



## Scheduling a Payment

### User guide

The following instructions will walk you through the process of **Scheduling a Payment** through UPC's Electronic Payment Center.

#### **How to Make a Payment:**



**STEP 1:** Click on

**STEP 2:** Enter your user name and password

**STEP 3:** Click on [Pay Now](#) or [Manage Payments](#)

**STEP 4:** Select the account(s) you want to schedule a payment on, then Click on 'Edit or Setup Scheduled'

**STEP 5:** Click on 'Scheduled' from Schedule Option dropdown

**STEP 6:** Click on Payment Method dropdown. Choose your payment method – You can select one that has already been stored or add a new payment method – Then click 'Continue'

**STEP 7:** Enter the amount you wish to pay (the current amount due is automatically pre-filled) and the date the payment is to be scheduled. Then click 'Continue'

**STEP 8:** Review the details of your scheduled payment – Agree to the 'Terms & Conditions' by clicking the 'I Agree' Box & then click 'Continue'

Refer to the end of this document for instructions to Cancel Payment.

## Making a Payment (With Illustrations):

### STEP 1: Click on Existing Users / Manage Payments

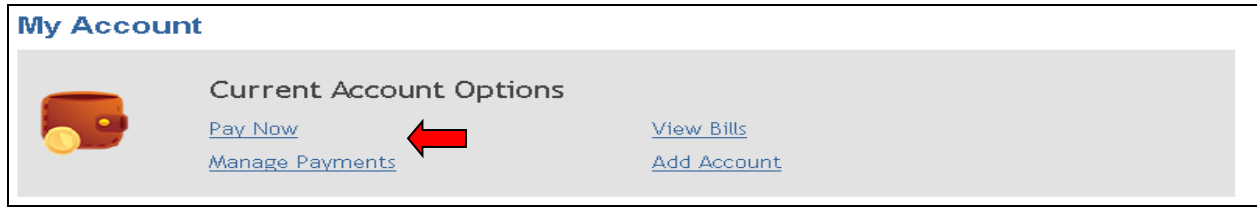
The screenshot shows the UPC Insurance website interface. On the left is a navigation menu with the UPC logo and the slogan "Keep the Promise". The menu items are: Water Damage, Burglary and Theft, Home Maintenance Check List, Hazards of Winter, Christmas Tree Safety, and Fire Protection. At the top right, there are navigation tabs: WHY UPC, PRODUCTS, EDUCATION, POLICYHOLDERS (highlighted in teal), AGENTS, and ABOUT US. Below the tabs, there is introductory text: "knowing that UPC is there with 24-hour quick response time commitment and a no-hassle attitude to assist all of our valued customers." Three main content blocks are visible: 1. "Make One Time Payment" (teal button with a play icon) with subtext: "New or Existing Users can make a quick and easy onetime payment. [Click here](#) for one time payment instructions." 2. "New Users SCHEDULE PAYMENTS" (teal button with a play icon) with subtext: "New Users can create a profile, enter and save banking details, and/or schedule future payments. [Click here](#) for new user instructions. [Click here](#) for instructions to schedule payments." 3. "Existing Users MANAGE PAYMENTS" (teal button with a play icon, highlighted with a yellow border and a red arrow pointing to it) with subtext: "Existing User can manage your profile, make or schedule future payments. [Click here](#) for automatic draft instructions."

