# Access® Online

## Account Pay

*User guide*
*Version 1-0*
*All users*



Proprietary and Confidential

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# Introduction to Account Pay

As a cardholder, you can eliminate the trouble of making manual payments on your card balance. Using Access Online's Account Pay, you can easily, quickly and securely make electronic payments without leaving Access Online.

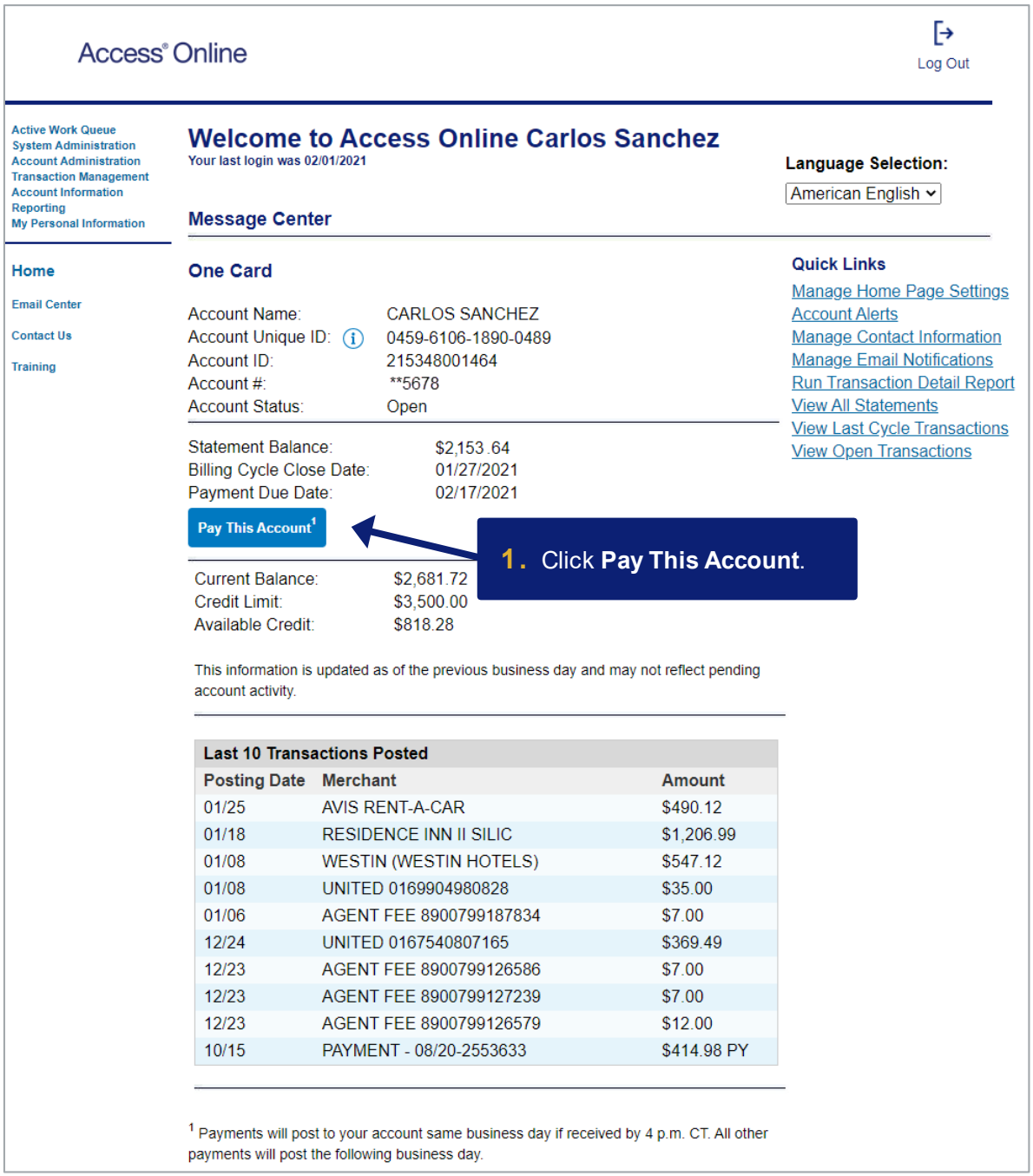
You can use the web application and the mobile application to create and manage your payments. The two applications are connected. For example, if you set up an Autopay payment on the web application, you can view and manage the payment on the mobile app. In this document, you learn how to use both applications.

## Account Pay features

Account Pay lets you:

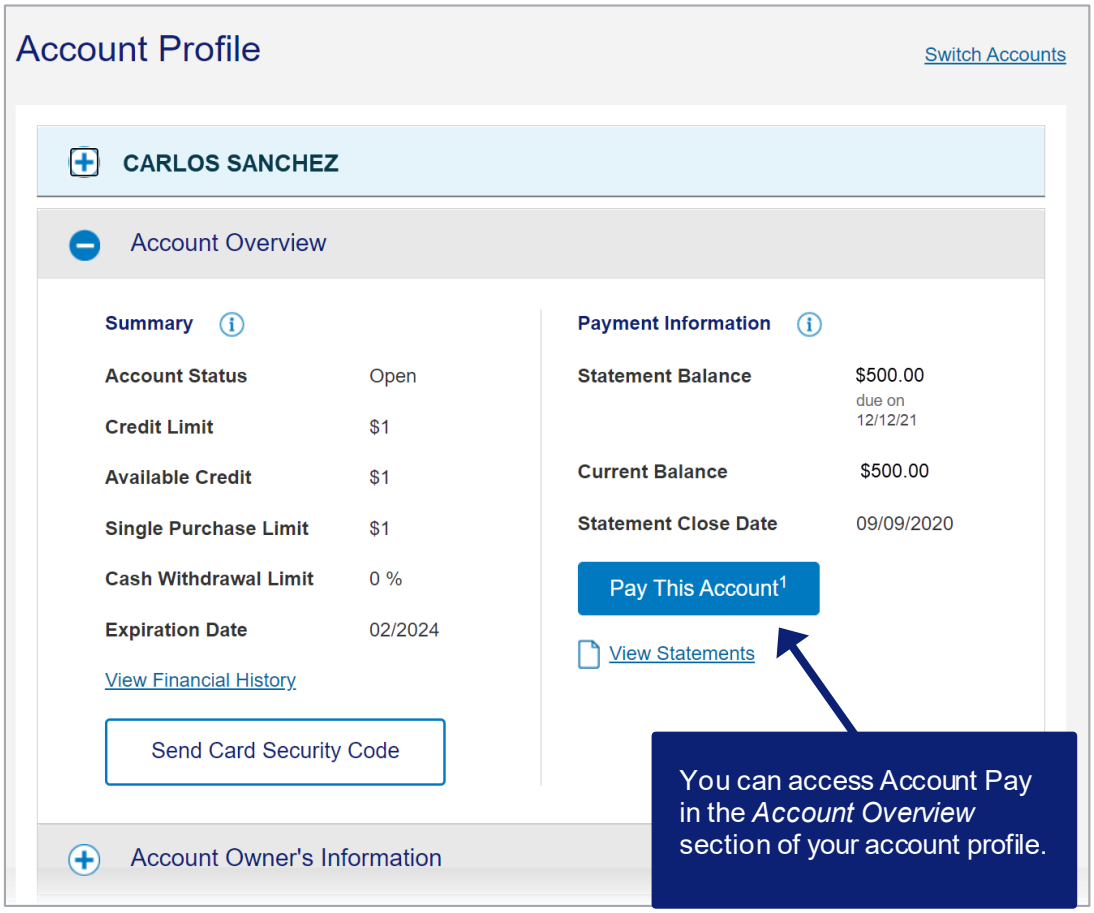
- Make single payments
- Set up Autopay payments
- Select how much to pay
- Use multiple bank accounts
- Get email alerts about payments
- Track your payments and payment history
- Be confident your payment is secure, since the system uses complete security and data privacy functions to ensure that your personal, account and payment information is secure and private
- Enjoy the convenience of the function, since you do not need to use a separate site and the function is available at any time
- Be sure the system processes your payments quickly

