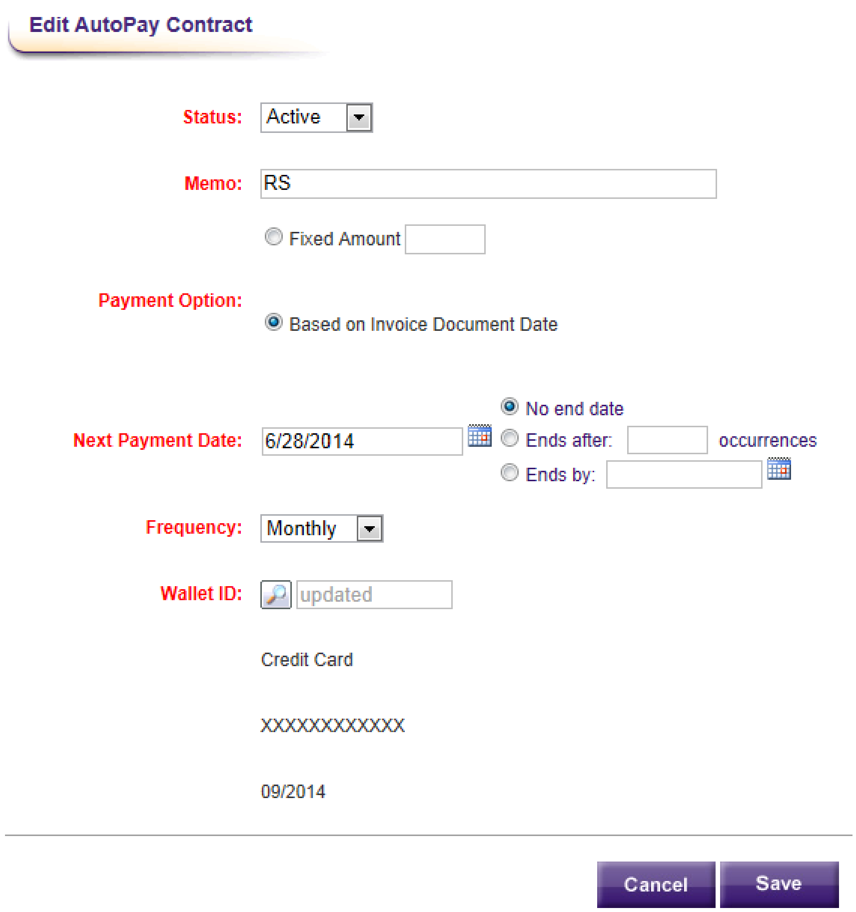
Contract	Next Payment Date	Frequency	Amount	Status	Payments
RP0000000000524	6/28/2014	Pay every month on the 28th	Based on document date	Active	1
RP0000000000437		Pay every month on the 28th	Based on document date	Closed	16
RP0000000000207		Pay every month on the 28th	Based on document date	Closed	23

Editing an Existing Auto Payment

To edit an existing automatic payment, follow the steps above to view existing auto payments. Select the payment contract you would like to edit by clicking on the Contract number. This will open up a screen showing you the details of your recurring payment. If you would like to make any changes, select Edit.

Make any desired changes and click Save.

If you would like to cancel your automatic payment, select Closed from the Status dropdown menu. Once you close the automatic payment, you cannot edit it.

