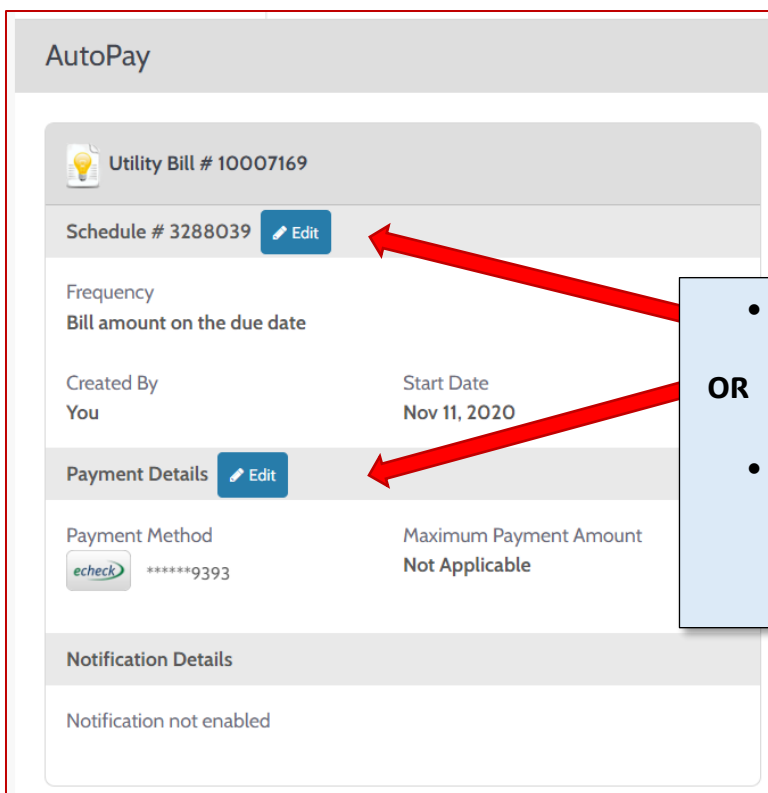
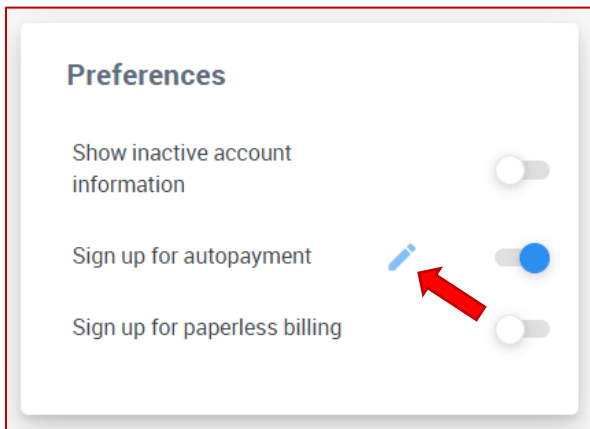


UPDATE RECURRING and ONE-TIME PAYMENT HOW TO

To update your established recurring payment preferences:

- **Log in** to your CSS account
- Scroll down until you see the **Preferences** (bottom right of the Account Summary screen)
- Click the edit symbol (looks like a pencil) next to **Sign up for autopayment**



- You can edit the schedule
- OR**
- you can edit the payment information such as adding a new method or updating an existing method

Schedule Details

Frequency

☒ Bill amount on the due date ☐ Monthly - fixed amount

☐ Monthly - bill amount ☐ Bi-Monthly

Maximum Payment Amount (Optional)

Schedule Notification Preferences ?

Do not remind me ▼ in advance of a scheduled payment

☐ By selecting the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal or by calling your biller's customer service number. Cancellation requests must be received at least 3 business days before the next scheduled payment due date.

Cancel Confirm Remove Schedule

Callout Box: These options are for recurring payments only. It puts your future payments on a schedule. This area is not for making a one-time payment.

Notification Dropdown: Do not remind me ▼, Do not remind me, Remind me 2 days, Remind me 3 days, Remind me 4 days

➤ **Frequency** - Please closely review the options before making your selection

- **Bill amount on the due date**
 - This is the most widely used option and means that your payment will not be made until the due date
- **Monthly – bill amount**
 - This method does not change your due date. You can pick a date to make the payment *but beware*, if you schedule a payment after your due date, the account will be considered past due, and the account will be subject to late penalty fees
- **Monthly – fixed amount**
 - This does not change your due date. It is the same as the option above with the only difference of it being a fixed amount
- **Bi-Monthly**
 - This does not change your due date. This option will process a payment every 2 months. Please note that if the selected day is greater than the last day of the scheduled month then the last day of the month is used for the schedule day.

- Example: If you select the 30th but the month of February only has 28 days, then for the month of February the payment will be made on the 28th.

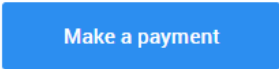
Schedule Reminder - Next you can schedule a reminder notification to be sent to you

- You can also select **Remove Schedule** if you wish to discontinue the recurring payment
 - Cancellations must be made (3) three days before the next scheduled payment
 - Click **Confirm** when done
-

What about scheduling a One-Time Payment?

A one-time payment can be scheduled. Please keep in mind that this does not change your due date. You are only scheduling a one-time future payment.

If your account has a balance and you schedule a payment to be made *after* your due date, then that amount will be considered past due and will be eligible for late penalty fees.

- Click 
- Select **Later**
- Choose your **Date**

This option **DOES NOT** prevent a Disconnect for Non-payment that is scheduled to happen before the chosen payment date.

Payment Details

Payment Amount \$
100.00

Payment Date
☐ Now ☒ Later

Schedule payment for
Select date 

My Wallet

☒ echeck ****1234

 Add new

Continue

- Enter the payment **amount**

Review and Confirm

Payment Method  ****1234

Payment Date Later (03/01/2024)

Payment Amount 100.00

Click the PAY button to authorize your payment.

Back **Pay \$100.00**

- Click the **Pay** (amount) button
- You will see your payment confirmation

Payment Receipt

Your payment has been scheduled

Confirmation #	91919191
Payment Type	Utility Bill
Account #	99999999
Status	Scheduled
Payment Date	Mar 1, 2024
Payment Method	MasterCard *****1234
Payment Amount	\$100.00

Print

- What a printer receipt looks like:

2/29/24, 9:45 AM

Pay My Bill: : City of Georgetown

Payment Receipt

Your payment has been scheduled

Confirmation #	91919191
Payment Type	Utility Bill
Account #	99999999
Status	Scheduled
Payment Date	Mar 1, 2024
Payment Method	MasterCard *****1234
Payment Amount	\$100.00

- In order to **cancel** a scheduled one-time future payment, please contact our Customer Care team. The one-time payment canceling process is not available in CSS.

If you need assistance with either of these processes, please reach out to our Customer Care Team so that they can talk you through the process. Please keep in mind that they do not have access to your financial data so you will still need to manage these processes in your CSS portal.

