

Responsive One Time Payment

User Guide – Version 1.3



Paymentus

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1. Summary

ROTP, also known as *Responsive One-Time Payment*, is one of the Paymentus portals that you can access to make bill payments. It is a fast and easy way to make a payment without having to register for an account. ROTP uses a unique Identifier to authenticate your identity when entering your account number. This gives the Paymentus system the ability to present a bill total and determine where the funds must be sent to.

ROTP enables you to:

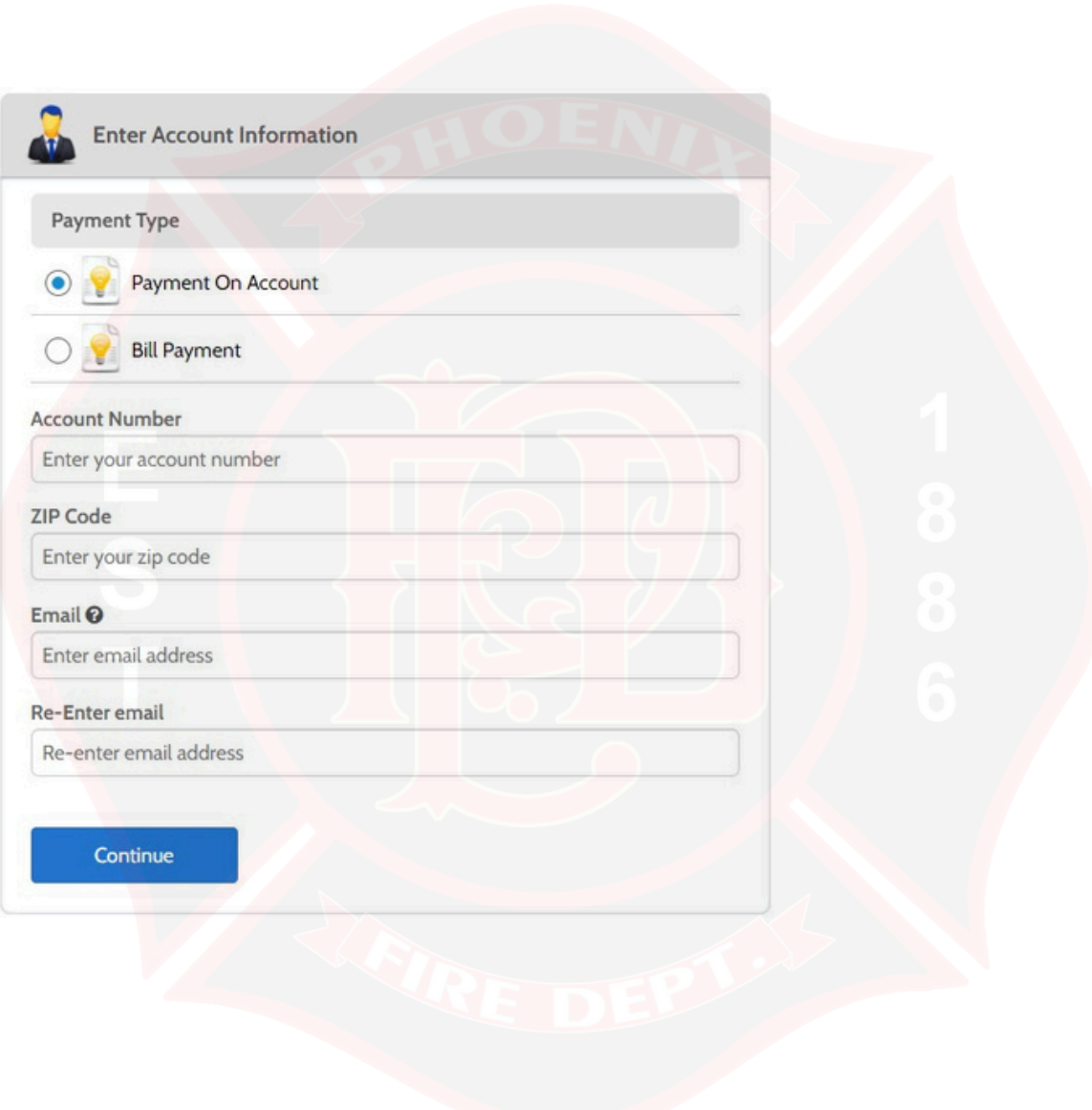
- ☐ Make payments to a single account or to multiple accounts at the same time.
- ☐ Make payments using the embedded Chatbot, which uses machine learning to increase effectiveness after every interaction.
- ☐ Save your payment method for future use.
- ☐ (Optional) Enter an email address, if available, to automatically receive an email confirmation of payment or notification of any payment problems.

The screenshot displays the Paymentus ROTP portal interface. At the top, the 'Paymentus' logo is on the left, and navigation tabs for 'One Time Payment' and 'Account Information' are in the center. The main content area is divided into three sections:

- Enter Account Information:** This section contains a 'Payment Type' dropdown with 'Invoice Payments' (selected) and 'Deposit Payments'. Below this are input fields for 'Account Number' (with a hint 'Enter your account number'), 'Zip Code' (with a hint 'Enter your zip code'), 'Email' (with a hint 'Enter email address'), and 'Re-Enter email' (with a hint 'Re-enter email address'). A blue 'Continue' button is at the bottom.
- Where is my Account Number?:** This section shows a preview of a 'Statement' with a header '00000-0000' and a table with columns for 'Date', 'Description', and 'Amount'.
- Simplify your life?:** This section encourages users to register for the Customer Portal, listing benefits: 'Set-up paperless billing', 'Manage your eBill notifications', 'View past bills', 'Set-up and manage monthly AutoPay', and 'Manage and pay multiple accounts'. It includes 'Explore' and 'Signup' buttons.

On the right side, there is a 'Feedback' button and a 'Chatbot' window. The chatbot window shows a message from 'November 23, 2020' stating 'I'm a digital assistant. What can I help you with?' and a 'Chatbot' label. At the bottom of the chatbot window are buttons for 'Pay my bill', 'View last payment', and 'View my bill', along with a 'Type here' input field and a send button.

At the bottom of the page, the 'Paymentus' logo is centered, followed by copyright information: '© Paymentus Corp. All Rights Reserved'. Below this are links for 'Privacy Policy', 'Privacy Notice to California Residents', 'Website Conditions of Use', and 'Payment Authorization Terms'.



 Enter Account Information

Payment Type

☒  Payment On Account

☐  Bill Payment

Account Number

Enter your account number

ZIP Code

Enter your zip code

Email 

Enter email address

Re-Enter email

Re-enter email address

[Continue](#)



Enter Payment Information

All fields are required unless labeled as optional.

First Name

Middle Name

Jones

Last Name

Optional

McCurley

Daytime Phone Number

(704) 222-1133

Payment Features

☐ Secure PDF eBills

Due Date

Jul 29, 2017

Pay this Amount \$

41.17

Payment Date

☒ Now
 ☐ Later

Payment Method

☐    Credit Card

☐  eCheck / Bank Account

☐   Debit Card

☐  PayPal

☐  PayPal Credit

☐  Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after

☐  Amazon Pay

< Back

Continue

Current Bill

Name	Jones McCurley
Account #	6759375
Service Address	10 First St. Charlotte NC 28220
Due Date	Jul 29, 2017
Total Amount Due	\$41.17

5. (Optional) In the **Payment Features** section, select **Secure PDF eBills** to receive future bills as a secure PDF attachment in an email.

Note: To learn more about Secure PDF eBills, see [How To: Receive Secure PDF eBills](#).

6. (Optional) Change the **Payment Amount**, as required.

Note: Depending on Biller setup and configuration, the payment amount might be fixed and cannot be modified.

7. In the **Payment Date** section, select **Now** to make a payment immediately or **Later** to make a payment on a future date.

- ☐ If selecting **Later**, a pop-up calendar opens that enables you to select the desired date.

- ☐ Select in the field and use the Date Picker to select a future date for the payment.

