Make a Payment from Another Financial User Guide



The Make a Payment application is a self-service option that allows you to make regular loan payments using a Non-Altra deposit account or a debit card. The application does not allow you to deposit funds or pay on a credit card, it only allows regular loan payments.

Items Needed Before You Get Started

10-digit Altra Loan Account Number

(All Users) Available in Altra online banking or the original loan documents.

Checking or Savings Account & Routing Number from Non-Altra financial

(For Registered User Account Set-up) No convenience fee for Registered Users. Account information is stored for future use. Debit Card from Non-Altra financial

(Guest Users only) \$10 convenience fee for Guest Users. Account information is not stored for future use.

Get Started

- 1. Visit www.altra.org
- 2. Select MAKE A PAYMENT located on the right side of screen (desktop) or top of screen (mobile).



3. On the next screen select PAYMENTS FROM ANOTHER FINANCIAL.



Choose Your User Option

4. Choose REGISTERED USER (no fee) or GUEST USER (\$10 convenience fee) to log in and/or register a new account.

Registered User

Registered Use

There is no convenience fee once you sign up as a Registered User. Using the Registered User option allows you to register a user name and password and set up an ACH payment from your bank account. Debit cards are not accepted. Once registered, you will be able to store your bank account information for future use. You will also have the option to schedule re-occurring loan payments.





Guest User

Using the Guest User option, you are able to make a one-time payment to your loan with a debit card or ACH payment from your bank account. The payment can be processed same-day or you can schedule it for a future date. For a same-day payment, the funds will be debited from your account overnight the same day. *Effective 2/15/2022, there will be a \$10.00 convenience fee for payments made as a Guest User*. For a no-fee option, become a Registered User.

Guest User

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Registered Users

Current Registered Users may log in to access Quick Pay options, reset username/password, add new accounts, schedule one-time or recurring payments and view payment activity.

Set up a New Registered User account

1. Register as a New User

- Select the REGISTER NOW link.
- Enter username, password, contact & security questions.

	ed on the next business day
Sign In	
	Username
	Password

2. Add Altra Account

• Select the ACCOUNTS tab on top screen and click to add your 10-digit Altra Loan account number.



3. Add Payment Account from Another Institution

• Select the WALLET tab on top screen to add a payment account from a Non-Altra account. Note: Debit Cards are not accepted. Info will be saved for future payments.

Altra	Accounts	Activity	Wallet	Welcome Last logged in toda
🔶 Add Wal	llet			
Choose Paymer	nt Method			
Using Che	ecking Account	¥		
Check Type				
Personal	~			
Name on Check		Routing #	Account #	Confirm Account #
Nickname				
Add a Nickna	ame	Set Default		
Add a Nickna	ame	Set Derault		

4. Schedule Re-occuring Payments

Once your payment information is added, you can schedule a one-time payment or multiple re-occuring payments.

• Select the ACCOUNTS tab and click the ARROW on the right side.



• Select the Automatice Payment Settings MANAGE link.

Altra	Accounts	Activity	Wallet	Welcome
	Amoun \$	t Due Due Date	Automatic Payment Settings Manage No automatic payments set	Account Set
Account Details	Invoice Details			

• Click the ADD button to create automatic payment schedules.

Altra	Accounts	Activity	Wallet	Welcome Sara Peters -
← Automa Account: 17	tic Payments	1		+ Add
Payments made	prior to the payment o	lue date may be appli	ed to principal and/or fees and may not satisfy the next payment.	

- Set payment amount, frequency, funding account, etc.
- Accept the Payment Authorization checkbox and click SAVE.

Altra		Activity	Wallet		Welcome
← Automatic	Payments				
Payments made prior	to the payment d	ue date may be a	applied to principal and/or fees and may	not satisfy the ne:	kt payment.
Pay \$0.00 Enter amount you wi	ant to pay		Choose Frequency Weekly, monthly, etc	Ť	Using Checking Checking_0586 - ****0586
Total Payment De	tails				
Amount Selected	\$0.00				
Total Amount	\$0.00	1			
Next Payment Da	te		End		Nickname
03/15/2022			End on mm/dd/yyyy		New Auto Payment Schedule
Note: Payments schedi be adjusted to the prev	uled on non-busine lious business day.	ss days will	O End after # Payments		
					I accept the Payment Authorization
					Back Save

• Confirm scheduled payment info to complete the process.

Altra	Accounts	Activity	Wallet	Welcome	
← Automa Account:	tic Payments				+ Add
✓ Autopay set	tings saved success	sfully.			

Make a Payment from Another Financial User Guide



Guest User Option

There will be a \$10.00 convenience fee for payments made as a Guest User. For a no-fee option, become a Registered User.

1. Enter your 10-digit Altra Loan number. Click CONTINUE.

We	elcome to our Quick Pay system
Plea Payr	se enter the payment information and account number as it appears on your statement. nents made after 7:00pm Eastern Standard Time will be processed on the next business day
Pa	ay as a guest
	Account Number Account Number
	Continue

2. Enter the Non-Altra account payment & billing info.

and a more setting						
ou may make your Loan Payment(s lease note: Additional funds applied	i) by providing you d will go towards t	r checking/sav	ings account information bel /s bill, not principal.	low.		
Pay Amount Due	Ŷ	First Availa	able Date	\checkmark	Using Debit Card	\checkmark
Debit Card Number	Expiration	Date yyyy ~	Security Code			0
Billing Address for Card						
Street Address 1			Street Address 2			
Street Address 1			Street Address 2			
Street Address 1	State		Street Address 2	ZIP	Code	
Street Address 1 Country United States of America	State V AL	~	Street Address 2	ZIP	Code	
Street Address 1 Country United States of America	State × AL	•	Street Address 2.	ZIP	Code	
Street Address 1 Country United States of America	× State	v	Street Address 2	ZIP	Code	
Country United States of America Colored Payment Details mount Selected overheimer Fee	State AL		Street Address 2	ZIP	Code	
Country United States of America otal Payment Details mount Selected mover Selected stat Amount	State AL		Street Address 2	ZIP	Code	
Country United States of America otal Payment Details mount States and America anterience Fee atal America American and America American and American American and American American and States	State AL 0.00 ipt?	~	Street Address 2	ZIP	COM	
Country United States of America Otal Payment Details mount Selected structure States of America State	v State AL	Mobile Nurr	Street Address 2 City ther (optional)	ZIP	Code	

3. Click PAY to submit or EDIT to correct any of the entered information.



Federally insured by NCUA.

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