



Notice of Credit Card Processing Fee Effective on Payments Made Starting 9/1/2023

If You Are Already Enrolled in Autopay and Want to Update Your Payment Method

To change your payment method for autopay, you must contact our Accounts Receivable team to initiate the process. This can be done by either of the below options:

- 1) Email ar@emds.com or call 855-653-5011 and request a link to update your autopay payment method. Please reference your Customer ID (which can be found at the top right of an invoice), or a prior invoice number so we can locate your account.
 - a. CGM will then reply with an email that includes a website link which takes you to our standard payment page. You will notice under 'Order Information' that the Amount is '0 USD'. This is expected.

A screenshot of a web payment interface. The top section is titled 'ORDER INFORMATION' in a dark blue header. Below this, the URL 'www.emds.com' is visible. A yellow highlight covers the 'Amount' field, which displays '0 USD'. The bottom section is titled 'PERSONAL INFORMATION' in a dark blue header. It contains four input fields: 'First name*', 'Last name*', 'Email*' (with the value 'llopez@emds.com' entered), and 'Company'.

- b. Complete the PERSONAL INFORMATION section. Be sure to use the correct Email and Company name that matches what CGM has on our records and which you can also find in a prior invoice. Then keep scrolling down to enter your new payment method information. At the bottom of the screen please make sure you check the "Sign up for Autopay" box.

Next click 'Pay'. This triggers a \$0.00 test authorization against your payment method and save it to use for future invoices.



Save Payment Data

Sign up for Autopay

Autopay Sign-Up: By checking this box, I hereby authorize eMDs, Inc. and/or CompuGroup Medical, Inc. ("CGM") to charge/debit the above credit card or bank account for all future invoices/orders. By checking this box, I further represent that I am a named account-holder authorized to withdraw funds from the bank account or credit card above. I understand that this authorization will remain in effect until CGM has received written notification from me of its termination in such time and in such manner as to afford CGM and the bank/ credit card company a reasonable opportunity to act on it

Direct debit ACH



- 2) Call us at 855-653-5011 to have an AR rep update your payment method with you over the phone.

If You are Not Enrolled in Autopay and Want to Sign-up

If you are not enrolled in autopay, you have the option to enroll any time you make a payment on one of your invoices. Open the payment link we include on your invoice and in the email to process your payment. Once you've entered your payment method information, check the "Sign up for Autopay" box and click Pay.

This will simultaneously process the payment for your invoice and also save your payment method to be automatically charged for all future invoices. Please note, any invoices issued prior to enrolling in autopay will not be automatically charged. You must still initiate payment for these invoices yourself.

If you do not currently have any open invoices/payment links but still want to enroll in autopay, please use the first set of instructions above to contact CGM's Accounts Receivable team to receive a \$0 payment link.



PAYMENT METHODS

Credit/Debit Cards 

Direct debit ACH 

Account holder* 

Account number* 

Routing number (ABA)*

Save Payment Data

Sign up for Autopay

Total Amount: **1.08 USD**

Pay