

# Online Loan Payment Portal

End User Guide



# Contents

- Overview ..... 1
- Making a Quick Pay Payment..... 2
- Registering for an End User Account ..... 7
- Resetting Your Password ..... 12
- Set Up a Single Payment ..... 16
- Set Up a Recurring Payment ..... 20
- Cancelling a Scheduled Payment ..... 25
- Editing a Scheduled Recurring Payment ..... 27
- Editing Payment Options ..... 29
- Viewing Transaction History ..... 31

# Overview

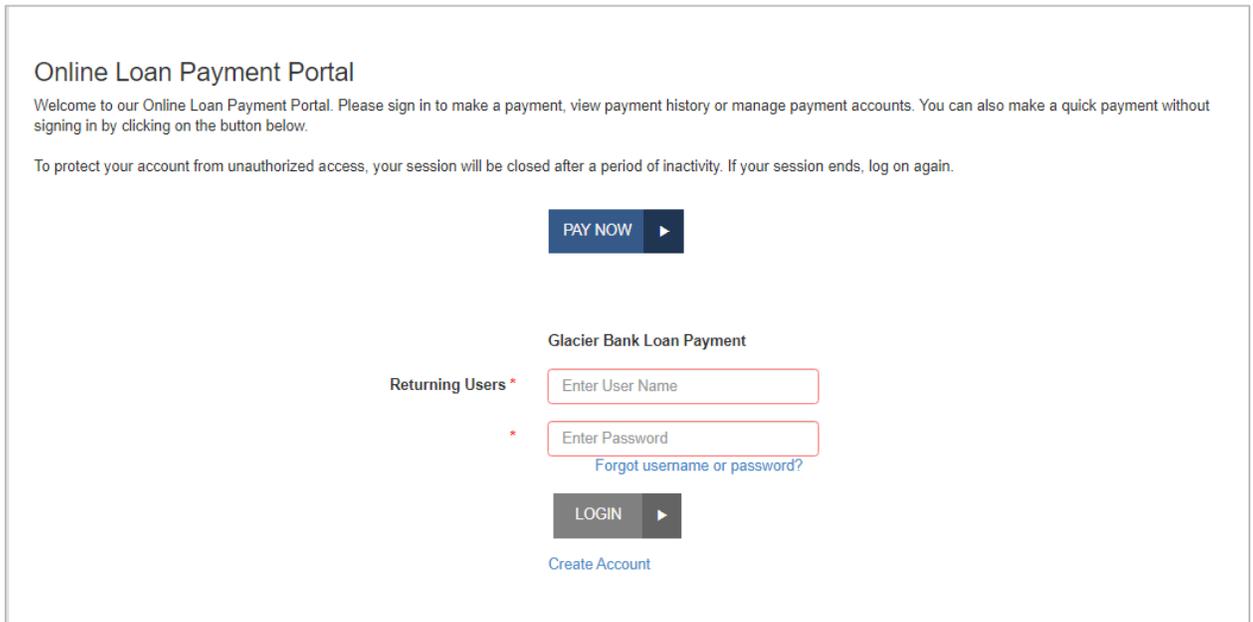
Welcome to our Online Loan Payment Portal. You can make payments to your loans and be presented with your appropriate billing information within the payment portal.

This document provides guidelines on registering for an end user account and making, viewing, and editing payments.

# Making a Quick Pay Payment

The Quick Pay payment option allows you to make one-time payments without having to register for an end user account.

1. From the *Online Payment Portal* URL, click **Pay Now**.



Online Loan Payment Portal

Welcome to our Online Loan Payment Portal. Please sign in to make a payment, view payment history or manage payment accounts. You can also make a quick payment without signing in by clicking on the button below.

To protect your account from unauthorized access, your session will be closed after a period of inactivity. If your session ends, log on again.

**PAY NOW** ▶

Glacier Bank Loan Payment

Returning Users \*

Enter User Name

Enter Password \*

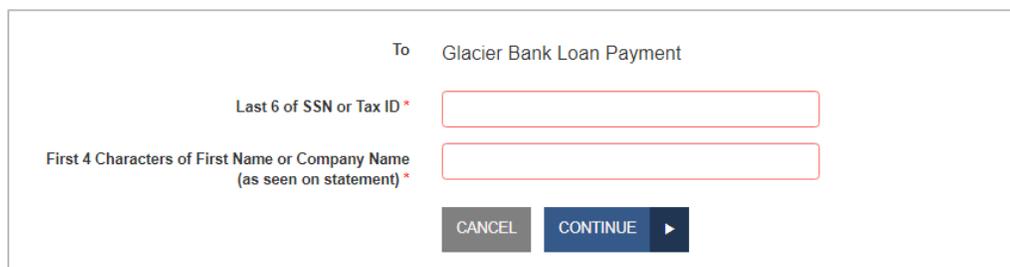
[Forgot username or password?](#)

**LOGIN** ▶

[Create Account](#)

FIGURE 1 – PAY NOW BUTTON (ON THE ONLINE PAYMENT PORTAL SCREEN)

2. When the *PAY NOW* screen appears:
  - a. If multiple accounts are available, select the account where the funds will be sent (from the **To Account** drop-down list).
  - b. Enter the validation criteria into the remaining fields on the screen. (Validation criteria is the Last 6 digits of the Social Security Number or Tax ID Number of the primary borrower, and the First 4 Characters of the First Name or Company Name of the primary borrower.)
  - c. Click **Continue**.



To: Glacier Bank Loan Payment

Last 6 of SSN or Tax ID \*

First 4 Characters of First Name or Company Name (as seen on statement) \*

**CANCEL** **CONTINUE** ▶

FIGURE 2 – PAY NOW SCREEN

- When the next screen appears, click the **Pay** button for the bill you wish to pay.

The screenshot shows a mobile application interface titled "PAY NOW". At the top right is a "BACK" button. Below it is a blue instruction: "Click on 'Pay' in the Action column to make a payment." A table lists a bill for "Jack Smith" with an "Auto Loan" description, a "Total Amount Due" of "\$100.00", a "Due Date" of "04/01/2020", and a "Status" of "New". The "Action" column for this row contains a "Pay" button, which is highlighted by a red arrow.

Name	Description	Total Amount Due	Due Date	Payment Date	Status	Action
Jack Smith	Auto Loan	\$100.00	04/01/2020		New	Pay

FIGURE 3 – PAY BUTTON (ON PAY NOW SCREEN)

- Select a payment option for your selected bill.

---

**NOTE:** Your payment options may vary, depending on your loan.

---

The screenshot shows the "PAY NOW" screen with the same table as Figure 3. Below the table, a red box highlights the payment options section. It includes two radio buttons: "Total Amount Due" (selected) with a value of "\$100.00", and "Other Amount" with an empty input field. A "CONTINUE" button with a right-pointing arrow is located below these options.

FIGURE 4 – PAYMENT OPTIONS (ON PAY NOW SCREEN)

- If there is a payment amount required for your selection, key your desired amount into the empty field.
- Click **Continue**.
- When the next screen appears:
  - If the **Description** and **Transaction Number** fields appear, they are optional.
  - Select **Payment Type** "**Bank Account**".
  - Select an **Account Type**.

---

**NOTE:** The **Review Payment Options** button (shown below) will return you to the previous screen.

---

The screenshot shows a form with the following elements:

- To Account:** Test Location #1
- Pay This Amount \*:** \$100.00 (text input field)
- REVIEW PAYMENT OPTIONS:** A dark grey button with white text.
- Description:** An empty text input field.
- Transaction Number:** An empty text input field.
- Payment Type \*:** A dropdown menu showing "-- Choose Type --".
- Account Type \*:** A dropdown menu showing "-- Choose Type --".

FIGURE 5 – QUICK PAY OPTIONS (ON PAY NOW SCREEN)

8. Enter a valid routing number and account number.

The screenshot shows the form with validation errors:

- Routing Number \*:** The text "Routing is required" is displayed in the input field, which has a red border and a help icon.
- Account Number \*:** The text "Account number is required" is displayed in the input field, which has a red border and a help icon.

- 9.

FIGURE 6 – QUICK PAY OPTIONS (ROUTING AND ACCOUNT NUMBERS)

10. The information that appears on the remaining part of the screen comes from your billing information.
  - a. Confirm that the correct information appears for all fields.
  - b. If this is a business account, select the **Is Business Account** check box.
  - c. Type the email address into the **Confirm Email Address** field.
  - d. Select **Register and Save Payment Information** if you wish to register your information (save your information and create an end user account) for future payment convenience.
  - e. CAPTCHA - Select the **I'm not a robot** check box and then follow the prompts. (CAPTCHA is an added security measure to prevent bots from registering in the system.)

