

Making a Payment with Stored Bank Card Details

If you have chosen to store your bank card details in the system, you can quickly and easily make a payment using these details each time.

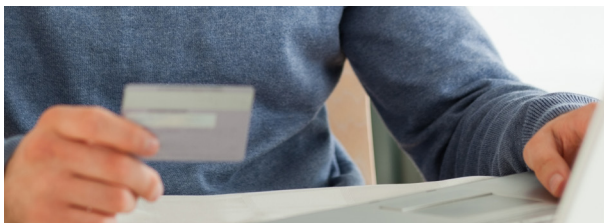
Select the account you wish to pay from the **My accounts** page and follow the next steps:

1. Enter the amount in the box provided and click **pay now**.
2. Check the payment details on the **Payment summary** screen.
3. If you need to change any information, select the **back** button.
4. If you are happy to make this payment, click **Proceed to payment**.
5. Select the bank card you wish to use from your saved cards.
6. Enter the security code from your bank card, this is the last three or four digits of the number on the back of your card.
7. Click **Pay now** or **Cancel payment**.

If successful, you will receive a Payment Receipt which will confirm the transaction, along with the reference and authorisation code should you require them.

Please note that **allpay** will appear on your bank statement.

NOTE: You can print the receipt by selecting **Print this page**.

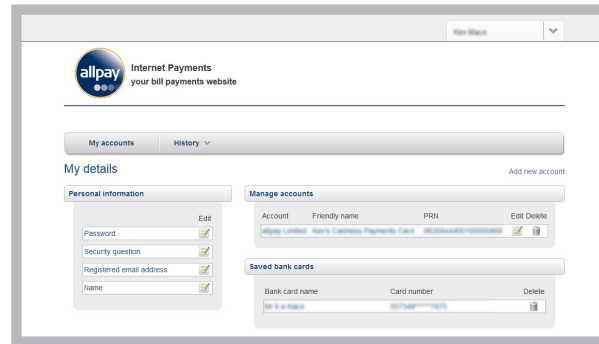
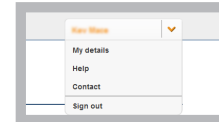


Making Changes to your Account Details

You can make changes to any of your account details at any time.

To add a new account, select **Add new account** from the **My accounts** page, and follow the steps within the section of this guide titled **Adding a New Account**.

To change any of your personal details, click the arrow in the top right hand corner next to your name, and select **My details**. Here you can update your personal information, manage your accounts and control your saved bank cards.



You can also find contact details and help information by clicking the arrow in the top right hand corner next to your name.



Internet Payments

Call **0844 557 8313**

Email **internetpayments@allpaynet**

Or visit **www.allpayments.net**



allpayments.net

a guide to help you make payments online



Internet Payments

This guide contains information about the following:

- Registering for internet payments
- Storing your details
- Making a payment

Signing Up

Firstly, you must navigate to www.allpayments.net

This website is available 24/7 for you to make your payments using either a debit or credit card.

1. Select the **Sign Up** button on the right hand side of the screen.

NOTE: You must have an email address in order to sign up to this service.

2. Enter your email address, choose a password and create a security question in the **Account details** section.
3. Select your title and enter your first and last name in the **Personal details** section.
4. Read allpay's terms and conditions when prompted, and, if you are happy to proceed, tick the acceptance box before clicking **Sign up**.

NOTE: If you are unsure at any stage of completing this form, you can hover over the  icon for assistance.

Adding a New Account

To create a new account, you must:

1. Enter your Payment Reference Number (PRN) in the box provided. (The PRN is the 19 digit number on your card or barcode.) Click **Next**.
 2. Enter a friendly name for your allpay card, e.g. 'Rent' or 'Tax'.
 3. You then have the option to enter a default amount for your account. This is an optional field, but it may help you to remember the amount that you wish to pay each time, e.g. 100.
- NOTE:** There is no need to enter the £ sign and this amount can be changed at any time in your account.
4. Once you have entered this information, click **Finish**.



Making your First Payment

When making a payment for the first time, you will be required to enter your bank card details. Select the account you wish to pay from the **My accounts** page and follow the next steps:

1. Enter the amount in the box provided and click **pay now**
 2. Check the payment details on the **Payment summary** screen.
 3. If you need to change any information, select the **back** button.
 4. If you are happy to make this payment, click **Proceed to payment**.
 5. Click **Pay with new card** to enter your bank card details.
 6. Complete the form with your bank card details.
 7. You can choose to store these card details for use in subsequent transactions by ticking **Save Card Details**
- NOTE:** All card details are stored securely and only used for the purpose of future payments via this website. It is not mandatory to save your card details.
8. Once the form is complete, click **Pay Now** or **Cancel**.

If successful, you will receive a Payment Receipt which will confirm the transaction, along with the reference and authorisation code should you require them.

Please note that **allpay** will appear on your bank statement.

NOTE: You can print the receipt by selecting **Print this page**.