



Reporting a Payment Via Client Portal

- Log into the portal
- Look up your account on the home page
- Your account will show up in the bottom box
- Click the blue FCN number

Client View Account Inquiry x Client View Account Detail- 1001 x

Account Inquiry

If you are searching for accounts by name, please enter the name Last Name, First Name.

Strict Search

Search By : FCN Account #

Search For : 1001 x Search

Search Results 1 Record(s) Found

Placed D...	CU Ac...	Account Name	Cle...	Accou...	Client...	Pla...	Bal...	Pay Date	Pa...	Status	Primar...	Packet #	Client Name
06/06/2013	FCN	1001 OTTA, SAM F	123456...	TESTCL	71.65	121.17	03/30/2016	0	PAY	Y			TEST CLIENT

- Once you click the number it will open up your account
- Upper right corner you will see -Add Payment
- Click on Add Payment

Client View Account Inquiry x Client View Account Detail- 1001 x

[Add Payment](#) [Request Cancellation](#) [Print](#)

Account Detail Summary

Account Name: OTTA, SAM F
Account Name #2:
Phone #:
Address: 1300 W MAIN ST
City: VISALIA
State: CA
Zip: 93291
Packet:
Client: TESTCL
FCN Account #: 1001
Client Account #: 123456789
SSN: ***-**-3333
Status Code: PAY
Last Charge Date: 02-14-2011

Consumer Balance Summary

Item	Owing	Received
Amount Placed	\$71.65	\$0.00
Interest	\$49.52	\$0.00
Attorney	\$0.00	\$0.00
Court	\$0.00	\$0.00
Cancelled	\$0.00	\$0.00
Miscellaneous	\$0.00	\$0.00
Totals	\$121.17	\$0.00

Balance: \$121.17

- It will open a new box

- Complete the pop-up window
- Dropdown arrow for Transaction Type

- Choose your payment type – most of the time it will be Payment
- Dropdown arrow for Adjustment Option

- If you do not have an adjustment you will not need to choose anything in this box
- If you need to change the date the account was paid you can click on the calendar and choose the correct date. It is important to have the correct paid date for credit reporting purposes
- You can write something in the comments box if you would like but you do not have to populate
- Click on save and your payment will be sent to our posting team