

Customer Portal - Changes Made To Auto Pay Feature (15964) [Enhancement]

Last Modified on 11/28/2023 9:40 am EST

The following enhancements have been made to the Customer Portal's Manage Automatic Payments screen:

1. The 'Auto Pay' screen has been renamed to 'Manage Automatic Payments.'
2. The 'Enable Auto Pay' has been renamed to 'Enable Automatic Payments'
3. When 'Enable Automatic Payment' options are selected, the following screen actions occur:
 - If 'No' is selected, all other fields are automatically hidden.
 - If 'At Billing' is selected, the **Payment Method** and **Maximum Payment Amount** fields display, as well as the 'Add Payment Method' button.
 - If 'Scheduled Day' is selected, you must also select a day of the month for the payment to process.
4. The asterisks next to the Payment Method field has been removed.
5. The 'Closed' button has been renamed to 'Cancel.'
6. The Customer Portal Home Screen will display descriptive text below the Manage Auto Pay button to indicate the auto pay option the customer has elected to use.
 - If Enable Automatic Payments is set to:
 - **No:** *Automatic Payment Not Activated* is displayed.
 - **At Billing:** *Automatic Payment Activated - At Billing* will display along with the card/echeck information.
 - **Scheduled Day:** *Automatic Payment Activated* will display along with the day of the month payment will be processed and the credit/echeck information.
 - Additionally, if a credit card is used, a notification is displayed 30 days before the card's expiration date, and the automatic payment text will turn red once the card has expired.

Manage Automatic Payments [X]

Enable Automatic Payments: At Billing

Payment Method: BERAN LARRY - 3280 Expires 10-2025

Add Payment Method

Maximum Payment Amount: 0.00

Save Cancel

Pathway: Customer Portal