

IVR

Steps to make payment or check balance

1. Enter in account number. Dashes are not included.
2. Repeats the number back. Press 1 to confirm account number or 2 to re-enter.
3. Enter in just the numbers of your address such as 123 if your address is 123 Main.
4. Repeats the number back. Press 1 to confirm account number or 2 to re-enter.
5. After it finds your account it will confirm the name and address.
6. Enter 1 to continue with this account.
7. It will let you know if there is a fee when making an IVR payment.
8. To continue with payment, enter 1 or to learn more about the fee, enter 2.
9. If you choose option 1, it gives balance and due date.
10. To pay full balance, enter 1 or to pay a different amount you enter 2.
11. It says what types of cards are accepted and then will prompt you to enter in credit card number.
12. Repeats credit card number and ask to confirm by entering 1 or re-enter using 2.
13. Enter credit card expiration date.
14. Repeats date and ask to confirm by entering 1 or re-enter using 2.
15. Enter credit card verification code.
16. Repeats and ask to confirm by entering 1 or re-enter using 2.
17. It will give total amount of charge.
18. To continue with payment, enter 1. To cancel, hang up or enter 2.
19. Receive message letting you know it was successful and gives confirmation number.