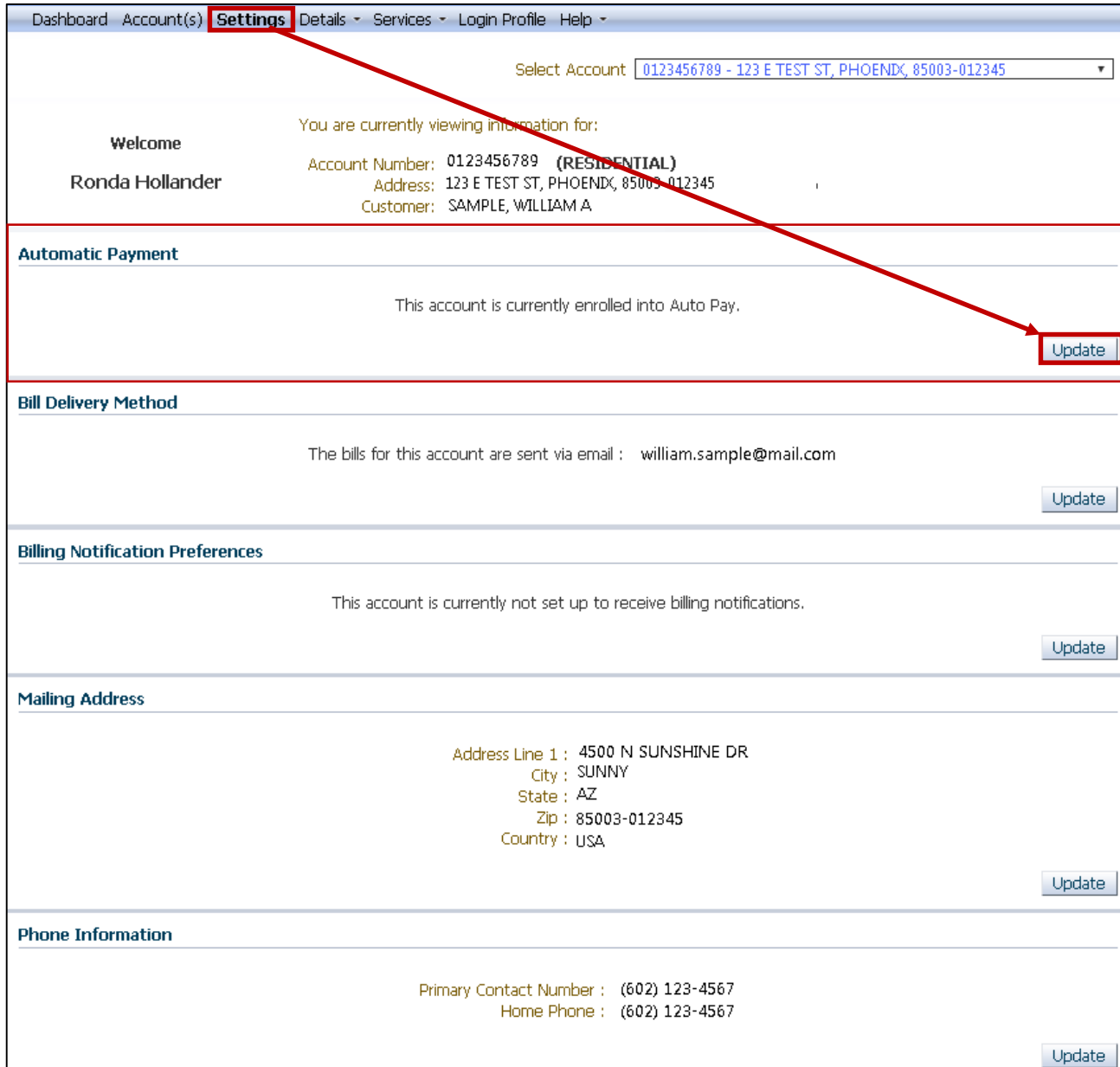


How to Manage Automatic Payments (AutoPay)

Online accounts with account holder privileges may view, change and cancel automatic payments (AutoPay). After registering, account enrollment and signing into PHX Pay Online at <https://payonline.phoenix.gov>, customers can setup, change or cancel automatic payments.



Dashboard Account(s) **Settings** Details Services Login Profile Help

Select Account: 0123456789 - 123 E TEST ST, PHOENIX, 85003-012345

Welcome
Ronda Hollander

You are currently viewing information for:
Account Number: 0123456789 (RESIDENTIAL)
Address: 123 E TEST ST, PHOENIX, 85003-012345
Customer: SAMPLE, WILLIAM A

Automatic Payment

This account is currently enrolled into Auto Pay.

[Update](#)

Bill Delivery Method

The bills for this account are sent via email : william.sample@mail.com

[Update](#)

Billing Notification Preferences

This account is currently not set up to receive billing notifications.

