

How-to Guide



Using the AMC Mobile App (making payments, viewing transactions)

You can download a free mobile app which allows you to make payments, look up customer information and search recent payment histories. The app is great when you don't have access to a computer. PSN will be continuing to add more management features to the app. Watch for notifications of the enhancements.

Download the PSN AMC Mobile App

Download from the App Store or Google Play Store onto any mobile Apple or android device.

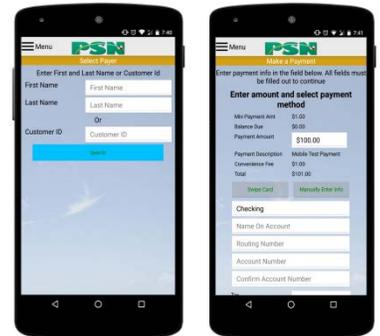
Access

NOTE: Only people who have been set up as a "User" in the online PSN Account Management Center (AMC) will be able to log into the app. If you are not a "user," contact your PSN Administrator staff member.

1. Enter the PSN number for the account you want to access (it will start with RT)
2. Enter the same user ID and password as you do for logging in online

Make a Payment

1. Select "Process Payment"
2. Enter customer name or customer's account number
3. Enter amount. *NOTE: If there are parameters for the amount that a customer can pay online (e.g., no less than 80% of balance or only the balance), those same rules apply to mobile payments*
4. Select to "Swipe Card" or "Manually Enter Info" (If you don't have a swipe attachment, you must manually enter the info)
5. After entering the information, you will be asked to verify the info and then submit the payment
6. A confirmation number will appear that you should provide to the customer



Viewing Transactions

You can only view the past 60 days of transactions. For a complete payment history, you will need to use the online AMC. This is a view-only function; if you want to cancel a payment, you need to do so in the online AMC.

1. Enter up to three different criteria (account type, amount, last four digits of payment method, name, customer account number/ID).

NOTE: Colors denote problematic payments. Purple=Cancelled; Orange=Payment on Hold; Red=Declined



Account Info

You can review your profile; to make changes, you must go to the online PSN AMC.

NEED A SWIPE DEVICE? Contact your Service Account Manager to get more info.

Still need assistance...

If you require additional help, please submit a TICKET by logging into the PSN Account Management Center; in QUICK LINKS, select "Submit/Monitor Tickets." Your question will be addressed within one business day.