FIGURE 7 – QUICK PAY OPTIONS 2 (ON PAY NOW SCREEN)

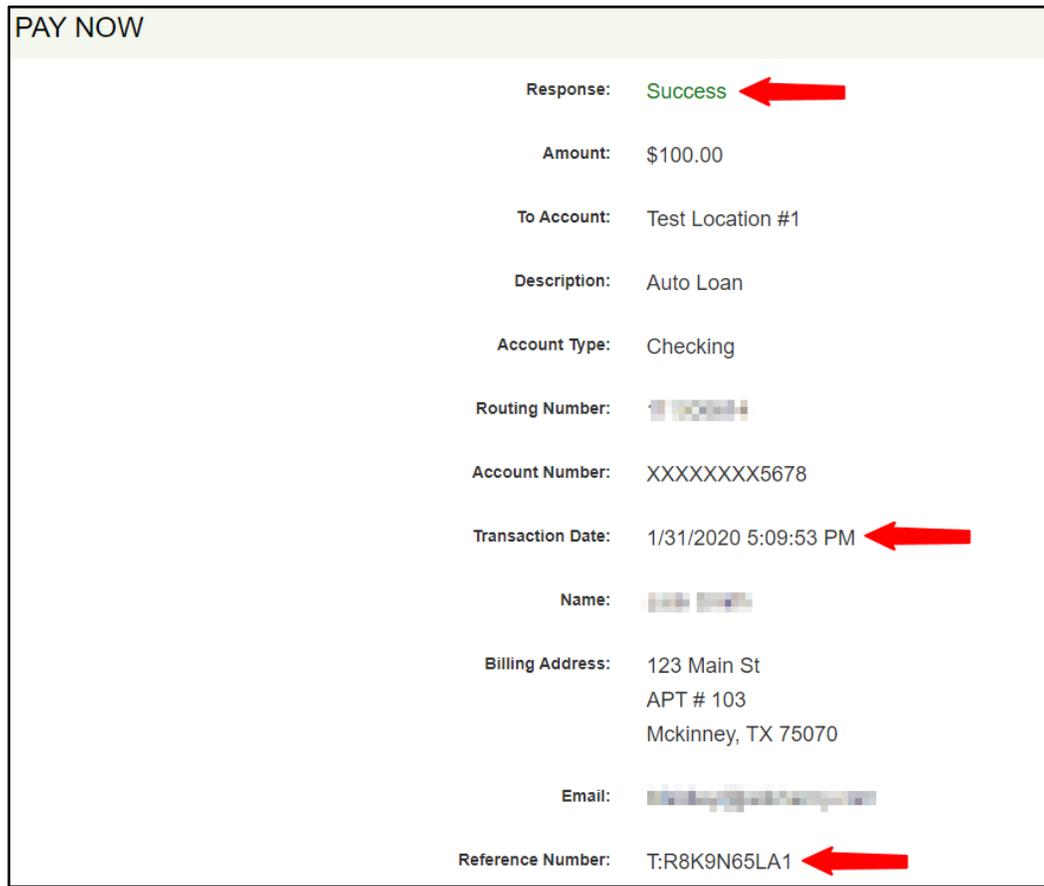
11. To finalize the transaction, click **Continue**.

12. When the confirmation screen appears:

- a. Verify that all information on the screen is correct.
- b. Scroll down to the *Authorization Agreement* portion of the screen and select **Agree and Submit**.

FIGURE 8 – AUTHORIZATION AGREEMENT (ON CONFIRMATION SCREEN)

13. When the next screen appears, if the transaction was successful, the following will appear:
- a. A response status of *Success*
  - b. A transaction date and time
  - c. A reference number for the payment



PAY NOW

Response: **Success**

Amount: \$100.00

To Account: Test Location #1

Description: Auto Loan

Account Type: Checking

Routing Number: [blurred]

Account Number: XXXXXXXX5678

Transaction Date: 1/31/2020 5:09:53 PM

Name: [blurred]

Billing Address: 123 Main St  
APT # 103  
Mckinney, TX 75070

Email: [blurred]

Reference Number: T:R8K9N65LA1

FIGURE 9 – SUCCESSFUL PAYMENT INFORMATION (ON PAY NOW SCREEN)

14. Scroll down to view the following options:
- a. **Close** closes the current window.
  - b. **Save Receipt** gives you the option of saving the electronic copy of the receipt.
  - c. **Print Receipt** allows you to print a paper copy of the receipt.
  - d. **View Bills** returns you to the payment portal URL.



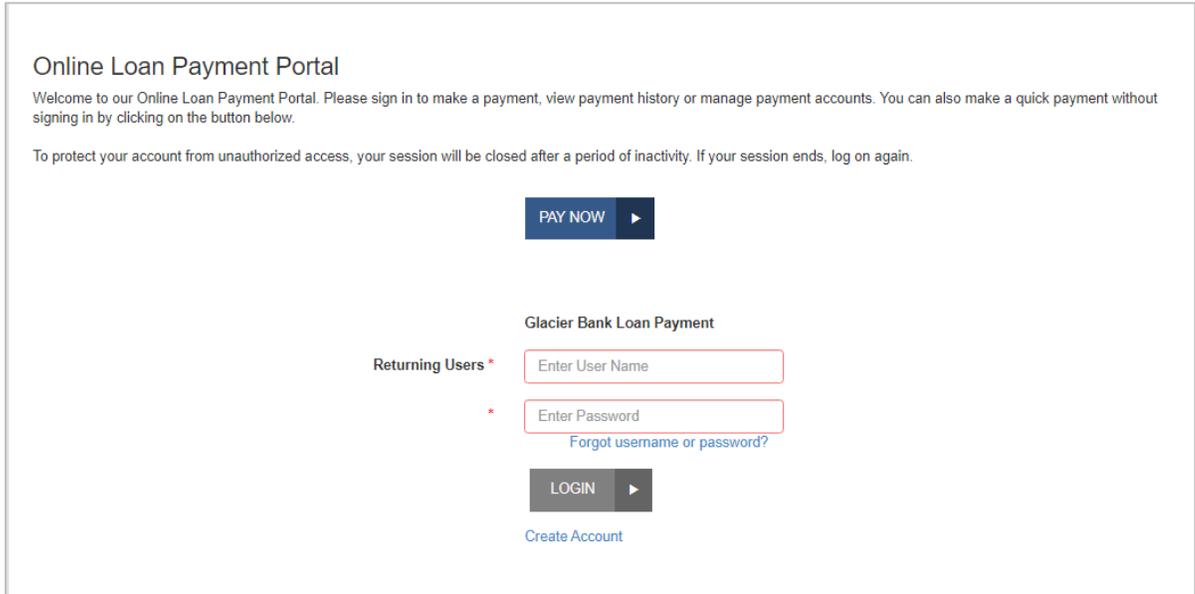
CLOSE SAVE RECEIPT PRINT RECEIPT VIEW BILLS

FIGURE 10 – FINAL SCREEN OPTIONS (ON PAY NOW SCREEN)

# Registering for an End User Account

You can register for an account in the payment portal to view your bills, manage payment methods, and run reports of past transactions.

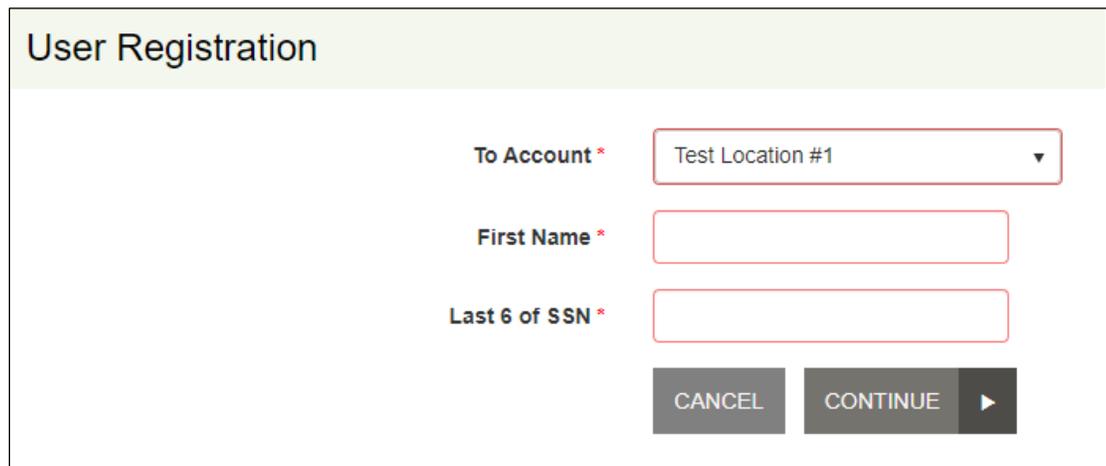
1. From the *Online Payment Portal* URL, click **Create Account**.



The screenshot shows the 'Online Loan Payment Portal' interface. At the top, it says 'Welcome to our Online Loan Payment Portal. Please sign in to make a payment, view payment history or manage payment accounts. You can also make a quick payment without signing in by clicking on the button below.' Below this is a 'PAY NOW' button with a right-pointing arrow. Underneath is the heading 'Glacier Bank Loan Payment'. There are two sections for returning users: 'Returning Users \*' with a text input field 'Enter User Name', and a password field 'Enter Password \*' with a link 'Forgot username or password?'. At the bottom of the login section is a 'LOGIN' button with a right-pointing arrow and a blue link 'Create Account' below it.

FIGURE 11 – CREATE ACCOUNT OPTION (ON THE ONLINE PAYMENT PORTAL SCREEN)

2. When the *User Registration* screen appears:
  - a. Select an account from the **To Account** drop-down menu.
  - b. Enter the validation criteria in the fields that appear.



