



CITIZEN USER GUIDE FOR QUEEN ANNE’S COUNTY Interactive Voice Response (IVR) PAYMENT SYSTEM

FOR UTILITY BILLS ONLY

AS OF: February 27, 2017

1. Dial **(844) 241-6740**
2. Press “**1**” for Monthly Utility Payments **OR** Press “**2**” for Quarterly Utility Payments
3. Next, you may use this table to enter the First Segment of your Account Number (2 Letters)
(Press “#” after entering the second letter).

A	B	C	D	E	F	G	H	I	J	K	L	M
21	22	23	31	32	33	41	42	43	51	52	53	61
N	O	P	Q	R	S	T	U	V	W	X	Y	Z
62	63	71	72	73	74	81	82	83	91	92	93	94

FOR EXAMPLE:

- a. If your Account is **KA**-1234-00:
 - i. Press 52 for “K”, then,
 - ii. Press 21 for “A”, then,
 - iii. Press #
 - b. If your Account is **PR**-6789-00:
 - i. Press 71 for “P”, then,
 - ii. Press 73 for “R”, then,
 - iii. Press #
4. Next, enter the Second Segment of your Account Number (4 Numbers). Press “#” after entering the fourth digit.
- FOR EXAMPLE:
- a. If your Account is KA-**1234**-00:
 - i. Press 1234, then,
 - ii. Press #
 - b. If your Account is PR-**6789**-00:
 - i. Press 6789, then,
 - ii. Press #
5. Next, to enter the Third Segment of your Account Number (2 Numbers), simply enter “**00#**”.
6. If account number as entered is correct, press “**1**”.

7. Enter Billing Zip Code and the “#” key (e.g., “21617#”) and press “1” if correct.
 8. Enter 10-Digit Daytime Phone Number (e.g., “4107584064”) and press “1” if correct.
 9. At next prompt, press:
 - a. “1” for CREDIT CARD , **OR**
 - b. “2” for DEBIT CARD, **OR**
 - c. “3” for Electronic Check
 10. Next, enter your 16-digit credit or debit card number followed by the “#” key and press “1” if correct.
 - a. *If using e-check:*
 - i. *Enter your 9-digit routing number and press “1” if correct then enter your account number followed by the “#” key and press “1” if correct.*
 11. Enter 4-digit expiration date and press “1” if correct (*by-passed if using e-check*)
 12. Enter 3-digit security code and press “1” if correct (*by-passed if using e-check*)
 13. To pay total amount due press “1” / To pay a different amount press “2”
 - a. *Enter the “*” key in place of decimal key*
 14. The Grand Total Payment will then be announced with **service fee***
 15. Press “1” to confirm payment
 16. **Write down your confirmation number for your records.**
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****SERVICE FEE NOTE: A service fee will be collected in addition to the bill payment total. None of this service fee is collected by or provided to Queen Anne’s County.***

A service fee of \$2.25 will be charged for transactions up to \$150.

A service fee of \$6.25 will be charged for transactions over \$150.

Maximum payment per transaction is \$400. **Multiple payments may be made**

IF YOU NEED ASSISTANCE:

FOR BILLING QUESTIONS REGARDING YOUR UTILITY ACCOUNT contact the Queen Anne’s County Sanitary District Payment Office at (410) 758-2574 or UtilityBilling@QAC.ORG

FOR QUESTIONS REGARDING THE IVR PAYMENT SYSTEM contact Paymentus Payment Systems at (800) 420-1663 or CustomerCare@Paymentus.com