

Customer Portal - Manage Autopay

Last Modified on 07/01/2024 11:17 am EDT

Pathway: [Customer Portal](#) > [Manage Automatic Payment](#)

The Manage Automatic Payments screen allows users to activate automatic payments, choose the frequency and payment method, and input payment details.

SELECT ACCOUNT 1 of 10 **SELECT SERVICE LOCATION** 1 of 1

21638 BIG COUNTY 21638001 BIG COUNTY 12911 Farm to Market 777 East St, Houston TX

TEST MESSAGE TESTING

\$ 0.00 TOTAL DUE

\$ 0.00 PAST DUE

Make a Payment
Last Payment: 12-11-2023 - Visa
123456_DEMO_AUTH \$ 731.40

Invoice History

Manage Auto Pay
Automatic payment activated - 15th of each month (Visa 1111
Exp: 10/33)

Wallet

Reports / Documents (3)

CURRENT SERVICES	FREQUENCY	NEXT SCHEDULED
1 - 10 Yard Trash Service	On Call	
1 - Roll Off Rental Monthly	On Call	
1 - 4 Yard Trash Service	1x per week	Mon May 27th
1 - 2 Yard Recycle Service	On Call	
1 - 35 Yard Compactor Ser...	2x per week	Thu May 23rd
1 - 10 Yard Open Top Service	On Call	

[PRINT CALENDAR](#)

RECENT SERVICES	ID	SERVICE
Mon May 27, ...	7703715	4 Yard Trash Service
Mon Mar 25, ...	7403228 (Completed - Recycling Contaminated)	4 Yard Trash Service
Mon Feb 26, 2...	7259940 (Not Serviced - Bin Blocked)	4 Yard Trash Service
Mon Feb 5, 2024	7142482 (Not Serviced - Bin Overloaded)	4 Yard Trash Service

Manage Automatic Payments ✕

Enable Automatic Payments

Wallet

Add Wallet

Day Of Month

Save **Cancel**

Manage Automatic Payments

Filter	Description
Enable Automatic Payments	<p>Select from the following payment options to enable automatic payments:</p> <ul style="list-style-type: none"> No - If selected, automatic payments will not be enabled. Scheduled Day - If selected, auto-pay will be processed on a set day each month identified in the 'Day of Month' field. At Billing - If selected, auto-pay will be processed at the same time as billing.
Wallet	Choose an existing credit card or bank account payment method to be utilized for automatic payment processing.
Add Wallet	Option to add a new payment method for auto-pay to use if there is not an existing method available, or the payment method has changed.

Day Of Month	Identifies which day auto pay will process each month if 'Scheduled Day' is used.
Maximum Payment Amount	Option to enter a maximum payment amount that auto-pay can process.

Enable Automatic Payments

1. Select '**Manage Auto Pay**' from the Customer Portal home screen to open the **Manage Automatic Payments** window.
2. From the '**Enable Automatic Payments**' drop down (Manage Automatic Payments screen), select one of the following options:
 - **Scheduled Day** - If selected, auto-pay will be processed on a specific day each month identified by the customer.
 - **At Billing** - If selected, auto-pay will be processed at the same time as billing.
3. Select an existing option from the **Wallet** drop down, or **Add a Wallet** if a new method should be added.
4. If **Scheduled Day** was selected from the 'Enable Automatic Payments' drop down, enter the **Day of Month** auto-pay should process.
5. Optional, enter a **Maximum Payment Amount** that can be processed using auto-pay.
6. Click '**Save**' when finished.

Add Wallet

The Add Payment Method tool is used to store credit card and bank information for automatic payment charges.

The image shows two overlapping screenshots of a web interface. The top screenshot is the 'Manage Automatic Payments' window, which has a dark blue header with a close button (X). It contains the following fields: 'Enable Automatic Payments' with a dropdown menu set to 'Scheduled Day', 'Wallet' with a dropdown menu showing 'George Cassidy - 1111 Expires 10-20', a blue 'Add Wallet' button, and 'Day Of Month' with a text input field containing '15'. At the bottom are 'Save' and 'Cancel' buttons. The bottom screenshot is the 'Add Wallet' window, also with a dark blue header and close button. It contains: '*Type' with a dropdown menu, '*Name On Card' with a text input field, a checkbox for 'Accept Payment Terms and Conditions', and 'Save' and 'Cancel' buttons at the bottom.

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1. Click the '**Add Wallet**' button from the Manage Automatic Payments screen. This will open the 'Add Wallet' popup.
 2. Select the wallet **Type**: Bank Account or Credit Card.
 3. Enter the **Name** of the bank account or credit card holder.
 4. Select the "**Accept Payment Terms and Conditions**" hyperlink to review the terms and conditions. Check the associated box to acknowledge and accept.
 5. Click '**Save**' to add the payment method.
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