



## End User Auto Pay Documentation



Created by Alison Richmond

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A **CWP** user can **Setup AutoPay** from two main areas within **CWP**. They can navigate to either of these menus from the **Help > Payment & Billing** section:

1. I want to setup **AutoPay**
2. I want to manage my **payment methods**

2021 \$116.16  
\$0.00

urrent Due

# 0.00

ay, April 19, 2021

CURRENT BILL

A PAYMENT

1

2

- I want to set up AutoPa
- I want to view my acco
- I want to manage my p

## Account History

**BILLS**      **PAYMENTS**

3/18/2021	\$0.00
2/27/2021	\$116.16

[VIEW ACCOUNT HISTORY DETAILS >](#)

### Account Managen

- I want to register a new
- I want to start a new se
- I want to request a serv

### User Profile

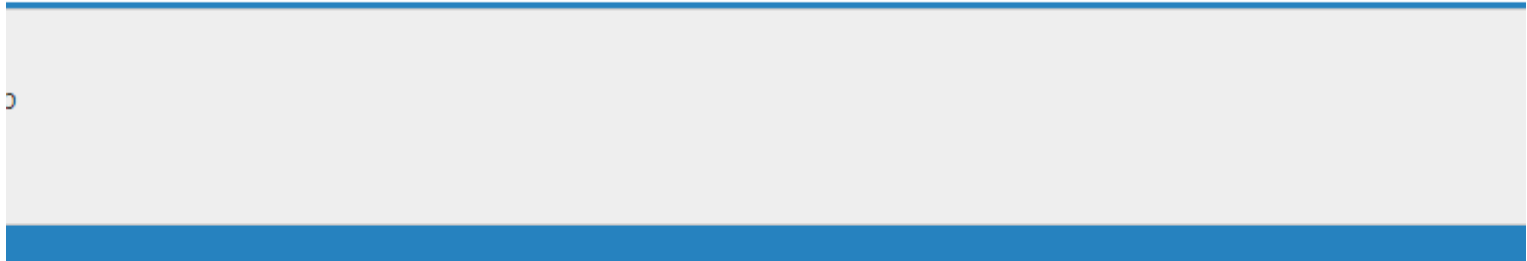
- I want to change my pa
- I want to change my co preferences

## Message Center

No messages to display

## Financial Histor

No data to display



# Setup AutoPay

If the user chooses to navigate to **"I want to set up AutoPay"**, they will be prompted immediately with the **Set AutoPay** menu:

### Set AutoPay

Please select a payment method below to use for automatic payments, then click the confirmation button at the bottom of the form.

**+ ADD NEW CREDIT/DEBIT CARD AUTO PAY** **1**

**Note only "Verified" Plaid Accounts can be used for ACH/Bank Draft. If your linked account needs action, please complete those actions and return here to "SET AUTOPAY" for the verified bank account for ACH/Bank Draft payments.**

We use Plaid in order to validate and link your bank account to your registered Customer Web Portal account. Please click the "Link Account" below if you would like to start this process. Note that, depending on your Financial Institution, there may or may not be a micro deposit verification step before you can use your bank account to make a payment. This validation process is only required once unless your bank account information is changed, at which point you will be required to validate your new account.

\* Email Address

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*This email address will only be used for communicating information about the linked accounts. Communication will occur only when absolutely necessary.*

**LINK ACCOUNT** **2**

Note when adding a new **Credit/Debit Card** you will need to edit your payment options after confirmation is received.

**Payment Option** ⓘ

Pay Bill Amount ▼

*By clicking confirm, you authorize Natural Gas Company1 to debit your account on a recurring basis.*

CANCEL CONFIRM

From the **Set AutoPay** menu, the user can choose either:

1. **Add New Credit/Debit Card Auto Pay**
2. **Link Account**

## Add New Credit/Debit Card Auto Pay

This will redirect to the **Hosted Payment form** where the user will enter their **card information**.

