

# New Case Setup

## Details for Tenants

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## Account Access

### Create an Account

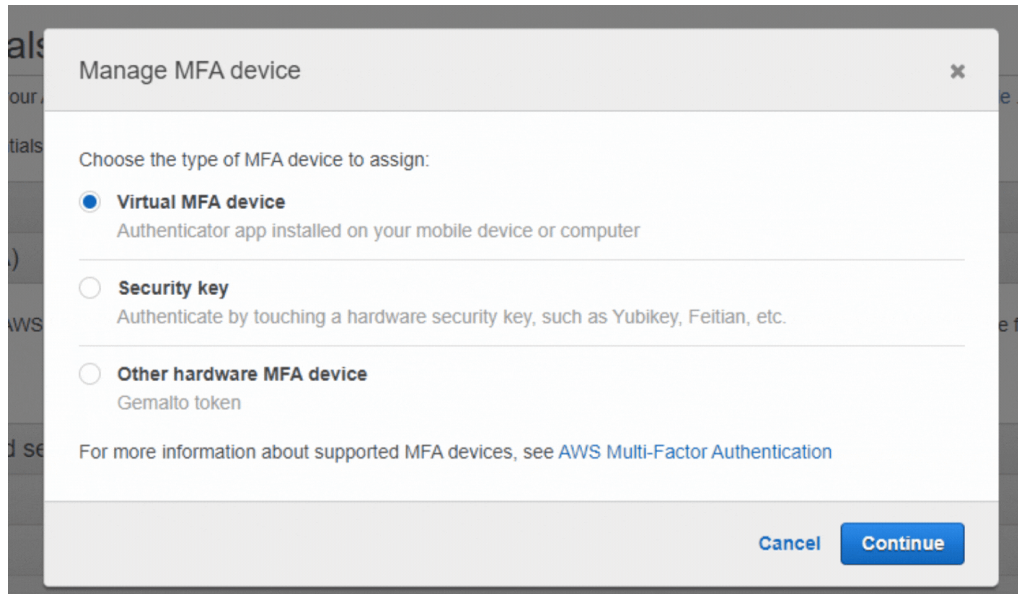
1. Open the link in your invitation email.
2. Use the temporary password provided in the email for your first log-in.
3. Follow the prompts to enter your name and change your password.
4. Create a strong password and save it securely.

\* Bulb icon \* Tip: Admins can resend the invitation email.

### Enable 2-Step Verification (Multi-Factor Authentication)

1. Scan the QR code into your authenticator app.
2. Enter the corresponding code.
3. Update and configure MFA settings from the ⚙ Preferences menu.

Note: If you lose the device you use for MFA, you must ask your Admin to disable the connection with the device and re-configure MFA on your next login.



## Log In

Returning users log in from your homepage URL: <https://NAME.choicepay.com/admin/auth/login> where NAME is the domain name from your invitation email.

- Enter your username and password and click Log In.
- Enter the 2-Step Verification code from your Authenticator.

\* Bulb icon \* Tip: Bookmark your login URL for future use. One way to find your login domain is to search your emails for the original invitation.

## Cases

*Enter key info to begin a new Project.*

### Create a New Case in ChoicePay

**Open Cases from the side menu. Click Create Case.**

#### Case Info

Case Number – Case number must not have any special characters or open spaces.

Case Name and Description - Will appear on the dashboard and reports.

Create new case
✕

Form drafted

Case number  
 Example004

Case name  
 Company X

Case description  
 Disbursements from Company X regarding Product.
 

G

PAYMENT PROVIDERS

INITIAL OPTIONS (6 MAX)

⋮ ACH
✕

⋮ PayPal
✕

⋮ Virtual MasterCard
✕

+ Add provider
▼

Cancel

Create

## Payment Providers

**Select Payment Providers** from available options.

\* bulb icon \* Tip: Fewer choices help payees choose faster.

Payee

**Click Create.**

*Schedule notifications later as part of a Disbursement Campaign.*

## Tremendous

*Tremendous is the solution that carries out the disbursements.*

### Log into Tremendous

Follow the login instructions in your invitation email.

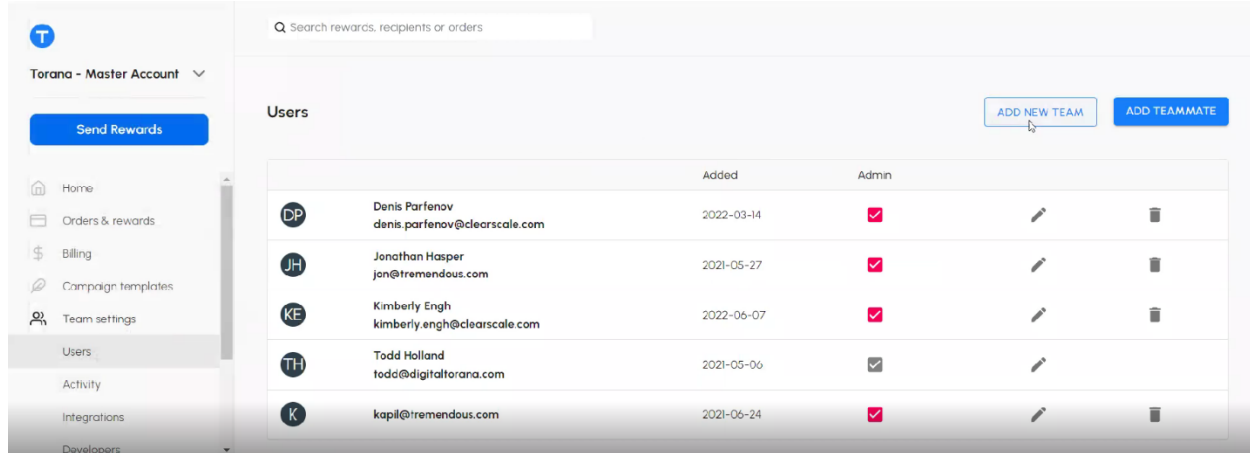
### Create Team

*Tremendous refers to projects as teams.*

**Select Master account** from the drop-down of accounts if it's not already selected.

**Click Team settings** in the sidebar then **click Add New Team**.

\* Bulb icon \* Tip: If you don't see the New Team button, make sure you are working under the master account.



