

How to Add a Payment Method in the Customer Payment Portal

Step 1: Log into the Customer Payment Portal

1. Access the **Customer Payment Portal** and sign in with your credentials.

Step 2: Navigate to Payment Methods

1. Click on “Payments” in the main menu.
2. Select “Payment Methods” from the dropdown.

Step 3: Add a New Payment Method

1. Choose either “Credit Card” or “ACH Payment”.
2. Click “Add Payment Method” to add a new payment information.

Adding a Payment Method for First-Time Users

If this is your **first time** adding a payment method or if there are **no open documents** on your account:

1. Go to the “Pre-Payment” tab.
2. Confirm that the **Branch Plant** is set to “No Surcharge/Prepayment” in the dropdown before submitting.
3. Click “New” to add your payment information.
4. You are **not required** to make a pre-payment.

Finalize and Save Your Payment Method

Ensure you **check** the "Save to Profile" option for future use.

Your payment method is now saved and ready for use!