The screenshot shows the 'User Registration' screen. It has a light green header with the title 'User Registration'. Below the header are three required fields: 'To Account \*' with a dropdown menu showing 'Test Location #1', 'First Name \*' with a text input field, and 'Last 6 of SSN \*' with a text input field. At the bottom right are two buttons: 'CANCEL' and 'CONTINUE' with a right-pointing arrow.

FIGURE 12 – VALIDATION FIELDS (ON THE USER REGISTRATION SCREEN)

3. Click **Continue**.
4. When the *User Registration* screen appears, required fields are identified with an asterisk (\*) beside the entry field name. Prefilled data is imported from your billing information:
  - a. If this is a business account, select the **Is Business Account** check box.
  - b. In this example, the **Customer Number** field is optional.
  - c. Enter a **Username** that is easy to remember. This **Username** is used to access the payment portal.

---

**NOTE:** Using your email address for the username is recommended.

---

- d. The **First Name** and **Last Name** values are prefilled.
- e. The **Secret Question** will be used if you forget your password and need to have it reset. The answer to the **Secret Question** is case sensitive.

User Registration

Is Business Account

Customer Number

Username \*

First Name \*

Last Name \*

Secret Question \*

Secret Answer \*

Confirm Secret Answer \*

FIGURE 13 – USER REGISTRATION INFORMATION SCREEN (TOP PORTION)

5. In the middle portion of the *User Registration* screen, verify that the information in the required fields is accurate.
  - In this example, **Suite/APT#** and **Phone** are both optional.

<b>Address *</b>	<input type="text" value="123 Main St"/>
<b>Suite/APT#</b>	<input type="text" value="APT # 104"/>
<b>City *</b>	<input type="text" value="Mckinney"/>
<b>State/Region *</b>	<input type="text" value="Texas (TX)"/>
<b>Postal Code *</b>	<input type="text" value="75070"/>
<b>Country *</b>	<input type="text" value="USA"/>
<b>Phone</b>	<input type="text"/>

FIGURE 14 – USER REGISTRATION INFORMATION SCREEN (MIDDLE PORTION)

6. In the bottom portion of the *User Registration* screen, verify the address by entering it once and then confirm the email address by entering it again.
  - a. In this example, **Drivers License**, **DL State**, and **Social Security** are optional.
  - b. CAPTCHA - Select the **I'm not a robot** check box and the follow the prompts. CAPTCHA is an added security measure to prevent bots from registering in the system.

<b>Drivers License</b>	<input type="text"/>
<b>DL State</b>	<input type="text" value="-- Select --"/>
<b>Social Security</b>	<input type="text"/>
<b>Email Address *</b>	<input type="text"/>
<b>Confirm Email Address *</b>	<input type="text" value="Confirm Email Address is required"/>
<input type="checkbox"/> I'm not a robot  <small>reCAPTCHA Privacy - Terms</small>	
<input type="button" value="CANCEL"/> <input type="button" value="REGISTER"/> <input type="button" value="▶"/>	

FIGURE 15 – USER REGISTRATION INFORMATION SCREEN (BOTTOM PORTION)

7. Click **Register**.
8. When the *User Registration Confirmation* screen appears, open your email inbox for the account you used to register on the payment portal.
  - a. Open the account registration email message from the bank.
  - b. Click the URL link to proceed with creating your new password.

---

**NOTE:** Because this link is temporary and will expire in 24 hours, you must perform this step immediately.

---

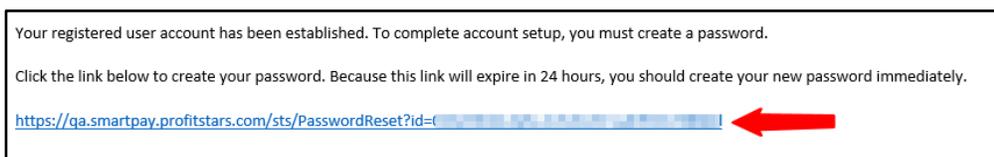


FIGURE 16 –REGISTRATION CONFIRMATION EMAIL TEXT

9. When the *Security Challenge* screen appears (in your web browser):
  - a. Enter the secret answer that you used for your security question previously during registration. The answer is case sensitive.
  - b. Click **Submit Answer**.

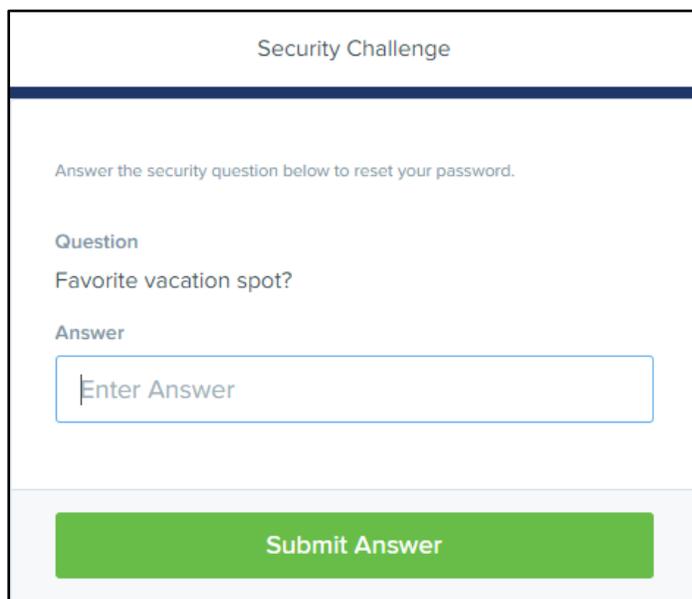


FIGURE 17 – SECURITY CHALLENGE SCREEN

10. When the *Update Password* screen appears:
  - a. Enter a new password for your payment portal access into the **New Password** field.

- b. Enter the same password into the **Confirm Password** field.
- c. Click **Update Password**.

---

**NOTE:** Passwords must contain numbers and upper- and lowercase characters, be at least eight characters long, and must not contain the user name.

---

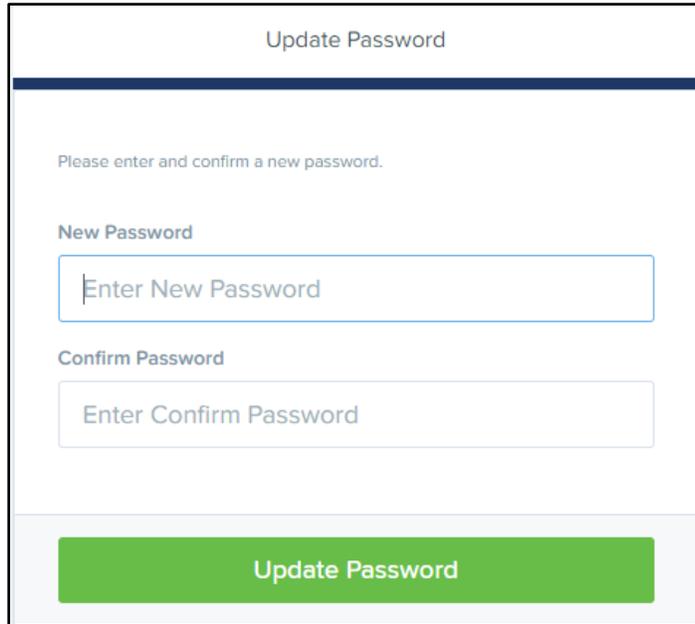


FIGURE 18 – UPDATE PASSWORD SCREEN

- 11. When the *Password Update Complete* screen appears, the registration process is complete. You may go to the payment portal URL and log in normally using your new username and password.

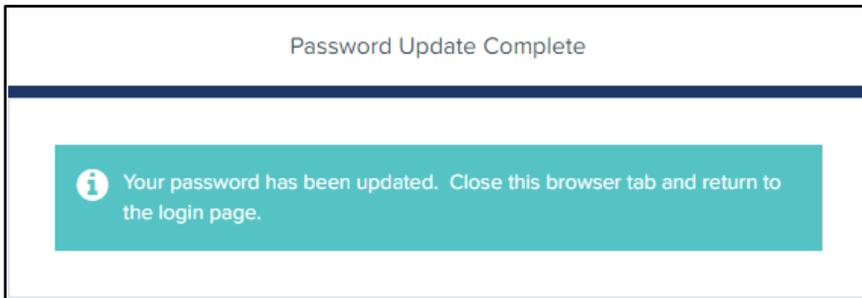


FIGURE 19 – PASSWORD UPDATE COMPLETE SCREEN

# Resetting Your Password

If you forget your password, you can reset it through the payment portal.

