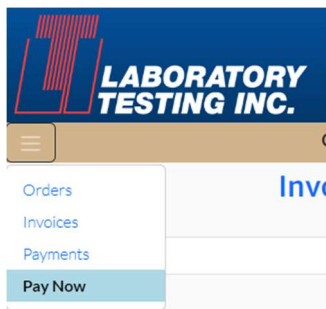# LTI Customer Portal Payments:

You now can pay your invoices via credit card or electronic check (ACH) on the customer portal.

If you have a balance due, you will see an alert at the top of your screen that will tell you the payment amount and provide a button you can click to pay your balance. You also can make a payment by clicking Pay Now in the top-left corner of your screen, just under the LTI logo.

On smaller devices, tap the "hamburger" button in the top-left corner and then select Pay Now.

The payment screen displays a card for each invoice with a balance due. If you have access to more than one customer, you may select a specific customer from a dropdown menu. You can check the "Select All" box to pay all invoices due. Alternatively, you can check the individual invoices you want to pay and then click the Pay Now button in the top-right corner. The button will display the payment amount based on the invoices you've selected. Each invoice card also includes buttons you can click to download a PDF of a specific invoice or to view the details of that invoice online.
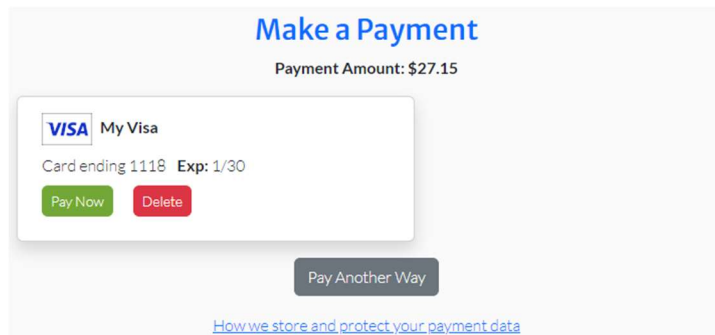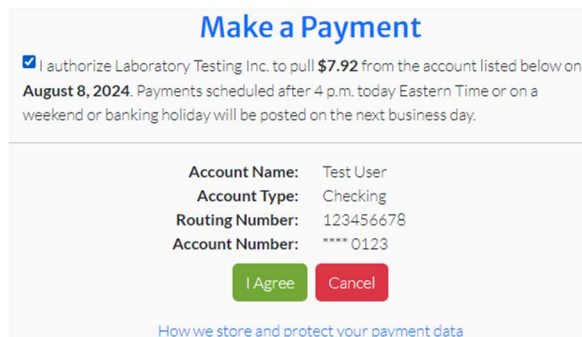

If you have saved any payment information you've used in the past, those saved payment methods are displayed on the next screen. If you pay with a credit card, your payment posts immediately. For ACH payments, you can schedule your payment for up to 30 days in the future. If you select today's date and

make your payment before 2 p.m. Eastern time, your payment will post today. If it's after 2 p.m., your payment will post on the next business day.

For ACH payments, you also will be prompted to confirm the payment: Check the box in the top-left corner to authorize the payment and then click the green I Agree button below the payment details.

If you do not have any saved payment information or click "Pay Another Way," you will be taken to another screen where you can enter your credit card or banking information. For credit cards, you must supply your billing address, your Zip or postal code and the country where the billing address is located. At the very bottom, you must supply your credit card number, the month and year of the credit card's expiration date and the CVV code, which generally can be found on the back of your card in the signature pane but sometimes (such as for American Express cards) is located on the front of the card. The CVV code is 3 or 4 digits long. At this time, LTI accepts Visa, MasterCard, Discover, American Express, JCB and Diner's Club.

For ACH payments, you must supply the accountholder name, the routing number and account number and specify whether the account is a checking or savings account.

Optionally, you can tic a box to save your payment information for future use, and you have the option to give your saved payment information a label to be displayed in your payment method cards.

Please note that LTI does not store and never touches your credit card number. Instead, that information is transmitted securely from your web browser to a third-party provider that houses and processes your credit card and supplies LTI with a temporary token to make a one-time payment.

Even if you opt to save your payment information for future use, we never see or store the full credit card information, and the information we do store (your billing address, the last four digits of your credit card number and the expiration date) is encrypted. For ACH payments, we encrypt and store your banking information. Full account numbers are never transmitted back to the customer portal; you'll only ever see the last four digits of the account number.

If any information you've entered is missing or invalid, the Pay Now button will be disabled, and the portal will display validation messages to help you locate the bad or missing information. After you click "Pay Now," your payment will be processed. If there are any problems with posting your payment, an error message will be displayed with some helpful information about what went wrong. Otherwise, a confirmation message will be displayed, and a receipt will be sent to you via email.