



CoPower FAQ - E-Bill Express ACH Quick Pay

Q: How do I access the payment site?

A: The URL which will take you to the payment site is www.copower.com/paynow.

Q: How do I find my CoPower ID / Invoice Number?

A: The CoPower ID and Invoice Number are displayed in the top-right of the first page of your CoPower invoice.

Q: How am I billed for this service?

A: There is no cost for using this payment site.

Q: Does this allow payment via Credit Card and/or Debit Card?

A: No, only ACH payment from a checking or savings bank account.

Q: When is the money for the payment drawn from my bank account?

A: The funds for the payment are debited from your account on the scheduled payment date. Keep in mind that you should always have funds available to cover the payment on that date.

Q: How can I confirm that a payment has been made?

A: You can check to see if the funds have been drawn from your bank account, or you can call 888-920-2322 to confirm if CoPower received and credited the payment. The ACH payment will also appear on your future invoice as confirmation.

Q: How do I cancel a payment I made?

A: To cancel payment, please contact us at 888-920-2322 no later than 3 PM PT on the day **prior to** the payment effective date.

Q: How can I save my payment method and/or view prior payment history?

A: On the confirmation screen after making a payment, there is an option to create login ID and password. Registering through this option will allow you to save payment method(s), your CoPower ID, and view prior payment history.

Q: Can I sign-up for Auto Pay using my bank account?

A: This portal is used for one-time ACH payments only. We do offer ACH Auto Pay via our "Employer AutoPay Authorization Form" found at <https://www.copower.com/documents>. Return the form with confirmation of bank info (such as void check / bank letter / bank statement) to copower.requests@amwins.com. After receiving this form, Auto Pay would happen at 1st business day of every month. Please allow up to one billing cycle to process your request.

Q: What if I did not receive a payment confirmation e-mail?

A: Check your spam filter for e-mail address E-BillExpress@E-BillExpress.com and whitelist this e-mail address if needed. E-mails will come from this specific e-mail address.

Q: My bank has fraud protection for ACH transactions. What should I provide my bank if I need to pre-authorize ACH payments to CoPower?

A: You can provide your bank our ACH Company ID for the payment site: **8320052349**. Please note we have a different ACH Company ID for ACH Auto Pay, which is not managed through this site but through our "Employer AutoPay Authorization Form". We can provide this alternate ACH Company ID upon request.