1. From the payment portal URL, click **Forgot username or password**.

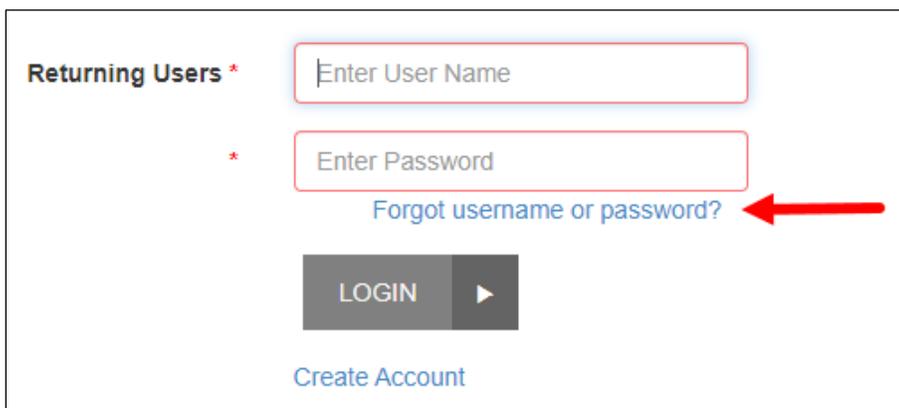


FIGURE 20 – PAYMENT PORTAL SCREEN (FORGOT USERNAME OR PASSWORD)

2. When the *Username / Password Retrieval* screen appears:
  - a. Verify that the **I have forgotten my password** option is selected.
  - b. Enter your username into the **Username** field.
  - c. CAPTCHA - Select the **I'm not a robot** check box and then follow the prompts. (CAPTCHA is an added security measure to prevent bots from registering in the system.)
  - d. Click **Next**.

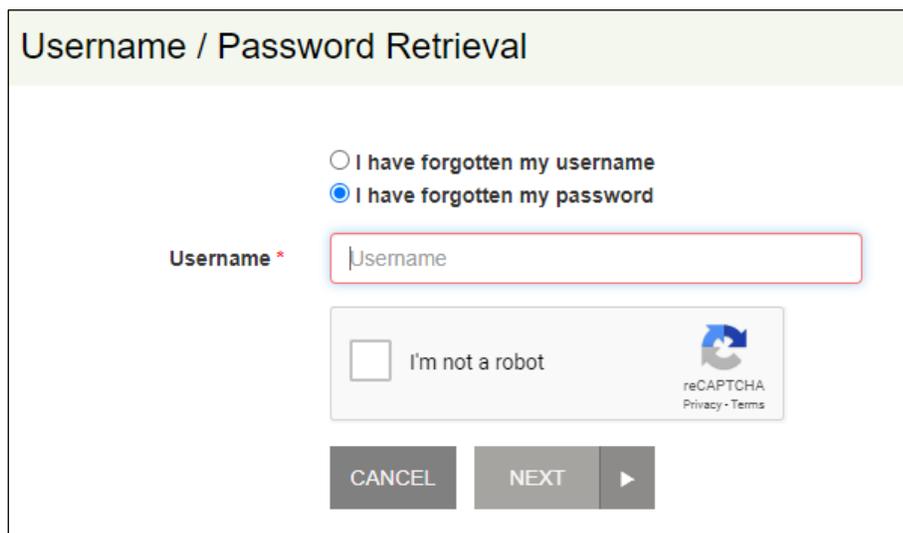
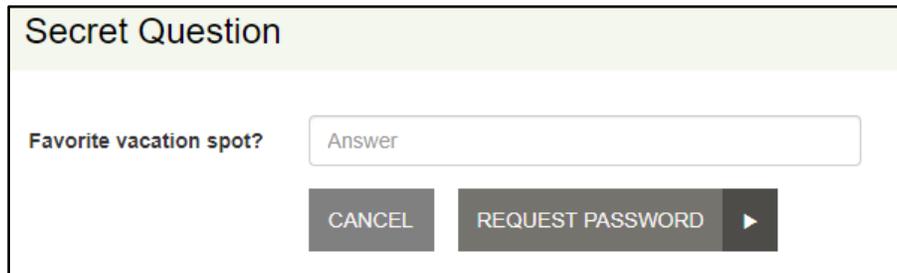


FIGURE 21 – USERNAME / PASSWORD RETRIEVAL SCREEN

3. When the *Secret Question* screen appears:
  - a. Enter the answer to the secret question. (You set this up during account registration.)
  - b. Click **Request Password**.



Secret Question

Favorite vacation spot?

CANCEL REQUEST PASSWORD ▶

FIGURE 22 – SECRET QUESTION SCREEN

4. When the *Forgot Password Confirmation* screen appears, go to your email inbox for the account you used to register on the payment portal.
  - a. Open the *Password Reset Request* email message from the bank.
  - b. Click the URL link to proceed with creating your new password.

---

**NOTE:** Because this link is temporary and will expire in one hour, you must perform this step immediately.

---

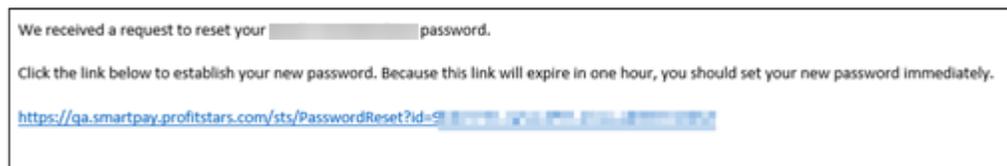


FIGURE 23 – PASSWORD RESET LINK EMAIL

5. When the *Security Challenge* screen appears (in your web browser):
  - a. Enter the secret answer that you used for your security question previously during registration. The answer is case sensitive.
  - b. Click **Submit Answer**.

Security Challenge

---

Answer the security question below to reset your password.

**Question**  
Favorite vacation spot?

**Answer**

**Submit Answer**

FIGURE 24 – SECURITY CHALLENGE SCREEN

6. When the *Update Password* screen appears:
  - a. Enter a new password for your payment portal access into the **New Password** field.
  - b. Enter the same password into the **Confirm Password** field.
  - c. Click **Update Password**.

---

**NOTE:** Passwords must contain upper- and lowercase characters and numbers, be at least eight characters long, and must not contain the user name.

---

Update Password

Please enter and confirm a new password.

New Password

Enter New Password

Confirm Password

Enter Confirm Password

Update Password

FIGURE 25 – UPDATE PASSWORD SCREEN

7. When the *Password Update Complete* screen appears, you may go to the payment portal URL and log in normally using your new password.

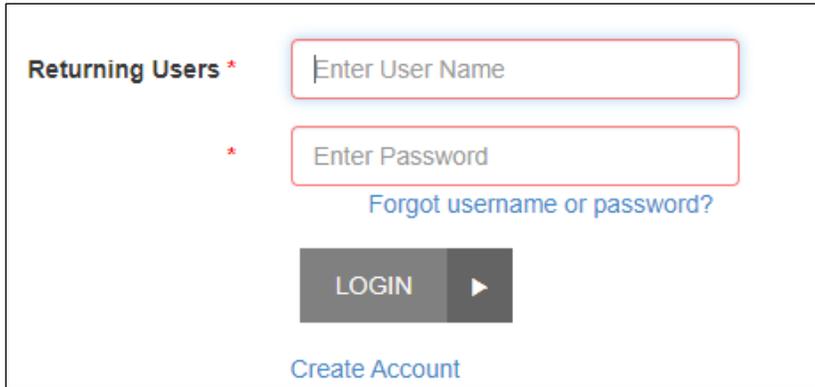
Password Update Complete

**i** Your password has been updated. Close this browser tab and return to the login page.

FIGURE 26 – PASSWORD UPDATE COMPLETE SCREEN

# Set Up a Single Payment

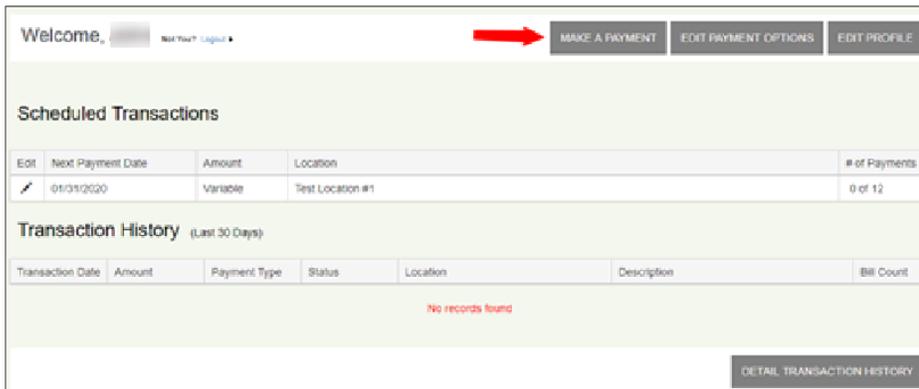
1. From the payment portal URL, enter your user name and password and then click **Login**.



The screenshot shows a login form for returning users. It features two input fields: "Enter User Name" and "Enter Password", both highlighted with red boxes. A red asterisk is placed to the left of the password field. Below the password field is a blue link that says "Forgot username or password?". At the bottom of the form is a dark grey button with the text "LOGIN" and a right-pointing arrow. Below the button is a blue link that says "Create Account".

FIGURE 27 – PAYMENT PORTAL SCREEN (RETURNING USER OPTION)

2. When the *Welcome* screen appears, select **Make A Payment**.



The screenshot shows a user's welcome screen. At the top left, it says "Welcome, [user name]". To the right of the name are three buttons: "MAKE A PAYMENT", "EDIT PAYMENT OPTIONS", and "EDIT PROFILE". A red arrow points to the "MAKE A PAYMENT" button. Below the buttons is a section titled "Scheduled Transactions" with a table containing one row of data. Below that is a section titled "Transaction History (Last 30 Days)" with a table that currently shows "No records found". At the bottom right of the screen is a button labeled "DETAIL TRANSACTION HISTORY".

