

The AutoPay feature allows you to create automatic payment plans for your bills. To access the feature, Login to your UniPay Account and set up an automated payment plan for each bill.

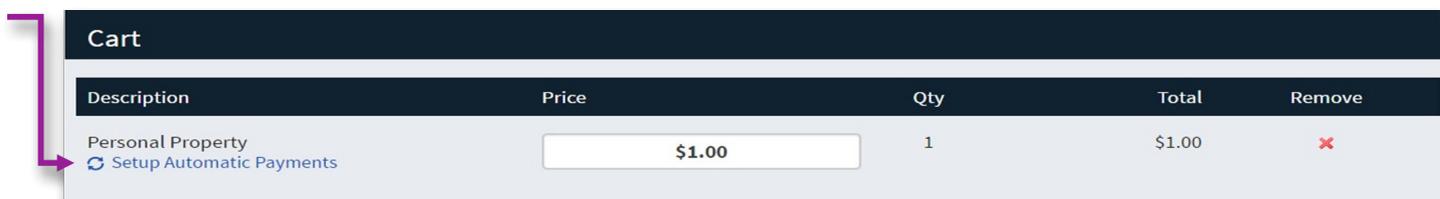
### Setup

- To begin the Autopay enrollment process, follow your city/town's website link to make Online Payments in UniPay or go to <https://unipaygold.unibank.com>, and search for your city/town.



- In the Online Payment Center, select a Transaction from the menu and proceed to find your bill.
- Once you find your bill, and **ADD TO CART** you will see the option, **SETUP AUTOMATIC PAYMENTS** to begin the AutoPay Enrollment wizard.

*If you recently received your bill in the mail, and you are unable to locate it in the online payment center, you may have to wait until the next billing cycle to enroll. Please reach out to your city/town to ensure your bill is available in the file uploaded to UniPay.*



- If you have a UniPay account, select **->LOGIN**
- If you are not a registered user, select **SIGN UP** & create a UniPay account
- Once Logged into your Account, follow the steps of the Enrollment Wizard to create an Automated Payment Plan.

- Next you may Select an Existing Bank Account or Add a new Checking Account to associate to your automated payment plan (*your payments will be debited from this account*)  
\*please review your account information carefully.
- Finally, you will agree to Terms & Conditions and verify your bill information.

**Your Autopay plan WILL NOT be active unless the below steps are taken:**

**Verify your Email** (if your email associated to your UniPay account is not currently verified)

- You will receive an email with a link that you must click to proceed to verify your email account.

**Confirm the Micro-deposits** (for a newly added bank account)

- If you select an existing 'verified' Bank Account, you will not need to confirm Micro-deposits and can proceed to **CONFIGURE YOUR PLAN (SEE PAGE 3)**
- If you add a new bank account, you will need your account verified. **Two business days after the enrollment process is initiated, Micro-Deposits (two small deposits under \$1.00), will be added and then removed from your bank account.**

You will receive an email containing the content below, letting you know that the Micro-deposits will be added/removed from your Bank Account.

"In order to ensure that the bank routing/account number combination you submitted is valid, we submitted two micro-deposits (small deposits under \$1 USD) to your bank account and we retrieved them soon afterwards. Check your bank account within 2 business days for the exact amounts.

Please note: If the account is not verified within 5 days, the plan will be cancelled.

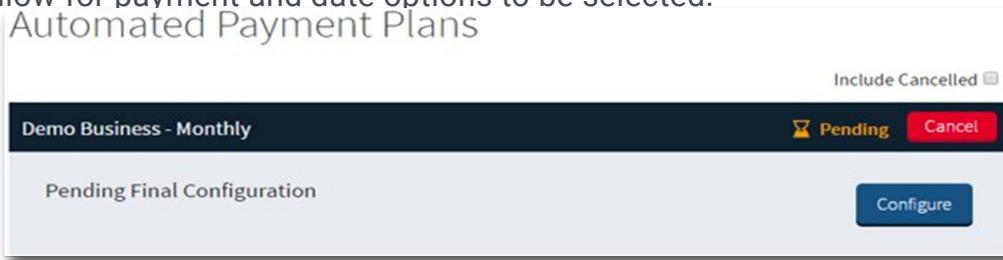
Once these deposits appear in your bank account, you will need to log into your membership account to confirm the two deposit amounts so that your account can be used for your future automated payment processing"