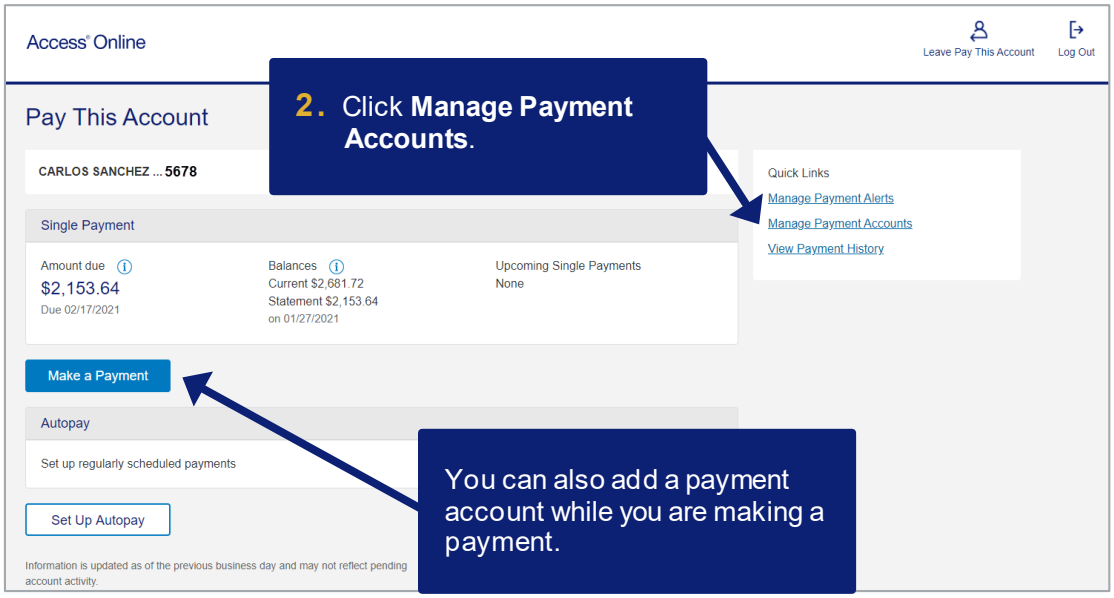
# Specify payment accounts

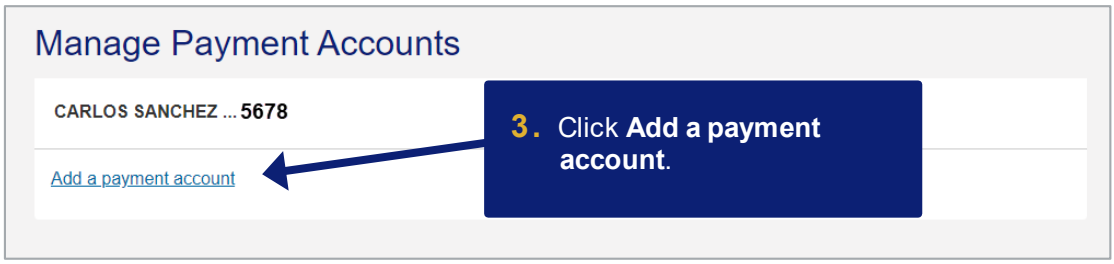


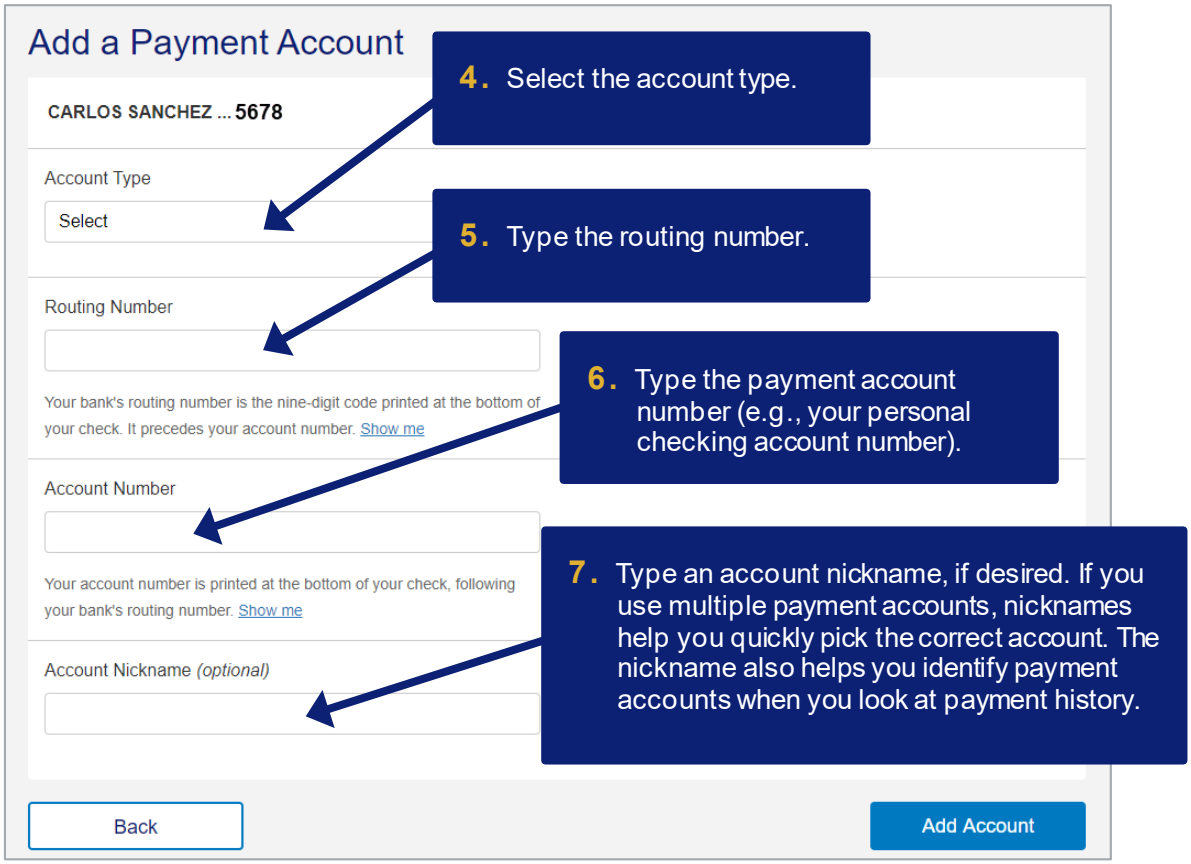
*Learn More:* The first time you use Account Pay, you must accept the terms and conditions in either the web app or mobile app before you can proceed.

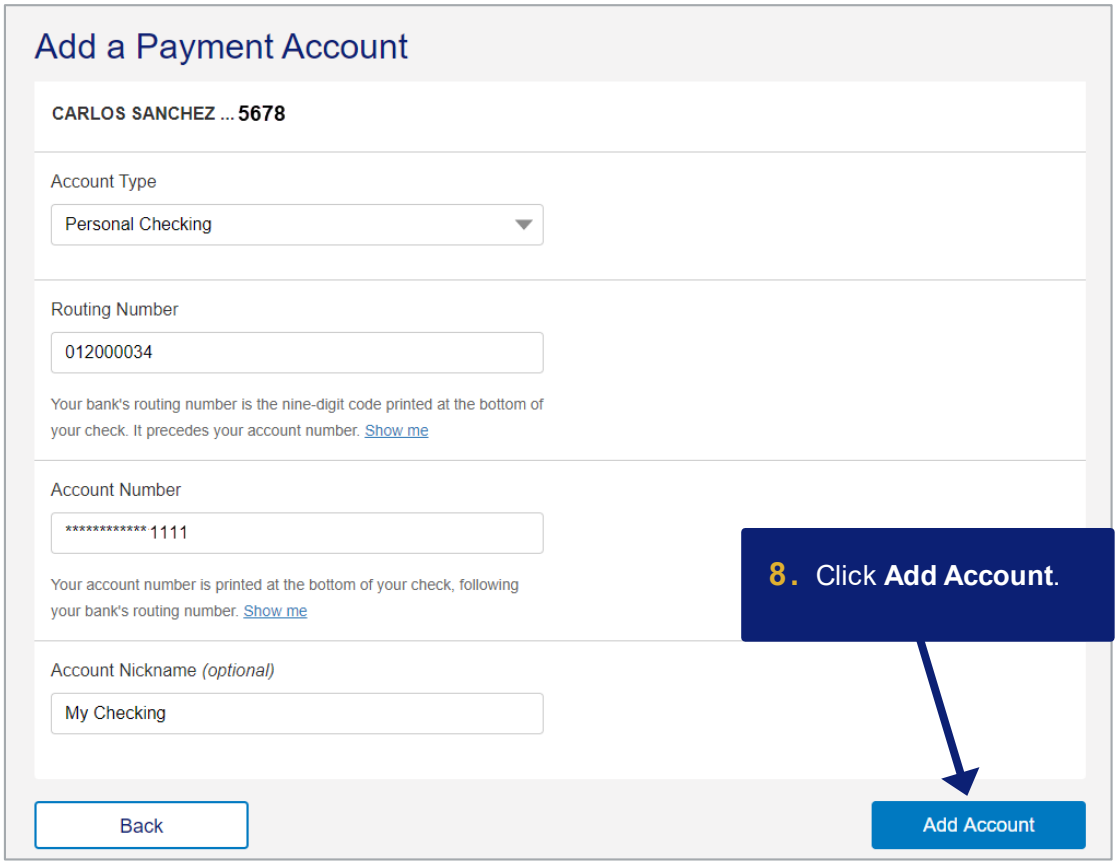
*Learn More:* You can also access Account Pay from your account profile in Access Online.

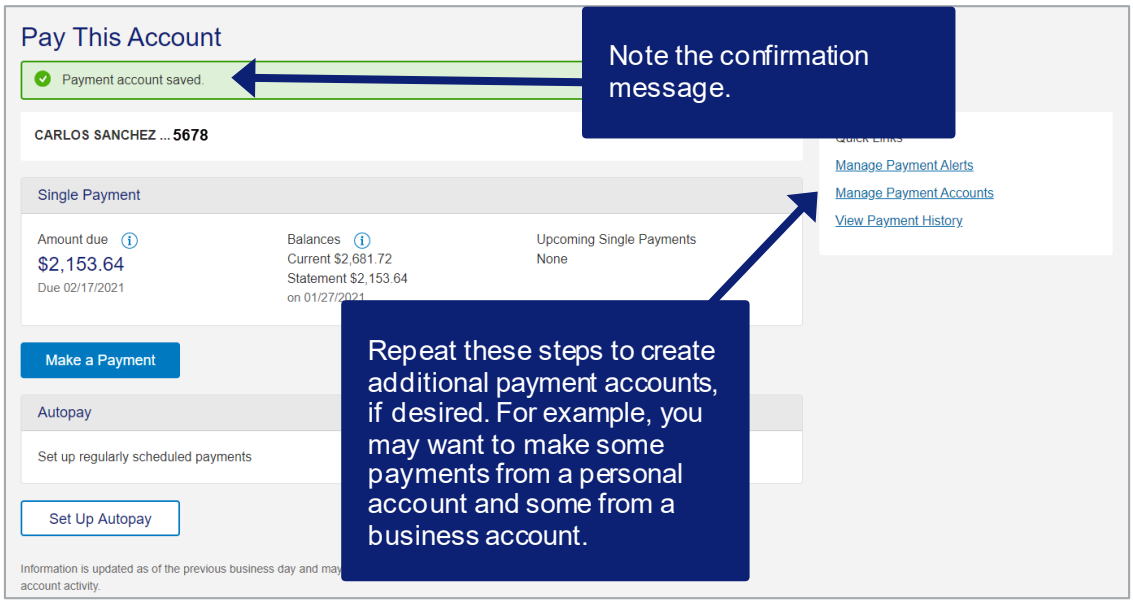



Access® Online
Leave Pay This Account
Log Out
Pay This Account
2. Click **Manage Payment Accounts**.
CARLOS SANCHEZ ... 5678
Quick Links
Manage Payment Alerts
Manage Payment Accounts
View Payment History
Single Payment
Amount due
$2,153.64
Due 02/17/2021
Balances
Current $2,681.72
Statement $2,153.64
on 01/27/2021
Upcoming Single Payments
None
Make a Payment
Autopay
Set up regularly scheduled payments
Set Up Autopay
You can also add a payment account while you are making a payment.
Information is updated as of the previous business day and may not reflect pending account activity.


Manage Payment Accounts
CARLOS SANCHEZ ... 5678
Add a payment account
3. Click **Add a payment account**.

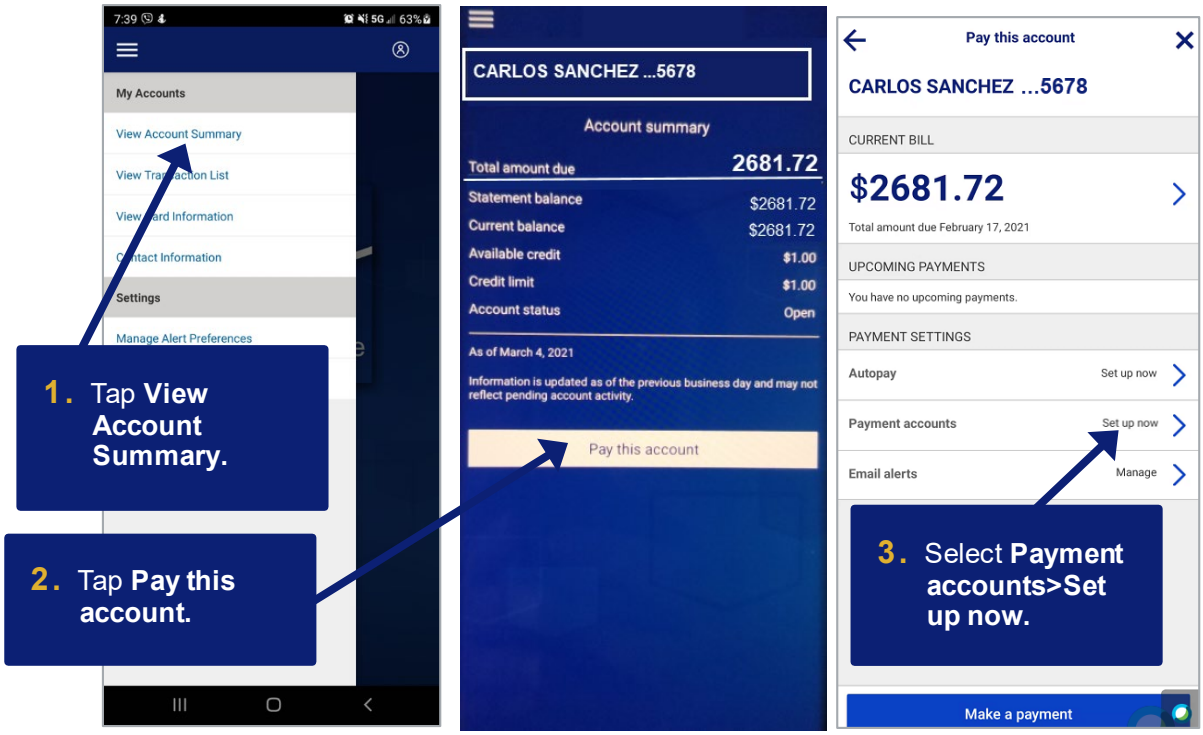

Add a Payment Account
CARLOS SANCHEZ ... 5678
Account Type
Select
Routing Number
Your bank's routing number is the nine-digit code printed at the bottom of your check. It precedes your account number. Show me
Account Number
Your account number is printed at the bottom of your check, following your bank's routing number. Show me
Account Nickname (optional)
Back
Add Account
4. Select the account type.
5. Type the routing number.
6. Type the payment account number (e.g., your personal checking account number).
7. Type an account nickname, if desired. If you use multiple payment accounts, nicknames help you quickly pick the correct account. The nickname also helps you identify payment accounts when you look at payment history.