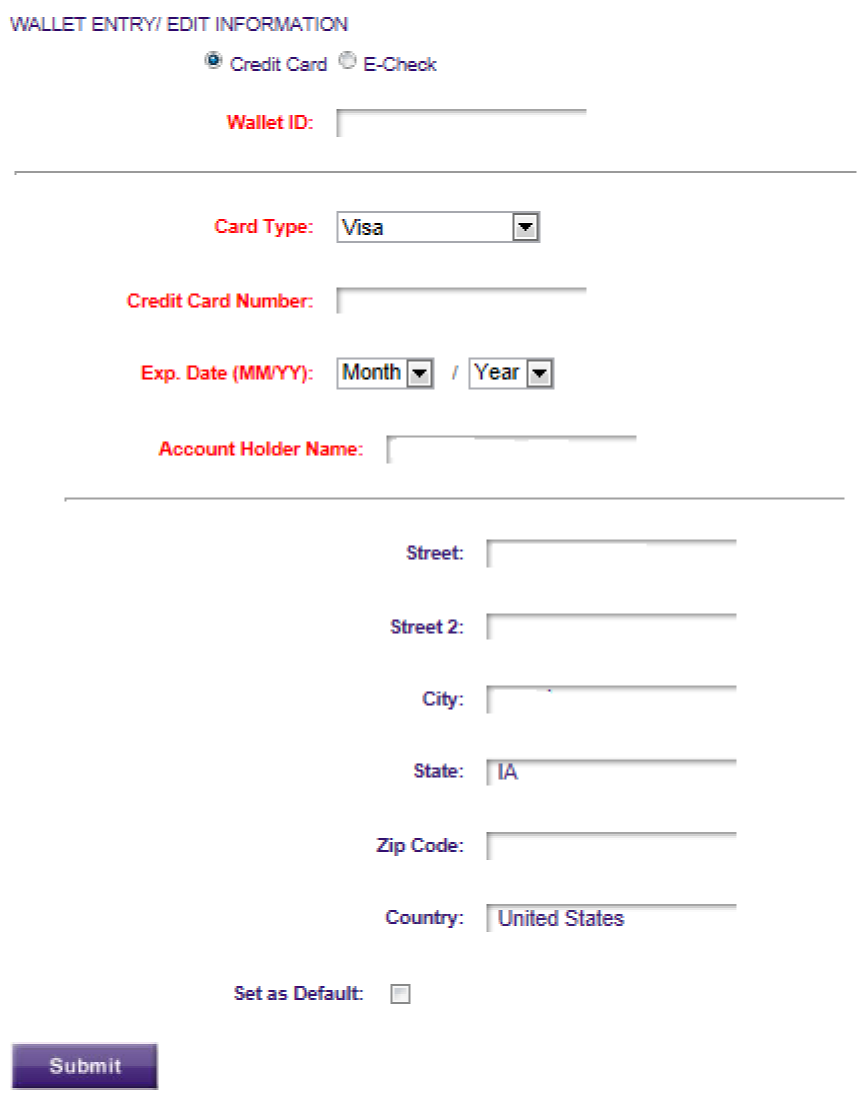


Managing Wallet Entries

The payment wallet allows you to save credit card, debit card or e-check information so you do not need to re-enter it every month.

Adding a New Wallet Entry

To add a new wallet entry, select Wallet from the Your Account menu. Type your payment information in the form. If you would like this to be your default payment method, check the box. When you have filled in all the required fields in red, click submit.


WALLET ENTRY/ EDIT INFORMATION

Credit Card E-Check

Wallet ID:

Card Type: Visa

Credit Card Number:

Exp. Date (MM/YY): Month / Year

Account Holder Name:

Street:

Street 2:

City:

State: IA

Zip Code:

Country: United States

Set as Default:

Submit

Updating a Wallet Entry

To edit a wallet entry, select Wallet from the Your Account menu.

Action	Wallet ID	Tender Type	Account Number	EXP DATE/ROUTING #
	updated Visa	Visa	XXXXXXXXXXXX	09/2014

Click on the pencil icon under the Action column. This will open up the wallet details and allow you to make any changes.

Note: RideShare does not save your payment information on our internal servers. We utilize a process called tokenization. When you set up a wallet entry, your information is sent out to the payment gateway. The gateway sends back a token, a random combination of letters and numbers. This token is what is used in future payments. As a result of this process, you cannot update your expiration date on wallet entries. If your card has expired, you must delete the entry and re-enter it with the new date.

Deleting a Wallet Entry

To delete a wallet entry, select Wallet from the Your Account menu.

Action	Wallet ID	Tender Type	Account Number	EXP DATE/ROUTING #
	updated Visa	Visa	XXXXXXXXXXXX	09/2014

Click on the trash can icon in the Action column.