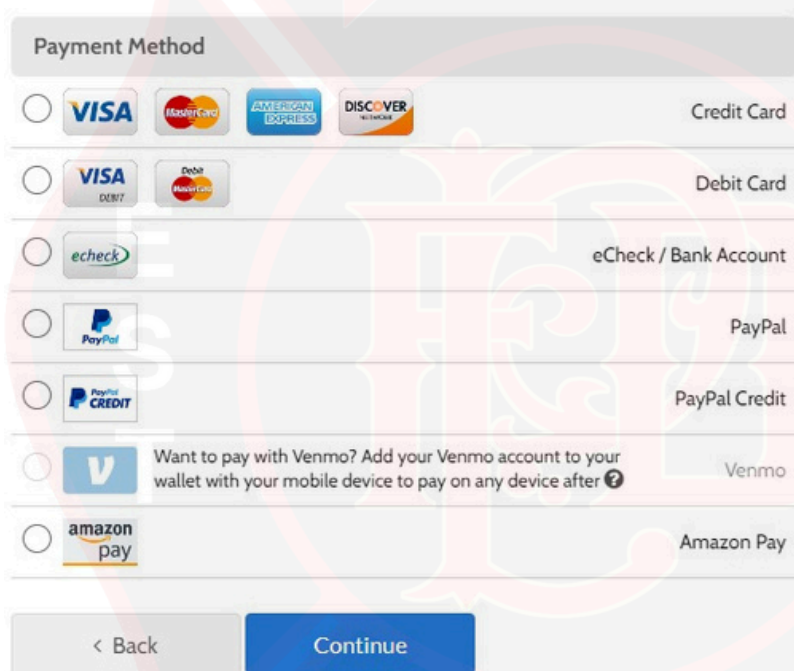
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

The **Payment Date** updates to reflect the selected date.

Note: A warning displays if the payment date selected is after the due date.

8. In the **Payment Method** section, select a payment method. Depending on the payment method selected, a new payment form displays where you are required to enter additional details.

- ☐ [How To: Make a Credit or Debit Card Payment](#)
- ☐ [How To: Make a Payment via eCheck](#)
- ☐ [How To: Make a Payment via by PayPal, PayPal Credit](#)
- ☐ [How To: Make a Payment via Venmo](#)
- ☐ [How To: Make a Payment via Amazon Pay](#)
- ☐ [How To: Make a Payment via Google Pay](#)
- ☐ [How To: Make a Payment via Apple Pay](#)



Payment Method

☐     Credit Card

☐   Debit Card

☐  eCheck / Bank Account

☐  PayPal

☐  PayPal Credit

☐  Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after ? Venmo

☐  Amazon Pay

[< Back](#) [Continue](#)

9. Once the payment method is set, select **Continue**.
10. On the **Confirm Payment** page, ensure that all the information on the page is accurate. To change any information, select **Back** and edit the information, as required.
Note: Paymentus may charge a processing fee (e.g. \$1.50 for Credit Cards, \$1.00 for Debit Cards).
11. (Optional) Save the payment method for future use by selecting the checkbox next to **Use this payment method for future payments**.
12. Agree to the **Payment Authorization Terms** by selecting the checkbox next to it.


Confirm Payment

Payment Method  *****5454

Payment Date Now (11/06/2020)

☒ Use this payment method for future payments.

Payment Amount \$1,500.00	+	Paymentus Fee \$1.50	=	Total Amount \$1,501.50
------------------------------	---	-------------------------	---	----------------------------

[Click to read the Payment Authorization Terms](#)

☒ I authorize payment and agree to the Payment Authorization Terms

By clicking the **PAY** button, you agree to the service fee charged by Paymentus to be added to this payment.

Click the **PAY** button to complete your payment.

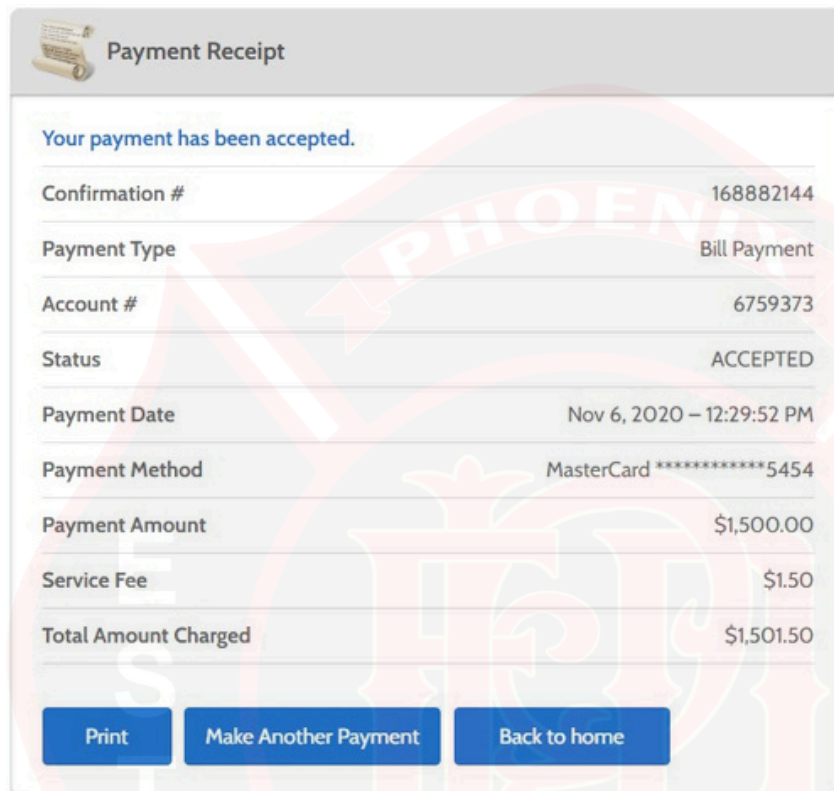
[< Back](#)
[Pay \\$1,501.50](#)

Current Bill

Name	Sam McCurley
Account #	6759373
Service Address	10 First St. Charlotte NC 28212
Due Date	Apr 20, 2013
Total Amount Due	\$1,500.00

[Consumption](#)

13. Select **Pay**. The **Payment Receipt** page displays confirming that the payment was successful.

A screenshot of the 'Payment Receipt' page. At the top, there is a header with a receipt icon and the title 'Payment Receipt'. Below this, a message states 'Your payment has been accepted.' in blue. A table follows, displaying payment details. At the bottom of the table are three blue buttons: 'Print', 'Make Another Payment', and 'Back to home'.

Confirmation #	168882144
Payment Type	Bill Payment
Account #	6759373
Status	ACCEPTED
Payment Date	Nov 6, 2020 – 12:29:52 PM
Payment Method	MasterCard *****5454
Payment Amount	\$1,500.00
Service Fee	\$1.50
Total Amount Charged	\$1,501.50

From the **Payment Receipt** page, you can:

- ☐ Continue to make another payment by selecting **Make another Payment**.
- ☐ Print the page by selecting **Print**.
- ☐ Return to the **Home** page by selecting **Back to home**.

2.1 How To: Make a Payment via Credit or Debit Cards

1. In the **Payment Method** section, select **Credit Card** or **Debit Card**.
2. Then, enter the **Card Number**, **CVV (Card Verification Value)**, **Expiration Date**, and **Card Holder Name**.



