

eReceivables Customer Training Guide

Virginia State Police



Target Audience: Virginia State Police Billing Account Holder

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1. Introduction

eReceivables is a web-based, self-service Oracle application that provides customers secure access to invoices with a standard web browser. Customers can use eReceivables to view their own account information, print transactions, and pay invoices. This manual assumes that the customer has an account to one of the Virginia State Police systems (Firearms, Back Ground Checks, Safety).

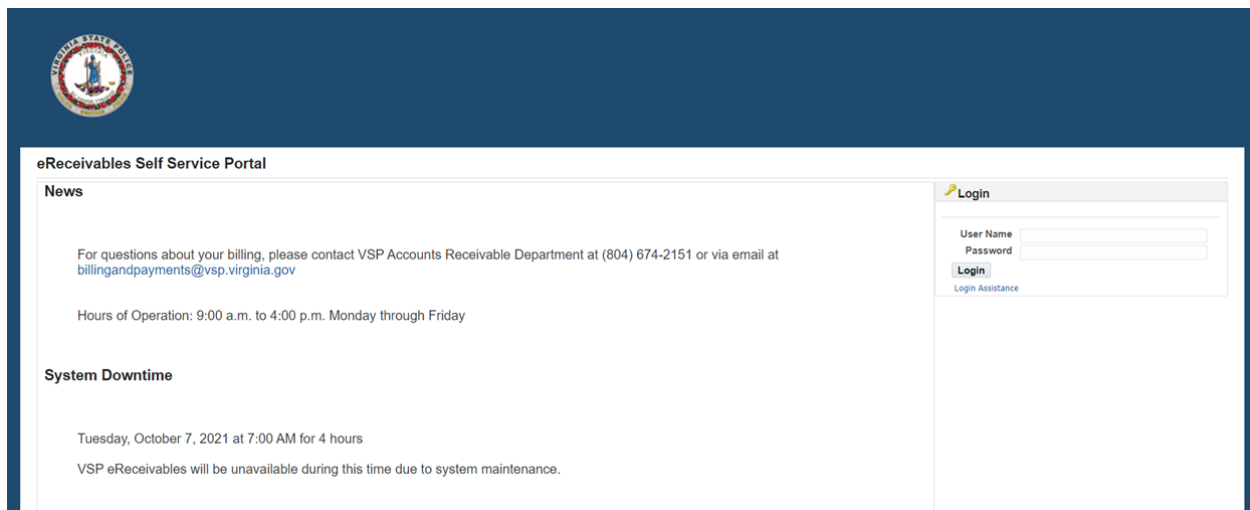
2. Login into eReceivables (eBilling)

Open a web browser (Chrome and Internet Explorer are supported)

You must allow eReceivables through your pop-up blocker. Please refer to the appendix for instructions.

In the Address box, type the following URL: ebilling.vsp.virginia.gov

The customer will see the following screen:



The username and the password instructions will have been emailed to the account holder by the Virginia State Police's Oracle Support Team. If this is your first time logging in, simply click the **Login Assistance** link located under the *Login* button. On the next screen enter the user ID provided in the email. Another email will be sent to the Account Holder's email on file with a link to create/reset the password.

There is a separate document at vsp.virginia.gov/eReceivables that specifically covers password creation and reset called *Customer Password Creation and Reset Instructions*.

3. View Account Details

The landing screen (a.k.a. Home Page) provides various options such as to **Logout**, return to the **Dashboard**, return to the **Account** details screen, indicates the **Account name and number** being accessed and a few other buttons at the top that will rarely, if ever, be used by a customer.

If you are responsible for multiple accounts at VSP, your landing page will require you to select the account that you are wishing to manage. See the second page of the Quick Reference guide for instructions.

If only responsible for one account, your landing page will show the Account Summary screen.

Department of State Police-Department Of [REDACTED] AR1051

Account Summary

Currency: USD

Your Account Balance:	USD	4777.44
Overdue Receivables	4777.44	Show Aging
Total Open Receivables	4777.44	
Open Payments	0.00	
Unapplied Credit Memos	0.00	
Account Balance	4777.44	
Pending Credit Requests	0.00	
Remaining Guarantee	0.00	

[Return to Customer Search](#)

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Dashboard (a.k.a. Account Summary screen)

The *Account Summary* screen has details on the account balance, including receivables, payments, and aging information. You can drill down to view more details by clicking any amount in [blue](#).

