What are the steps needed to make an e-payment?

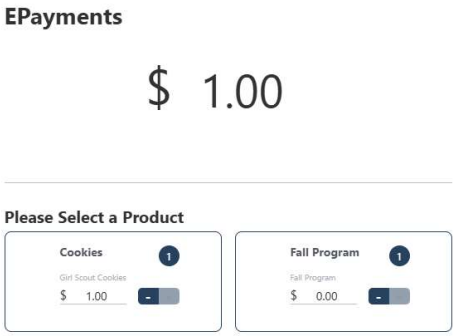
1. Click the link or scan the QR code below

https://app.goironpay.com/spp/Cookies-and-Fall-Program

QR Code (Link to Simple Payment Page):

2. Select a Product

Choose either Cookies or Fall Program by clicking the + button, and enter the amount to be paid



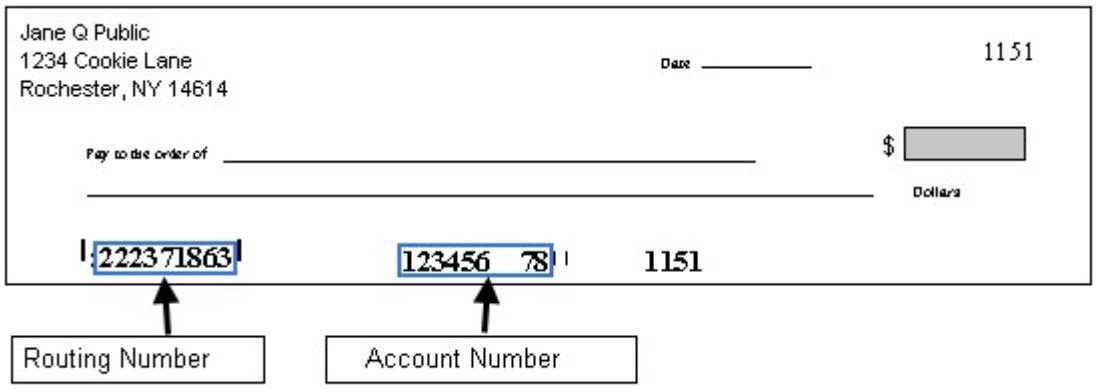
3. Enter Service Unit Number in required field.
    a. Service Unit Number can be found on your Troop Balance Summary in ABC Smart Cookies.
    b.

4. Enter Troop Number in required field.

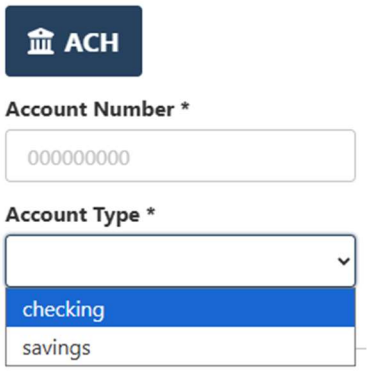
5. Verify via phone number

    a. Enter your phone number to send verification code
    b. Once received enter verification code

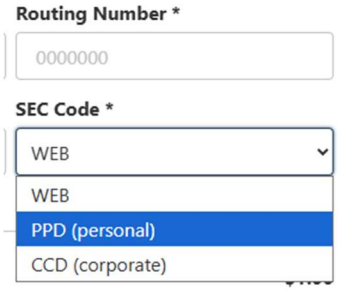
6. Enter Troop bank account information following the prompts
    a. Account Number
    b. Nine digit Routing Number



7. Choose Account Type from dropdown



8. Choose **PPD (personal)** from SEC code from dropdown

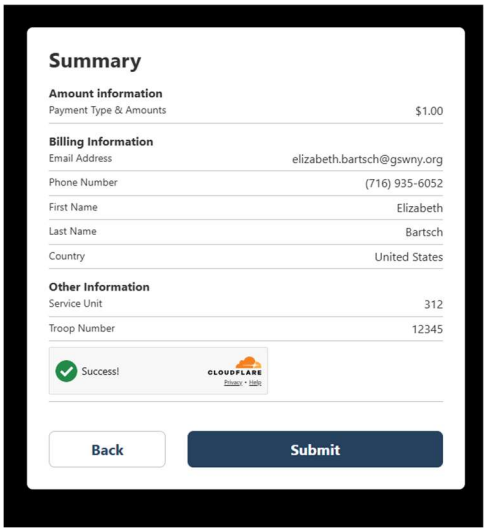


9. Complete required fields
    a. First Name
    b. Last Name
    c. Email
    d. Phone Number

10. Click Next Page

11. Review Summary Page

    a. If required, verify that you are a human



12. Click Submit after reviewing

13. Receipt will be emailed to the address provided. **If you do not receive the receipt in your inbox, please check your SPAM/JUNK folders.**

FAQ's

1. **When can I make a payment?**
   Payments can be made anytime throughout the sale; however, Initial Payment and Final Payment due dates must be adhered to.
2. **How soon after depositing checks into my Troop bank account can I make a payment?**
   Payments should be made after checks have cleared the Troop bank account and become part of the available bank account balance. Payments will be rejected if there are not enough funds in the bank account to cover the amount of the payment.
3. **When will my Troop's payment reflect in ABC Smart Cookies/M2 software?**
   ACH payments take 3-5 business days to settle. Once the payment has cleared, GSWNY will post the payment in ABC Smart Cookies/M2.
4. **I submitted a payment, but did not get an emailed receipt. What do I do?**
   Please check your SPAM/JUNK folders. If you do not see an emailed receipt, please email epayments@gswnypay.org to request a copy.

5. **My payment was made, but it has not been reflected in ABC Smart Cookies/M2. What do I do?**
   If it has been at least 5 business days since your payment was made, please check the Troop bank account to verify that the payment has cleared the account. If it has not cleared, please contact epayments@gswnypay.org and we will research the status of your payment. If it has cleared, please contact customercare@gswny.org and we will research the status of your payment.