Payments

Overview

The Payments application in your Mithi account is where you can see your payment history, make online payments and record details of the payments made.

Making Payments using the payment gateway

Using the payment gateway is a safe and secure method to make online payments.

1. Login to your customer account

2. Navigate to the Payment application

3. Click on Make Payment button

4. Follow the instructions.

View your Payment Record history

1. On accessing the Payments application, you will be able to see your payment records history.

2. The payment record history will show all the payments recorded, with the latest being on top. You can use the filter options on the top to filter the records shown.

3. Each payment record will show the following details.

    1. The **date** on which the record payment request was made

    2. **Invoice number** for which payment was made

    3. **Amount Paid** against the invoice in INR or USD currency

    4. **Amount deducted as tax**

    5. The **method of payment** used for the transaction with supporting proof of payment

    6. **Additional information** shared

    7. **Status** of the request to record the payment

    8. **License expiry date**

    9. The message explaining the status of the request

    10. **A link to download the documents** attached to the payment record.

Submit a request to record the payment

Typically, when you make a payment, it may take up to three working days to find and apply your payment to your account. Use this app to prevent the lag in updating our records and keeping your subscription active after you have made a payment (more so, when you are very close to or have crossed the subscription end date).

After you have paid the outstanding invoices, record your payment to inform us via this app. As soon as you submit the payment details, the system will automatically update your license for five calendar days to prevent any disruption in your use of our service. Meanwhile, our teams will locate your payment and apply it to your account while updating the license period.

1. To submit a request, click on the **Record a Payment** button.
2. On the **Record Payment** form, provide all the mandatory information
   1. **Invoice number** for which payment was made
   2. **Invoice date**
   3. **Amount paid** in INR or USD against the invoice
   4. In case of tax deducted, provide the **amount withheld**
   5. Choose the **method of payment**
   6. Upload the **receipt of the payment** as proof
   7. Share **comments** explaining payment details
   8. **Upload documents** to support the payment
3. **Update the payment**
4. Your newly added request will be added to the top of the table of the payment records
   1. The **status** of your request will show **pending**
   2. You will receive an email once your request has been processed, OR you can check for the status in a few minutes.