

PayNOW User Guide

Your Safe, Fast, and Easy Online Payment Solution

Welcome to PayNOW—Integrated Medical Systems’ streamlined online payment network. PayNOW gives you the ultimate flexibility to securely manage and pay your invoices 24/7/365 using any smartphone, tablet, PC, or laptop. No more paper checks, manual bank ACH setups, or phone calls required.

Key Features

- **Real-Time Payments:** Process payments instantly, eliminating the need to wait for invoices, and speeding up order fulfillment.
- **Secure Transactions:** Enjoy peace of mind with transactions backed by IMS's secure technology and commitment to customer satisfaction.
- **Efficient Payment Management:** Simplify your payment process, saving time and streamlining business operations.

1. Flexible Electronic Payment Options

When submitting a payment via PayNOW, you can choose from three convenient electronic payment methods:

Payment Method	Fees / Surcharges
Option 1: ACH / eCheck (Electronic Check)	\$0 Fee (Free to use)
Option 2: Debit Card ²	\$0 Fee (Free to use)
Option 3: Credit Card	3.00% Surcharge assessed to the payment total

How to Access PayNOW

You can access the PayNOW network using two primary methods:

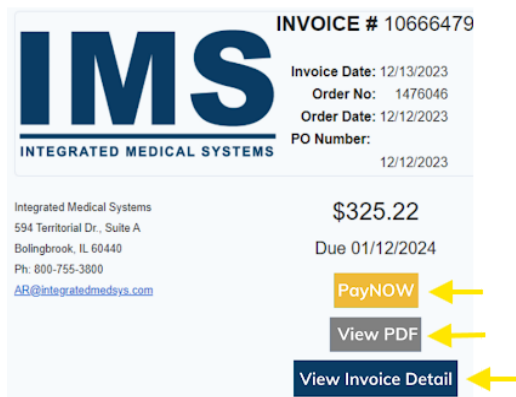
Method A: Directly From the IMS Website

1. Visit www.integratedmedsys.com.
2. Log in directly via the IMS Website_ using your account credentials.
3. Click on the **PayNOW** button/icon on the website homepage.

Method B: From Your Emailed Invoice

Open your invoice email and select one of the following paths to head straight to checkout:

- **Option I:** Click the amber "**PayNOW**" button to proceed directly to the interface.
- **Option II:** Click "**View PDF**" to open a printable invoice, and then select the "**Pay Online**" link provided inside the document.
- **Option III:** Click "**View Invoice Detail**" to review your itemized items, and then click the green "Pay Invoice" button.



2. Step-by-Step: Making a Payment

- **Step 1: Select Your Invoice(s)** Once inside the PayNOW interface, review your list of outstanding balances. Click on a specific invoice number to review it, and click **"Process Payment"** under the Submit Payment section.

The screenshot shows the PayNOW interface for invoice # 10666479. On the left, the IMS logo and contact information are displayed. The invoice details include: Invoice Date: 12/13/2023, Order No: 1476046, Order Date: 12/12/2023, PO Number: 12/12/2023. The amount due is \$325.22, due on 01/12/2024. A yellow arrow points from the 'PayNOW' button to the right-hand screenshot.

The right-hand screenshot shows a detailed view of the invoice. It includes the IMS logo, contact information, and a summary table:

INVOICE 10666479	
INVOICE DATE:	12/13/2023
ORDER NO:	1476046
ORDER DATE:	12/12/2023
SALESPERSON:	Alex Short
PO NUMBER:	12/12/2023
Total Due: \$325.22 Due: 01/12/2024	

Below the summary table, there are sections for 'BILL TO - CUST NO 105080', 'SHIP TO - 105080', and 'ORDER INFO'. The 'BILL TO' and 'SHIP TO' sections both list PharmcareOK of OKC at 6000 NW 2nd Street Suite 200, Oklahoma City, OK 73127. The 'ORDER INFO' section shows Terms: Net 30 and Pick Ticket: 3710577. A yellow arrow points from the 'Pay Online' button to the 'Pay Now' button in the bottom screenshot.

- **Step 2: Verify & Enter Details** Double-check your invoice details. If you need to make a partial payment or adjust the total, manually enter your desired payment amount.

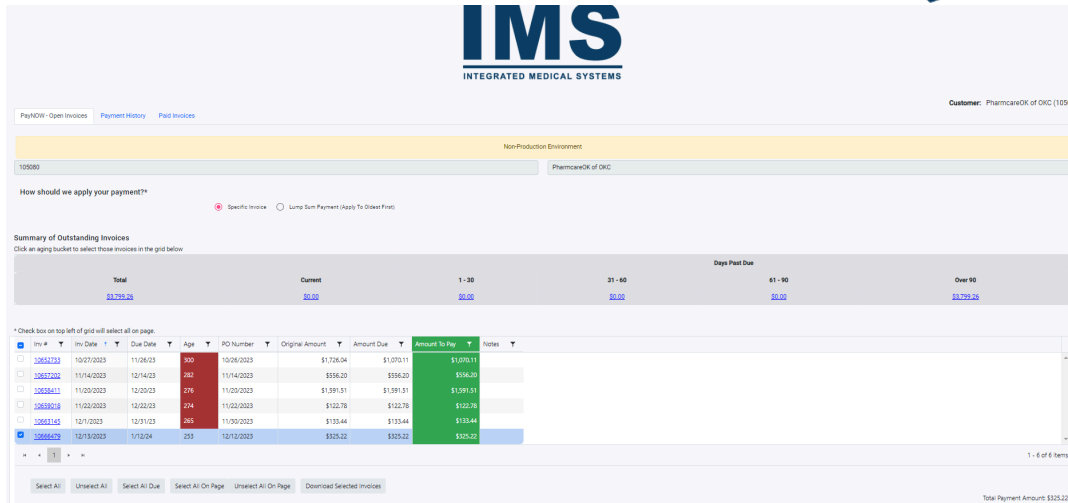
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- **Step 3: Select Payment Method** Choose between **ACH/eCheck, Debit Card, or Credit Card**. Enter the required account or card details securely.
- **Step 4: Confirm and Process** Review your transaction details one last time for complete accuracy and click **"Confirm Payment"** to instantly process your payment.



3. Security & Frequently Asked Questions

- **Is PayNOW secure?** Yes. Your payment credentials are encrypted and securely stored in a tokenized format within our **PCI-compliant payment store**. For your privacy, your stored information is only visible to you—not to other members of your company or anyone else paying invoices. No payment details are ever saved locally on your browser or computer hardware.
- **Can I schedule future or recurring payments?** Currently, PayNOW only processes immediate, real-time payments to keep order fulfillment moving fast. Future scheduling capabilities are being reviewed for subsequent updates.
- **Where can I see my past receipts?** You can look over a complete history of all your successful transactions at any time by clicking the **Payment History** tab inside your dashboard.

4. Need a Hand? Contact Customer Support

If you have questions regarding your statements, billing, or encounter issues navigating the interface, please feel free to reach out:

- **Fill Out Technical Support Form:** www.integratedmedsys.com/technical-support
- **Phone Support:** 800.755.3800