




# Auto Pay Management

Last Modified on 08/19/2025 11:39 am PDT

**Pathway:** *Accounting > Auto Pay Management*

The Auto Pay Management screen offers a comprehensive view of all accounts set up for auto-pay. This screen is divided into two tabs: one for accounts scheduled for auto-pay and another for billing auto-pay accounts. Only accounts with a balance due (i.e., balance not equal to zero) are returned in this screen.

| Scheduled Auto Pay                 |                               |   |                   |   |      |  |       |        |        |        |
|------------------------------------|-------------------------------|---|-------------------|---|------|--|-------|--------|--------|--------|
| Billing Auto Pay                   |                               |   |                   |   |      |  |       |        |        |        |
| DIVISION                           | All                           | <input type="checkbox"/> Limit to Expired |                   | <input type="checkbox"/> Limit to Last Payment Declined |      |  Search   |       |        |        |        |
| TYPE                               | LAST PAYMENT                  | ACCOUNT ID                                | ACCOUNT NAME      | CURRENT   | 1-30 | 31-60  | 61-90 | 91-120 | 120+   | TOTAL  |
| - Day of Month: 1st - 1 record(s)  |                               |   |                   |   |      |  |       |        |        |        |
| Visa (5158)<br>Exp: 10/25          |                               | 48359                                     | Example Account 1 | -7.12   | 0.00 | 0.00   | 0.00  | 0.00   | 0.00   | -7.12  |
| - Day of Month: 2nd - 1 record(s)  |                               |   |                   |   |      |  |       |        |        |        |
| Mastercard (8776)<br>Expired       | 09/03/23 \$66.39              | 46103                                     | Example Account 2 | 0.00  | 0.00 | 0.00   | 0.00  | 0.00   | 61.44  | 61.44  |
| - Day of Month: 5th - 1 record(s)  |                               |   |                   |   |      |  |       |        |        |        |
| Mastercard (2758)<br>Exp: 06/24    | 10/24/22 \$158.67             | 48567                                     | Example Account 3 | -39.32  | 0.00 | 0.00   | 0.00  | 0.00   | 0.00   | -39.32 |
| - Day of Month: 6th - 1 record(s)  |                               |   |                   |   |      |  |       |        |        |        |
| Visa (9886)<br>Exp: 04/24          |                               | 48337                                     | Example Account 4 | -20.72  | 0.00 | 0.00   | 0.00  | 0.00   | 0.00   | -20.72 |
| - Day of Month: 10th - 1 record(s) |                               |   |                   |   |      |  |       |        |        |        |
| Visa (9891)<br>Exp: 08/27          | 11/03/22 \$170.36<br>Declined | 20342                                     | Example Account 5 | 0.00  | 0.00 | 0.00   | 0.00  | 0.00   | 187.86 | 187.86 |
| - Day of Month: 15th - 2 record(s) |                               |   |                   |   |      |  |       |        |        |        |
| Visa (9893)<br>Exp: 08/27          | 11/03/22 \$213.43             | 48363                                     | Example Account 6 | -39.43  | 0.00 | 0.00   | 0.00  | 0.00   | 0.00   | -39.43 |

## Permissions

The following permissions are required to access and use the Auto Pay Management screen:

| Permission ID | Permission Name     |
|---------------|---------------------|
| 422           | Auto Pay Management |

## Scheduled Auto Pay

The "Scheduled Auto Pay" tab displays a list of customer accounts for which auto-pay processes are scheduled for a specific day.



**Note:** If a payment is made between the invoice date and the scheduled autopay date, the autopay will still process for the full amount, and the over-payment will be applied as a credit to the customer's account.

| Scheduled Auto Pay               |                              | Billing Auto Pay                          |              |   |      |  |       |        |        |        |
|----------------------------------|------------------------------|---|--------------|---|------|--|-------|--------|--------|--------|
| DIVISION                         | All                          | <input type="checkbox"/> Limit to Expired |              | <input type="checkbox"/> Limit to Last Payment Declined |      | <div> <div></div> <div>Search</div> <div></div> <div></div> </div> |       |        |        |        |
| TYPE                             | LAST PAYMENT                 | ACCOUNT ID                                | ACCOUNT NAME | CURRENT   | 1-30 | 31-60  | 61-90 | 91-120 | 120+   | TOTAL  |
| Day of Month: 5th - 1 record(s)  |                              |   |              |   |      |  |       |        |        |        |
| Visa (3065)<br>Exp: 05/24        | 02/19/24 \$93.38<br>Declined | 31875                                     | John Doe     | 0.00  | 0.00 | 0.00   | 0.00  | 0.00   | 93.38  | 93.38  |
| Day of Month: 24th - 1 record(s) |                              |   |              |   |      |  |       |        |        |        |
| Visa (1111)<br>Exp: 02/27        |                              | 32990                                     | Test Account | 0.00  | 0.00 | 0.00   | 0.00  | 0.00   | 852.15 | 852.15 |