Payment Method

☐ echeck *****7890

☒ **Credit Card**

Card Number: 5454545454545454 CVV: ●●●

Expiration Date: 01 - January 2022

Card Holder Name: John Curley

☐ **Debit Card**

☐ eCheck / Bank Account

☐ PayPal

☐ PayPal Credit

☐ Venmo

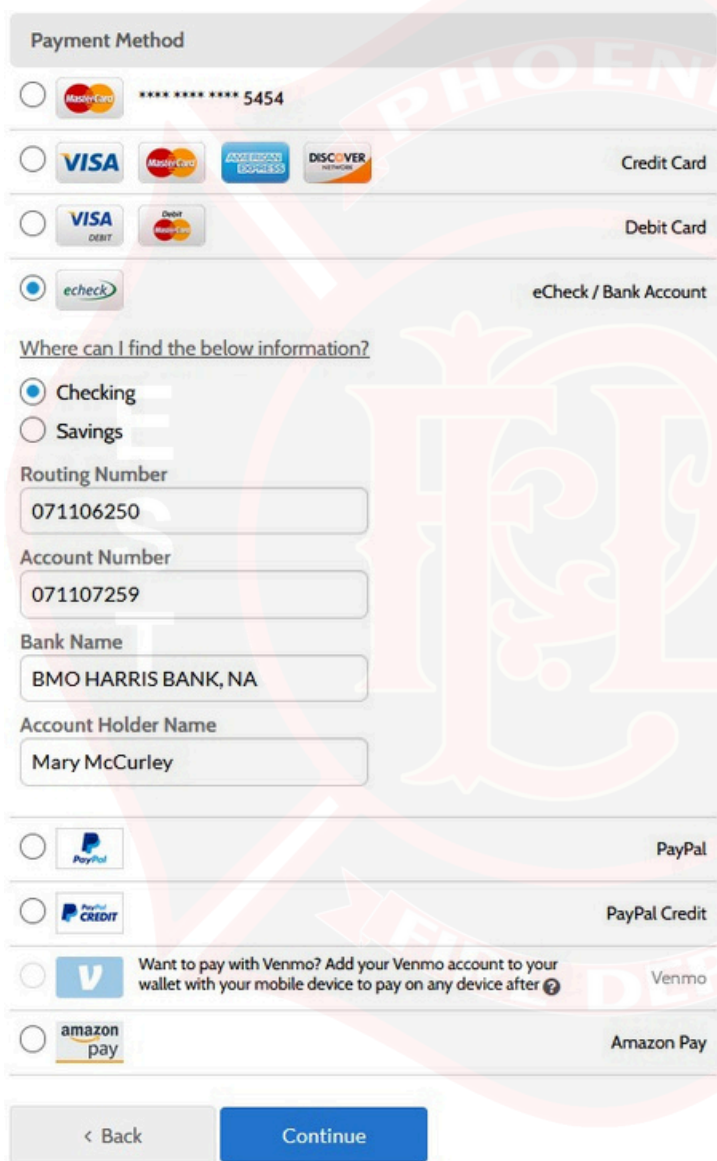
☐ Amazon Pay

< Back Continue

3. Continue with Step 9 in [How To: Make a One Time Payment to a Single Account.](#)

2.2 How To: Make a Payment via eCheck

1. In the **Payment Method** section, select **eCheck**.
2. Select which account you want to use, **Checking** or **Savings**.
3. Then, enter a **Routing Number**, **Account Number**, **Bank Name**, and **Account Holder Name**.



Payment Method

☐  **** * 5454

☐     Credit Card

☐   Debit Card

☒  eCheck / Bank Account

Where can I find the below information?

☒ Checking

☐ Savings

Routing Number
071106250

Account Number
071107259

Bank Name
BMO HARRIS BANK, NA

Account Holder Name
Mary McCurley

☐  PayPal

☐  PayPal Credit

☐  Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after  Venmo

☐  Amazon Pay

[< Back](#) [Continue](#)

4. Continue with Step 9 in How To: Make a One Time Payment to a Single Account.

2.3 How To: Make a Payment via PayPal or PayPal Credit

1. In the **Payment Method** selection, select **PayPal** or **PayPal Credit**.

Notes:

- When selecting PayPal or PayPal Credit, the **Continue** button changes into **PayPal** or **PayPal Credit** respectively. This only applies to the initial login into PayPal.
- If the PayPal account already exists as a wallet entry, the **Continue** button will not change.

PayPal Selected

Payment Method	
☐    	Credit Card
☐  	Debit Card
☐ 	eCheck / Bank Account
☒ 	PayPal
☐ 	PayPal Credit
☐ 	Venmo
Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after 	
☐ 	Amazon Pay
☐ 	Google Pay

[Why are some payment methods disabled?](#)

[< Back](#)



You will continue under the PayPal Terms and Conditions.

PayPal Credit Selected

Payment Method	
☐    	Credit Card
☐  	Debit Card
☐ 	eCheck / Bank Account
☐ 	PayPal
☒ 	PayPal Credit
☐ 	Venmo
Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after 	
☐ 	Amazon Pay
☐ 	Google Pay

[Why are some payment methods disabled?](#)

[< Back](#)



You will continue under the PayPal Terms and Conditions.



Pay with PayPal

With a PayPal account, you're eligible for free return shipping, Purchase Protection, and more.

☐ Stay logged in for faster purchases [?](#)

Log In

[Having trouble logging in?](#)

or

Create an Account

[Cancel and return to Paymentus Corp](#)

[English](#) | [Français](#) | [Español](#) | [中文](#)



Hi, Paymentus!

Pay with

☒  American Express
Credit ****6536

☐  PayPal Credit
Pay over time for your purchase. [See terms.](#)

☐  Visa
Debit ****2017

[More](#)

[+ Add a debit or credit card](#)

I want to use **American Express x-6536** for automatic payments to **Paymentus Corp** and to its service provider Paymentus. I understand that if this payment method is unavailable, the payment method used will follow [PayPal Policies](#) and that if I hold a balance with PayPal, that balance may be used first to complete my payment. I can also change my payment method or cancel this authorization in my Settings.

View [PayPal Policies](#) and your payment method rights.

[Agree & Continue](#)

[Cancel and return to Paymentus Corp](#)

[Policies](#) [Terms](#) [Privacy](#) [Feedback](#)

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Hi, Paymentus!

Choose a way to pay

☐  American Express
Credit ****6536

☒  PayPal Credit
Pay over time for your purchase. [See terms](#)

☐  Visa
Debit ****2017

[+ Add a debit or credit card](#)

or



You have PayPal Credit!
Pay over time for your purchase.
[See terms](#)

[Select](#)

[Continue](#)

[Cancel and return to Paymentus Corp](#)

[Policies](#) [Terms](#) [Privacy](#)

© 1999 - 2021

4. Select **Agree & Continue**. The pop-up window closes and the payment method is automatically added to the list of available payment methods.

PayPal Selected

Payment Method	
☒  test-paypal@paymentus.com	Newly Added
☐    	Credit Card
☐  	Debit Card
☐ 	eCheck / Bank Account
☐ 	PayPal
☐ 	PayPal Credit
☐ 	Venmo
Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after 	
☐ 	Amazon Pay
☐ 	Google Pay
Why are some payment methods disabled?	
< Back	Continue

PayPal Credit Selected

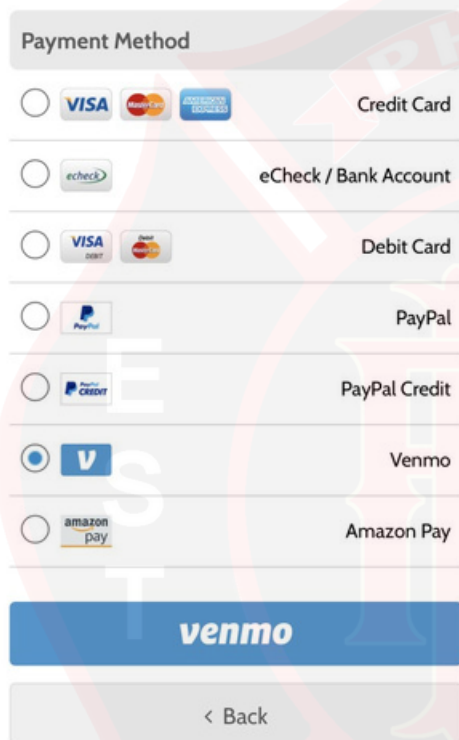
Payment Method	
☒  test-paypal@paymentus.com	Newly Added
☐    	Credit Card
☐  	Debit Card
☐ 	eCheck / Bank Account
☐ 	PayPal
☐ 	PayPal Credit
☐ 	Venmo
Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after 	
☐ 	Amazon Pay
☐ 	Google Pay
Why are some payment methods disabled?	
< Back	Continue

5. Continue with Step 9 in [How To: Make a One Time Payment to a Single Account.](#)

2.4 How To: Make a Payment via Venmo

Note: Venmo is only accessible from a mobile device within the United States.
If using any other device, Venmo will be grayed out.

1. In the **Payment Method** section, select **Venmo**.



The screenshot shows a 'Payment Method' selection screen. It lists several options: Credit Card (with Visa, Mastercard, and American Express logos), eCheck / Bank Account (with echeck logo), Debit Card (with Visa and Mastercard logos), PayPal (with PayPal logo), PayPal Credit (with PayPal Credit logo), Venmo (with Venmo logo and selected), and Amazon Pay (with Amazon Pay logo). Below the list is a large blue button labeled 'venmo' and a gray button labeled '< Back'.