The 'Create a new team' form includes the following elements:

- Team Name \***: A text input field containing 'TestTeam16'.
- Would you like to copy any of your current settings over to this new team (e.g. bank accounts, campaigns)?**: A question with three radio button options:
  - Yes, allow me to select which settings I'd like to copy
  - Bank accounts and credit cards
  - Campaigns
  - No, this team should have a clean slate
- CONTINUE**: A blue button at the bottom of the form.

**Enter Team name.** Name the Team the same as the Case Number to keep organized.

**Select the Yes button** to copy settings from past teams.

**Check the box to copy campaigns** only, not bank accounts and credit cards.

**Click Continue.**

## Add Members

If you need to add more members, invite them at this step.

1. Click Add New User
2. Enter user email
3. Select role (admin or member)
4. Add all new users to the Team Member list
5. Click Send Invites

## Set Rewards

*Tremendous refers to payment providers as “rewards”.*

Select the **current Team** from the drop-down menu on your main dashboard.

Select **Campaign templates** from the sidebar.

Open the **Actions** drop-down and select **Edit rewards**.

The screenshot shows the 'Campaign templates' section of the dashboard. On the left is a sidebar with navigation options: Home, Orders & rewards, Billing, Campaign templates (selected), Team settings, Support center, Chat with us, and Account. The main content area has a search bar and a 'Filter Campaigns' button. Below this, there's a 'Campaign templates' header and a 'CREATE' button. A descriptive paragraph explains that campaigns are reusable templates for placing orders. Two campaign cards are visible: 'Standard - 15' and 'MVP + ACH'. Each card shows a preview of the email, the sender, a description of the email content, a list of reward providers (like Amazon, Starbucks, etc.), and the number of rewards. An 'Actions' dropdown menu is open on the 'Standard - 15' card, showing a 'Start order' button.

This screenshot shows the 'Select the reward(s) you'd like to make available to recipients' screen. At the top right is a 'DONE' button. The main heading is 'Select the reward(s) you'd like to make available to recipients'. Below this is a search bar with the text 'Amazon, Japan, PayPal, Starbucks...'. There are filters for 'Locations', 'Currency', and 'Denominations'. The results show '720 Results' with 'Unselect All' and 'Select All' options. The list of rewards includes: 'Prepaid Cards (1)', 'Prepaid Mastercard', 'Gift Cards (684)', 'Amazon.com', and 'Starbucks US'. A 'View 682 more' link is at the bottom. On the right side, there's a 'Need help?' link and a 'Your Selection' box. The 'Your Selection' box shows 'Rewards Selected: 15' and 'Locations: 112 Regions'. It contains a grid of reward provider logos: Amazon, Starbucks, PayPal, Mastercard, iTunes, Google Play, and Game Pass, with a '+7' button. A 'Preview' button is at the bottom of the selection box.

Verify the selected options are correct for the case.

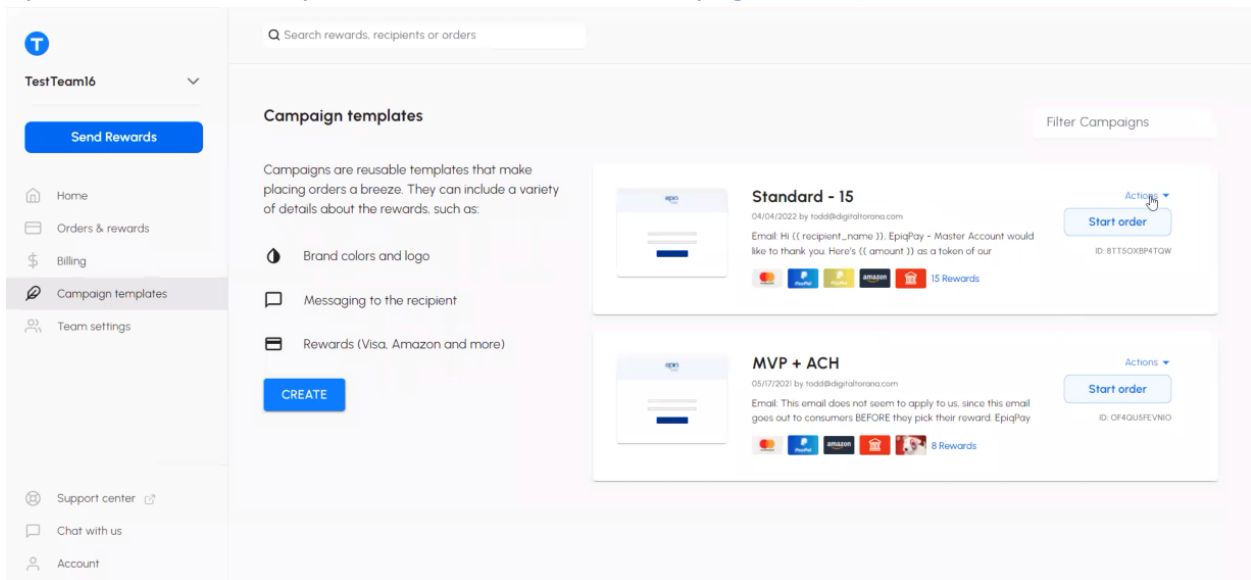
Click **Done**.

## Customize Webpage

The payee-facing website should already be customized from the master template. Open the Edit menu and verify it looks correct.

