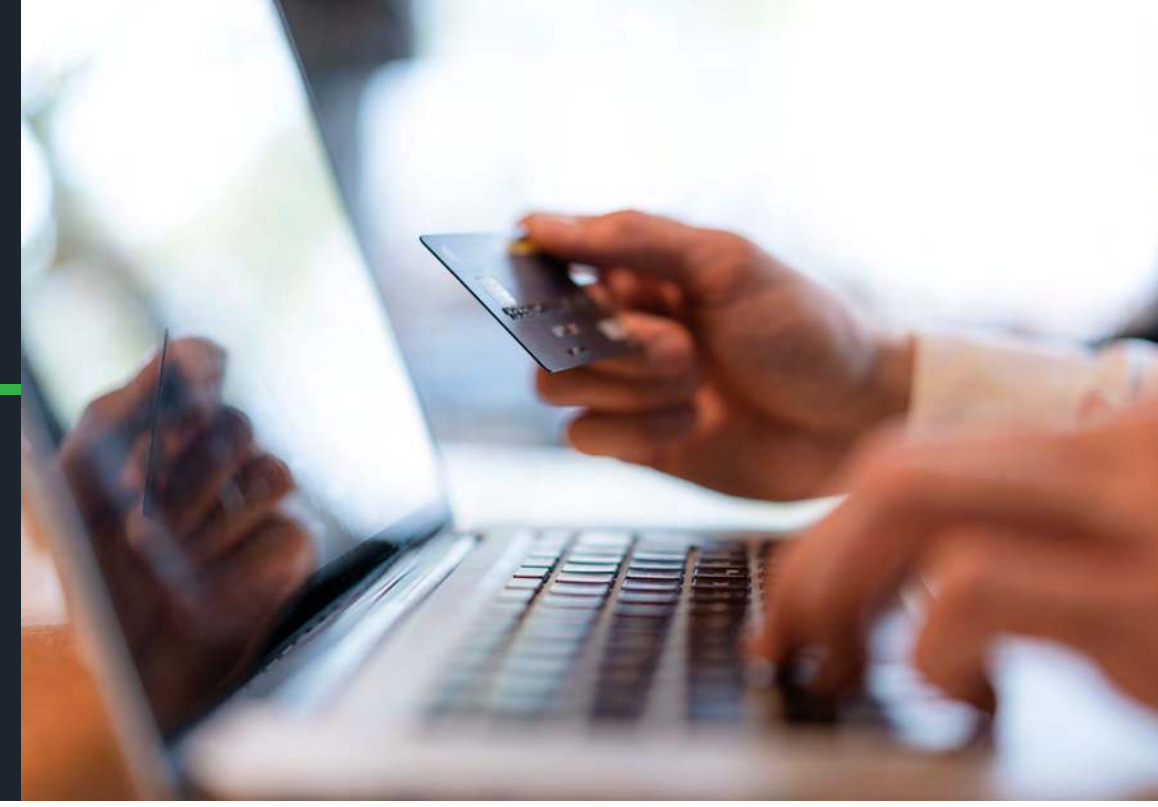
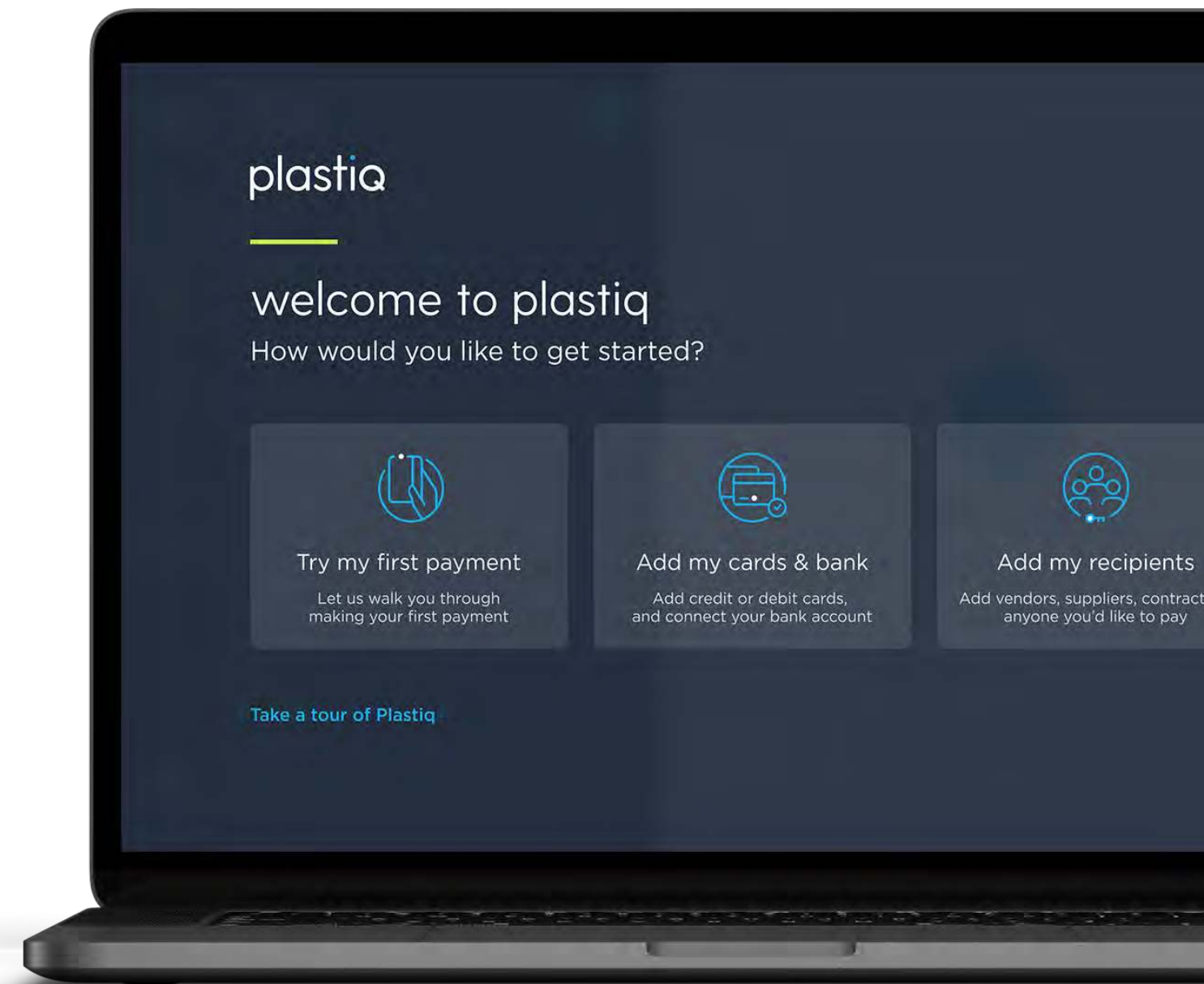


