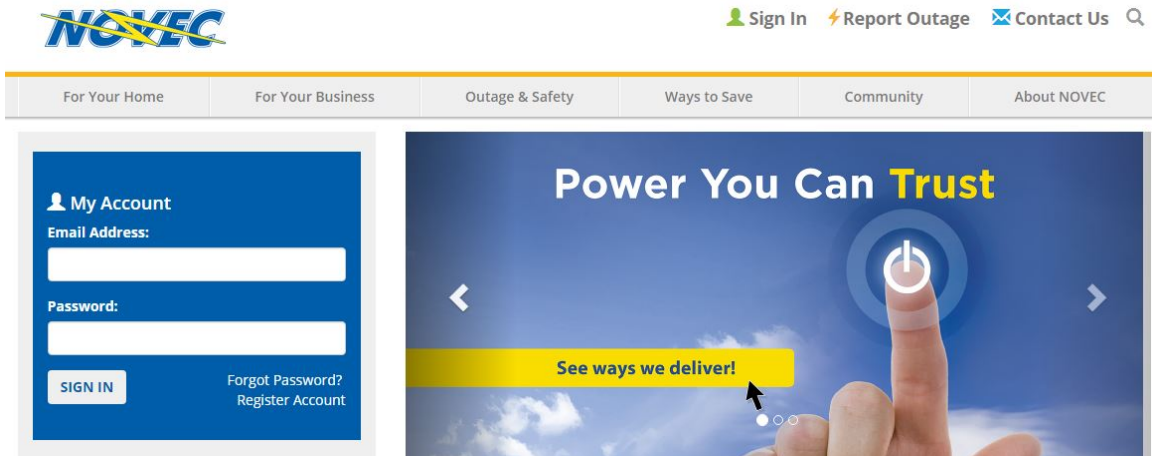
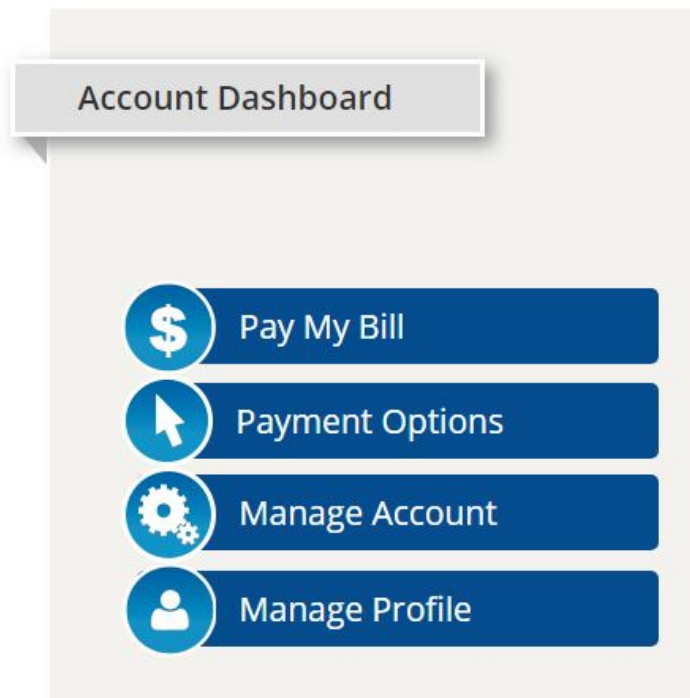


E-Billing: Cancelling a Scheduled Payment

- 1) Go to www.novec.com and log into your account using your email address and password. (Click enter or the SIGN IN button.)



- 2) You will see your account dashboard. Click Pay My Bill.



3) You are now in the e-Billing system. Click the menu (three horizontal lines) in the top left. This will open the gray sidebar.

Welcome, [redacted]

Account Management

- My Dashboard
- Document History
- Message Center
- Manage Alerts
- Online Accounts

Payment Options

- Manage Payment Accounts
- Schedule a Payment
- Payment History
- Manage AutoPay
- Contact Us

Help

Sign out

Dashboard

Last Login: 4/3/2019 12:01:14 PM

My AutoPay

Account Number: [redacted]

Next Payment Date: N/A

Next Payment Amount: N/A

Type: -

View

Account Number: [redacted]

Current Balance: \$87.00

Due Date: Apr 16, 2019

Bill Amount: \$87.00

View/Pay

Billing and Payment History

Pay/Due Date	Type	Account Number	Bill Amount	Status
Apr 16, 2019	Bill	[redacted]	\$87.00	-

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Follow

To minimize the menu so you can view the entire page, click the menu icon again or anywhere in the shaded gray area.

