

Recurring Scheduled Payments

Recurring Scheduled Payments is a feature that allows a payer to set up a scheduled payment for a designated amount on a designated date. Once the payer sets this up, our system will initiate the future payments based on the criteria the payer entered in the customer portal. The recurring scheduled payment can be scheduled for a specific day of the month, or when the Invoice is due. The payer can choose a specific payment amount, or have our system automatically pay the balance due on the day the transaction should occur. Recurring scheduled payments are tracked by Invoice Cloud. On a daily basis, our system will review the configurations and adjust the balances or dates as needed.

There are 4 recurring schedule payment types to choose from:

Pay a fixed payment amount on selected day Pay a fixed payment amount on invoice due date Pay in full on selected day Pay in full on invoice due date

Options:

- 1. **Pay a fixed payment amount on a selected day**: Payer chooses the amount to pay and the date. Please note that this will occur even if the payer has already made a payment. Payer can set up multiple options.
- 2. **Pay a fixed payment amount on invoice due date**: Payer chooses the amount to pay on the invoice due date. Please note that this will occur even if the payer has already made a payment.
- 3. **Pay in full on selected day**: Payer chooses the date and the invoice due amount is paid automatically. Please note that if there is a zero-balance due on the designated date this payment will NOT process.
- 4. **Pay in full on invoice due date**: The invoice due amount is collected automatically on the invoice due date. Please note that if there is a zero-balance due on the invoice due date this payment will NOT process.

Customer Portal - If this feature is turned ON, there will be a menu option Recurring Scheduled Payments under My Profile.

My Account -	My Profile -					
Payment Methods						
Update Account Info						
Update Email Address						
AutoPay						
Paperless						
Pay by Text						
Recurring Schedu	led Payments					
Linked Accounts						
Change Password	I					



Clicking on Recurring Scheduled Payments will take the payer to the Recurring Scheduled Payments screen. On the Recurring Scheduled Payments screen, the payer is able to create a New Recurring Scheduled Payment, edit or cancel an existing recurring scheduled payment.

Recurring	Scheduled Payments	
Manage		
New Recurring Schedu	iled Payment	
View Fees Disclosure		
Our Recurring Schedu	iled Payments feature allows you to schedule a monthly navment once	and then forget about it. Click to learn
Our Recurring Schedu more about this featur	uled Payments feature allows you to schedule a monthly payment once e.	and then forget about it. Click to learn
Our Recurring Schedu more about this featur Date/Time Added (CS	uled Payments feature allows you to schedule a monthly payment once e.	and then forget about it. Click to learn
Our Recurring Schedu more about this featur Date/Time Added (CS 7/3/2018 10:44 AM	uled Payments feature allows you to schedule a monthly payment once e. ST) Cescription Pay \$100.00 on the 15th of each month	and then forget about it. Click to learn

The Description column displays a simple description of what that recurring scheduled payment will do. In this case this record will "Pay \$100.00 on the 15th of each month".



Clicking on New Recurring Scheduled Payment will display the screen to set up a new recurring scheduled payment.

Return to previous page	
New Recurring Scheduled	Payment
Please select the type of Recurring Scheduled Payment yo	want to create and fill out all fields. Click to learn more.
Select an Account *	Invoice Type *
#87532087 - DANFORTH DENATL, PC	Personal Property
I want to *	How much do you wish to pay? *
Pay a fixed payment amount on selected day	\$ \$0.00
Pay on this day of every month: *	Use this payment method: *
1	Credit Card: XXXXXXXXXX1111
Active *	
✓ Save my changes	
Standard service fees may be applied if applicable. Please view our F	ees Disclosure for more information.

- 1. **Select an Account**: Displays the list of linked accounts associated with this user. If there is no other linked account, this drop down will not display.
- 2. **Invoice Type**: This is a 'by invoice type' feature, so this drop down displays only those invoice types that support this feature.
- 3. I want to: Displays the 4 recurring payment options.
- 4. **How much do you wish to pay**: This field will only display for the 2 recurring options that designate paying a fixed amount.
- 5. **Pay on this day of every month**: This field will appear for the 2 recurring options that designate the payment on a selected day.
- 6. **Use this payment method**: Displays the list of payment methods saved to the payer's profile. If the payer does not have a payment method saved to their profile the following screen will appear.

Recurring Scl	neduled Payments
Manage	
View Fees Disclosure	
Our Recurring Scheduled Pay more about this feature.	ments feature allows you to schedule a monthly payment once and then forget about it. Click to learn
Please add a new Payme	ent Method before signing up for a new recurring scheduled payment by clicking here.
	0
	You do not have any saved Recurring Scheduled Payments.
You	may create a new Recurring Scheduled Payment by clicking here.