A step-by-step guide to paying your bills using PlastiQ.

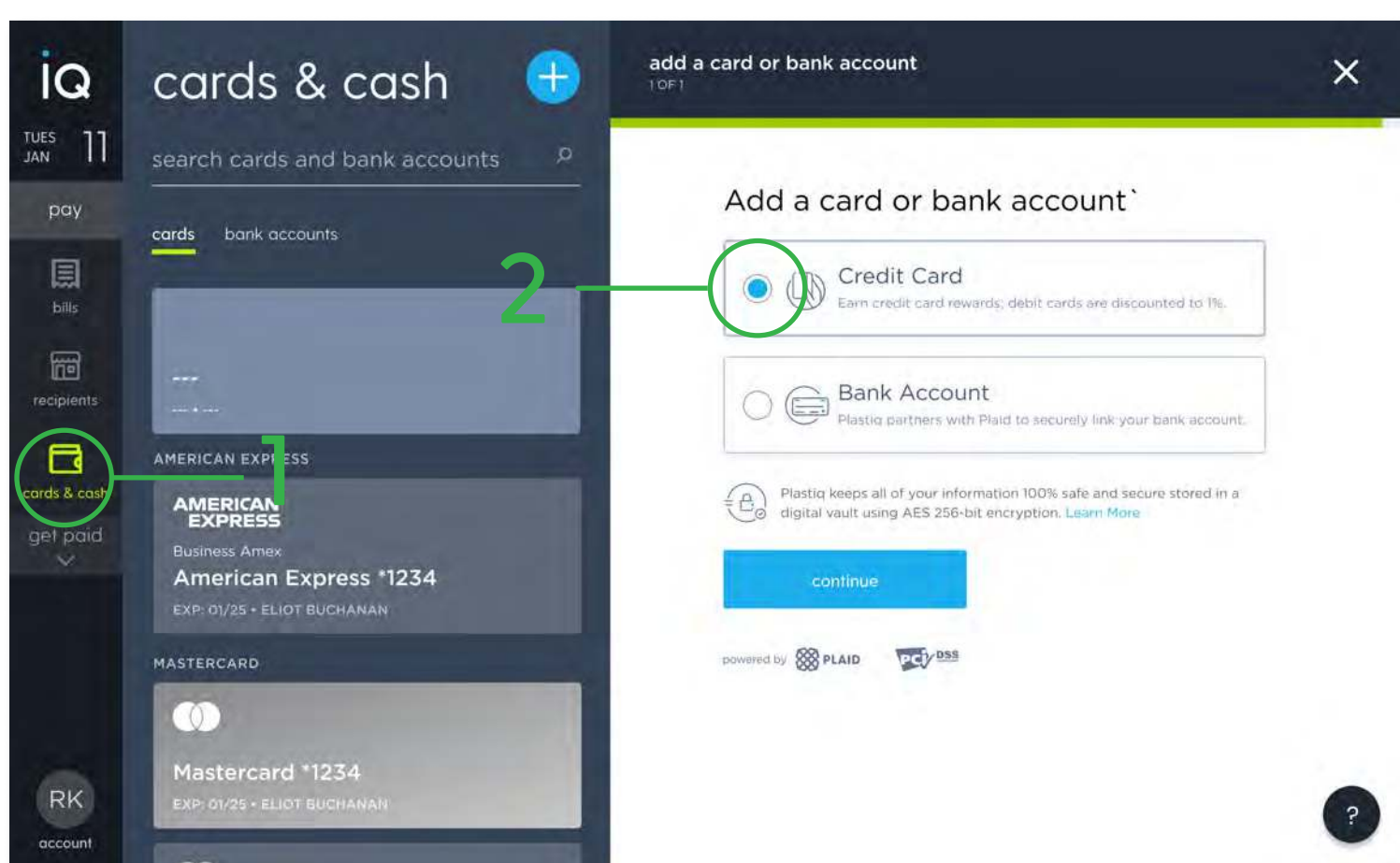


# Here's how to use PlastiQ Pay.

We've put together a step-by-step guide to get you started making payments faster and easier than ever before.



