

# Customer Portal - Make A Payment

Last Modified on 12/19/2023 9:32 am EST

Pathway: [Customer Portal](#) > [Make A Payment](#)

Customers can use the 'Make a Payment' screen in the Customer Portal to make a full or partial payment towards the account balance, current charges, or select invoices.

The screenshot displays the 'Make a Payment' interface. On the left, a sidebar contains navigation options: 'Make a Payment' (highlighted), 'Invoice History', 'Manage Auto Pay', 'Payment Methods', and 'Reports / Documents'. The main content area shows account information and an 'ACTIVITY CALENDAR' for December 2023. An inset window titled 'Make a Payment' provides the following details:

- Total Balance: 60.85
- Current Charges: 0
- Fixed Amount: [input field]
- Selected Invoices: 0
- Payment Total: 60.85
- \*Payment Method: [dropdown menu]
- Note: [input field]
- Process Payment button
- Cancel button

Payment Terms and Conditions: We offer one time payment options and also automatic payment as a convenient option to our customers to pay their monthly invoices and also their one time charge invoices. With this service, we process your fees once you click on the submit button. By agreeing to our terms and conditions you acknowledge that you are personally responsible for making the charge to your credit card and will contact us to cancel or change Auto Pay Agreements. Thank you for being our client.

## Make A Payment Descriptions

Filter	Description
Total Balance	Option to pay the total balance due on the account.
Current Charges	Option to pay only the most current invoice balance amount.
Fixed Amount	Option to pay a fixed amount entered by the customer.
Selected Invoices	Option to pay on only the selected invoices. After choosing the "Selected Invoices" radio button, click on the hyperlink (shown as a numeric value) associated with it to identify the invoices to which the payment should be applied.

<b>Payment Total</b>	Displays the payment amount that will be processed. The value displayed here is determined by a selection from above.
<b>Payment Method</b>	Identifies the payment method that will be used to process the payment.
<b>Add Payment Method (button)</b>	Opens the Add Payment Method screen to add a new or updated payment method.
<b>Note</b>	Option for the customer to add a note with their payment.

## Make A Payment

1. Select the '**Make a Payment**' button from the Customer Portal home screen. This will open the **Payment Method** popup screen.
  2. Select one of the payment options from the **Payment Method** screen:
    - **Total Balance** - Pays the total balance due on the account.
    - **Current Charges** - Pays only the current invoice amount.
    - **Fixed Amount** - Pays a set amount towards the account total balance.
    - **Selected Invoices** - Select the invoices to make payments for.
  3. Select the **Payment Method** the payment should be charged against. If one doesn't exist, or has changed, enter a new payment method by selecting the '**Add Payment Method**' button.
  4. Click '**Process Payment**' and the payment will be processed.
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