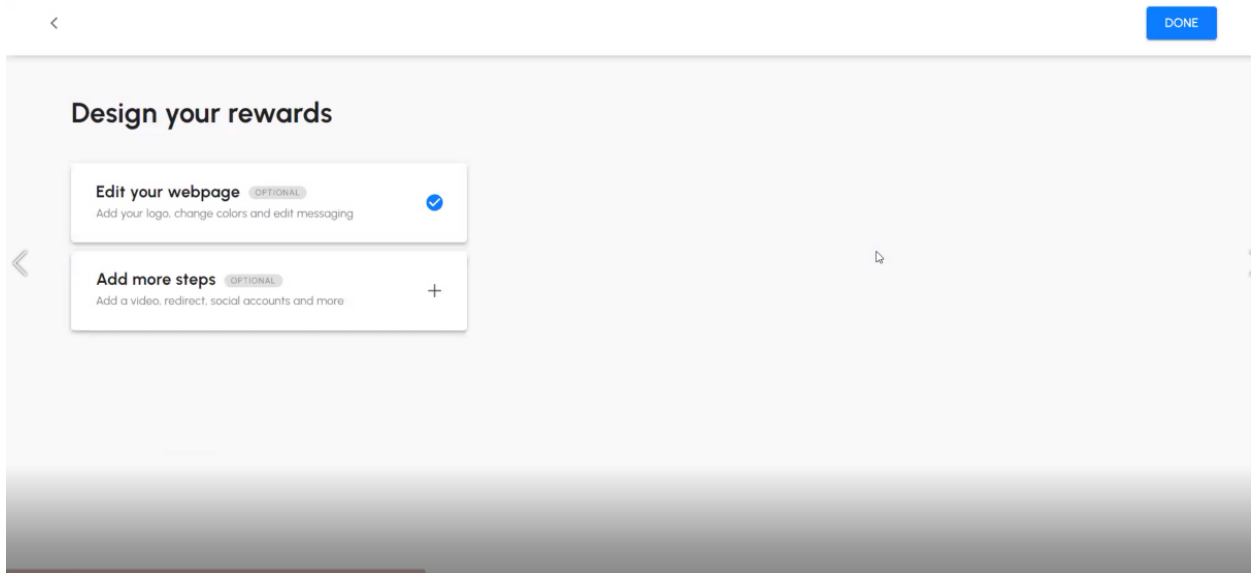
1. **Select the current Team** from the drop-down menu.
2. **Select Campaign templates** from the sidebar.

Open the Actions drop-down and select Edit Webpage

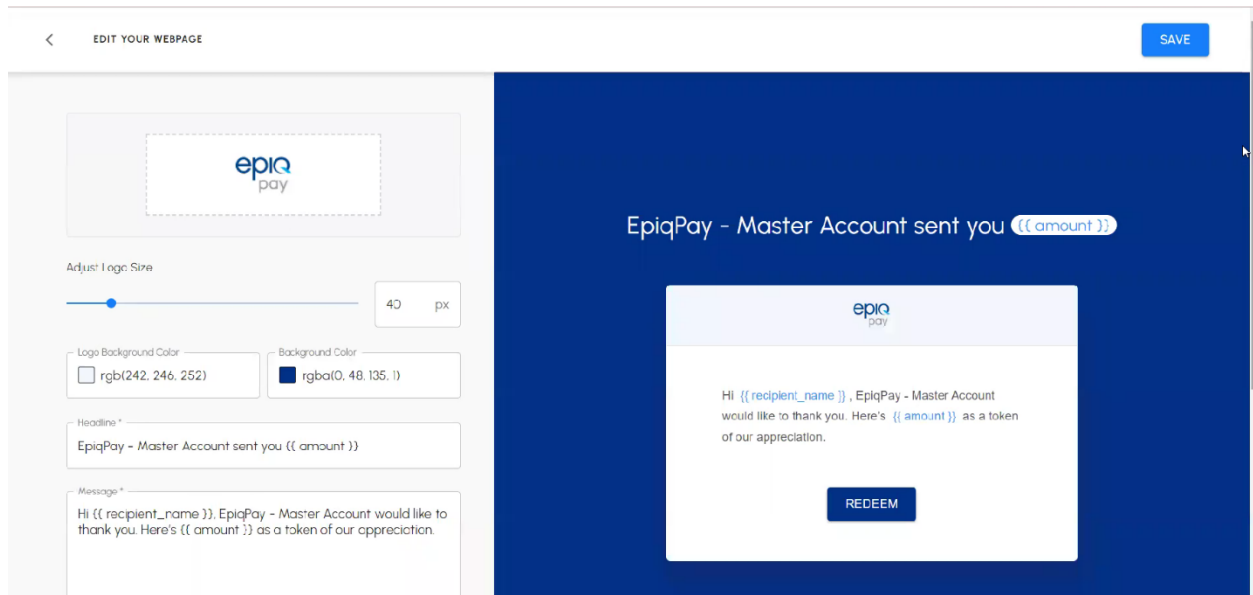


The screenshot shows the EpiqPlay dashboard for 'TestTeam16'. The left sidebar contains navigation options: Home, Orders & rewards, Billing, Campaign templates (selected), Team settings, Support center, Chat with us, and Account. The main content area is titled 'Campaign templates' and includes a search bar, a 'Filter Campaigns' button, and a 'CREATE' button. Two campaign templates are displayed: 'Standard - 15' and 'MVP + ACH'. Each template card shows a preview of the reward webpage, the campaign name, the date and sender, a description of the reward, and a 'Start order' button. The 'Standard - 15' campaign is dated 04/04/2022 and offers 15 rewards, while the 'MVP + ACH' campaign is dated 05/17/2021 and offers 8 rewards.

