



# FINANCIAL CREDIT NETWORK®

## Reporting a Payment

- 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  Client View Account Detail- 1001

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

Search Results 1 Record(s) Found

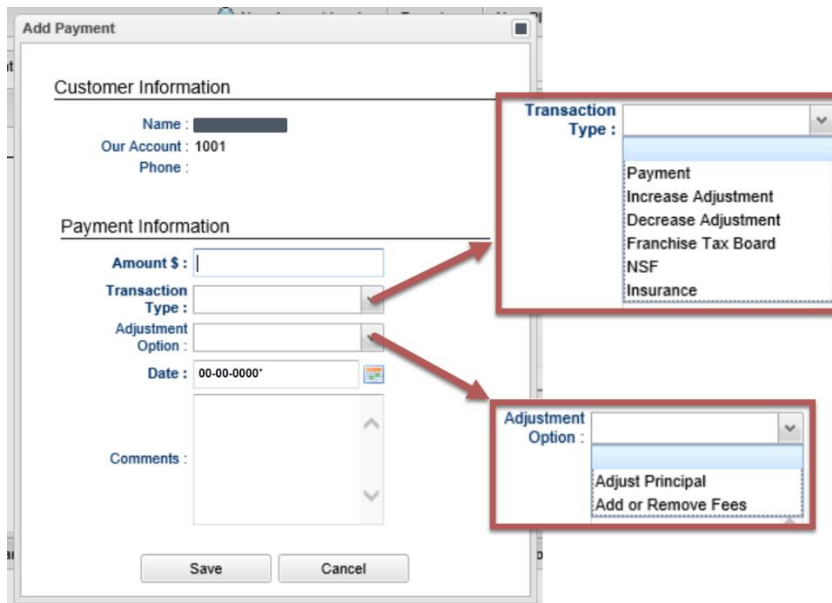
Placed D...	CU Ac...	FC...	Account Name	Clie...	Accou...	Client...	Pla...	Bal...	Pay Date	Pa...	Status	Primar...	Packet #	Client Name
		1001												

- Once you click the FCN number, it will open your account.
- In the upper right corner, you will see -Add Payment.
- Click on Add Payment.

Client View Account Inquiry  Client View Account Detail- 1001

Account Detail Summary		Consumer Balance Summary		
Account Name:	██████████	Item	Owing	Received
Account Name #2:	██████████	Amount Placed	██████████	██████████
Phone #:	██████████	Interest	██████████	██████████
Address:	██████████	Attorney	██████████	██████████
City:	██████████	Court	██████████	██████████
State:	██████████	Cancelled	██████████	██████████
Zip:	██████████	Miscellaneous	██████████	██████████
Packet:	██████████			
Client:	██████████			
FCN Account #:	██████████			
Client Account #:	██████████			
SSN:	██████████			
Status Code:	██████████			
Last Charge Date:	██████████			
		Totals	██████████	██████████
			<b>Balance:</b>	██████████

- It will open a new “Add Payment” box.
- Complete the pop-up window.
  - Type in the dollar amount needing to be adjusted.
  - Select the dropdown arrow for Transaction Type.
    - Choose your payment type – most of the time, it will be “Payment.”
  - Select the 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, click on the calendar and choose the correct date.
    - \*It is **essential to have the correct paid date** for credit reporting purposes.
  - You can type something in the comments box if you would like, but you do not have to populate it.



The screenshot shows the 'Add Payment' window with the following fields and callouts:

- Customer Information:** Name, Our Account: 1001, Phone.
- Payment Information:**
  - Amount \$: [input field]
  - Transaction Type: [dropdown menu]
  - Adjustment Option: [dropdown menu]
  - Date: 00-00-0000\* [calendar icon]
  - Comments: [text area]
- Buttons: Save, Cancel.

Two callout boxes are shown:

- Transaction Type:** A dropdown menu with options: Payment, Increase Adjustment, Decrease Adjustment, Franchise Tax Board, NSF, Insurance.
- Adjustment Option:** A dropdown menu with options: Adjust Principal, Add or Remove Fees.

- Click save, and your payment will be sent to our posting team.