Enhanced Online Billing
Bill Payment Options

URL: **https://enhancedonlinebilling.frontier.com**

Required Web Browser: Microsoft Edge or Google Chrome

The following provides step-by-step instructions on the Bill Payment Options available in the Frontier Enhanced Online Billing portal for BANs billed in the Frontier DPI billing system.
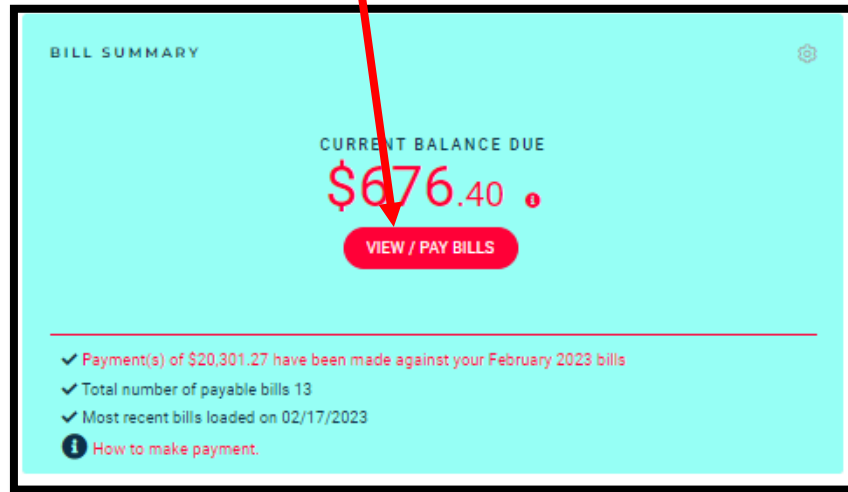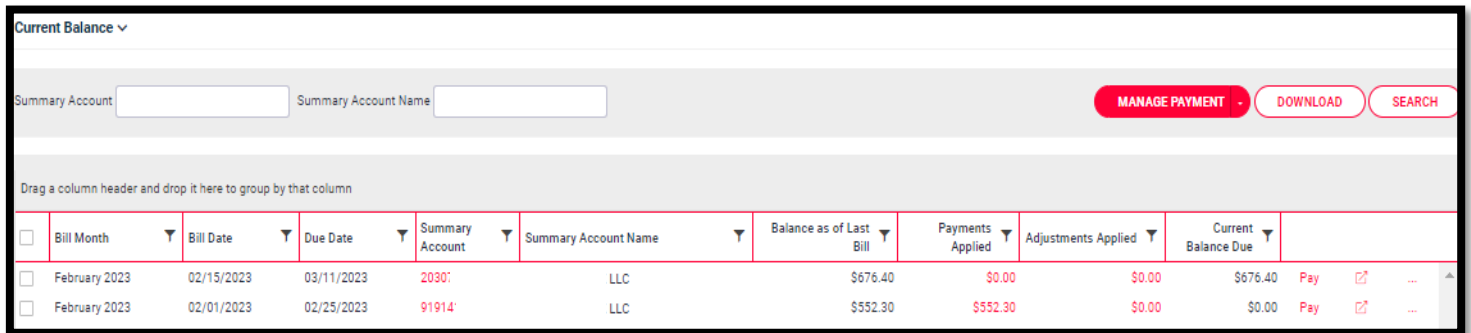
Revised: 11/22/2024

Contents

CURRENT BALANCES

Customers can view **Current Balances** on their accounts in Enhanced Online Billing following the instructions below.

On the **SUMMARY** screen, click **VIEW / PAY BILLS** button in the **BILL SUMMARY** (teal blue) box.

The **CURRENT BALANCE** screen under the **BILLS** menu will open.

The **CURRENT BALANCE** screen shows the latest invoice for each **Summary Account**.

A **Summary Account** is either a Summary Master Account or stand-alone BTN (not under a Summary Master Account). Payments are accepted on a **Summary Account**.

The amounts shown on the **CURRENT BALANCE** screen are as follows:

Balance as of Last Bill – Total Amount Due on the latest invoice

Payments Applied – Payments posted to the latest invoice. **NOTE**: There is a delay of 1 – 3 days from the date the payment is posted in DPI until the payment is shown in this field in Enhanced Online Billing.

Adjustments Applied – Adjustments posted to the latest invoice. **NOTE**: There is a delay of 1 – 3 days from the date the adjustment is posted in DPI until the adjustment is shown in this field in Enhanced Online Billing.

Current Balance Due – The current balance due on the account after consideration of Payments and Adjustments posted to the account after the latest invoice.

On the **CURRENT BALANCE** screen, the following actions are available for each Summary Account shown.

1. **PAYMENT FUNCTIONS** – Set up a one-time payment, schedule a one-time payment, set up Auto Pay and manage payment methods saved in the wallet. These actions will be explained in detail in this document.

2. **VIEW LATEST INVOICE** – To view the latest invoice, click on the **View Bill** icon on the right side of the screen.

To access other screens available under the **BILLS** menu, click the drop-down arrow at the top left.
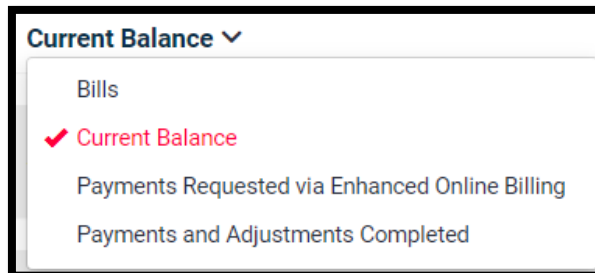
INITIATE ONE-TIME PAYMENT

To initiate a one-time payment for a single or multiple Summary Account(s), choose the account(s) to pay by clicking the check box on the left side. The chosen account(s) will be shaded in pink.

