

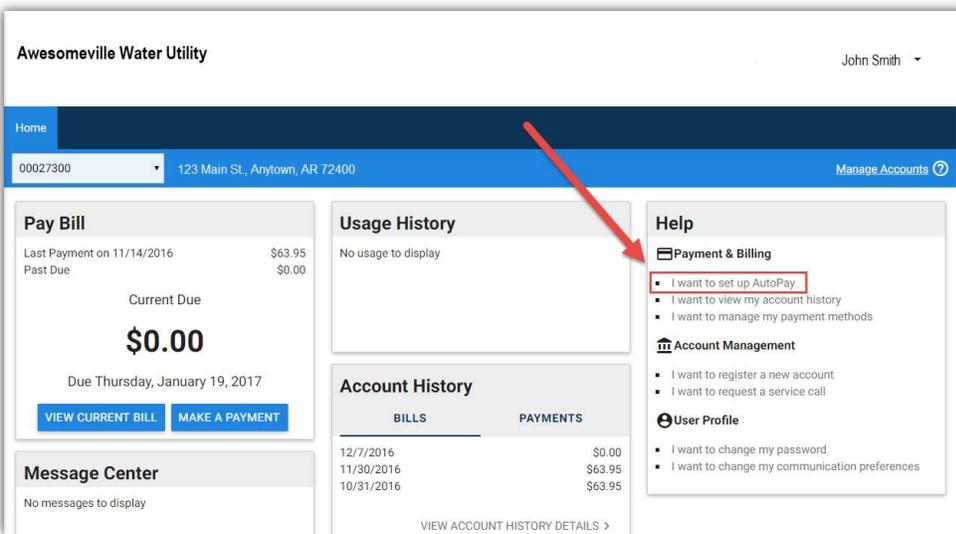
On the customer web portal (CWP), you can:

- Enroll in AutoPay
- Add a saved payment method
- Enroll a saved payment method in AutoPay
- Remove AutoPay from your account

Let's take a look at how to do each!

To enroll in AutoPay:

1. Login to the web portal.
2. On the right-hand "Help" menu, under "Payment & Billing" click on the item that says "I want to set up AutoPay".



3. The next page will display a form for either credit card or bank information (if e-checks are enabled). Complete each of the fields with a * beside them. Then check the "Use for recurring payments" box above the save button.

USING AUTOPAY WITH CWP 2.0

Add Payment Source

Anytown





FULL NAME

* First Name

* Last Name

* Card Number

* Expiration Date * Security Code

* Address
123 Main St.

* City
Anytown

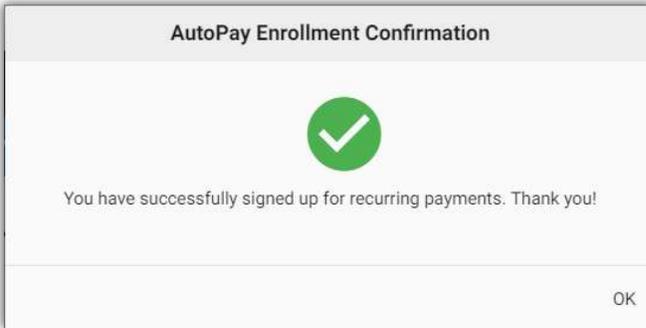
* Country * State
United States Arkansas

* Postal Code
72400

Use for recurring payments

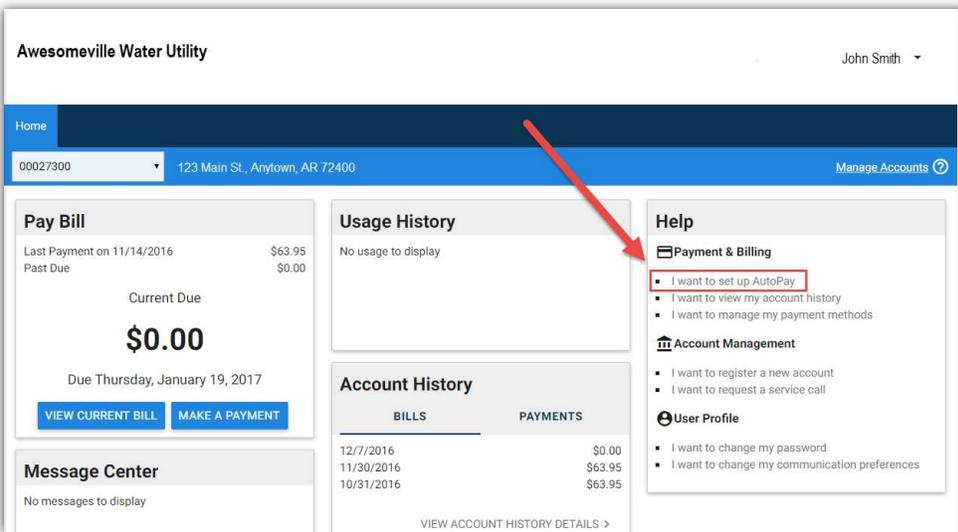
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- Once the information is entered correctly, click the “Save” button. You will be redirected to the “My Payment Methods” page and a confirmation box will pop-up showing that the payment method has been successfully added to the account.