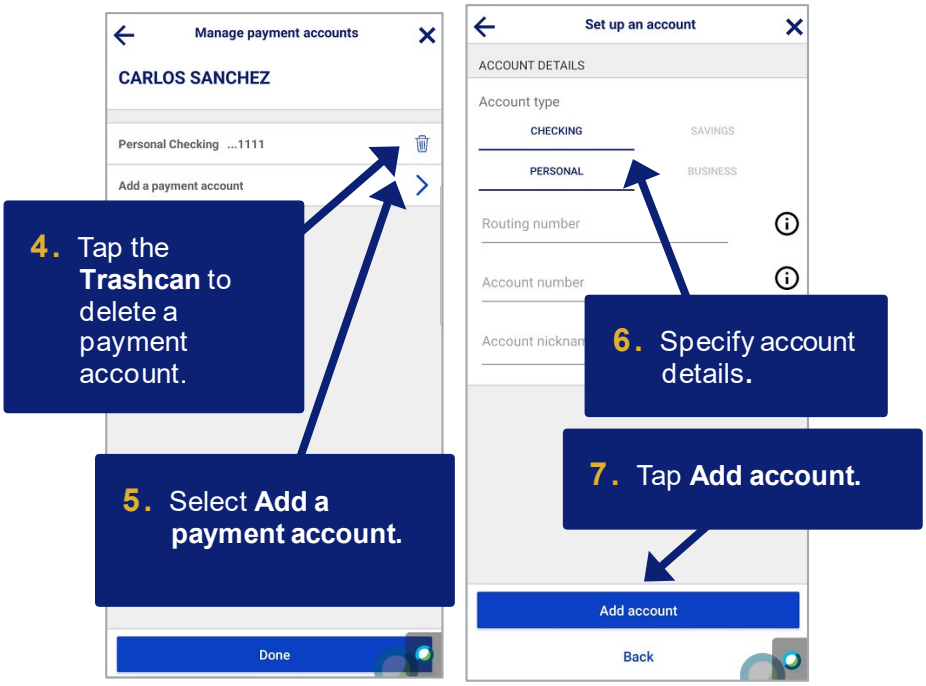

Add a Payment Account
CARLOS SANCHEZ ... 5678
Account Type
Personal Checking
Routing Number
012000034
Your bank's routing number is the nine-digit code printed at the bottom of your check. It precedes your account number. Show me
Account Number
**********1111
Your account number is printed at the bottom of your check, following your bank's routing number. Show me
Account Nickname (optional)
My Checking
Back
Add Account
8. Click Add Account.


Pay This Account
Payment account saved.
Note the confirmation message.
CARLOS SANCHEZ ... 5678
Manage Payment Alerts
Manage Payment Accounts
View Payment History
Single Payment
Amount due
$2,153.64
Due 02/17/2021
Balances
Current $2,681.72
Statement $2,153.64
on 01/27/2021
Upcoming Single Payments
None
Make a Payment
Autopay
Set up regularly scheduled payments
Set Up Autopay
Repeat these steps to create additional payment accounts, if desired. For example, you may want to make some payments from a personal account and some from a business account.

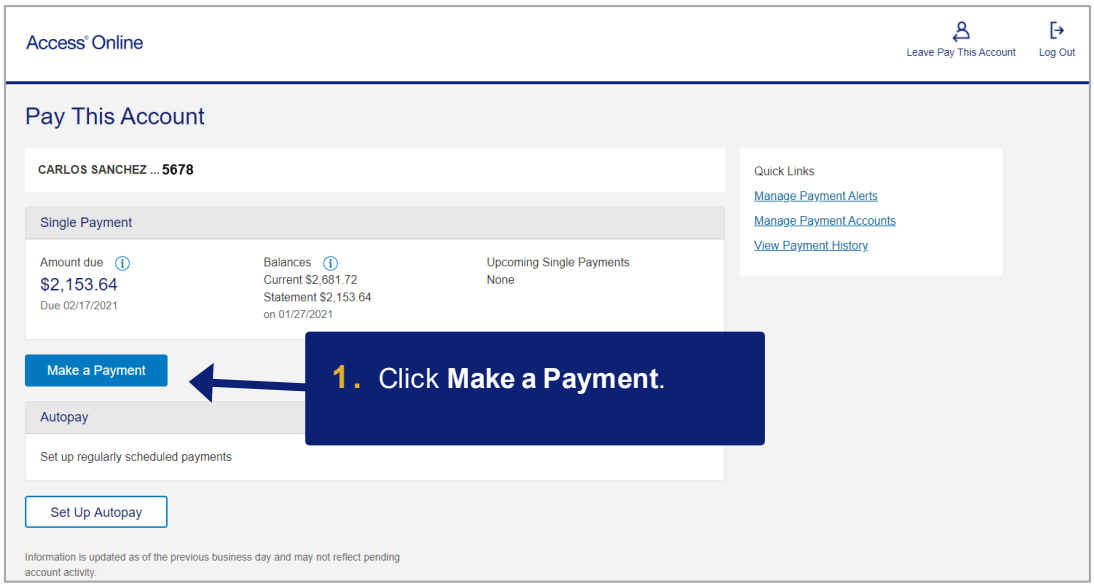
# Specify payment accounts in the mobile app

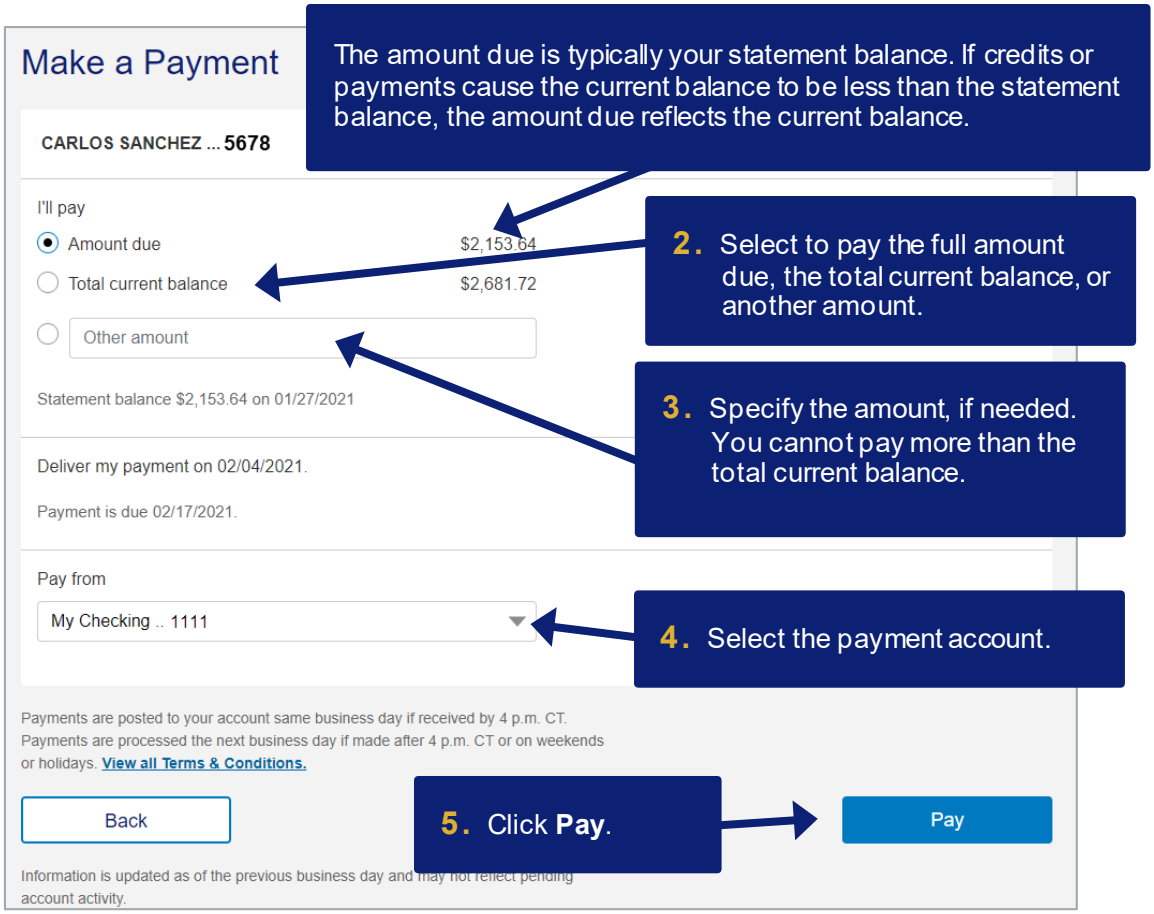
You can also specify payment accounts in the mobile app.

