



Important things to note:

- You do not have to login to make one-time payments. You can simply search for your invoice and pay it.
- To see outstanding invoices, save payment methods, and schedule autopay, you must have an account and login. The email address associated with the account must match the email that invoices are sent to. If you need to change who receives invoices or add an additional recipient, contact Accounts Receivable at ar@aopinc.com.
- Once you schedule autopay, invoices will be emailed as normal, but they will not note if it's set up for auto payment or not. To view scheduled auto payments, you will need to login to the payment portal.
- Auto payments can be set to pay on the invoice due date or a specific day each month. If you choose a specific day, the autopay will pick up any open invoices that are due or past due. If an invoice is created but the selected date to pay is in the future, then the autopay won't pay it until it's past the date.
- If you previously had auto payment set up with AOP, the final auto payment will run in April, and you will need to login to the new payment portal and set up autopay.
- We recommend notifying your banking institution to whitelist bank ID numbers #4460522024 and #3383693141 to avoid payment failures.
- You can still pay via check and receive paper invoices.
- If you are currently receiving paper invoices and would like them to be emailed with the payment portal link, contact Accounts Receivable at ar@aopinc.com.
- All emails will come from ar@aopinc.com. You will receive email notifications for:
 - New invoices
 - Payment receipts
 - Payment failure
 - Expiring credit card for autopay
 - Autopay scheduled to end
- Credit memos will not be visible in the payment portal. You will still receive monthly statements that will show any credits on your account. If you wish to apply credits to invoices, contact ar@aopinc.com.