Home Make a Payment Account History Customer Support New Customer Signup

00001000 GARY GRAY [Manage Account](#)

### Add Payment Source

**Use for recurring payments (AutoPay)**

**Use for one-time payments**

\* First Name

\* Last Name

\* Card Number

\* Expiration Date  \* Security Code

\* Address  
PO Box 150

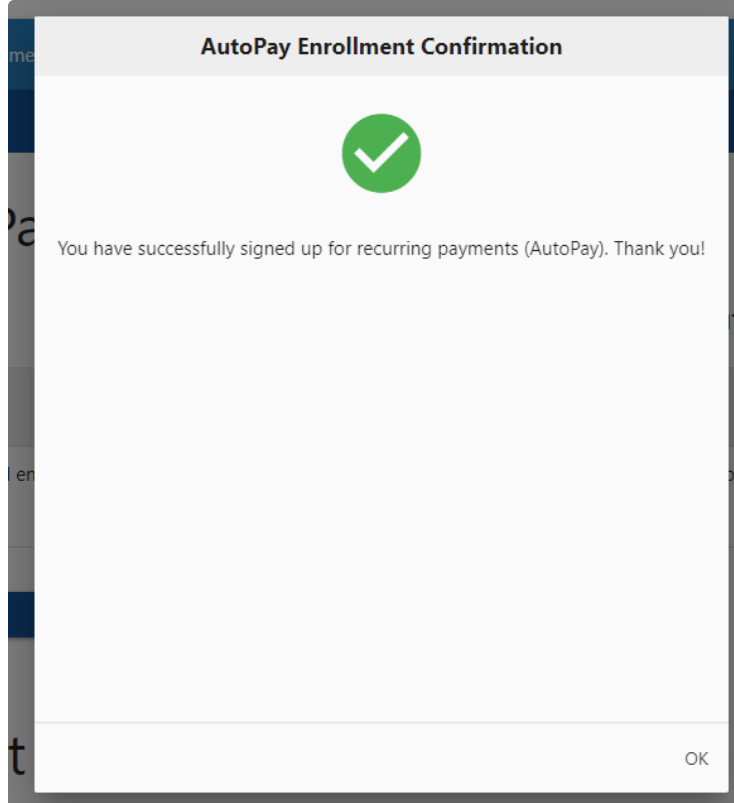
\* City  
Jonesboro

\* Country UNITED STATES  \* State North Carolina

\* Postal Code  
72401

I authorize **Natural Gas Company1** hereinafter named COMPANY to initiate a recurring ACH/electronic debit to my account from this **debit card** monthly. I agree that ACH transactions I authorize comply with all applicable law. I understand that this authorization will remain in full force and effect until I notify COMPANY in writing that I wish to revoke this authorization. I understand that COMPANY requires at least 3 days prior notice in order to cancel this authorization. To complete the payment process, click the "Save" button. Once payment is authorized, there cannot be any changes or corrections. It is recommended that you print a copy of this authorization and maintain it for your records.

After entering the **card information** and clicking "**Confirm**", the user will receive a **confirmation message**.



## Link Account

This will launch the **Plaid** validation process for a **bank account**. See **Plaid Verification Guide** for instructions.

Once a **Credit/Debit card** or **Bank Account** has been completed from the above process, the user will see their payment method assigned for AutoPay.

ETHOD

EXPIRES

PAYMENT OPTION

**edit/Debit Cards**

MasterCard ending in 4815

07/2025

Pay Bill Amount

SET AUTOPAY

REMOVE AUTOPAY

## Payment Methods

ETHOD

EXPIRES

**edit/Debit Cards**

MasterCard ending in 4815

07/2025

**nk Account**

id in order to validate and link your bank account to your registered Customer Web Portal account. Please click the "Link Account" below if this process. Note that, depending on your Financial Institution, there may or may not be a micro deposit verification step before you can



## Manage Payment Methods

If the user selects "**I want to manage my payment methods**", they will be directed to the below page.

SET AUTOPAY

The selected account is currently **not** enrolled in AutoPay.

## Saved Payment Methods

METHOD		EXPIRES	
<b>Credit/Debit Cards</b>			
	MasterCard ending in 4815	07/2025	
<b>Bank Account</b>			

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\* Email Address

This email address will only be used for communicating information about the linked accounts. Communication will occur only when absolutely necessary.

LINK ACCOUNT UNLINK



+

ADD NEW CREDIT/DEBIT CARD

SET DEFAULT

In this example, a **payment method** has already been established as a **Wallet Item**. If the user wants to establish an **existing Wallet Item** for **AutoPay**, they will select "**Set AutoPay**", and will be redirected to the **AutoPay process** as mentioned above.

Credit/Debit Cards

1   MasterCard ending in 4815 07/2025

[+ ADD NEW CREDIT/DEBIT CARD AUTO PAY](#)

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\* Email Address

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[LINK ACCOUNT](#)

Note when adding a new **Credit/Debit Card** you will need to edit your payment options after confirmation is received.

Payment Option 

Pay Bill Amount  2

*By clicking confirm, you authorize Natural Gas Company<sup>1</sup> to debit your account on a recurring basis.*

CANCEL CONFIRM 3

From here, the user can:

1. Select which existing **Wallet item** to use for **AutoPay**. In this **example**, there is only one to select, but multiples can exist, and the user will select with the small circle icon.
2. The user can determine their **Payment Option** of Pay Bill Amount, Fixed Amount, or Required Amount.
3. The user can select **Cancel** or **Confirm** to continue.

## Additional Options

There are a few other options from the **Manage Payment Methods** screen that a user can self-manage.





# Manage AutoPay

SET AUTOPAY

The selected account is currently not enrolled in AutoPay.

## Saved Payment Methods

METHOD	EXPIRES
<b>Credit/Debit Cards</b>	
 MasterCard ending in 4815	07/2025 
<b>Bank Account</b>	

We use Plaid in order to validate and link your bank account to your registered Customer Web Portal account. Please click the "Link Account" below if you would like to start this process. Note that, depending on your Financial Institution, there may or may not be a micro deposit verification step before you can use your bank account to make a payment. This validation process is only required once unless your bank account information is changed, at which point you will be required to validate your new account.

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LINK ACCOUNT

UNLINK

2

3

+

ADD NEW CREDIT/DEBIT CARD

SET DEFAULT

1. The user can **Delete** a saved **Wallet Item**.
2. The user can **Add New Credit/Debit Card** to their Wallet.
3. Set the **Default** saved **Wallet Item** from the **Saved Payment Methods**.

+ Add label



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