Choose the way you prefer to pay.



**Step 1:** Select the 'cards & cash' tab.

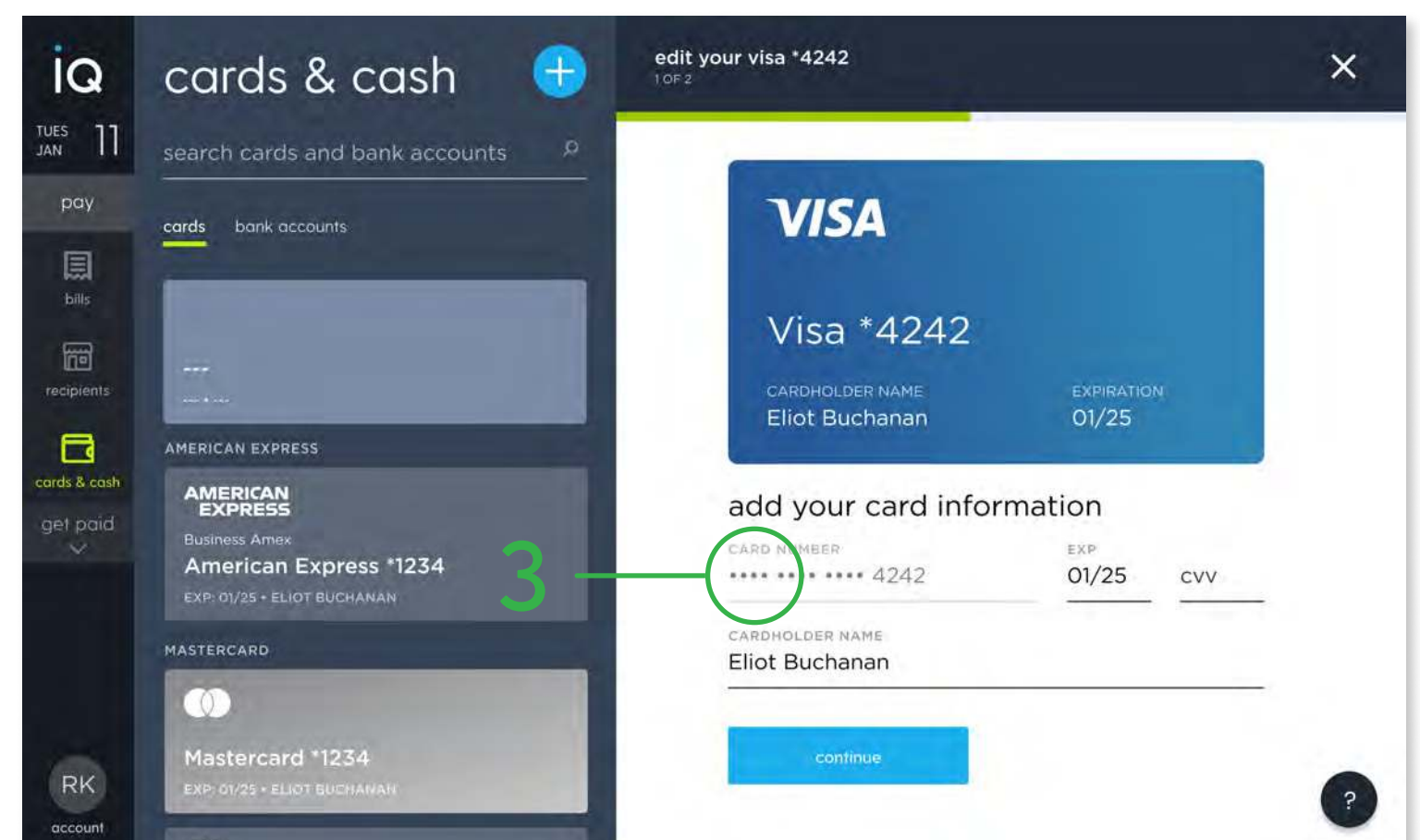
For brand new PlastiQ users, click "link account" on the right side of the screen.

**Step 2:** Choose a payment method.

Credit Card or Bank Account.

