

ADP Payments Tutorial Series

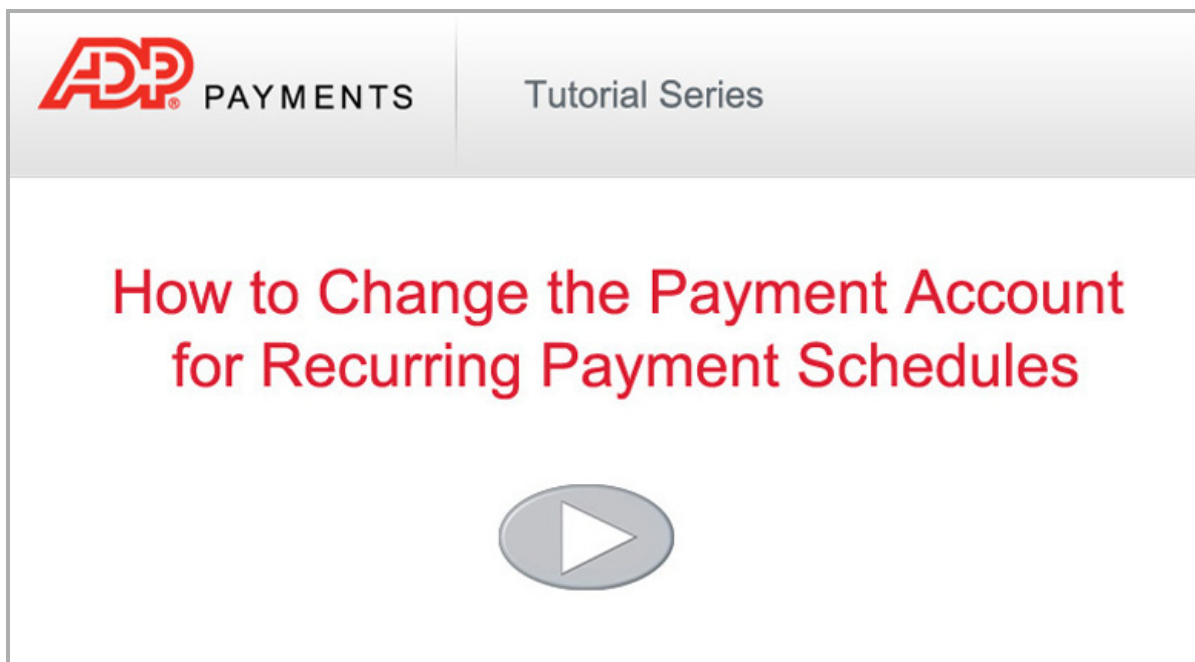
How to Change the Payment Account for Recurring Payment Schedules

You can change the payment account for any recurring payment schedule in ADP Payments that has not yet started by editing the schedule and selecting a different account in the **Payment method** section.

Once the schedule has started, the method for changing the payment account differs by schedule type. For **Recurring Billing** schedules, you can continue to edit the entire schedule, including the payment account, once the schedule has started. **Payment Plan** schedules cannot be edited once they have started, however you can change the payment account for the schedule by deleting the currently attached account and replacing it with a new account. This is done by editing credit cards or bank accounts from the **Edit Customer Details** screen, not from the **manage recurring payments** screen.

Watch this 3-minute video, that contains an example for each schedule type, to see how it's done. Detailed instructions are provided below.

NOTE: Use the screen magnification feature in Acrobat to make the video larger.



RECURRING BILLING SCHEDULES

Follow the steps below to change the payment account for a **Recurring Billing** schedule.

1. In the **manage recurring payments screen**, locate the schedule for which you want to change the billing account.
2. From the **Action** button menu, click the “Edit” link.

| Status | Schedule Id | Customer | Amount | Frequency | Start date | End date | Last payment date | Next payment date | Action |
|--------|-------------|-------------|---------|--------------------------|------------|----------|-------------------|-------------------|--------|
| Active | R5430 | Tyler, Rose | \$20.00 | Monthly(1) | 04/01/11 | ----- | 12/01/12 | 01/01/13 | Action |
| Active | R4336 | Tyler, Rose | \$11.00 | Every other week(Sunday) | 06/01/10 | ----- | 11/11/12 | 12/23/12 | Action |

Edit

Suspend

3. The edit **Recurring Payment Schedule** screen will open with the schedule you selected loaded.
4. Scroll down to the **Payment method** section, and select a new account to attach to the schedule. You can also add a new account instead of selecting an existing one.
NOTE: For Recurring Billing Schedules you can select either a bank account or a credit card, regardless of the original payment method used for the schedule.

