STEP BY STEP INSTRUCTIONS FOR ONLINE-EPAYMENT OF UTILITY BILLS

1. Go to City of Saratoga Springs web page: www.saratoga-springs.org

2. See **Online Services** (left hand side of page): Click on Online Payment.

3. Select the payment you wish to make by clicking on Parking, Tax, or **Utility Bill**.

4. **Search:** Search for your Utility Bill by using any of the fields below, then clicking on the Search button (bottom of page).

   a. **If you have your bill**: Use the **account number** listed on the top of the bill. This ensures that you will find your exact bill for payment.

   b. **If you do not have your bill**: Search by **address** or **name** is suggested.
      i. Address: The type of street must be exactly as entered in the system. For example, a search for "Main Street" will not find "Main St". You may wish to leave out the type of street, and enter only "Main".
      ii. Name: Use the last name, only.

Utility Bills

Home > Citizen Self Service > Utility Bills

Please enter search information for Account Number, Address, Name or Parcel ID.
When searching by address do not include the type of street, for example use "Main" instead of "Main Street" or "Main St".
To search by name, use just the last name.

Account Number [   ]

Address
Number [   ]
Street name [   ]
Apartment [   ]

Owner name [   ]

Parcel ID [   ]

☐ Remember my search criteria

[Search]

5. **Find Your Bill:** From the Search Results, find your name/address/account number, and click on Manage Bills. This will take you to a list of outstanding bills.
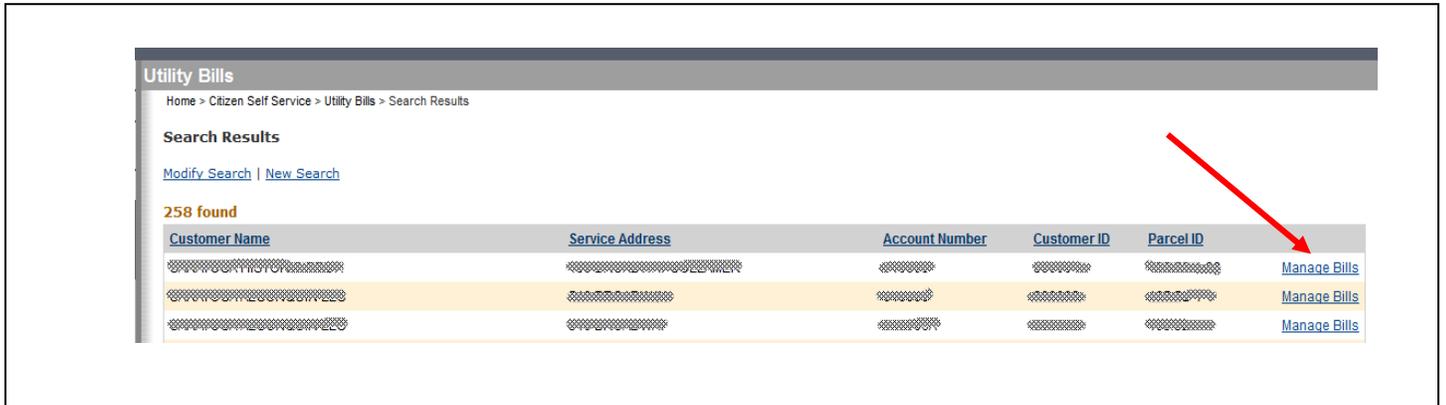
6. **Select Bill to Pay:** Select the bill you wish to pay by clicking in the square box in front of that bill. All amounts outstanding will be included in the 'Balance Due'. If late fees have been assessed, they will be included in the 'Balance Due'. For bill details, click 'Bill Details'. Ensure that you have selected the correct bill(s) and click on the "Pay" button. This will start the payment process.
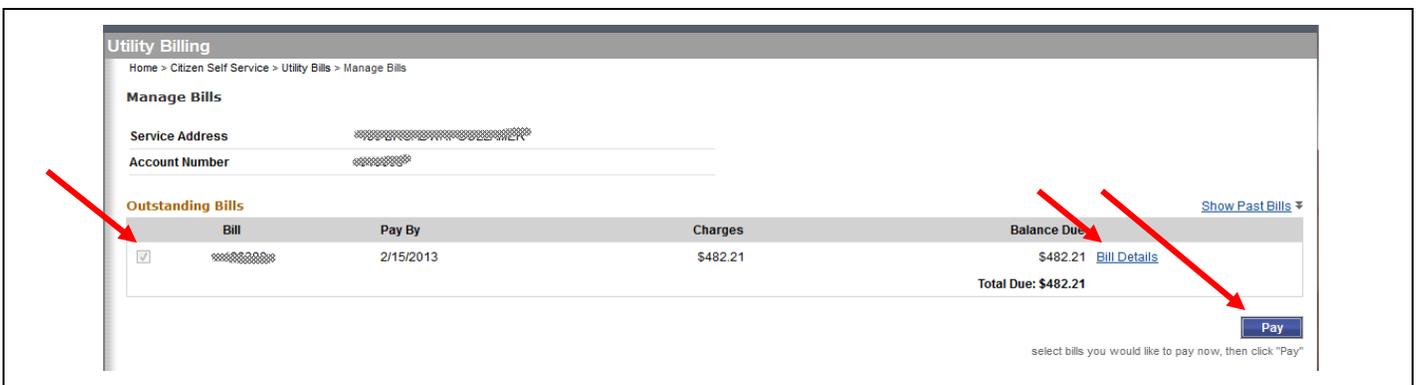
AT THIS POINT YOU WILL BE SENT TO THE OFFICIAL PAYMENTS WEBSITE TO HANDLE THE TRANSACTION.