**Step 3:** Enter your card and/or connect your bank account.

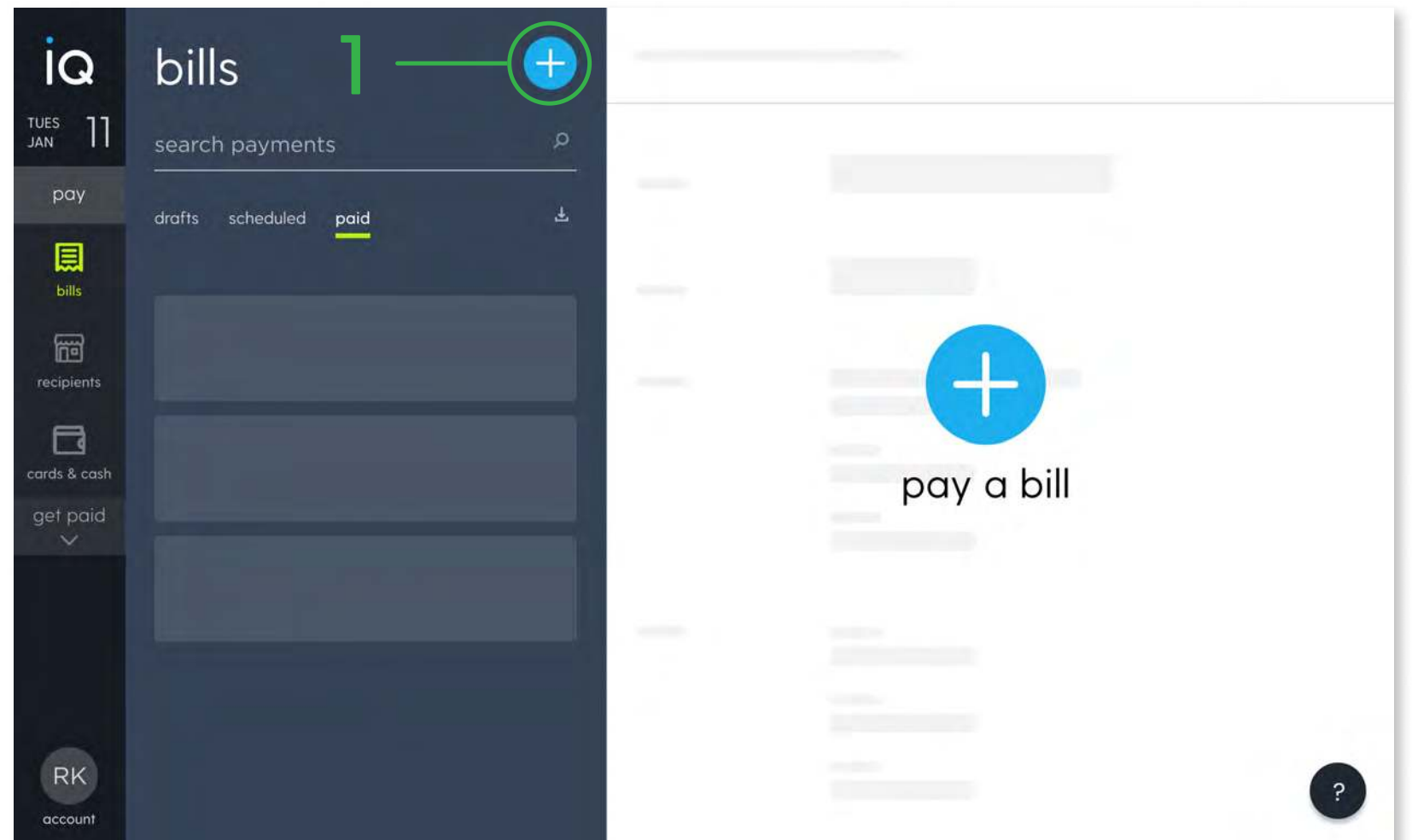
**Step 4:** Start reaping the benefits of paying with PlastiQ.



# How to start the payment process.

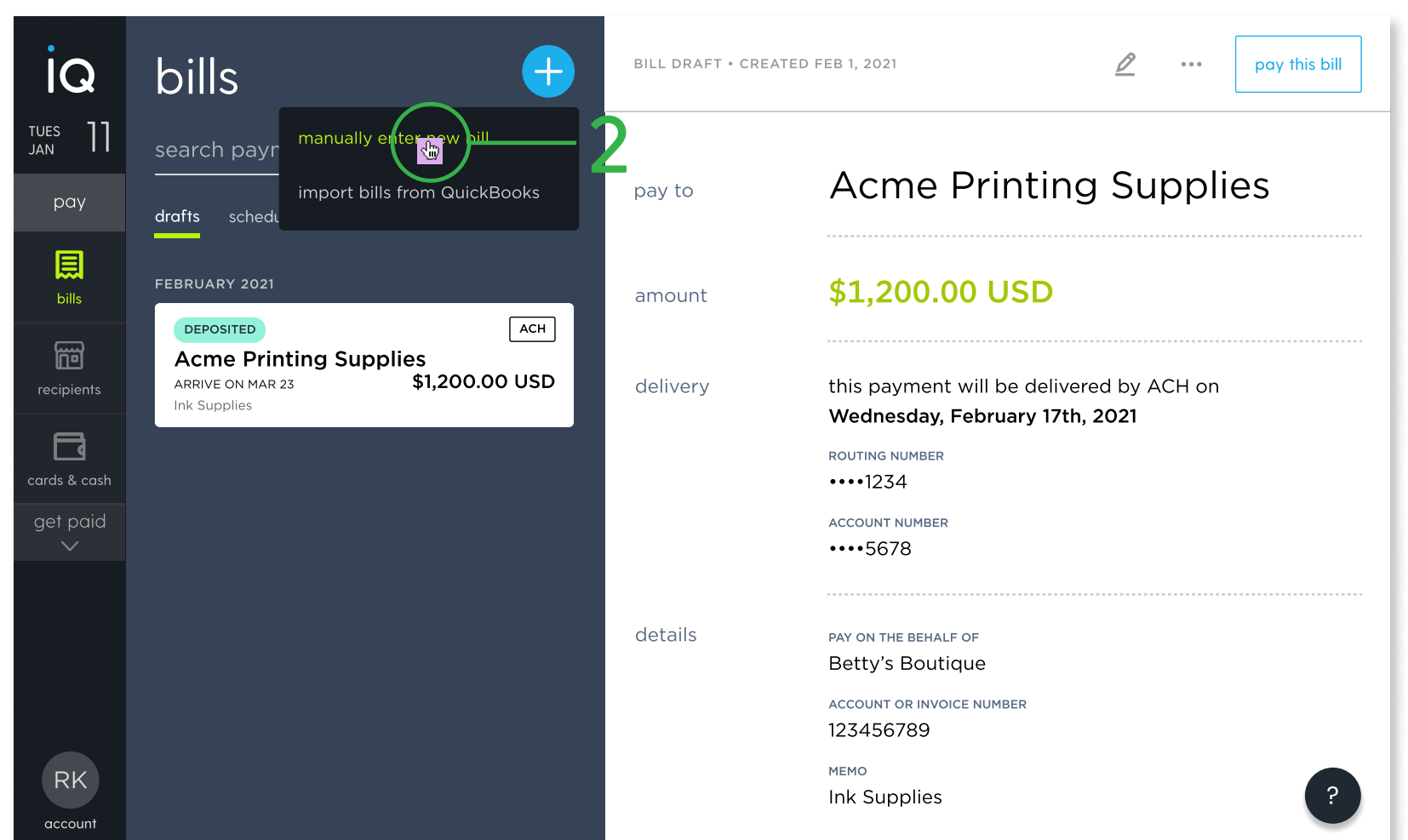
## 1 Time to get started.