To pay the chosen accounts, click the **PAY** link on <u>any shaded row</u> or choose **PAY SELECTED BILLS** under the **MANAGE PAYMENT** drop-down.
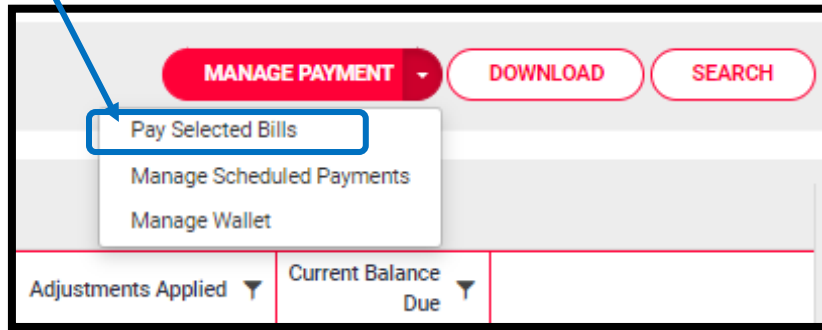
When paying a single Summary Account, the **PAY INVOICE** screen opens. The payment amount is pre-populated with the **Current Balance Due** but can be changed if needed. Choose **Pay Now** or **Schedule Payment** and choose a Payment Method. The Payment Method can be a saved method in your wallet or new payment information can be entered. Click **NEXT** to proceed with payment.

When paying multiple Summary Accounts in one transaction, the **PAYMENT ALLOCATION** screen opens. On the **PAYMENT ALLOCATION** screen, the payment amount is pre-populated with the **Current Balance Due** for each Summary Account but amounts can be changed if needed.

The Total Payment amount is shown on the bottom right of the screen. Click the **PAY** button to proceed with payment.

Current Balance > Payment Allocation ∨

Payment Allocation

Bill Month	Bill Date	Due Date	Summary Account	Summary Account Name	Balance as of Last Bill	Payments Applied	Adjustments Applied	Current Balance Due	$ Payment on Account
February 2023	02/22/2023	03/18/2023	813197		$1,667.48	$0.00	$0.00	$1,667.48	1,667.48
February 2023	02/22/2023	03/18/2023	813197		$49.68	$0.00	$0.00	$49.68	49.68
February 2023	02/22/2023	03/18/2023	813197		$829.82	$0.00	$0.00	$829.82	829.82
February 2023	02/10/2023	03/06/2023	903197		$372.29	$0.00	$0.00	$372.29	372.29
February 2023	02/10/2023	03/06/2023	972197		$15,816.67	$7,202.44	$0.00	$8,614.23	8,000.00
February 2023	02/10/2023	03/06/2023	972197		$27.26	$0.00	$0.00	$27.26	27.26

PAY $10,946.53

On **PAY INVOICE** screen, choose to **Pay Now** or **Schedule Payment** and choose a Payment Method. The Payment Method can be a saved method in your wallet or new payment information can be entered. Click **NEXT** to proceed with payment.

Pay Invoice   ✕

Payment Amount $10,946.53
● Pay Now
○ Schedule Payment
Select Payment Method

| ▭ | Credit Card ****_****_****-0253 | BUSINESS VISA | › |

Add Payment Method   ›

NEXT   CANCEL

When paying a single or multiple Summary Account(s), the next **PAY INVOICE** screen shows the Payment on Account(s), Credit Card Fee, if applicable, and the Total Payment amounts.

To submit payment, check the box to accept the Terms & Conditions, including the Credit Card Fee, if applicable, and click the **SUBMIT** button.

After submitting the payment, the **PAYMENT DETAILS** screen opens providing the payment amount by account, confirmation code, status, credit card fee and other information about the payment, as shown below.

If the payment fails, information on this screen will assist with the cause investigation.

Payments Requested via Enhanced Online Billing > Payment Details ∨

Request Date		Paid By	
3/16/2023 9:57:02 PM		tpp052@ftr.com	

Scheduled Date	Amount	Credit Card Fee
	$10,946.53	$328.40

Confirmation Code	Status
p234LBS9TG	Authorized

Gateway Response	Payment Reference
Authorized	75d8e042-791a-47e4-93cd-96130a9873ea

Bill Month ▼	Bill Date ▼	Account Number ▼	Account Name ▼	Amount ▼
February 2023	01/31/2023	813197~	~	$1,667.48
February 2023	01/31/2023	813197~		$49.68
February 2023	01/31/2023	813197~		$829.82
February 2023	01/31/2023	903197~		$372.29
February 2023	01/31/2023	972197~		$8,000.00
February 2023	01/31/2023	972197~		$27.26

A summary of the payment is shown on the **Payments Requested via Enhanced Online Billing** screen.

Left side of screen:

Payments Requested via Enhanced Online Billing ∨

Request Date ▼	Scheduled Date ▼	Account ▼	Confirmation Code ▼	Payment on Account ▼	Credit Card Fee ▼	Total Payment ▼
3/17/2023 2:16:51 PM		972197~	p234LBSB5C	$27.26	$0.82	$28.08
3/16/2023 9:57:02 PM		813197~, 813197~, 813197~ ~	p234LBS9TG	$10,946.53	$328.40	$11,274.93

Right side of screen:

| Created By ▼	Status ▼	Payment Reference ▼	
tpp052@ftr.com	Authorized	7da901a2-a5b9-4b5a-84f5-8958161bad12	View
tpp052@ftr.com	Authorized	75d8e042-791a-47e4-93cd-96130a9873ea	View

Click the **VIEW** link on the right to return to the **PAYMENT DETAILS** screen above.