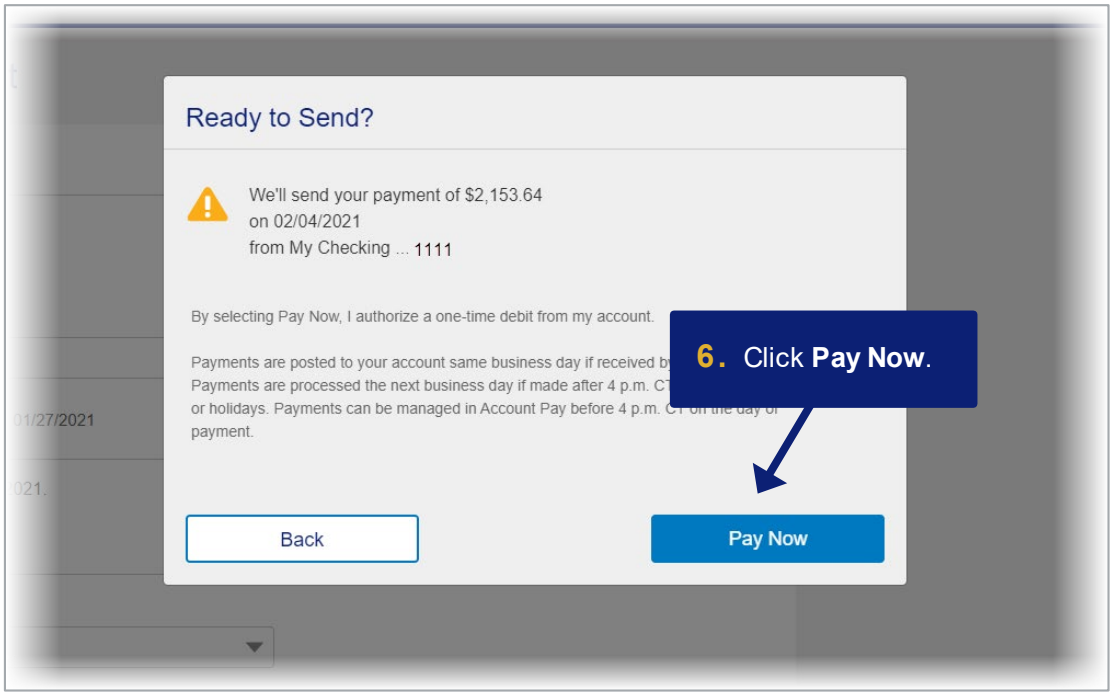


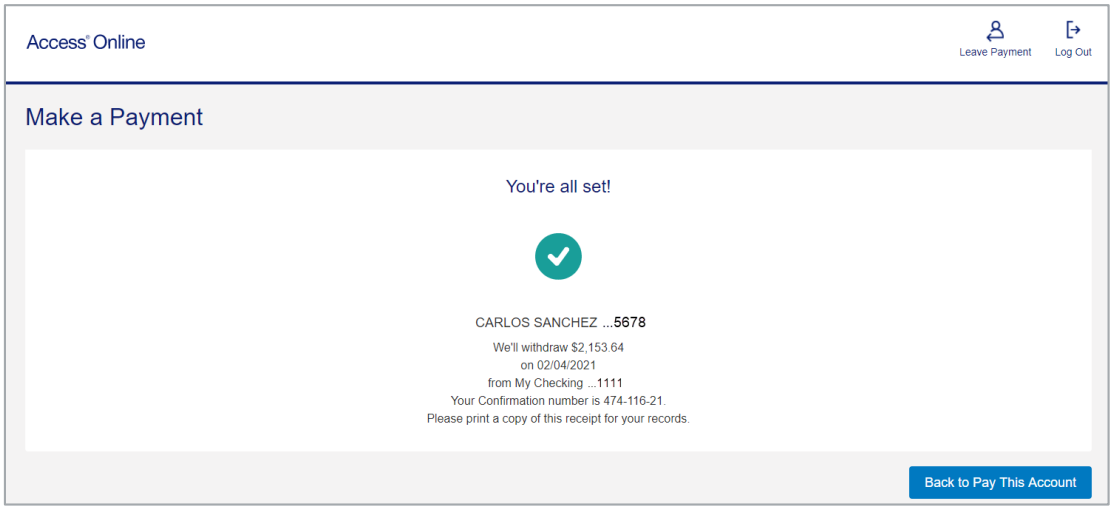



# Make a single payment

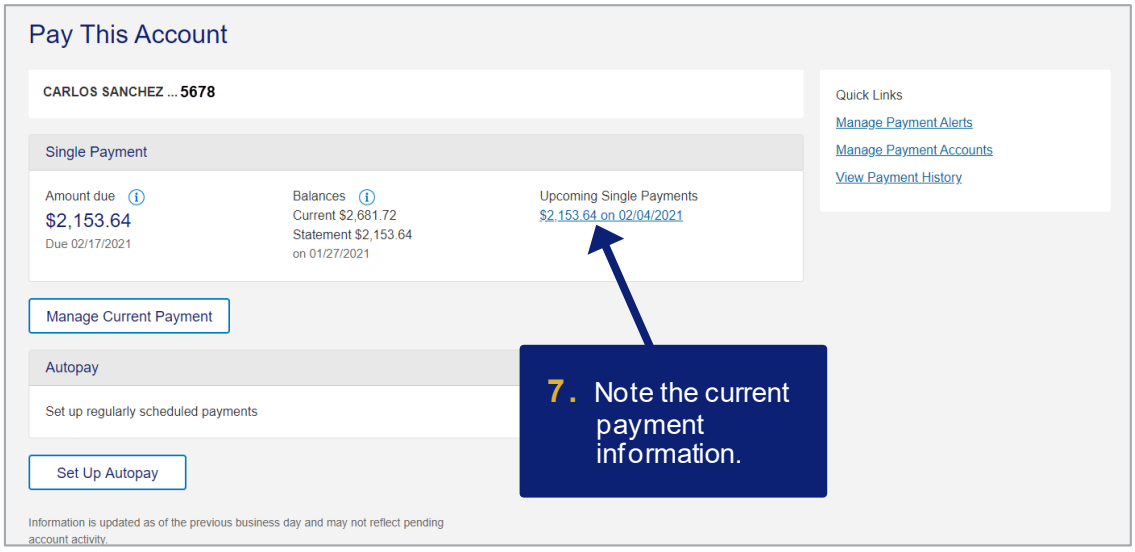




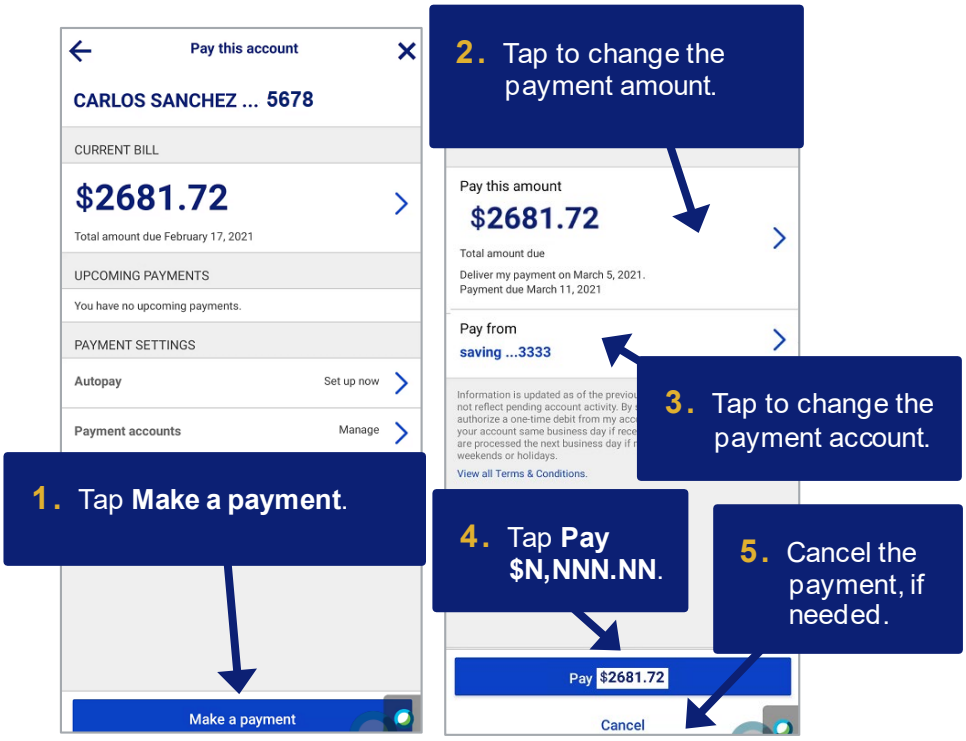



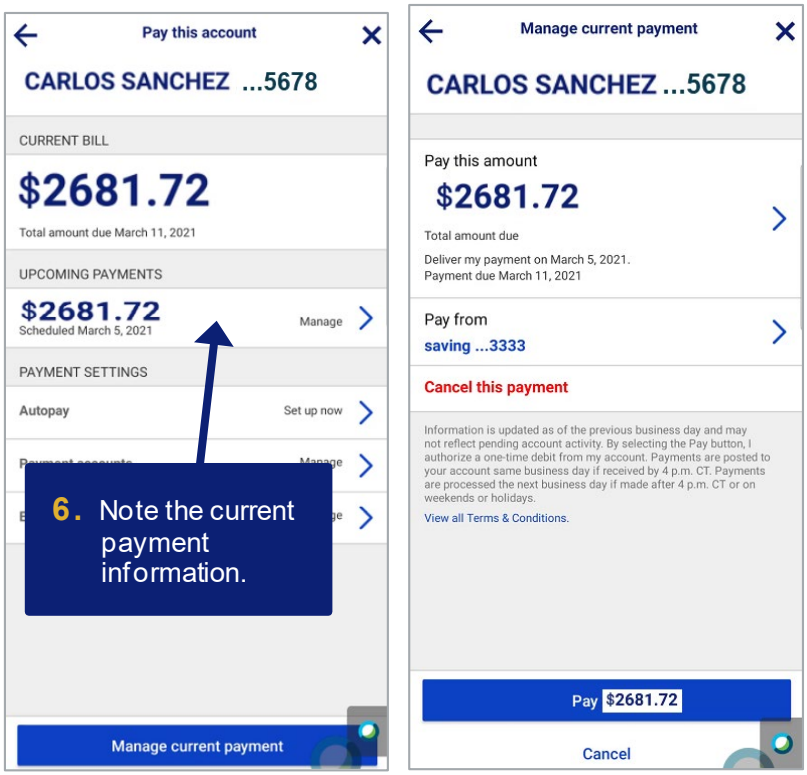

*Learn More:* If you make a payment request *before* 4 p.m. Central time on a business day, then the system credits your payment to your account the same business day. If you make a payment request *after* 4 p.m. Central time, then the system credits your payment to your account the next business day. For example, if you make a payment request at 3:30 p.m. Central time on Monday, the system credits the payment on Monday evening for viewing by Tuesday morning. If you make a payment request at 7:30 p.m. Central time on Wednesday, the system credits your account on Thursday evening for viewing by Friday morning.


Pay This Account
CARLOS SANCHEZ ... 5678
Single Payment
Amount due
$2,153.64
Due 02/17/2021
Balances
Current $2,681.72
Statement $2,153.64
on 01/27/2021
Upcoming Single Payments
$2,153.64 on 02/04/2021
Quick Links
Manage Payment Alerts
Manage Payment Accounts
View Payment History
Manage Current Payment
Autopay
Set up regularly scheduled payments
Set Up Autopay
Information is updated as of the previous business day and may not reflect pending account activity.
7. Note the current payment information.

