

How to establish Automatic Payments

-After signing into your online account, access “Sign up for automatic payments” and toggle the selection to “On.”

The screenshot shows a user's online account dashboard. At the top, there are tabs for "Due balance" and "Past due balance". Below this, the account number "ACCOUNT 10000050" and address "2120 CAPITAL DR, WILMINGTON, USA" are displayed. The "Billing" section shows a red banner "Account is past due". Below this, there are three boxes: "Due balance" (\$190.09), "Past due balance" (\$190.09), and "Last bill" (\$190.09, Due Feb 29, 2024). A "Download bill" button and "Billing history" link are present. The "Your Preferences" section has two toggle switches: "Sign up for paperless billing" (Off) and "Sign up for automatic payments" (On). A "Manage Wallet" button is also visible.

-Next, select either the radio button next to a saved payment method in your “My Wallet” or select “Add New Payment Method” to add a new form of payment.



Create New AutoPay > Utility Bill # 10000050

The screenshot shows the "Payment Method" selection screen. Under the "My Wallet" section, there are three radio buttons next to saved payment methods: "test+paypal@paymentus.com" (Date added: Jan 12, 2023 - 1:03:23 PM), "test+paypal@paymentus.com" (Date added: Jan 12, 2023 - 1:06:25 PM), and "test@paymentus.com" (Date added: Jan 12, 2023 - 1:04:13 PM). Below these, there is a radio button next to a blue circle with a white plus sign, labeled "Add New Payment Method". At the bottom, there is a "Continue" button.

-After adding the new payment method, select the schedule you would like your payment to be processed (Bill amount on the due date, Bi-weekly, Monthly-fixed amount, Weekly).

Payment Details

Frequency

☒ Bill amount on the due date

☐ Monthly - fixed amount

☐ Bi-Weekly

☐ Weekly

-By default, “Receive email notification” will be selected (the email used to sign into your online account will be used to send the email notification). If you would like to receive a 2, 3, or 4 day reminder of the payment, please select the “Do not remind me” options and update your reminder option. Next, agree to the terms and conditions and select “Create AutoPay.”

Payment Amount

Bill Amount

Processing Fee

3.00

Total Amount

Bill Amount + \$3.00

Payment Type

Visa

Account Number

*****8896

Schedule Notification Preferences

☒ Receive email notification

Do not remind me ▼ in advance of a scheduled payment

☐ By selecting the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal. Cancellation requests must be received at least 4 business days before the next scheduled payment due date.