Notes:

- When selecting Venmo, the **Continue** button changes into a **Venmo** button instead. This only applies to the initial login into Venmo. If you already used Venmo as a payment method for this account before, the system will remember your login.
- If the mobile app is not installed, tapping the Venmo button will prompt you to download the app.

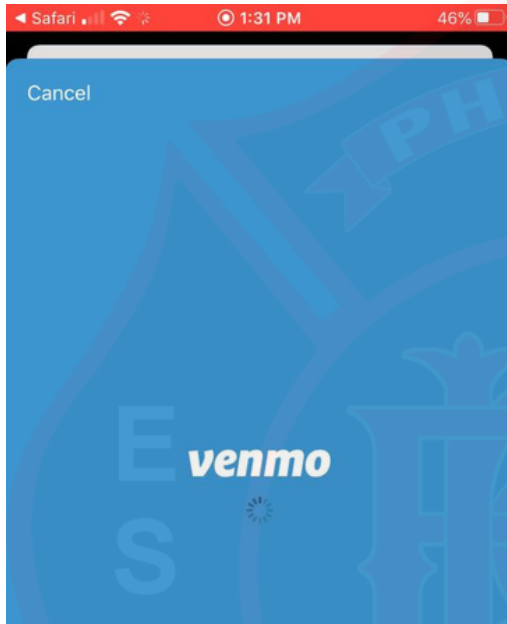
≡ **venmo**

Send money and make purchases at approved merchants.

Get the app

Tap **Venmo**. The Venmo application automatically opens on your phone.

Your Venmo account is automatically validated and linked to use as a payment method. If you do not have sufficient balance in your Venmo account, the payment method defaults to the payment method initially set up in Venmo.



Payment Method

☐	   	Credit Card
☐	 	Debit Card
☐		eCheck / Bank Account
☐		PayPal
☐		PayPal Credit
☐		Venmo
Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after ?		
☒		Amazon Pay
☐		Google Pay

[Why are some payment methods disabled?](#)

[< Back](#) [Continue](#)

- In the **Amazon Pay** pop-up window that displays, select  .

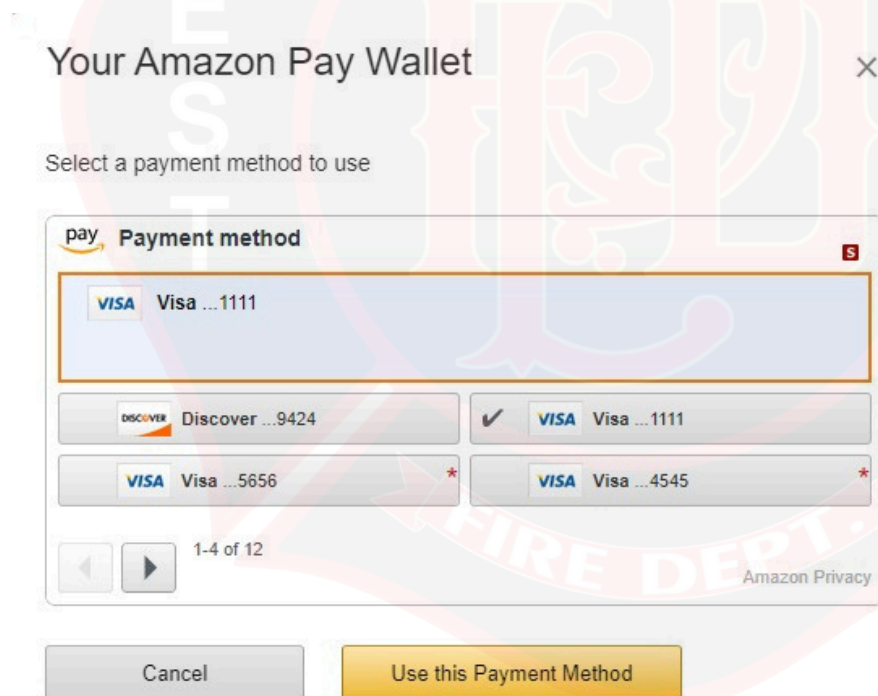
Amazon Pay

Pay your bill safely and securely using Amazon Pay.

Select Amazon Pay to sign in to your Amazon account and continue with your payment.



- You are redirected to the third party's login page. Log into your Amazon account.
- From **Your Amazon Pay Wallet**, select the payment method that you want to use.



- Select **Use this Payment Method**. The pop-up window closes and the payment method is automatically added to the list of available payment methods.

Payment Method

☒  test+amazon@paymentus.com Newly Added

☐     Credit Card

☐   Debit Card

☐  eCheck / Bank Account

☐  PayPal

☐  PayPal Credit

☐  Venmo
Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after 

☐  Amazon Pay

☐  Google Pay

[Why are some payment methods disabled?](#)

< Back

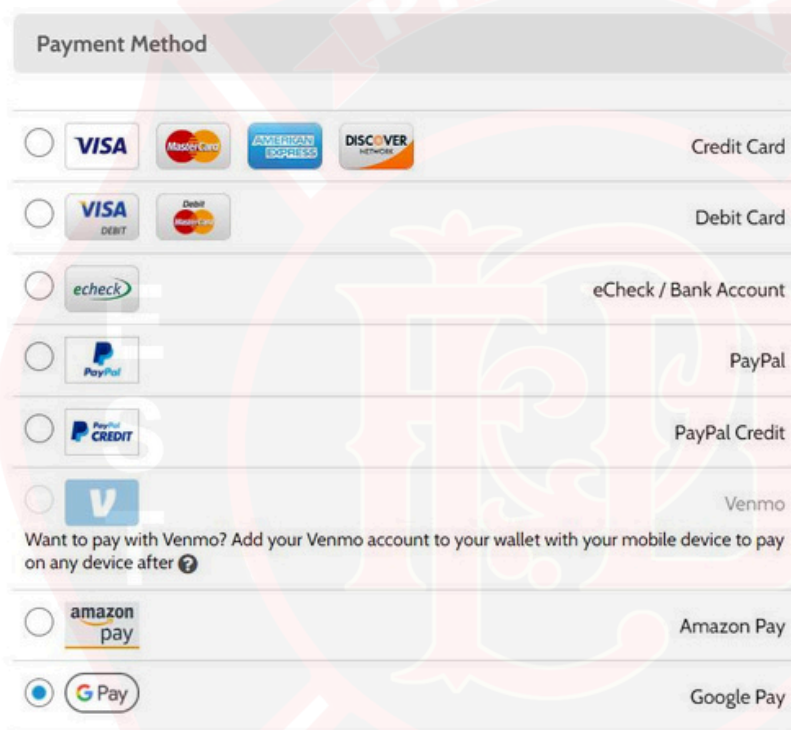
Continue

2.6 How To: Make a Payment via Google Pay

1. In the **Payment Method** section, select **Google Pay** and then select .

Notes:

- When selecting Google Pay, the **Continue** button changes into **Google Pay**. This only applies to the initial login into Google Pay.
- If the Google Pay account already exists as a wallet entry, the **Continue** button will not change.



Payment Method

☐	VISA MasterCard AMERICAN EXPRESS DISCOVER	Credit Card
☐	VISA DEBIT	Debit Card
☐	echeck	eCheck / Bank Account
☐	PayPal	PayPal
☐	PayPal CREDIT	PayPal Credit
☐	V	Venmo
Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after ?		
☐	amazon pay	Amazon Pay
☒	G Pay	Google Pay

[Why are some payment methods disabled?](#)

< Back 

You will continue under the Google Pay Terms and Conditions.

2. You are redirected to the third party's login page. In the pop-window that displays, select your Google account.

← Google Pay
pay.google.com

Google Pay

Jane Doe
paymentustest123@gmail.com

Visa ••• 1111

Your billing details will also be shared with the merchant

☐ Get Google Pay emails with exclusive offers, tips, and invitations to give feedback ⓘ

CONTINUE

3. Select the payment method that you want to use.

← Google Pay
pay.google.com

Google Pay

Select payment method

☒ Visa ••• 1111

☐ Mastercard ••• 4444

☐ Discover ••• 1117

☐ Amex ••• 0005

☐ Visa ••• 2222

Your billing details will also be shared with the merchant

☐ Get Google Pay emails with exclusive offers, tips, and invitations to give feedback ⓘ

CONTINUE

4. Then, select **Continue**. The pop-up window closes and the payment method is automatically added to the list of available payment methods.

