

## How to Enroll or Change Auto Pay

Once you are logged into your account, you can set your account up to be automatically paid with your debit or credit card by clicking “Enroll in auto pay”

The screenshot shows the 'Utility Billing' dashboard for the City of Gladstone. The main content area displays a 'Welcome back' message, the account name 'CITY OF GLADSTONE', and a current balance of \$0.00 due on 3/10/2022. A 'Pay now' button is visible. On the right, there are three action buttons: 'Pay bills', 'Enroll in auto pay' (highlighted in yellow), and 'Schedule payment'. Below these are three informational cards: 'Last payment' showing a \$0.00 payment, 'Current bill' showing a \$0.00 bill due 2/28/2022, and 'Hours and Location' for Gladstone Utility Billing.

Account ID	Balance	Due date	Action
18-01218-00 MELDRUM-COMM GARDEN...	\$0.00	3/10/2022	<a href="#">Enroll</a>

Select the account you wish to enroll in auto pay by clicking the “Enroll” button next to the account.

The screenshot shows the 'Manage auto pay' page. The left sidebar contains navigation options: Home, Manage accounts, Account detail (highlighted), Transactions, Consumption, and Communications. The main content area shows a 'Not enrolled' status and a table of accounts. The 'Enroll' button for the account '18-01218-00' is highlighted in yellow.

Account ID	Balance	Due date	Action
18-01218-00 MELDRUM-COMM GARDEN...	\$0.00	3/10/2022	<a href="#">Enroll</a>

## How to Enroll or Change Auto Pay

### Enroll in auto pay



on the same day every month. We recommend you pay 5 days before your expected due date. If you schedule your payment after it is due, you may incur a late penalty that, if left unpaid, will result in disconnection of service.

MELDRUM-COMM GARDENS WELL

18-01218-00

#### Payment day

I want my payment to draft on this day every month

Payment day

#### Payment Method

Card number

MM

YYYY

Cardholder name

Address

Billing ZIP code

Security code

Cancel

Enroll now

First, select the date you wish your payment to automatically be paid. If you are wishing for the current amount on your account to be automatically paid, make sure to select a date in the future. Also, please be aware that the City of Gladstone's due date is the 10<sup>th</sup> of the month, with a grace period until the 15<sup>th</sup> of the month. ANY DATE THAT IS SELECTED AFTER THE 15<sup>TH</sup> OF THE MONTH MAY BE SUBJECT TO A LATE FEE.

Enter the credit card information that is requested and click "Enroll now"

If you need to change your credit card information for any reason, including if your credit card has expired, the easiest way to do so is by ADDING A NEW CARD (the payment site has been known to revert back to the old expiration date after the card has been changed. This will eliminate the possibility of that error to occur, which leads to the bill not being paid on-time).

The easiest way to add a new card on your account and update your auto pay is to click "Manage Auto Pay"

The screenshot shows the 'Utility Billing' dashboard for the City of Gladstone. On the left is a navigation menu with options: Home, Manage accounts, Account detail, Transactions, Consumption, and Communications. The main content area features a 'Welcome back' message, account balance information (\$0.00), and a 'Pay now' button. On the right, there are three action buttons: 'Pay bills', 'Manage auto pay' (highlighted in yellow), and 'Schedule payment'. Below these are three summary cards: 'Last payment' showing a \$0.00 payment, 'Current bill' showing a \$0.00 bill due 3/10/2022, and 'Hours and Location' for Gladstone Utility Billing.

## How to Enroll or Change Auto Pay

← Manage auto pay

Enrolled		
18-01218-00 MELDRUM-COMM GARDENS WELL	Balance \$0.00	Draft date 4/1/2022

Hours and Location  
Gladstone  
557-27  
18505  
Gladstone  
Monday

Update Payment Info  
Postpone Auto Pay  
Cancel Auto Pay

If you have a water

Click on the 3 dots that are located next to the account you wish to update and click "Update Payment Info"

### Update auto pay

MELDRUM-COMM GARDENS WELL 18-01218-00

**Payment day**  
I want my payment to draft on this day every month

Payment day  
1st

Your first draft will be 4/1/2022.

**Payment Method**

VISA Visa [REDACTED] ☆ ✎ 🗑

Enter new Credit card

Card number

MM YYYY

Cardholder name

Address

Billing ZIP code Security code

Cancel Update info

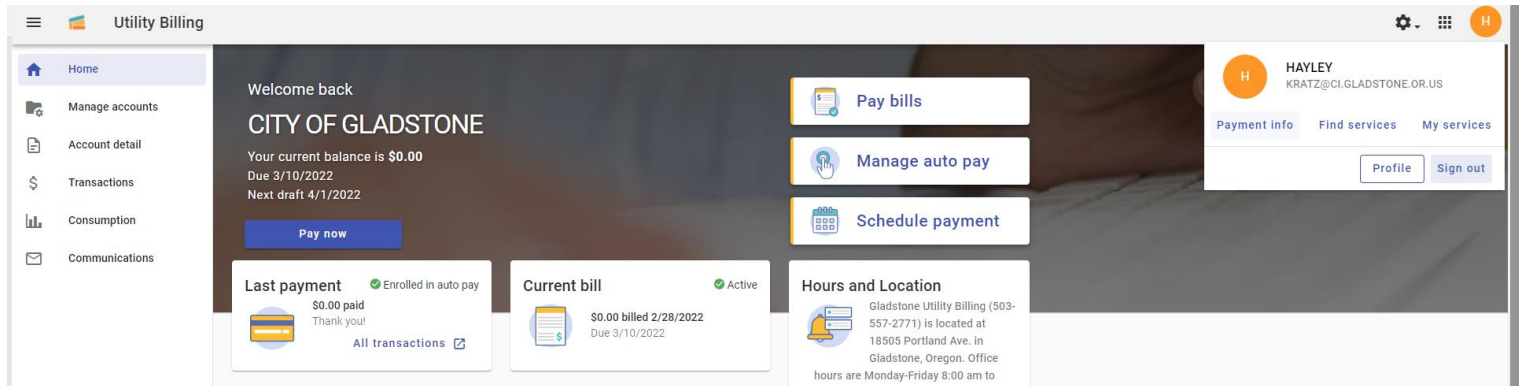
Select "Enter new credit card" and enter the new card information.

Once all the needed information is entered, click "Update info"

\*Please note: If you have more than one account using the old card, you will have to update the card on all the accounts before moving on to the next step.

# How to Enroll or Change Auto Pay

To further insure the system does not attempt to use the old payment method, the best practice is to delete the old card. Once all your utility accounts have been converted to the new credit card, click on the circle with your initial and select "Payment Info"



Note  
Some payment methods (e.g. eCheck, MasterCard, Visa) may not be available at every site.

VISA Visa .. [redacted] ☆ ✎ 🗑️

VISA Visa .. [redacted] ☆ ✎ 🗑️

Card number

MM  YYYY

Cardholder name

Address

Billing ZIP code  Security code

[Add payment method](#)

Click the trash can icon next to the old payment to remove it from the system. When you click the trash can, you will be asked to confirm you wish to delete that card. Select "delete" to fully remove it from your account

## Delete credit card

**Unable to delete this credit card**

Please manage the payment information on the following payments

AutoPay for Account 18-01218-00 [Manage](#)

Note: If you see this notice, you have either selected the wrong card to delete or there is still an auto pay attempting to use the card you are attempting to delete. Go back and make sure the payment method was updated correctly on the account(s) or make sure you selected the correct card.