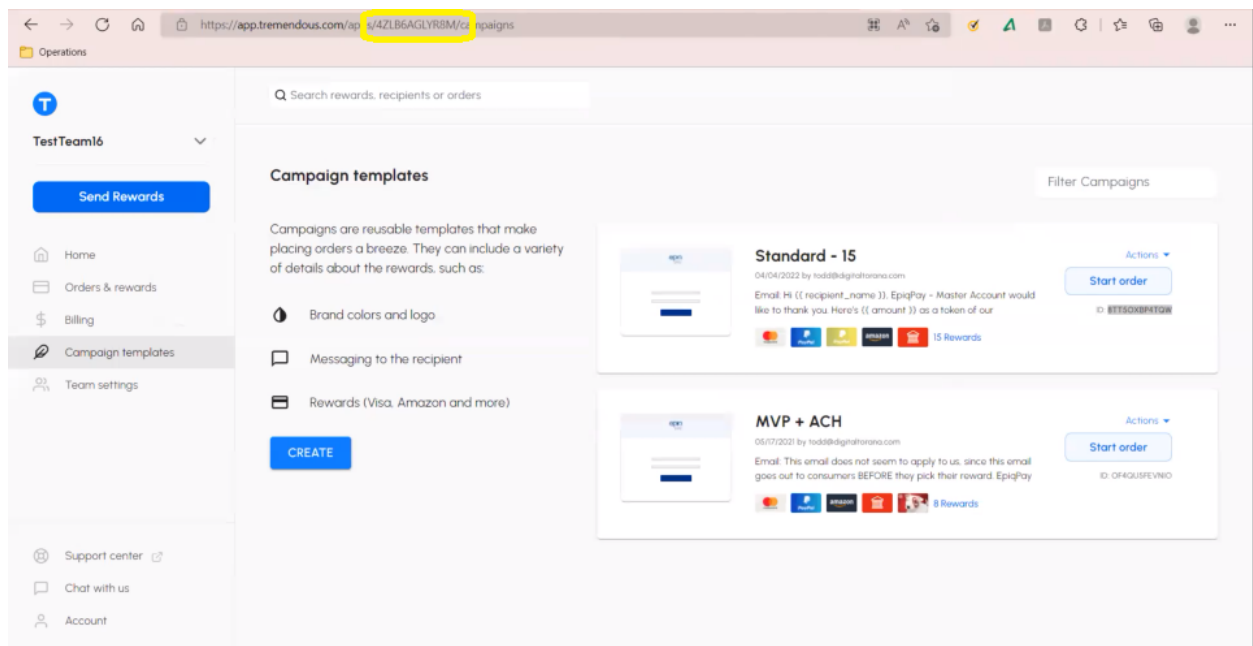
3. **Click the Edit your webpage box** to open the settings.
4. Confirm in the settings fields and preview window. **Click Save** to close.



The screenshot shows the 'Design your rewards' settings screen. At the top right is a 'DONE' button. The main content area has a title 'Design your rewards' and two settings cards. The first card is 'Edit your webpage' (OPTIONAL) with a blue checkmark, indicating it is enabled. Below the title is the description 'Add your logo, change colors and edit messaging'. The second card is 'Add more steps' (OPTIONAL) with a plus sign, indicating it is disabled. Below the title is the description 'Add a video, redirect, social accounts and more'. A left arrow is visible on the far left side of the screen.

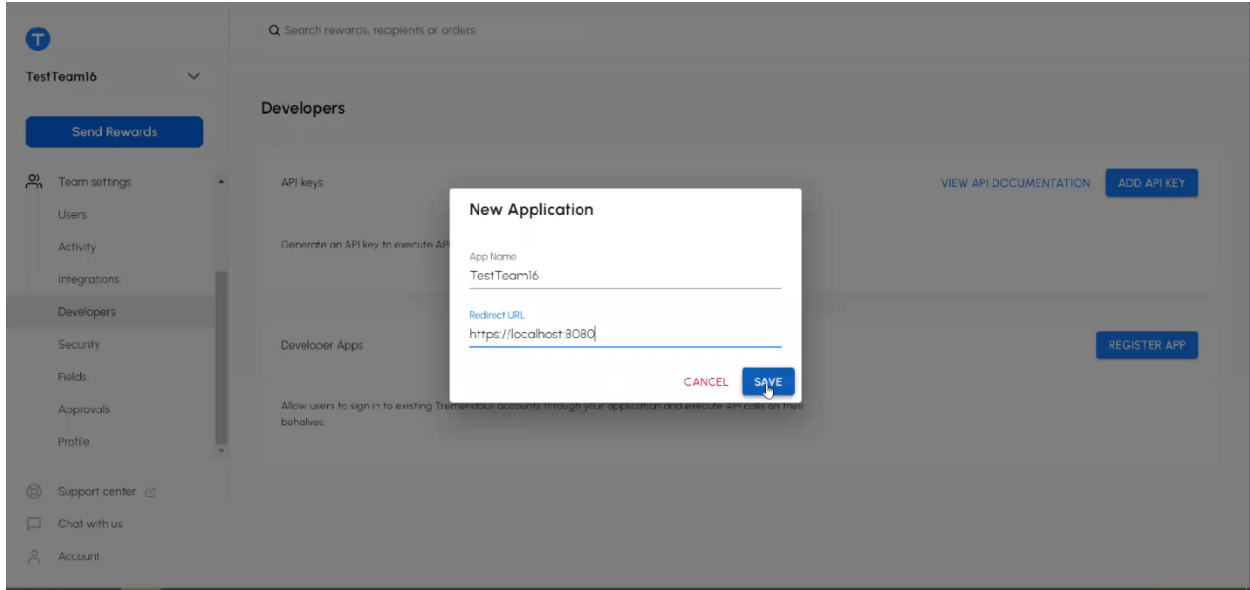


5. Copy the Campaign ID from the URL.
6. Note it in your Case Info list.



## Customize Team

- Open **Team Settings** in the sidebar.
- Click **Developers**.



## Register App

1. Enter the Project/Case name as noted in the plan.
2. Enter the Redirect URL. Default is <https://localhost:8080>.
3. Click Save.

