Placing a Payment

Last Modified on 09/11/2025 1:47 pm CDT

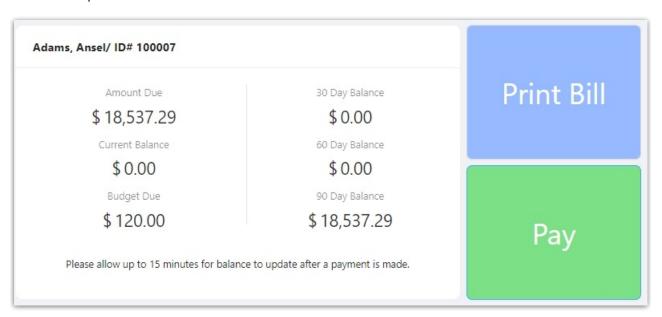
Upon logging into the payment portal a list displays of the current Amount Due, Current Balance, and Budget Due along with 30/60/90 Day Balances.

Note: If a discount is available, the discount total and paid by date will now show under their current balance in the Portal. See the *Discount* tab for more info.



Make a Payment

Select the Pay button.

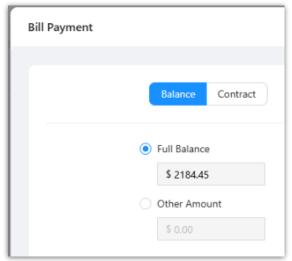


Note: Print Bill option creates a PDF of the Consumer's Bill with the total amount due. For mobile logins, the **Pay** button will remain static to the bottom and the **Print Bill** button will not be available.

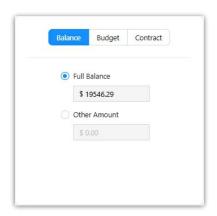
Three Billing types will be listed:

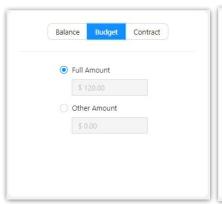
Balance – Select to pay Full Balance or choose Other Amount and enter an amount to pay.
Budget – Select Full Amount to pay monthly budget payment or choose Other Amount and enter an amount to pay.

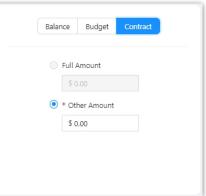
• If Customer Budget is inactive for a customer in Energy Force, the Budget payment option is not available when logged into the Consumer Portal.



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



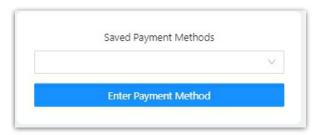


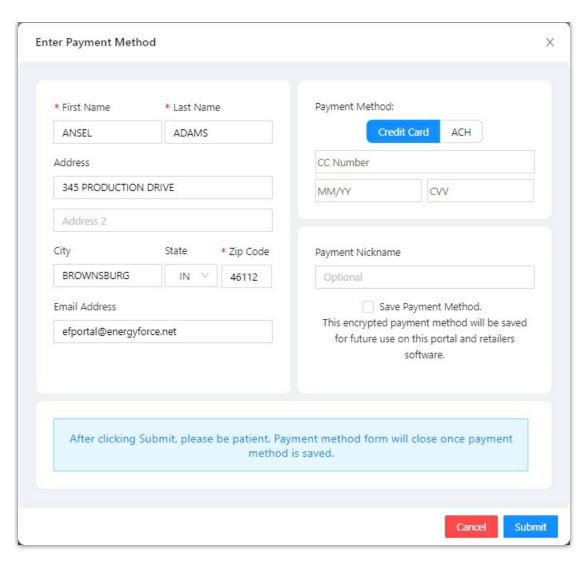


Note: If Other Amount is selected to make a one time payment, another payment method cannot be added.

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.

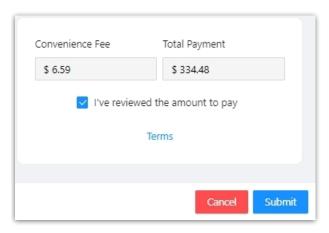
Note: This encrypted payment method will be saved for future use on this portal and retailers softwaredisplays below the **Save Payment Method** checkbox. Acknowledge the payment being saved to shared to a vault the energy company could use in the future to take payments from Energy Force.





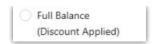
Select **Submit** to return to the *Bill Payment* screen.

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



Discounts

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.



Once the payment information has been entered, check the box for *I've reviewed the amount to pay* and select **Submit** when finished.

Note: Discounts will apply when using *Other Amount* payment option as well if the minimum amount to get the discount is entered. The discount in this scenario will apply to the consumers account balance within Energy Force.