"How do I use Autopay?"

Overview

eFolder's **Autopay** service offers you a quick, convenient way to review and automatically pay your eFolder invoices each month.

- Instantly review your account information in one place, including your current account balance and payment history, all from the eFolder Backup Portal.

- Eliminate time-consuming manual handling. Schedule your eFolder invoices to be *automatically* paid each month with an ACH (electronic checking withdrawal) auto-payment. Once you have set up your ACH information, your payment will be automatically credited each month. Setup is easy, and is done directly from the eFolder Backup Portal.

Frequently Asked Questions

Will I receive monthly invoices through email?

Yes, you will continue to receive your monthly invoices via email at the beginning of each month. However, your Autopay invoices will be formatted differently, to include helpful, detailed information about your usage.

Are any goods or services *not* automatically billed through Autopay?

One-time purchases (such as BDR hardware and preload drive shipping) are not billed through Autopay.

What types of payment can be used Autopay for recurring monthly services?

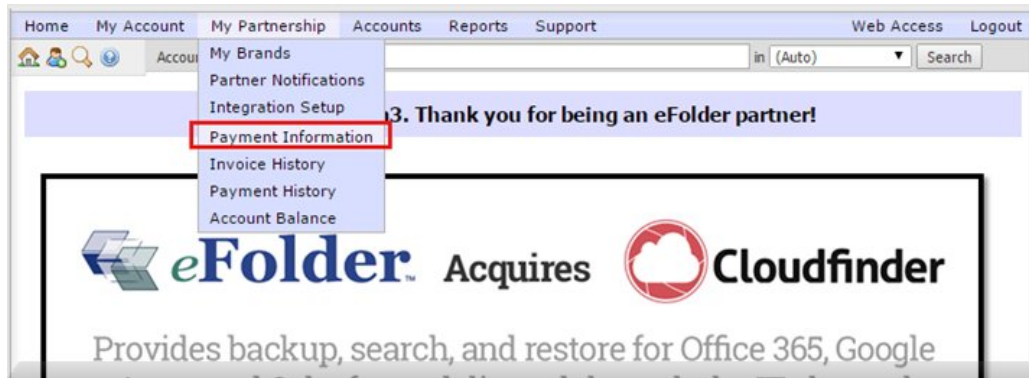Autopay accepts both ACH (electronic checking withdrawal) and credit card payments.

How do I set up my automatic monthly payment?

Setting up Autopay is simple.

Follow these three steps to schedule your automatic payments with Autopay.

1. From the **My Partnership** menu, click **Payment Information**.

2. Select either **Pay with a Checking or Savings Account (ACH**) or **Pay with Credit Card** as your default Autopay method. Enter your payment information.

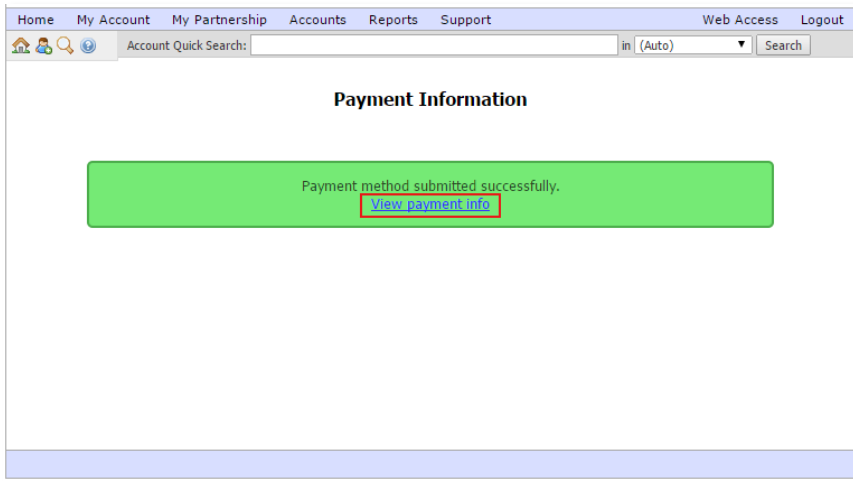| 2a. Pay with a Checking or Savings Account (ACH)	2b.Pay with a credit card:

2. Check the box to accept the Autopay Terms & Conditions and then click **Save Changes**.

Success! Your Autopay is now set up. Your account will now be automatically billed.