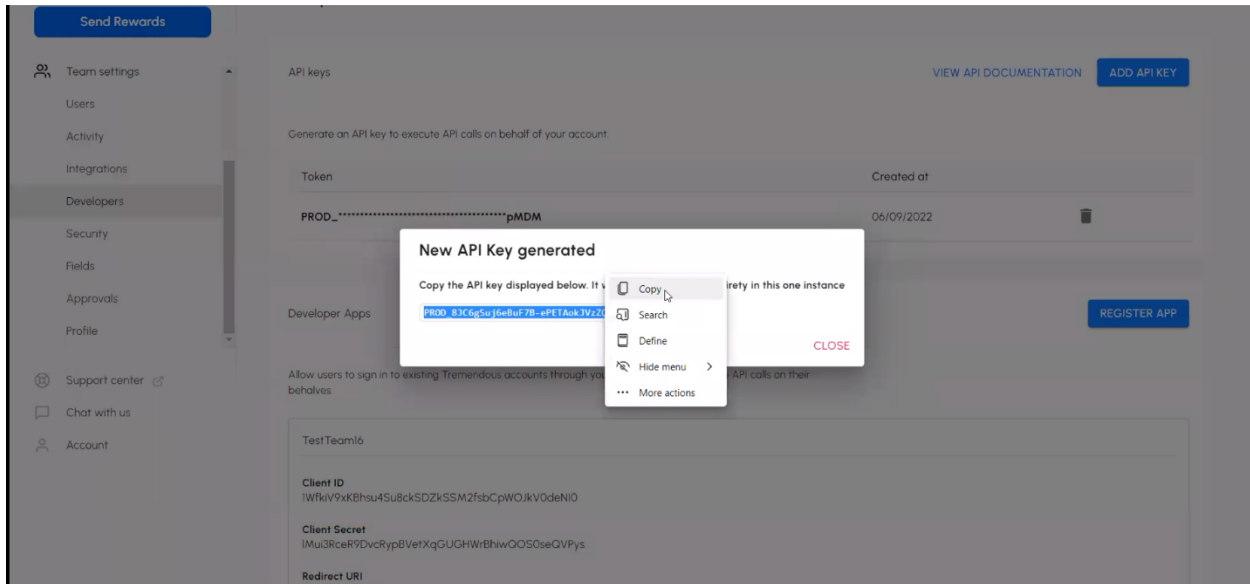
Tremendous will generate the Client ID and Secret key.

1. Highlight and Copy Client ID and Client Secret. Keep this browser open.
2. Paste into plan.

## Add API Key to the app

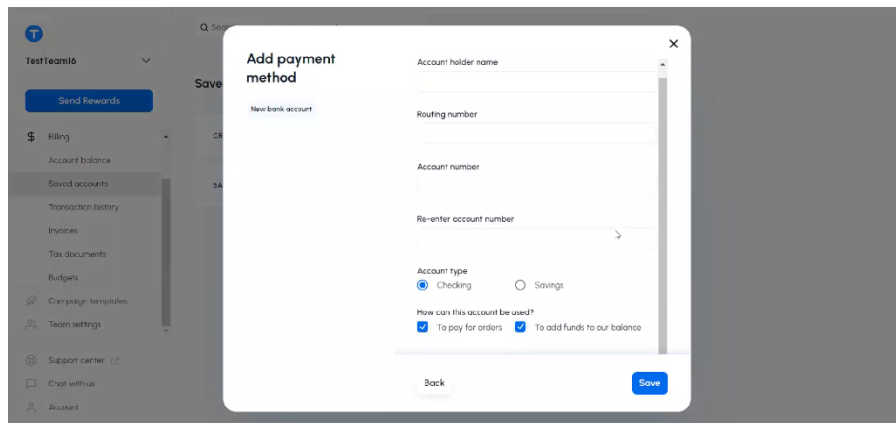
Return to the browser window.

1. Click Add API Key.
2. Select and copy the automatically-generated API key.
3. Paste the API key into the Project Plan.



## Add Bank Account

1. Open the Billing tab from the sidebar.
2. Click Saved accounts.
3. Click Add Bank Account.
4. Enter bank account details.
5. Select Checking account.
6. Check both boxes to enable Credits and Debits.
7. Click Save.



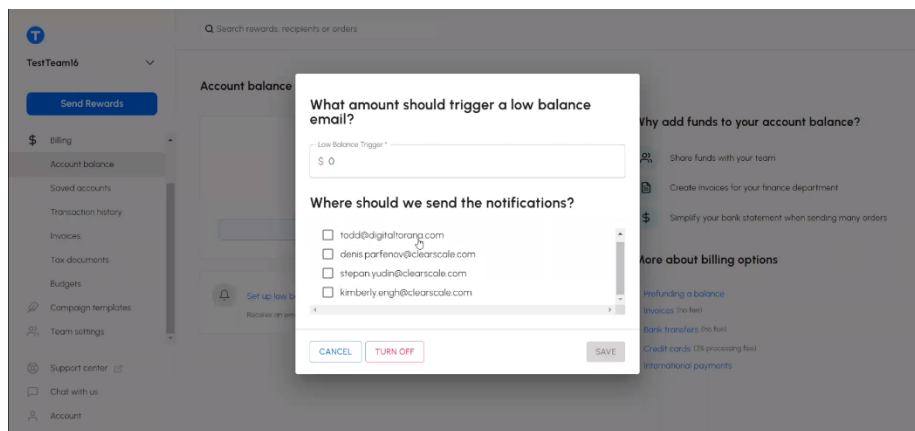
The screenshot shows a modal window titled "Add payment method" with a "New bank account" tab. The form contains the following fields and options:

- Account holder name (text input)
- Routing number (text input)
- Account number (text input)
- Re-enter account number (text input)
- Account type:  Checking,  Savings
- How can this account be used?:  To pay for orders,  To add funds to our balance
- Buttons: Back, Save

## Account notifications

*It is optional to set a low-balance reminder.*

1. Open Billing from the side bar.
2. Set a low-fund amount that will be useful to the Payee.
3. Select one or more recipients.
4. Click Save.