### STEP 2: Enter your user name and password created previously for your account.

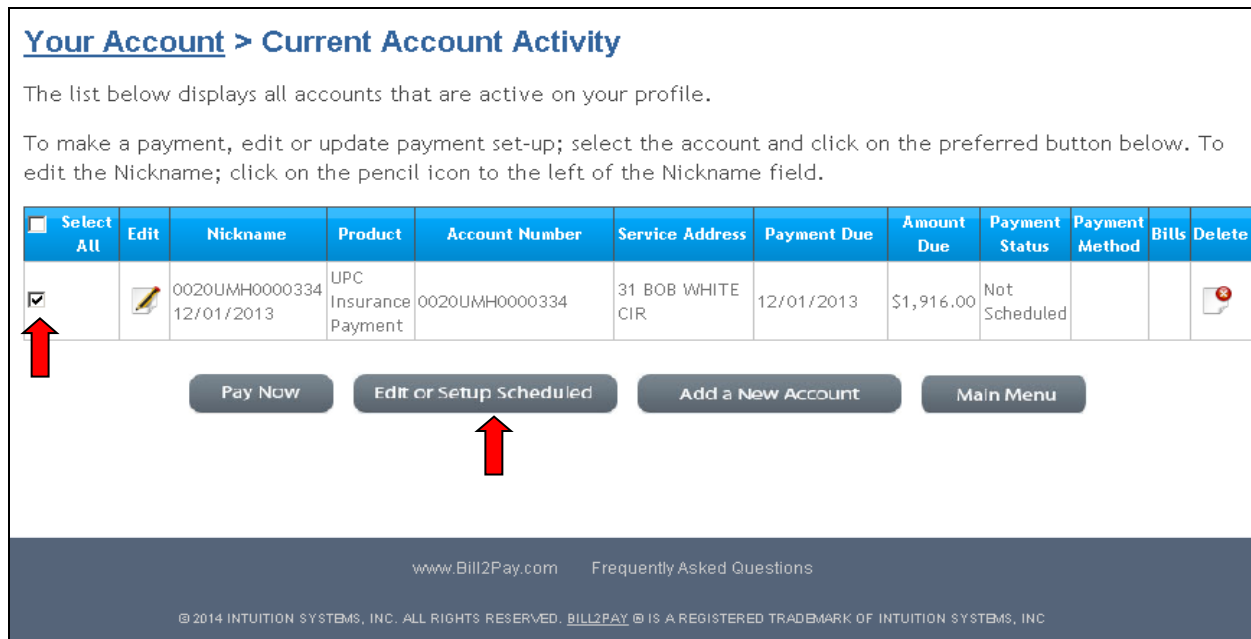
The screenshot shows the "Online Payment System" login page. It features a "SIGN UP NOW" button with a yellow arrow pointing to it and the text "Click here". Below this is a message: "Getting started is easy. Sign up today and start making your online payments." The main content area contains the following text: "Welcome! Please enter your user name and password or click 'Sign Up Now' to create a Profile." and "Internet Explorer 10 users please put IE10 into Compatibility View or use an alternate browser to access this site." There are two input fields: "User Name:" with a text box containing "username1" and a link "Forgot your user name?"; and "Password:" with a text box containing "\*\*\*\*\*" and a link "Forgot your password?". At the bottom is a "Log In" button and a note: "Don't want to create an account? You can make your [one time payment](#) by clicking [here](#)."

**Note:** If you have any problems logging in to your profile please send an email to [upcelectronicpayments@csc.com](mailto:upcelectronicpayments@csc.com) or call 1-800-295-8016, Monday through Friday, 8:00 am to 5:00 pm EST

**STEP 3:** Click on [Pay Now](#) or [Manage Payments](#)

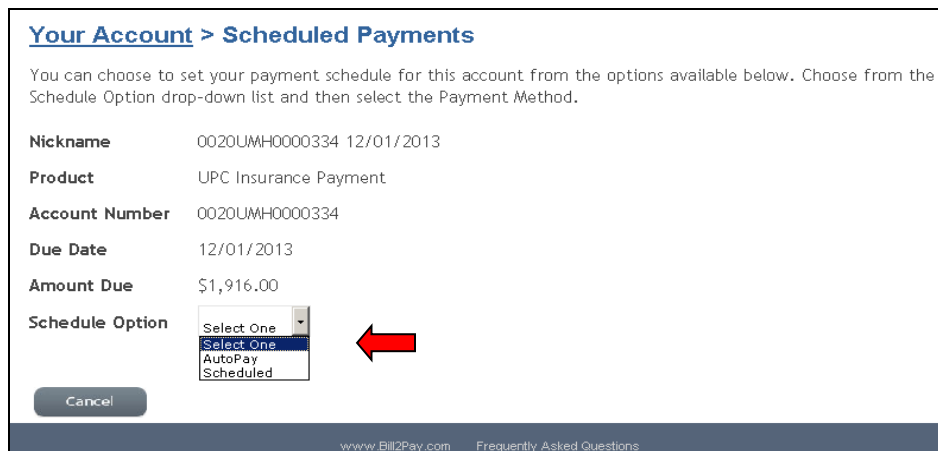


**STEP 4:** Select the account(s) you want to schedule a payment on, then Click on 'Edit or Setup Scheduled'



**Note:** If your payment status shows 'Not Scheduled', your policy is not set up for Automatic Drafts and is not scheduled for a payment.

**STEP 5:** Click on 'Scheduled' from Schedule Option dropdown



**STEP 6:** Click on the Payment Method dropdown. Choose your payment method – You can select one that has already been stored or add a new payment method – Then click ‘Continue’

**Your Account > Scheduled Payments**

You can choose to set your payment schedule for this account from the options available below. Choose from the Schedule Option drop-down list and then select the Payment Method.

**Nickname** 0020UMH0000334 12/01/2013  
**Product** UPC Insurance Payment  
**Account Number** 0020UMH0000334  
**Due Date** 12/01/2013  
**Amount Due** \$1,916.00  
**Schedule Option** Scheduled  
**Payment Method** Checking \*6789  
Select One  
Add a Bank Account  
Checking \*6789

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**STEP 7:** Enter the amount you wish to pay (the current amount due is automatically pre-filled) and the date the payment is to be scheduled. Then click ‘Continue’

**Your Account > Schedule Future Payment**

You have selected to Schedule a Future Payment for this account. The amount you enter will be charged to the selected Payment Method on the date you select below.

