Cox Business Billing Tools 2.0
Quick Reference Guide

This Quick Reference Guide instructs you on how to use enhanced Bill Pay features in the Cox Business MyAccount portal. It includes an overview of the components and steps on how to perform common tasks.

Overview

Bill Pay functionality in MyAccount has been redesigned to include more robust capabilities such as:

- account search capability
- multiple payment methods for a single payment transaction
- single payment for multiple accounts
- memo field for each payment
- secured saving of multiple payment methods
- a printable payment confirmation receipt

Pay Bill for Single Account
(with single statement)

Paying your Cox Business bills is easier with the My Bills panel that appears on the MyAccount home page. It displays the total amount due and enables you to click and pay easily.

Figure 1. MyAccount Home Page / My Bills panel (One Statement)

1. Log in to MyAccount and the home page appears. **Result:** The Payment Amount accordion is closed.

2. Click the Pay Bill button to proceed to the Bill Pay flow. (Figure 2.) **Result:** The Bill Amount accordion opens.

3. Click the Continue button or change the Payment Amount and then click Continue. If you want to return to the home page, click the Cancel button. (Figure 3.)
4. Based on the payment method you want to use to pay the bill, click the Checking or Savings Account or Credit/Debit Card radio button and populate the fields as necessary. (Optional: Click the Add Payment Method button to enter details for other checking/savings accounts or credit/debit cards.)

5. Click the Save this payment method and/or Make this my default payment method boxes to expedite future payments. When you add other methods for a single account, you can split payment amounts between them. See Figure 5.

Figure 4. Payment Method Details (for checking account)

6. Click the Continue button and the method of payment chosen will appear. (Note: Figure 5 shows a checking account and credit card payment methods with the bill amount split between each method.)

Figure 5. Payment Methods for Split Payments

7. Click the Continue button to review the payment details and submit. (Note: You must click the box to agree to the Terms and Conditions before the payment can be submitted.)

8. Click the Submit button to review the Payment Transaction Receipt and print it or return to the MyAccount home page or Billing Tools page.

Figure 6. Payment Transaction Receipt

Note: If a payment (or some portion thereof) is rejected, the Payment Results page appears. Click the Back button to choose another payment method.

Pay Bill for Single Account (with multiple statements)

Businesses that have multiple statements for one account are able to quickly pay each bill simultaneously.

1. Log in to MyAccount and the home page appears. From the My Bills panel, you are presented with two methods to pay your bill: You can click the Pay Bill button or the Billing Tools icon.

Figure 7. MyAccount Home Page / My Bills panel (Multiple Statements)
2. Click the box to the left of the statement(s) you want to pay. 
*(Optional: Click the Statement box to select all statements.)*

*Note:* You cannot split payment methods on an account with multiple statements. 

**Figure 7. Single Account with Multiple Statements**

3. Click the **Continue** button.

4. Click the **Checking or Savings Account** or **Credit/Debit Card** radio button and populate the fields as necessary. *(Note: Click the Save this payment method and/or Make this my default payment method boxes to expedite future payments. See Figure 4.)*

5. Click the **Continue** button.

6. Review the payment method selected and the number of statements scheduled for payment. *(Optional: Click the Add New Payment Method button to enter details for other checking/savings accounts or credit/debit cards.)*

7. Repeat steps 6 and 7 as are in the **Pay Bill for Single Account (with Single Statement)** section.

**Figure 8. Scheduled Payment Method for Statements**

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**Pay Bill for Multiple Accounts (with single statement)**

Businesses with multiple accounts can make payments on a single statement for a specific account easily and quickly.

In this scenario, when you click the **Pay Bills** or **Billing Tools** button/icon, a list of accounts for your business appears.

**Figure 9. MyAccount Home Page / My Bills panel (2-8 Accounts)**

1. Log in to MyAccount and the home page appears. From the My Bills panel, you are presented with two methods to pay your bill: You can click the **Pay Bill** button or the **Billing Tools** icon.

**Result:** The Select Accounts page appears.

**Figure 10. Select Accounts page**

2. Select the statements to pay and indicate the payment for each one.

3. Repeat steps 3-7 in the **Pay Bill for Single Account (with single statement)** section.

*Note:* You cannot split payment methods on multiple accounts with single statements.
Multiple Accounts (9-24) (with single statements)

Businesses with 9-24 accounts—each with a single statement—can view and pay bills using the same steps as are in the Pay Bill for Multiple Accounts (with single statement) section.

**Note:** The only difference between the Pay Bill for Multiple Accounts (with single statement) function is that the Select Account(s) page has a Show More link at the bottom that displays remaining accounts in groups of eight. See Figure 11.

Figure 11. Multiple Accounts (9-24) with Single Statements

Multiple Accounts (25+) (with single statements)

Businesses with 25 or more accounts—each with a single statement—can use the Search Accounts screen to quickly and easily locate the account(s) for which they want to pay bills.

**Figure 12. Multiple Accounts (25+) with Single Statements**

1. Use the same step procedure to log in to MyAccount.
2. Enter search criteria in the corresponding field to locate an account. (Note: In Figure 12, all account numbers with “216” are displayed.)

**Result:** Matching results appear on the screen(s). (Note: If the search produces more than 24 results, you are required to search again with more refined parameters.)

3. Click the accounts you want to add to the Payment Queue. Use the Ctrl key to click multiple accounts.

**Result:** The account is highlighted as In Payment Queue. (Note: Once an account is added to the Payment Queue, it is flagged as such in subsequent searches within the session.)

4. (Optional) Click the Search Again button to return more results. Click the Cancel button to return to the MyAccount home page.

5. Click the Next button and repeat steps 2-3 as are in the Pay Bill for Multiple Accounts (with single statement) section to complete the payment process.
Edit Payment Method

Existing payment methods can be modified as necessary in the Billing Tools panel. You can set or reset the default payment method, edit some details about the method, and delete the method.

Figure 13. Payment Methods screen

1. Log in to MyAccount
2. From the My Bills panel, click the Billing Tools icon. 
   **Result:** The Payment Methods page appears.
3. Click the Update Details link to the right of the payment method you wish to modify. 
   **Result** The Update Payment Method page appears.
4. Make changes as necessary.
   **Note:** If you need to change a credit card number for modify details on a checking/savings account other than the Name on Account field, click the Add New Payment Method link. You cannot make these types of edits from the Update Payment Method screen.
5. Click the Continue button. 
   **Result:** The payment method is modified.

Figure 14. Update Payment Method (credit card)

Figure 15. Update Payment Method (checking account)

Additional Billing Tools Functionality

- **Paperless Billing**
  Click this icon to opt out of paper bill delivery.

- **View My Statements**
  Click this icon to view details for each statement rendered per account.

- **Transaction History**
  Click this icon to view historical data about transactions.

- **Smart Bill**
  Contact Cox Business to sign up for Smart Bill with archiving capabilities. If you are already have Smart Bill, click this icon to access.