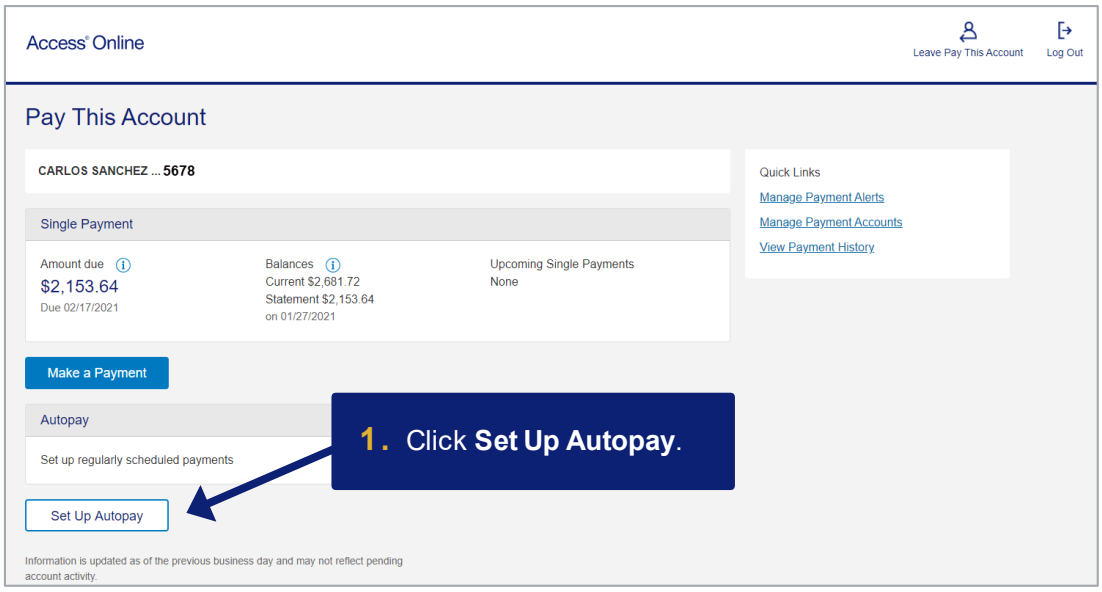
# Make a single payment in the mobile app

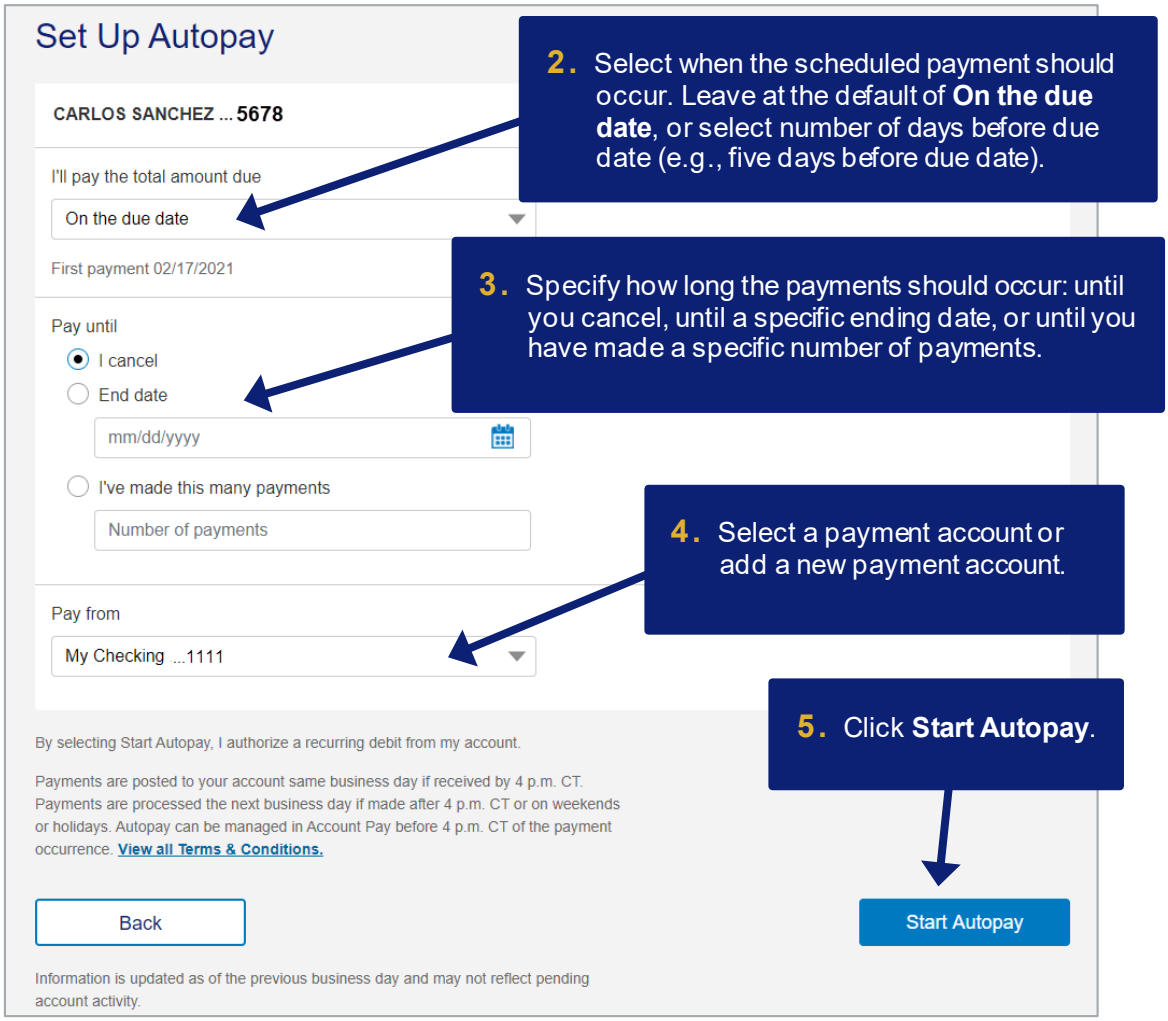
You can also make a single payment in the mobile app.