(If you do not see the **VIEW** link, scroll to the right on your screen or shrink your browser view percentage to decrease font size.)
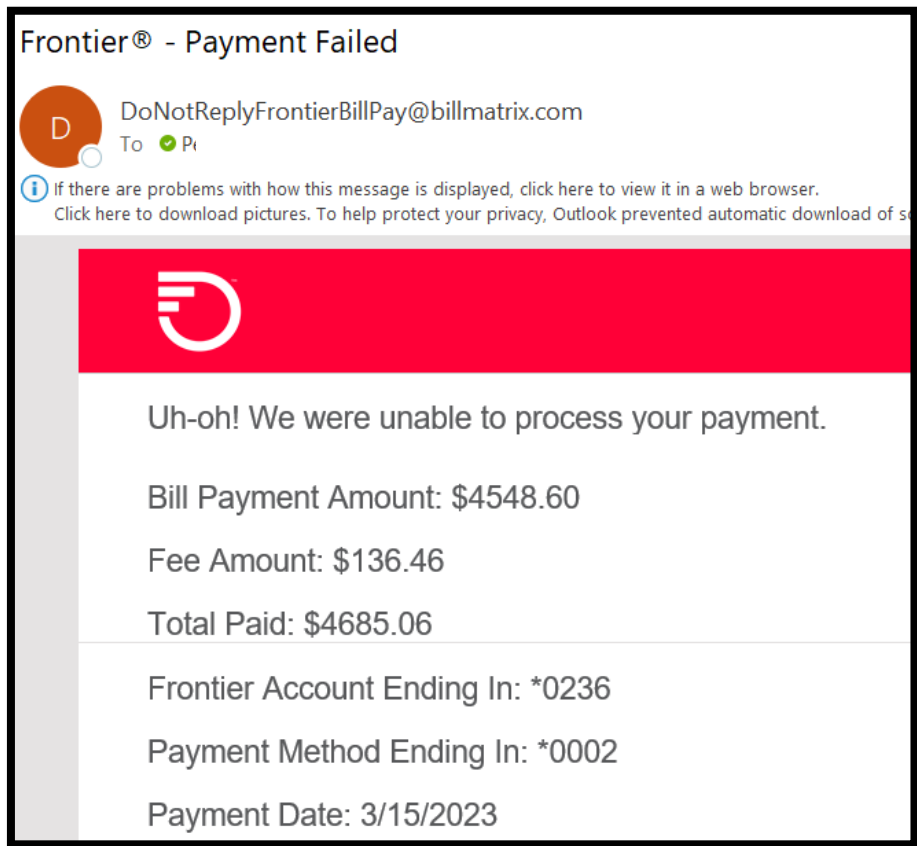
An email from DoNotReplyFrontierBillPay@billmatrix.com is sent confirming a successful payment.
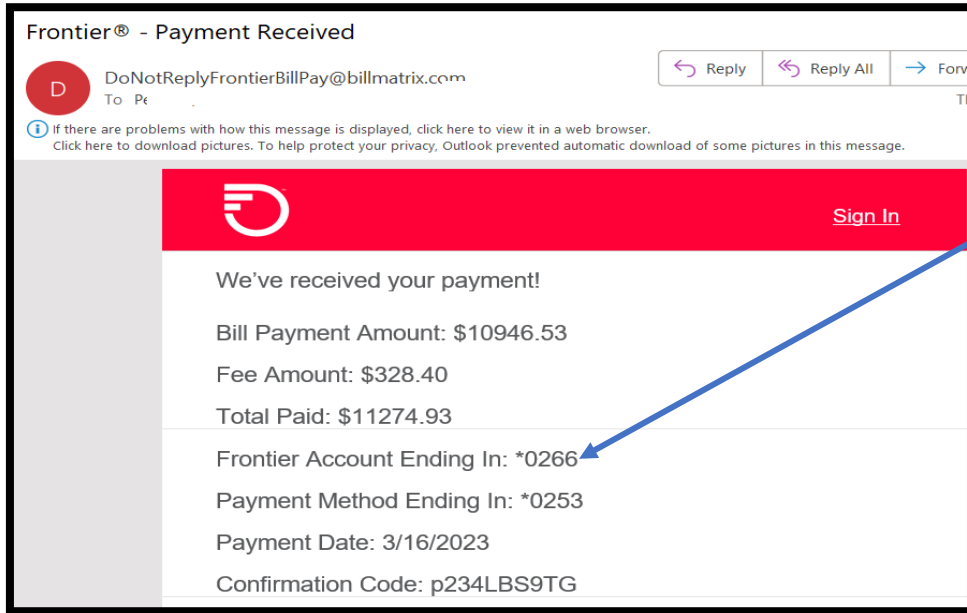
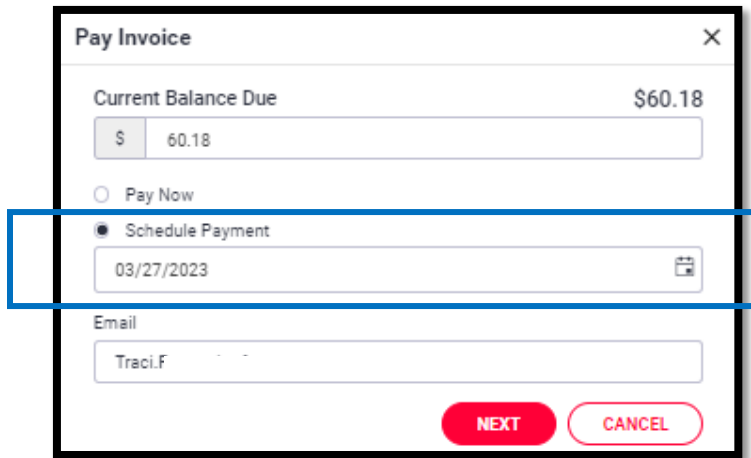> **Frontier Account shown in email is last 4 digits of the Group Account Number (GAN), not the Summary Account.**