Payment Method

☒



paymentustest123@gmail.com
Visa ****1111

Newly Added

☐



Credit Card

☐



Debit Card

☐



eCheck / Bank Account

☐



PayPal

☐



PayPal Credit

☐



Venmo

☐



Amazon Pay

☐



Google Pay

[Why are some payment methods disabled?](#)

< Back

Continue

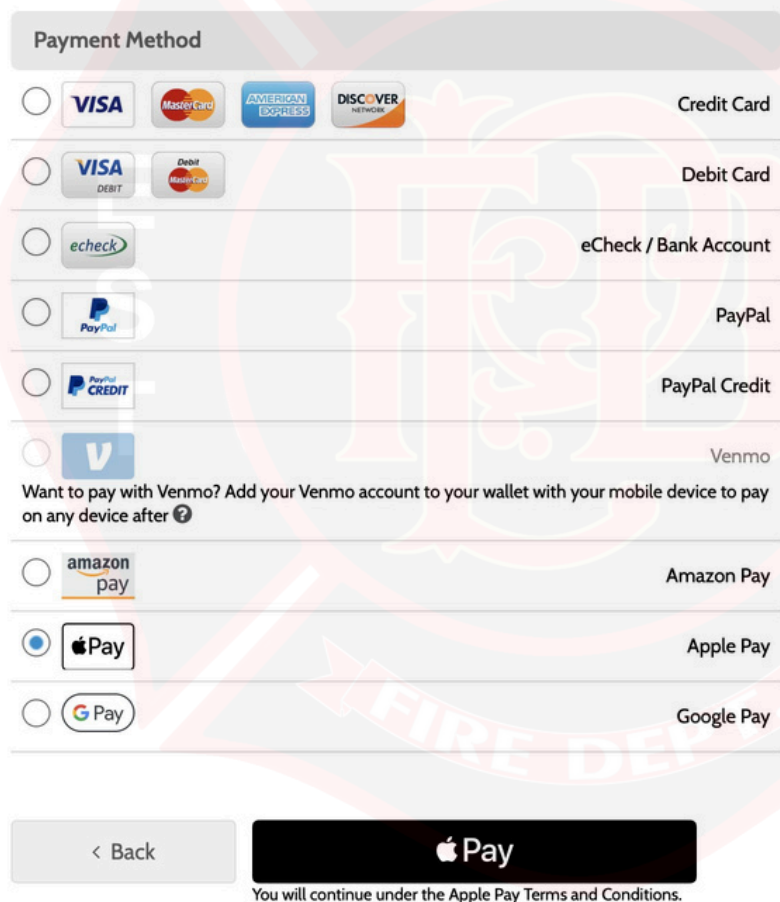
2.7 How To: Make a Payment via Apple Pay

***Note:** Apple Pay is only available on Apple devices (e.g. iPhone, MacBook, etc.) using the Safari browser. Additionally, you must be signed into an iCloud account to add cards and make payments.*

1. In the **Payment Method** section, select **Apple Pay** then select .

Notes:

- ☐ When selecting Apple Pay, the **Continue** button changes into **Apple Pay**. This only applies to the initial login into Apple Pay.
- ☐ If the Apple Pay account already exists as a wallet entry, the **Continue** button will not change.



Payment Method

☐     Credit Card

☐   Debit Card

☐  eCheck / Bank Account

☐  PayPal

☐  PayPal Credit

☐  Venmo

Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after ?

☐  Amazon Pay

☒  Apple Pay

☐  Google Pay

[< Back](#)

Apple Pay

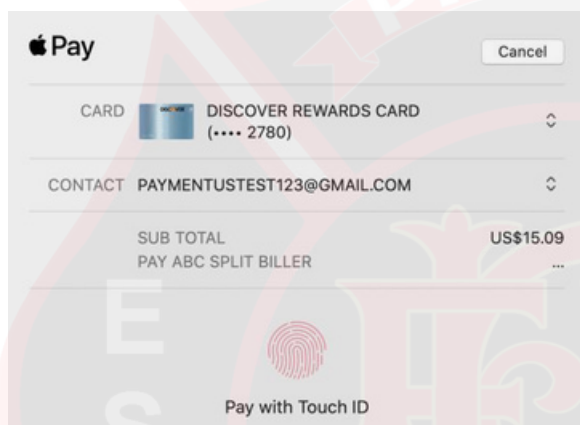
You will continue under the Apple Pay Terms and Conditions.

2. In the pop-up window that displays, from the **Card** drop-down list, select the payment method that you want to use.
3. Then, from the **Contact** drop-down list, select the email address associated with this payment method.

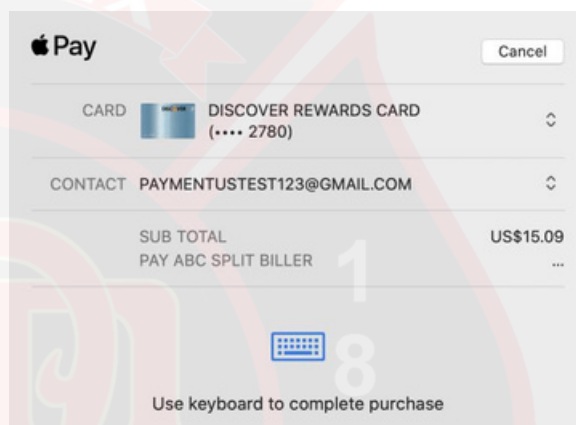
Notes:

- ☐ If using an Apple laptop or computer, use Touch ID or your keyboard to complete the payment.
- ☐ If using an iPhone or iPad, use Touch ID or Face ID to complete the payment.

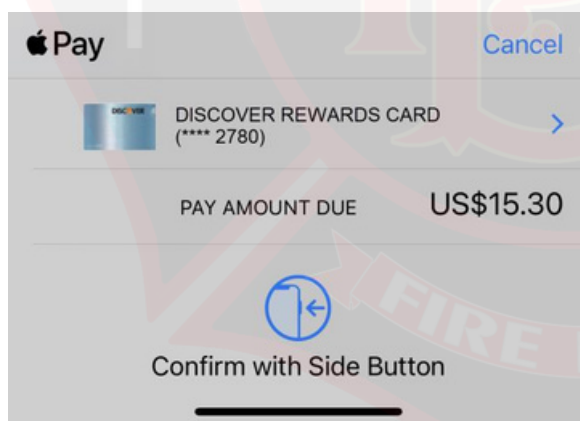
Mac with Touch ID Enabled



Mac with Touch ID Disabled



iPhone/iPad



Payment Method

☒

Apple Pay

paymentustest123@gmail.com
Discover ****2780

Newly Added

☐

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Credit Card

☐

VISA

Debit

MasterCard

Debit Card

☐

echeck

eCheck / Bank Account

☐

PayPal

PayPal

☐

PayPal CREDIT

PayPal Credit

☐

V

Venmo

Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after ?

☐

amazon pay

Amazon Pay

☐

Apple Pay

Apple Pay

☐

Google Pay

Google Pay

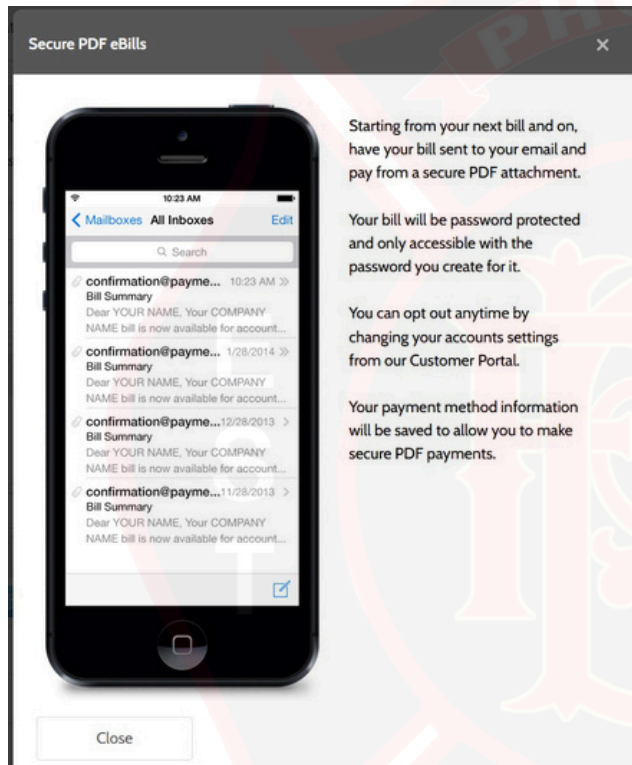
< Back

Continue

2.8 How To: Receive Secure PDF eBills

Payment Features in ROTP enables you to enable or disable the Pay-by-PDF functionality. The Secure PDF eBills option enables you to receive secure PDF eBills as an email attachment and make payments directly from within the PDF. Your secure PDF eBills are password protected and apply to all **Payment Methods**.