Edit	Next Payment Date	Amount	Location	# of Payments
	01/31/2020	Variable	Test Location #1	0 of 12

Transaction Date	Amount	Payment Type	Status	Location	Description	Bill Count
No records found						

FIGURE 28 – WELCOME SCREEN (MAKE A PAYMENT OPTION)

3. When the *Make a Payment* screen appears:
  - a. Select an account from the drop-down list.
  - b. If additional validation fields appear, complete the validation criteria.
  - c. Click **Continue**.

**MAKE A PAYMENT**

To Account \*

First Name \*

Last 6 of SSN \*

FIGURE 29 – MAKE A PAYMENT SCREEN (ACCOUNT VALIDATION OPTIONS)

4. As shown below, select the **Pay** button for the bill you want to set up with a single payment.

**MAKE A PAYMENT**

Click on 'Pay' in the Action column to make a payment.

Name	Description	Total Amount Due	Due Date	Payment Date	Status	Action
	Auto Loan	\$100.00	04/01/2020		New	<input type="button" value="Pay"/>

FIGURE 30 – MAKE A PAYMENT SCREEN (PAY BUTTON)

5. Select the amount you want to make recurring. If you select **Other Amount**, you must key the desired dollar amount.

Total Amount Due \$100.00

Other Amount

FIGURE 31 – MAKE A PAYMENT SCREEN (PAYMENT AMOUNT)

6. Click **Continue**.
7. When the next screen appears:
  - a. Verify the desired payment amount is correct.
  - b. Select an account from the **Pay from Account** drop-down list.
  - c. If **Description** and **Transaction Number** appear, they are both optional.
  - d. Depending on the payment method, additional fields may appear.  
(Example: If you select a checking account as your account type, the optional **Check Number** field appears.)

**Make Payment**

Pay This Amount \*  **REVIEW PAYMENT OPTIONS**

To Account Test Location #1

Pay From Account \*  **ADD PAYMENT OPTION**

Description

Transaction Number

Occurrence  One-Time

Recurring

Payments submitted after 6pm will be processed the next business day!!! Please note: Do not enter anything in the Transaction Number field. This field is reserved for internal use only.

**CANCEL** **CONTINUE** **▶**

FIGURE 32 – MAKE A PAYMENT SCREEN (PAYMENT AMOUNT)

8. Click **Continue**.
9. When the *Confirmation* screen appears, verify all information on the screen is accurate and then click **Agree And Submit**.

**Confirmation**

To process the recurring payment, verify all information is correct, click on agree and continue.

**Amount:** \$100.00

**To Account:** Test Location #1

**Description:** Auto Loan

**From Account:** Checking: XXXXXX9999

**Next Recurring Payment:** \$100.00 - Once a Month on the Last Day

**Include a Single Payment Now:** No

**Authorization Agreement:**

I, [redacted], authorize [redacted] to electronically debit my account for the amount indicated above on a recurring basis. The first payment of \$100.00 will be electronically debited from my account on 2/29/2020, or the next business day. After the first payment, there will be additional debits of \$100.00 on a recurring payment schedule as indicated below.

<b>Frequency:</b>	Once a Month
<b>Payment Day:</b>	2/29/2020
<b>Number of Payments:</b>	12

I understand that it is my responsibility to manage my recurring payment which includes but is not limited to modifying or cancelling any future dated payment

**CANCEL** **AGREE AND SUBMIT** ▶

FIGURE 33 – PAYMENT CONFIRMATION SCREEN (AGREE AND SUBMIT BUTTON)

10. When the *Transaction Receipt* screen appears, scroll down to view the following options:
- a. **Close** closes the current window.
  - b. **Save Receipt** gives you the option of saving the electronic copy of the receipt.
  - c. **Print Receipt** allows you to print a paper copy of the receipt.
  - d. **View Bills** returns you to the payment portal URL.

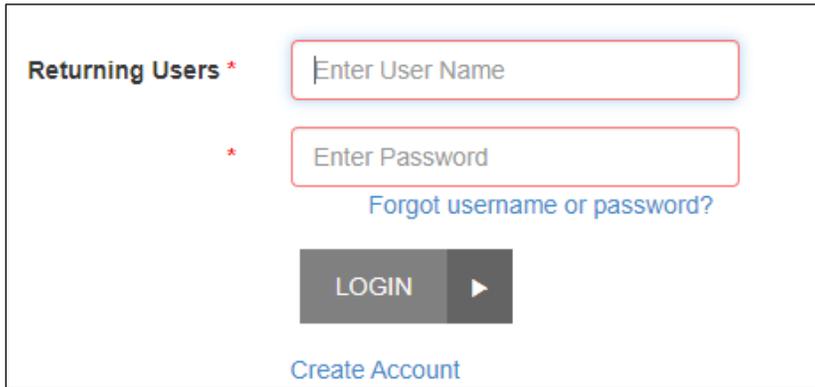
**CLOSE** **SAVE RECEIPT** ▶ **PRINT RECEIPT** ▶ **VIEW BILLS** ▶

FIGURE 34 – FINAL SCREEN OPTIONS (ON PAY NOW SCREEN)

# Set Up a Recurring Payment

Registered users can set up a recurring payment.

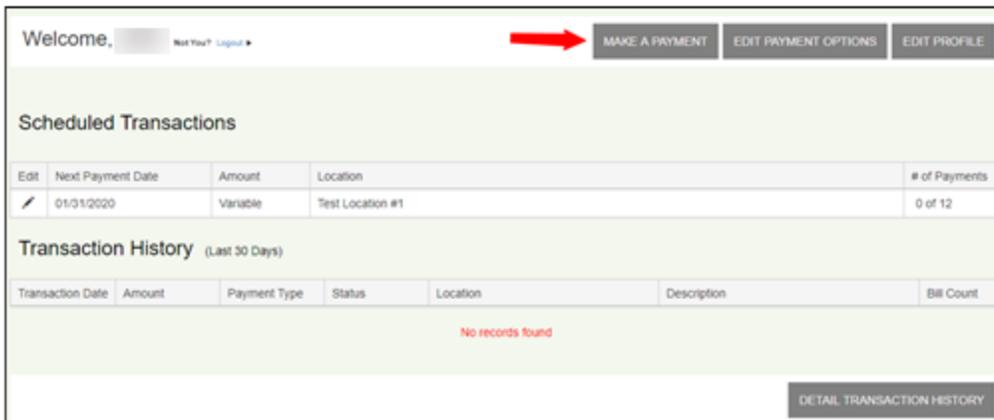
1. From the payment portal URL, enter your user name and password and then click **Login**.



The screenshot shows a login form for returning users. It includes a label "Returning Users \*" next to a text input field for "Enter User Name". Below it is another text input field for "Enter Password" with a red asterisk to its left. A blue link "Forgot username or password?" is positioned below the password field. At the bottom, there is a dark grey button labeled "LOGIN" with a right-pointing arrow, and a blue link "Create Account" below it.

FIGURE 35 – PAYMENT PORTAL SCREEN (RETURNING USER OPTION)

2. When the *Welcome* screen appears, select **Make A Payment**.



The screenshot shows a user's welcome screen. At the top left, it says "Welcome, [User Name] Not You? Logout". On the top right, there are three buttons: "MAKE A PAYMENT", "EDIT PAYMENT OPTIONS", and "EDIT PROFILE". A red arrow points to the "MAKE A PAYMENT" button. Below the buttons is a section titled "Scheduled Transactions" with a table containing one row of data. Below that is a section titled "Transaction History (Last 30 Days)" with a table that shows "No records found". A "DETAIL TRANSACTION HISTORY" button is located at the bottom right.

Edit	Next Payment Date	Amount	Location	# of Payments
	01/31/2020	Variable	Test Location #1	0 of 12

Transaction Date	Amount	Payment Type	Status	Location	Description	Bill Count
No records found						

FIGURE 36 – WELCOME SCREEN (MAKE A PAYMENT OPTION)

3. When the *Make a Payment* screen appears:
  - a. Select an account from the drop-down list.
  - b. If additional validation fields appear, complete the validation criteria.
  - c. Click **Continue**.

**MAKE A PAYMENT**

To Account \*

First Name \*

Last 6 of SSN \*

FIGURE 37 – MAKE A PAYMENT SCREEN (ACCOUNT VALIDATION OPTIONS)

4. As shown below, select the **Pay** button for the bill you want to set up with a recurring payment.

**MAKE A PAYMENT**

Click on 'Pay' in the Action column to make a payment.

