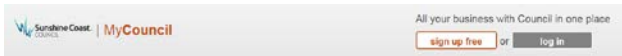
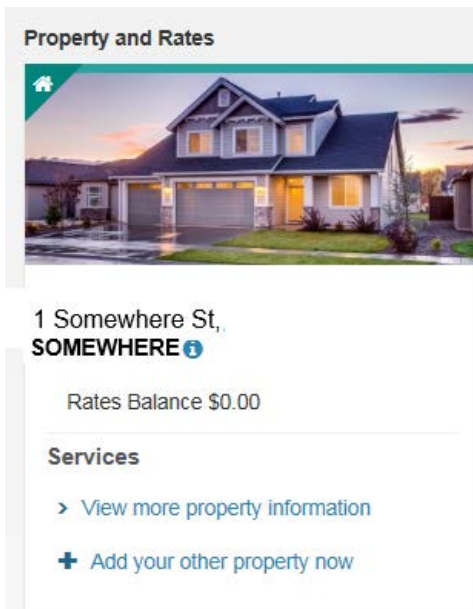


How to Create an Arrangement to Pay Rates online

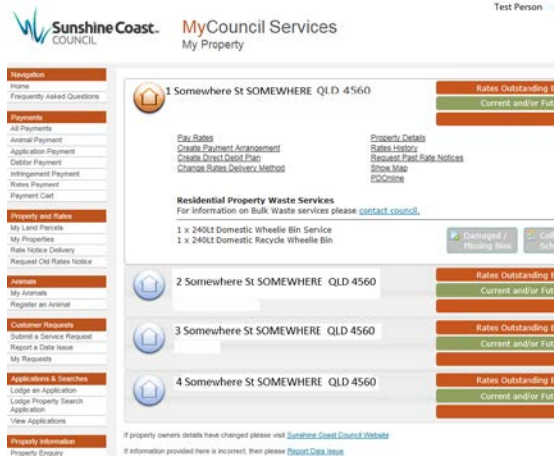
1. Log in to MyCouncil at <http://mycouncil.sunshinecoast.qld.gov.au>



1. On the **Property and Rates** tile select **>View more property information.**



The **MyCouncil Services** screen displays. Information relating to each property displays.



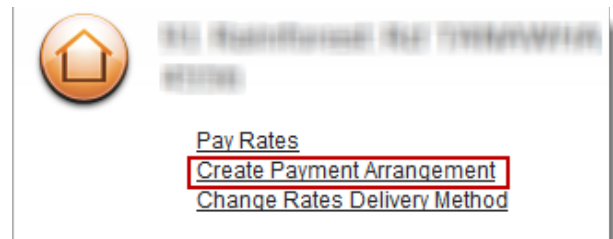
Depending on the rate balance for a property, different options are presented regarding arrangements to pay rates:

- a. Create Payment Arrangement
- b. View Arrangement
- c. Request Payment Arrangement.

Create Payment Arrangement

2. **Create Payment Arrangement** - If a property has an outstanding rate balance but is not in arrears, an option displays to Create Payment Arrangement.

- a. Click **Create Payment Arrangement.**



The **Payment Arrangement** screen displays.

Note that this form allows you to make an arrangement to pay your current rates in their entirety within the current six month period.

Arrangement Details

Property: [Address] Amount to Pay: \$84.42

I confirm that my final payment will be made by 30/06/2014

The first payment must be made on or before the rates due date OR Where this due date is past, the first payment must be made within 7 days of the commencement of the arrangement. If you can't meet the requirement by then please re-apply when you can.

This arrangement will be approved on the following conditions:

- The instalment amounts are required to be paid by the date set out below.
- The rates must be paid in full by the end of the current half yearly rate period.
- If payment is not received in full:
 - Interest will be charged at 11% on the outstanding balance.
 - Interest will be backdated to the "Due Date for Payment" as noted on your current rate notice.

Payment Details

Payment Frequency: Fortnightly Monthly

Payment Date	Instalment Amount	Balance
Opening Balance		\$84.42
16/04/2014	\$14.07	\$70.35
30/04/2014	\$14.07	\$56.28
14/05/2014	\$14.07	\$42.21
28/05/2014	\$14.07	\$28.14
11/06/2014	\$14.07	\$14.07
25/06/2014	\$14.07	\$0.00

Make the arrangement:

I accept the **Terms and Conditions**

- b. **Tick** to agree that the outstanding balance will be paid by the end of the current rating period.

- c. Select the **Payment Frequency**, either Fortnightly or Monthly.

