

Auto Pay Setup

Last Modified on 12/16/2024 7:59 am PST

Pathway: [Accounts > Search > Accounts > AR History](#)

The option to enable auto-pay for an account is linked to its payment method and is configured in AR History. Accounts with auto-pay can choose to have payments processed either at the same time as billing or on a specific day of their choice. If the Customer Portal is available, customers can be directed to set up their own Auto Pay through the "Manage Auto Pay" option. Otherwise, setup is done in AR History for the site.

The screenshot displays the 'ACCOUNT PAYMENT METHODS' interface. At the top, there is a blue header with a '+' icon and a close button. Below the header is a table with the following columns: ACCOUNT HOLDER NAME, LAST 4 DIGITS, TYPE, EXPIRATION DATE, AUTO PAY, DAY OF MONTH, AUTO PAY MAX, STATUS, CREATED BY, and PROCESSOR. The table contains three rows of data. Below the table, there is a modal window titled 'ADD ACCOUNT PAYMENT METHODS' with a close button. The modal contains several input fields: 'TYPE' (dropdown), 'NAME' (text input), 'AUTOMATED PAYMENT' (dropdown, highlighted with a red box), and 'DESCRIPTION' (text area). A 'SAVE' button is located at the bottom of the modal.

ACCOUNT HOLDER NAME	LAST 4 DIGITS	TYPE	EXPIRATION DATE	AUTO PAY	DAY OF MONTH	AUTO PAY MAX	STATUS	CREATED BY	PROCESSOR
Testing Test - ACH Account	5309	Bank Account		No			Inactive	Matthew Van Dor...	Pineapple View History
QA Card	1111	Visa	04-30-2026	No			Inactive		Pineapple View History
Test Navusoft	5123	Visa	05-31-2026	No			Inactive	Matthew Van Dor...	Pineapple View History

Permissions

The following permissions are required to setup an account on auto-pay:

Permission ID	Permission Name
5	View Account
6	View Site
41	View AR History

Scheduled Auto Pay Time: Bill Group Setup

Pathway: [Setup > Accounting > Bill Group](#)

In a Bill Group's setup, the Scheduled Auto Pay Time field determines the processing time for scheduled day auto payments. The selected time specifies when Auto Pay will be processed each day.

UPDATE BILL GROUP ? X

Settings
Notifications

ID	<input type="text" value="16"/>	INVOICE EMAIL FROM	<input type="text" value="billing@navusoft.com"/>
ACTIVE	<input type="text" value="Yes"/>	PRINT SEQUENCE	<input type="text" value="Invoice Number"/>
NAME	<input type="text" value="DAY-COMM MONTHLY CURRENT"/>	INVOICE LOGO	<input type="text" value="Select Image"/> BROWSE...
DIVISION	<input type="text" value="DAYTON"/>	UPLOADED INVOICE LOGO	View
TYPE	<input type="text" value="Arrears"/>	INVOICE LOGO 2	<input type="text" value="Select Image"/> BROWSE...
FREQUENCY	<input type="text" value="Monthly"/>	UPLOADED INVOICE LOGO 2	
INVOICE FORMAT	<input type="text" value="Format 17"/>	WORK ORDER HEADER TEXT	<input type="text" value="WO #"/>
BILLING EXPORT FORMAT	<input type="text" value="CPT"/>	SURCHARGE HEADER TEXT	<input type="text" value="Surcharge Fees"/>
ACCOUNT PORTAL URL	<input type="text" value="https://navuqa-customerportal.n"/>	FINANCE CHARGES TEXT	<input type="text" value="Finance Charges"/>
INVOICE MESSAGE	<input type="text" value="This is the message at the billgroup."/>	BILLING AUTO PAY PROCESS DATE	<input type="text" value=""/>
MESSAGE DUE IN PAST 1-30 DAYS	<input type="text" value="Message for invoices due 1-30 d"/>	SCHEDULED AUTO PAY TIME	<input type="text" value="8:00 PM"/> Central Standard Time
MESSAGE DUE IN PAST 30-60 DAYS	<input type="text" value="Message for invoices due 31-60 c"/>	PAPER BILL FEE CHARGE CODE	<input type="text" value=""/>
MESSAGE DUE IN PAST 61-90 DAYS	<input type="text" value="Message for invoices due 61-90 c"/>	PAPER BILL FEE (PER INVOICE)	<input type="text" value=""/>
MESSAGE DUE IN PAST 91 DAYS	<input type="text" value="Message for invoices due 91 + d"/>	MIN AMOUNT TO BE PRINTED	<input type="text" value="0.00"/>
CUSTOM 1	<input type="text" value=""/>	ONE INVOICE PER PO#	<input type="text" value="No"/>
CUSTOM 2	<input type="text" value=""/>		

Saved.

Add Account Payment Method Field Descriptions

Some of the fields displayed here will change based on what the user selects from the **Type** and **Automated Payment** fields.

Field	Description
Type	Determines whether the payment method is a Credit Card or Bank Account. Fields specific to the type will display upon selection.
Automated Payment	<p>The options for automated payment processing when adding/editing a payment method for the account include:</p> <ul style="list-style-type: none"> No - Select if the account should not follow auto pay setup. At Billing - Select if payment should be auto processed when the account is billed. Scheduled Day - Select to set a scheduled day each month for an account to be billed on.
Day Of Month	The specific day payment will be automatically processed for the account. Only displays when Automated Payment is set to 'Scheduled Day'.
AutoPay Amount	Indicates the maximum payment amount that auto pay will process.
Active	Indicates if the auto pay payment method is active for the account. To prevent auto pay processing, the autopay payment method can be deactivated if needed. However, when reactivated, it will collect the full balance due the next time auto pay is processed.

Description	Option to include an internal description for the payment method.
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Set up Auto Pay for an Account

Auto Pay is set up in AR History through the Wallet hyperlink. Once there, the following steps apply:

1. Click the **green +** to open the **Add Account Payment Methods** tool or double click on an existing payment method to edit a current setup.
 2. Select either 'Scheduled Day', or 'At Billing' from the **Automated Payment** field.
 - If Scheduled Day is selected, enter the **Day Of Month** for payment to be processed.
 3. Enter the **AutoPay Amount** to be processed by auto pay.
 4. Click **Save** when finished.
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