

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' (HOUSTON) and 'TYPE' (All). Below is a table listing bill groups. A red arrow points to the row for ID 24, 'HOU-RO ARREARS'. An 'UPDATE BILL GROUP' modal is open for this row, showing various settings. The 'BILLING AUTO PAY PROCESS DATE' is set to 'Process immediately' and the 'SCHEDULED AUTO PAY TIME' is set to '12:00:00 AM' with 'Central Standard Time' selected.

ID	NAME	DIVISION	TYPE	FREQUENCY	INVOICE FORMAT
23	HOU-COMMERCIAL ARREARS	HOUSTON	Arrears	Monthly	Format 3 B
24	HOU-RO ARREARS	HOUSTON	Arrears	Monthly	Choice Waste Invoice 1
25	HOU-MANUAL INVOICES	HOUSTON	Arrears	Monthly	Format 9
26	HOU-Q1-JAN-APR-JUL-OCT	HOUSTON	Advance	Quarterly	Navu Base Product For...
27	HOU-Q2-FEB-MAY-AUG-NOV	HOUSTON	Advance	Quarterly	Cockeys Invoice 1
28	HOU-Q3-MAR-JUN-SEP-DEC				
ANNV_30D	HOU-Anniversary 30 Day				
ANNV_4WEEK	HOU-Anniversary 4 week				
INVTST	Invoice Test Only				

Field	Value
ID	24
ACTIVE	Yes
NAME	HOU-RO ARREARS
DIVISION	HOUSTON
TYPE	Arrears
FREQUENCY	Monthly
INVOICE FORMAT	Choice Waste Invoice 1
BILLING EXPORT FORMAT	EDI WM Format 1
CUSTOMER PORTAL URL	https://navuqa-customerportal.n...
MESSAGE DUE IN PAST 1-30 DAYS	Message for invoices due 1-30 d...
MESSAGE DUE IN PAST 30-60 DAYS	Message for invoices due 31-60 c...
MESSAGE DUE IN PAST 61-90 DAYS	Message for invoices due 61-90 c...
MESSAGE DUE IN PAST 91 DAYS	Message for invoices due 91 + d...
CUSTOM 1	
CUSTOM 2	
INVOICE EMAIL FROM	ar@navusoft.com
PRINT SEQUENCE	Invoice Number
INVOICE LOGO	Select Image BROWSE...
UPLOADED INVOICE LOGO	View
INVOICE LOGO 2	Select Image BROWSE...
UPLOADED INVOICE LOGO 2	
WORK ORDER HEADER TEXT	WO #
SURCHARGE HEADER TEXT	Surcharge Fees
FINANCE CHARGES TEXT	Finance Charges
BILLING AUTO PAY PROCESS DATE	Process immediately
SCHEDULED AUTO PAY TIME	12:00:00 AM Central Standard Time
PAPER BILL FEE CHARGE CODE	18 Gal Sharp Per Contai...
PAPER BILL FEE (PER INVOICE)	3.00
MINIMUM INVOICE AMOUNT TO BE NOTIFIED	0.00
MINIMUM ACCOUNT BALANCE TO BE NOTIFIED	0.00
ONE INVOICE PER	Disabled
DISABLE AUTOMATIC BILLING BATCH CREATION	No
DISABLE EMAIL INVOICE AS AN ATTACHMENT	No

Billing Auto Pay Process Date

Helps default the date for future-dated auto-pay batches during billing. Options include: *Process Immediately*, *Invoice Date*, and *10 Days After Invoice Date*.

Scheduled Auto Pay Time

Select a time to process account balance payments for the selected Bill Group. Payments will be processed daily at the selected time for accounts within the group. Recommendation: Select a time before 9:30 PM EST, as this 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. Settings here are account class specific.

Field	Value
ENABLE CUSTOMER PORTAL PAY PROCESSING FEE	<input checked="" type="checkbox"/>
1 ENABLE AUTO PAY PROCESSING FEE	<input checked="" type="checkbox"/>
DISABLE ACCOUNT WALLET	Yes
CREDIT CARD FEE AMOUNT	5.00
ECHECK PROCESSING FEE TYPE	%
ECHECK PROCESSING FEE CHARGE CODE	ACH Fee
MANUAL PAY CONVENIENCE FEE AMOUNT	10.00
AUTO PAY DECLINED FEE CHARGE CODE	Declined Payment
2 BILLING AUTO PAY AMOUNT	Invoice Amount
ENABLE MANUAL PAY PROCESSING FEE	<input checked="" type="checkbox"/>
ENABLE ORDER PAY PROCESSING FEE	<input checked="" type="checkbox"/>
CREDIT CARD PROCESSING FEE TYPE	%
CREDIT CARD PROCESSING FEE CHARGE CODE	Credit Card Fee
ECHECK FEE AMOUNT	5.00
MANUAL PAY CONVENIENCE FEE TYPE	Amount
MANUAL PAY CONVENIENCE FEE CHARGE CODE	Convenience Fee
AUTO PAY DECLINED FEE AMOUNT	5.55

- 1. Enable Auto Pay Processing Fee** - Select this box to apply a processing fee to customers using auto pay. Note: If selected, review fields: 'Credit Card Processing Fee Type' and 'ACH Processing Fee Type' for additional fee setup.
- 2. Billing Auto Pay Amount** - Select the amount to be paid:
 - o Invoice Amount
 - o 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 the 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 account. Only one active auto-pay payment method is allowed at a time.

The screenshot displays a software interface for account management. At the top, there is a header for 'Navusoft Premier Waste And Recycling' with account ID 41898 and 'Navusoft - Demo' with ID 41898001. Below this, account details are shown, including address (8105 Washington Ave, Houston, TX 77007-1062) and contact information. A table shows payment terms and balances across various periods (CURRENT, 1-30, 31-60, 61-90, 91-120, 120+, TOTAL), all with a balance of 0.00. A red circle labeled '1' highlights the 'AR HISTORY' icon in the top right. Below the account details, the 'AR HISTORY' section is visible, with a table showing current and past due balances. A red circle labeled '2' highlights the 'WALLET (0)' button. Below the AR History, the 'ACCOUNT WALLET' section is shown, with a red circle labeled '3' highlighting the green '+' icon for adding a new payment method. The Account Wallet table lists existing payment methods like 'Bank ...', 'QA Card', and 'Test Navus...'. A sidebar on the left contains navigation options like 'ACTIVE SERVICES', 'CALENDAR', and 'SU'.

1. Select the **AR History icon** from the Customer Account screen to display the AR History editor.
2. Select **'Wallet'** 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.