7. Active: The active box is checked by default. The payer may choose to deactivate a recurring scheduled payment at any time. This action suspends the recurring payment until the box is checked at a future date.

IMPORTANT: After adding a recurring scheduled payment our system will automatically look at the invoices for this Payer, for the selected type, and will attempt to schedule payments up to 30 days out, based on the recurring payment configuration. This recurring schedule payment can be viewed in various reports in our portals.

Edit or Cancel Recurring Scheduled Payments

A Payer can view their upcoming scheduled payments using the standard View Scheduled Payments screen in the Customer Portal.

Your Accounts at a glance		
I want to	Services	
Pay my invoices >	C AutoPay	🖍 EDIT
 View my payment history > View my scheduled payment history > 	Paperless	🖍 EDIT
 Manage my AutoPay settings > Manage my Paperless settings > Update my account information > 	Pay By Text	🖍 EDIT



In the example below, the options are for a standard scheduled payment and two recurring scheduled payments. The recurring scheduled payments cancel option is disabled. If the Payer needs to edit or cancel a recurring scheduled payment, this must be done through the Recurring Scheduled Payments menu option.

			×
Payment Date	Summary	Payment Amount 崇	
7/6/2018	Scheduled Payment Invoice #2016080018443-1 Invoice is due on 11/1/2017	\$155.41	Cancel Scheduled Payment Change Scheduled Date
7/16/2018	Recurring Scheduled Payment Invoice #2016080011784-1 Invoice is due on 11/1/2017	\$100.00	View Recurring Settings
8/2/2018	Recurring Scheduled Payment Invoice #2016080011784-1 Invoice is due on 11/1/2017	\$100.00	View Recurring Settings

Edit Screen

All fields on this screen can be edited.

Recurring S	Scheduled Payments	
Manage		
New Recurring Scheduled View Fees Disclosure	Payment	
Our Recurring Scheduled more about this feature.	I Payments feature allows you to schedule a monthly payment once	e and then forget about it. Click to learn
Date/Time Added (CST)	Description	\$
5/10/2018 10:46 AM	Pay \$100.00 on the 16th of each month Account #11784	Edit Cancel
5/10/2018 10:46 AM	Pay \$100.00 on the 2nd of each month Account #11784	Edit Cancel



Cancel Recurring Scheduled Payment - Click on the cancel option to the right of the scheduled payment. The following screen will display. Select the red box to confirm the cancellation.

Return to previous page
Cancel Recurring Scheduled Payment
Are you sure you would like to cancel this Recurring Scheduled Payment?
Please confirm your selection below.
Cancel Recurring Scheduled Payment

When a payer attempts to edit a recurring scheduled payment and the original payment method no longer exists in our system, the selected account field will display the default message: Please select a Payment Method. A new payment method must be selected. The payer will be unable to save the edit until a new method of payment is saved.

#11784 - STUDEBAKER KRISTOPHER &	\sim		
		Real Estate	
want to *		How much do you wish to pay? *	
Pay a fixed payment amount on selected day	\sim	\$	1
ay on this day of every month: *		Use this payment method: *	
16	\sim	Please select a Payment Method	



Managing Recurring Scheduled Payments in the Biller Portal

Managing a payer's recurring scheduled payments are handled in the Customer Profile. Access the tab labeled 'Recurring Scheduled Payments'. This will display if any invoice types support this feature. The options to create, edit or cancel a new recurring scheduled payment are available in this tab.

P	lease review you Customer Info Email History	r profile. Click update to s Options History Customer Accounts	Save any modifications. Bank Accounts Credit Cards Pay By Text Customer Activity	AutoPay Recurring Scheduled Paym Outbound IVR History	<mark>hents</mark> Paperle	225
	NEW RECURRING	NG SCHEDULED PAYMENT				
	Acct #	Inv Type	Description		Active	Options
	11784	Real Estate	Pay \$100.00 on the 16th of each month		\checkmark	Edit 📝 😵 Delete
	11784	Real Estate	Pay \$100.00 on the 2nd of each month			

There are two reports available that will show recurring scheduled payments. These reports can be accessed from the Reports menu by selecting Payments and the desired report.

Reports -	Reconc	iliation	-	Produc	ts -	Support -
AutoPay						
Custom Repo	orting	>				
Customers		>				
Email		>				
Invoices		>				
Paperless		>				
Payments		>	Da	ily Payme	nts Red	eived
		- 1	Мо	nthly Sum	nmary	
			Re	curring So	chedule	d Payments
			Re	gistration		
			Vie	w Schedu	uled Par	yments



The *Scheduled Payments* report will display any recurring scheduled or one-time scheduled payments that are occurring within the next 30 days.