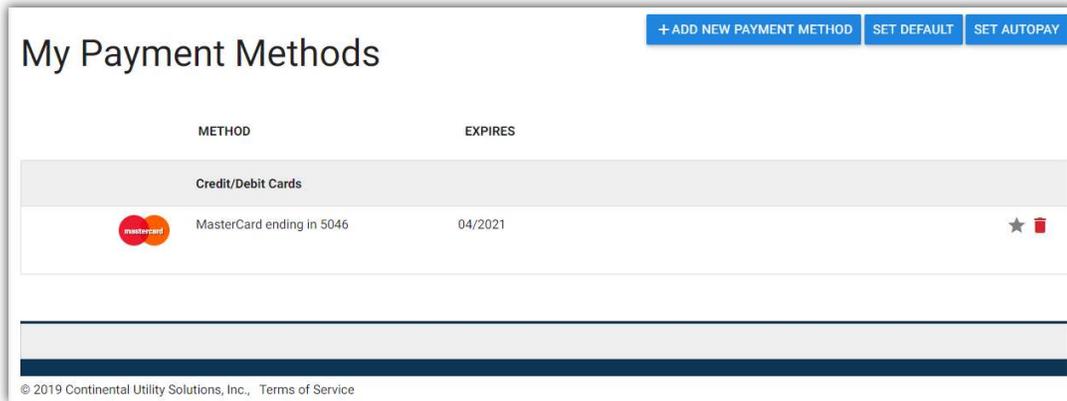
To add a saved payment method:

- Login to the web portal.
- On the right-hand “Help” menu, under “Payment & Billing” click on the item that says “I want to set up AutoPay”.



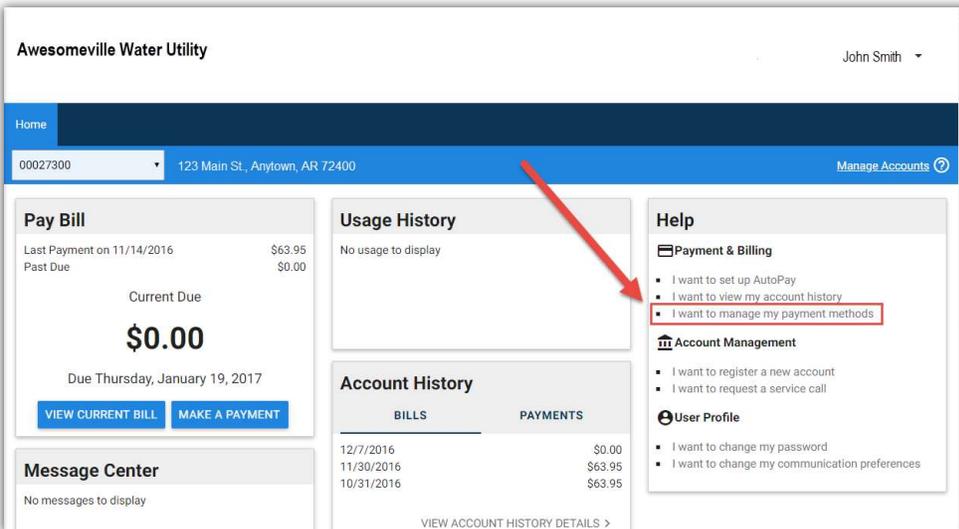
- The next page will display a form for either credit card or bank information (if e-checks are enabled). Complete each of the fields with a * beside them. To save the payment method without setting it up for AutoPay, leave the “Use for recurring payments” box unchecked. Click the “Save” button.

Once the information is entered correctly, click the “Save” button. You will be redirected to the “My Payment Methods” page and your new payment method will be shown. Future payments through CWP will be able to use this payment method.