Click the blue button at the top of the page to start the payment process.  
If you're a first time PlastiQ user, click "pay a bill" on the right side of the screen.



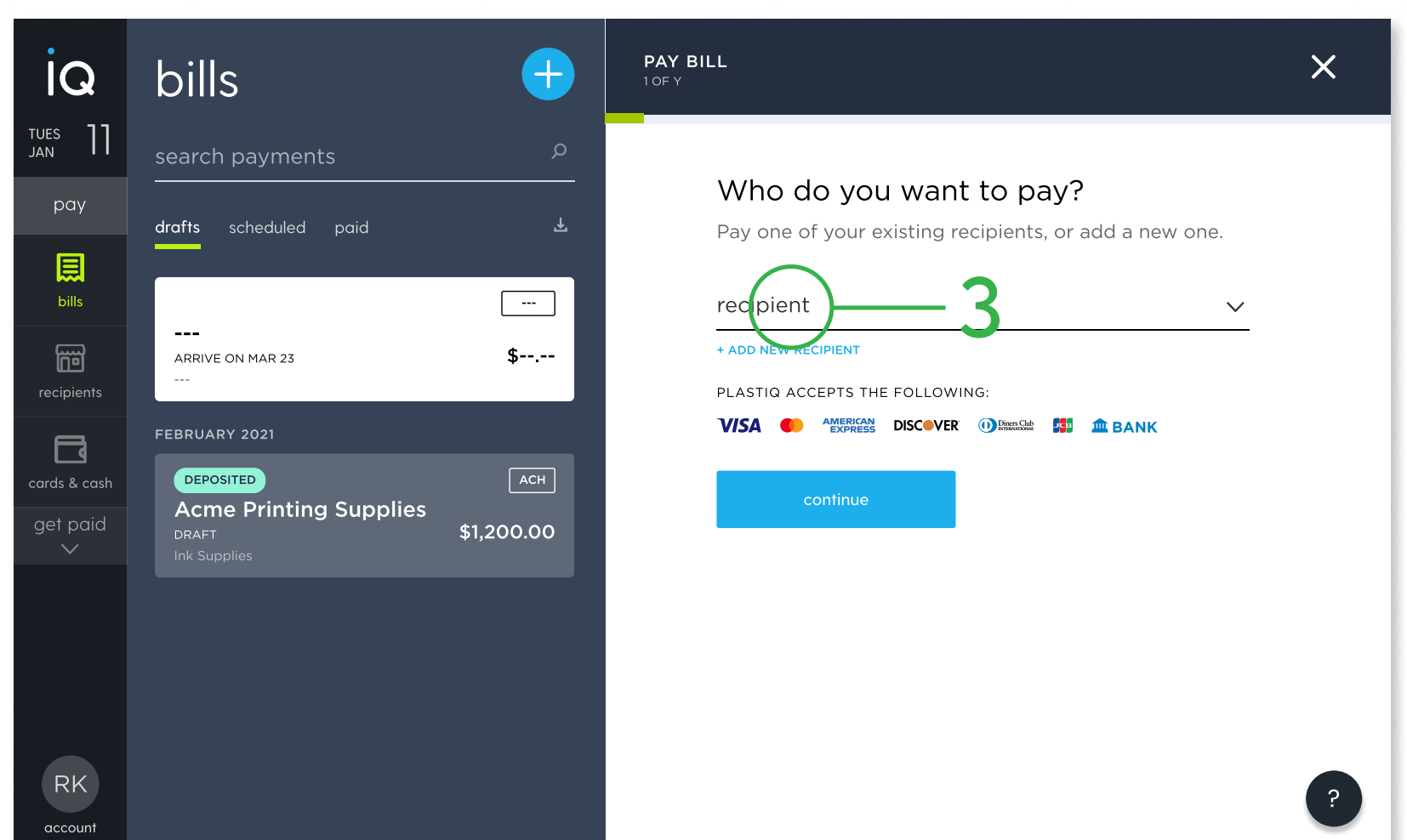
## 2 Draft a new payment.

