

# Setting up Auto-Pay Online payments

## STEP 1.

Customer selects  
Set up Auto-Pay

PSN - Your Complete PAYMENT, BILLING & CO...

My Profile Payment Methods Pay Bills View Bills Support

**Demo Site** Make and View Payments

Current Profile: Jane Doe  
Current User ID: janedoe@ppsnpay.com

Make a Payment Payment History Additional Accounts

Set Up Auto-Pay  
Make a Payment  
View Payment History  
View Payment Methods  
Manage Profiles  
View Online Bills  
Update Login Information  
Update Contact Information  
Support and FAQ  
View Messages

### Payment Options

**Balance Due: \$208.02**  
If you think the balance is not accurate, call Your City at 608.442.5100. Payments can take up to 48 hours to post.

Payment Method: Phone

Make One-Time Payment **Set Up Auto-Pay**

### Your Payee Account

RT111: Your City (608.442.5100)  
Available Payment Options: (Online, Phone)

Smart display

### Pending Payments

Date	Payment made to	Customer ID	Amount	Status	
1/10/2013 5:08:50 PM	Your City	1906222002	\$208.02	Pending	Stop Payment View All Pending

### Recent Activity

You have no payments within the last 60 days

Internet | Protected Mode: Off 110%

www.PaymentServiceNetwork.com

866-917-7368





# Online payments

## Setting up Auto-Pay

### STEP 2.

Customer selects Add New.  
(Customer can also change  
an existing Auto-Pay, such  
as changing a payment  
method or the date of the  
payment.)

The screenshot shows the 'Auto-Pay Setup' page for a demo site. The user is Jane Doe with ID janedoe@psnpay.com. The page has a navigation bar with 'My Profile', 'Payment Methods', 'Pay Bills', 'View Bills', and 'Support'. Below the navigation is a 'Demo Site Auto-Pay Setup' header with a gold coin icon and user information. A secondary navigation bar includes 'Make a Payment', 'Payment History', and 'Additional Accounts'. The main content area is titled 'Active Auto-Pay Items' and displays 'No active auto-pay items'. A red note explains that 'N/A' in the 'Stop Auto Payment' column means the item was set up by the payee and can only be changed by them. Below the note are three buttons: 'Change', 'Add New', and 'Exit'. The 'Add New' button is highlighted with a red box and a mouse cursor. A left sidebar contains various user management options like 'Set Up Auto-Pay', 'Make a Payment', 'View Payment History', etc. The footer includes 'Security', 'Privacy Policy', 'Contact Us', and 'Log Off'.



# Online payments

## Setting up Auto-Pay

### STEP 3.

Set up payment information.

My Profile Payment Methods Pay Bills View Bills Support

**Demo Site** Payment Processing

Current Profile: Jane Doe  
Current User ID: janedoe@psnpay.com

Make a Payment Payment History Additional Accounts

**Payment Information** Indicates required field.

Company Name: Your City  
Company ID: RT111  
Customer Name: Jane Doe  
Customer ID: 1906222002

**Payment Methods**

Available Methods: Add New Payment Method Add New

VISA

Account Type: - Select Type -

**Billing Information**

Payment Date: 1st of the month

**Note:** Do not set up Auto-Pay to run more than 2 days prior to your actual bill due date; the most current balance may not be available.

Start Date:

End Date:

**Note:** Automatic Payments will run until manually cancelled unless End Date is specified.

**Payment Details**

Description: Utility Payment

Balance Due: \$208.02  
For a more current balance, call Your City at 608.442.3100. Payments can take up to 48 hours to post.

Payment:  Enter specific payment amount  
\$

Pay balance in full

Total Charge: \$0.00

Continue Cancel

Smart display: Customer doesn't need to do anything in this section

Customer adds a new payment method or selects one they have previously set up.

Select a day of the month to run the payment

Click on the calendar to select the first payment date. It is optional as to whether they put in an end date

The current balance due will display. They can select to specify a payment amount or simply check the box to pay the balance in full for each bill



# Online payments

## Setting up Auto-Pay

### STEP 4.

Customer verifies all of the information and submits payment.