An email will also be sent if the payment is not successful. See example below.
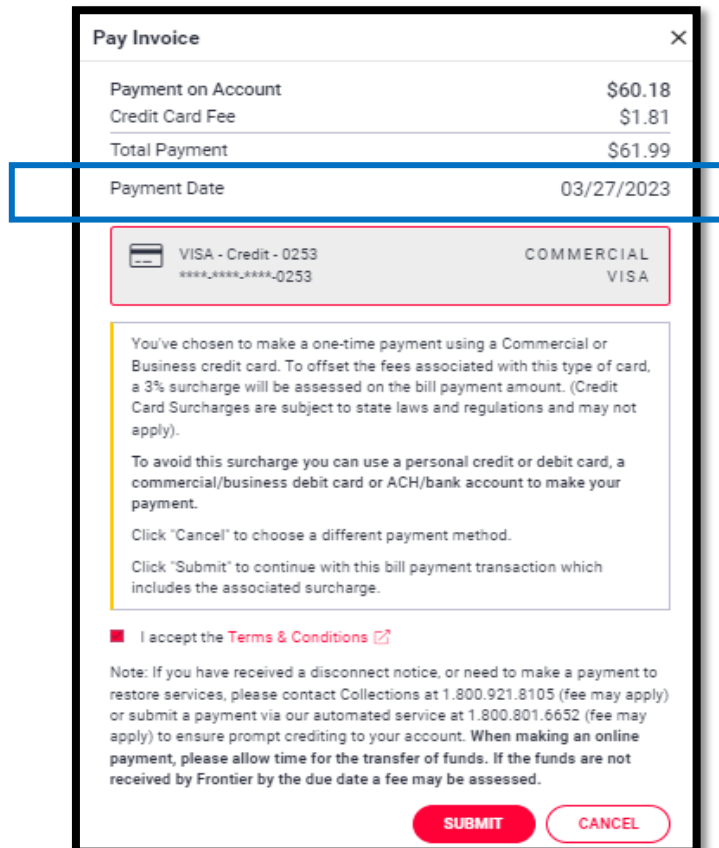
MANAGE SCHEDULED PAYMENTS

As noted, on the **PAY INVOICE** screen, you can choose to **Schedule Payment** for a future date. The Payment Method can be a saved method in your wallet or new payment information can be entered.

After choosing the future payment date, click **NEXT** to proceed with payment.

The **PAY INVOICE** screen will show the scheduled payment date.

To view multiple scheduled payments on the same account or multiple accounts, view **MANAGE SCHEDULED PAYMENTS** under **MANAGE PAYMENT** drop-down menu on the **CURRENT BALANCE** screen.

The **Payments Requested via Enhanced Online Billing** screen will also show scheduled payments.

Payments Requested via Enhanced Online Billing ⌄							
Request Date ▼	Scheduled Date ▼	Account ▼	Confirmation Code ▼	Payment on Account ▼	Credit Card Fee ▼	Total Payment ▼
11/22/2024 4:09:05 PM	11/29/2024	21615	R2422222258KLTS	$3.00	$0.00	$3.00
11/22/2024 4:07:27 PM	11/26/2024	21615	R2422222258KLSL	$1.00	$0.00	$1.00

To cancel a Scheduled Payment, select the Summary Account on the **CURRENT BALANCE** screen. Then choose **MANAGE SCHEDULED PAYMENTS** under the **MANAGE PAYMENT** drop-down.

Current Balance ⌄

Summary Account [   ] Summary Account Name [   ] **MANAGE PAYMENT** ▾ **DOWNLOAD** **SEARCH**

Pay Selected Bills
Manage Scheduled Payments
Manage Wallet

Drag a column header and drop it here to group by that column

☐	Bill Month ▼	Bill Date ▼	Due Date ▼	Summary Account ▼	Summary Account Name ▼	Balance as of Last Bill ▼	Payments Applied ▼	Adjustments Applied ▼	Current Balance Due ▼
☐	October 2024	10/30/2024	11/25/2024	2161	K RESALE SUMMARY ...	$30.00	$0.00	$0.00	$30.00

Click **Cancel Payment** box and hit **SAVE**.

Confirmation Code	R2422222258KLTS
Account Number	**Amount**
2161510000	$3.00
Payment Amount	**$3.00**
Payment Date	11/29/2024

Personal - VISA - 2785
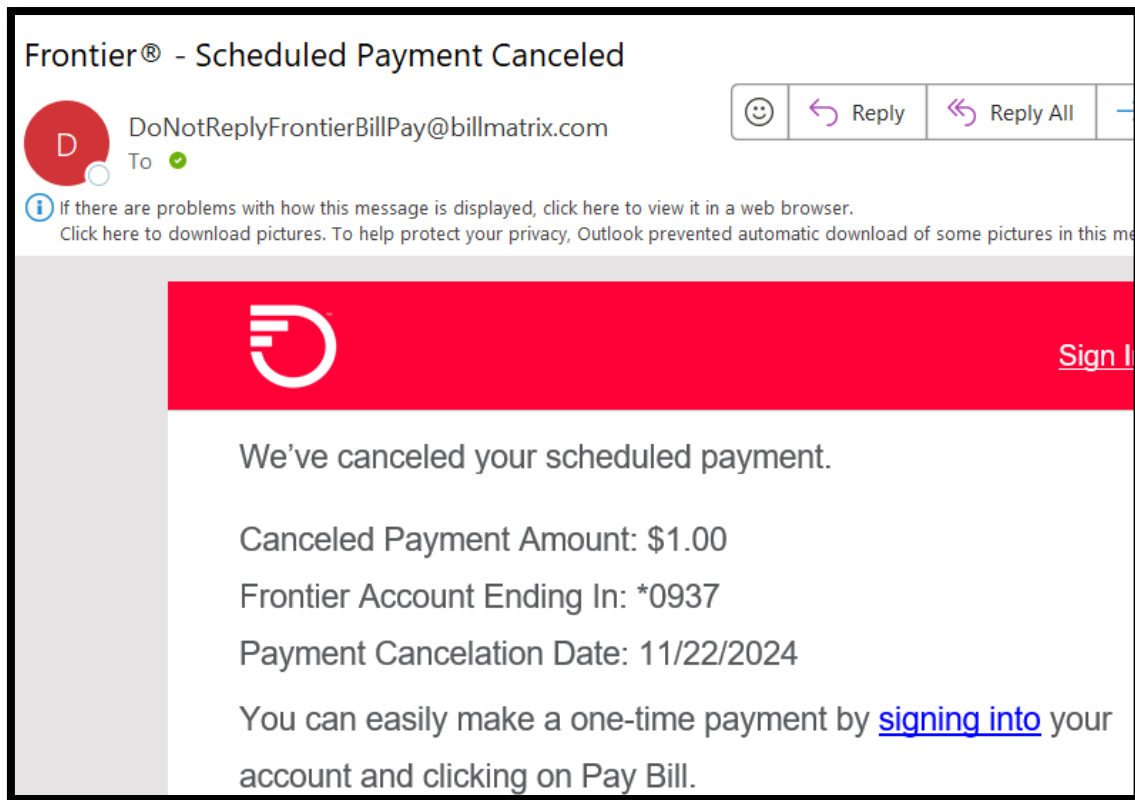****-****-****-2785   PERSONAL VISA