- Check your bank account to see your two Micro-deposits (You must confirm the Micro-deposits within 5 days, otherwise, for security reasons, the enrollment will expire & you will need to re-enroll.)
- Next Login to your UniPay account and Select **MY ACCOUNT** in the top right corner of your page to show your account options.
- Select **MANAGE PAYMENT METHODS** and enter your two Micro Deposit amounts, then select **CONFIRM** \*below is an example

The image shows a screenshot of the UniPay account management interface. On the left, there is a dark sidebar menu with the following options: UPDATE PROFILE, CHANGE PASSWORD, UPDATE SECURITY, MANAGE PAYMENT METHODS (highlighted), PAYMENT REMINDERS, AUTOMATED PAYMENT PLANS, VIEW SCHEDULED PAYMENTS, VIEW PAYMENT HISTORY, VIEW MY EBILLS, EBILL OPTIONS, and MANAGE ALERTS. On the right, a 'Confirm Bank' dialog box is displayed. The dialog box contains the following text: 'Confirm Bank', 'We sent two small deposits (less than \$1 00) to this account.', and 'Once you've received your deposits (usually takes 1-2 days) please enter the amounts to confirm you own the account'. Below the text, there are two input fields: 'Micro Deposit 1' with the value '.12' and 'Micro Deposit 2' with the value '.32'. A blue 'Confirm' button is located to the right of the input fields.

## Configure Your Plan

1. After either confirming your micro-deposits or selecting an existing account, select the **AUTOMATED PAYMENT PLANS** tab on the left-hand side, then select **CONFIGURE** which will allow for payment and date options to be selected.



Automated Payment Plans

Include Cancelled

Demo Business - Monthly ⌚ Pending Cancel

Pending Final Configuration Configure

## Set the AutoPay Options

1. Select an account
2. Select an END DATE (if applicable)
3. Select Pay Option
4. Activate



**AutoPay Options**

**Town of Natick - Real Estate**

**Account:** Unibank Checking

**Pay Amount:** Total amount due.

No End Date

End By:

End After:  occurrences

**Pay Options:** Pay on due date

Opt-out of

Pay on due date

Pay 3 days prior to due date

Pay 5 days prior to due date

Pay 7 days prior to due date

Cancel Activate

**\*\*\*IF YOUR START DATE IS LATER THAN THE BILL DUE DATE, PLEASE ALSO SUBMIT A MANUAL PAYMENT for the current bill\*\*\***

Your plan will be active for the next billing cycle. **Five days before your selected Pay Date, you will receive an email notification that your payment has been scheduled.**

## UniPay Support Team

At UniBank, we work hard to provide our customers with the most technologically advanced products and services possible. We believe, however, that the greatest of these do not serve our customers well unless they are accompanied by solid commitment and the best support available.

Our hours of operation are Monday through Thursday, 8:30 a.m. to 5 p.m., and 8:30 a.m. to 4 p.m. on Friday. Our Customer Contact Center is available until 6:00 p.m. Monday-Friday, and from 8:30 a.m.-1:00 p.m. Saturdays. Our response to inquiries to our customer support group is immediate, and if resolution will take additional time, the action plan and timeline is outlined with the customer. Our goal is to provide our customers with the best service possible.

### **Need assistance? Contact the UniPay Team:**

**Email:** [support@unipayteam.com](mailto:support@unipayteam.com)

**Call:** 877.227.1157

**Fax:** 508.234.7619

**Mailing Address:**

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