The screenshot shows a modal window titled "What amount should trigger a low balance email?". The form contains the following fields and options:

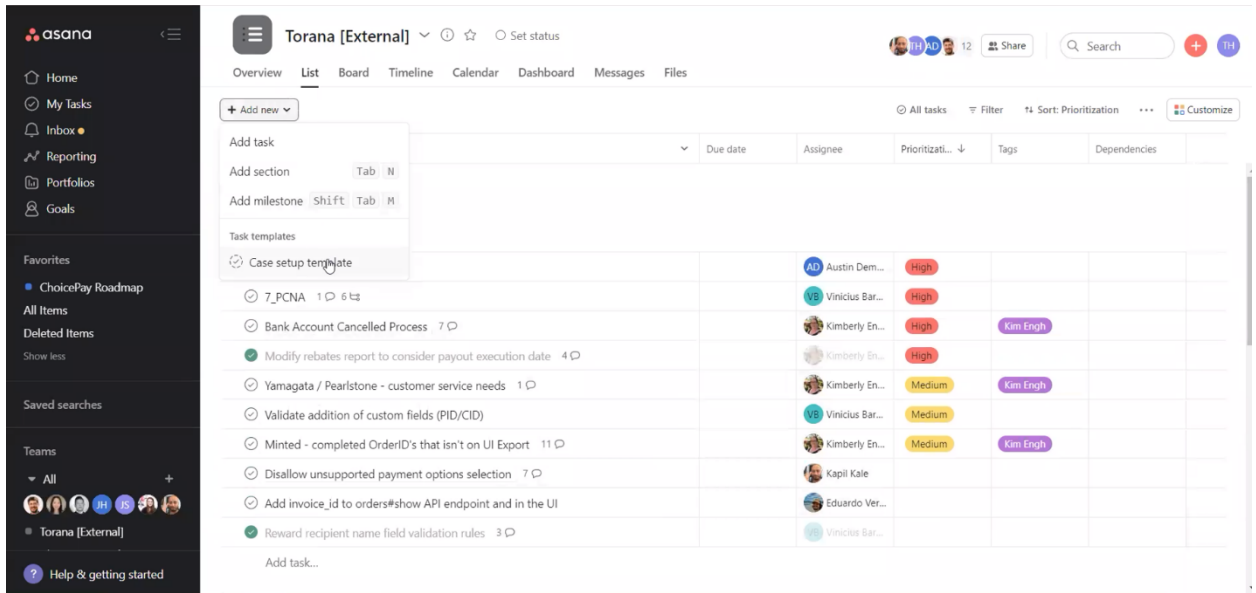
- Low Balance Trigger: \$ 0
- Where should we send the notifications?:
  - todd@digitalorang.com
  - denis.parfenov@clearscale.com
  - stepan.yudin@clearscale.com
  - kimberly.engh@clearscale.com
- Buttons: CANCEL, TURN OFF, SAVE

# Handoff to Tremendous

Create a ticket in Asana to initiate the next steps at Tremendous.

## Create Asana Ticket

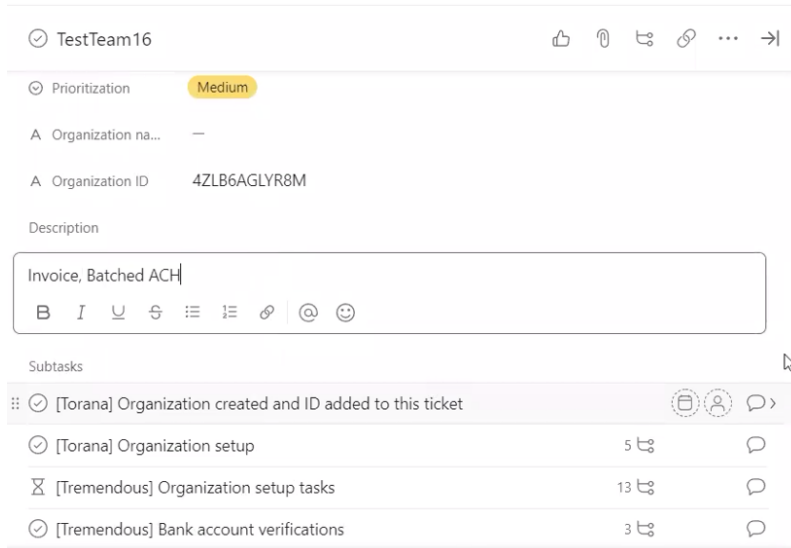
1. Launch Asana and log in if prompted.
2. Open the Tremendous workspace at <https://app.asana.com/0/1200989272929487/1202398908103198>.



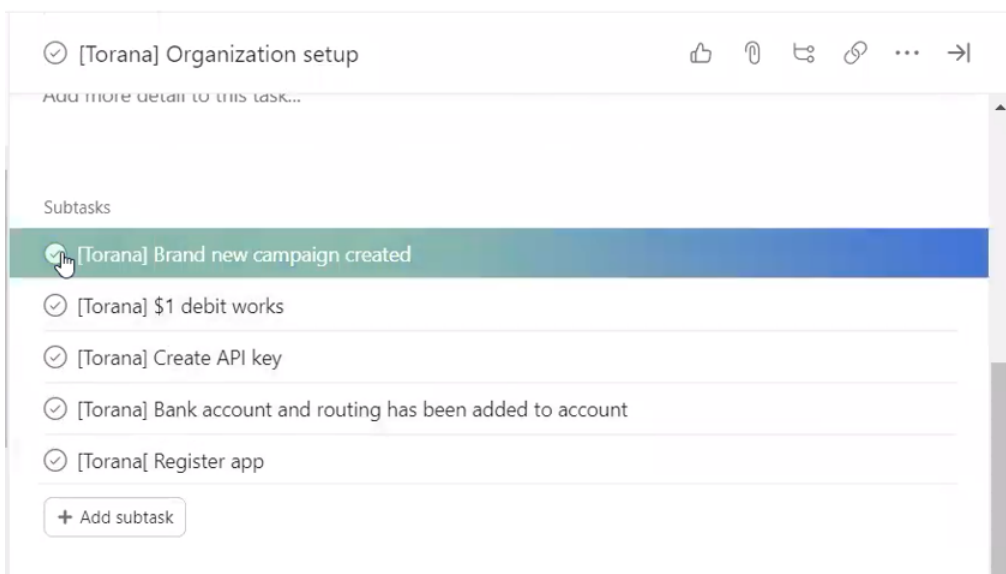
3. Click Add New.
4. From the drop-down of choices, **click Test Case Template.**

## Customize the Asana task

1. Rename the test case using the Case ID.
2. Add your Tremendous rep as assignee.
3. Set priority to Medium.
4. For "Org. ID" enter the Campaign ID from the Tremendous URL.
5. For description, note funding method (Invoice/Prepaid).



