

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:

The screenshot displays the City of Anycity portal interface. The top navigation bar includes links for CITY OF ANYCITY, UTILITY BILLS, BUILDING PERMITS, BUSINESS LICENSE, BUSINESS TAX, ACCOUNTS RECEIVABLE, OTHER PAYMENTS, and PORTAL ADMIN. A shopping cart icon with a '0' badge is on the right. The left sidebar menu is divided into 'UTILITY BILLS' and 'ADMINISTRATION' sections. The main content area features a welcome message, an account summary with a total amount due of \$146.27, and a customer info box containing contact details and links to manage payments.

UTILITY BILLS

- HOME
- UTILITY BILLS
- TRANSACTION HISTORY
- GRAPHS
- COMMUNICATIONS
- MANAGE AUTO PAY

ADMINISTRATION

- PORTAL CONFIGURATION
- EMPLOYEE MANAGEMENT

Welcome to the **utility portal** for the **City of Anycity**

Account Summary
665 E PARKWAY
Account Number: 1104.01
Total Amount Due
\$146.27
Due on: 04/30/2022
[Make Payment](#)
Last Payment: \$150.02 on 02/04/2022

Customer Info
Smith, Dr. Ronald T.
mark.meyer@bakertilly.com
Service Address:
665 E Parkway
Anycity, WI 88888
Mailing Address:
665 E Parkway
Anycity, WI 88888
[Enroll in Paperless](#)
[Manage Auto Pay](#)
[Manage Wallet](#)
[Link Another Account](#)

After clicking that link, the user will be prompted to pay the bill on the due date (i.e., "0 days prior to the due date"), 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 Schedule button to activate their scheduled payments:

The screenshot displays the 'CITY OF ANYCITY' portal with a navigation bar including 'UTILITY BILLS', 'BUILDING PERMITS', 'BUSINESS LICENSE', 'BUSINESS TAX', 'ACCOUNTS RECEIVABLE', 'OTHER PAYMENTS', and 'PORTAL ADMIN'. The left sidebar lists options under 'UTILITY BILLS' (HOME, UTILITY BILLS, TRANSACTION HISTORY, GRAPHS, COMMUNICATIONS, MANAGE AUTO PAY) and 'ADMINISTRATION' (PORTAL CONFIGURATION, LANDLORD MANAGEMENT, PORTAL USERS, SCHEDULED PAYMENTS). The main content area is titled 'Manage Auto Pay' and features an 'Account Summary' for 665 E PARKWAY, Account Number: 1104.01, with a Total Amount Due of \$146.27 due on 04/30/2022. A 'Make Payment' button is present. To the right, 'Customer Info' for Ronald T. Smith is shown, including service and mailing addresses and links to enroll in paperless billing or manage the wallet. Below the summary, a 'Full Statement Balance' section offers to automatically pay the full balance, with a dropdown menu set to '0 days prior to due date'. A 'Payment Method' section includes links to add new credit/debit or bank accounts, and a 'Manage Wallet' link. A 'Schedule' button is at the bottom. A note on the right explains the one-time convenience fee for credit/debit cards (\$2.75) and e-checks (\$0.80).

UTILITY BILLS

HOME

UTILITY BILLS

TRANSACTION HISTORY

GRAPHS

COMMUNICATIONS

MANAGE AUTO PAY

ADMINISTRATION

PORTAL CONFIGURATION

LANDLORD MANAGEMENT

PORTAL USERS

SCHEDULED PAYMENTS

Manage Auto Pay

Account Summary

665 E PARKWAY

Account Number: 1104.01

Total Amount Due

\$146.27

Due on: 04/30/2022

[Make Payment](#)

Last Payment: \$150.02 on 02/04/2022

Customer Info

Smith, Dr. Ronald T.
mark.meyer@bakertilly.com

Service Address:
665 E Parkway
Anycity, WI 88888

Mailing Address:
665 E Parkway
Anycity, WI 88888

[Enroll in Paperless](#)
[Manage Auto Pay](#)
[Manage Wallet](#)
[Link Another Account](#)

Full Statement Balance

Automatically pay the full balance as seen on your utility bill

Days prior to due date
0 days prior to due date

Payment Method

+ [Add New Credit Card or Debit Card](#)

+ [Add New Bank Account](#)

[Manage Wallet](#)

