Payments

The “Payments” tab contains five sections: “One-Time Payment”, “Recurring Payments”, “Payment Accounts”, “Payment Status” and “Payment History”.

Before payments can be made online, you will need to set up payment accounts.

Payment Accounts

To set up a payment account

1. Click on the “Billing” tab.

2. Hover over the “Payments” menu, select “Payment Accounts”
3. **Select the type of Payment Account** you want to set up: Bank Account or Credit Card.

<table>
<thead>
<tr>
<th>Type</th>
<th>Account Nickname</th>
<th>Account Number</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card</td>
<td>ABC_Test</td>
<td>0000000000001111</td>
<td>Edit/Delete</td>
</tr>
<tr>
<td>Credit Card</td>
<td>Account B</td>
<td>0000000000004324</td>
<td>Edit/Delete</td>
</tr>
<tr>
<td>Credit Card</td>
<td>account C</td>
<td>0000000000002222</td>
<td>Edit/Delete</td>
</tr>
</tbody>
</table>

   ![Add Bank Account](image)

4. Enter the requested information in the pop up window.

![Add Bank Account](image)
5. Click “Submit”. You have successfully created a new Payment Account.

One-Time Payment

From the “One-Time Payment” page, you can make immediate payments for one or more billing accounts.

Notes:

- One-time payments can be made using a Credit Card or Bank Account
- A maximum of $500,000 is allowed per day; however, you may make multiple transactions.
- You may not pay more than is owed.
To make a one-time payment:

1. Click on the “Billing” tab.

2. Hover over the “Payments” drop down, select “One-Time Payment”.

3. In “Step 1: Select Billing Account”, select the Billing Account(s) you want to pay and the amount for each. The full Payment Amount will automatically show. You may select enter a smaller amount to make a partial payment.
Note: here you may also view an account’s “Real-Time Balance” by clicking the “View” button for that account. The “Real-Time Balance” shows any credits or charges made after midnight on the current day. This balance will vary from the “Current Balance” which displays the balance as of the date displayed in the “Current Balance” column.

4. In “Step 2: Select Payment Method”, select payment method you wish to use. If no payment method is saved on file, proceed with adding your bank or credit card information.
5. Review your payment and click Submit.

![One Time Payment](image)

6. Your payment is now complete.
Recurring Payments

From the “Recurring Payments” page, you can set up recurring monthly payments for each account.

Notes:

- If you have previously been set up with automatic payment options, you must first have these removed from the billing system in order to set up recurring payments through My Business Account. To have previous automatic payment options removed, contact Customer Service at (800) 922-0204.
- Payments can be made using a Credit Card or Bank Account.

To set up recurring payments:

1. Click on the “Billing” tab.

2. Hover over the “Payments” drop down, select “Recurring Payments”.
3. Select "Create Schedule" to begin setting up Recurring Payments.

4. In "Step 1: Select Billing Account", select the Billing Account(s) you want to enroll in recurring payments.

5. In “Step 2: Select Payment Method”, select the account you would like to bill the monthly payment to. Notice the bill cycle date is shown along with the payment date. The
payment date is the approximate date your payment will be sent for processing. The actual date may vary based on the number of days in a calendar month. Click “Continue”

6. In “Step 3: Review Payment”, review your recurring payment and reenter your password to confirm. After reading the Terms and Conditions, Click “Submit”.
7. Your recurring payment is now complete. Note: you will receive an email, 10 days before the scheduled payment, confirming that the payment will process on the selected date.

Payment Status

From the “Payment Status” page, you can view the status of any One-Time Payments that have been made from My Business Account. To view prior Recurring Payments, you must refer to the “Payment History” page.

Note: this page will not display who made the payment.
Payment History

From the “Payment History” page, you can view a list of all payments received, by account number. Note: All types of payments (recurring, from a retail store, through Customer Service, etc.) can be viewed here.

To view payment history:

1. Click on the “Billing” tab.

2. Hover over the “Payments” drop down menu, select “Payment History”.

3. Select an account from the “Account Number” dropdown.
4. Click the “Display” button.

5. The payment history for that account will display.