How to Manage Automatic Payments (AutoPay)
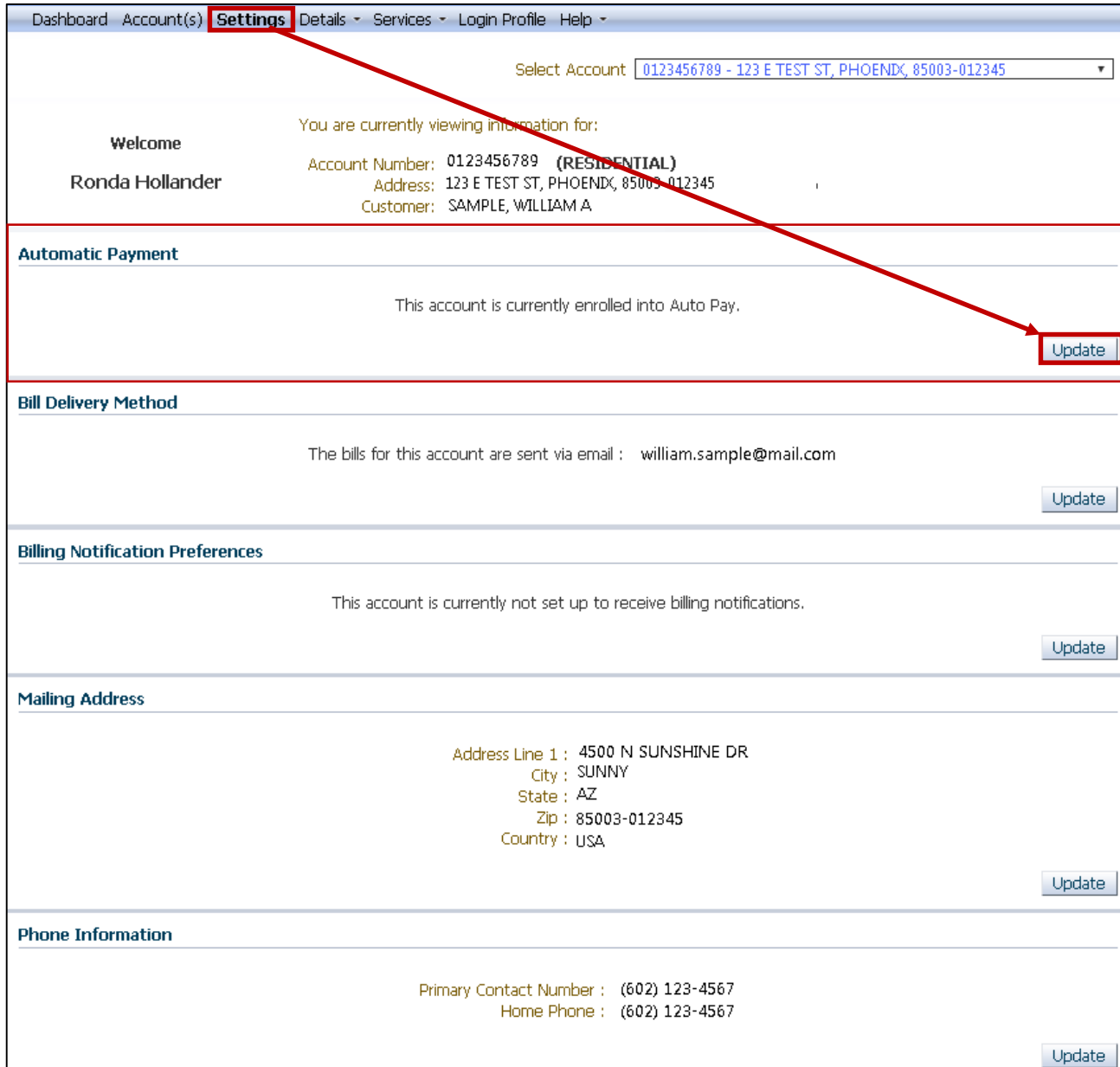
Online accounts with account holder privileges may view, change and cancel automatic payments (AutoPay. After registering, account enrollment and signing into PHX Pay Online at https://payonline.phoenix.gov, customers can setup, change or cancel automatic payments.