Scheduled Payments 🏠							
Output Opt	ions		Row Lim 250 rows All rows	hit Availability Retrieval Immediate Screen Scheduled Download			
			Submit	2			3
Туре	Pmt Type	Pmt Date	Acct #	Customer	Amt Due	Pmt Amt	Options
Scheduled	Credit Card	7/6/2018	PP-18443	CLARKE MATTHEW J & JESSICA L	\$0.00	\$155.41	2
Recurring	Credit Card	7/15/2018	12345	MIRSKY EUDIS A & HOWARD M TRS	\$125.00	\$102.95	2
Recurring	EFT (Check)	7/15/2018	PP-08164	BAKER MARITA	\$281.52	\$100.40	2
Recurring	Credit Card	7/16/2018	11784	STUDEBAKER KRISTOPHER &	\$0.00	\$100.00	2
Recurring	Credit Card	8/1/2018	12345	MIRSKY EUDIS A & HOWARD M TRS	\$125.00	\$102.95	<u>a</u>
Recurring	EFT (Check)	8/1/2018	PP-08164	BAKER MARITA	\$281.52	\$100.40	2
Recurring	Credit Card	8/2/2018	11784	STUDEBAKER KRISTOPHER &	\$0.00	\$100.00	2

The *Recurring Scheduled Payments* report displays Recurring Scheduled Payments that have occurred in the past.

Recurring Sch	eduled	Pay	ments Report	☆			
Start Date:		⇔	6/1/2018				
End Date:		⇔	7/5/2018				
Invoice Type:		⇔	All Invoice Types V				
Output Options (Number of records to see,)	⇔	Row Limit 250 rows All rows	Availability Retrie Immediate Scre Scheduled Downl	eval en oad		
							📓
Customer	Account #		Invoice Type	Recurring Type	Amount Day	Created On	Options
BAKER MARITA	PP-08164		Personal Property	Pay a fixed payment amount on selected day	\$100.00 15	6/28/2018 1:34:45 PM	2
BAKER MARITA	PP-08164		Personal Property	Pay a fixed payment amount on selected day	\$100.00 1	6/28/2018 1:34:15 PM	2



On the Search Payment screen select Recurring Scheduled Payment under Transaction Source/Type and select the date range desired. Any scheduled payments that are a part of a recurring payment series will display when retrieving data for Recurring Scheduled Payments.

Transaction Source / Type

Auto	Pay
Bille	Portal
Bille	Portal - Easy Pay
PayN	earMe
POS	
Recu	rring Scheduled Payment
Sche	duled Payment
Shop	ping Cart
Web	Services

Email Management has two associated email template notifications for Recurring Scheduled Payments:

Email Management 😭	Scheduled Payment Confirmation AutoPay Reminder Notification FlexPay Confirmation Notification Scheduled Payment Reminder Paperless Off Confirmation Online Bank Direct Payment Receipt	
You may view and edit all available email templa will see a second drop down with the invoice type you a list of values that, when used in a template Email Template Type:	Check 21 Payment Receipt Linked Accounts First Invoice Notification Linked Accounts Second Invoice Notification Linked Accounts Third Invoice Notification AutoPay Off Confirmation Conveyed Customer Notification Multiple Registered Customers Welcome Email Recurring Scheduled Payment Confirmation Recurring Scheduled Payment Canceled	from the drop down below. If you support more than one invoice type you ifferent template. Clicking on the "Insert Template Marker" tool will give mail goes out.
Get Template for Invoice Type:	electric	
 B A • U ■ ■ ■ ■ Ø ♥ 	py to All Invoice Types 🛛 🚰 Send Test Emails	

1. **Recurring Scheduled Payment Confirmation:** This email will be sent out when a recurring scheduled payment is created or edited. The column on the right will display dynamic information, based on the recurring type selected. In this case, the last 2 items were dynamically added to suit the selected Type.

Dear Deborah Fifer	Recurring Scheduled Payment Details
Congratulations, your recurring scheduled payment to	Account Number:
InvoiceCloud - TC has been successfully created.	260019711
You have authorized a payment to be processed and applied to your account 260019711. No further action is required on your	Invoice Type:
part regarding this payment.	Water
To cancel this recurring scheduled payment, or sign up for	Payment Method:
https://www.invoicecloud.com/tcdey	ACH - XXXXXXXXXXX1234



2. **Recurring Scheduled Payment Cancelled**: This notification will be sent when a recurring scheduled payment is canceled within the Customer Portal.

Dear PHILLIP	Details
	Account Number:
Thank you for using our Customer Portal features to update your account profile. Based on your request, we have canceled your	349
recurring scheduled payment for Water.	Invoice Type:
If you did not initiate this change, or, if this information is not correct, please contact us right away.	Water

Scheduled Payment Reminder

This payer will receive the standard scheduled payment reminder email. This standard 3-day reminder details the transaction to be processed.

Payment Transaction Receipt

The standard payment transaction receipt that will be sent once a scheduled payment is processed.