

Schindler E-Pay Help

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Add Another Account To My Profile

Please contact ePay_Help.us@schindler.com. You will need to provide the Billing ID account number, invoice number and amount from an invoice on the account you would like added to your profile.

REMITTANCE

Payment

Invoice Number	8105038751
Invoice Date	04/01/2019
Billing ID	1072356
Service Contract	4200017541

INVOICE AMOUNT	\$0.01 ----
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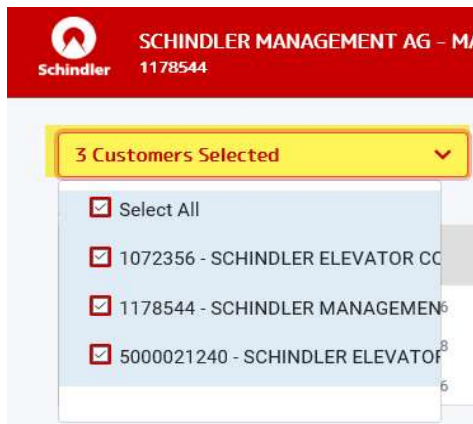
Access More Than One Account

The additional account will be accessible by using the pull down at the top in the red bar.



View Only Specific Locations Tied to My Account

If the account has more than one service location, the pull down at the top left of the screen under the red bar will allow you to select by location which invoices you wish to view.



Obtain a Statement of My Account

Click on Statement located on the right side of the red bar at the top of the screen. Statements are available for the last 365 days. If you have more than one account, the statements will not be combine and must be requested individually by toggling between the accounts at the top red bar pull down.



Print My Account Statement

After the parameters of the statement have been entered, click on find. The results will show on your screen. Next, please click on the button to the right – Export to PDF.

A screenshot of the 'Invoice Search' form on the Schindler Management AG website. The form is located on a light blue background. It has the following fields: 'Status' with a dropdown menu showing 'All', 'Period' with a dropdown menu showing 'Custom date range', and 'Search Options' with a dropdown menu showing 'Choose Feature'. To the right of these fields is a 'From' field with a calendar icon and the date range '02-01-2019 to 03-30-2019'. Below the 'Status' and 'Period' fields is a yellow 'Find' button. At the bottom right of the form is a yellow 'Export to PDF' button.

Print an Invoice

Click on the red icon under the column labeled PDF. If there is not an icon in the column, most likely the original invoice was sent electronically. Please contact ePay_Help.us@schindler.com for assistance.



Pay an Invoice

There are two options to access the payment screen. Put a check mark in the radio button to the right of the invoice(s) or click on the invoice number and then on the Pay This Invoice button at the top right. You may pay one or more invoices in a single transaction. If you choose more than invoice, it will be combined into a single transaction.

Pay Option 1

1 Customers Selected

Show All

Q

Pay \$0.01

Continue

Select All / Deselect All

Pay	Status	Ref #	Doc #	Date	Invoice Total	Balance Due	Due	Days Past Due	PDF	Location
☒	Open	4200017541	8104184310	01/01/2016	\$ 0.01	\$ 0.01	01/31/2016	-1172		1072356

The Select All/Deselect All function above the Pay column will check all the invoices for payment or remove any check mark in the column.

Pay Option 2 – click on the document number that is underlined in the listing.

Ref #	Doc #	Date
4200017541	<u>8104184310</u>	01/01/2016

When screen changes – click on the Pay This Invoice



Require One Invoice Payment Per Transaction

Select only one invoice at a time and make a payment. You will be able to print the receipt for the payment of that invoice. Then go back to the invoice screen and pick another invoice to pay. Repeat the process for each invoice you wish to pay.

Receipts

Receipts must be printed at the time of the transaction

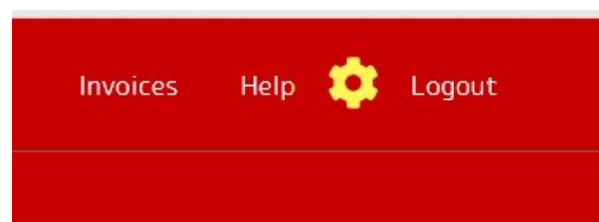
Invoice #	Invoice Amt	
8104184310	\$ 0.01	