Setup Automatic Payment (AutoPay)

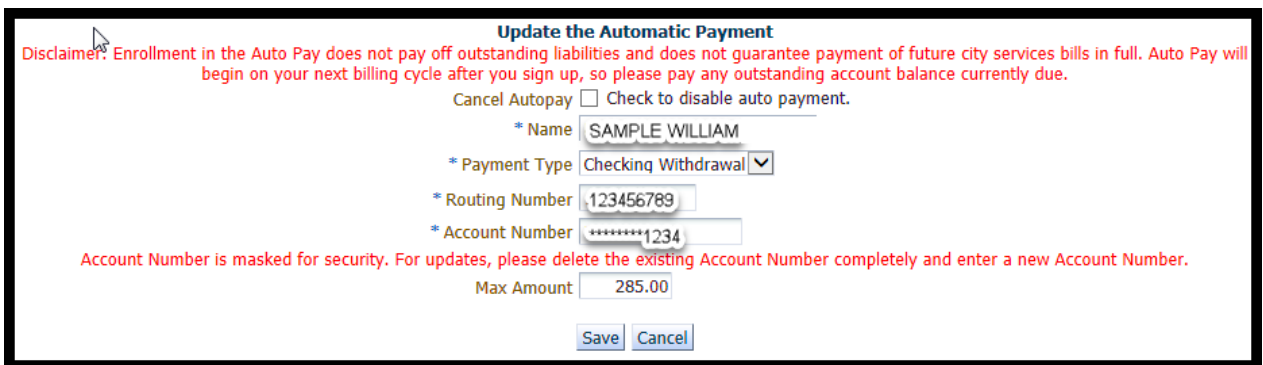You must be an authorized user on the banking account to set up Automatic Payment.

1. Login and Click **Settings**

Dashboard | Account(s) | **Settings** | Details ▾ | Services ▾ | Login Profile | Help ▾

2. Click **Update** next to Automatic Payments option.

3. Enter the following information
   - **Name** (Name as it appears on the bank account)
   - **Payment Type** (Select Savings or Checking)
   - **Routing Number** (9-digit at the bottom left of your check)
   - **Account Number** (Bank account number)
   - **Max Amount** (Recommend 3 times the monthly average bill)
     - ○ Maximum amount to be withdrawn from bank account at one time

Update the Automatic Payment

Disclaimer: Enrollment in the Auto Pay does not pay off outstanding liabilities and does not guarantee payment of future city services bills in full. Auto Pay will begin on your next billing cycle after you sign up, so please pay any outstanding account balance currently due.

Cancel Autopay ☐ Check to disable auto payment.

* Name SAMPLE WILLIAM

* Payment Type Checking Withdrawal ▾

* Routing Number 123456789

* Account Number ********1234

Account Number is masked for security. For updates, please delete the existing Account Number completely and enter a new Account Number.

Max Amount 285.00

Save Cancel

NOTE: Auto Pay will begin on your next billing cycle after you sign up, so please pay any outstanding account balance currently due. If your bill is due within 3 business days, you cannot update Automatic Payment. Try again after new bill is generated.

4. Click **Save** and remember to Logout when done

Change Automatic Payment (AutoPay)

You must be an authorized user on the banking account to change Automatic Payment.

1. Login and click **Settings**

Dashboard | Account(s) | **Settings** | Details ▾ | Services ▾ | Login Profile | Help ▾

2. Click **Update** next to Automatic Payments option.

3. Change Bank Account information as desired

   - **Name** (Name as it appears on the bank account)
   - **Payment Type** (Select Savings or Checking)

- **Routing Number** (9-digit at the bottom left of your check)
- **Account Number** (Bank account number)

Update the Automatic Payment
Disclaimer: Enrollment in the Auto Pay does not pay off outstanding liabilities and does not guarantee payment of future city services bills in full. Auto Pay will begin on your next billing cycle after you sign up, so please pay any outstanding account balance currently due.

Cancel Autopay ☐ Check to disable auto payment.
* Name SAMPLE WILLIAM
* Payment Type Checking Withdrawal ▾
* Routing Number 123456789
* Account Number ********1234
Account Number is masked for security. For updates, please delete the existing Account Number completely and enter a new Account Number.
Max Amount 285.00

Save Cancel

4. Change **Max Amount** to maximum allows to be withdrawn from our bank account at one time.

5. Click **Save** and remember to Logout when done

Cancel Automatic Payment (AutoPay)

1. Login and click **Settings**

Dashboard Account(s) **Settings** Details ▾ Services ▾ Login Profile Help ▾

2. Click **Update** next to Automatic Payments option.

Automatic Payment

This account is currently enrolled into Auto Pay.

Update

3. Check **Cancel Autopay** box to disable auto payment

Update the Automatic Payment
Cancel Autopay ☑ Check to disable auto payment.

4. Click **Save** and remember to Logout when done

NOTE: Pay any outstanding balance as automatic payment withdrawals will be stopped.