

Auto Pay - Customer Portal View

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Pathway: [Customer Portal](#) > [Manage Auto Pay](#)

This article provides an overview of the Manage Auto Pay feature available to customers on their portal account.

The screenshot displays the 'Manage Auto Pay' interface in a customer portal. At the top, there are two dropdown menus: 'SELECT ACCOUNT' (showing '7675 Navusoft, LLC') and 'SELECT SERVICE LOCATION' (showing '13933 Navusoft, LLC 8100 Washington Ave, Houston TX'). Below these, the account status is shown as 'TOTAL DUE \$ 207.98' and 'PAST DUE \$ 92.79'. A message states 'Submit Payment Today to Avoid Suspension of all Services'. A 'Make a Payment' button is visible, with a note 'Last Payment: 01-03-2022 - Visa 63458961970_00466G \$ 112.35'. A vertical menu on the left includes 'Invoice History', 'Manage Auto Pay' (highlighted with a red box), 'Payment Methods', and 'Reports'. On the right, there are two tables: 'CURRENT SERVICES' and 'RECENT SERVICES'. The 'CURRENT SERVICES' table lists '65G Recycle Service' and '96G Trash Service', both at '1x per Week' frequency. The 'RECENT SERVICES' table lists several past services with their IDs and dates. At the bottom, there is a 'REQUESTS' section with a link to 'CLICK HERE TO SUBMIT ONLINE REQUEST' and a 'VIEW ALL REQUESTS' link.

SELECT ACCOUNT	1 of 1	SELECT SERVICE LOCATION	1 of 1
7675 Navusoft, LLC		13933 Navusoft, LLC 8100 Washington Ave, Houston TX	

\$ 207.98 TOTAL DUE
\$ 92.79 PAST DUE

Submit Payment Today to Avoid Suspension of all Services

Make a Payment
Last Payment: 01-03-2022 - Visa 63458961970_00466G \$ 112.35

Manage Auto Pay

CURRENT SERVICES	FREQUENCY	NEXT SCHEDULED
1 - 65G Recycle Service	1x per Week	Wed July 6th
1 - 96G Trash Service	1x per Week	Thu July 7th

[PRINT CALENDAR](#)

RECENT SERVICES	ID	SERVICE
Thu Jun 30, 2022	3495143	96G Trash Service
Thu Apr 28, 2022	3234037	96G Trash Service
Wed Apr 27, 2022	3228035	65G Recycle Service
Thu Apr 21, 2022	3205051	96G Trash Service
Wed Apr 20, 2022	3199030	65G Recycle Service

[VIEW PREVIOUS AND FUTURE SERVICES](#)

REQUESTS [CLICK HERE TO SUBMIT ONLINE REQUEST](#)

[VIEW ALL REQUESTS](#)

Setup Requirements/Logic

1. The account must be in an Active status.
2. The Manage Auto Pay option only displays for the following Customer Portal Home Pages:
 - o Standard
 - o AR Only
 - o Mail Back
 - o Service Map and Requests
 - o MRF/Recycling
 - o Calendar View
 - o Brokered Account

Manage Auto Pay

From the Manage Auto Pay tool in the customer portal, customers can manage the payment method for their account.

Fri Dec 30, 2022	5089938 (Service Completed)	6 Yard Trash Service
Thu Dec 29, 20...	5083690 (Service Completed)	6 Yard Trash Service
Tue Dec 27, 20...	5071258 (Service Completed)	6 Yard Trash Service
Mon Dec 26, 2...	5064140 (Service Completed)	6 Yard Trash Service

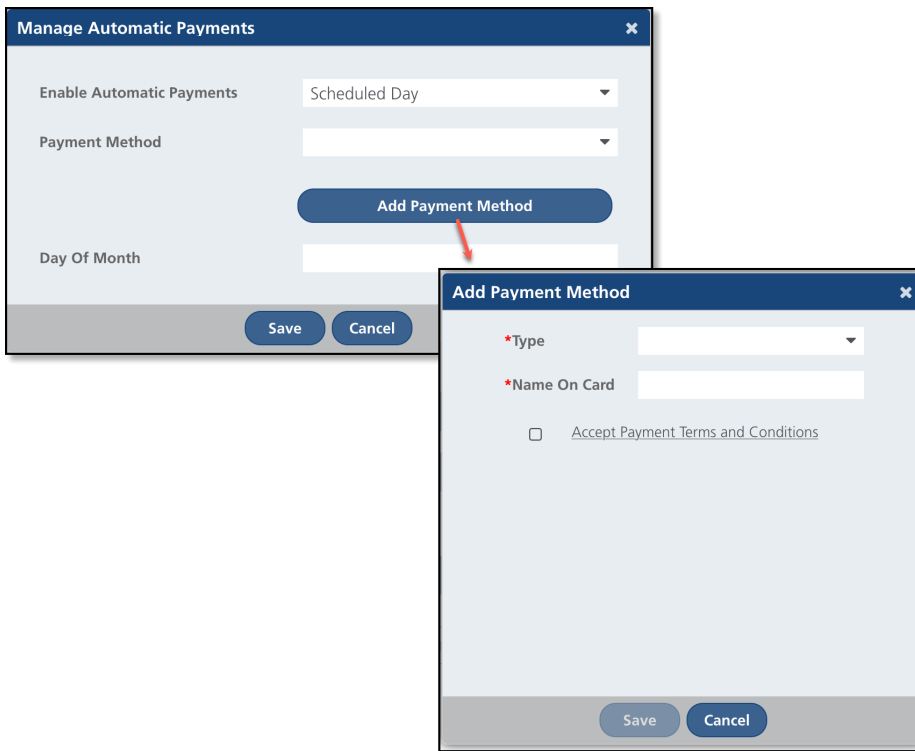
1. Click on **Manage Auto Pay** and the Manage Auto Pay popup editor will display.
2. Select the **Enable Auto Pay** drop down and select from the following options:
 - o No - If selected, auto pay will not be enabled for the customer's account.
 - o At Billing - If selected, auto pay will process payments when the account is billed.
 - o Scheduled Day - If selected, auto pay will process payment for the account on the day of the month the customer has entered.
 - If selected, Day of Month field displays. The customer should enter the day of the month they would like their payment processed.
3. Select a **Payment Account** from the drop down.
 - o If no payment account is available, or a new payment account should be used, select 'Add Payment Account'.
4. Click **Save**.

Add Payment Method

Add a bank account or credit card to use for automatic payment processing.



Payment methods can also be added from the Portal home screen by selecting the **Payment Methods** button.



1. Select **Add Payment Method** from the Manage Automatic Payments editor.
 2. Select the **Type** of payment method. Options include:
 - Credit Card
 - Bank Account
 3. Complete all required payment fields for the selected payment option.
 4. Click **Save**.
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