

Dear SoCal Food Allergy Families,

At SoCal Food Allergy Institute, we want to make it as easy as possible for our patients' families to pay their quarterly TIP fee, so they can spend less time worrying about the payment and more time on achieving Food Freedom. With this in mind, we are very pleased to announce the launch of our autopay/recurring payment feature into the SCFAI Customer Center platform!

The benefits of autopay are numerous, but here are our favorites that we think will become yours as well:

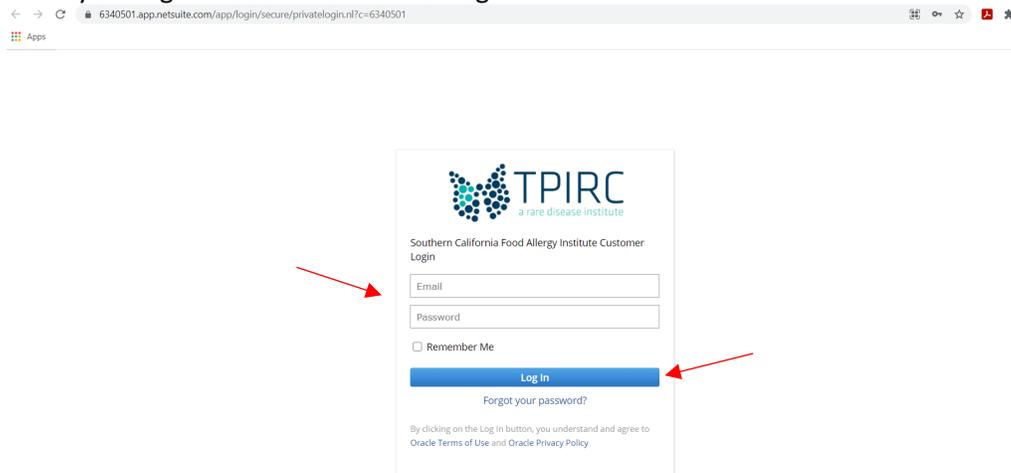
- Schedule payments to be drawn on a quarterly basis
- No finance charges/late fees or [physical] paper invoices
- Notifications prior to your card being charged each quarter
- Cancel autopay at any time

Here's how autopay/recurring payment works:

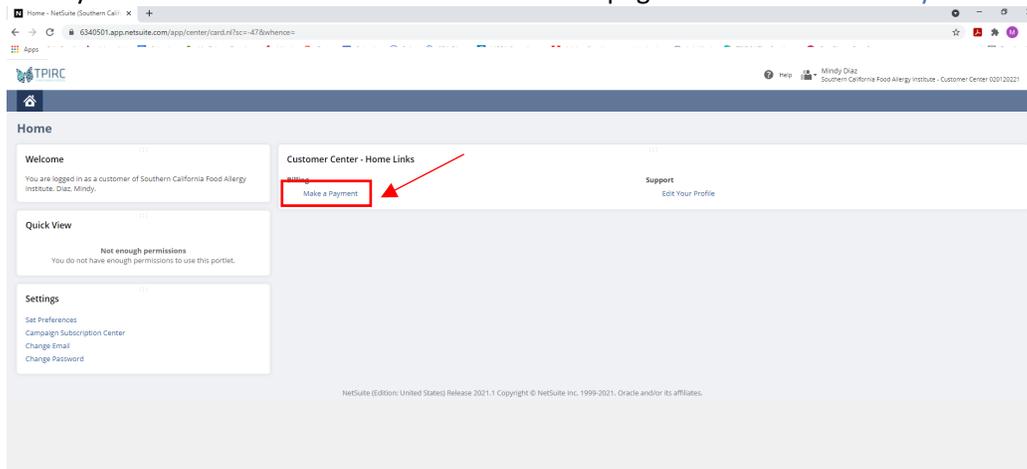
1. Access the SCFAI Customer Center by clicking on the following link:
<https://6340501.app.netsuite.com/app/login/secure/privatelogin.nl?c=6340501>

****Please follow these instructions to set up your SCFAI Customer Center if you have not done so****

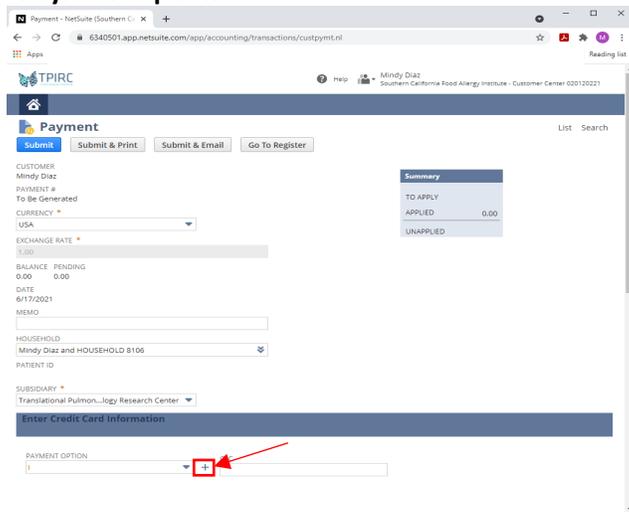
2. Enter your log in credentials and hit "Log In".