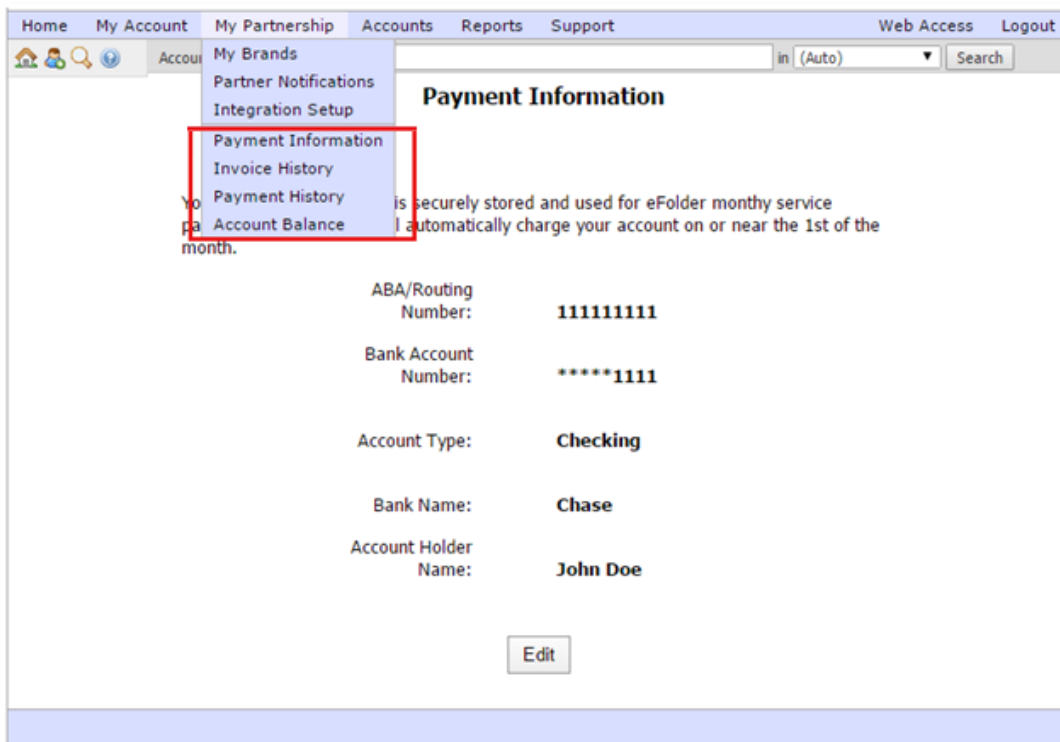Click **View Payment info** to verify payment information.

More Questions?

Where do I view my billing details and account history?

From the **My Partnership** menu, click **Payment Information.**
Use the menu items to view other billing details, including invoice history, payment history, and account balance.

How do I pay any outstanding balances that existed *before* Autopay?

Contact your Account Manager. Generally, you will pay these balances using your previous payment method.

Can I change my payment information?

Yes, you can edit your payment information at any time through the eFolder Backup Portal.

Will new partners automatically be enrolled in the new Autopay system?

Yes, all new eFolder partners will pay monthly invoices for recurring services using Autopay.

Will non-USD currencies be supported by Autopay?

No, Autopay currently supports USD payments only. Contact your Account Manager for details on how to handle any non-USD payments.

What happens if my auto-payment is declined?

In the event of a declined auto-payment, you will be notified of the issue via email, and your account history will reflect an outstanding account balance.

- The eFolder Autopay system will retry the payment method once per day for 4 days after the initial decline.
- If one attempts succeeds, your outstanding balance will be paid and your account will be returned to good standing.
- After 30 days, you will be billed again for the next month's usage.
- If your auto-payment method is declined for more than 60 days after the initial missed payment, eFolder will begin service interruptions.

Don't see the answer to your question here?

Contact your Account Manager. We are standing by to help you get started with Autopay.