## Fields and Descriptions

| Field  | Description  |
|--|--|
| Filter(s)  |  |
| Division   | Filters to only display the accounts of the selected division that are setup for scheduled auto pay.                                       |
| Limit to Expired                                   | If selected, this option limits the screen to only display the accounts that have an expired credit card.                                  |
| Limit to Last Payment Declined                     | If selected, this option restricts the screen to show only the accounts with the latest payment that was declined.                         |
| Fields   |  |
| Type   | Displays the type of payment method the account is using for auto pay.   |
| Last Payment                                       | Displays the date of the last auto pay payment.  |
| Account ID   | Displays the ID for the account the auto pay applies to. Select and you will be redirected to the Customer Service screen for the account. |
| Account Name                                       | Displays the name of the account the auto pay applies to.  |
| Current  | Displays the total deposit balance available.  |
| Aging Buckets:<br>1-30; 31-60; 61-90; 91-120; 120+ | AR aging buckets categorize an account's outstanding balances by time period.  |
| Total  | Displays the total balance amount across all aging buckets <u>less</u> the current amount.   |

## Billing Auto Pay

The "Billing Auto Pay" tab lists customer accounts that have elected to have their auto pay process at the same time as billing.



**Note:** If a payment is made between the invoice date and the scheduled autopay date, the autopay will still process for the full amount, and the over-payment will be applied as a credit to the customer's account.

| Scheduled Auto Pay              |                              | Billing Auto Pay   |               |         |              |       |        |        |        |              |
|---------------------------------|------------------------------|--|---------------|---------|--------------|-------|--------|--------|--------|--------------|
| DIVISION                        | All                          | <div>  <input type="text" value="Search"/>   </div> |               |         |              |       |        |        |        |              |
| TYPE                            | LAST PAYMENT                 | ACCOUNT ID   | ACCOUNT NAME  | CURRENT | 1-30         | 31-60 | 61-90  | 91-120 | 120+   | TOTAL        |
| Visa (1562)<br>Expired          | 02/19/24 \$78.26<br>Declined | 31879  | Mercy Percy   | 0.00    | 0.00         | 0.00  | 0.00   | 0.00   | 0.76   | 0.76         |
| Mastercard (0462)<br>Exp: 07/24 | 02/19/24 \$83.30<br>Declined | 31919  | Deborah Jones | 0.00    | 0.00         | 0.00  | 0.00   | 0.00   | 83.30  | 83.30        |
| Visa (0907)<br>Expired          | 02/19/24 \$83.30<br>Declined | 31955  | MARTY RALPH   | 0.00    | 0.00         | 0.00  | 0.00   | 0.00   | 83.30  | 83.30        |
| Mastercard (0773)<br>Exp: 03/24 | 02/19/24 \$83.30<br>Declined | 32273  | Joseph Peter  | 0.00    | 0.00         | 0.00  | 0.00   | 0.00   | 83.30  | 83.30        |
| Visa (1111)<br>Exp: 01/25       |                              | 43358  | Jackie Jones  | -233.31 | 0.00         | 0.00  | 0.00   | 0.00   | 527.67 | 294.36       |
| Visa (1111)<br>Exp: 04/24       |                              | 47362  | expiring soon | -64.06  | 0.00         | 0.00  | 0.00   | 0.00   | 120.63 | 56.57        |
| Visa (1111)<br>Expired          |                              | 49012  | John Walter   | 0.00    | 2,999,119.50 | 0.00  | 0.00   | 0.00   | 0.00   | 2,999,119.50 |
| Visa (1111)<br>Expired          |                              | 49018  | Jane Jones    | 0.00    | 0.00         | 0.00  | 712.00 | 0.00   | 0.00   | 712.00       |
| Visa (1111)<br>Expired          |                              | 49043  | John Walter   | 910.15  | 0.00         | 0.00  | 0.00   | 0.00   | 0.00   | 910.15       |

## Fields and Descriptions

| Field   | Description  |
|---|--|
| Filter(s)   |  |
| Division  | Filters to only display the accounts of the selected division that are setup for scheduled auto pay.                                       |
| Fields  |  |
| Type  | Displays the type of payment method the account is using for auto pay.   |
| Last Payment                                      | Displays the date of the last auto pay payment.  |
| Account ID  | Displays the ID for the account the auto pay applies to. Select and you will be redirected to the Customer Service screen for the account. |
| Account Name                                      | Displays the name of the account the auto pay applies to.  |
| Current   | Displays the total deposit balance available.  |
| Aging Buckets<br>1-30; 31-60; 61-90; 91-120; 120+ | AR aging buckets categorize an account's outstanding balances by time period.  |
| Total   | Displays the total balance amount across all aging buckets <u>less</u> the current amount.   |