7. **Payment Method:** Select the payment method for your transaction and click on the Continue button.

Select a Payment Option, then click "Continue" to proceed with the payment process.

- Your convenience fee will be calculated and presented on the next page, if applicable.
- Do not use your browser's "Back" button. Instead, navigate using the buttons below.

*Payment Amount $ 59 . 84
(Without convenience fee)

Payment Options:

- ○ Debit Card   VISA
- ○ Debit Card   MasterCard
- ○ E-Check   eCheck
- ● Credit Card   VISA AMERICAN EXPRESS DISCOVER MasterCard

Cancel ✖   Continue ▸

8. **Convenience Fee:** The convenience fee charged by Official Payments is displayed. This fee is in addition to the bill amount.

9. **Accept:** If you agree to pay the Convenience fee in addition to the Utility Bill amount, and agree to the terms and conditions, click on the Accept button to proceed with payment.

OFFICIAL PAYMENTS®

▷ Back to Saratoga Springs, City of   ▷ Make A Payment   ▷ Payment Verification   ▷ Help

Make A Payment

Saratoga Springs, City of, NY
Utilities

This payment service is offered by Official Payments Corporation as authorized by the entity to which you are making a payment. Please confirm your payment amount, convenience fee and total (if applicable). Review the Terms and Conditions below and click "Accept" to proceed with your payment. Click "Decline" button to return to the beginning of the payment process.

- Do not use your browser's "Back" button. Instead, navigate using the buttons below.

Payment Type:	Utilities
Payment Amount:	$482.21
Convenience Fee:	$4.45
Total Payment:	$486.66

Official Payments Terms and Conditions:

Official Payments Corporation charges a convenience fee to use this service to make the payment outlined above. This fee is separate from the primary obligation you are paying. The convenience fee is included in the "Total Payment" line above.

Completion of a payment transaction is contingent upon both the authorization of payment by your card company and acceptance of your payment (and, if applicable, your tax return filing) by

🖶 Printer Friendly

Decline ✖   Accept ▸

10. **Payment Information**: Complete the payment information screen. Fields marked with a red * are required to complete the transaction.

11. **Continue**: Click on the Continue button once you have completed all the information. You will receive on screen prompts if there are any problems with the transaction or with the information that was entered. Once these are resolved, click Continue again. If these cannot be resolved, your transaction will not go through at this time.

12. **Review**: After you have successfully clicked Continue, you will be taken to a screen to review your information and confirm the payment amount that will be processed.

13. **Submit**: Once you have reviewed this information, submit your payment by clicking on the "Submit" button. **Please do this only <u>once</u>, or it may interfere with the payment processing.**

14. **Process payment**: Your payment will be processed. This may take a few moments. During this time a progress bar will be displayed

It is important not to do anything with your browser while the payment is being processed, do not hit the back button or navigate to a different website.

Your payment is being processed.

Please wait while your payment is being processed.

15. **Print Confirmation**: Once completed you will get a confirmation screen. You should **print a copy of this screen** for your records by clicking on the Print Confirmation button (top right hand side of page):

Your payment has been completed successfully.

Confirmation Number: 123456
Payment Date:
Payment Time:

• Please print or write down your payment confirmation number for your records.
• Do not use your browser's "Back" button. Instead, navigate using the buttons below.

Print Confirmation