

Customer Payment Platform Enrollment Guide

Step-By-Step Customer Payment Platform Enrollment Instructions



everstory
PARTNERS



Customer Payment Platform Enrollment Guide

1

Access the Customer Payment Platform by visiting MemorialPlanning.com or ArchdioceseofPhiladelphia.org and selecting **My Account**.

For a one-time guest payment, click "**Pay Now**" in the box on the left and complete payment.

To create a profile, add your account, enroll in Auto Pay, and save payment methods for future use, click **Register Now** within the **Login** box on the right.

The screenshot shows the 'Customer Portal' interface. On the left, under 'Make One Time Payment', there is a button labeled 'PAY NOW'. On the right, under 'Login', there are input fields for 'Email*' (containing 'someone@example.com') and 'Password*', a 'Forgot your password?' link, and a 'Register Now' link. A 'LOGIN' button is at the bottom right of the login section. Payment logos for Visa, Mastercard, American Express, Discover, and PayPal are visible in the top right corner.

2

To create a profile, fill in the required information and select **Enroll**

The screenshot shows the 'New Account Information' form. It includes fields for 'Email Address', 'Password' (with a strength indicator), 'Re-enter password', 'First Name', 'Last Name', 'Phone Number', and 'ZIP Code'. A list of password requirements is provided: must be at least 12 characters in length, only alphanumeric and special characters are allowed, do not use your email or credit in your password, and previous passwords cannot be reused. A security warning states: 'For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.' At the bottom are 'ENROLL' and 'Cancel' buttons.

Customer Payment Platform Enrollment Guide

3

Enter your **Account Number**, **Last Name**, and **Zip Code**, agree to the **Terms & Conditions**, and click **Add Account**.

The screenshot shows the 'Add Account' form in the Customer Portal. The left sidebar contains navigation links: Accounts, Pay My Bill, AutoPay, Payment History, My Wallet, My Profile, and Log out. The main content area is titled 'Add Account' and includes the following sections:

- Account Information:** A note stating 'All fields are required unless labeled as optional.' and a prompt 'Please enter Contract number'.
- Account Number:** A text input field with a placeholder 'Contract number format loc# - contr:'.
- Last Name:** A text input field with a placeholder 'Please Enter Last Name'.
- Zip Code:** A text input field with a placeholder 'Please Enter Zip Code'.
- Terms & Conditions:** A link to 'Read the Payment Authorization Terms' and a checkbox labeled 'I agree to the Payment Authorization Terms.' which is checked.
- Buttons:** 'BACK TO ACCOUNTS' and 'ADD ACCOUNT'.

On the right, there is a preview of a 'Customer Statement' from Lakeview Memorial Park (257) 300 N. O'Hara Blvd, Greensboro, NC 27405. The statement includes account details for 'Jana Smith' and a table of payments:

Account	Balance
625-1000010000	100.00
100.00	100.00
Last Payment Received	100.00
Last Payment Date	4/10/2024
Payment Amount	100.00
Pay Due Amount	0.00
Due Date	07/10/2024

Below the table, it says 'Location Office: (xxx) xxx-xxxx'. At the bottom, there is a thank you message and a note about the new Customer Payment Portal.

Your account has been successfully added. Select **Back to Accounts** to edit your selections at any time.

The screenshot shows the 'Account Created' confirmation screen in the Customer Portal. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Account Created' and displays the following information:

- Payment Type:** 201-Tricities Memorial Garden
- Account Number:** 201-1885
- Button:** 'BACK TO ACCOUNTS'

On the right, there is a preview of a 'Customer Statement' from Lakeview Memorial Park (257) 300 N. O'Hara Blvd, Greensboro, NC 27405. The statement includes account details for 'Jana Smith' and a table of payments:

Account	Balance
625-1000010000	100.00
100.00	100.00
Last Payment Received	100.00
Last Payment Date	4/10/2024
Payment Amount	100.00
Pay Due Amount	0.00
Due Date	07/10/2024

Below the table, it says 'Location Office: (xxx) xxx-xxxx'. At the bottom, there is a thank you message and a note about the new Customer Payment Portal.