Select "manually enter a new bill" from the drop down menu. If you've connected your accounting software, you'll see the option to import bills automatically.



## 3 Add a recipient.

Enter the name of the person or business you'd like to pay.





## 4 Add your payment details.

To pay your suppliers, we need to know a few things.

### Principal amount

the amount you'd like to pay

### Payment method

credit, debit, or bank transfer

### Beneficiary

who the payment is for

### Crediting details

the account or invoice number.

**TIP:** Add any other information your recipient might need in the “memo” section.

The screenshot shows the PlastiQ app interface. On the left is a sidebar with icons for 'pay', 'bills', 'recipients', 'cards & cash', and 'get paid'. The main area is titled 'bills' and shows a list of bills. The first bill is from 'Harris Corp.' for \$15,042.23, due on MAR 23. The second bill is from 'Acme Printing Supplies' for \$1,200.00, due on FEBRUARY 2021. To the right, the 'PAY BILL' screen is open, showing a form to enter payment details. The form includes fields for '\$ amount', 'payment method', 'PAY ON BEHALF OF' (Daletech), 'invoice or account number', and 'memo for recipient (optional)'. A 'continue' button is at the bottom.

## 5 Schedule your payment.

Select when you want your payment to arrive.

### Standard Delivery

the earliest date via standard methods of delivery

### Expedited Delivery

the earliest date possible

### Choose a different date

schedule a future date for your payment to arrive

Toggle the “make this a recurring payment” switch to ensure your bills get paid each and every month. You can edit and/or cancel these payments in the “bills” section whenever you need to.

This screenshot shows the same PlastiQ app interface as the previous one, but the 'PAY BILL' screen is at step 3 of 3. It displays delivery options for the selected bill. The options are: 'September 25, 2021' (Standard Delivery, FREE), 'September 15, 2021' (Expedited Delivery, \$54.34), and 'Choose Different Date' (Standard & Expedited Delivery Available). There is also a toggle switch for 'MAKE THIS A RECURRING PAYMENT'. A 'continue' button is at the bottom.

## 6 Submit your payment documentation.

Providing documentation of your payment terms with your recipient can speed up our review process later down the line.

Supporting documents can be (but aren't limited to):