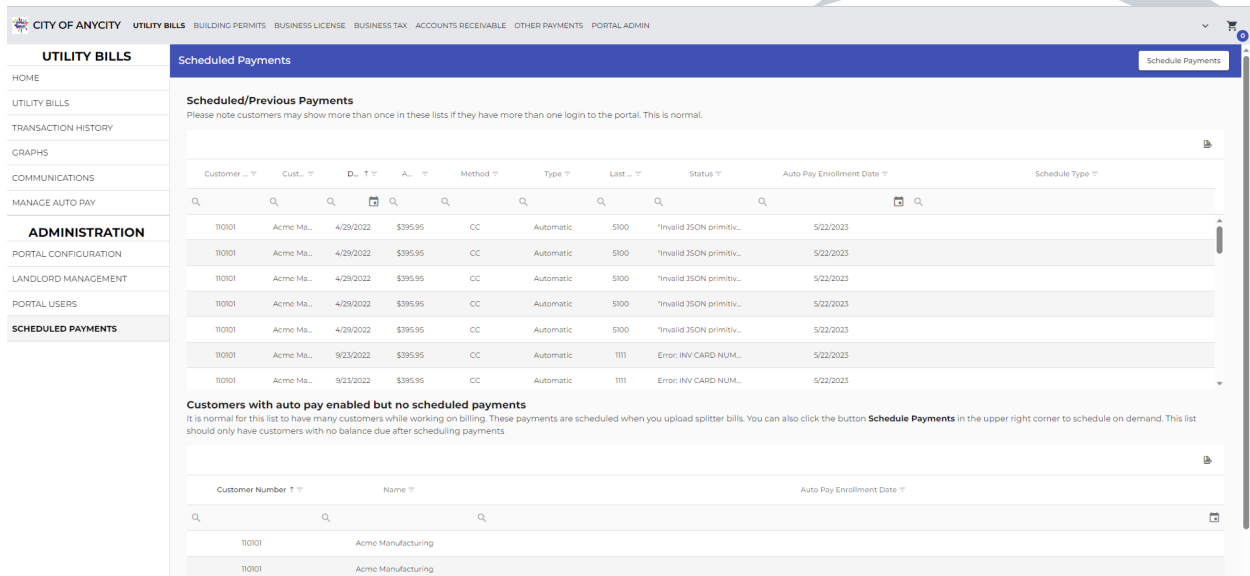
[Schedule](#)

Please note that payments tendered through this portal will be assessed a one-time convenience fee based on the total amount due. Convenience fees are in addition to the amount(s) owed and are calculated as follows:

- A \$2.75 convenience fee will be charged for payments using Visa, MasterCard, American Express or Discover credit or debit card. The convenience fee is based on the total amount due.
- A \$0.80 convenience fee will be charged for payments using e-check.

Administering Scheduled Payments

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



Customer	Cust.	D.	A.	Method	Type	Last	Status	Auto Pay Enrollment Date	Schedule Type
110101	Acme Ma...	4/29/2022	\$395.95	CC	Automatic	5100	*Invalid 350N primitiv...	5/22/2023	
110101	Acme Ma...	4/29/2022	\$395.95	CC	Automatic	5100	*Invalid 350N primitiv...	5/22/2023	
110101	Acme Ma...	4/29/2022	\$395.95	CC	Automatic	5100	*Invalid 350N primitiv...	5/22/2023	
110101	Acme Ma...	4/29/2022	\$395.95	CC	Automatic	5100	*Invalid 350N primitiv...	5/22/2023	
110101	Acme Ma...	4/29/2022	\$395.95	CC	Automatic	5100	*Invalid 350N primitiv...	5/22/2023	
110101	Acme Ma...	9/23/2022	\$395.95	CC	Automatic	1111	Error: INV CARD NUM...	5/22/2023	
110101	Acme Ma...	9/23/2022	\$395.95	CC	Automatic	1111	Error: INV CARD NUM...	5/22/2023	

Customer Number	Name	Auto Pay Enrollment Date
110101	Acme Manufacturing	
110101	Acme Manufacturing	

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 payments scheduled 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 utility customer. 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 of this screen. This button should not be clicked until after the billing period has been closed. If it is clicked beforehand, the balances scheduled for payment will not include the current period charges and will result in incorrect charges to the customers' credit cards.