To find more information on how this feature works, select the ? question mark symbol next to the **Secure PDF eBills** option.



Payment Features

☒ **Secure PDF eBills** ?

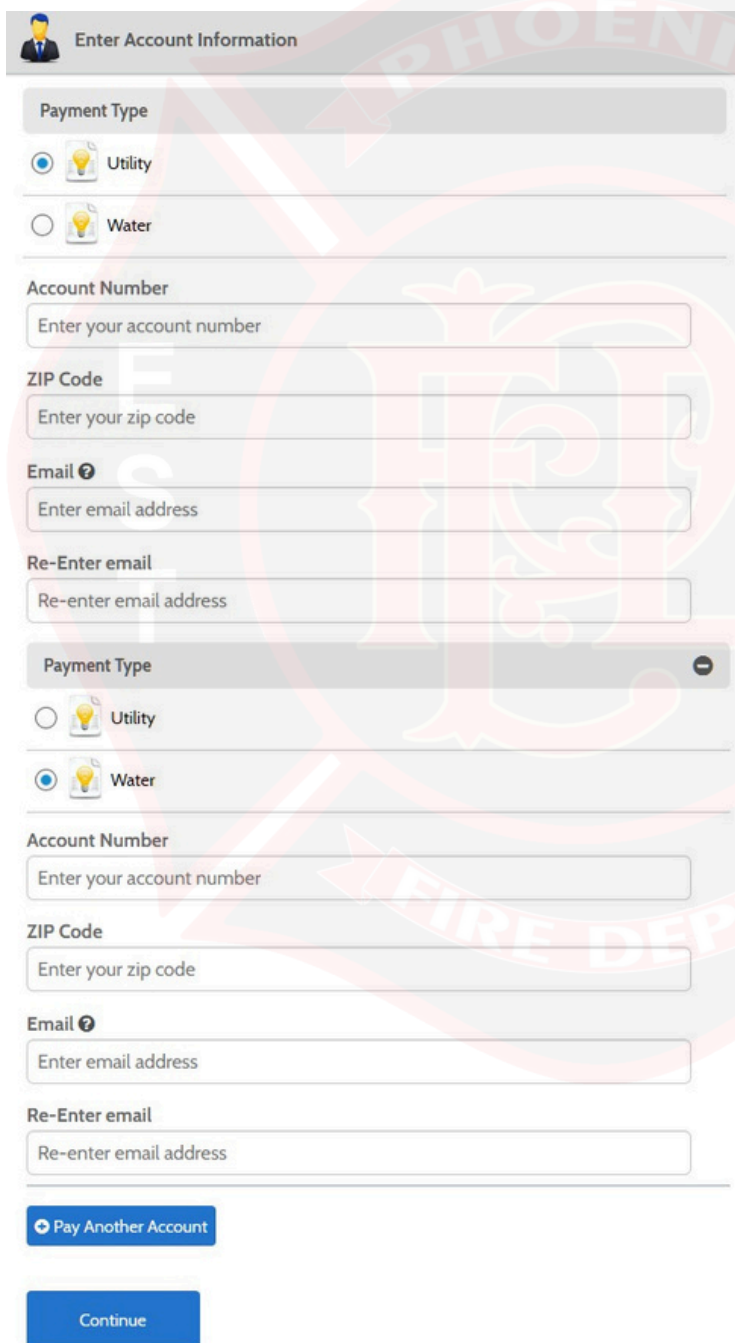
Starting from your next bill and on, have your bill sent to your email and pay from a secure PDF attachment.

Create a Password to view your Secure PDF eBill attachment

- ☐ Select **Secure PDF eBills**. Once selected, the **Password** field displays where you can enter a password. **Note:** The password must be at least 10 characters long and contain a mixture of letters and numbers and may include some special characters. This password will be required to open and view your secure PDF eBills.

3. How To: Make a One Time Payment to Multiple Accounts

1. On the **Account Information** page, in the **Payment Type** list, select a payment type.
2. Enter your **Account Number**, your **ZIP Code**, and your **Email address**.
3. Select **Pay Another Account**.
4. Repeat step 2 for each account you want to pay.



Enter Account Information

Payment Type

☒ Utility

☐ Water

Account Number

Enter your account number

ZIP Code

Enter your zip code

Email ⓘ

Enter email address

Re-Enter email

Re-enter email address

Payment Type -

☐ Utility

☒ Water

Account Number

Enter your account number

ZIP Code

Enter your zip code

Email ⓘ

Enter email address

Re-Enter email

Re-enter email address

[Pay Another Account](#)

[Continue](#)

5. Continue adding accounts as required. Note that you can only add up to 10 accounts at a time.
6. (Optional) To remove an account, in the Payment Type section, select  .
Note: You cannot proceed with the payment if you do not remove empty account fields.
7. Select **Continue**.
8. On the **Enter Payment Information** page, ensure that the **First Name**, **Last Name**, and **Daytime Phone Number** are populated.
9. (Optional) In the **Payment Components** section, change the **Payment Amount**, if required.
Note: Depending on Biller setup and configuration, the payment amount might be fixed and cannot be modified.

Payment Components				
Account Number	Payment Type	Amount Due	Date Due	Payment Amount
6759371	Mobile	\$325.87	Feb 21, 2019	10.00
6759375	Mobile	\$350.24	Mar 20, 2019	20.00
6759372	Mobile	\$335.08	Mar 11, 2019	30.00

10. In the **Payment Date** section, select **Now** to make a payment immediately or **Later** to make a payment on a future date.

- If selecting **Later**, a pop-up calendar opens that enables you to select the desired date.

- Select in the field and use the Date Picker to select a future date for the payment.

The **Payment Date** updates to reflect the selected date.

Note: A warning displays if the payment date selected is after the due date.

11. In the **Payment Method** section, select a payment method. Depending on the payment method selected, a new payment form displays where you are required to enter additional details.

- ☐ [How To: Make a Credit or Debit Card Payment](#)
- ☐ [How To: Make a Payment via eCheck](#)
- ☐ [How To: Make a Payment via by PayPal, PayPal Credit](#)
- ☐ [How To: Make a Payment via Venmo](#)
- ☐ [How To: Make a Payment via Amazon Pay](#)
- ☐ [How To: Make a Payment via Google Pay](#)
- ☐ [How To: Make a Payment via Apple Pay](#)

Payment Method

☐ Credit Card

☐ Debit Card

☐ eCheck / Bank Account

☐ PayPal

☐ PayPal Credit

☐ Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after ? Venmo

☐ Amazon Pay

[< Back](#) [Continue](#)

12. Once the payment method is set, select **Continue**.

13. On the **Confirm Payment** page, ensure that all the information on the page is accurate. To change any information, select **Back** and edit the information, as required.

Note: Paymentus may charge a processing fee (e.g. \$1.50 for Credit Cards, \$1.00 for Debit Cards).

14. (Optional) Save the payment method for future use by selecting the checkbox next to **Use this payment method for future payments**.


Confirm Payment

Payment Method



*****5454

Payment Date

Now (11/19/2020)

☒ Use this payment method for future payments.

Payment Components

Account Number	Payment Type	Payment Amount
6759371	Mobile	\$10.00
6759375	Mobile	\$20.00
6759372	Mobile	\$30.00

Payment Amount

\$60.00

[Click to read the Payment Authorization Terms](#)

☒ I authorize payment and agree to the Payment Authorization Terms

Click the **PAY** button to complete your payment.

