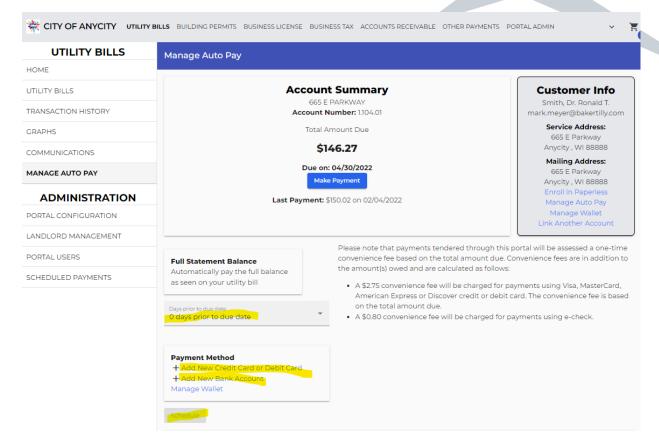# Portal Scheduled Utility Payments

The portal allows end-users to configure automatic scheduled payments of their utility bills. When using this feature, a utility customer can schedule their full balance to be paid each billing period up to 10 days ahead of their billing date with either a credit card or ACH (e-Check) transaction.

To Sign-Up for Scheduled Payments:

After logging into the portal, a utility customer can enroll in Scheduled Payments by clicking the Manage AutoPay link in their Customer Info box:
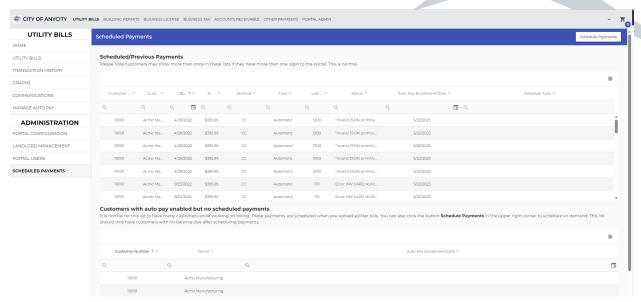
After clicking that link, the user will be prompted to pay the bill on the due date (i.e., "0 days prior to the duedate"), or up to 10 days before the due date, and they can select the payment method to use for that payment. After selecting both the number of days prior to the due date and the method, they should click the Schedulebutton to activate their scheduled payments:

Administering Scheduled Payments

Scheduled payments may be initiated either automatically when utility bills are loaded with the Splitter, ormanually by a utility portal administrator. The status of these payments can be viewed by the administrator inUtility Bills | Administration | Scheduled Payments:

Any upcoming or past scheduled payments will show in the top section of this screen under the"Scheduled/Previous Payments" section. Any customers that have scheduled payments enabled, but no paymentsscheduled for their balance will show under "Customers with auto pay enabled but no scheduled payments"section. This grid will typically have data in it during a billing period but before payments have been scheduled. After the period is closed, it should only show customers with a zero balance in that grid.

Tip: If payments look like they are duplicated, it is usually because there are multiple portal logins tied to a utilitycustomer. This is normal and there will not be multiple bank charges made.

Important Note About Scheduling Payments:

If Splitter is not being used, the billing administrator should click on the Schedule Payments button at the top ofthis screen. This button should not be clicked until after the billing period has been closed. If it is clickedbeforehand, the balances scheduled for payment will not include the current period charges and will result inincorrect charges to the customers' credit cards.