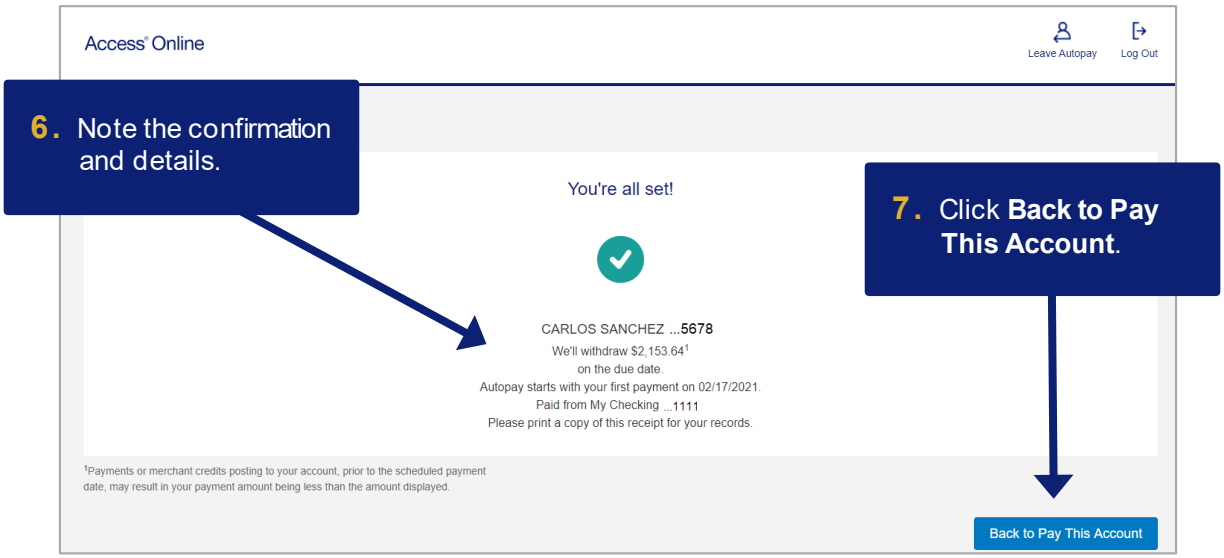


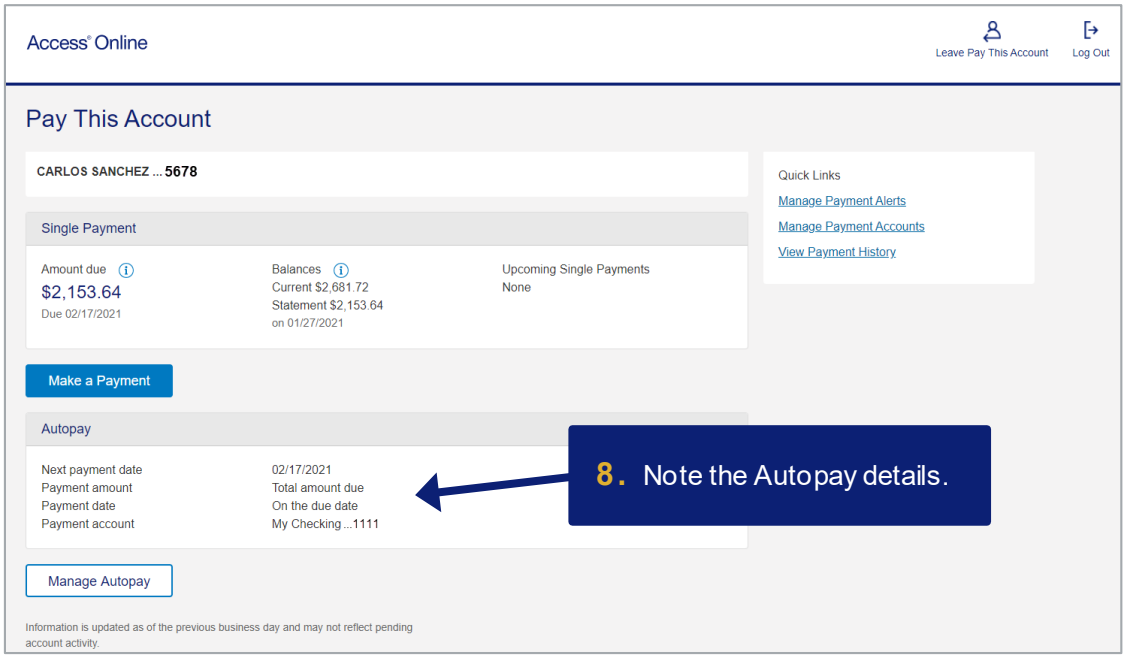



# Set up Autopay

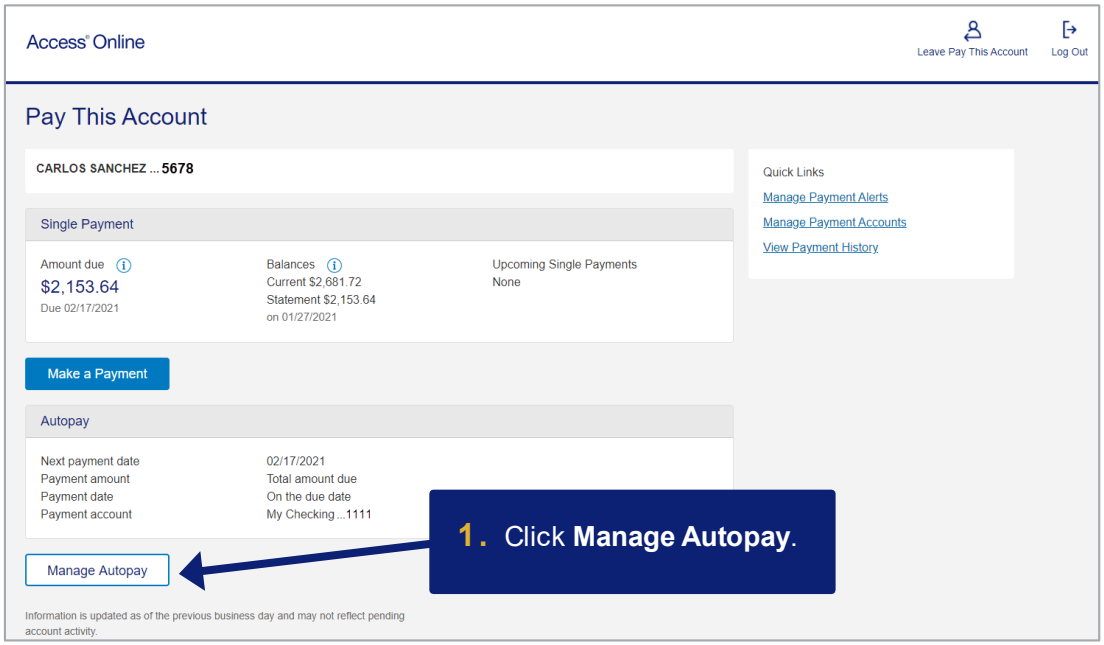


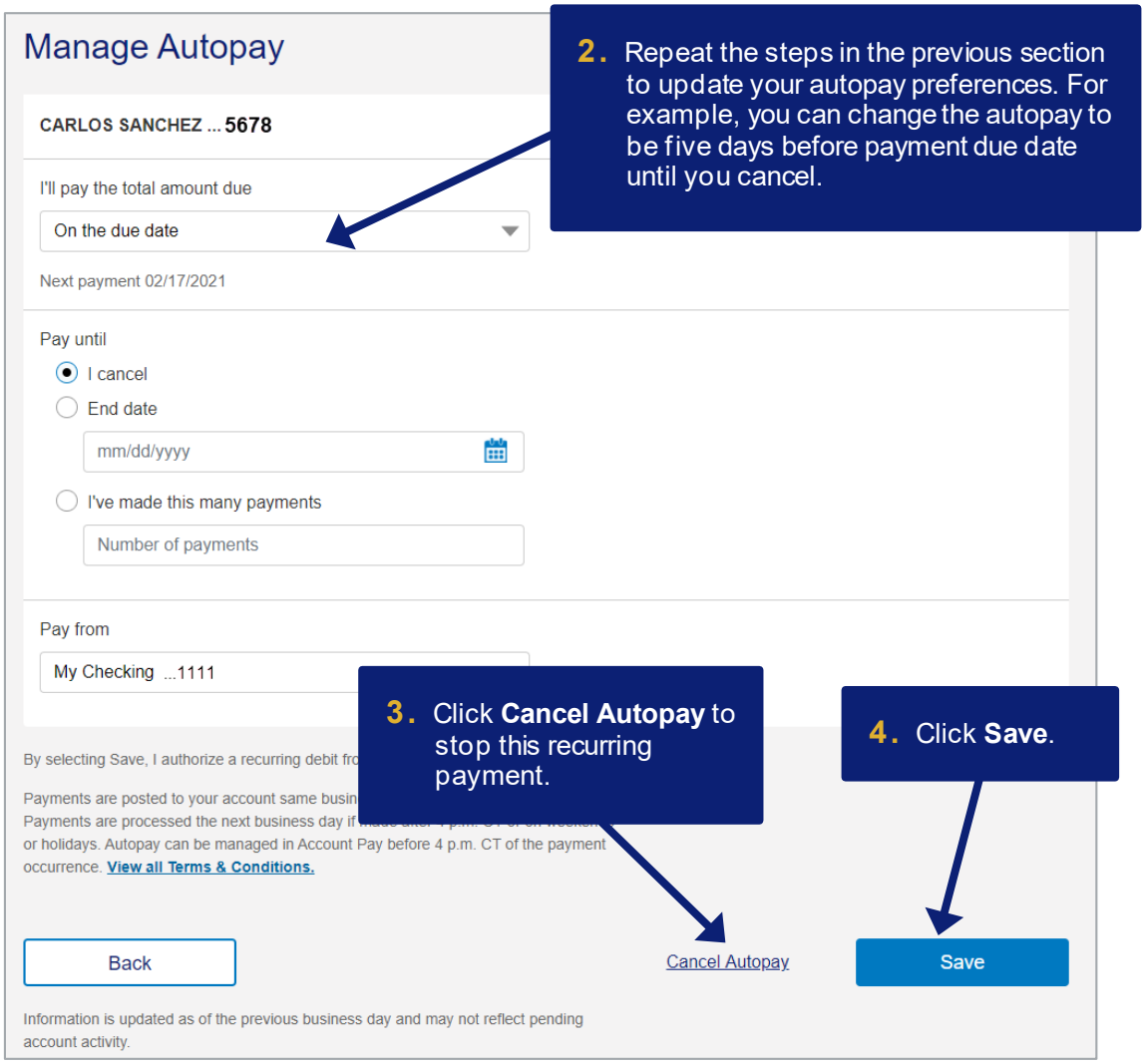

Set Up Autopay
CARLOS SANCHEZ ...5678
I'll pay the total amount due
On the due date
First payment 02/17/2021
Pay until
I cancel
End date
mm/dd/yyyy
I've made this many payments
Number of payments
Pay from
My Checking ...1111
By selecting Start Autopay, I authorize a recurring debit from my account.
Payments are posted to your account same business day if received by 4 p.m. CT. Payments are processed the next business day if made after 4 p.m. CT or on weekends or holidays. Autopay can be managed in Account Pay before 4 p.m. CT of the payment occurrence. View all Terms & Conditions.
Back
Start Autopay
Information is updated as of the previous business day and may not reflect pending account activity.
2. Select when the scheduled payment should occur. Leave at the default of On the due date, or select number of days before due date (e.g., five days before due date).
3. Specify how long the payments should occur: until you cancel, until a specific ending date, or until you have made a specific number of payments.
4. Select a payment account or add a new payment account.
5. Click Start Autopay.


Access Online
Leave Autopay
Log Out
You're all set!
CARLOS SANCHEZ ...5678
We'll withdraw $2,153.64[1]
on the due date.
Autopay starts with your first payment on 02/17/2021.
Paid from My Checking ...1111
Please print a copy of this receipt for your records.
[1]Payments or merchant credits posting to your account, prior to the scheduled payment date, may result in your payment amount being less than the amount displayed.
Back to Pay This Account
6. Note the confirmation and details.
7. Click Back to Pay This Account.


Access® Online
Leave Pay This Account
Log Out
Pay This Account
CARLOS SANCHEZ ...5678
Quick Links
Manage Payment Alerts
Manage Payment Accounts
View Payment History
Single Payment
Amount due
$2,153.64
Due 02/17/2021
Balances
Current $2,681.72
Statement $2,153.64
on 01/27/2021
Upcoming Single Payments
None
Make a Payment
Autopay
Next payment date
Payment amount
Payment date
Payment account
02/17/2021
Total amount due
On the due date
My Checking ...1111
8. Note the Autopay details.
Manage Autopay
Information is updated as of the previous business day and may not reflect pending account activity.

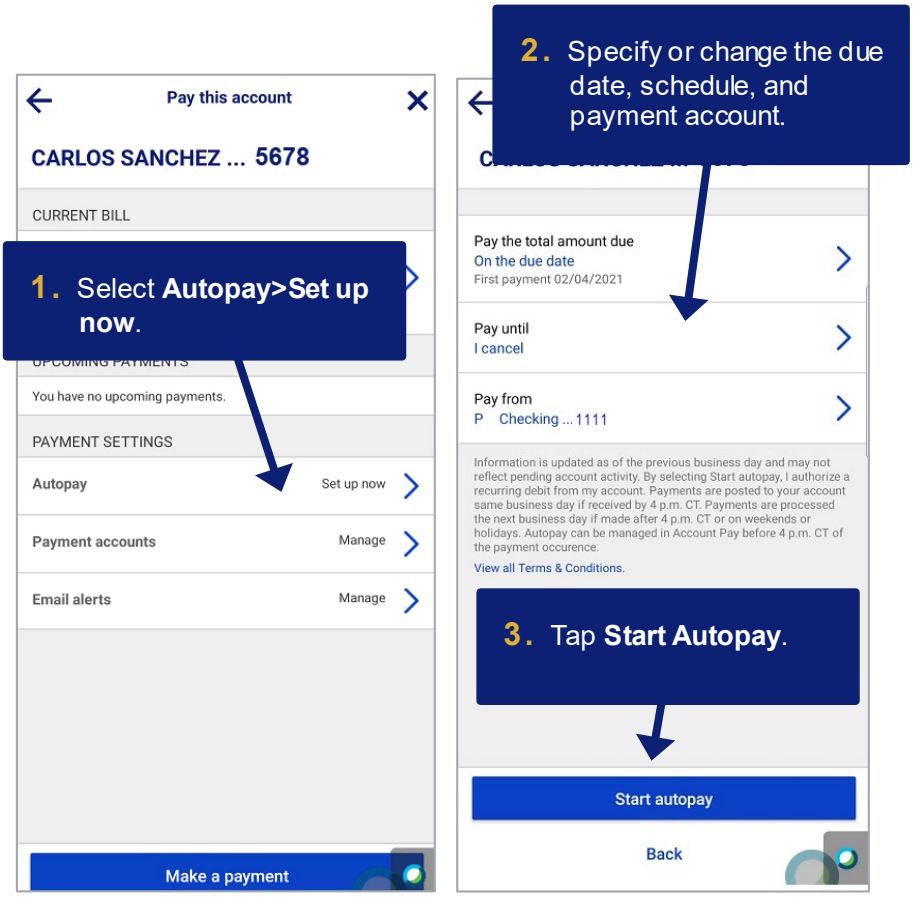
# Update Autopay

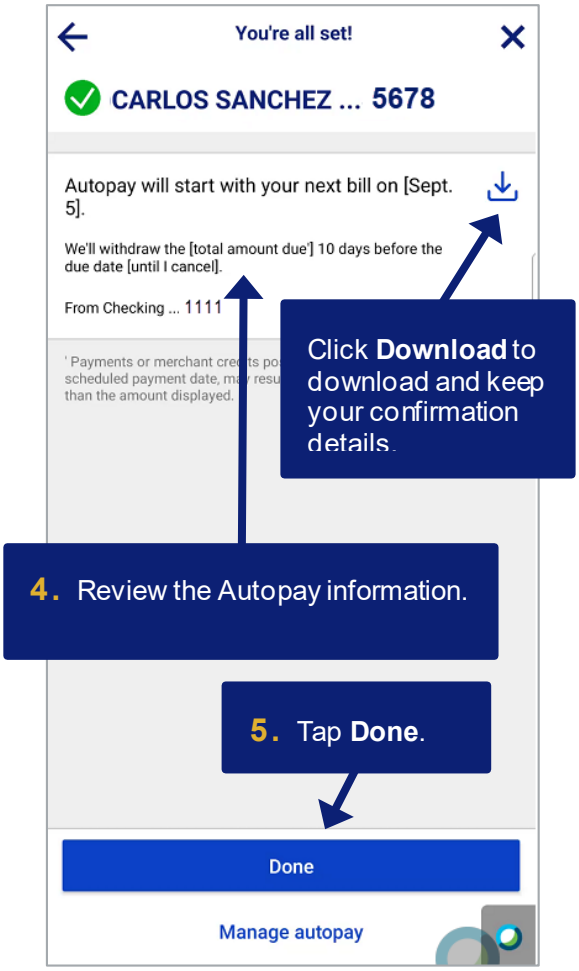



Manage Autopay
CARLOS SANCHEZ ... 5678
I'll pay the total amount due
On the due date
Next payment 02/17/2021
Pay until
I cancel
End date
mm/dd/yyyy
I've made this many payments
Number of payments
Pay from
My Checking ...1111
By selecting Save, I authorize a recurring debit fr
Payments are posted to your account same busin
Payments are processed the next business day if
or holidays. Autopay can be managed in Account Pay before 4 p.m. CT of the payment occurrence.
View all Terms & Conditions.
Back
Cancel Autopay
Save
Information is updated as of the previous business day and may not reflect pending account activity.
2. Repeat the steps in the previous section to update your autopay preferences. For example, you can change the autopay to be five days before payment due date until you cancel.
3. Click Cancel Autopay to stop this recurring payment.
4. Click Save.