< Back

Pay \$60.00

Current Bill

Name

John McCurley

Accounts

6759371

6759375

6759372

Service Address

10 Norris Ave.

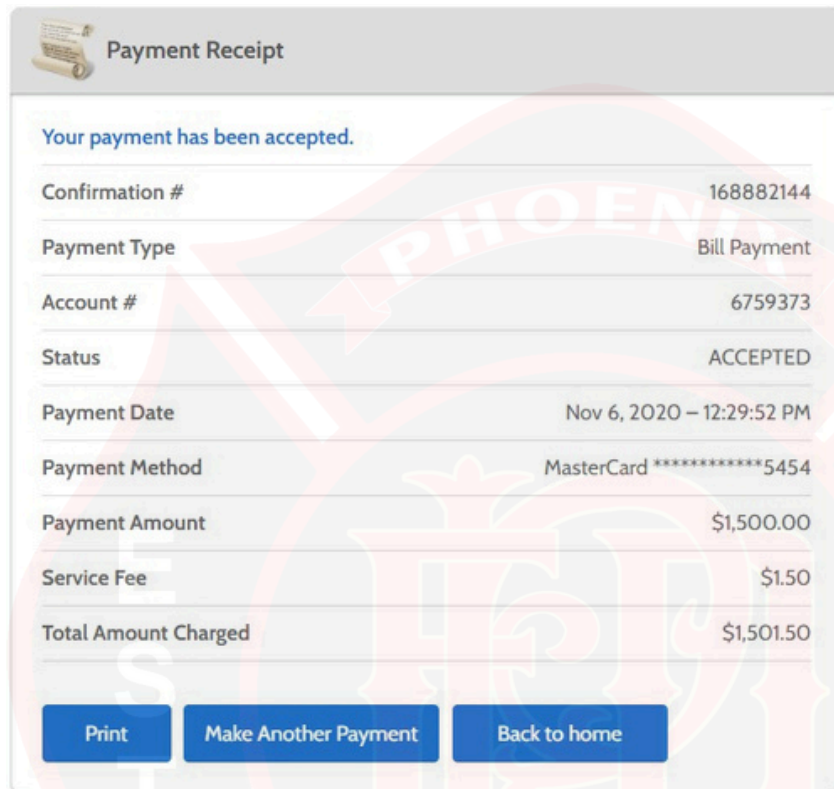
Charlotte NC 28205

Due Date

Feb 21, 2019

Account Number	Action
6759371	View Bill
6759375	View Bill
6759372	View Bill

16. Select **Pay**. The **Payment Receipt** page displays confirming that the payment was successful.

A screenshot of the 'Payment Receipt' page. At the top, there is a header with a receipt icon and the title 'Payment Receipt'. Below the header, a message states 'Your payment has been accepted.' in blue text. The main content is a table with payment details. At the bottom of the table are three blue buttons: 'Print', 'Make Another Payment', and 'Back to home'.

Payment Receipt	
Your payment has been accepted.	
Confirmation #	168882144
Payment Type	Bill Payment
Account #	6759373
Status	ACCEPTED
Payment Date	Nov 6, 2020 – 12:29:52 PM
Payment Method	MasterCard *****5454
Payment Amount	\$1,500.00
Service Fee	\$1.50
Total Amount Charged	\$1,501.50
Print Make Another Payment Back to home	

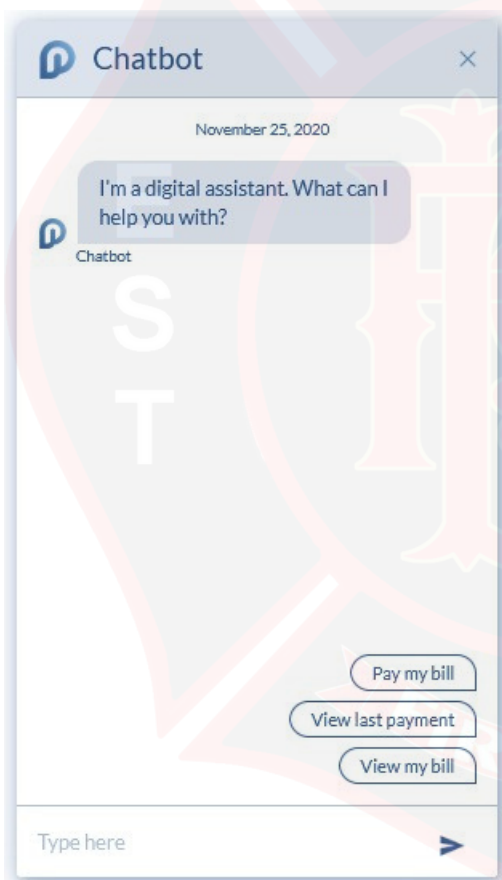
From the **Payment Receipt** page, you can:

- ☐ Continue to make another payment by selecting **Make Another Payment**.
- ☐ Print the page by selecting **Print**.
- ☐ Return to the **Home** page by selecting **Back to home**.

4. How To: Use Chatbot within ROTP

Chatbot is an automated service performed by a computer that can simulate conversations and various interactions with people via a chat interface online. The Paymentus Chatbot is an AI bot, in the form of a widget, currently integrated with ROTP. Chatbot can provide assistance and insight to customers while paying their bill or answer billing and account related questions.

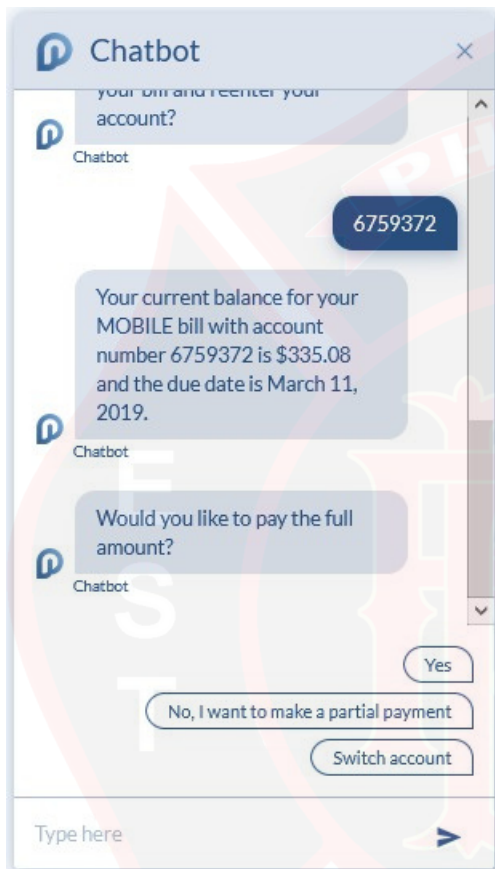
1. On the main ROTP page, select  (the Chatbot icon). If Chatbot pop-up does not automatically open at the bottom right hand side of the page.
2. Select an option available at the bottom of the chat (e.g. Pay my bill).

