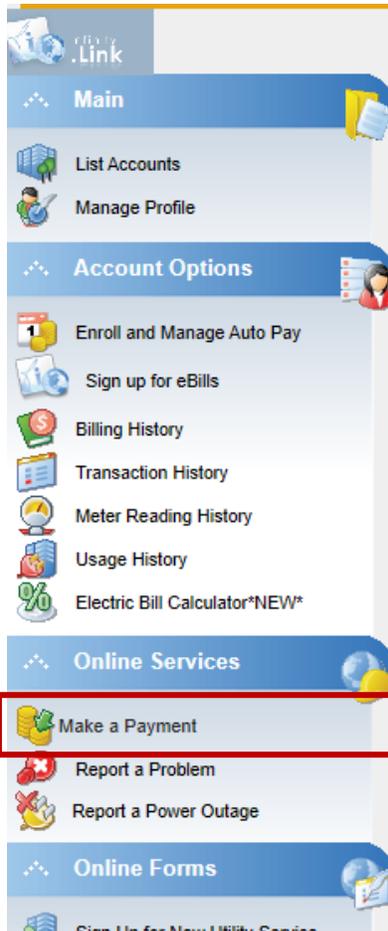


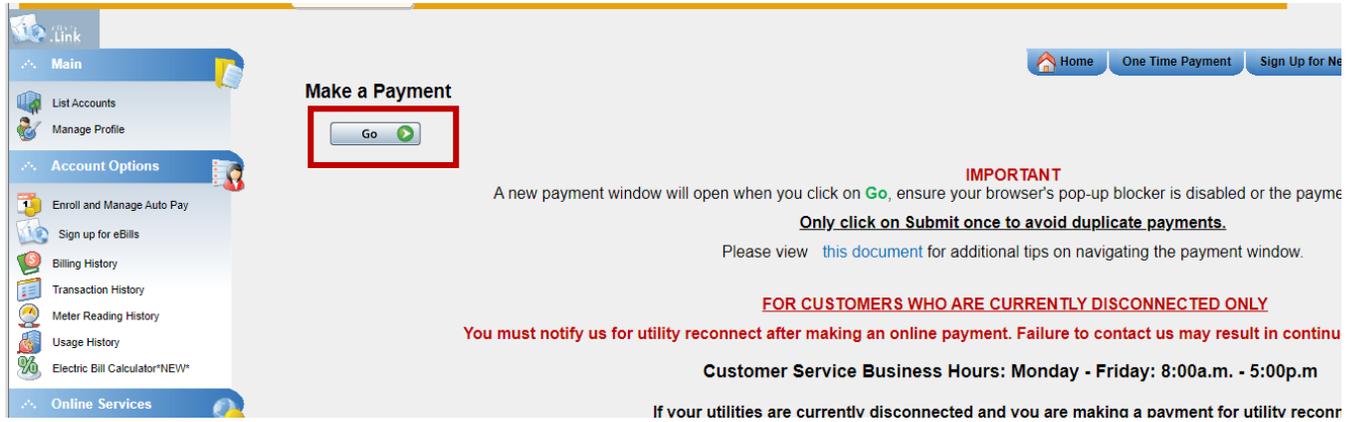


How to Make a Payment – Registered Users

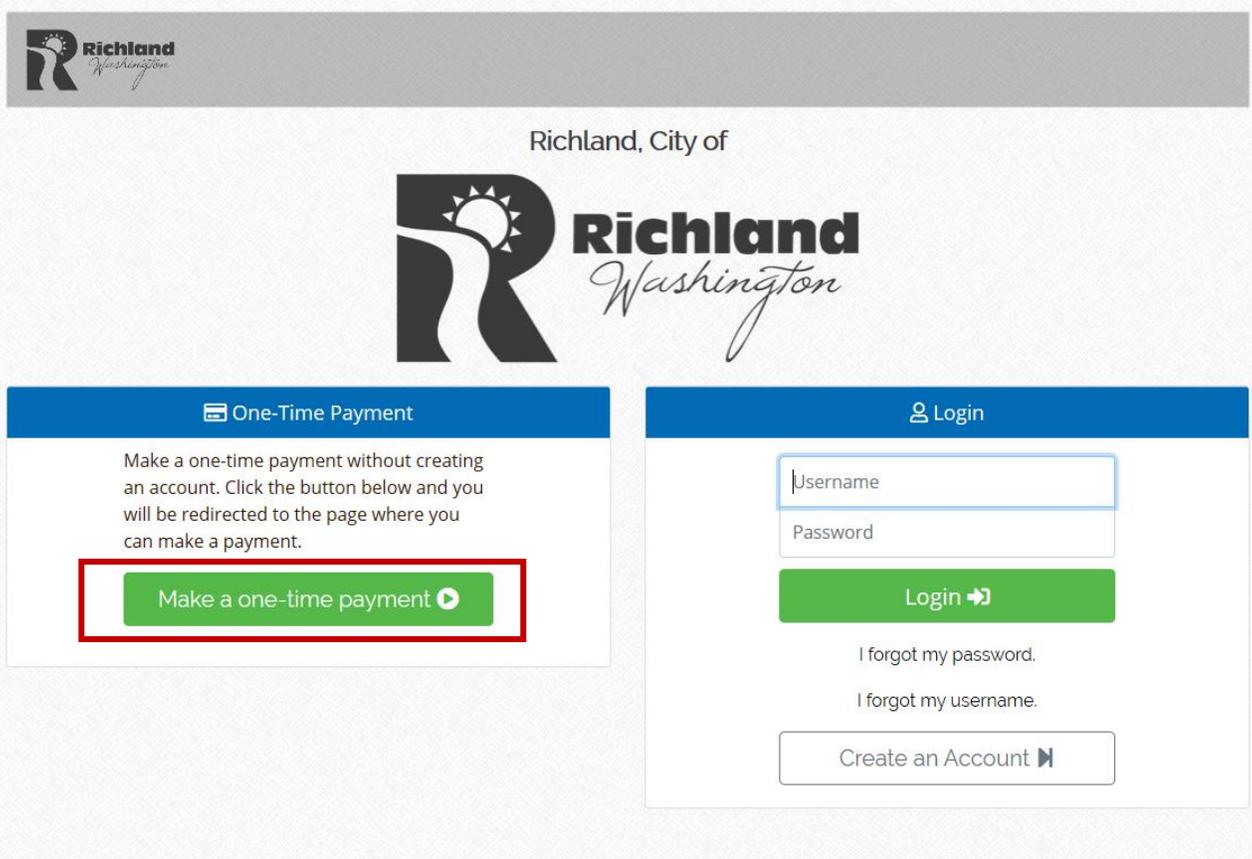
1. Log into our Infinity.Link site: <https://ecare.ci.richland.wa.us>.
2. Select *Make a Payment* from the navigation menu on the left-hand side of the home page.



3. Select *GO* on the *Make a Payment* screen



4. In a new tab or window, our payment processor site will open. Please ensure pop-ups are not blocked for this site.
5. Select *Make a One Time Payment*



6. Enter your full customer and account number into the designated fields, please include any leading zeros.

Richland
Washington

Login →

Make A Payment - Cart Information - Richland, City of

Cart Information | **Payment Information**

Add Payment Items

Payment Type: Utility

Please enter the following information to identify the payment:

Customer Number*

Account Number*

Payment Identifiers are required.

Shopping Cart

Subtotal \$0.00

- a. After entering your customer and account number, account information will automatically populate.

Richland
Washington

Login

Make A Payment - Cart Information - Richland, City of

Cart Information | Payment Information

Add Payment Items

Payment Type: Utility

Please enter the following information to identify the payment:

Customer Number*: 00123456

Account Number*: 00987654

Search

Payment Details

Name: Jane Doe

Address: 123 Main

Payment

Payment Amount: \$ 770 . 98

Amount Due: 770.98

Shopping Cart

Subtotal: \$0.00

Cancel Transaction

Add Item | Add Item and Checkout

Next Step: Payment Information

- 7. Enter desired payment amount into the dollar and cent sections listed in the *Payment Amount* section.