6. Move on to Sub-tasks and check off any completed steps.
7. Close Asana. Asana automatically saves your work.



## Webhook Configurations

Developers will set up the funding source, URL, and add the Private Key. Once the back-end setup of a new case is complete, you can proceed to set up the disbursement campaign.

## Case Files

### Prepare Payee List

Identify the appropriate list(s) of individuals to be paid.

Create a Payee list with these fields:

- First Name

- Last Name
- Email
- Amount

Securely deliver this file according to your in-house security policies.

*Process*

1. Go to the cloud folder your CSM created
2. Name it X
3. Mark Done in Asana

**Ingest File Process**

<b>Status</b>	<b>Format</b>	<b>Handled by</b>
Payee data: *exists*	Client database	Tenant’s Customer
Payor files to Case administrator	Client database > export to csv	Tenant/Role?
Payees run through OFAC Check	Full CSV	Tenant/Role?
Excess fields removed, formatted	Full CSV > Prepped CSV	Tenant/Role?
Raw data to Case administrator	CSV > JSON	Tenant/Role?
Ingest file upload	JSON to S3	Tenant/Role?
<b>Ingest files *visible in Torana*</b>	<b>Payee list in Torana</b>	<b>CSM</b>

**New Disbursement Campaigns**

*Create customized notifications and schedule them in ChoicePay.*

**Plan Campaign Dates**

Set a campaign begin date and end date. Schedule notifications within this timeframe.

Minimum notification time intervals:

- Pre-Payment - 1 day after setup
- Payment Notification - 1 day after Pre-Payment
- Reminder #1 - 1 day after Disbursement
- Reminder #2 - 1 day after the previous Reminder
- Completion - 1 day after the last reminder

\*bulb icon\* Tip: You can add up to four more reminders.

*It's customary to space intervals intuitively for optimum engagement.*

**Draft Email Notifications**

*Finalize the copy (wording) for each notification email as a series to create a campaign.*

Each email must have:

- **Subject line** – Visible from Inbox.

- **Header** – Bold, centered text. It’s acceptable to match the subject line or write something different.
- **Content** - Main body text.

\* Bulb icon \* Tip: Draft notification emails in a separate document.

## Campaign Outline

### Prepayment Notification – 1-3 days before expected Disbursement

This notifies the recipient they will soon receive an email with their electronic settlement payment. This notification has a few main objectives:

- Inform End-users of their inclusion in the settlement.
- Identify the Payor and circumstances of the settlement.
- Prepare end-users to promptly choose a payment provider and collect their payment.

### Payment Notification - Upon Disbursement

This is the email that contains the payment link.

- Choose a subject line that will stand out among marketing blasts i.e., “Action Required” or “Payment Enclosed”.
- Keep the body of the message simple. Don’t over-crowd the button.

### Reminder Notification(s) – 2 days after Disbursement

It is customary to send at least one reminder email. Reminders go only to users who have not claimed their payments.

- Create urgency with buzzwords like “Action required” and “Payment enclosed.”

### Reminder #2 – 5 days after Disbursement

The system can send up to four reminders.

- Inform users what happens if they miss the deadline to choose their payment provider.

### Final Notification – Last Day

For remaining payees who did not claim their payment in time. The recommendation is to push the unclaimed payments out as prepaid cards.

- Inform payees the funds are now available through this method only.

Tip: Ask for examples if you’re stuck on what to write.

## Format and Personalize Notifications

### Dynamic fields

Use special placeholders to fill custom info into each individual email. Note these tags are case-sensitive.

First name – {{firstName}}

Last name – {{lastName}}

Payment amount – {{paymentAmount}}

## Format With HTML

*HTML is a text-formatting language for the web. It's simple once you get the hang of it.*

Basic HTML formatting:

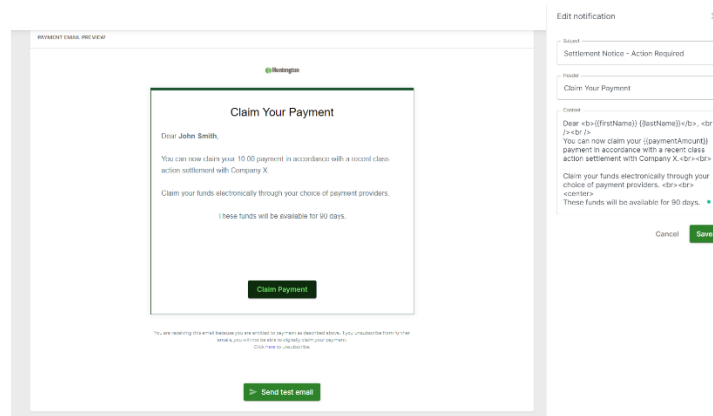
New line = `<br>`

New paragraph/end paragraph = `<p> </p>`

Bold/end bold = `<b> </b>`

Italics/end italics = `<i> </i>`

Center text/uncenter = `<center> </center>`



See how dynamic fields and HTML appear in the text entry fields and in the preview window.

**Save your marked-up copy** to paste into ChoicePay. You can preview and make adjustments to copy.

\* Bulb icon \* Tip: Refer to a [HTML Cheatsheet](#) or ask your ChoicePay rep for help with formatting.

## Create a New Campaign

1. Log into ChoicePay.
2. Click Cases in the sidebar.
3. Find the right case in the list and click to open it.
4. Click Create Campaign.