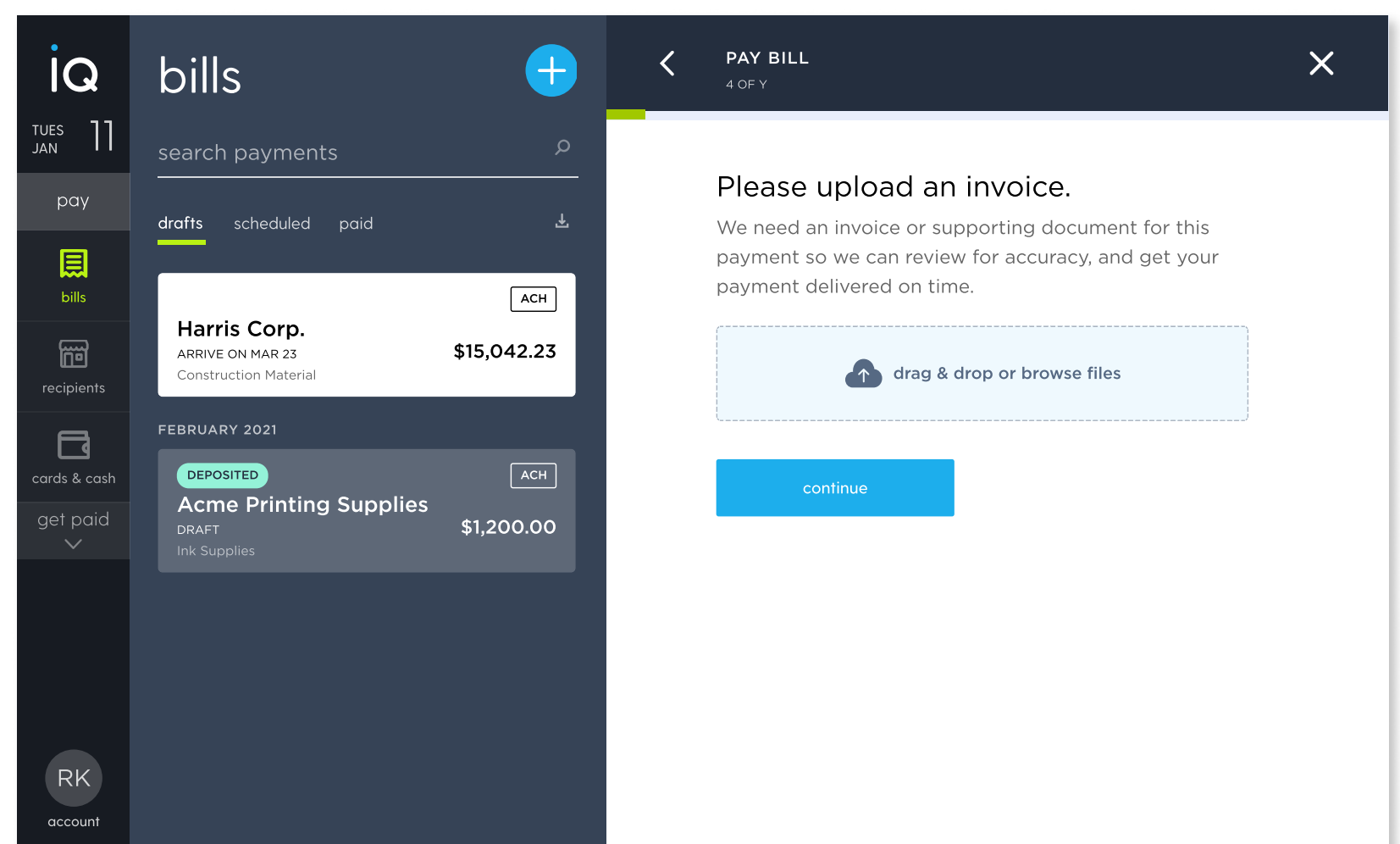
Identification

Associated bills

Invoice

Leases

Etc.



## 7 Take one last look before you pay.

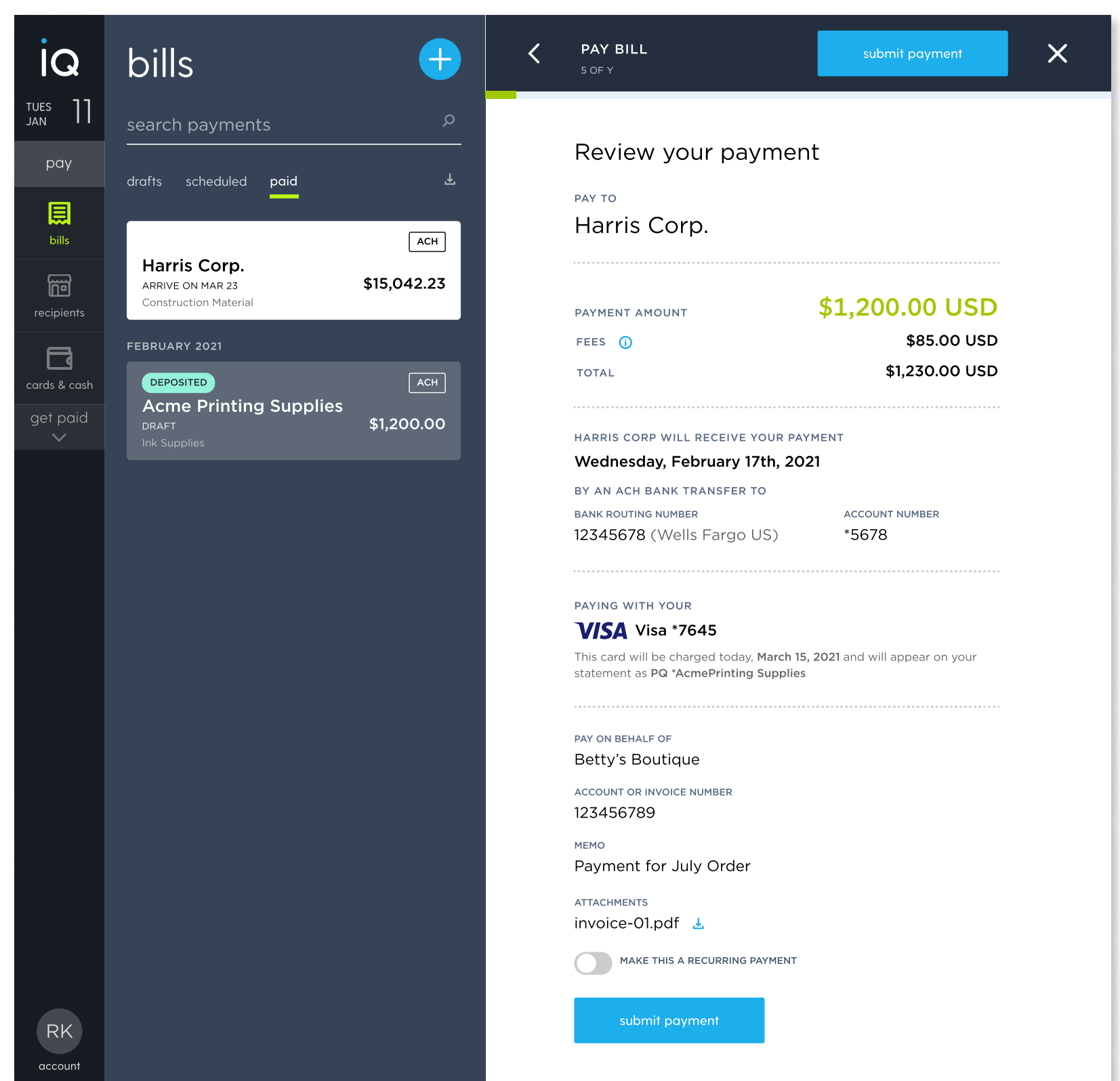
Once the payment is processed you won't be able to change the previously entered details. Meaning: take a good look at the information you've provided to make sure it's all correct.

If it is, click "submit payment" and let PlastiQ take care of the rest.