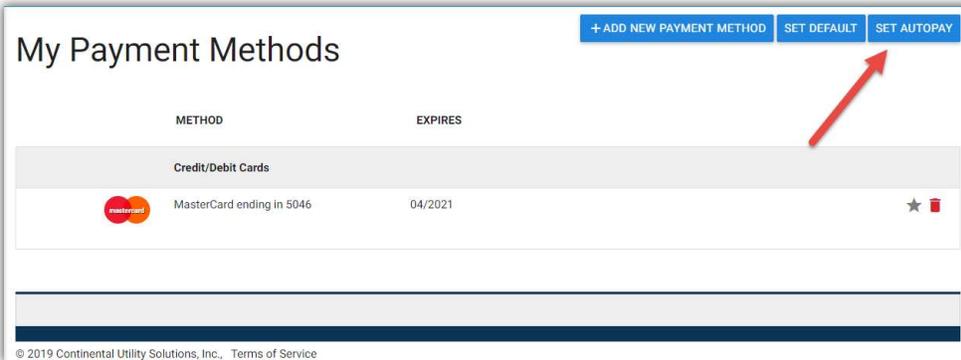
Enroll a saved payment method in AutoPay:

1. Login to the web portal.
2. On the right-hand “Help” menu, under “Payment & Billing” click on the item that says “I want to manage my payment methods”.

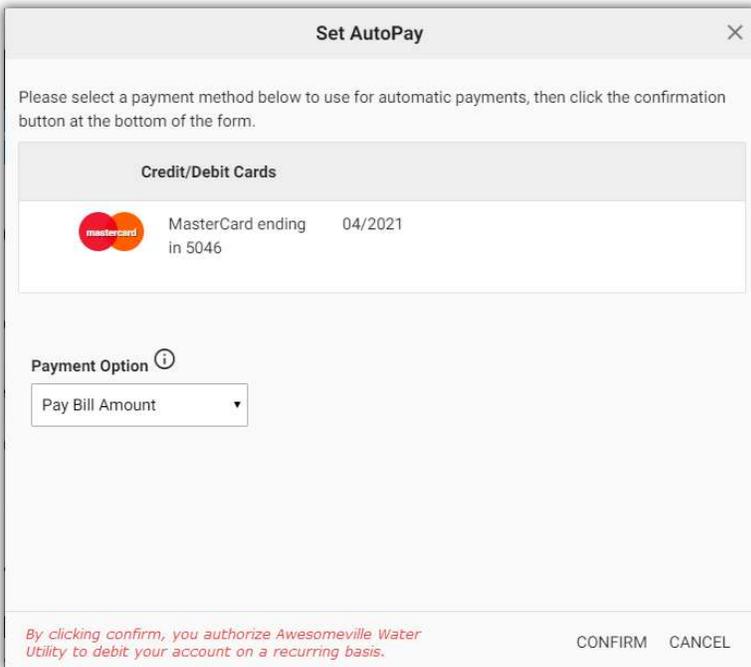


3. You will be redirected to the “My Payment Methods” page and any payment methods that have been saved previously will be displayed.

- Click on the “Set AutoPay” button in the upper right corner.



- You will be presented with a screen that looks similar to the one below. You MUST click on a payment method, even if only one is listed.

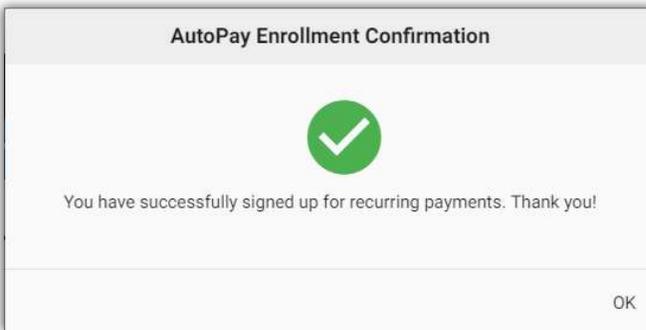


- Select a payment option from the list. The options are as follows:

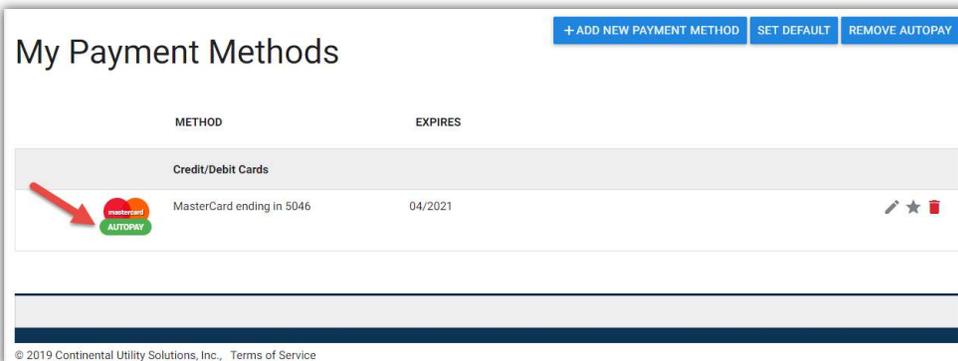


- Pay Bill Amount – Draft the account for the current balance
- Maximum Amount – Draft the account for the current balance, but only if it does not exceed the maximum amount. A new field will open to enter the maximum amount limit.

