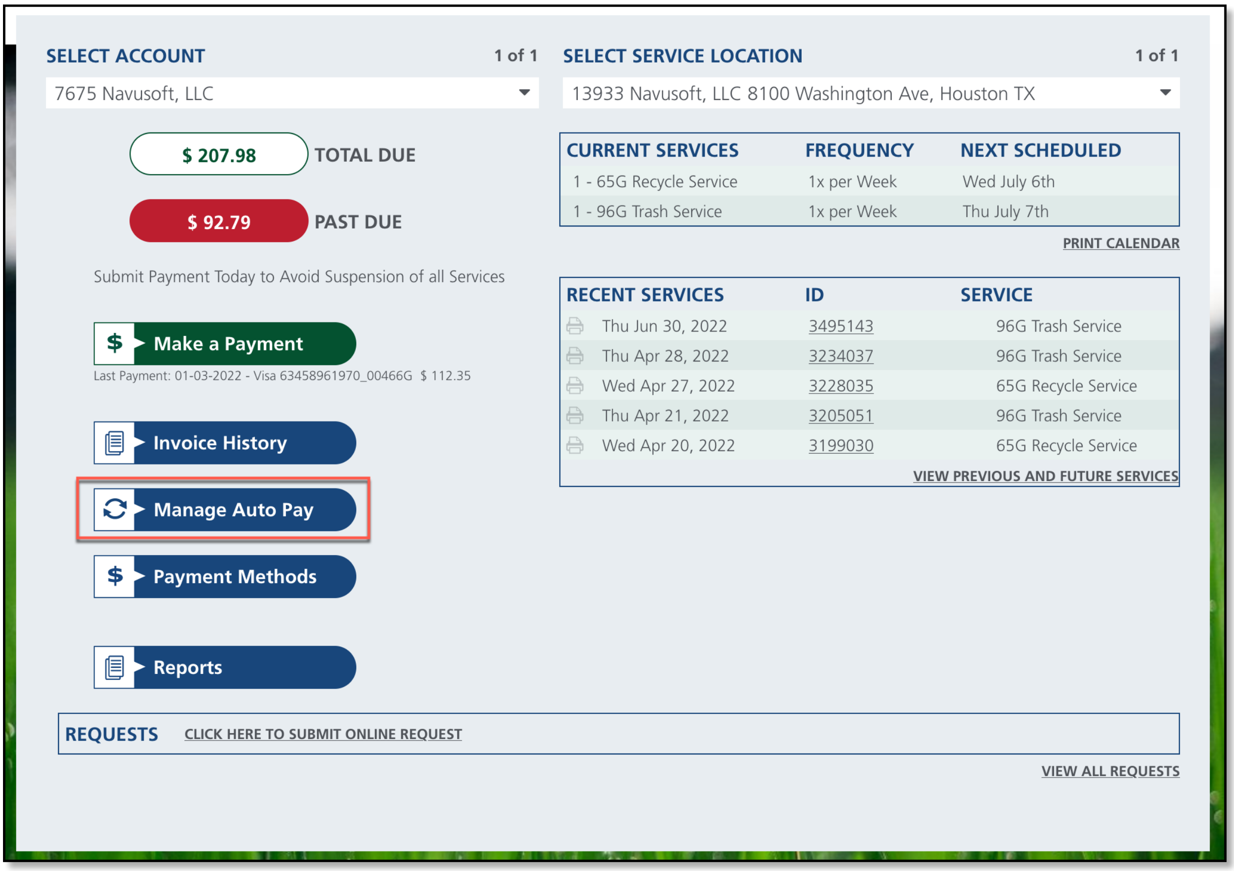
Auto Pay - Customer Portal View

Last Modified on 03/06/2024 2:53 pm EST

Pathway: *Customer Portal > Manage Auto Pay*

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

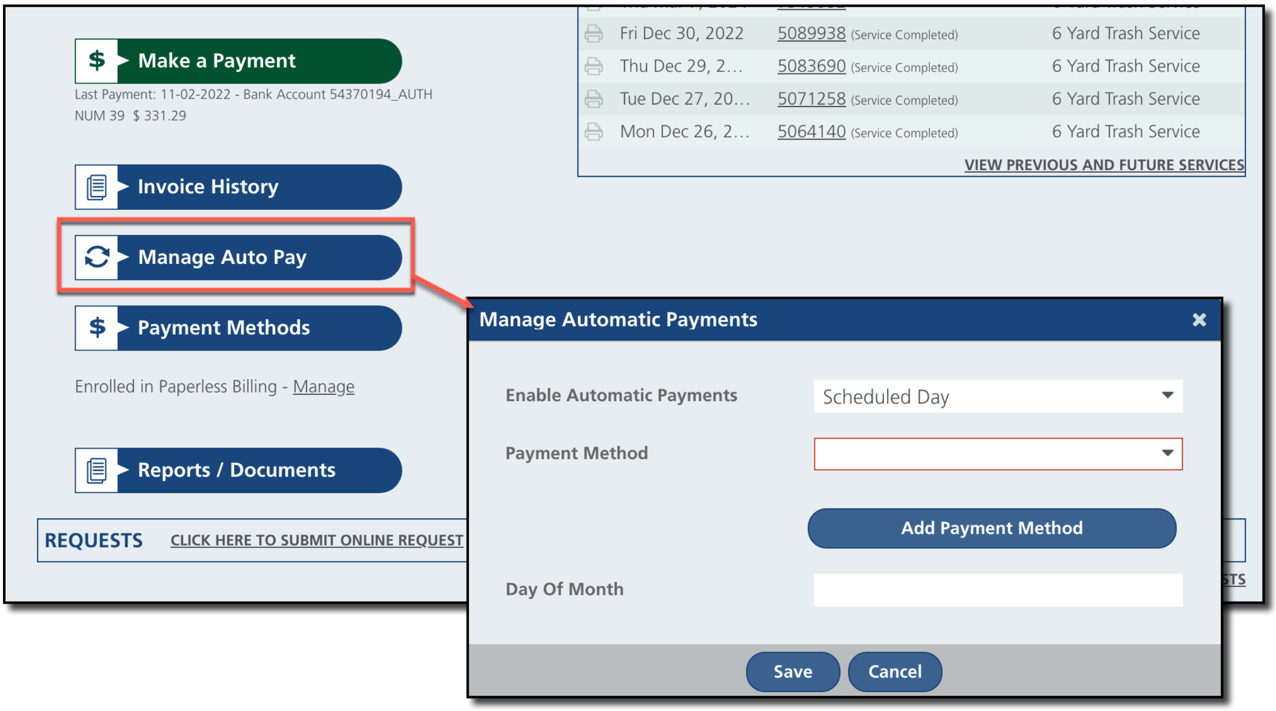


Setup Requirements/Logic

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

Manage Auto Pay

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

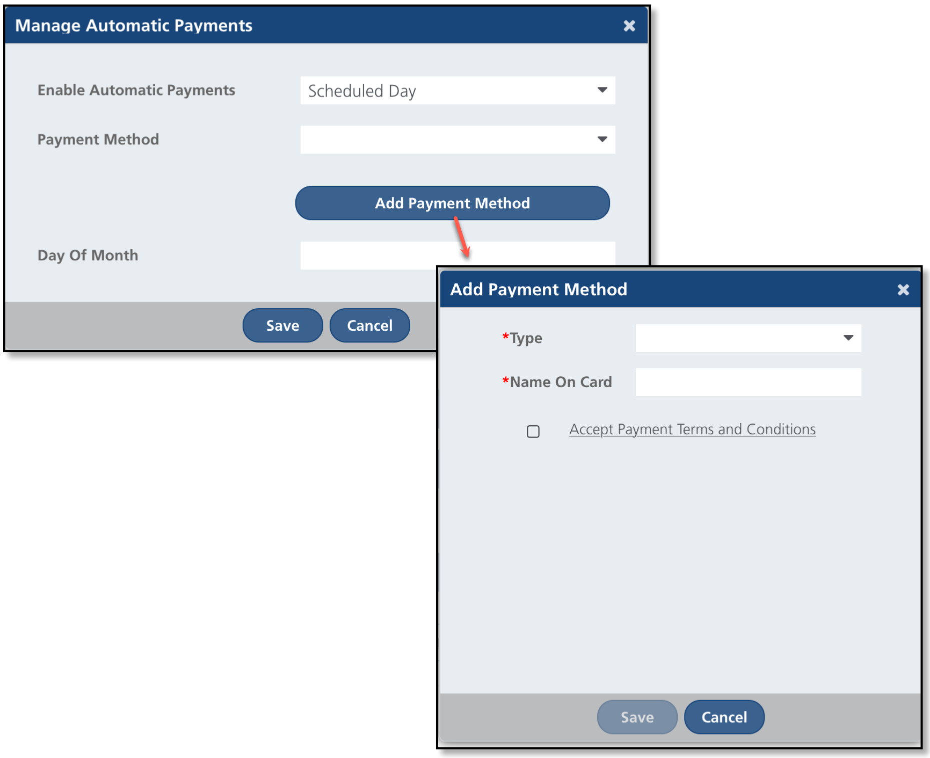


1. Click on **Manage Auto Pay** and the Manage Auto Pay popup editor will display.
2. Select the **Enable Auto Pay**drop down and select from the following options:
    - No - If selected, auto pay will not be enabled for the customer's account.
    - At Billing - If selected, auto pay will process payments when the account is billed.
    - 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.
    - 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**.