

Attacher Actions - Submit an Online Payment

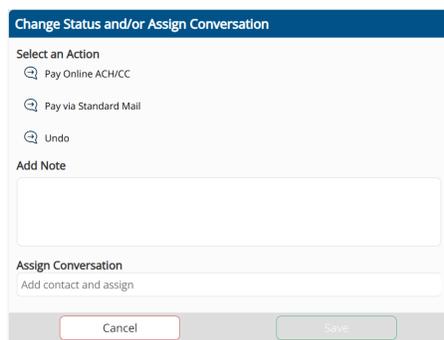
Auto-Assignment

When the application reaches an “Awaiting Payment” status, the system automatically assigns the Conversation to the customer to process a payment.

What to Do

The customer should Pay Online or mail a payment to the Pole Owner.

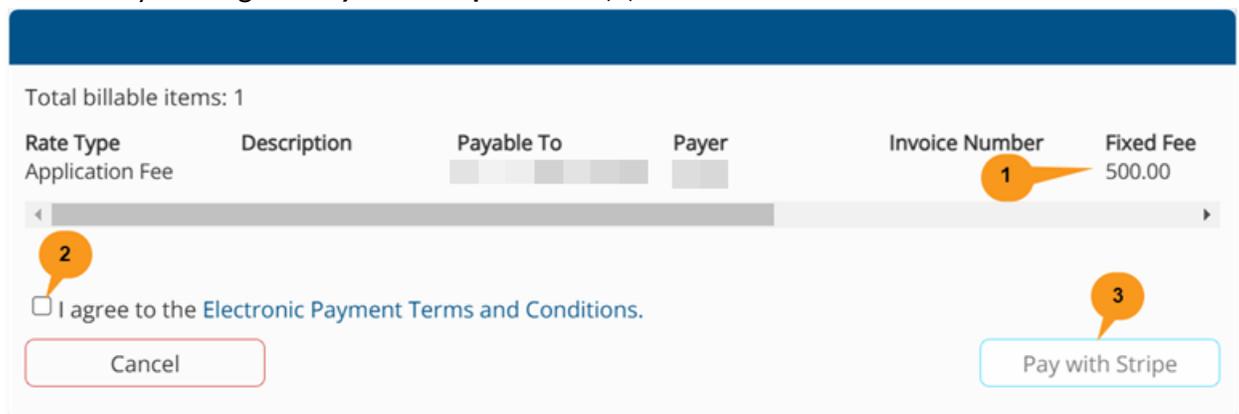
Take An Action



The screenshot shows a dialog box titled "Change Status and/or Assign Conversation". It contains a "Select an Action" section with three radio button options: "Pay Online ACH/CC", "Pay via Standard Mail", and "Undo". Below this is an "Add Note" section with a text input field. At the bottom, there is an "Assign Conversation" section with a text input field and the label "Add contact and assign". At the very bottom are "Cancel" and "Save" buttons.

Available Actions

- **Pay Online ACH/CC** – If this option is selected, you’ll see the amount of the **Application Fee** (1) and can check the box to Agree to the Electronic Terms and Conditions (2). Then, continue by clicking the **Pay with Stripe** button (3).



The screenshot shows a payment summary screen. At the top, it says "Total billable items: 1". Below this is a table with the following columns: "Rate Type", "Description", "Payable To", "Payer", "Invoice Number", and "Fixed Fee". The table contains one row: "Application Fee", "Application Fee", (blurred), (blurred), (blurred), "1", and "500.00". Below the table is a checkbox with the text "I agree to the Electronic Payment Terms and Conditions." and a "Cancel" button. At the bottom right is a "Pay with Stripe" button. Orange callout bubbles with numbers 1, 2, and 3 point to the "Fixed Fee" value, the checkbox, and the "Pay with Stripe" button respectively.

Rate Type	Description	Payable To	Payer	Invoice Number	Fixed Fee
Application Fee	Application Fee	(blurred)	(blurred)	(blurred)	500.00

Next, choose the **Payment Type** (Credit Card) (4), Enter the **Payment Information** (5), then enter the company/User information (6). Finally, click **Submit Payment** (7).

Description of Charges	Amount
	\$500.00
Transaction Fee:	\$5.00
Credit Card Fee:	\$15.91
Total Charge:	\$520.91
Paying To:	

Payment Details
Please select your payment type:

Bank/ACH **Credit Card** 4

Please fill in your credit card information:

Card Number:
XXXX-XXXX-XXXX-XXXX 5

Expiration Date: MM / YY **CVC:** XXX

Name:
Jane Doe 6

Phone Number:
111-222-1234

Cancel Submit Payment 7

If the Payment is successful, the status of the Conversation progresses. If the payment fails, the status remains in an “Awaiting Payment” status until either successfully processed online or the *Pay via Standard Mail* option is taken.

- **Pay via Standard Mail** – If sending the payment via Standard Mail, click this option and **Save**. You’ll see a pop-up explaining that the pole/streetlight will not be reserved until the payment has been received. You can click the **Advance** button to continue.

Per [redacted], pole/streetlight will not be reserved until payment is recieved

Cancel Advance

The Status updates to another “Pending Payment” status.

- **Undo (Prior Action)** – The status moves backwards to prior status. This action is only available to the user that completed the prior action.