Cases > paypal\_check

## paypal\_check

[+ Create campaign](#) [Edit case](#)

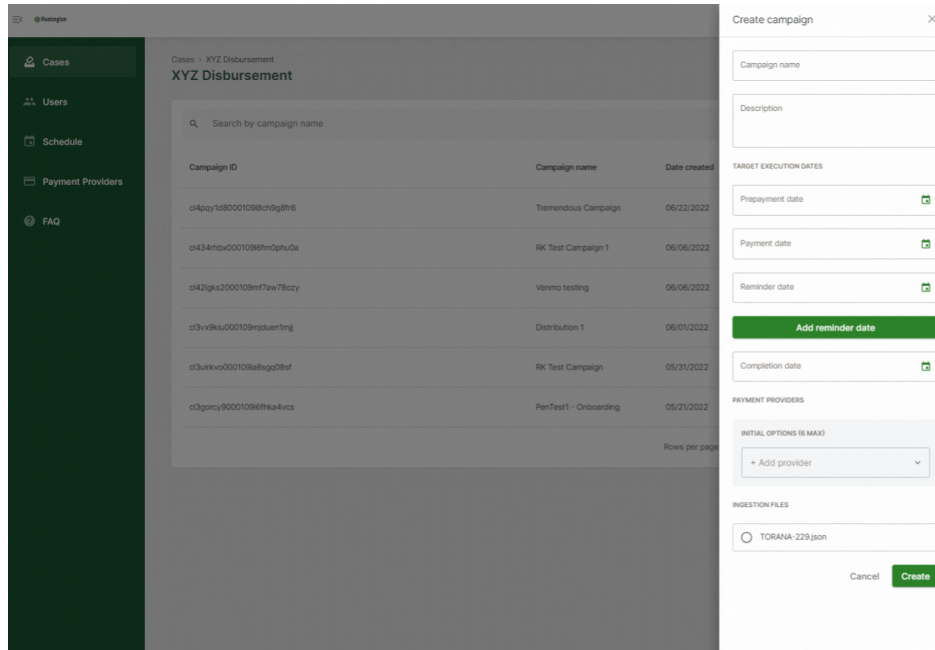
Search by campaign name ? Status: All

Campaign ID	Campaign name	Date created	Status
cl2evyhwq000109i13ht4h3bd	paypal_check_camp	04/25/2022	Completed

Rows per page: 10 1-1 of 1

5. Fill in the fields using your saved case information.
  - a. Campaign Name
  - b. Campaign Description
  - c. Notification Dates: Prepayment, Payment, Reminder(s)
  - d. Completion Date
6. Select Payment Providers.
7. Select Ingest File.
8. Click Create.

\* Bulb icon \* Tip: If the Ingest File is not ready, click Create to save up to this point then edit the case once the file is ready.




## Customize Disbursement Notifications

Customize and test disbursement notification emails.

1. Navigate to Cases in the Sidebar.
2. Open the campaign from the list.
3. Choose Notifications from the Dashboard.

Target Execution Dates	Statistic by Payment Providers
Pre payment notification: 01/11/2022	Not found payment options statistics
Payment notification: 01/12/2022	
Reminder 1 notification: 01/13/2022	
Completion date: 01/14/2022	

4. Open each date using the .

5. Paste notification text from the draft into the corresponding Edit fields.
6. Check the output in the preview window.

The screenshot displays a 'PAYMENT EMAIL PREVIEW' window. The main content area shows a draft email from Huntington with the following text:

**Claim Your Payment**

Dear **John Smith**,

You can now claim your 10.00 payment in accordance with a recent class action settlement with Company X.

Claim your funds electronically through your choice of payment providers.

These funds will be available for 90 days.

[Claim Payment](#)

You are receiving this email because you are entitled to payment as described above. If you unsubscribe from further emails, you will not be able to digitally claim your payment. [Click here to unsubscribe.](#)

[Send test email](#)

The 'Edit notification' sidebar on the right contains the following fields:

- Subject:** Settlement Notice - Action Required
- Header:** Claim Your Payment
- Content:** Dear <b>{{firstName}} {{lastName}}</b>, <br /><br /> You can now claim your {{paymentAmount}} payment in accordance with a recent class action settlement with Company X.<br><br> Claim your funds electronically through your choice of payment providers. <br><br> <center> These funds will be available for 90 days. ●

At the bottom of the sidebar are 'Cancel' and 'Save' buttons.

7. Click Send Test Email to send a sample to the same email address as your ChoicePay login.
8. Save the notification.
9. View the test email and make any adjustments.
10. Repeat for each notification.
11. Optional: Forward/share tests for approval if the customer expects “proofs.”

## Manage Campaigns

**Open the Payee tab** from the dashboard to confirm Payee data is OK.

The campaign will run as scheduled even if payees are not in place.

Note that you can change future notification dates or add additional notifications once the campaign has begun.

*Contact your Customer Success Representative if you need help or feedback at any point.*

## Troubleshooting/FAQ

### Access

*I lost the device I use for MFA. What should I do?*

Ask Admin to unlink MFA from your account. You must re-configure MFA during your next login.

*I don't have an authenticator app for multi-factor authentication. Can I skip the 2-Step Verification steps?*

MFA is a security requirement. Read more about why it's important to [secure your accounts](#). [Get help with MFA.]

*How do I change my email address?*

You cannot change the email address on an account. If you change your email address, request a new account.

*How do I log out?*

Find your name in the upper right corner and open the drop-down menu to sign out.

*How do I update my 2-Step Verification/MFA?*

Find your name in the upper right corner and open the drop-down menu to find the settings menu. Open the MFA tab to re-configure multi-factor authentication with your authenticator app.

*How do I see what user role I am?*

Find your name in the upper right corner and open the drop-down menu to see your user role.

### Account Service

*How can I tell if an End-User received their notifications?*

You can view an event log from the Payees tab of the Dashboard.

*How do I resend a notification?*

This action is the Campaign Dashboard, under the Payees tab. Click the 'three-dot icon' in the Actions column.

*What do I do if somebody on the list declines the settlement?*

Mark the payee Inactive.

*What do I do if somebody claims their settlement outside the system?*

Mark the payee Inactive.

### Disbursement Management

*Why isn't my Ingest file showing up?*

It may have the wrong filename or not yet be in the cloud. Check with your Admin.

*I want to change Payment Providers mid-disbursement.*

You can remove Providers from the choices for new claims however your total list of choices is fixed for the duration of the disbursement.

*How do I share a notification email preview for approval?*

Send yourself a test email and forward it.

*How do I automatically notify the Payee/Tenant of the progress on their disbursement?*

Schedule notifications in Tremendous under Billing.

*How do I end/delete a campaign?*

Contributors and Admins can cancel campaigns, with no option to permanently delete them.

*What do I do about low engagement/an unusual amount of unclaimed funds?*

Check for errors from the Dashboard. Troubleshoot and send more notifications if necessary.