Please note that before a payment can be made from e-Billing, you must have already entered your bank account payment information. Please refer to our [e-Billing: Adding Bank Payment Information](#) help guide.

- 4) To cancel a scheduled payment, click Payment History. (Note: only payments with a “*scheduled*” status can be canceled). Select the scheduled payment to cancel and click the blue cancel button (far right).



Payment History

Account Number ALL Source ALL Status ALL

Account Number	Bill Total	Total Amount	Payment Date	Status	Source	Action
[REDACTED]	\$97.47	\$97.47	08/08/2018	Scheduled	VBS	View Bill Edit Details Cancel
[REDACTED]	\$97.47	\$97.47	08/07/2018	Cancelled	VBS	View Bill Details
[REDACTED]	\$0.00	\$132.16	07/14/2017	Approved	VBS	View Bill Details
[REDACTED]	\$0.00	\$215.84	05/15/2017	Approved	VBS	View Bill Details
[REDACTED]	\$0.00	\$126.50	04/17/2017	Approved	VBS	View Bill Details

Page 1 of 1

Legend
VBS = Biller Direct ONE = One Time IVR = Phone EFT = Fund Transfer CHK = CheckFree MET = Metavante RPS = RRSP GIR = Giro OTH = Other
ORC = ORC CSR = Call Center SMP = Secure Mail GYR = Giro PRI = ORC IPN = iPayNet FTB = 53 Bank POS = POS

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- 5) Click OK to cancel the payment.

Payment History

Account Number ALL Source ALL Status ALL

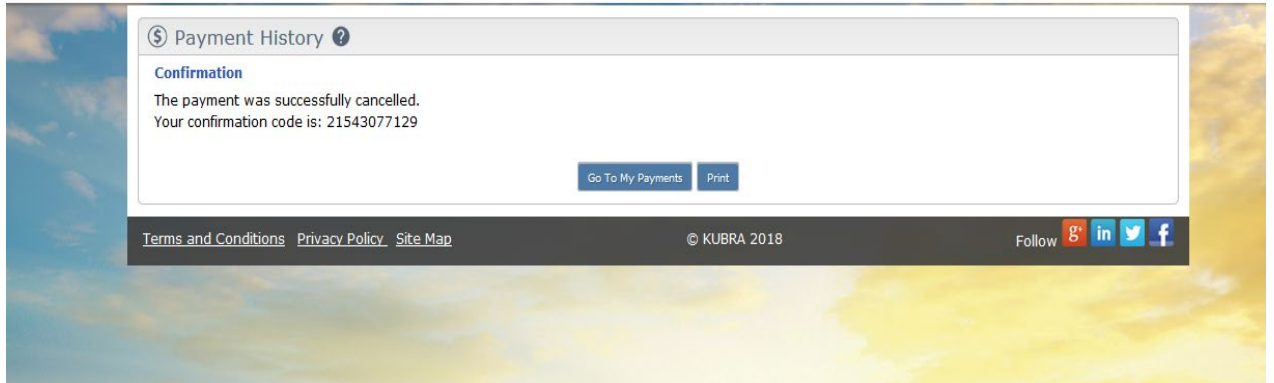
Account Number	Bill Total	Total Amount	Payment Date	Status	Source	Action
[REDACTED]	\$166.13	\$166.13	04/08/2019	Cancelled	VBS	View Bill Details
[REDACTED]	\$166.13	\$166.13	[REDACTED]	[REDACTED]	[REDACTED]	View Bill Edit Details Cancel
[REDACTED]	\$97.47	\$97.47	[REDACTED]	[REDACTED]	[REDACTED]	View Bill Details
[REDACTED]	\$97.47	\$97.47	[REDACTED]	[REDACTED]	[REDACTED]	View Bill Details
[REDACTED]	\$132.16	\$132.16	[REDACTED]	[REDACTED]	[REDACTED]	View Bill Details
[REDACTED]	\$215.84	\$215.84	[REDACTED]	[REDACTED]	[REDACTED]	View Bill Details
[REDACTED]	\$126.50	\$126.50	04/17/2017	Approved	VBS	View Bill Details

Page 1 of 1

Legend
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6) Once you click OK, a confirmation screen will appear with a confirmation code.



You have successfully canceled the scheduled payment.