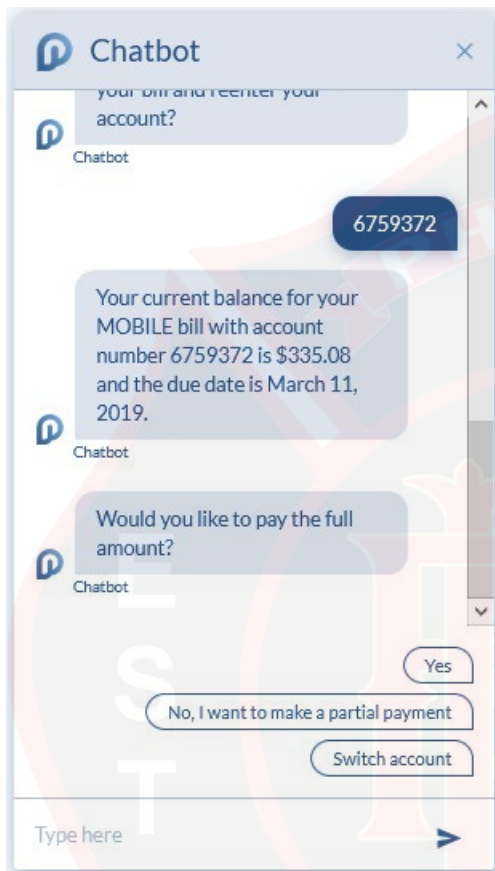


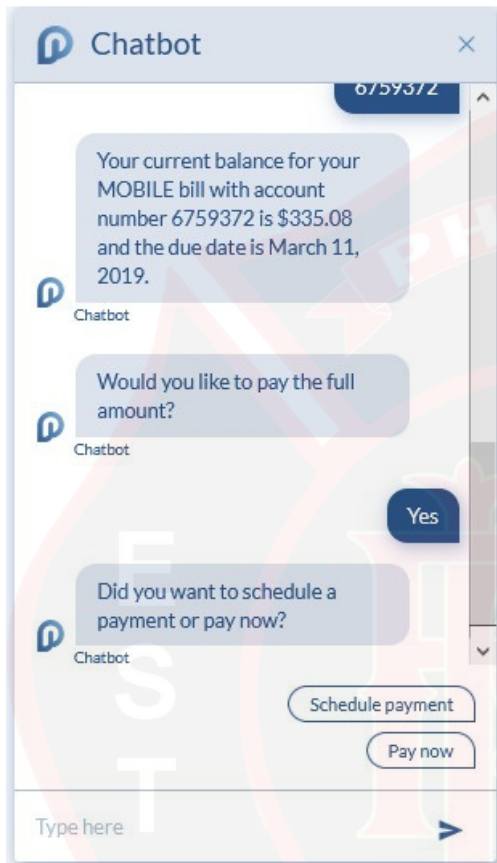
3. Chatbot will respond accordingly, based on the selected option.
Note: The ellipsis (...) displays while Chatbot analyzes the answer provided in order to respond with the most appropriate reply.
4. Select whether to pay only **One bill** or **Multiple bills**.
5. Then, enter the **Account Information**.

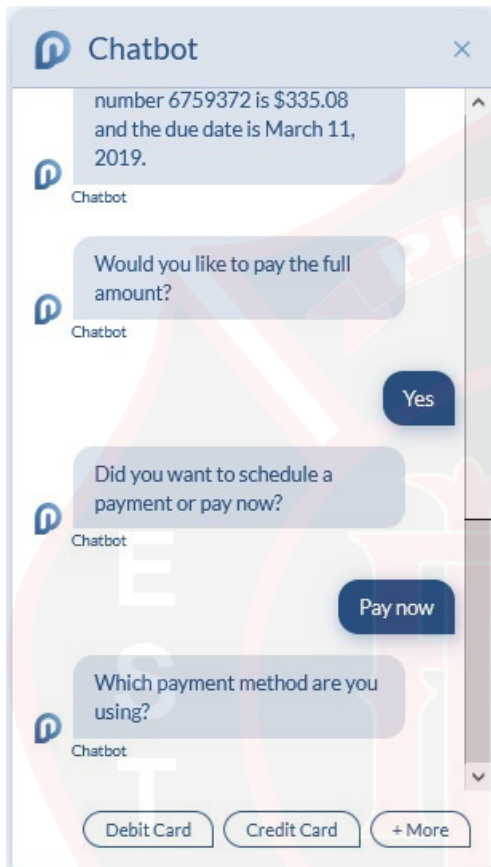
The image displays two sequential screenshots of the Paymentus Chatbot interface. The left screenshot shows the initial interaction where the chatbot asks, "I'm a digital assistant. What can I help you with?" and "Would you like to pay one bill or multiple bills?". The right screenshot shows the next steps: selecting "Pay my bill", then "One bill", followed by the question "What is the bill type and account number you'd like to pay?". Below this, there is a section titled "Enter Account Information" with input fields for "Enter Account Number", "Mobile" (with a dropdown arrow), and a "Continue" button at the bottom.

6. Select **Continue**.









Chatbot

Pay now

Which payment method are you using?

Chatbot

Let us know your billing information listed on the card.

Chatbot

Enter Card Details

Card Number

5454545454545454



Month

02

Year

2021

CVV

...

?

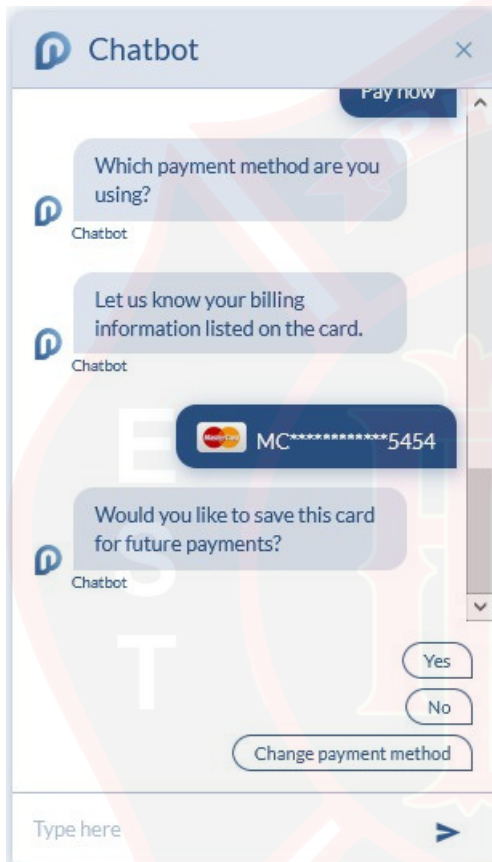
Name on Card

John Mc Curley

Continue

Notes:

- ☐ Select whether to Save this Payment Method for future payments.
- ☐ Additional Payment Methods will be added in the future (e.g. PayPal, Apple Pay, Amazon Pay, etc.).



The screenshot shows a chatbot window titled "Chatbot" with a close button. The chatbot is asking for payment information. The messages are as follows:

- Chatbot: "Which payment method are you using?"
- Chatbot: "Let us know your billing information listed on the card."
- Card information: A blue box showing a Mastercard logo and the number "MC*****5454".
- Chatbot: "Would you like to save this card for future payments?"

At the bottom of the chatbot window, there are three buttons: "Yes", "No", and "Change payment method". Below the chatbot window is a text input field labeled "Type here" with a blue arrow button.

Chatbot

for future payments?

Chatbot

Yes

We will need contact information to send you a payment receipt.

Chatbot

Contact Information

First Name

Last Name

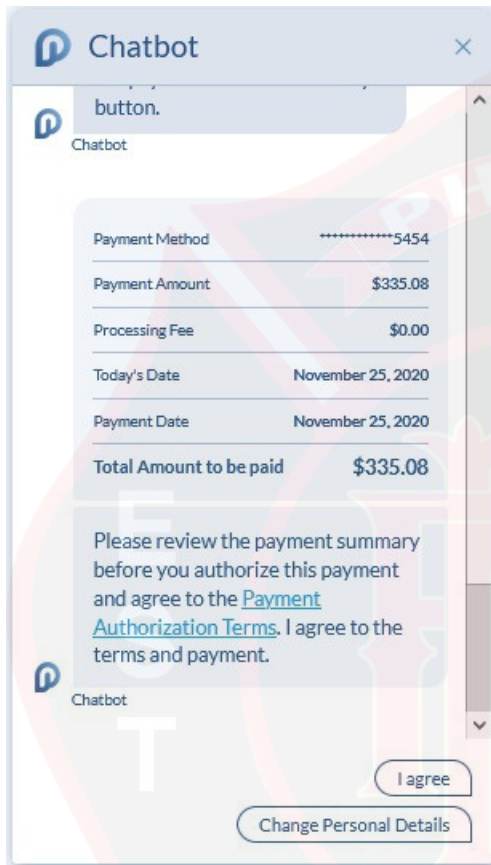
Email Id

Phone Number

Zip Code

Submit

14. Review your current payment summary. To make the payment you must agree to the **Payment Authorization Terms**.



The screenshot shows a chatbot window titled "Chatbot" with a close button. The chatbot's message displays a payment summary table and a request for authorization. The summary table includes the following details:

Payment Method	*****5454
Payment Amount	\$335.08
Processing Fee	\$0.00
Today's Date	November 25, 2020
Payment Date	November 25, 2020
Total Amount to be paid	\$335.08

Below the table, the chatbot asks the user to review the payment summary and agree to the [Payment Authorization Terms](#). At the bottom of the chatbot window, there are two buttons: "I agree" and "Change Personal Details".

15. Select **I agree**. The payment is then processed and a receipt with a confirmation number is sent to the email addresses provided via Chatbot.