[Update](#)

Mailing Address

Address Line 1 : 4500 N SUNSHINE DR
City : SUNNY
State : AZ
Zip : 85003-012345
Country : USA

[Update](#)

Phone Information

Primary Contact Number : (602) 123-4567
Home Phone : (602) 123-4567

[Update](#)

Setup Automatic Payment (AutoPay)

You must be an authorized user on the banking account to set up Automatic Payment.

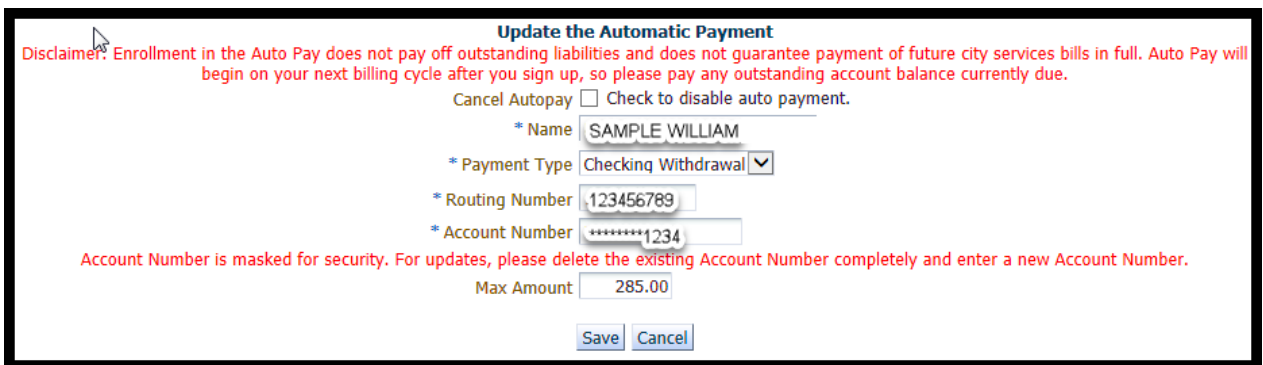
1. Login and Click **Settings**

Dashboard Account(s) **Settings** Details ▾ Services ▾ Login Profile Help ▾

2. Click **Update** next to Automatic Payments option.

3. Enter the following information

- **Name** (Name as it appears on the bank account)
- **Payment Type** (Select Savings or Checking)
- **Routing Number** (9-digit at the bottom left of your check)
- **Account Number** (Bank account number)
- **Max Amount** (Recommend 3 times the monthly average bill)
 - Maximum amount to be withdrawn from bank account at one time



Update the Automatic Payment

Disclaimer: Enrollment in the Auto Pay does not pay off outstanding liabilities and does not guarantee payment of future city services bills in full. Auto Pay will begin on your next billing cycle after you sign up, so please pay any outstanding account balance currently due.

Cancel Autopay Check to disable auto payment.

* Name

* Payment Type

* Routing Number

* Account Number

Account Number is masked for security. For updates, please delete the existing Account Number completely and enter a new Account Number.

Max Amount

NOTE: Auto Pay will begin on your next billing cycle after you sign up, so please pay any outstanding account balance currently due. If your bill is due within 3 business days, you cannot update Automatic Payment. Try again after new bill is generated.

4. Click **Save** and remember to Logout when done

Change Automatic Payment (AutoPay)

You must be an authorized user on the banking account to change Automatic Payment.

1. Login and click **Settings**

Dashboard Account(s) **Settings** Details ▾ Services ▾ Login Profile Help ▾

2. Click **Update** next to Automatic Payments option.

3. Change Bank Account information as desired

- **Name** (Name as it appears on the bank account)
- **Payment Type** (Select Savings or Checking)



- **Routing Number** (9-digit at the bottom left of your check)
- **Account Number** (Bank account number)

Update the Automatic Payment

Disclaimer: Enrollment in the Auto Pay does not pay off outstanding liabilities and does not guarantee payment of future city services bills in full. Auto Pay will begin on your next billing cycle after you sign up, so please pay any outstanding account balance currently due.

Cancel Autopay Check to disable auto payment.

* Name

* Payment Type

* Routing Number

* Account Number

Account Number is masked for security. For updates, please delete the existing Account Number completely and enter a new Account Number.

Max Amount

4. Change **Max Amount** to maximum allows to be withdrawn from our bank account at one time.
5. Click **Save** and remember to Logout when done

Cancel Automatic Payment (AutoPay)

1. Login and click **Settings**

Dashboard Account(s) **Settings** Details ▾ Services ▾ Login Profile Help ▾

2. Click **Update** next to Automatic Payments option.

Automatic Payment

This account is currently enrolled into Auto Pay.

3. Check **Cancel Autopay** box to disable auto payment

Update the Automatic Payment

Cancel Autopay Check to disable auto payment.

4. Click **Save** and remember to Logout when done

NOTE: Pay any outstanding balance as automatic payment withdrawals will be stopped.