**Empire OnLine**

**Administrative questions**

1. **Can I sign up just to view account and invoice information?**
   a. Yes. You should use the specific Enrollment form for "invoice/account review only". You will not be required to provide banking information if you are viewing information only (this information may be added at a later time). Enrollment forms are available from your Sales Rep or on our website at www.empiremerchants.com.

2. **Who is authorized to fill out the enrollment form? And how long does it take to get setup?**
   a. The person who completes the enrollment form must have signatory authority for the account and be listed with the New York State Liquor Authority as a principal or officer of the holder of the license associated with this account.
   b. It should take up to 10 days to process the enrollment form.
   c. Once the account is setup, you will receive an initial email to confirm your email address; then a second email from Credit_team@Empiremerchants.com to inform you that your account is ready to be used.

3. **What is the difference between the Planner, the Approver and the Customer Administrator?**
   a. The "Planner" has the ability to schedule payments but cannot approve payments
   b. The "Approver" can schedule and approve payments
   c. The "Customer Administrator "is the person responsible for setting up your Account users ( i.e. Planner, Approver and the "Inquiry Only" designee ). The logon for the Customer Administrator is setup by Empire Merchants when the enrollment form is completed.
      Please note: It is not necessary to set up a Planner or an Approver, as the Customer Administrator can perform all these functions.

4. **What if I have an "On Premises" License and have "also owns" accounts and use the same bookkeeper?**
   a. You should contact Customer Service. They will help you set up the account so that you can obtain the proper information for all related accounts.

5. **My email address changed after I sent in the Enrollment Form?**
   a. If you are the Customer Administrator, you will need to file a new enrollment form. Please contact Customer Service for this form.
   b. If you are the Planner, Approver or have "Inquiry Only" access, your Customer Administrator can change this information for you by going to the "Account Maintenance" screen.

6. **Where is the link located on your webpage?**
   a. It is included in the "Customer" menu on the Empire Merchants website.

7. **What if I forget my user id/email address and cannot log on to the system?**
   a. If you are the Customer Administrator for your account (that is, the person who completed the enrollment form), you should call Customer Service at 800-441-5614.
   b. If you are the Planner or Approver for your account, you should contact your Customer Administrator to retrieve your user id/email address or have your password reset. Since your Customer Administrator set you up in the system, he or she has the capability to handle these issues.

8. **What if I forget my password?**
   a. Click "forget password" and a new temporary password will be sent to the  email address associated with your login.You will be prompted to change it the next time you signon.

9. **What are the rules to set or re-set my password?**
   a. Your password must be between 6-10 characters and must have at least one upper and one lower case character.  Additionally, the password cannot be all numeric and must contain at least one letter.
   b. You cannot use any special characters in the password.

10. **Does the system remember my user id/email address or password?**
   a. This system does not remember this information

11. **Does my password expire?**
   a. No  - there is no expiration period

12. **How do I go back a screen?**
   a. Click on "Back" button at the bottom of the screen and you will return to the previous screen.

**"How to" questions**

13. **Where can I see all payments from all sources (regular check, on line payments)?**
   a. The "Payment History" screen (located under the "Review Account Info") shows processed payments from all sources.  However, you can view your on line payments only, by selecting "View Online Payments".
   b. You should contact your Sales Rep or call Customer Service regarding questions about payments you do not see on either screen.

14. **How do I know how an invoice was paid regardless of the method  of payment (i.e. Money Order, Check, or On Line)?**

a. You should use the "Invoice Inquiry" screen (located under the "Review Account Info") and review the "Payment Details" field to see how the invoice was paid. The codes are as follows:

   IP = Internet Payment
   MO = Money Order
   CA = Cash
   Number = Check number

## 15. How do I know whether an invoice was paid?
   a. You can use "Payment History" screen to review what invoices were paid by a particular payment. Click "Show Details" for more information.

## 16. How do I know if the payment was successfully processed?
   a. You will receive an email from Online_Payments@empiremerchants.com when the payment is processed.
   b. You will receive an email notification if your payment was declined by the bank.
   c. If the bank account is invalid, the person who approved the transaction (either the Customer Administrator or the Approver) will be notified via email. Also, you will see "Declined" in the "Payment Status" field on the "View Online Payment" screen.

