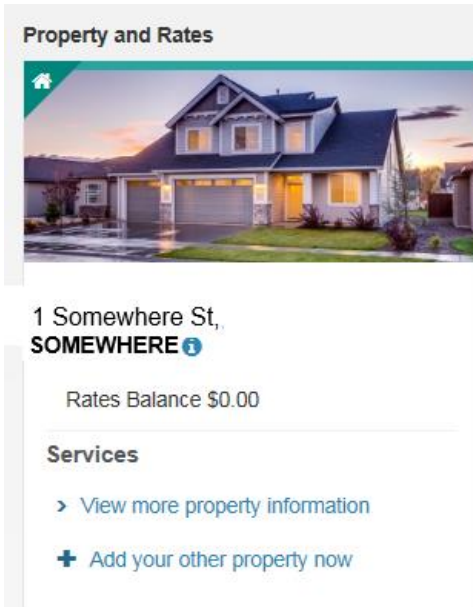


How to Create an Arrangement to Pay Rates online

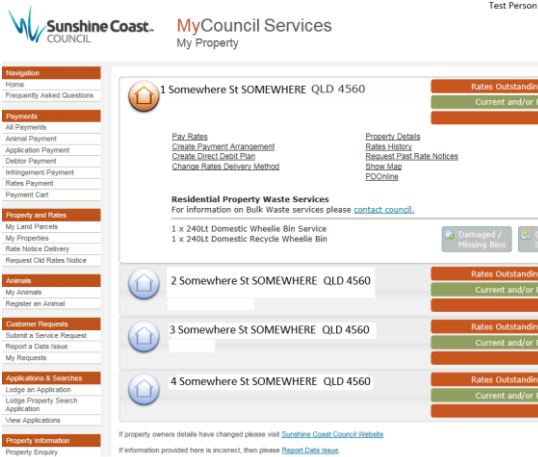
1. Log in to MyCouncil at <http://mycouncil.sunshinecoast.qld.gov.au>



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



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



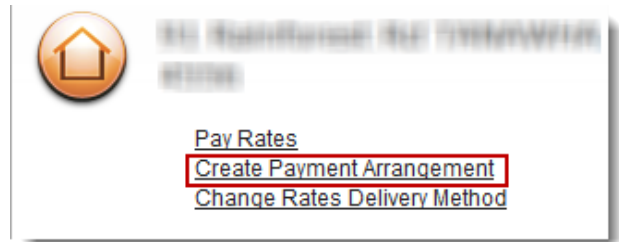
Depending on the rate balance for a property, different options are presented regarding arrangements to pay rates:

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

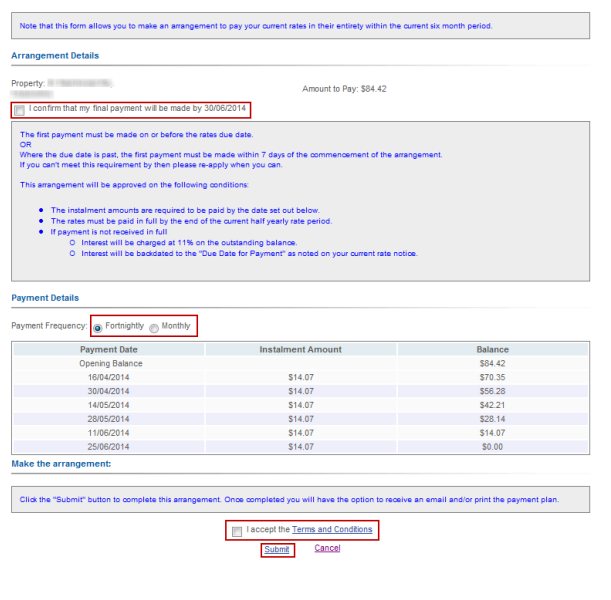
Create Payment Arrangement

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.



- 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

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](#)

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

The payment arrangement creates.

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

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

View Arrangement

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

Pay Rates
[View Arrangement](#)
 Change Rates Delivery Method

Rates Payment Arrangement

Sunshine Coast COUNCIL
 Rate Arrangement Notice

Amount to pay of \$161.00
 Property Number: 187225
 Property: 22 Mountain Ct, LITTLE MOUNTAIN
 Amount to Pay: \$161.00

The 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.
- This option must be paid in full by the end of the current half yearly rate period.
- Where an arrangement fails to default no further arrangements will be approved within the current rating period.
- Interest will be charged at 8.25% from the date of default.

Payment Date	Opening Balance	Instalment Amount	Balance
28/01/2020		\$83.72	\$83.72
12/02/2020	\$83.72		\$167.44
28/02/2020	\$83.72		\$167.44
11/03/2020	\$83.72		\$167.44
28/03/2020	\$83.72		\$167.44
04/04/2020	\$83.72		\$167.44
22/04/2020	\$83.72		\$167.44
05/05/2020	\$83.72		\$167.44
20/05/2020	\$83.72		\$167.44
03/06/2020	\$83.72		\$167.44
17/06/2020	\$83.72		\$167.44

PROPERTY OFFICERS
 Property No: 187225

Phone: 075 5475 2272
 Email: 0000000000

Request Payment Arrangement

4. **Request Payment Arrangement** – If a property has an outstanding rate balance and is in arrears, an option displays to Request Payment Arrangement.
 - a. Click **Request Payment Arrangement**.

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 as confirmation. Because this account is in arrears, it will continue to accrue interest for the duration of the agreement.

Agreement Details

Property: 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: \$

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.

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