

# Online Payment Portal

The User Guide





## What is the online payment portal?

Our portal is a self serve card payment system.

It allows our customers to:

- Make payments for invoices by credit or debit card quickly and easily
- View a summary of outstanding invoices and credit notes
- Select which invoices you wish to pay by card
- Offset credit notes in that payment
- Dispute your invoices

# Registering for the portal

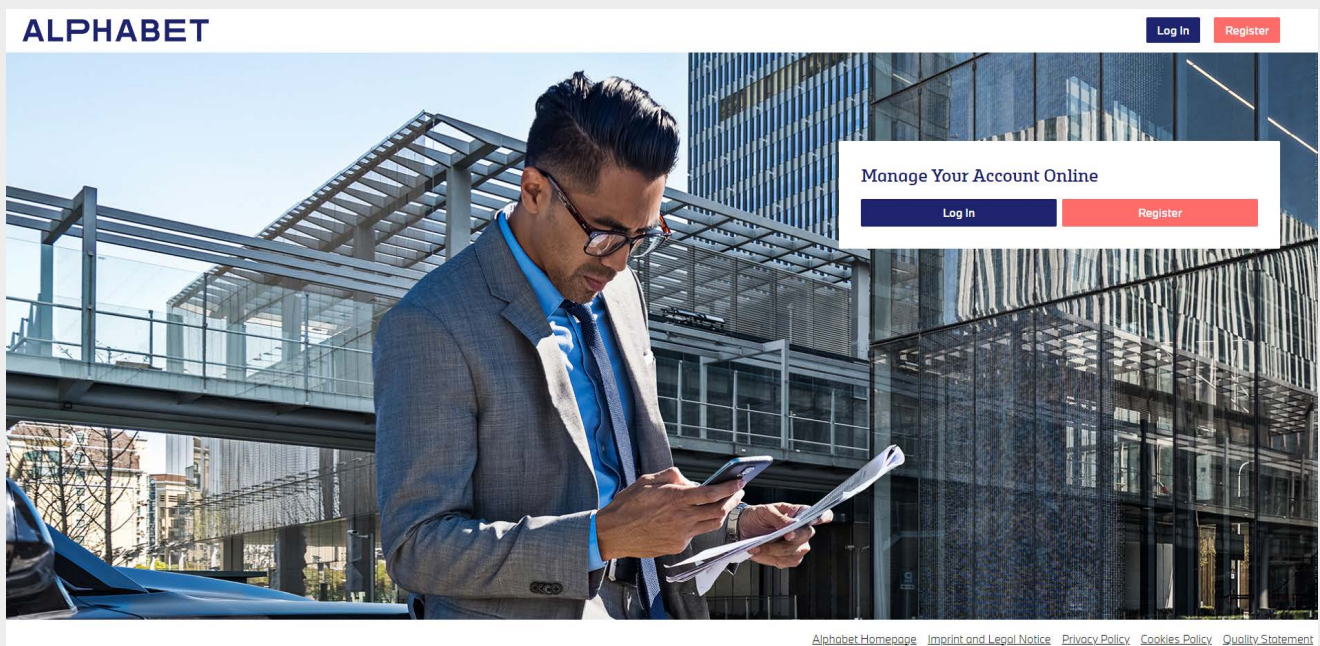
In order to register you will require the following information:

- Customer ID (This can be found on your invoices or agreement documents)
- Vehicle Registration (one vehicle registration linked to your account)
- Postcode (linked to the vehicle registration)
- Email address

If you have more than one account with Alphabet, you can use the same email address for all accounts, but you will need to register each Customer ID separately.

When creating your password it must be

- At least 8 characters long
- Contain upper and lower case letters
- Contain at least one number
- Contain at least one special character (e.g. !@ \$%)



# Signing in to the portal

- Once registered, you will receive an email notification asking you to verify the email address provided.
- Once verified, you will be able to access the portal.
- If you have one account registered to the email address provided, you will be taken directly to your invoice summary.
- If you have multiple accounts registered to the email address provided, you will be given the option to select which account you wish to view. You will also be able to unregister an account if you wish to do so.

The screenshot shows the 'Log In' section of the portal. It includes a heading 'Log In', a prompt 'Please enter your email address and password.', and two input fields: 'Email Address' and 'Password'. Below the inputs is a 'Log In' button. To the right of the button are links for 'Register now' and 'Forgot password?'. Below the login section is the 'Your Account' section for 'James Phillips', which includes a table of associated invoices.