Name	Description	Total Amount Due	Due Date	Payment Date	Status	Action
	Auto Loan	\$100.00	04/01/2020		New	<input type="button" value="Pay"/>

FIGURE 38 – MAKE A PAYMENT SCREEN (PAY BUTTON)

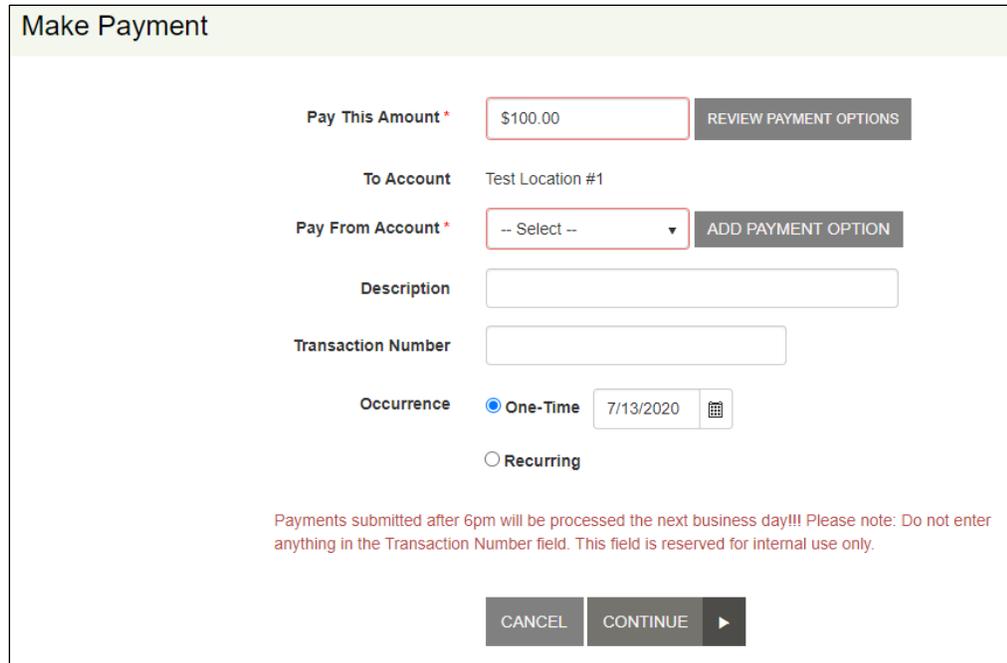
5. Select the amount you want to make recurring. If you select **Other Amount**, you must key the desired dollar amount.

Total Amount Due \$100.00

Other Amount

FIGURE 39 – MAKE A PAYMENT SCREEN (PAYMENT AMOUNT)

6. Click **Continue**.
7. When the next screen appears:
  - d. Verify the desired payment amount is correct.
  - e. Select an account from the **Pay from Account** drop-down list.
  - f. If **Description** and **Transaction Number** appear, they are both optional.
  - g. Depending on the payment method, additional fields may appear. (Example: If you select a checking account as your account type, the optional **Check Number** field appears.)



**Make Payment**

Pay This Amount \* \$100.00 REVIEW PAYMENT OPTIONS

To Account Test Location #1

Pay From Account \* -- Select -- ADD PAYMENT OPTION

Description

Transaction Number

Occurrence  One-Time 7/13/2020  Recurring

Payments submitted after 6pm will be processed the next business day!!! Please note: Do not enter anything in the Transaction Number field. This field is reserved for internal use only.

CANCEL CONTINUE ▶

FIGURE 40 – MAKE A PAYMENT SCREEN (PAYMENT AMOUNT)

8. Select **Recurring** to reveal the recurring schedule and amount fields.
9. For the *Schedule* fields:
  - a. You can make a single payment at the same time you set up the recurring payment. If you choose to make a payment now, the recurring schedule will still process on the next payment date.
  - b. Choose a **Frequency** from the drop-down list. This determines what **Payment Day** and **Start Day** options appear.
  - c. Select a **Payment Day**. This is the day of the month to process the transaction.
  - d. The **Start Date** changes to align with the frequency and payment day selected.
  - e. If you want the payments to continue indefinitely, select **Infinite Payment**.
  - f. If a limited number of payments is desired, key the number of payments into the **# Of Payments** field.

---

**NOTE:** The default number of payments is 12.

---

The screenshot shows a 'Schedule' form with the following fields and values:

- Include a Single Payment Now**:  **For \$100.00** (with a help icon)
- Frequency \***:  (dropdown menu)
- Payment Day**:  (dropdown menu)
- Start Date**:  (with a calendar icon)
- Infinite Payment**:
- # Of Payments \***:

Below the start date, it says: "Next Payment will occur 07/31/2020"

FIGURE 41 – SCHEDULE FIELDS

**10.** For the *Recurring Amount* fields:

- a. If **Variable Amount** option is selected, the transaction amount depends on your billing information (with up to three payment amounts presented).
- b. The **Maximum Amount** option allows you to limit the amount that can be processed, regardless of the amount that appears in the billing file.

The screenshot shows a 'Recurring Amount' form with the following fields and values:

- Fixed Amount For \$100.00**
- Variable Amount** (with a help icon)
- Total Amount Due**
- Maximum Amount:**  (with a help icon)

FIGURE 42 – RECURRING AMOUNT FIELDS

**11.** Click **Continue**.

**12.** When the *Confirmation* screen appears, verify all information on the screen is accurate and then click **Agree And Submit**.

**Confirmation**

To process the recurring payment, verify all information is correct, click on agree and continue.

**Amount:** \$100.00

**To Account:** Test Location #1

**Description:** Auto Loan

**From Account:** Checking: XXXXXX9999

**Next Recurring Payment:** \$100.00 - Once a Month on the Last Day

**Include a Single Payment Now:** No

**Authorization Agreement:**

I, [redacted], authorize [redacted] to electronically debit my account for the amount indicated above on a recurring basis. The first payment of \$100.00 will be electronically debited from my account on 2/29/2020, or the next business day. After the first payment, there will be additional debits of \$100.00 on a recurring payment schedule as indicated below.

<b>Frequency:</b>	Once a Month
<b>Payment Day:</b>	2/29/2020
<b>Number of Payments:</b>	12

I understand that it is my responsibility to manage my recurring payment which includes but is not limited to modifying or cancelling any future dated payment

**CANCEL** **AGREE AND SUBMIT** ▶

FIGURE 43 – PAYMENT CONFIRMATION SCREEN (AGREE AND SUBMIT BUTTON)

13. When the *Transaction Receipt* screen appears, scroll down to view the following options:
- c. **Close** closes the current window.
  - d. **Save Receipt** gives you the option of saving the electronic copy of the receipt.
  - e. **Print Receipt** allows you to print a paper copy of the receipt.
  - f. **View Bills** returns you to the payment portal URL.

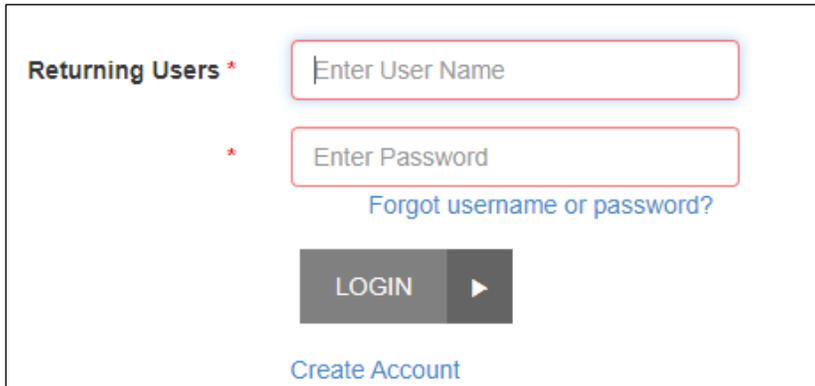
**CLOSE** **SAVE RECEIPT** ▶ **PRINT RECEIPT** ▶ **VIEW BILLS** ▶

FIGURE 44 – FINAL SCREEN OPTIONS (ON PAY NOW SCREEN)

# Cancelling a Scheduled Payment

Follow the steps below to cancel a recurring payment.

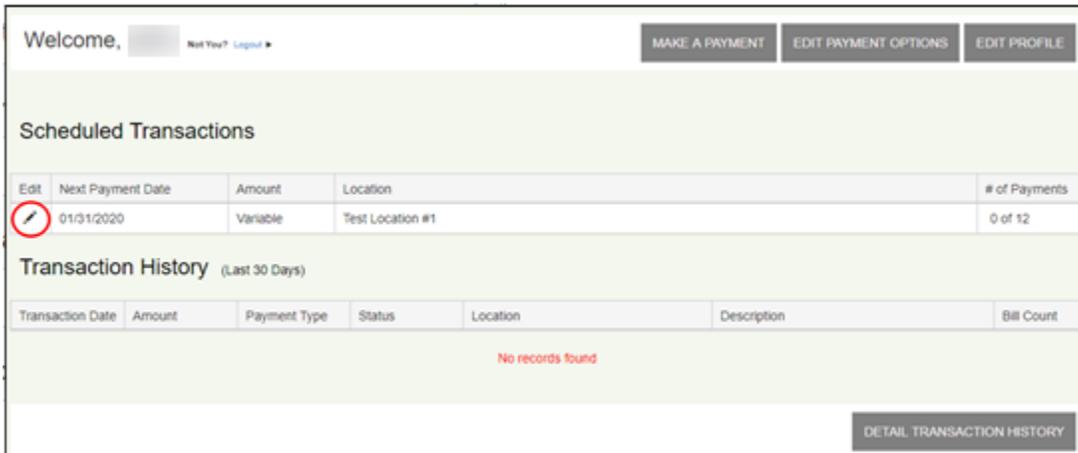
1. From the payment portal URL, key your user name and password and then click **Login**.