Clicking on the **Show Aging** link will display which past due balances are in which aging bucket. Clicking the **Hide Aging** link will hide the aging again.



Account Summary

Currency		USD	Go
Your Account Balance:	USD	4777.44	
Overdue Receivables	4777.44		
Total Open Receivables	4777.44	Current	0.00
Open Payments	0.00	1-30 Days Past Due	0.00
Unapplied Credit Memos	0.00	31-60 Days Past Due	0.00
Account Balance	4777.44	61-90 Days Past Due	0.00
Pending Credit Requests	0.00	91-180 Days Past Due	1348.40
Remaining Guarantee	0.00	181-360 Days Past Due	2307.14
		361+ Days Past Due	1121.90

Definitions:

Account Summary Field	Description
Your Account Balance	This is the total dollar amount left to pay on all outstanding invoices against your account.
Show Aging	Click on "Show Aging" to see how old the overdue invoice is.
Overdue Receivables and Total Open Receivables	Click on the amount to display a list of current and/or overdue invoice(s) on the Account Details screen.
Open Payments	Payments made but not yet posted to our system. Click on the amount to see unapplied payment information.
Unapplied Credit Memos	This is the amount of credit (usually refunds or corrections) on the account that can be used to reduce the amount due or to pay off an invoice.
Account Balance	This is the total outstanding invoice balances less any pending payments and credits.
Pending Credit Request	If a Dispute has been created, this is the amount of credit that is pending approval.
Remaining Guarantee	This field is not utilized by VSP.

Account Details

The *Account Details* can be accessed by clicking any of the amount values on the *Account Summary* screen (Dashboard) or by clicking the green **Account** button on the home page. This screen will display the list of current and/or outstanding invoices. It also provides search functionality.

My Account

Account Details

Account Balance: 4777.44

Search

Status: Currency:
Transaction: Transaction Type:
[Show More Search Options](#)

Total Transactions 18 Total Original Amount 4777.44

Select Receivables: **MAKE PAYMENT** | ...

<input type="checkbox"/>	Transaction [△]	Type [△]	Status [△]	Transaction Date [△]	Due Date [△]	Origin
<input type="checkbox"/>	2021-03ABGJRS	Invoice	Overdue	03/03/2021	04/02/2021	
<input type="checkbox"/>	2016-04-ABGHBG	Invoice	Overdue	04/12/2016	05/12/2016	
<input type="checkbox"/>	2016-04-ABGMLP	Invoice	Overdue	04/12/2016	05/12/2016	
<input type="checkbox"/>	2021-03ABGSKA	Invoice	Overdue	03/03/2021	04/02/2021	
<input type="checkbox"/>	2020-04BGNJP	Invoice	Overdue	04/06/2020	05/06/2020	

Account details – Search options

1. Transactions can be searched by *Status*.

Account Details

Account Balance: 4777.44

Search

Status

- Any Status
- Closed
- Open/pending
- Overdue**
- 1-30 Days Past Due
- 31-60 Days Past Due
- 61-90 Days Past Due
- 91-180 Days Past Due
- 181-360 Days Past Due
- 361+ Days Past Due
- Current

Transaction

► Show More Search Options

Go Clear

Currency USD

Transaction Type All Receivables

Total Transactions 18 Total Original Amount 4777.44

2. Transactions can be searched by *Transaction Type*.

Account Details

Account Balance: 4777.44

Search

Status

Transaction

► Show More Search Options

Go Clear

Total Transactions 18

Select Receivables: | ...

Currency USD

Transaction Type

- All Receivables
- All Transactions
- Chargebacks
- Consolidated Billing Number
- Credit Memos
- Credit Requests
- Debit Memos
- Deposits
- Guarantees
- Invoices
- Payments

3. Search by *Transaction Number*

Account Details

Account Balance: 4777.44

Search

Status

Transaction

► Show More Search Options

Go Clear

Currency USD

Transaction Type All Receivables

View/Print the Invoice:

In the list of invoices on the *Account Details* screen, click the transaction number to view the Invoice with all line items that make up the invoice.

Select Receivables: **MAKE PAYMENT** | ...

