

How do I setup a scheduled payment?

Description:

This guide explains the various Scheduled Payment (also referred to as AutoPay) options available to Consumers. It also explains how to create a scheduled payment.

Background Information:

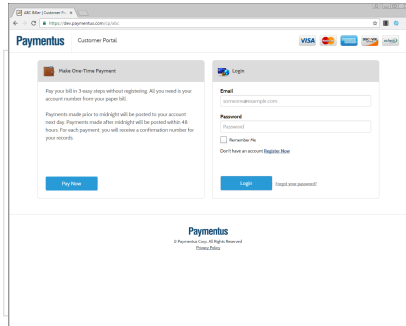
Scheduled Payments allows Consumers to set up automated reoccurring payments for their bills. There are different types of scheduled payment options available depending on configuration, likewise some options may not be available.

Common Schedule Payments Types

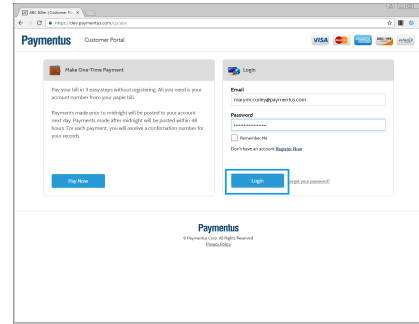
- **On the due date of each bill:** This option will automatically pay bills on their due date based on the bill information sent to Paymentus. We recommend using this option for its simplicity as well as its ability to handle due dates that may change.
- **Monthly - bill amount:** Makes a payment based on the bill information sent to Paymentus every month on the Schedule Day you select. If the Schedule Day is the current day or a past day, the schedule will start running next month. If the Schedule Day is in the future, the schedule will run within the current month. Please make a One Time Payment if the next Scheduled Date is after your next due date.

Step-By-Step Guide:

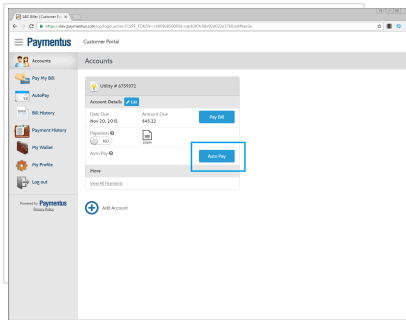
1) Open the Customer Portal link that was provided



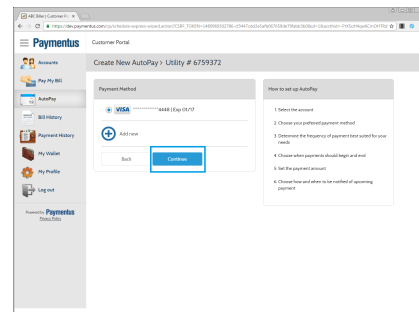
2) Enter your Customer Portal Email and Password on the right side of the screen. Click the Login button



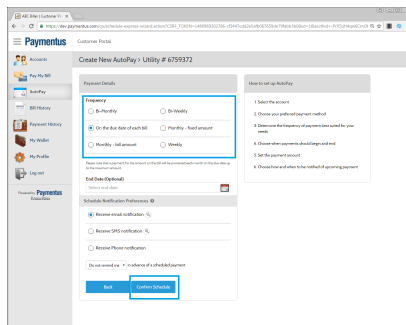
3) Click on the AutoPay icon within the Billing Account you would like to setup AutoPay for



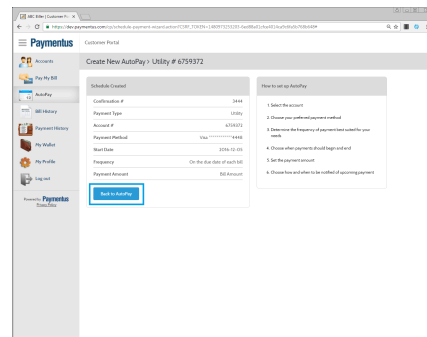
4) Select the Payment Method you would like the AutoPay to use to pay bills. Click Continue.



5) Select the Frequency, optionally an End Date, optionally how (Email/SMS/Phone) you wish to be notified of upcoming payments, as well as the days in advance for the notification. Click on the "Confirm Schedule" button



6) A confirmation screen will appear. Click on "Back to AutoPay"



7) You can either click "Add Schedule" to add another schedule or "Log out" to log out of Customer Portal