The screenshot shows a login form for returning users. It includes a label "Returning Users \*" followed by a text input field for "Enter User Name". Below that is a password input field labeled "Enter Password" with an asterisk. A link "Forgot username or password?" is positioned below the password field. At the bottom, there is a "LOGIN" button with a right-pointing arrow, and a "Create Account" link below it.

FIGURE 45 – PAYMENT PORTAL SCREEN (RETURNING USER OPTION)

2. In the *Scheduled Transactions* section, click  **Edit** for the transaction you want to cancel.



The screenshot displays the user's dashboard with a "Welcome, [Name] Not You? Logout" header and buttons for "MAKE A PAYMENT", "EDIT PAYMENT OPTIONS", and "EDIT PROFILE". The "Scheduled Transactions" section contains a table with one entry:

Edit	Next Payment Date	Amount	Location	# of Payments
	01/31/2020	Variable	Test Location #1	0 of 12

Below this is the "Transaction History (Last 30 Days)" section with a table that currently shows "No records found". A "DETAIL TRANSACTION HISTORY" button is located at the bottom right.

FIGURE 46 – PAYMENT PORTAL SCREEN (EDIT SCHEDULED TRANSACTIONS USER OPTION)

3. In the *Scheduled Transactions* section, click the **Delete Payment** check box for the transaction you want to cancel.

Scheduled Transactions				
Edit	Next Payment Date	Amount	Location	# of Payments
	Disabled	\$100.00	Test Location #1	0 of 6

**Amount**

**Frequency \***   Infinite Payment

**To Account**

**Payment Day \***

**# Of Payments \***

**Select Account \***

**Start Date**

**# Payments Made**

Delete Payment

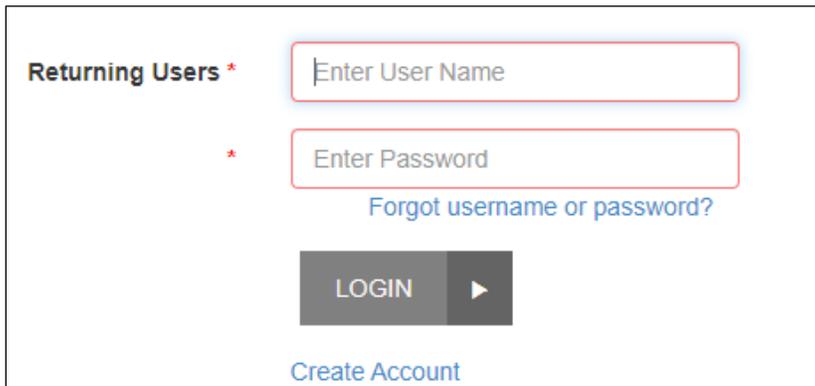
FIGURE 47 –SCHEDULED TRANSACTIONS (DELETE PAYMENT OPTION)

4. Click **Submit**. The modified transaction will now appear on the screen.

# Editing a Scheduled Recurring Payment

Scheduled recurring payments can be edited using the steps below:

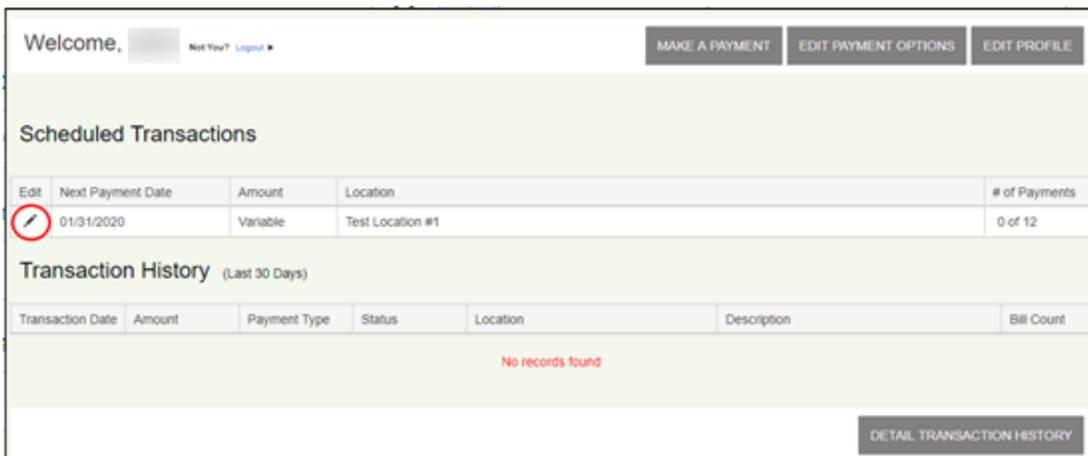
1. From the payment portal URL, enter your user name and password and then click **Login**.



The screenshot shows a login form for returning users. It includes a label "Returning Users \*" followed by a text input field "Enter User Name". Below that is another text input field "Enter Password" with a red asterisk to its left. A link "Forgot username or password?" is positioned below the password field. At the bottom, there is a "LOGIN" button with a right-pointing arrow, and a link "Create Account" below it.

FIGURE 48 –PAYMENT PORTAL SCREEN (RETURNING USER OPTION)

2. In the *Scheduled Transactions* section, click  **Edit** for the transaction you want to modify.



The screenshot displays the user's dashboard. At the top, it says "Welcome, [User Name] Next Step? Logout" with buttons for "MAKE A PAYMENT", "EDIT PAYMENT OPTIONS", and "EDIT PROFILE". The main section is titled "Scheduled Transactions" and contains a table with the following data:

Edit	Next Payment Date	Amount	Location	# of Payments
	01/31/2020	Variable	Test Location #1	0 of 12

Below this is the "Transaction History (Last 30 Days)" section, which is currently empty with the message "No records found". A "DETAIL TRANSACTION HISTORY" button is located at the bottom right.

FIGURE 49 – PAYMENT PORTAL SCREEN (EDIT SCHEDULED TRANSACTIONS USER OPTION)

3. In the *Scheduled Transactions* section that appears, make your needed changes and then click **Submit**.

**Scheduled Transactions**

Edit	Next Payment Date	Amount	Location	# of Payments
	Disabled	\$100.00	Test Location #1	0 of 6

**Amount** 
**To Account** 
**Select Account \***

**Frequency \*** 
**Payment Day \*** 
**Start Date**

Infinite Payment
 **# Of Payments \*** 
**# Payments Made**

Delete Payment

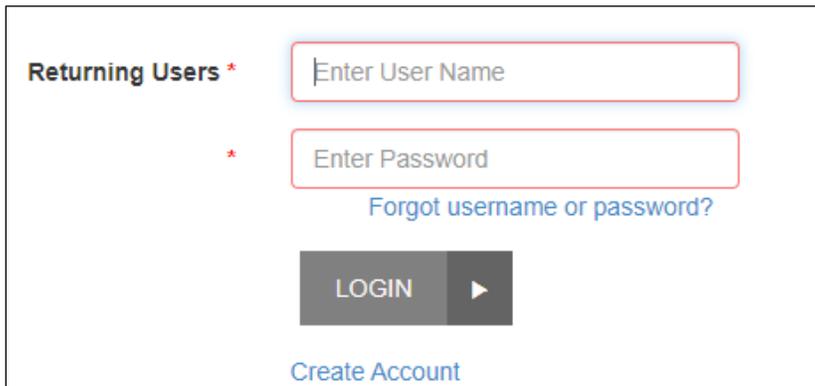


FIGURE 50 – SCHEDULED TRANSACTIONS (SUBMIT PAYMENT OPTION)

# Editing Payment Options

Payment options can be edited using the steps below:

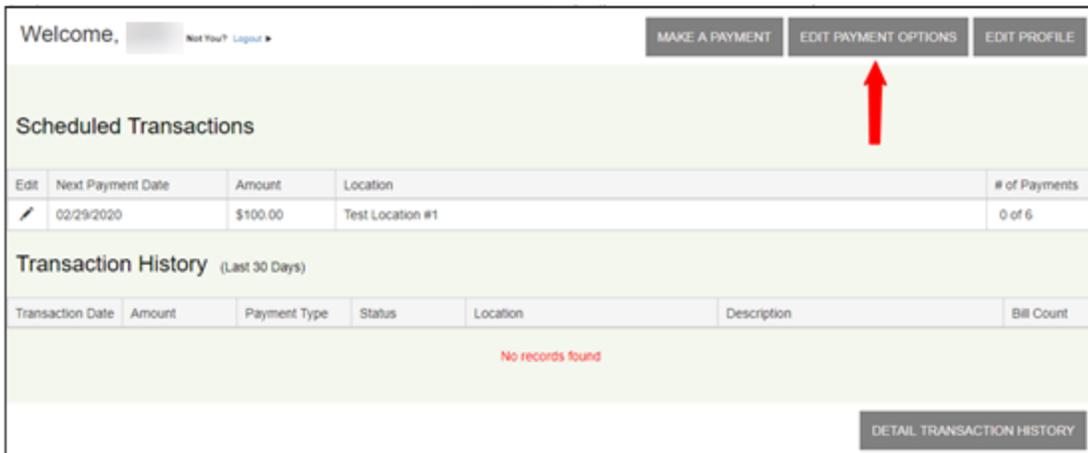
1. From the payment portal URL, enter your user name and password and then click **Login**.