Select	Invoice Num	Invoice Type	Invoice Date	Amount Due		
<input type="checkbox"/>	28078888	Late Hire Credit - Credit Note	05/04/2019	-£8.91	<a href="#">View</a>	<a href="#">Dispute</a>
<input type="checkbox"/>	28088887	Fine Recharge Credit - Credit Note	16/01/2020	-£62.00	<a href="#">View</a>	<a href="#">Dispute</a>

# Forgotten password

- If you have forgotten your password, please click on the “Forgot password?” link on the log in page.
- You will be asked to enter your email address and you will receive a confirmation link via email.
- Please follow this link to complete your password reset.
- If you do not receive this email, please check your spam folder.

### Log In

Please enter your email address and password.

Email Address

Enter your email address

Password

Enter your password

Log in

[Register now](#)  
[Forgot password?](#)  
[Change password](#)

### Password Reset

Please enter your email address. You will then receive a confirmation link via email. Please follow the link in the email to reset your password.

If you do not receive this email, please check your spam folder or re-enter your email address.

Email Address

Enter Email Address

Cancel

Submit

# Viewing an invoice

Your customer home page will list all outstanding invoices and credits.

- Select an invoice using the tick box.
- Select "View" to see more detail regarding the invoice, including the registration number.
- Select "Back" to return to your customer home page.

**Please note:** only summary invoice details are held in the payment portal.

A full copy of your invoice can be found on the [Online Invoice Portal](#) or on the invoice sent to you by post.

If you would like to receive your invoices online, please contact us and we can assist with setting up your account.

<input type="checkbox"/>	214485907	Rental Invoice	01/08/2023	£38,579.30	<a href="#">View</a>	<a href="#">Dispute</a>
<input type="checkbox"/>	221814832	Late Hire Credit - Credit Note	02/08/2023	-£162.88	<a href="#">View</a>	<a href="#">Dispute</a>
Total Amount Due				£354,245.67		
Total Selected For Payment				£0.00		
						<a href="#">Pay amount due</a>
						<a href="#">Request a Callback</a>

# Making a payment

- Select the invoices you wish to pay using the tick box next to the invoice number.
- The total selected for payment will be calculated.
- Select "Pay amount due".
- Complete the card details requested.
- You can select to save card details for future payments.
- Select "Pay".




Pay with a new card

Card Holder Name

Enter Card Holder Name

Card Number

1234 1234 1234 1234



Expiry Month

August

▼

Expiry Year

2032

▼

Security Code

Enter Security Code

Payment Amount

£1,545.32

Save card details

☐

☐ I acknowledge that I am the Cardholder and authorised signatory of the credit/debit card entered above.

Back

Pay

# Logging a dispute

If you would like to dispute an invoice:

- Select the invoice you wish to dispute.
- Click "Dispute"
- You will be prompted to select a reason for the dispute.
- Entering a contact number is optional as we will use the contact details we hold for your account if this field is not populated.
- A member of our team will contact you regarding your dispute.

The screenshot shows the 'Dispute an Invoice' form in the Online Payment Portal. At the top, it displays 'Your Account - James Phillips' with a list of associated invoices. Below this, the 'Dispute an Invoice' section is active. It features a 'Reason' dropdown menu with options: 'Additional Information Required', 'Back up required', 'Copy Required', 'Disputing Amount', 'Duplicate Charge', and 'Other'. The 'Additional Information Required' option is selected. Below the dropdown is a 'Details' section with a 'Contact Number (Optional)' field. At the bottom, there are two buttons: 'Cancel' (red) and 'Send Dispute' (grey).

**Your Account - James Phillips**

The following are currently associated with your account.

☐ Select All

Select	Invoice Num	Invoice Type	Invoice Date	Amount Due	
<input type="checkbox"/>	216014443	Late Hire Credit - Credit Note	05/04/2019	-E.B.91	<a href="#">View</a> <a href="#">Dispute</a>

### Dispute an Invoice

Reason: Additional Information Required

Details:

Contact Number (Optional): Please enter a daytime contact number

[Cancel](#) [Send Dispute](#)



# Request a call back

If you would like to request a call back:

- Select “Request call back” on the customer home page.
- Please enter the best contact number for us to call you on and a member of the team will call you back.

## Request a Callback

Contact Number

Cancel

Send Callback Request



If you are experiencing any issues with registering or logging in to the portal, please do not hesitate to contact us on **0370 50 50 100**.

**Disclaimer:** This document is for general information purposes only and is not to be relied on as advice. Alphabet accepts no liability to any party for the content. Information is correct to the best of our knowledge at the time of publication.

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