- c. Fixed Amount – Draft the account for a fixed amount every time autopayments are processed. A new field will open to enter the fixed amount. If the balance of the account is greater than the fixed amount, the account will still have a balance owing; if the balance of the account is less than the fixed amount, the account will have a credit.
 - d. Required Amount – Only use this option if you are set up on a Budget bill (infrequent)
7. Click the confirm button. A pop-up box will display with confirmation that you are successfully enrolled in AutoPay.

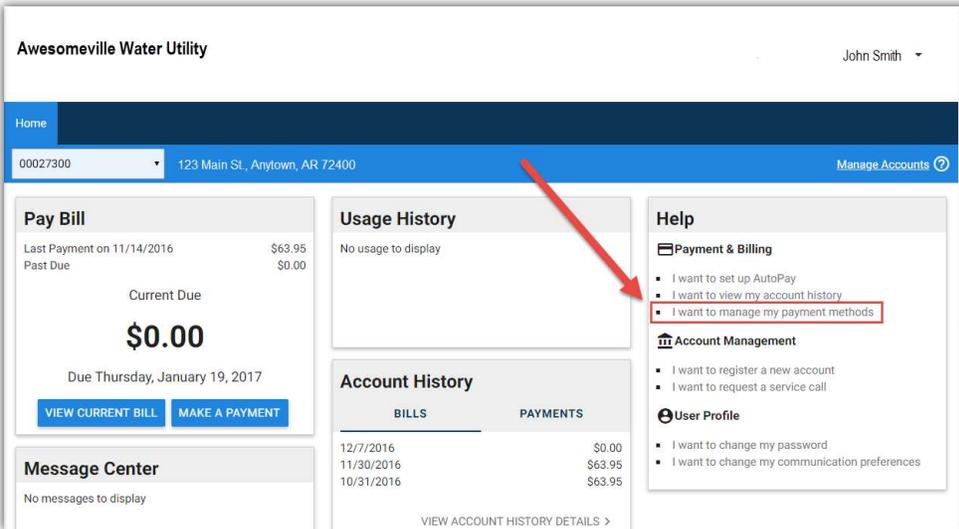


8. The screen will refresh back to "My Payment Methods" and you will now see a green "AutoPay" logo beneath your selected payment method.

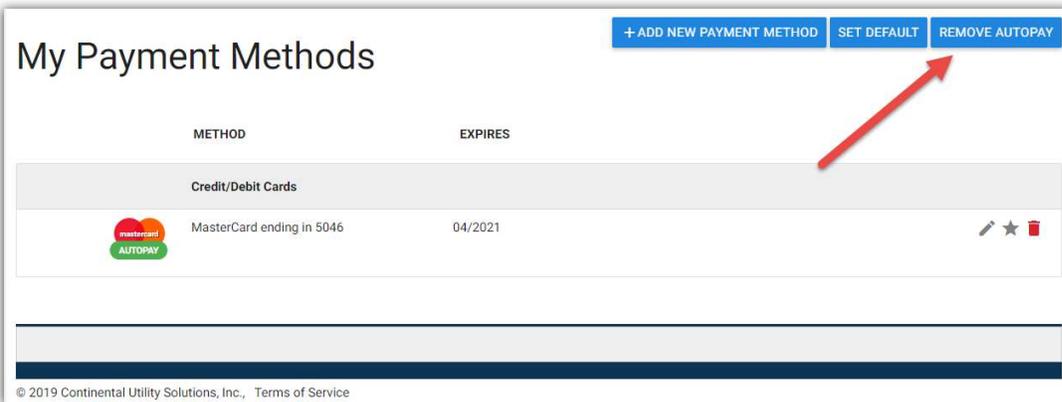


To remove AutoPay from an account:

1. Login to the web portal.
2. Click on “I want to manage my payment methods”



3. Click on the “Remove Autopay” button in the upper right corner.



4. The green "AutoPay" logo will disappear from beneath the payment method.