<input type="checkbox"/>	Transaction \triangle	Type \triangle
<input type="checkbox"/>	2021-03ABGJRS	Invoice
<input type="checkbox"/>	2016-04-ABGHBG	Invoice
<input type="checkbox"/>	2016-04-ABGMLP	Invoice
<input type="checkbox"/>	2021-03ABGSKA	Invoice
<input type="checkbox"/>	2020-04BGNJP	Invoice

To **Print** the Invoice, click the Printable Page button at the top right (shown below). **Right-click** on the new window and select “print”


To navigate back to the *Account Details* screen from the Invoice, click on the **Return to Account Details** link at the bottom left of the invoice or the **Account link** breadcrumb in the upper-left corner (both are shown below).

My Account

Account: [My Account](#)

Invoice 2016-04-ABGHBG ☆ Printable Page

Invoice Information



Bill To:
Department Of
700 North 1 Street
RICHMOND, VA 23219

Invoice Number	
2016-04-ABGHBG	
Invoice Date	Due Date
04/12/2016	05/12/2016
Attachment	
None	

Customer Number	Customer Contact Name	Customer Phone #	Customer Fax #	Customer Tax Registration Number
AR1051				

Item Num	Product and Service Description	Transaction Date	Quantity	Unit Price	Amount
1	Investigative Hours		1	47.29	47.29

Special Instructions
*In accordance with the Code of Virginia §2.2-4805 and §6.2-302, the following fees may be assessed. Late fees will incur a 10% penalty fee if the balance is not paid in full by the invoice due date. An additional 0.5% penalty will be charged every 30 days after 60 days if unpaid. Returned checks or dishonored credit or debit card payments shall incur a handling fee of \$50.

SubTotal	47.29
Total	47.29
Payments & Adjustments	0.00
Late Fee	0.00
Outstanding Balance	47.29

[Return to Account Details](#)

Paying An Invoice

An invoice **must be selected (by clicking its checkbox)** before hitting the payment button. The customer may select multiple invoices and make a single payment. Partial payments can only be made on a single invoice. In other words, if multiple invoices are selected, the customer must pay the total amount.

Total Transactions 18 Total Original Amount 4777.44

Select Receivables: **MAKE PAYMENT** | ...

<input type="checkbox"/>	Transaction [△]	Type [△]	Status [△]	Transaction Date [△]
<input type="checkbox"/>	2021-03ABGJRS	Invoice	Overdue	03/03/2021
<input checked="" type="checkbox"/>	2016-04-ABGHBG	Invoice	Overdue	04/12/2016
<input checked="" type="checkbox"/>	2016-04-ABGMLP	Invoice	Overdue	04/12/2016
<input checked="" type="checkbox"/>	2021-03ABGSKA	Invoice	Overdue	03/03/2021
<input type="checkbox"/>	2020-04BGNJP	Invoice	Overdue	04/06/2020
<input type="checkbox"/>	TIMMONS	Invoice	Overdue	03/21/2014
<input type="checkbox"/>	2016-04-ABGJYT	Invoice	Overdue	04/12/2016

After selecting the invoice(s) to be paid, press the **MAKE PAYMENT** button. This will open a new browser tab to the payment vendor’s website. If pressing the payment button fails to open a new tab, please check your popup blocker (and select “Always Allow” for this website), and then try pressing the payment button again.

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Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
2016-04-ABGHBG	BG1051	\$47.29	1	\$47.29
2016-04-ABGMLP	BG1051	\$47.29	1	\$47.29
2021-03ABGSKA	BG1051	\$50.55	1	\$50.55
Total				\$145.13

Transaction Summary

BG1051	\$47.29
BG1051	\$47.29
BG1051	\$50.55
TOTAL	\$145.13

Payment

Payment Type

Payment Type *

Select One
 Credit/Debit Card
 Electronic Check

Customer Information

Need Help?

Select Payment Method and Continue to proceed with payment.

Customers may elect to pay by a branded bankcard (Visa, MasterCard or Discover), or by electronic check. The Virginia State Police does not save customer banking information from previous payments.

Check payments cannot be made from international accounts, and require both the routing and account number (printed on the bottom of a paper check or deposit slip).

Click **Next** and the *Payment Information* screen is displayed. The customer can review the details. Fields with an asterisk must be completed. Enter a valid **email address** to receive a payment receipt by email.

The screenshot displays a web form titled "Payment" with three main sections: "Payment Type", "Customer Information", and "Payment Information".