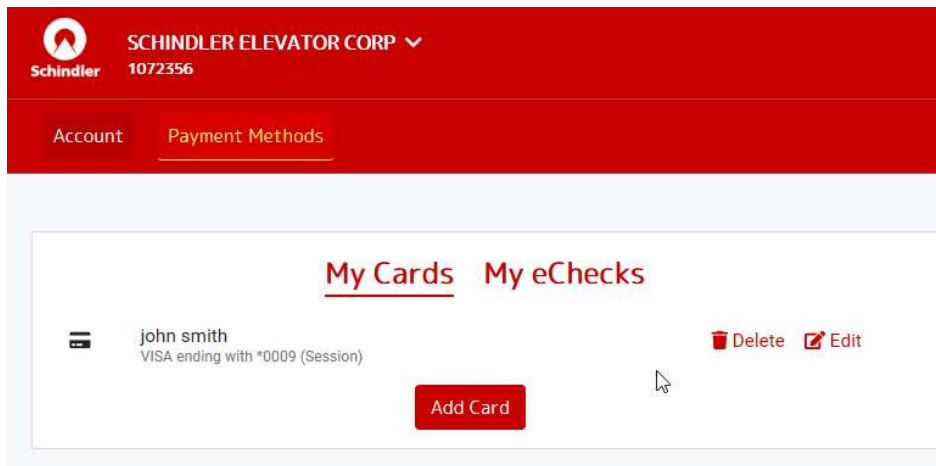
Please print this page for your records. This information will not be available after closing this window.

[Print](#)

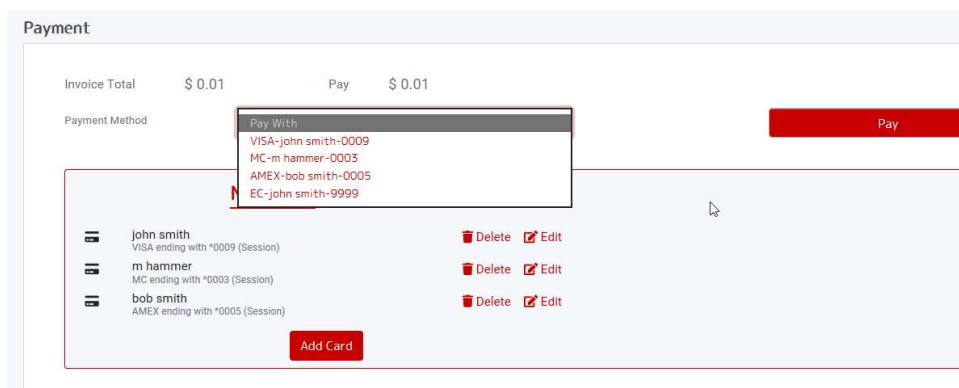
Add, Update or Delete Payment Methods

Click on the gear at the top right in the red bar next to log off. Then click on payment methods. Payment methods may be edited on the payment screen by clicking on manage payment methods in the middle of the screen.



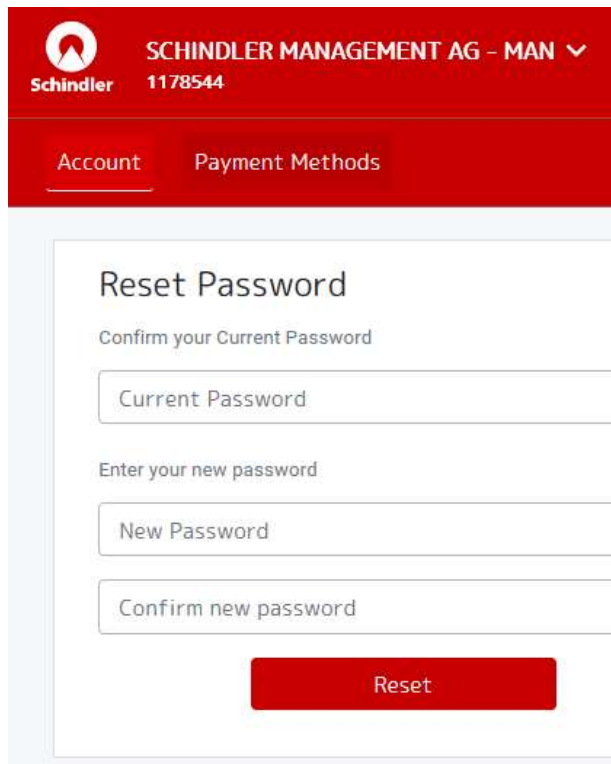


Payment method updates are also available on the payment screen. Multiple cards and/or Echecks may be stored, edited or deleted as needed. For your protection, the CVV will be required for each payment as a security measure. All credit card and Echeck information is encrypted.



Change Your Password

Click on the gear at the top right of the screen in the red bar. Account tab at the top left will provide the option of changing your password.



The screenshot shows a web interface for Schindler Management AG. The top navigation bar is red and contains the Schindler logo, the company name 'SCHINDLER MANAGEMENT AG - MAN' with a dropdown arrow, and the account number '1178544'. Below the navigation bar, there are two tabs: 'Account' (which is active) and 'Payment Methods'. The main content area is titled 'Reset Password' and contains three input fields: 'Current Password', 'New Password', and 'Confirm new password'. A red 'Reset' button is located at the bottom of the form.

Additional Assistance

Should you have a question or need additional assistance please send an email to ePay_Help.us@schindler.com.

You may also contact our account specialist team at:

US and Puerto Rico 1-866-2HOLLAND or 1-866-246-5526

Canada 1-416-332-8280

Adams 1-419-867-5315

EPCO 1-419-867-5315