☑ Cancel Payment

SAVE   **CANCEL**

After the scheduled payment is cancelled, the scheduled payment will show Status "**Cancelled**" on the **Payments Requested via Enhanced Online Billing** screen.

Payments Requested via Enhanced Online Billing ˅

Request Date ▼	Scheduled Date ▼	Account ▼	Confirmation Code ▼	Payment on Account ▼	Credit Card Fee ▼	Total Payment ▼	Created By ▼	Status
11/22/2024 4:09:05 PM	11/29/2024	21615*	R2422222258KLTS	$3.00	$0.00	$3.00	r.com	Cancelled
11/22/2024 4:07:27 PM	11/26/2024	21615*	R2422222258KLSL	$1.00	$0.00	$1.00	r.com	Authorized

The cancelled scheduled payment will be removed from the **MANAGE SCHEDULED PAYMENTS** screen and an email will be sent confirming the cancellation.

Frontier® - Scheduled Payment Canceled

DoNotReplyFrontierBillPay@billmatrix.com
To ✓

☺   ↩ Reply   ↩ Reply All

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this me

Sign I

We've canceled your scheduled payment.

Canceled Payment Amount: $1.00

Frontier Account Ending In: *0937

Payment Cancelation Date: 11/22/2024

You can easily make a one-time payment by signing into your account and clicking on Pay Bill.

NOTE: If the Scheduled Payment included payment of multiple accounts, cancellation of the Scheduled Payment will cancel the full payment for all accounts.
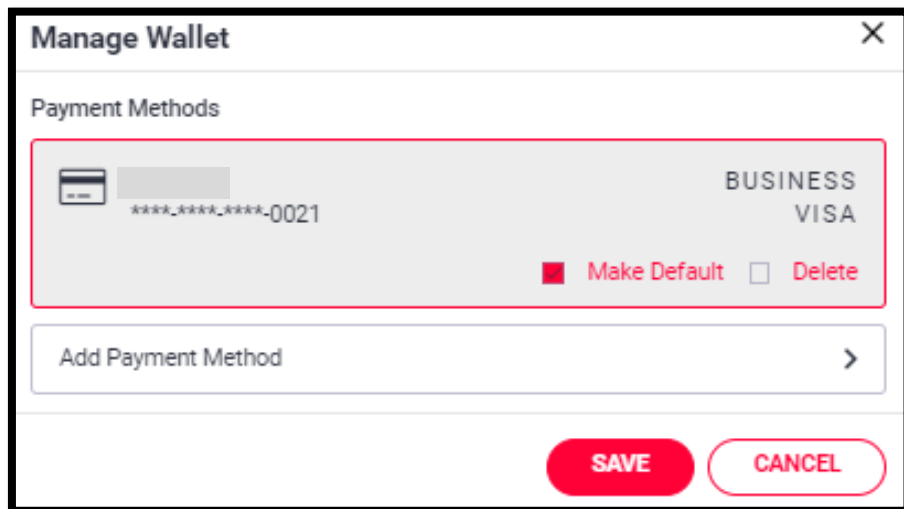
MANAGE PAYMENT WALLET

