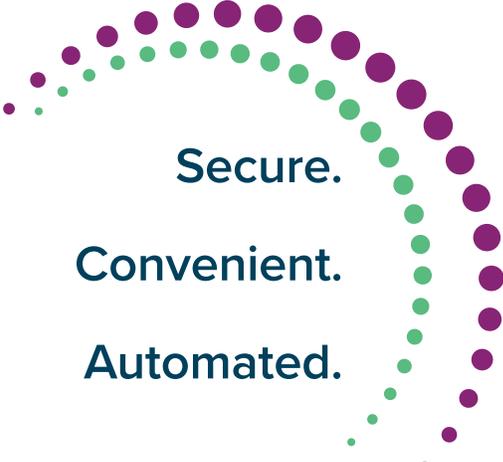# Outcomes® Customer Account Access Portal

Secure.

Convenient.

Automated.

Simplify your life with ACH payments

An Automated Clearing House (ACH) payment is a secure electronic payment or money transfer made over a U.S. financial network. Outcomes is proud to offer this secure and convenient payment option to clients.

Benefits of Recurring ACH Payments for Your Pharmacy:

Secure
Reduce the risk of fraud or error with secure payments through a highly vetted nationwide financial network

Convenient
ACH payments provide a helpful electronic alternative to traditional payment options

Recurring Billing
Automatic payments remove the hassle of having to remember when bills are due

Efficient
ACH payments can be scheduled in advance, saving your pharmacy valuable time

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Customer Account Portal

Navigate to **https://www.outcomes.com/payments** and choose "**Payment Portal Login**" to access your customer billing account.

Login

Once you access the Customer Account Portal, you'll be prompted to login using the credentials provided to you via E-mail.

Overview

The overview page is what you'll expect to see once you've successfully logged in. Here, you'll see a snapshot of your account information listing recent purchases and profile details.

Details	Description
Recent Purchases	Your most recent purchases. Go to 'View Purchase History' to see all purchases placed on your account.
Profile	Basic account information including name, email, and phone
Shipping	Shipping address where you'll receive fulfillment items
Payment	Credit card payment information saved to your profile

Purchases

Customers can view all purchase history associated with their accounts.

Billing

The Billing menu allows customers to pay any outstanding balances, view transactions, setup recurring payment details, and statement details.

Details	Description
Account Balance	Any outstanding balances and available credits for your account
Invoices	List of open and paid invoices associated with your account
Transaction History	List of all transactions associated with your account including invoices, payments, credit memos, deposits, deposit applications, and cash receipts
Print a Statement	Statements posted for your account
Recurring ACH Payments	Setup recurring ACH payments for automated scheduled payments on the 25th of each month

Billing: Making a Payment

To make a credit card payment towards any outstanding balances, go to the **Billing > Invoices** in the left-hand navigation menu. Select one or multiple invoices you would like to pay, then click on the blue "**Make a Payment**" button.

Billing: Payment Details

Billing: Payment Confirmation

Once your payment has been submitted successfully, you'll be redirected to review your payment. Confirmation details will be immediately available for download.

Settings

Changes specific to your account can be made under the Settings menu. Here, you'll have access to manage basic account information, manage email subscriptions, and update your account password.

Details	Description
Profile Information	View and edit basic account information including phone and email
Email Preferences	Manage email subscription preferences
Address Book	Manage account billing and shipping addresses
Update Your Password	Change account password

FAQ's

How do I Access the customer Portal?

The billing portal can be accessed 24/7 at **https://www.outcomes.com/payments** and choose **Payment Portal Login**

How do I get Access to the Customer Portal?

For existing Outcomes Customers, customers will receive a username via email. For all new customers, username credentials will be emailed during the onboarding process.

What if I have multiple chain locations? Will I receive more than one login?

If you have multiple store locations, the login information provided will be for the parent company. Once logged in, you access to information on all your individual stores in one easy to use location.

What are the benefits of using the Customer Portal?

Through the portal, customers can easily:

- View and print Information on purchases and Invoices
- Update customer profile information (i.e. Billing and shipping addresses)
- Pay invoices with a Credit Card
- Set up Reoccurring ACH payments
- View and Print TDS Forms
- Update email newsletter preferences
- AND MUCH MORE
- For more details, please see the **Customer Account Access Portal User Guide**

What Information can I access through the portal?

Through the portal, Customers can view all transactions associated with their account including:

- Invoices
- Payments
- Credit memos
- Deposits
- Deposit applications
- Cash receipts