

Setup (Auto pay)

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The following article details the required setup components for customers to pay their invoices and account balances using the automatic payment system.

Bill Group Setup

Pathway: Setup > Accounting > Bill Group

In the Settings tab for Bill Group Setup, review the *Billing Auto Pay Process Date* field and *Scheduled Auto Pay Time* field for the selected bill group. The Update Bill Group editor displays by double-clicking within the row of a Bill Group. Settings are Bill Group specific.

The screenshot displays the 'BILL GROUP SETUP' interface. At the top, there are filters for 'DIVISION' (All) and 'TYPE' (All). Below is a table of bill groups. The 'BROKERAD' row is highlighted in green, and a red arrow points to it with the text 'Double-Click'. An 'UPDATE BILL GROUP' modal window is open over the table, showing the settings for the selected 'BROKERAD' bill group. The modal has two tabs: 'Settings' (selected) and 'Notifications'. The 'Settings' tab contains various fields for configuration. Two fields are highlighted with red boxes: 'BILLING AUTO PAY PROCESS DATE' (set to 'Process immediately') and 'SCHEDULED AUTO PAY TIME' (set to '12:00 AM'). Other fields include 'ID', 'ACTIVE', 'NAME', 'DIVISION', 'TYPE', 'FREQUENCY', 'INVOICE FORMAT', 'BILLING EXPORT FORMAT', 'INVOICE MESSAGE', 'MESSAGE DUE IN PAST 1-30 DAYS', 'MESSAGE DUE IN PAST 30-60 DAYS', 'MESSAGE DUE IN PAST 61-90 DAYS', 'MESSAGE DUE IN PAST 91 DAYS', 'INVOICE EMAIL FROM', 'PRINT SEQUENCE', 'INVOICE LOGO', 'UPLOADED INVOICE LOGO', 'INVOICE LOGO 2', 'UPLOADED INVOICE LOGO 2', 'WORK ORDER HEADER TEXT', 'SURCHARGE HEADER TEXT', 'FINANCE CHARGES TEXT', 'MIN AMOUNT TO BE PRINTED', and 'ONE INVOICE PER PO#'. A 'Saved.' indicator is visible at the bottom right of the modal.

Billing Auto Pay Process Date

Assists in defaulting date when future dating auto pay batch during billing.

Scheduled Auto Pay Time

Select a time to process account balance payments for the selected Bill Group. Payments for accounts in the Bill Group will process daily at the selected time. Recommendation: Anytime before 9:30 pm EST. 9:30 pm EST is the settlement time for next day credit card payment funding through Pineapple Payments.

Account Class Setup

Pathway: Setup > Account > Account Class

The Payment Processing tab in Account Class Setup establishes the auto pay amount that will process for accounts in the selected account class. Selections here are Account Class specific.

UPDATE ACCOUNT CLASS

Details Customer Portal **Payment Processing** Status Management Finance Charges / Late Fees

ENABLE CUSTOMER PORTAL PAY PROCESSING FEE

ENABLE MANUAL PAY PROCESSING FEE

ENABLE AUTO PAY PROCESSING FEE

ENABLE ORDER PAY PROCESSING FEE

DISABLE ADDING ACCOUNT PAYMENT METHOD No

CREDIT CARD PROCESSING FEE TYPE Amount

CREDIT CARD FEE AMOUNT 4.95

CREDIT CARD PROCESSING FEE CHARGE CODE Credit Card Fee

ACH PROCESSING FEE TYPE Amount

ACH FEE AMOUNT 2.55

ACH PROCESSING FEE CHARGE CODE ACH Fee

AUTO PAY DECLINED FEE CHARGE CODE Declined Payment

AUTO PAY DECLINED FEE AMOUNT 11.11

BILLING AUTO PAY AMOUNT Balance due

Invoice by site will autopay invoice amount not balance due

Enable Auto Pay Processing Fee

Select this box to apply a processing fee to customers using auto pay. If selected, review fields: 'Credit Card Processing Fee Type' and 'ACH Processing Fee Type' for additional fee setup.

Billing Auto Pay Amount

1. Invoice Amount
 - Select this option to process only the current invoice amount for customers.
2. Balance Due
 - Select this option and auto pay will process the total balance due on customer accounts.
 - This option will not be applied to accounts where 'Bill By Service Location' is enabled and will instead default to Invoice Amount.

Account Setup

Pathway: Accounts > Search > Customer Service Screen

Add and manage a customer's auto pay payment method using the AR History tool in their customer account. Only one auto pay payment method can be active at a time.

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DIVISION DAYTON ACCOUNT MGR House Acct non System CLASS COMMERCIAL ACCESS NOTE

TERMS Net 20 BILL GROUP DAY-BAD DEBT \ INACTIVE

INVOICE DELIVERY Printed ARREARS - MONTHLY Billed Thru Date Dec 19, 2023

CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL
-51.00	0.00	135.92	0.00	0.00	871.95	956.87

Auto Pay Not Enabled

AR HISTORY

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
-51.00	0.00	135.92	0.00	0.00	871.95	956.87

Limit to open items | STATEMENT | INVOICE | AUTO APPLY | BALANCE WRITE OFF | **PAYMENT METHODS (0)** | Search

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
12/19/23	01/08/24	2023-12	41898001	Invoice	888910	135.92		135.92
10/12/23		2023-10		Payment - Bank Account - eCheck	72873590_	(50.00)	0.00	(50.00)
10/11/23	10/31/23	2023-10	41898001	Invoice	884505	649.95		649.95
04/05/23		2023-04		Payment - Visa - Credit Card	62063902_155926	(1.00)	0.00	(1.00)
03/28/23	04/17/23	2023-03	41898001	Invoice	866652	100.00		100.00
01/30/23	02/19/23	2023-01	41898001	Invoice	844926	225.00	(103.00)	122.00

1. Select the **AR History** icon from the Customer Account screen to display the AR History editor.
2. Select '**Credit Cards On File**' and the Account Payment Methods editor will display.
3. Select the **green '+'** icon to add a new account payment method from the Account Payment Methods screen.
4. Select the payment **Type** from the drop down. Options include: Credit Card and Bank Account.
5. Complete all required fields for the selected payment type.
6. Click **Save** when finished.