To add or remove a payment method saved to your wallet, choose **MANAGE WALLET** under the **MANAGE PAYMENT** drop-down.
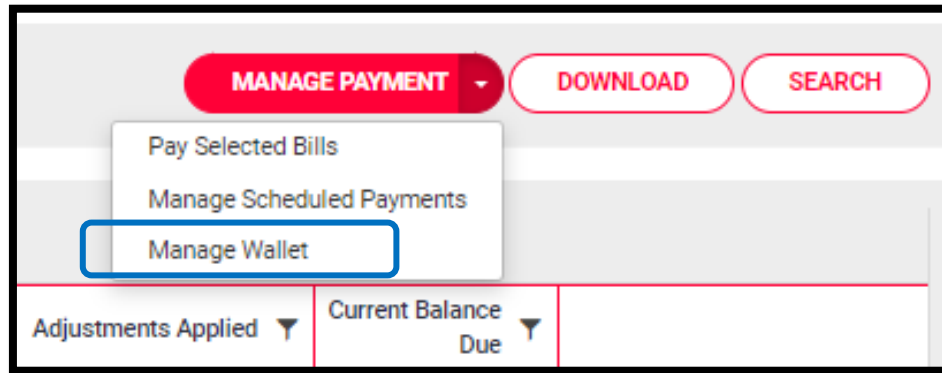
The **MANAGE WALLET** box will open. Click **Add Payment Method** to add a new payment method (debit card, credit card or bank account).
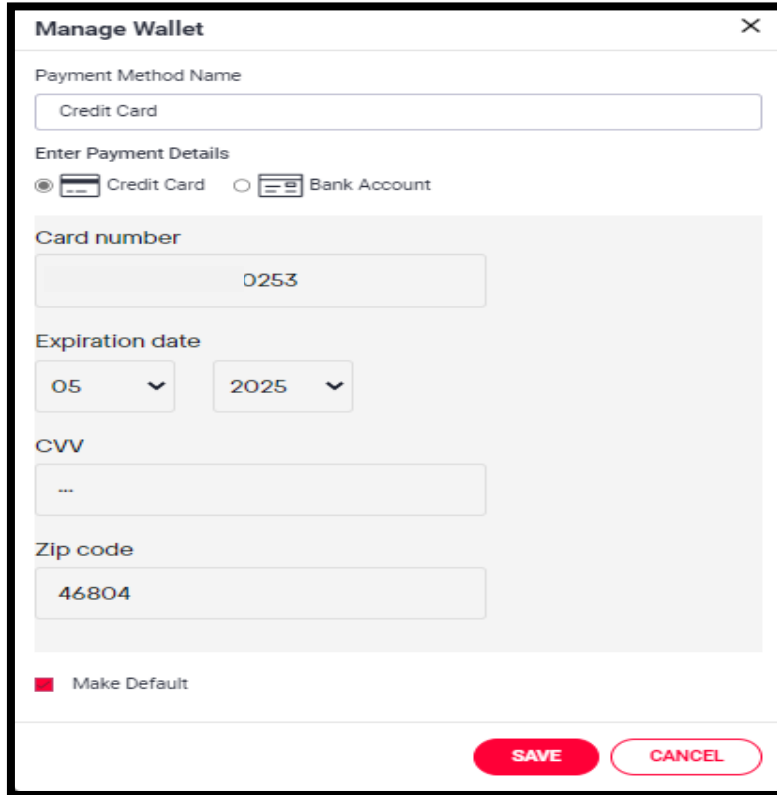
Saved payment methods can be deleted also.

To add a Payment Method, populate the next screen with debit card, credit card or bank account information.
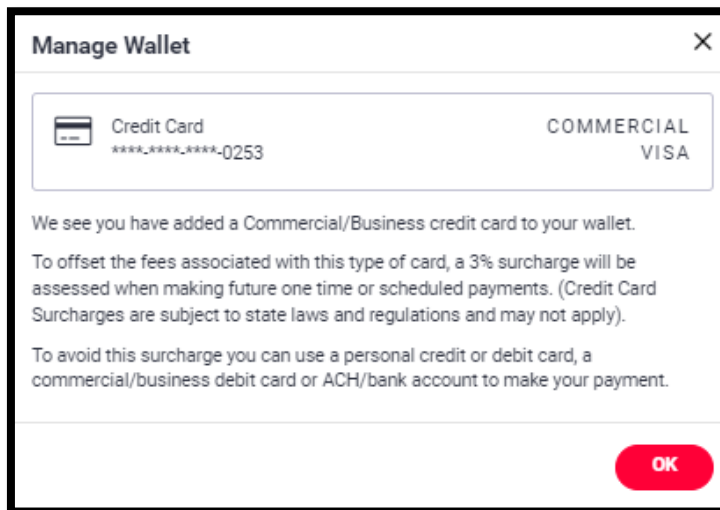
ADDING A DEBIT OR CREDIT CARD TO WALLET

After entering card information, click **Make Default** box, if appropriate. Click **SAVE** when finished.

The following screen communicates a fee associated with Commercial/Business credit cards on one time or scheduled payments subject to state laws and regulations. The fee is not applied on Auto Payments. Click **OK** to accept fee.

ADDING A BANK ACCOUNT TO WALLET

After entering bank account information, click **Make Default** box, if appropriate. Click **SAVE** when finished.

For business accounts, enter account name in the **Last Name** field.

ESTABLISHING AUTO PAY

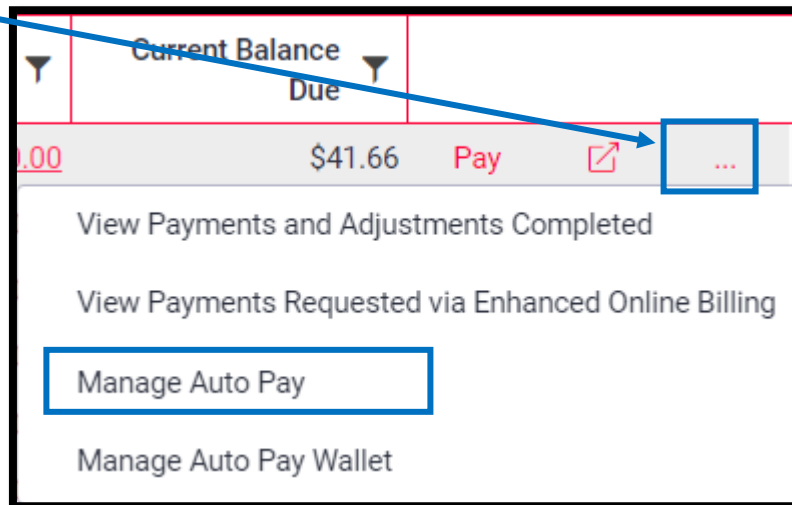To establish **AUTO PAY** on a Summary Account, go to the **CURRENT BALANCE** screen.

For the desired Summary Account, click on the **3 DOTS** on the right side of the screen to open the available actions. Click on **MANAGE AUTO PAY**.

Below is a close-up view of the right side of the screen showing the action items available under the **3 DOTS:**

If you do not see the **3 DOTS**, move to right side of screen by scrolling or shrink your browser view percentage.

The **MANAGE AUTO PAY** screen will open as shown below. Note the message at the top of the screen says "Setup Auto Pay….". This message means that Auto Pay is not currently enabled for this account.   To set up Auto Pay, click **Add Payment Method**.

