

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

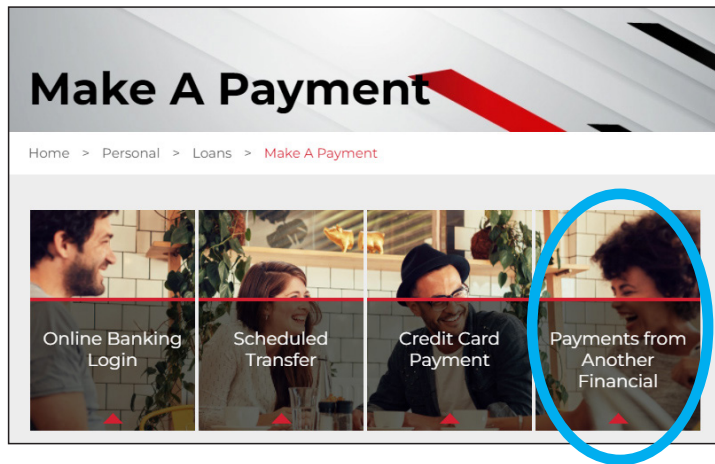
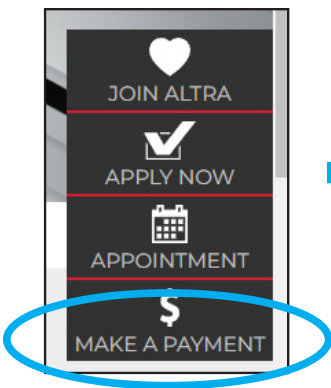
(For Registered User Account Set-up)
No convenience fee for Registered Users.
Account information is stored for future use.

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

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.

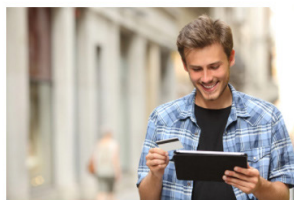
Registered User



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.

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.

4. Schedule Re-occurring Payments

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

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

- Select the Automatic Payment Settings MANAGE link.

- Click the ADD button to create automatic payment schedules.

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

- Confirm scheduled payment info to complete the process.

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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.

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

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

Questions?

Contact Altra at 800-755-0055 (7:30am to 5:30pm CST) or www.altra.org

Federally insured by NCUA.

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