The screenshot shows the 'Richland Washington' logo at the top left. Below it is the title 'Make A Payment - Cart Information - Richland, City of'. The interface is divided into two main tabs: 'Cart Information' (active) and 'Payment Information'. Under 'Cart Information', there are two sub-sections: 'Add Payment Items' and 'Shopping Cart'. The 'Add Payment Items' section contains the following fields: 'Payment Type' (Utility), 'Customer Number*' (00123456), 'Account Number*' (00987654), 'Payment Details' (Name: Jane Doe, Address: 123 Main), and 'Payment' (Payment Amount: \$ 295 . 66). The 'Payment Amount' field is highlighted with a red box. Below the 'Payment' section is the 'Amount Due' field (770.98). At the bottom of the 'Add Payment Items' section are two buttons: 'Add Item' and 'Add Item and Checkout'. The 'Shopping Cart' section shows a 'Subtotal' of \$0.00 and a 'Cancel Transaction' button. At the bottom of the entire page is a 'Next Step: Payment Information' button.

8. After payment amount has been updated, select *Add Item and Checkout*.
 - a. If you wish to pay more than 1 utility account, select *add item*. Once all payments have been added, select *Add Item and Checkout*.

Payment

Payment Amount \$ 295 . 66

Amount Due 770.98

+ Add Item + Add Item and Checkout

Next Step: Payment Information

9. Complete the payment information using the desired payment method of credit/debt card or e-check.

Richland
City of

Make A Payment - Payment Information - Richland, City of

Cart Information Payment Information

Payment Information

Please select your Payment Method

Credit Card

Name on Card 4111111111111111

Card Number Jane Doe

Expiration Month 11

Expiration Year 2020

Security Code 123

Card Postal Code 99352

Amount Due \$ 770.98

Payment \$ 200 . 00

Amount of this payment if different than Amount Due, not including the convenience fee.

eCheck

Shopping Cart

Utility \$200.00
00297473 - 00150680

Subtotal \$200.00

Cancel Transaction

Back to Cart Information Next Step: Review Payment

10. Once payment information has been completed, select *Next Step: Review Payment*.

Security Code

Card Postal Code

Amount Due \$ 770.98

Payment \$ 200 . 00

Amount of this payment if different than Amount Due, not including the convenience fee.

eCheck

◀ Back to Cart Information Next Step: Review Payment ▶

11. Review and verify the payment amount, once validated, select *Make Payment*.

Item	Amount
Utility	\$296.66
Total Amount Due:	\$296.66
411111 ***** 1111 expires 12/2020	(\$1.00)
Total Payment Methods:	(\$1.00)
Remaining Amount Due:	\$295.66

◀ Back to Payment Method ✓ Make Payment

Shopping Cart

Utility	\$1.00
00301367 - 09812327	
Subtotal	\$1.00

✕ Cancel Transaction

- 12. Confirmation of an approved payment will reflect on the screen. You may email or print this page for your reference.

Richland City of Washington

Payment Refund/Void Reports Manage Jessica Lopez

Payment Search

Confirmation #, Amount, |

Make A Payment - Receipt - Richland, City of

Thank You for Your Payment

Approved

6/30/2020 1:14 PM Pacific Standard Time

Customer Name Jane Doe

Effective Date

6/30/2020

Confirmation Number → Approved 20003265

Item	Amount
Utility	\$1.00
Subtotal:	\$1.00
Total Charged to:	\$1.00
Visa 76 08/20	
Total Amount Paid:	\$1.00
Remaining Amount Due:	\$295.66

Collection Mode: POS (manual)

Payment Details

Please do not hesitate to contact Customer Service with any questions or concerns regarding this process. We can be reached Monday-Friday 8:00a.m.-5:00p.m. at (509)942-1104, option 4 or email CustomerService@ci.richland.wa.us.