Manage Auto Pay   ✕

Setup Auto Pay for this account 97219
Your bill will be paid in full on the due date each month.

Add Payment Method   ›
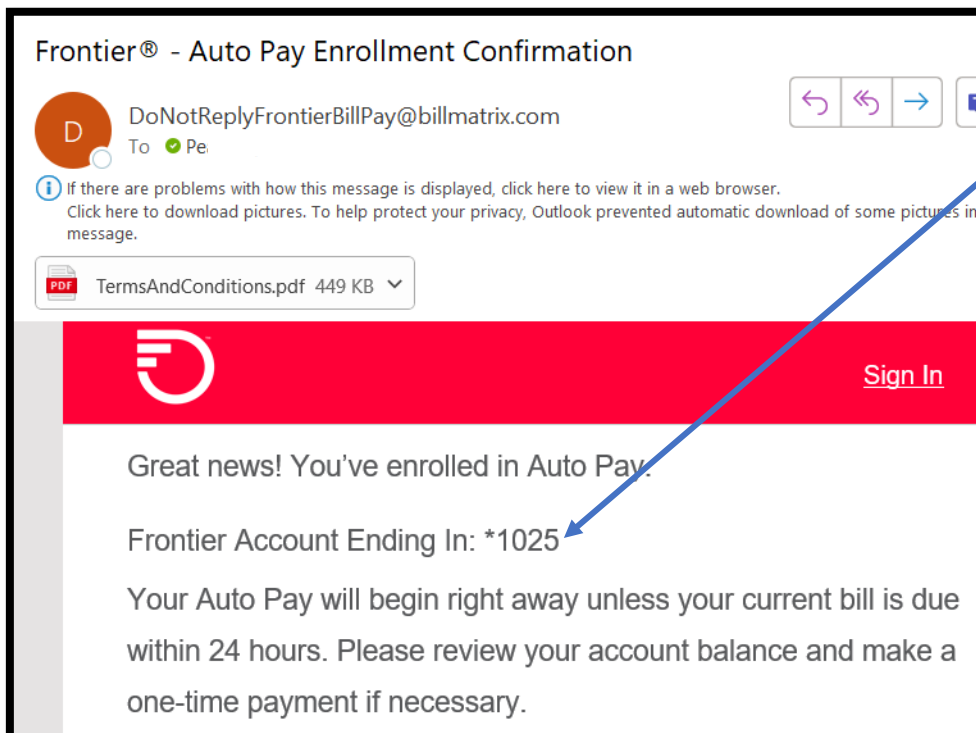
Email

Traci.F

☐ I accept the Terms & Conditions ⧉

Note: If you have received a disconnect notice, or need to make a payment to restore services, please contact Collections at 1.800.921.8105 (fee may apply) or submit a payment via our automated service at 1.800.801.6652 (fee may apply) to ensure prompt crediting to your account. **When making an online payment, please allow time for the transfer of funds. If the funds are not received by Frontier by the due date a fee may be assessed.**

SAVE   **CANCEL**

On the next screen, enter debit card, credit card or bank account information, click **Make Default** box, if appropriate.   For business bank accounts, enter account name in the **Last Name** field.

Click **SAVE** when finished.

Manage Auto Pay   ✕

Payment Method Name

CC autopay

Enter Payment Details
◉ ▭ Credit Card   ○ ▭ Bank Account

Card number

253

Expiration date

06   ⌄   2025   ⌄

CVV

...

Zip code

46804

■ Make Default

SAVE   **CANCEL**

On the next screen, verify the desired Payment Method is shown and click the box to accept Terms & Conditions, and then click **SAVE**.

An email from DoNotReplyFrontierBillPay@billmatrix.com is sent confirming a successful enrollment in Auto Pay.
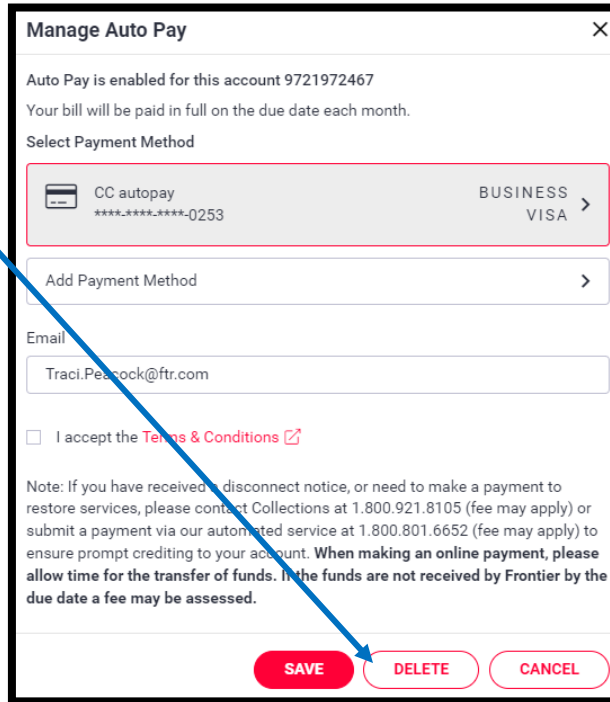