The screenshot shows a login form for returning users. It includes a label "Returning Users \*", a text input field for "Enter User Name", another text input field for "Enter Password", a link for "Forgot username or password?", a "LOGIN" button with a play icon, and a "Create Account" link.

FIGURE 51 –PAYMENT PORTAL SCREEN (RETURNING USER OPTION)

2. Click **Edit Payment Options** at the top of the screen.



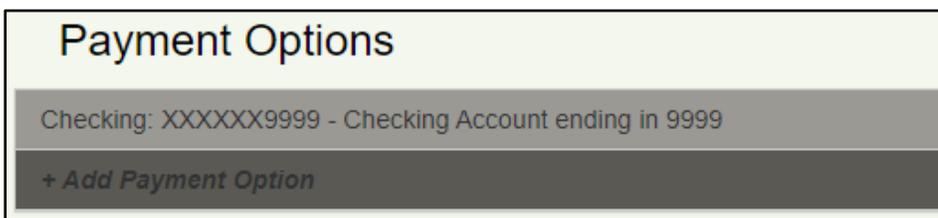
The screenshot shows the main dashboard of the payment portal. At the top right, there are three buttons: "MAKE A PAYMENT", "EDIT PAYMENT OPTIONS", and "EDIT PROFILE". A red arrow points to the "EDIT PAYMENT OPTIONS" button. Below the buttons, there is a "Scheduled Transactions" section with a table containing one transaction. Below that is a "Transaction History" section with a table that currently has no records.

Edit	Next Payment Date	Amount	Location	# of Payments
	02/29/2020	\$100.00	Test Location #1	0 of 6

Transaction Date	Amount	Payment Type	Status	Location	Description	Bill Count
No records found						

FIGURE 52 –PAYMENT PORTAL SCREEN (EDIT PAYMENT OPTIONS)

3. When the next screen appears, scroll down to the *Payment Options* section.



The screenshot shows the "Payment Options" section. It displays a list of payment methods, currently showing "Checking: XXXXXX9999 - Checking Account ending in 9999". Below this, there is a button labeled "+ Add Payment Option".

FIGURE 53 –PAYMENT OPTIONS SECTION

4. To modify existing payment options:
  - a. Click anywhere on the row of the existing payment method.
  - b. Make the necessary changes.
  - c. Click **Update**. Required fields are identified with an asterisk (\*).

Checking: XXXXXX9999 - Checking Account ending in 9999

Same as profile

Payment Type \* SPPDEMO Bank

Account Type \* Checking

Name On Account \*

Routing Number \* [redacted] ?

Account Number \* XXXXXX9999 ?

Account Nickname Checking: XXXXXX9999

Address \* 123 Main St

APT # 102

City \* Mckinney

State/Region \* Texas (TX)

Postal Code \* 75070

Country \* USA

DELETE UPDATE

FIGURE 54 –PAYMENT OPTION EXAMPLE

5. To add a new payment option:
  - a. Click **Add Payment Option**.
  - b. Select a **Payment Type** from the drop-down list.
  - c. Select an **Account Type** from the drop-down list.
  - d. Fill in all required fields (identified with an asterisk (\*) beside the field name).
  - e. Click **Add Payment**.

+ Add Payment Option

Same as profile

Payment Type \* SPPDEMO Bank

Account Type \* Checking

Name On Account \*

Routing Number \* [redacted] ?

Account Number \* [redacted] ?

Account Nickname

Address \*

City \*

State/Region \* -- Select --

Postal Code \*

Country \* USA

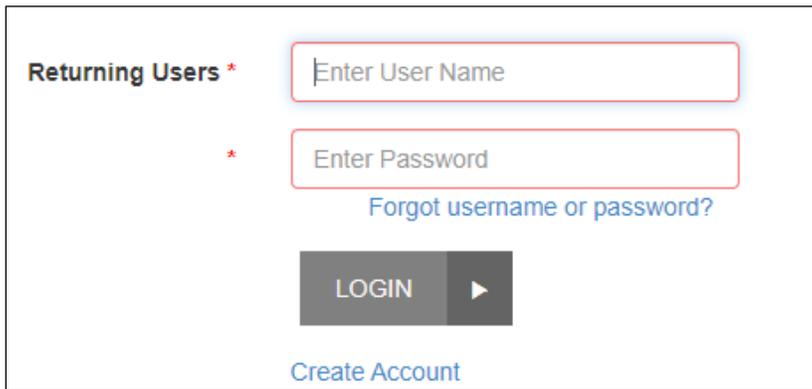
RESET ADD PAYMENT

FIGURE 55 – ADD PAYMENT OPTION

# Viewing Transaction History

View the payment history using the steps below:

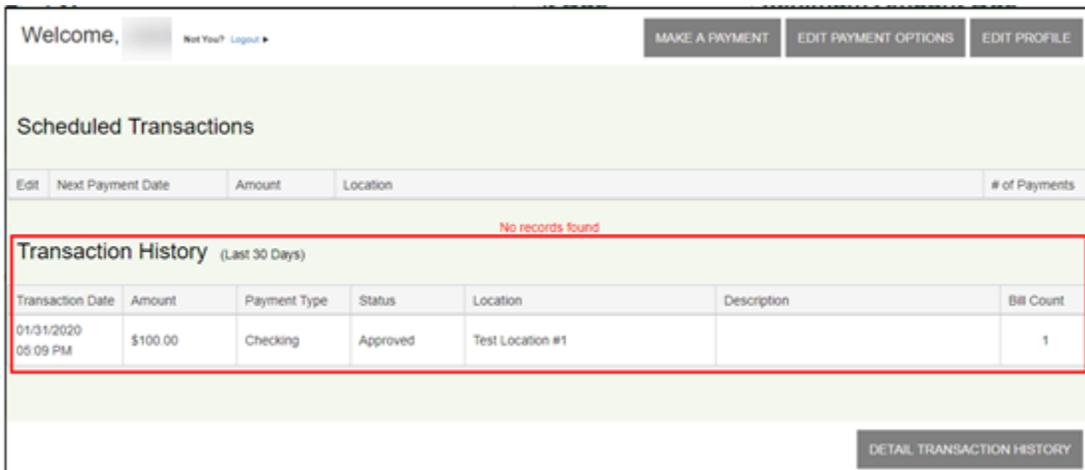
1. From the payment portal URL, enter your user name and password and then click **Login**.



The screenshot shows a login form for returning users. It includes a label "Returning Users" with an asterisk, followed by two input fields: "Enter User Name" and "Enter Password", both with asterisks. Below the password field is a link "Forgot username or password?". A "LOGIN" button with a right-pointing arrow is positioned below the input fields. At the bottom of the form is a link "Create Account".

FIGURE 56 – PAYMENT PORTAL SCREEN (RETURNING USER OPTION)

2. When the *Welcome* screen appears, the *Transaction History* for the last 30 days appears.



The screenshot shows the "Welcome" screen of the payment portal. At the top right, there are buttons for "MAKE A PAYMENT", "EDIT PAYMENT OPTIONS", and "EDIT PROFILE". Below the navigation bar, there is a section for "Scheduled Transactions" with a table that currently shows "No records found". Below this is the "Transaction History (Last 30 Days)" section, which is highlighted with a red border. It contains a table with one transaction record. At the bottom right, there is a button labeled "DETAIL TRANSACTION HISTORY".

Transaction Date	Amount	Payment Type	Status	Location	Description	Bill Count
01/31/2020 05:09 PM	\$100.00	Checking	Approved	Test Location #1		1

FIGURE 57 –TRANSACTION HISTORY (LAST 30 DAYS)

3. To view transactions from a wider range than 30 days:
  - a. Click **Detail Transaction History**.
  - b. Choose your new date range using the **From Date** and **To Date** fields.
  - c. Click **Run Report**.

Transaction History

From Date: 2/6/2020

To Date: 2/7/2020

RUN REPORT

Transaction Date	Amount	Payment Type	Status	Name On Account	Location	Description	Transaction Number	Reference Number	Bill Count
No records found for your search criteria									

FIGURE 58 –TRANSACTION HISTORY (REPORT SCREEN)

- When the transaction results appear on the screen, you can save the results by selecting a format from the drop-down list and then clicking **Export** (shown below).

Transaction History

From Date: 12/1/2019

To Date: 2/8/2020

RUN REPORT

Excel EXPORT

Transaction Date	Amount	Payment Type	Status	Name On Account	Location	Description	Transaction Number	Reference Number	Bill Count
Year: 2020									
01/31/2020 05:09 PM	\$100.00	Checking	Approved		Test Location #1		{45f8abe0-a774-47b2-9a50-592cecd8ff1b}	TR8K9N65LA1	1

FIGURE 59 –TRANSACTION HISTORY (EXPORT REPORT OPTION)