Placing a Payment

Last Modified on 02/25/2025 4:16 pm CST

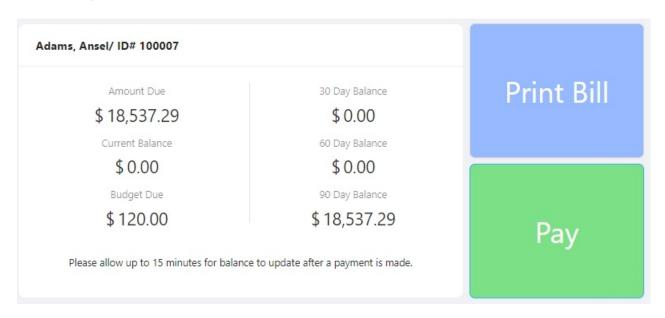
Upon logging into the payment portal a list displays of the current Amount Due, Current Balance, and Budget Due along with 30/60/90 Day Balances.

Note: If a discount is available, the discount total and paid by date will now show under their current balance in the Portal.

Amount Due	30 Day Balance
\$ 18,537.29	\$ 0.00
Current Balance	60 Day Balance
\$ 0.00	\$ 0.00
Budget Due	90 Day Balance
\$ 120.00	\$ 18,537.29

Please allow up to 15 minutes for balance to update after a payment is made.

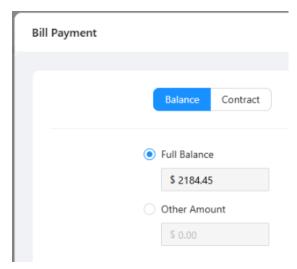
Select the Pay button.



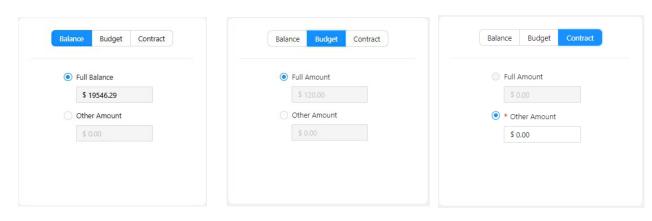
Note: Print Bill option creates a PDF of the Consumer's Bill with the total amount due. For mobile logins, the **Pay** button will remain static to the bottom and the **Print Bill** button will not be available.

Three Billing types will be listed:

- Balance Select to pay Full Balance or choose Other Amount and enter an amount to pay.
 Budget Select Full Amount to pay monthly budget payment or choose Other Amount and enter an amount to pay.
 - If Customer Budget is inactive for a customer in Energy Force, the Budget payment option is not available when logged into the Consumer Portal.



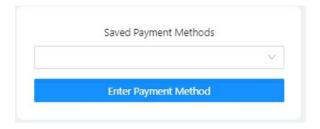
• Contract - Select to apply the payment to contracted gallons. Enter an amount to pay in Other Amount.

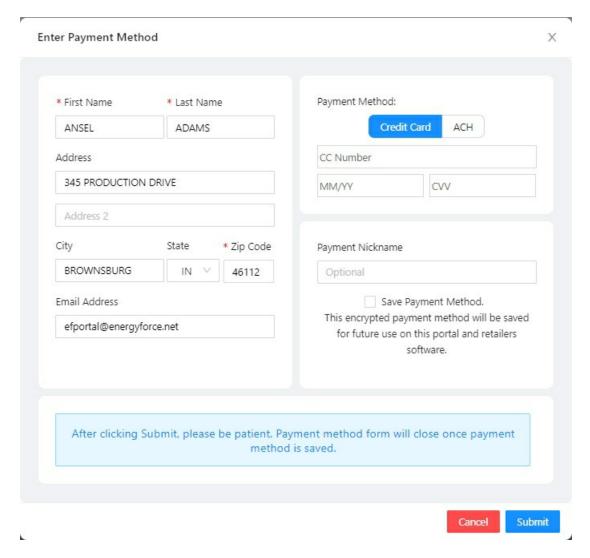


Note: If Other Amount is selected to make a one time payment, another payment method cannot be added.

Select **Enter Payment Method** to optionally enter *Credit Card* or *Checking Account* information for the Payment Method, or choose a saved payment method from the drop-down.

Note: This encrypted payment method will be saved for future use on this portal and retailers softwaredisplays below the **Save Payment Method** checkbox. The payment being saved will be shared to a vault the energy company could use in the future to take payments from Energy Force.





Select **Submit** to return to the *Bill Payment* screen.

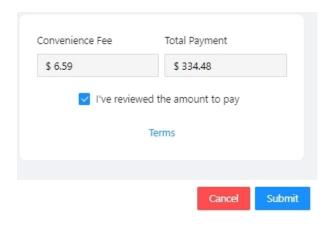
Note: If applicable, a set *Convenience Fee* will apply to the payment when making a portal payment. ACH payments may not show. The retailer decides if they accept those.

Discount calculation for *Full Balance* payments calculate at the *Total Payment* amount. The message (*Discount Applied*) shows if a discount exists to better show the consumer the payment price.

Full Balance (Discount Applied)

Once the payment information has been entered, check the box for I've reviewed the amount to pay.

Note: If Payment Terms have been established, then those Terms are visible by selecting the Terms link.



Select **Submit** when finished.