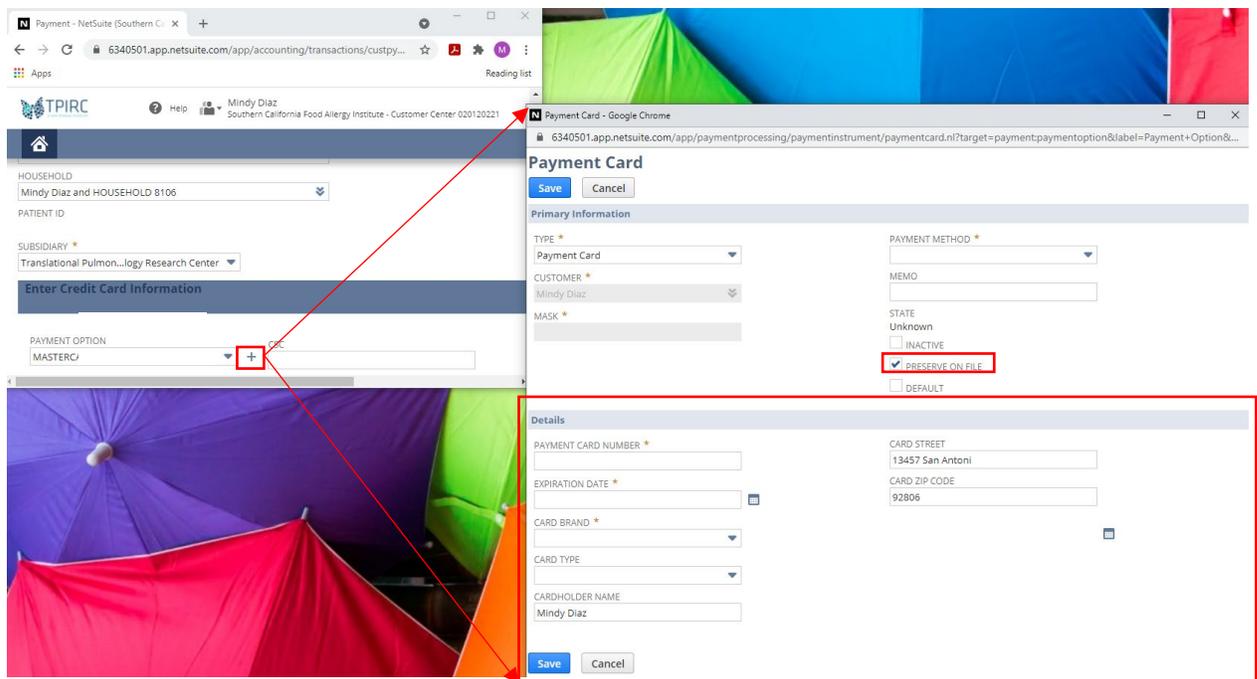
3. Once you are on the SCFAI Customer Center Homepage. Click on "Make a Payment".



4. Go to section **“Enter Credit Card Information”** and click on the **+** sign next to the box labeled **“Payment Option”**:



5. A second pop-up window will appear. Proceed to enter the card information in the **“Details”** section and select the **“Preserve on File”** box:



6. Verify your card information. Ensure the street address and zip code are an exact match to your billing address. Then hit **“Save”**.

7. Once saved, your card information will appear in the “Payment Option” section:

The screenshot shows a web browser window displaying the NetSuite Payment interface. The page title is "Payment - NetSuite (Southern C...". The URL is "6340501.app.netsuite.com/app/accounting/transactions/custpymt.nl". The page header includes the TPIRC logo and user information: "Mindy Diaz, Southern California Food Allergy Institute - Customer Center 020120221". The main section is titled "Payment" and contains several buttons: "Submit", "Submit & Print", "Submit & Email", and "Go To Register". Below these buttons, there are fields for "CUSTOMER" (Mindy Diaz), "PAYMENT # To Be Generated", "CURRENCY" (USA), "EXCHANGE RATE" (1.00), "BALANCE PENDING" (0.00), "DATE" (6/17/2021), "MEMO", "HOUSEHOLD" (Mindy Diaz and HOUSEHOLD 8106), "PATIENT ID", and "SUBSIDIARY" (Translational Pulmon...logy Research Center). A "Summary" table is visible on the right side of the page, showing "TO APPLY", "APPLIED 0.00", and "UNAPPLIED". Below the summary, there is a section titled "Enter Credit Card Information". In this section, a dropdown menu labeled "PAYMENT OPTION" is highlighted with a red box and a red arrow. The dropdown menu is currently set to "MASTERCARD *\$100 (4/2024)". To the right of the dropdown menu is a plus sign and a text input field labeled "CSC".

*****Please note, by providing your card payment information and selecting the “Preserve on File” option, you AGREE and AUTHORIZE SoCal Food Allergy Institute to charge the full amount required by your TIP fee payment plan (initial payment, monthly, quarterly) to the specified card on a recurring basis.*****

We hope you are as excited about this new feature as we are!

For questions about setting up your payment card or for troubleshooting support, please email us at billing@socalfoodallergy.org for assistance.

Thank you.

Best regards,

SoCal Food Allergy Institute