Payment method

Credit card echeck (ACH)

| Use | Card number | CVV2 Code | Billing Zip / Postal Code | Expiration date | Card type |
|----------------------------------|-------------|----------------------|---------------------------|-----------------|-----------|
| <input checked="" type="radio"/> | *****5454 | <input type="text"/> | 07666 | 12/12 | Master |
| <input type="radio"/> | *****1111 | <input type="text"/> | 07666 | 01/18 | Visa |

Card type*:

Card number*:





Expiration date*: /


Billing Zip / Postal Code*:

Set as default account:


CVV2 Code:

[? what's this?](#)



CVV2 located on back of V/MC/D



CVV2 located on front of AMEX card

5. Click the “save schedule” button at the bottom of the screen to confirm the change.
6. You are returned to the **manage recurring payment** screen with a success message for the change at the top of the table, as shown below.

Changes to schedule # 4336 are saved.

| Status | Schedule Id | Customer | Amount | Frequency | Start date | End date | Last payment date | Next payment date | Action |
|--------|-------------|-------------|---------|--------------------------|------------|----------|-------------------|-------------------|--------|
| Active | R5430 | Tyler, Rose | \$20.00 | Monthly(1) | 04/01/11 | ----- | 12/01/12 | 01/01/13 | Action |
| Active | R4336 | Tyler, Rose | \$11.00 | Every other week(Sunday) | 06/01/10 | ----- | 11/11/12 | 12/23/12 | Action |

PAYMENT PLAN SCHEDULES

Follow the steps below to change the payment account for a **Payment Plan** schedule.



IMPORTANT NOTE: You cannot change a Payment Plan schedule's Payment Method.

This means schedules attached to credit cards can't be changed to bank accounts, and schedules attached to bank accounts can't be changed to credit cards.

If you want to change a Payment Plan from a credit card to a bank account or vice versa, you need to "suspend" the original schedule, and then enter a new one using the new Payment Method.

1. In the **manage customers** screen, locate the Customer Record in the table for the customer whose schedule you want to change.
2. From the **Action** button menu, click the "Edit" link.
3. The **Edit Customer Details** screen will open with the customer you selected loaded.
4. Scroll down the page to the **Credit card accounts** or **Echeck (ACH) accounts** section—depending on the payment method for the schedule you want to change.
5. Determine if the NEW account is listed in the saved accounts table.
 - a. If it is listed, make a note of the last 4 digits of the account number and go to Step 6.
 - b. If it is not listed, add the new account.
 - i. Click the "add new account" link under the saved accounts list.

| Credit card accounts (optional) | | | | | |
|-----------------------------------|---------------------------|-----------------|-----------|---------|-------------|
| Card number | Billing Zip / Postal Code | Expiration date | Card type | Default | |
| *****5454 | 80202 | 12/14 | Master | ✓ | edit delete |
| + add new account | | | | | |

- ii. New account fields will appear under the table. Enter all required fields for the account type you are adding, and click the "save credit card" or "save bank account" button to save it.
- iii. The new account will now be included in the table. Make a note of the last 4 digits of the account number.

- Click the “delete” link next to the account you want to remove from the schedule.

Credit card accounts (optional)

| Card number | Billing Zip / Postal Code | Expiration date | Card type | Default | edit | delete |
|-------------|---------------------------|-----------------|-----------|---------|------|--------|
| *****5454 | 80202 | 12/14 | Master | ✓ | edit | delete |
| *****8456 | 80202 | 12/18 | Amex | | edit | delete |
| *****1111 | 80202 | 01/14 | Visa | | edit | delete |

+ add new account

NOTE: The only way to change the payment account to which a schedule is attached is to completely delete the account from the Customer Record. If you want to keep the account on file, first delete it and assign the new account to the schedule then add it back in as a new account. Note that you will need to have access to the full account number in order to do this.

- The delete confirmation pop-up appears. Click “yes” to delete the account, or “no” to keep it.

Delete this credit card?

no yes

Delete this echeck (ACH) account?

no yes

- The **Change Account** pop-up window appears.
- From the drop-down box, select the account you would like to use in recurring payment schedules instead of the account being deleted.

Change Account

This account is currently set up for one or more recurring payments. Please select another payment method to continue this payment schedule:

*****5454

cancel submit

NOTE: All schedules attached to the deleted account will be changed to the new account. If more than one schedule is attached to the payment account, you cannot make a change to just one of them.

- Click the “submit” button to save the change.
- You return to the **Edit Customer Details** screen and the deleted account is no longer in the table.
- When you view the schedule, you’ll now see the new account shown as the **Payment Method**.

Payment method

Credit card echeck (ACH)

| Use | Card number | CW/2 Code | Billing Zip / Postal Code | Expiration date | Card type |
|----------------------------------|-------------|-----------|---------------------------|-----------------|-----------|
| <input checked="" type="radio"/> | *****5454 | | 80202 | 12/14 | Master |
| <input type="radio"/> | *****8456 | | 80202 | 12/18 | Amex |