

# Auto Pay - Customer Portal View

Last Modified on 01/28/2025 12:13 pm PST

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

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

**SELECT ACCOUNT** 1 of 7 **SELECT SERVICE LOCATION** 1 of 2

49232 Caribou Coffee | 49232001 Caribou Coffee 112 Chieftain St, Osceola WI

**TESTING LOGIN MESSAGE.**

**\$ 0.00 PAST DUE**

**Make a Payment**

**Manage Auto Pay**

**Wallet**

Invoice by Mail - Enable Paperless Billing

**Reports / Documents**

CURRENT SERVICES	FREQUENCY	NEXT SCHEDULED
1 - 4 Yard Trash Service	1x per week	Thu January 30th
1 - 4 Yard Trash Service	1x per week	

[PRINT CALENDAR](#)

RECENT SERVICES	ID	SERVICE
Thu Jan 30, 2025	8901115	4 Yard Trash Service
Thu Jan 2, 2025	8777053 (Credit Hold)	4 Yard Trash Service
Thu Dec 12, 2...	8777050 (Completed)	4 Yard Trash Service
Tue Nov 12, 20...	8735052 (Completed)	4 Yard Trash Service
Fri Nov 1, 2024	8676608 (Completed)	4 Yard Trash Service

[VIEW PREVIOUS AND FUTURE SERVICES](#)

REQUESTS	CLICK HERE TO SUBMIT ONLINE REQUEST				
1580	01/15/2025 8:59 am	Service Inquiry	Requesting quote to inc...	Closed	01/15/2025
1579	12/12/2024 10:25 ...	Please call me		Closed	01/15/2025

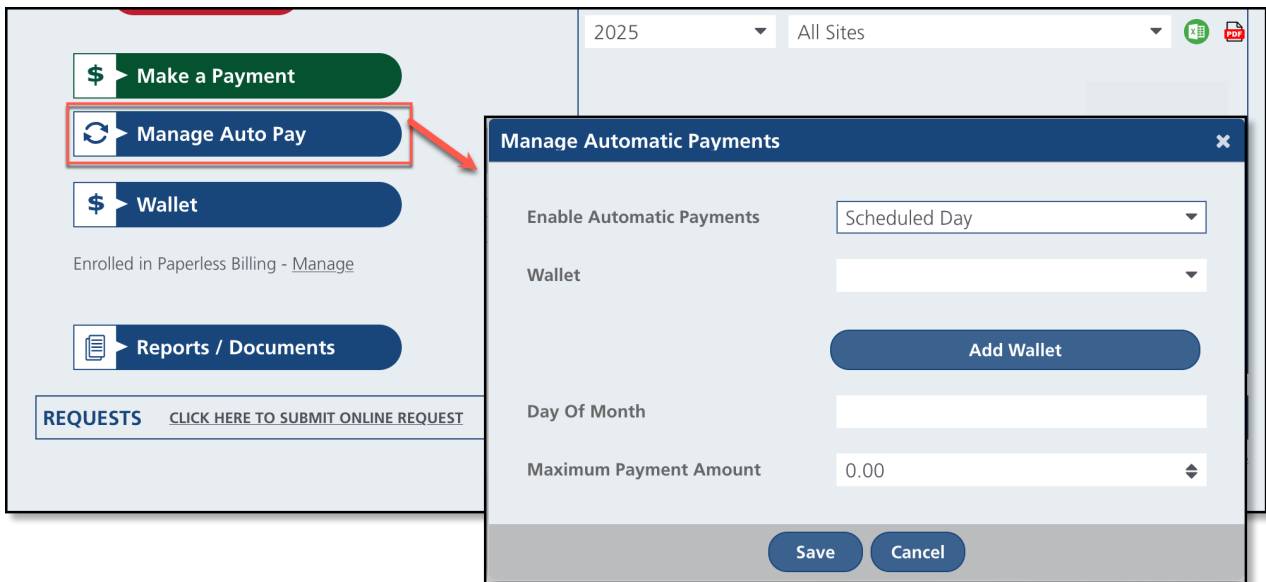
[VIEW ALL REQUESTS](#)

## Setup Requirements/Logic

1. The account must be in an **Active** status.
2. The Manage Auto Pay option is available only for the following Customer Portal Home Pages, which are defined by the account class:
  - 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

Through the Manage Auto Pay tool in the Customer Portal, customers can manage their account's payment methods.



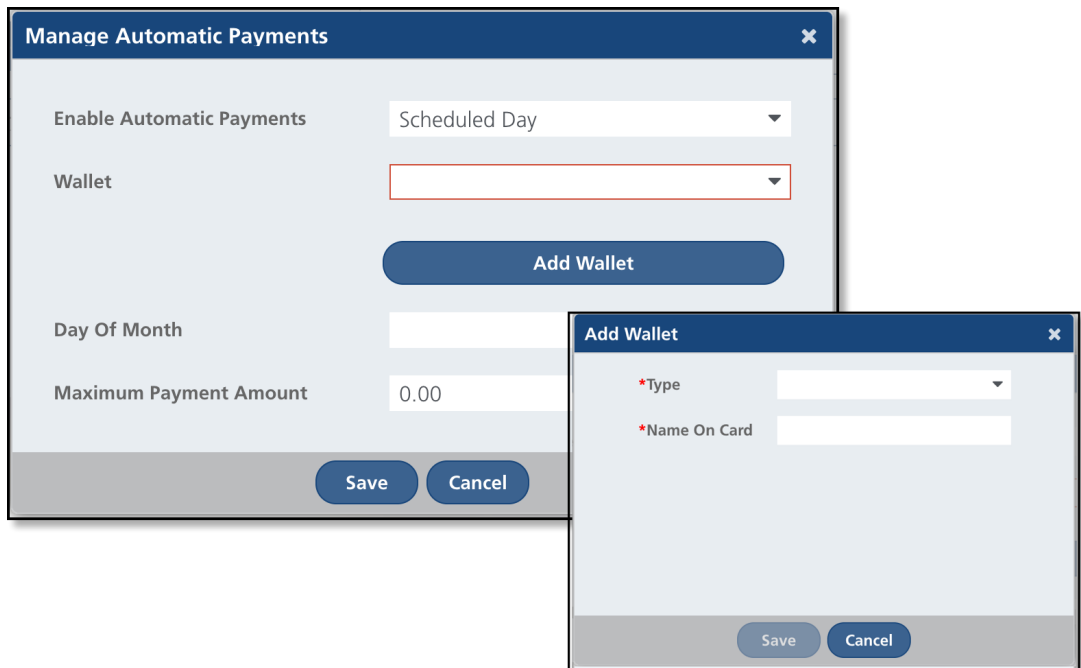
1. Click on **Manage Auto Pay** and the Manage Automatic Payments popup editor will display.
2. Select an option from the **Enable Automatic Payments** drop down. Options include:
  - **No** - If selected, auto pay will not be enabled for the customer's account.
  - **At Billing** - If selected, auto 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 method from the **Wallet** drop down.
  - If no payment method is available, or a new payment account should be used, select '**Add Wallet**' to add a new payment method for auto pay to use.
4. Click **Save** when finished.

## Add Wallet

Select the '**Add Wallet**' option to add a bank account or credit card for automatic payment processing, or to update the current payment method.



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



1. Select **Add Wallet** 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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