

# QUICK REFERENCE GUIDE

# PAY-BY-PHONE

# 1-844-843-6843

## MAIN MENU

- 1 - Make a payment
- 2 - Check account status
- 3 - Create or update PIN NUMBER
- 9 - Repeat main menu

## MAKE A PAYMENT

Please enter your account number followed by the # sign. (If correct, Press 1; if not, Press 2.) Enter your current 4-digit PIN or the last four digits of your Social Security Number to verify your identity.

- 1 - PAY total amount due.
- 2 - PAY a different amount - for example: 5021 for \$50.21.  
(If correct, Press 1; if not, Press 2.)
- 3 - CONTINUE.
- 9 - Repeat these options.

## ONCE YOU ENTER AMOUNT TO PAY

- 1 - Add another account to payment total.
- 2 - Process your payment.

## SELECT PAYMENT METHOD

- 1 - Pay by Discover, MasterCard, Visa.
- 2 - Pay by check.
- 3 - Add another account to payment total.
- 4 - Exit without making a payment (go back to payment options).
- 9 - Repeat these options.

## PAYMENT BY CREDIT OR DEBIT CARD

Please enter your CC account number followed by the # sign (if correct press 1, if not press 2). Please enter your CC expiration date as mm/yy (if correct press 1, if not press 2). Please enter the 3-digit security code on the back of your CC followed by # sign (if correct press 1, if not press 2). Please enter your 5-digit zip code (if correct press 1; if not press 2). If you want to save your payment information press 1, if not press 2.

- 1 - If payment amount is correct
- 2 - Review your payments
- 9 - Repeat these options

## PAYMENT BY CHECK

Please enter your banks 9-digit routing number (if correct press 1; if not press 2). Please enter your checking account number followed by the # sign (if correct press 1, if not press 2). If personal account press 1; if business account press 2. If checking account press 1; if savings account press 2. If you want to save your payment information press 1; if not press 2.

- 1 - If payment is correct
- 2 - Review your payments
- 9 - Repeat these options

## ACCOUNT STATUS MENU

Please enter your account number followed by the # sign (if correct press 1; if not press 2). Please enter your four-digit PIN or the last four-digits of your Social Security Number to verify your identity.

- 9 - To hear this information again

## CREATE OR UPDATE PIN NUMBER

- 1 - To look up your information

Please enter your account number followed by the # sign (if correct press 1; if not press 2). Please enter your current PIN or the last 4-digits of your Social Security number or federal tax ID number to verify your identity. Please enter your desired 4-digit PIN. To Verify, please re-enter your new 4-digit PIN.