

# HOW TO SET UP AUTO-PAY: To automatically pay your internet bills.



## Step 1.

When you receive your Internet Service Invoice from us, open it, it will look similar to this (depending on what device you are looking at, or Apple or Windows etc):



**Pay now** \$65.00 due 25 Feb  
INV-1074

Hi Grace,

Here's your February internet service invoice INV-1074 for \$65.00.

The amount outstanding of \$65.00 is due on 25 Feb 2021.

We prefer our customers to use our direct debit service so that monthly invoices are paid automatically and you don't have to worry about it. You will still receive a monthly invoice and a receipt following payment. See below for further information or get in touch.

Set up auto pay for this invoice by saving your credit card details when you pay.

View and pay your bill online:

<https://in.xero.com/hWS8TOQtSQEwhwUWmKXLMckUAa0BqVDrRnKyQsly>

From your online bill you can print a PDF, export a CSV, or create a free login and view your outstanding bills. If you have any questions, please reply to this email.

Thanks,  
Downstream Connect Pty Ltd

## Step 1. Continued...

There is an Invoice attached to the email; where you can choose to manually pay the due amount via a bank transfer, OR you could click "Pay now" and pay online with a credit or debit card (one time payment), OR you could set up Auto Pay (automatically pays for your Internet bill when it's due).

There is a couple of ways to set this up, but we're going to show you the easiest way, please follow on to the next page 😊

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## Step 2.

After clicking the green 'Pay now' button in your email, it will open your internet browser to a page that should look similar to this:

A screenshot of a web portal interface. At the top, a blue header bar contains the text "Outstanding bills: 130.00 AUD" on the left and "Help" on the right. Below the header, a green "Pay now" button is visible next to the amount "65.00 AUD" and the text "Due in 7 Days". To the right of this are buttons for "Save to PDF", "CSV", and "Xero". A banner below the header says "Automatically pay invoices on their due date" with a "Set up auto pay" button. The main content area is divided into two columns. The left column is titled "TAX INVOICE" and contains a table with the following data:

To	Revolution Health Cen 54B Bromfield Street COLAC VICTORIA 32 AUSTRALIA
Invoice Number	INV-1074
Reference	February 2021
ABN	15 648 021 829
Issued	18 February 2021
Due	25 February 2021, Du

Description

Basic Home Internet Plan

The right column contains the Downstream Connect logo and a table with the following data:

GST	Amount AUD
10%	59.09
Subtotal	59.09
Total GST 10%	5.91
Amount Due AUD	65.00

A modal window titled "Pay with debit or credit card" is overlaid on the page. It contains the following fields:

Name on card: Grace McKenzie

Card details: Card number, MM / YY CVC

Billing information: Australia (dropdown), 54B Bromfield Street, Colac, 3250

Contact information: grace@revolutionhealthcentre.com

Set up auto pay and pay future invoices automatically on their due dates. By checking this box, you agree to the auto pay Terms & Conditions.

Pay 65.00 AUD

## Step 2. Continued...

Fill in the correct details including the name on your nominated card, card details, billing information, and your email.

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## Step 3.

Then make sure you tick the little box that says, 'Set up auto pay and pay future invoices automatically on their due dates..', pictured below:

A screenshot of a web form. At the top, there is a text input field containing the number "3250". Below this is the heading "Contact information" followed by another text input field containing the email address "grace@revolutionhealthcentre.com". Underneath the email field is a checkbox that is checked, with the text "Set up auto pay and pay future invoices automatically on their due dates. By checking this box, you agree to the auto pay Terms & Conditions." Below the checkbox is a solid blue button.

This is the step that actually sets up the Auto Pay function, because if you don't tick it, it will just make a one-off payment, and you will be required to pay manually again next month.

## Step 4.

Then click the blue button that says Pay (it will also state the amount you are paying).

A screenshot of a web form. It shows the same email input field as in Step 3, containing "grace@revolutionhealthcentre.com". Below it is the same checked checkbox with the text "Set up auto pay and pay future invoices automatically on their due dates. By checking this box, you agree to the auto pay Terms & Conditions." Below the checkbox is a solid blue button with the text "Pay 65.00 AUD" in white.

Once you have followed those steps, ticked the box, and clicked on the Pay button – it should be set up.

If you feel you need some assistance or have any questions, please don't hesitate to contact us at [support@downstreamconnect.com.au](mailto:support@downstreamconnect.com.au) or by calling 1300 757 032.