

Manually paying an invoice

Here are the steps to pay an outstanding or overdue invoice, where the automatic payment method failed to process the credit card or Direct Debit.

- 1. Go to the customer login portal (<u>https://infinetbroadband-portal.com.au/</u>)
- 2. Login with the supplied username and password



3. Once logged in, you can pay your account balance or invoice using the two methods indicated below from the dashboard or from the Finance/Documents menu. Click on the ✓ icon, select Credit Card or Direct Debit depending on what has been set-up.

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Note: You can select what documents are displayed using the dropdown box in the top right hand corner of the page, it defaults to show "All Types"



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4. The following screens are opened depending on what payment type you want to pay with. The invoice amount is showing and then click on the "Pay" button. This will process the payment and once cleared, mark the outstanding invoice as "PAID"

In	voice #IN2023051801000022		
		Invoice amount	59.00
		Invoice due	59.00
		Fee amount	1.3:
Saved card			^
Cardholder name (optional)			
Card Number	XXXX XXXX XXXX		
Exp to:	9/2024		

infiNET Broadband						
Bank Account	,					
B.S.B number						
Account Number						
Account Name						
Account Type	Cheque					
Agreement	Accept DDR Service Agreement					
	See agreement					
	Save account for future payments					
	Process payment					