**Nickname** 0020UMH0000334 12/01/2013  
**Product** UPC Insurance Payment  
**Account Number** 0020UMH0000334  
**Due Date** 12/01/2013  
**Amount Due** \$1,916.00  
**I want to pay** \$ 1916.00 on 01/09/2014

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Online payments submitted by 3 PM EST, Monday through Friday (excluding bank holidays) are posted to the policy on the same day. Payments posted outside of this time frame are posted the next business day. Payment(s) made after the policy cancellation date does not imply that the policy has or will be reinstated - please contact your agent.

**STEP 8:** Review the details of your scheduled payment – Agree to the ‘Terms & Conditions’ by clicking the ‘I Agree’ Box & then click ‘Continue’

**Your Account > Schedule Future Payment**

Please review the details below and click "I Agree" before clicking on Continue to complete your Recurring Payment Plan.

**Nickname** 0020UMH0000334 12/01/2013  
**Product** UPC Insurance Payment  
**Account Number** 0020UMH0000334  
**Due Date** 12/01/2013  
**Amount to Pay** \$1916.00  
**This will be charged a convenience fee of** \$.00  
**For a total amount to be charged** \$1,916.00  
**Payment will be made on** 01/09/2014  
**You have chosen to pay using** Checking \*6789

**Terms and Conditions**

I hereby authorize UPC Insurance to deduct \$1,916.00, from my bank account for UPC Insurance on 01/09/2014. I understand the payments will be processed the business day on or after the payment date I selected.

Please note that, in the event we are unable to secure funds for this transaction for any reason, including but not limited to, insufficient funds in your account or insufficient or inaccurate information provided by you when you submitted your electronic

I Agree

Your account has been successfully scheduled. You can now return to your ‘Account Activity’ page

**Your Account > Schedule Future Payment**

Your payment has been successfully scheduled.

[Return to your account activity](#)

Your ‘Payment Status’ now indicates you have a ‘Scheduled’ payment setup.

**Your Account > Current Account Activity**

The list below displays all accounts that are active on your profile.

To make a payment, edit or update payment set-up; select the account and click on the preferred button below. To edit the Nickname; click on the pencil icon to the left of the Nickname field.

Select All	Edit	Nickname	Product	Account Number	Service Address	Payment Due	Amount Due	Payment Status	Payment Method	Bills	Delete
<input type="checkbox"/>		0020UMH0000334 12/01/2013	UPC Insurance Payment	0020UMH0000334	31 BOB WHITE CIR	12/01/2013	\$1,916.00	Scheduled	Checking*6789		

**To Cancel a Scheduled Payment**

Click on 'Edit or Setup Scheduled'

**Your Account > Current Account Activity**

The list below displays all accounts that are active on your profile.

To make a payment, edit or update payment set-up; select the account and click on the preferred button below. To edit the Nickname; click on the pencil icon to the left of the Nickname field.

Select All	Edit	Nickname	Product	Account Number	Service Address	Payment Due	Amount Due	Payment Status	Payment Method	Bills	Delete
<input type="checkbox"/>		0020UMH0000334 12/01/2013	UPC Insurance Payment	0020UMH0000334	31 BOB WHITE CIR	12/01/2013	\$1,916.00	Scheduled	Checking*6789		

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Click on 'Cancel My Payment'

**Your Account > Scheduled Payments**

You can choose to set your payment schedule for this account from the options available below. Choose from the Schedule Option drop-down list and then select the Payment Method.

**Nickname**            0020UMH0000334 12/01/2013  
**Product**            UPC Insurance Payment  
**Account Number**    0020UMH0000334  
**Due Date**            12/01/2013  
**Amount Due**        \$1,916.00

Your account is currently scheduled to be paid on 01/09/2014 for \$1,916.00

**Schedule Option**   


**Payment Method**   

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Your payment has been deleted – You can return to your account activity page

**Your Account > Scheduled Payments**

Your payment has been deleted.

[Return to your account activity](#) 



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Your payment status will now show 'Not Scheduled'

**Your Account > Current Account Activity**

The list below displays all accounts that are active on your profile.

To make a payment, edit or update payment set-up; select the account and click on the preferred button below. To edit the Nickname; click on the pencil icon to the left of the Nickname field.

<input type="checkbox"/> Select All	Edit	Nickname	Product	Account Number	Service Address	Payment Due	Amount Due	Payment Status	Payment Method	Bills	Delete
<input type="checkbox"/>		0020UMH0000334 12/01/2013	UPC Insurance Payment	0020UMH0000334	31 BOB WHITE CIR	12/01/2013	\$1,916.00	Not Scheduled			



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