- Payment Type:** Shows "Credit/Debit Card" with a green checkmark.
- Customer Information:** Includes an "Address" field with the text "Department Of, 700 North Street, Richmond, VA 23219" and an "Email Address" field with "@vsp.virginia.gov". An "Edit" button is located to the right of the address.
- Payment Information:** Contains fields for "Credit Card Number *", "Credit Card Type" (with icons for MasterCard, VISA, and Discover), "Expiration Month *", "Expiration Year *", and "Security Code *". A note "Complete all required fields [*]" is present.

To the right of the form is a "Transaction Summary" table:

BG1051	\$50.55
TOTAL	\$50.55



Below the summary is a "Need Help?" section with the text: "You have selected to pay by credit card. Complete Customer Billing Information and enter Credit Card Information."



Use the **Edit** button to change the address if needed. The address should be the billing address of the credit card being used. This will not change the business address that VSP has logged in our system.


Complete the standard credit card payment information and click **Next**. Review the information on the next screen and click **Submit Payment**.


Payment Information


Complete all required fields [*]


Credit Card Number *  

Credit Card Type  


Expiration Month * 

Expiration Year * 

Security Code * 

Name on Credit Card * 

Once the payment is complete a receipt will be displayed and emailed to the email address provided.



Virginia State Police

eReceivables

Thank you for your payment. Below is a copy of your payment details for your records. This receipt has been emailed to the address below.

Payment Details:


Total Amount Paid: \$145.13
 Transaction ID: 61492566
 Payment Date: 10/15/2021 4:48:21 PM
 Initiated From: iReceivables
 Payment Type: Credit
 Payer Name: Department Of
 Receipt Email: vsp.virginia.gov
 Card Type: VISA
 Acct #: * 1111

Transaction Details:

Invoice	Site	Amount
2016-04-ABGGOSR	BG1051	\$47.29
2016-04-ABGJYT	BG1051	\$47.29
2021-03ABGLEH	BG1051	\$50.55

If you have any questions, please contact the Accounts Receivable Department at 804-674-2151 or billingandpayments@vsp.virginia.gov.

Virginia State Police
 Property and Finance Division
 Attn: Accounts Receivable
 P.O. Box 27472
 Richmond, VA 23261



Use the **Print** button in the bottom left corner to print a paper copy or save as a PDF.

At this point, you can close the receipt browser tab.

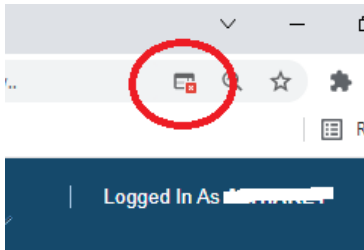
On the eReceivables browser tab, select the orange **Dashboard** button to see updated account information. There can be a delay in the Account Summary reflecting payments made due to latency in the banking system.

4. Pop-up Blockers

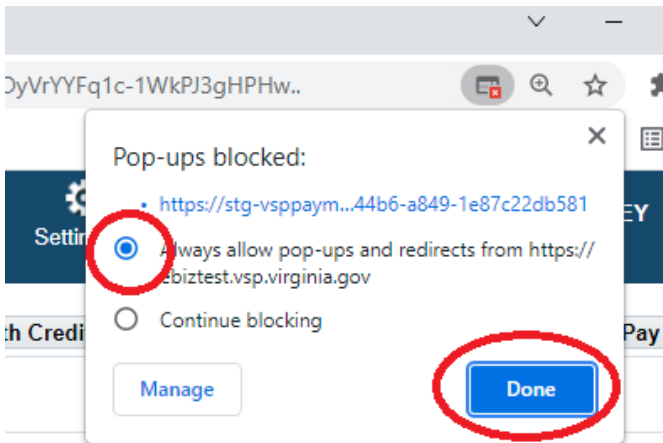
To use the eReceivables system, you must either disable or adjust the setting of your browser's pop-up blocker. Chrome and Internet Explorer are supported by Oracle. The following explains how to add eReceivables to the list of acceptable sites in Chrome and Internet Explorer. Other browsers will be similar, but please refer to their specific instructions for allowing sites past their pop-up blockers.

Chrome (Google may change the look and feel in the future)

When Chrome blocks a site, you will notice a new icon on the right side of the address bar



If you left-click on that icon, a dialog will display. Select the "Always allow pop-ups and redirects from https://ebilling.vsp.virginia.gov" and click **Done**.



Internet Explorer

You may get an alert about a pop-up being blocked. Select "Always Allow" to prevent seeing this in the future.