## 17. How do I know if a credit was applied?
   a. From the "Review Account Information/Invoice Inquiry" screen, you can see if the invoice is still open. (Note: an invoice is open if the "Date Closed "field is blank").

## 18. How do I know where the credit was applied?
   a. You can review the information on the "Review Account Information/Invoice Inquiry" screen by selecting the credit and "payment details".

## 19. Can I use credits only to pay an invoice?
   a. No. You may use credits to reduce the amount of an invoice, however, you must pay some dollar amount in order to use credits. Your total payment must be greater than or equal to one cent in order to be processed.

## 20. If I cannot find an invoice or other information, what should I do?
   a. You should check the date range that you selected.
   b. If needed, please contact your Sales Rep or call Customer Service.

## 21. How much history is available on your system?
   a. Empire OnLine stores the last 24 months of data.

## 22. How late can I pay my bill today to not get reported to the NYSLA as Delinquent?
   a. You must pay the invoice no later than the 34th day (from delivery date) before 5pm or you will be reported "Delinquent".
   b. Please note that you can sign up to receive email messages on Default notifications and "Invoices coming due". Contact your Sales Rep or Customer Service to obtain the enrollment forms. The enrollment forms are also available on www.empiremerchants.com website.

**23. When will the funds be deducted from my account**?
   **a.** For same day payments - the funds can be deducted from your bank account immediately after you have confirmed your payment. For future payments, the funds can be deducted from your bank account at the beginning of business on the scheduled payment date.

**24. If I am not on Open Terms and a Certified Check is not required, how late can I make a payment for my order to be released today?**
   a. Payments must be made by 3pm on the day the order is to be released for next day delivery. You will receive an email confirmation from "On Account Payment Confirmation" once the payment was received.
   b. Additionally, you must contact the COD department no later than 3:30pm once you have received your "On Account Payment confirmation" via email to confirm the delivery date

**25. Can I use "Empire OnLine" to pay if a certified check is required?**
   a. You may make an online payment, however you must wait approximately 4 days for this payment to clear.

**26. If I only want to make a partial payment – how may this be done?**
   a. You can make partial payments via the "Schedule Invoice Payment" screen by modifying the "Amount to Pay" field.

**27. Can I change a payment after it has been scheduled?**
   a. If the payment is a future payment, you will be able to cancel that transaction and then re-enter the payment up to the day before the payment is to be made.
   b. If the payment is NOT a future payment, you cannot change the payment.

**28. When I set up a future payment - do I get an email confirmation?**
   a. No – you only get an email confirmation when the payment is processed; however, your future payments can be viewed on the "Review Account Information/View Online Payments" screen. You will get a confirmation that the transaction is processed on the payment date.

**29. If your payment bounces, what will I see in the system?**
   **a.** When Empire Merchants is notified from the bank that your payment has not cleared, Empire Merchant will change your credit status to "Certified in House".
   b. Your access to the "Empire OnLine" system may be suspended by the Credit Managers, if there are repeated problems.

**30. What do I do if I think there is an error in the transaction or have any other questions?**
   a. You can check the status of the payment in the "Review Account Information/View Online Payments" screen.
   b. If needed, you may call Customer Service at 800-441-5614.

**31. What should I do if I suspect fraudulent activity?**
   a. You should call your bank and Customer Service to report the situation immediately.

# Glossary of Terms

| Invoice Type | | Order Type | Definition |
|---|---|---|---|
| **Credits** | RM | C$ | Credit issued for Price Adjustment |
| | RM | CO | Pick up for credit |
| | RM | CA | Bill & Store credit |
| | RM | CB | Pick up/Exchange or Pick up for Credit |
| | RM | CR | Partial Invoice Credit |
| | RM | CV | Full Invoice Credit or Reshipped Order |
| | | CE | Pickup/Exchange for Like Item |
| **Invoices** | RI | SO | Regular Sales Order |
| | RI | SH | Bill & Store Order |
| | RI | SR | Same Day Delivery Order or Credit Correction |
| | RI | C$ | Invoice issued for Price Adjustment |
| **Other** | NG | | Bounced Payment |
| | NS | | Service Charge for Bounced Payment |
| | RF | | Finance Charge |
| | RH | | Bill & Storage Related Charges |
| | RU | | Unapplied Payment (NOTE: Customer must call Empire Merchants to use this payment) |