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



### <u>Step 1.</u>

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):

Invoice INV-	<sup>1074.pdf</sup> ~	
		DOWNSTREAM
		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/hWS8TOQtSQEwhwUWmKXLMckUAa0BqVDrRnKyQsIy
		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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### <u>Step 2.</u>

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:

utomatically pay invoices iet up auto pay so future invoices				Set up auto pay
TAX INVOICE		Pay with debit or credit card       ×         Please pay 65.00 AUD for INV-1074         Name on card         [\$race McKenzie]         Card details	D	OWNSTREAM
To Invoice Number Reference ABN Issued Due	Revolution Health Cen 54B Bromfield Street COLAC VICTORIA 32: AUSTRALIA INV-1074 February 2021 15 646 021 829 18 February 2021 25 February 2021, Dur	Card number MM / YY CVC Billing information Australia	inect Pty Ltd	
Description Basic Home Internet Plan		3250 Contact information grace@revolutionhealthcentre.com	<b>GST</b> 10%	Amount AUD 59.09
		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		Subtotal         59.09           Total GST 10%         5.91           Amount Due AUD         65.00
Direct Deposit Details: ACCOUNT NAME: Downstr	eam Connect Pty Ltd	ray 05.00 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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### <u>Step 3.</u>

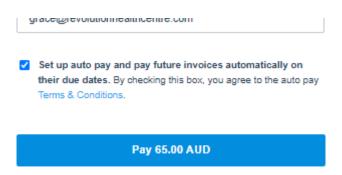
Then make sure you tick the little box that says, 'Set up auto pay and pay future invoices automatically on their due dates..', pictured below:

-	250
Con	tact information
g	race@revolutionhealthcentre.com
_	
<u>~</u>	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.

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.

### <u>Step 4.</u>

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



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 <u>support@downstreamconnect.com.au</u> or by calling 1300 757 032.