Payment schedule displays according to the selection made.

- d. If an existing Direct Debit (outstanding balance) agreement is in place for the rates, options display to either alter the existing arrangement to align with the Arrangement to Pay or to cancel the Direct Debit.

Existing Direct Debit Arrangement:

To submit this arrangement to pay you must either agree to alter the existing Direct Debit arrangement or cancel it.

Make the arrangement:

Select

- Select
- Alter existing
- Cancel

Click the "Submit" button to complete this arrangement. Once completed you will have the option to receive an email and/or print the payment plan.

I accept the Terms and Conditions

Submit Cancel

- Click and read the **Terms and Conditions** link.
- Click to agree to the **Terms and Conditions**.
- Click **Submit**.

The payment arrangement creates.

An email is sent to the customer with the arrangement details.

- The Arrangement displays with payment details and other relevant information including payment options.

View Arrangement

- View Arrangement** – Click the link to view an existing arrangement.

Home icon

Pay Rates
View Arrangement
Change Rates Delivery Method

Rates Payment Arrangement

Sunshine Coast Council
Queensland | Australia
Rate Arrangement Notice

ARRANGEMENT DETAILS

Property Number: [redacted]
Property: [redacted]
Amount to Pay: \$1,591.16

This arrangement to pay rates by instalments is approved on the following conditions:

- The instalment amounts are required to be paid by the date set out below
- The rates must be paid in full by the end of the current half yearly rate period.
- If payment is not received in full
 - Interest will be charged at 11% on the outstanding balance.
 - Interest will be added to the "Due Date for Payment" as noted on your current rate notice.

Payment Date	Instalment Amount	Balance
Opening Balance		\$1,591.16
10/03/2014	\$198.90	\$1,392.26
24/03/2014	\$198.90	\$1,193.36
7/04/2014	\$198.90	\$994.46
23/04/2014	\$198.90	\$795.56
8/05/2014	\$198.90	\$596.66
19/05/2014	\$198.90	\$397.76
3/06/2014	\$198.90	\$198.86
16/06/2014	\$198.86	\$0.00

PAYMENT OPTIONS

Property No: [redacted]

Credit Card by Phone
Phone 131 815 and follow the prompts
Biller Code [redacted]
Ref [redacted]
Mastercard and Visa accepted

By Mail
Post your cheque with this remittance advice to Sunshine Coast Regional Council, Locked Bag 72, Sunshine Coast Mail Centre QLD 4560

Internet
Go to www.sunshinecoast.qld.gov.au
Click on "Online Payment" and follow the prompts Ref [redacted]
Mastercard and Visa accepted

Telephone & Internet Banking - iPay@
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.ipay.com.au

Pay in Person
At any Council Office 9:30am to 4:30pm weekdays

Print

Close

Request Payment Arrangement

- Request Payment Arrangement** – If a property has an outstanding rate balance

and is in arrears, an option displays to Request Payment Arrangement.

- Click **Request Payment Arrangement**.

Home icon

Pay Rates
Change Rates Delivery Method
Request Payment Arrangement

The Request form for a Payment Arrangement displays.

Note that as this property has rates in arrears, this form is an application only which council staff will assess before issuing an agreement confirmation. Because this account is in arrears, it will continue to accrue interest for the duration of the agreement.

Agreement Details

Property: [redacted] Amount to Pay: \$5,379.23

Make choices below for the frequency of payment and the amount you are requesting to pay for each payment.

*Payment Frequency: Fortnightly Monthly

Payment Amount: \$ [redacted]

Further information:

Characters remaining: 512

Submit the Request

Click Submit to lodge this request. Once lodged you will receive an eRequest ID which you can use to track the progress of your request using the My Requests menu item.

Submit Back

- Select the **Payment Frequency**, either Fortnightly or Monthly.
- Enter in the **Payment Amount** to be paid each period. For example \$100.
- Enter any **Further Information**.
- Click **Submit**.

The eRequest confirmation screen displays.

An email is sent to the customer confirming the submission of the request.

Where do I get help?

MyCouncil Services has a list of [FAQs \(Frequently Asked Questions\)](#) which you can access from the Frequently Asked Questions link shown on the MyCouncil Services menu.

If you are unable to find an answer to your question, click the link on the FAQ page and complete the [Online Support form](#).

Current as at May 2017

Sunshine Coast Council
www.sunshinecoast.qld.gov.au
mail@sunshinecoast.qld.gov.au
T 07 5475 7272 F 07 5475 7277
Locked Bag 72 Sunshine Coast Mail Centre Qld 4560