

## Overview

Payment Profiles provides Rapid Legal users the ability to securely save multiple credit cards and ACH payment methods in their accounts. Users can choose from their saved payment profiles when placing orders, giving them greater flexibility to organize their payments.

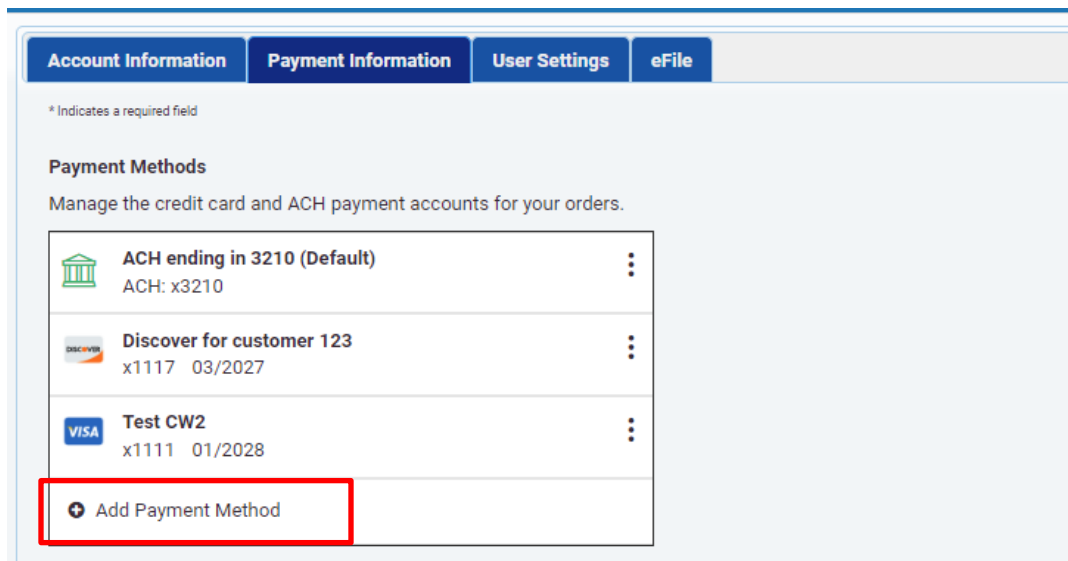
## Key Benefits

1. Select from multiple payment options for your orders.
2. Assign a nickname to quickly identify the desired payment method.
3. Add, edit, or remove payment methods.
4. Change the payment method up to the time of order completion.
5. See a summary of estimated fees during checkout.

(Scroll to next page.)

## How to Add a Payment Method

Click on “My Profile”, then click on “Payment Information”. In the **Payment Methods** section click on “Add Payment Method”, then select **Credit Card** or **ACH**. Complete the required fields and click on **SAVE**.






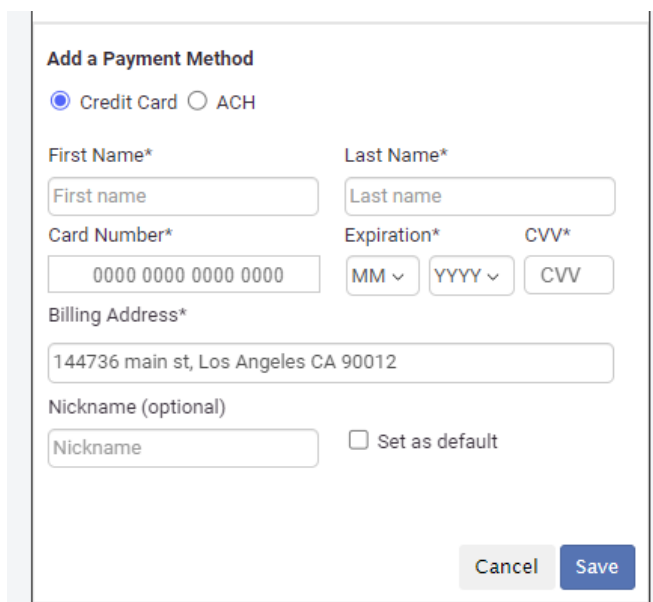
**Account Information** | **Payment Information** | User Settings | eFile

\* Indicates a required field

### Payment Methods

Manage the credit card and ACH payment accounts for your orders.