# Set up and manage Autopay in the mobile app

You can also create and manage autopay in the mobile app.



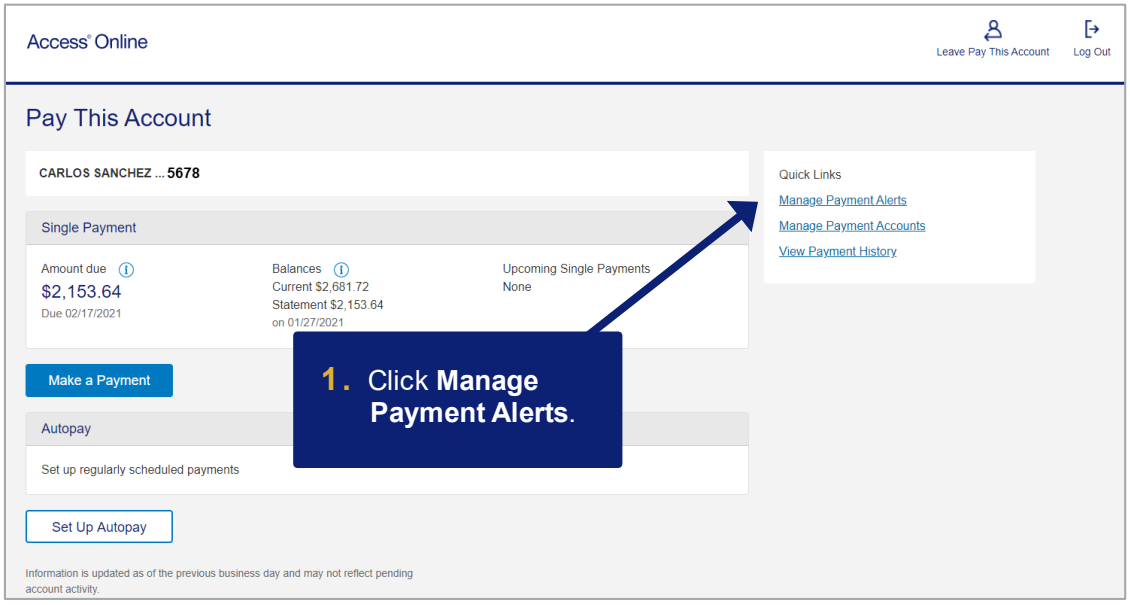

You're all set!
CARLOS SANCHEZ ... 5678
Autopay will start with your next bill on [Sept. 5].
We'll withdraw the [total amount due'] 10 days before the due date [until I cancel].
From Checking ... 1111
Click **Download** to download and keep your confirmation details.
4. Review the Autopay information.
5. Tap **Done**.
Done
Manage autopay

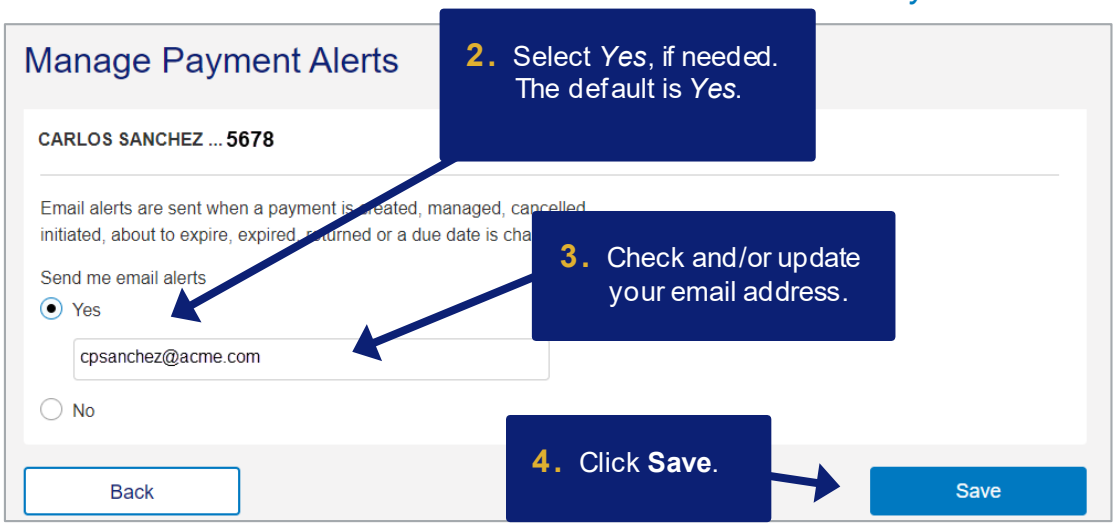
# Manage payment alerts

The system can send you an email whenever:

- You create, change or cancel a payment
- An Autopay payment is approaching in 10 days. (You cannot disable the required 10-day alert.)
- An Autopay payment is submitted for processing
- You submit or modify a single payment.
- Autopay is about to expire or has expired
- A payment is returned

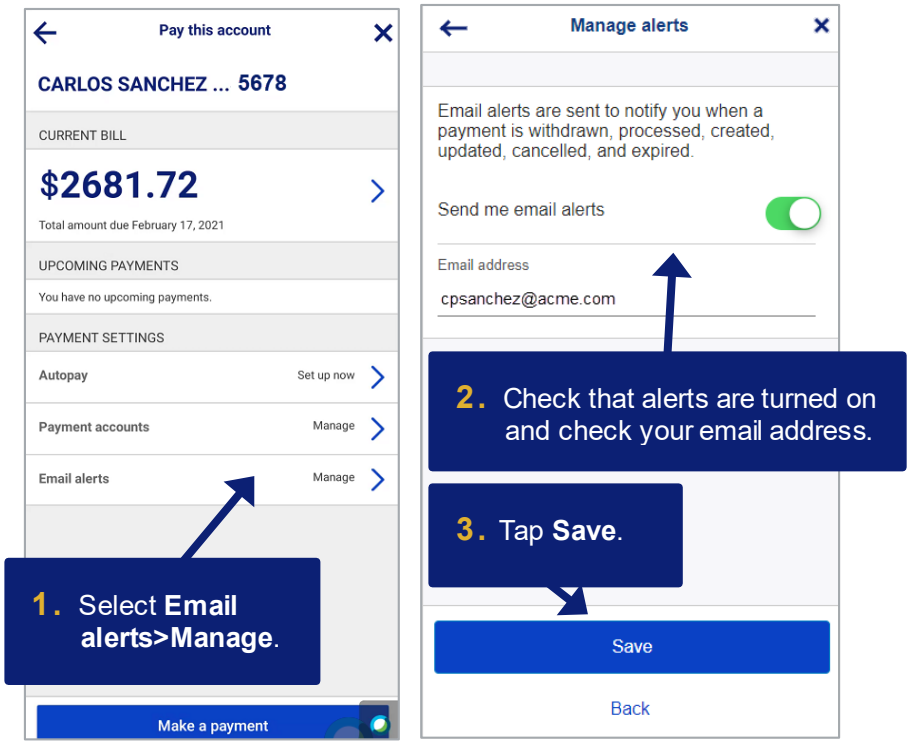
*Tip!* You do not get an email alert when you cancel a payment.