**Demo Site** Payment Verification

Current Profile: Jane Doe  
Current User ID: janedoe@psnpay.com

**Make a Payment** | Payment History | Additional Accounts

**Final Step: Review and then hit submit to finalize your payment**

Set Up Auto-Pay

Make a Payment

View Payment History

View Payment Methods

Manage Profiles

View Online Bills

Update Login Information

Update Contact Information

Support and FAQ

View Messages

#### Payee Information

Company ID: RT111  
Business Name: Your City

#### Payer Information

Payment From: Jane Doe  
Email Address: janedoe@psnpay.com  
Payment Description: Utility Payment

#### Billing Information

Customer ID: 1906222002  
Account Name: Jane Doe  
Address:  
Description: Utility Payment  
Apartment Number:

Scheduled Date: 1st of the month  
Start Date: 1/16/2013  
End Date: [None]  
First payment will occur on: 2/1/2013

Payment: Full Balance  
**Total Charge: Full Balance**  
Payment Type: CHECK  
Billing Name: Jane Doe  
Bank Name: DANE COUNTY CREDIT UNION  
Routing Number: 275978750  
Account Number: \*\*\*\*\*6789

Checks are accepted under these conditions  
When you pay by check and if your check is dishonored or returned for any reason, you expressly authorize this merchant to electronically debit your account for the amount of the check plus a \$35.00 NSF fee and any other recovery fees allowed by the State of your checking account and any applicable sales tax. The use of a check for payment and agreement to these terms is herein agreed by selecting the box below and click [Submit] to complete your payment process. Your acknowledgment and acceptance of this policy and its terms are hereby legally binding when processed.

Check box to accept the terms and conditions that apply

#### Previous and Scheduled Payments

Customer ID	Trans Amt	Trans Date	Payment Method	Payment Status	Payment For	Options
1906222002	\$288.02	01/10/2013	Check	Pending	Utility Payment	Stop Payment

**Note: Unless cancelled, pending transactions listed will occur in addition to the transaction you are about to submit. Approved transactions are complete and will not process again.**

**Submit Payment**

To make sure an Auto-Payment is not duplicating an already scheduled one-time payment, we display scheduled payments which can be stopped.



# Online payments

## Setting up Auto-Pay

Verification that  
Auto-Pay has been  
set up correctly

The screenshot shows the 'Auto-Pay Setup' page on the PSN Demo Site. The user is Jane Doe (janedoe@psnpay.com). A confirmation message states: 'Automatic Payments setup successfully. You must deactivate your auto-pay within 48 hours of your next schedule auto-payment to insure that item will be canceled.' Below this is a table of 'Active Auto-Pay Items' with one entry for a 'CHECK (6750)' payment method. The table includes columns for Account ID, Customer ID, Business Name, Payment Method, Amount, Start Date, End Date, Payment Frequency, Previous Payment Date, Next Payment Date, and Stop Auto Payment. A note indicates that rows with 'N/A' in the 'Stop Auto Payment' column can only be changed by the payee. At the bottom of the table are buttons for 'Change', 'Add New', and 'Exit'.

My Profile | Payment Methods | Pay Bills | View Bills | Support

**Demo Site** Auto-Pay Setup

Current Profile: Jane Doe  
Current User ID: janedoe@psnpay.com

Make a Payment | Payment History | Additional Accounts

Set Up Auto-Pay | Make a Payment | View Payment History | View Payment Methods | Manage Profiles | View Online Bills | Update Login Information | Update Contact Information | Support and FAQ | View Messages

**Automatic Payments setup successfully. You must deactivate your auto-pay within 48 hours of your next schedule auto-payment to insure that item will be canceled.**

**Active Auto-Pay Items**

Account ID	Customer ID	Business Name	Payment Method	Amount	Start Date	End Date	Payment Frequency	Previous Payment Date	Next Payment Date	Stop Auto Payment
<input type="checkbox"/> RT111	1906222002	Your City	CHECK (6750)	Full Balance	01/16/2013	(None)	1st of the month	N/A	2/1/2013	Stop Payment

**NOTE:** Rows with **N/A** in the 'Stop Auto Payment' column indicates that row was setup by your payee and can be changed only by your Payee.  
**NOTE:** Payment Amounts indicated as 'Full Balance' will be equal to the current balance at the time of the transaction.

Change | Add New | Exit

Security | Privacy Policy | Contact Us | Log Off

Home | About Us | Solutions

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