**TIP: Pay it again, Sam.**

If you need to resend a payment right away, you can do so by selecting "Pay Again" in the "bills" section.

Simply choose any of the payments under "paid" or "scheduled" and hit "Pay Again" on the upper-right hand of the screen.



## Got questions? We've got answers.

### Is it safe to link my bank account?

It certainly is. PlastiQ uses Plaid to securely link your bank account and your credentials are never stored or shared with a third party.

### Is there a fee for paying with PlastiQ?

For cash payments there's no base fee. Credit card funded payments have a 2.85% fee. If you'd like to expedite your payment, there will be an expedited delivery fee as well.

### What's the delivery time frame?

For standard check delivery, payments are received in 8 days. ACH transfers are delivered in three business days. Domestic wire payments are sent the next business day.

### How long does it take to see an updated account balance?

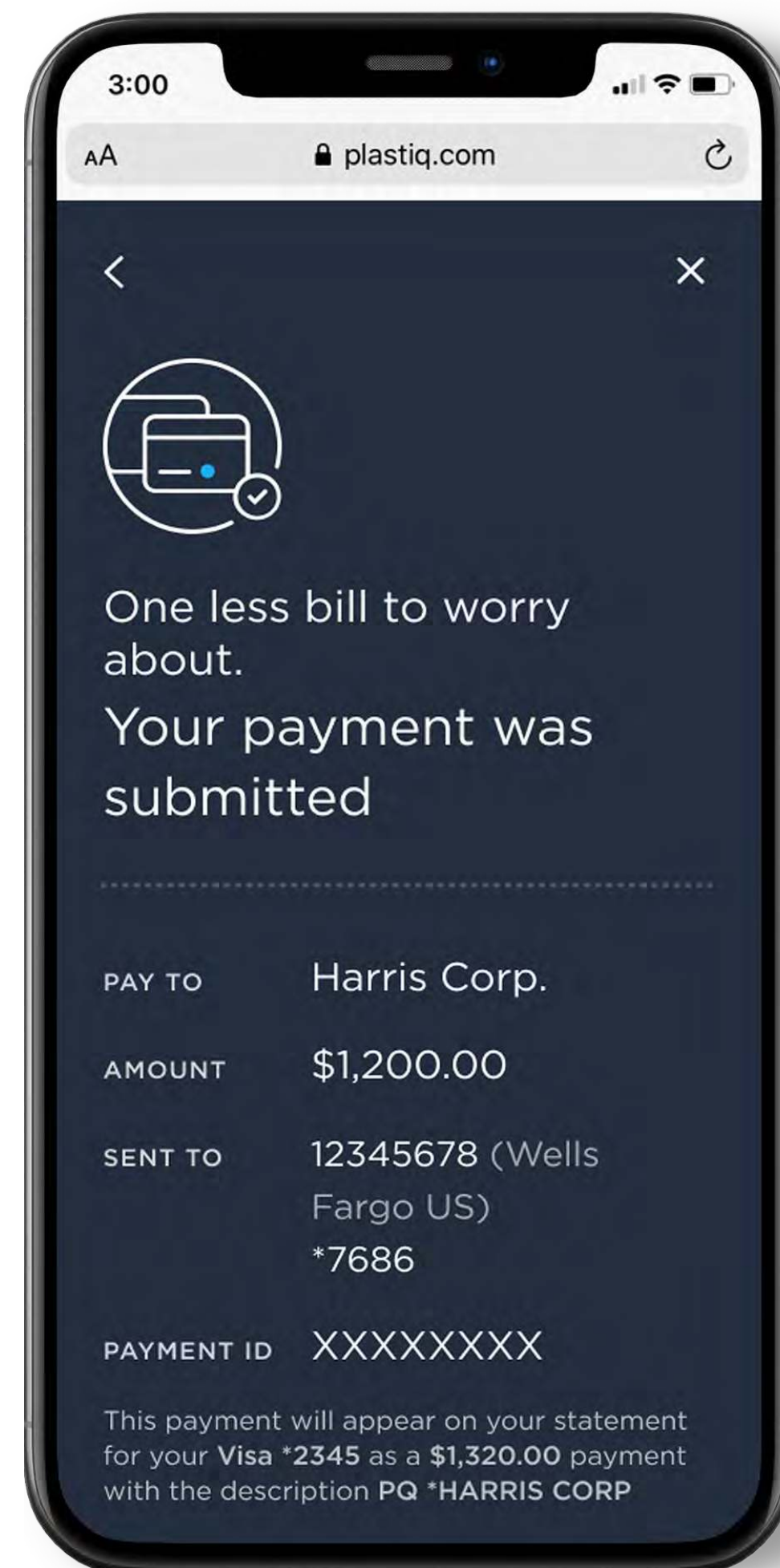
Once your bank is linked, you'll see updated balances every 24-hours.

### Can I make international payments using PlastiQ?

You absolutely can. Keep in mind international fees will apply when making international payments. To learn more about how to make payments globally, go here.

### Is there the option to remove a bank account?

Yes, yes there is. That said, if your bank account is associated with upcoming scheduled payments you'll have to switch out your preferred payment method before going forward.



## Still need help? We've got you covered.

Just because we've evolved payments, doesn't mean you don't have more questions about paying your bills using PlastiQ. For all the answers, head over to our Resources Page. FAQs, how-to videos, help center articles—it's everything you need to quickly and easily start paying your bills.