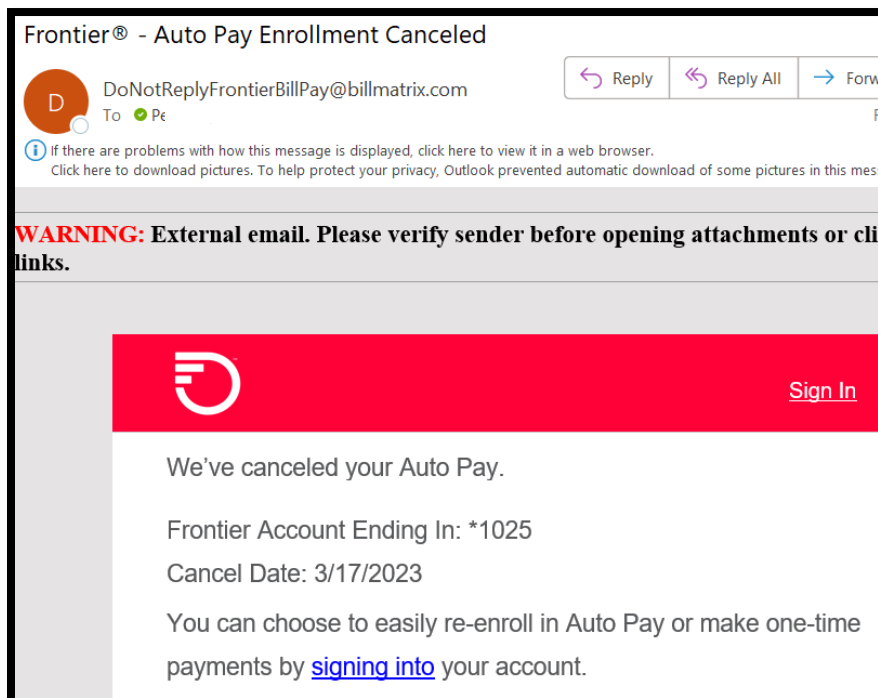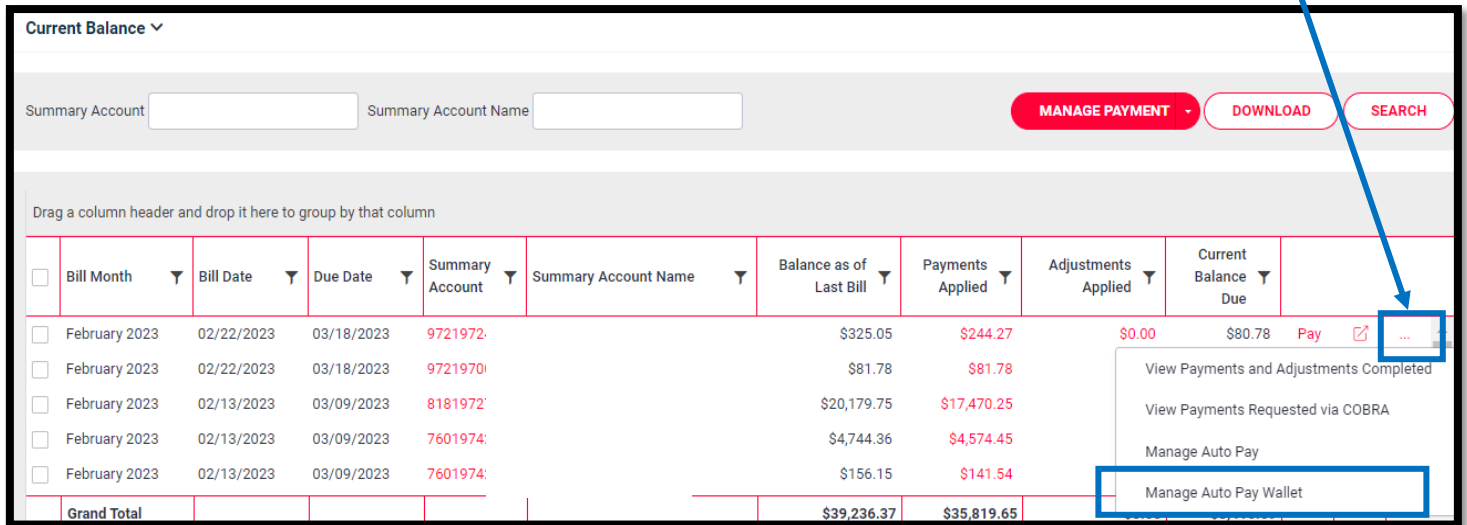Frontier Account shown in email is not the Summary Account.

To disable Auto Pay on a Summary Account, click on the **3 DOTS** on the right side of the screen to open the available actions. Click on **MANAGE AUTO PAY**.

Click **DELETE.**

An email from DoNotReplyFrontierBillPay@billmatrix.com is sent confirming Auto Pay is cancelled.

MANAGE AUTO PAY WALLET

The wallet used for Auto Payments is separate from the wallet used for one-time payments.

To add or remove a payment method saved to the Auto Pay wallet, choose **MANAGE AUTO PAY WALLET** on the **CURRENT BALANCE** screen, from the actions list by clicking on the **3 DOTS** on the right side of the screen.

Below is a close-up view of the right side of the screen showing the action items available under the **3 DOTS:**

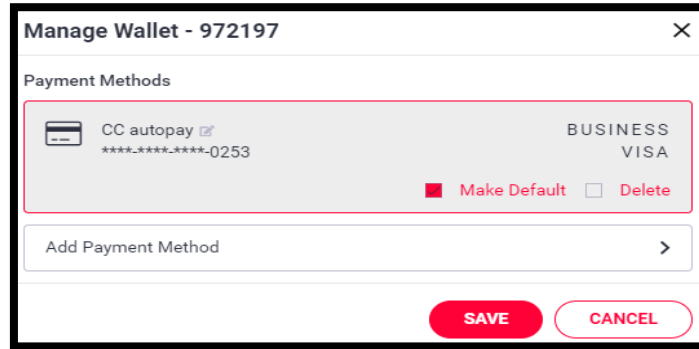If you do not see the **3 DOTS**, move to right side of screen by scrolling or shrink your browser view percentage.

The **MANAGE WALLET** box for the <u>chosen Summary Account</u> will open.

After making the required updates, click **SAVE** when finished.

NOTE: The **AUTO PAY WALLET** is separate for each Summary Account.

CHANGE LOG

Date	Page	Revision
05/30/2024	All	Initial Version – Enhanced Online Billing
11/22/2024	10-13	Scheduled Payments