



IVR (INTERACTIVE VOICE RESPONSE) IS OUR NEW PHONE PAYMENT SYSTEM.

CALL 877-822-0966 (TOLL-FREE) AND FOLLOW THE STEPS BELOW TO MAKE A PAYMENT OR CHECK YOUR BALANCE:

1. ENTER YOUR ACCOUNT NUMBER. *DASHES ARE NOT INCLUDED.*
2. THE SYSTEM WILL REPEAT THE NUMBER BACK:
 - **PRESS 1** TO CONFIRM ACCOUNT NUMBER
 - **PRESS 2** TO RE-ENTER
3. ENTER IN *JUST THE NUMBERS* OF YOUR ADDRESS
(EX: ENTER 123 IF YOUR ADDRESS IS 123 MAIN STREET)
4. THE SYSTEM WILL REPEAT THE NUMBER BACK:
 - **PRESS 1** TO CONFIRM ACCOUNT NUMBER
 - **PRESS 2** TO RE-ENTER
5. THE SYSTEM WILL CONFIRM THE NAME AND ADDRESS ENTERED
 - **PRESS 1** IF THE INFORMATION IS CORRECT
6. THE SYSTEM WILL LET YOU KNOW IF THERE IS A FEE WHEN MAKING AN IVR PAYMENT.
 - **PRESS 1** TO CONTINUE WITH PAYMENT
 - **PRESS 2** TO LEARN MORE ABOUT THE FEE
7. PRESSING OPTION 1 GIVES YOUR BALANCE AND THE DUE DATE.
 - **PRESS 1** TO PAY FULL BALANCE
 - **PRESS 2** TO PAY A DIFFERENT AMOUNT
8. THE SYSTEM WILL LIST ACCEPTED CARD TYPES AND PROMPT YOU TO ENTER YOUR CARD NUMBER.
9. THE SYSTEM WILL REPEAT YOUR CARD NUMBER:
 - **PRESS 1** TO CONFIRM CARD NUMBER
 - **PRESS 2** TO RE-ENTER
10. ENTER CREDIT CARD EXPIRATION DATE
11. THE SYSTEM WILL REPEAT THE EXPIRATION DATE:
 - **PRESS 1** TO CONFIRM CARD NUMBER
 - **PRESS 2** TO RE-ENTER
12. ENTER CREDIT CARD VERIFICATION CODE (CVV)
13. THE SYSTEM WILL REPEAT THE EXPIRATION DATE:
 - **PRESS 1** TO CONFIRM CARD NUMBER
 - **PRESS 2** TO RE-ENTER
14. THE SYSTEM WILL STATE THE TOTAL AMOUNT OF THE CHARGE.
15. THE SYSTEM WILL REPEAT THE EXPIRATION DATE:
 - **PRESS 1** TO CONFIRM CARD NUMBER
 - **PRESS 2** TO RE-ENTER
16. YOU WILL RECEIVE A MESSAGE CONFIRMING THE TRANSACTION WAS SUCCESSFUL AND WILL PROVIDE A CONFIRMATION NUMBER.