

Joint Actions: Notifying Customers of ePay

When a process owner decides to offer ePay to their attaching companies, Alden sends a joint letter from Alden and the Process Owners to all the Process Owner's attachers. This letter explains that a new opportunity to pay online for fees, dues, etc. is being enabled for them.

Alden then schedules a call to demonstrate how online payments can be made, using Alden's UAT Environment.

If process owners decide to allow bank account payments or ACH, they will instruct their attachers to follow the steps to **Add a New Bank** account within Alden ONE.

Currently, online payments or ePay, is only available at certain points within select conversation types (e.g., Joint-Use Permit to Attach in the Awaiting Application Fee status).

Alden is working to make ePay available whenever a fee is added or an invoice needs to be paid.