	<b>ACH ending in 3210 (Default)</b> ACH: x3210	⋮
	<b>Discover for customer 123</b> x1117 03/2027	⋮
	<b>Test CW2</b> x1111 01/2028	⋮
<b>+ Add Payment Method</b>		



### Add a Payment Method

Credit Card  ACH

First Name\*  Last Name\*

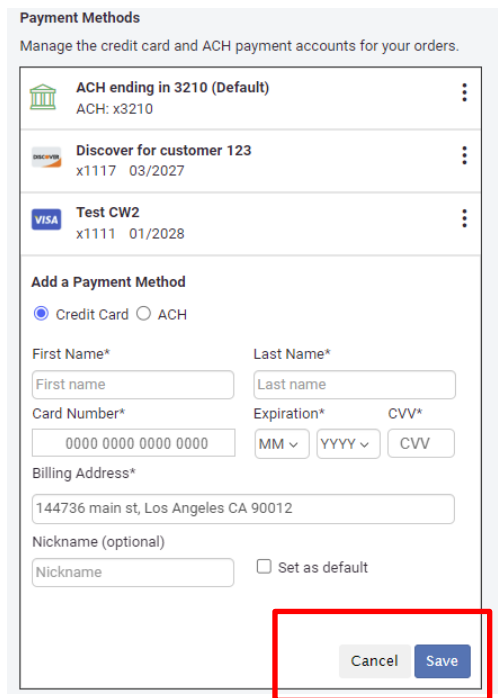
Card Number\*  Expiration\*   CVV\*

Billing Address\*

Nickname (optional)   Set as default

## How to Set a Default Payment Method When Adding a New Credit Card:

Click on “My Profile” then click on “Payment Information”. In the **Payment Methods** section click on “Add Payment Method”. Select **Credit Card** or **ACH** and complete the required fields. Select the “Set as default” checkbox and click on **SAVE**.



**Payment Methods**  
Manage the credit card and ACH payment accounts for your orders.

- ACH ending in 3210 (Default)**  
ACH: x3210
- Discover for customer 123**  
x1117 03/2027
- Test CW2**  
x1111 01/2028

**Add a Payment Method**

Credit Card  ACH

First Name\*  Last Name\*

Card Number\*  Expiration\*   CVV\*

Billing Address\*

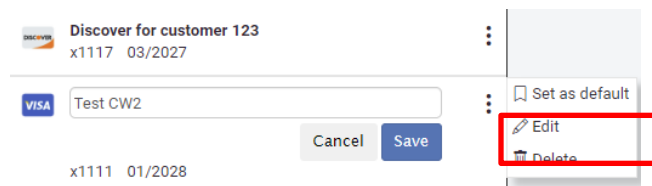
Nickname (optional)   Set as default

### What happens if my credit card is declined?

If your **preferred payment method** fails or is declined during processing, your **default payment method** will automatically be charged.

## How to edit the Nickname for a Payment Method

In the **Payment Method** section, click on the three dots for the payment method you would like to edit. Click on **Edit** and enter the new name, then click on **SAVE**.



**Discover for customer 123**  
x1117 03/2027

**Test CW2**  
x1111 01/2028

- Set as default
- Edit**
- Delete

## How to Delete a Payment Method

\*In the **Payment Method** section, click on the three dots for the payment method you would like to delete. Click on **DELETE**. Read the confirmation dialog box, then click on OK.



\*Note: If you wish to delete the existing default payment method you must **first assign a different payment method as the default**. After the different payment method has been assigned, you may return to the original payment method and use the “delete” option.

## Frequently Asked Questions

### When will Multiple Payment Methods go live?

- a. Multiple Payment Methods will go live on December 15, 2023.

### What types of payment methods are accepted?

- a. Rapid Legal users may save multiple credit cards (Visa, Mastercard, American Express, Discover) and ACH accounts (Business and Personal Checking) to their Rapid Legal account.
- b. *Note: Debit cards are not accepted and at least one payment method is required per account.*

### What information do I need for a payment method to add an account?

- a. Credit Cards: cardholder name, card number, expiration, security code and billing address.
- b. ACH Accounts: account type, account holder name, routing number, account number and billing address.

### What is the Nickname for?

- a. You may enter a friendly name for each payment method to help differentiate each account. Examples:
  - Corporate Visa
  - Backup Visa
  - Ford Corporation’s Mastercard

- Wells Fargo Business Checking

#### **How do I change the default payment method?**

- a. If you have multiple payment methods on the account, you must designate one to set as a default.
- b. You may change the default on these pages:
  - Click on My Profile > Payment Information (*available to Admins only*).
  - On the Order Details tab when placing an order.
- c. Click on the three-dot menu beside the payment account you'd like to use, then click on "Set as default."
- d. Orders placed after making this change will use the new default account. Previous orders will use the payment method used at submission.

#### **Can I manage my payment methods?**

- a. Yes. You may manage your payments methods on the Order Details tab when placing an order, and in the My Profile section of the Rapid Legal portal. You may add, edit or delete a payment method for the account.

#### **Fee Waiver:**

#### **What Payment Method should I choose if I have a Fee Waiver?**

- a. If a court eFiling order qualifies for a Fee Waiver, a "Fee Waiver" shall be selected by default.

#### **Open Credit Options:**

#### **Does an account still need a credit card or ACH payment guarantee if Open Credit is requested?**

- a. Yes.

#### **Can I delete the default payment method?**

- a. Yes, however, you must select a new default payment method before deleting the previous one.