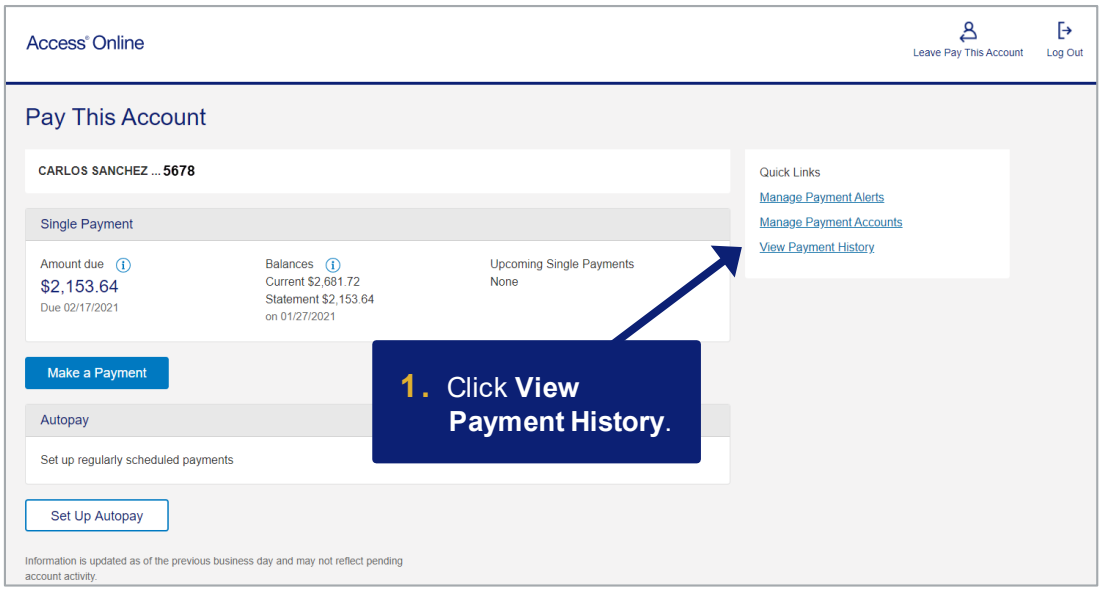


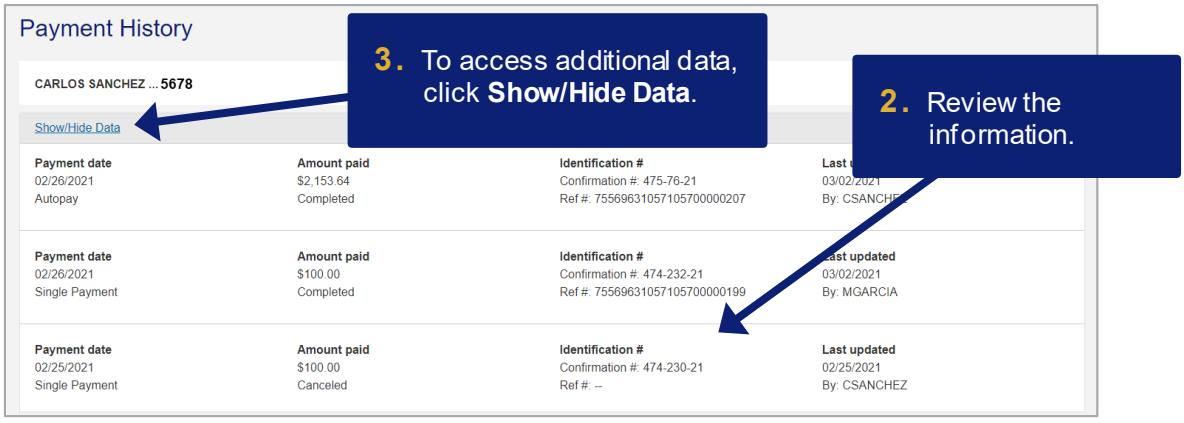

## Manage payment alerts in the mobile app

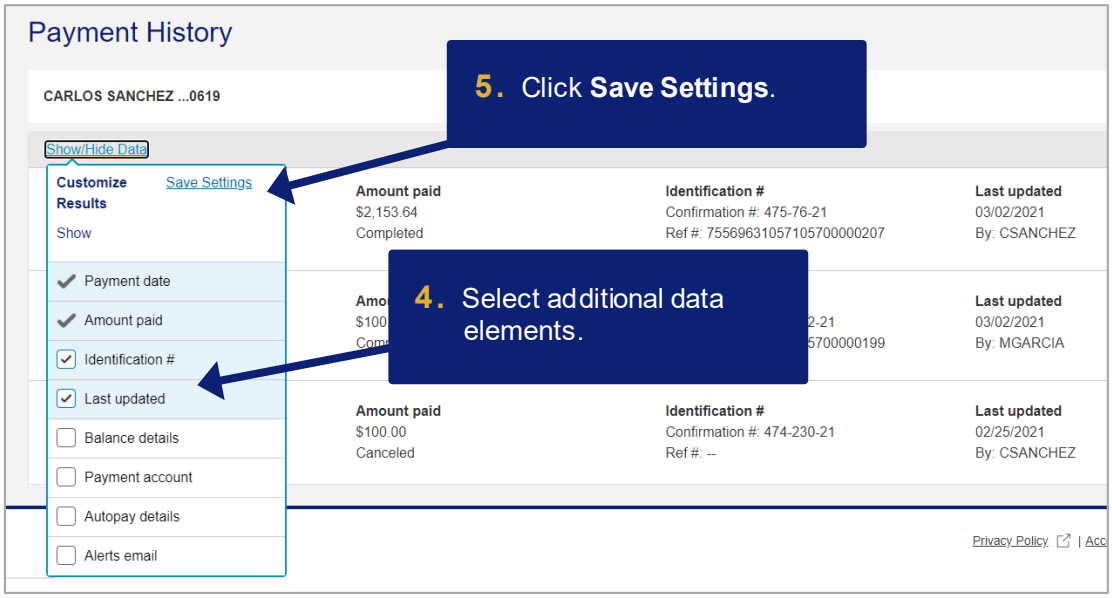
You can also manage payment alerts in the mobile app.

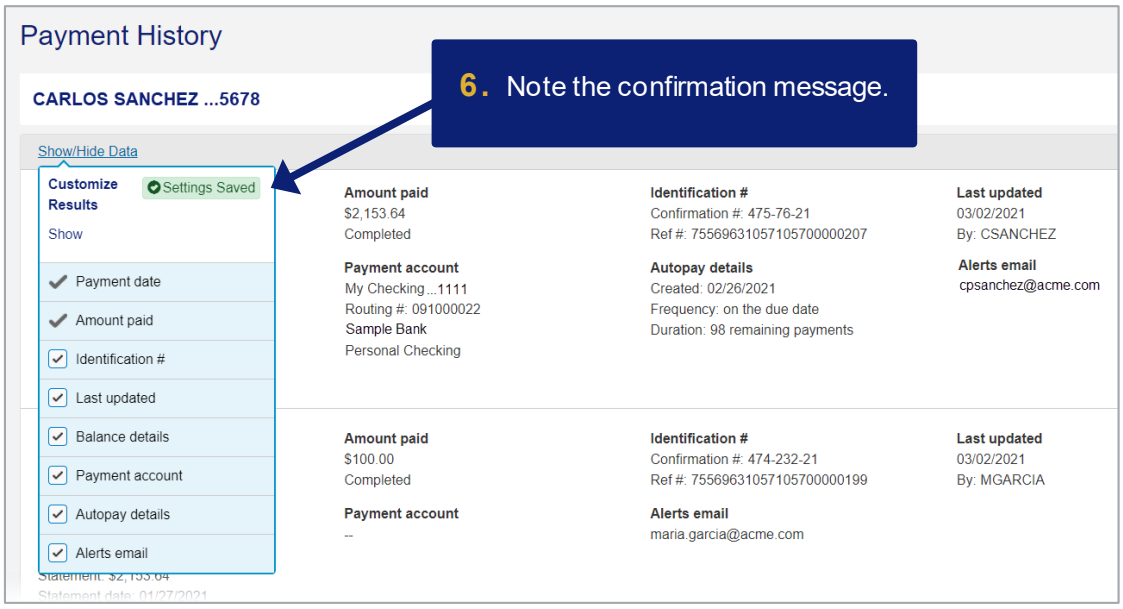


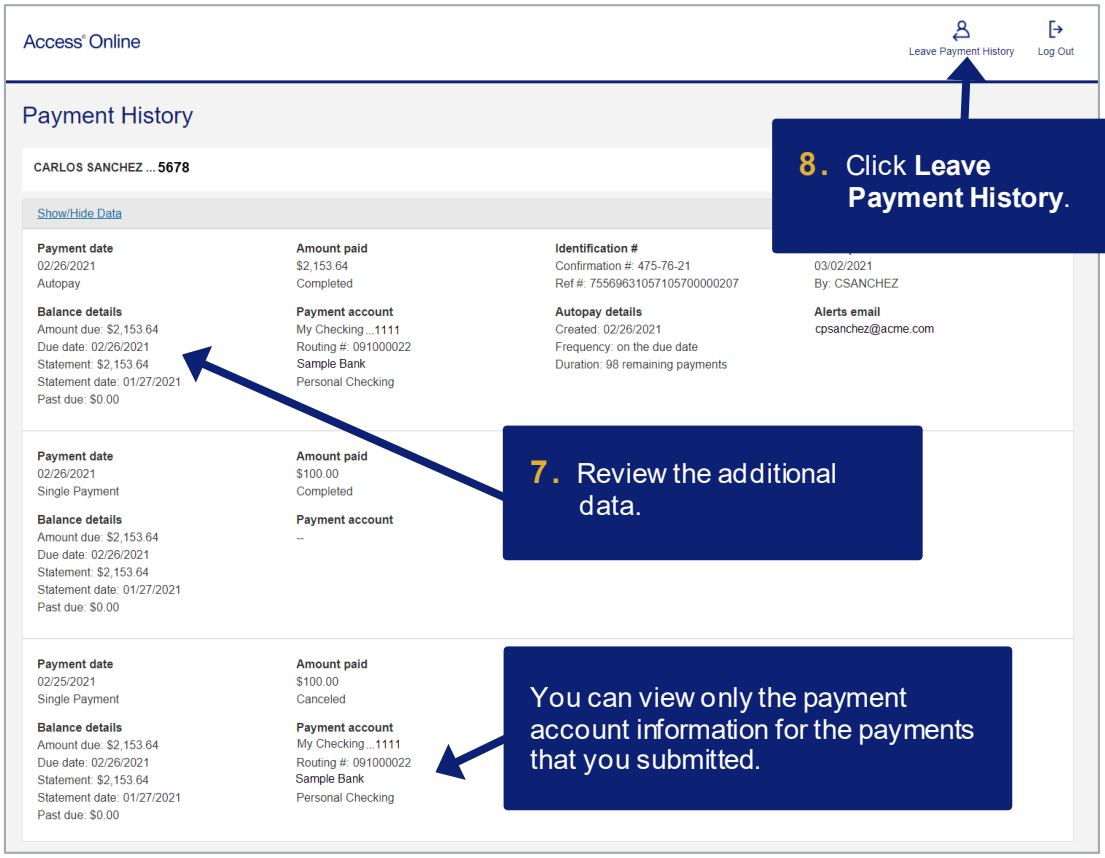
# View payment history




Payment History
CARLOS SANCHEZ ...0619
5. Click **Save Settings**.
Show/Hide Data
Customize Results
Save Settings
Show
Payment date
Amount paid
Identification #
Last updated
Balance details
Payment account
Autopay details
Alerts email
4. Select additional data elements.
Amount paid
$2,153.64
Completed
Identification #
Confirmation #: 475-76-21
Ref #: 75569631057105700000207
Last updated
03/02/2021
By: CSANCHEZ
Last updated
03/02/2021
By: MGARCIA
Amount paid
$100.00
Canceled
Identification #
Confirmation #: 474-230-21
Ref #: --
Last updated
02/25/2021
By: CSANCHEZ
Privacy Policy


Payment History
CARLOS SANCHEZ ...5678
6. Note the confirmation message.
Show/Hide Data
Customize Results
Settings Saved
Show
Payment date
Amount paid
Identification #
Last updated
Balance details
Payment account
Autopay details
Alerts email
Amount paid
$2,153.64
Completed
Identification #
Confirmation #: 475-76-21
Ref #: 75569631057105700000207
Last updated
03/02/2021
By: CSANCHEZ
Payment account
My Checking ...1111
Routing #: 091000022
Sample Bank
Personal Checking
Autopay details
Created: 02/26/2021
Frequency: on the due date
Duration: 98 remaining payments
Alerts email
cpsanchez@acme.com
Amount paid
$100.00
Completed
Identification #
Confirmation #: 474-232-21
Ref #: 75569631057105700000199
Last updated
03/02/2021
By: MGARCIA
Payment account
--
Alerts email
maria.garcia@acme.com


Access® Online
Leave Payment History
Log Out
Payment History
CARLOS SANCHEZ ... 5678
Show/Hide Data
Payment date
02/26/2021
Autopay
Amount paid
$2,153.64
Completed
Identification #
Confirmation #: 475-76-21
Ref #: 75569631057105700000207
03/02/2021
By: CSANCHEZ
Balance details
Amount due: $2,153.64
Due date: 02/26/2021
Statement: $2,153.64
Statement date: 01/27/2021
Past due: $0.00
Payment account
My Checking...1111
Routing #: 091000022
Sample Bank
Personal Checking
Autopay details
Created: 02/26/2021
Frequency: on the due date
Duration: 98 remaining payments
Alerts email
cpsanchez@acme.com
Payment date
02/26/2021
Single Payment
Amount paid
$100.00
Completed
Balance details
Amount due: $2,153.64
Due date: 02/26/2021
Statement: $2,153.64
Statement date: 01/27/2021
Past due: $0.00
Payment account
--
Payment date
02/25/2021
Single Payment
Amount paid
$100.00
Canceled
Balance details
Amount due: $2,153.64
Due date: 02/26/2021
Statement: $2,153.64
Statement date: 01/27/2021
Past due: $0.00
Payment account
My Checking...1111
Routing #: 091000022
Sample Bank
Personal Checking
8. Click Leave Payment History.
7. Review the additional data.
You can view only the payment account information for the payments that you submitted.

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CAT ID: NA

## Survey

Please take a few minutes to respond to a short survey on our training.