

Purpose

Use this procedure to review account bills, make or cancel payments, or view details of a previously-made payment - all on the Customer Care Center (CCC) portal.

Procedure

Content and Forms

My Accounts

Below is a list of your accounts. Please click on the account number you would like to work with.

Account Number	Account Name	Service Address	Payment Method	Due Date	Amount
1 610000004009	Joe Smith	888 MAIN ST SAN DIEGO CA 92101		Nov 30, 0002	\$0.00

1. Log on to the Customer Care Center - CCS portal (refer to the document titled "Initial Log on to CCC" for step-by-step instructions on logging into CCC). On the main screen, select the account you would like to view information on, by clicking the account number.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Transactions

Below is the transaction history for Account Number 610000004009 for Service Address 888 MAIN ST SAN DIEGO CA 92101.
Your balance will adjust after the payment has been made and posted to your account the next business day.

Date Issued	Description	Amount	Action
Nov 30, 2011	Invoice	\$3,020.64	Payment Details Display Bill in PDF Format
Sep 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
Jul 30, 2011	Invoice	\$3,039.79	Payment Details Display Bill in PDF Format
May 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
May 4, 2011	Payment	\$(14,480.08)	
Apr 23, 2011	Converted Charges	\$1,275.63	Payment Details
Apr 23, 2011	Converted Charges	\$13.98	Payment Details
Apr 23, 2011	Converted Charges	\$973.64	Payment Details
New Balance		\$0.00	

Enter the amount you would like to pay

Select the bank account you want to use to make your payment.

- Click the **Payment Details** link [Payment Details](#) if you wish to view details of a payment already made.



On this screen, you can view your invoicing history and / or the action taken / pending.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Payments

Payment information for the following bill:

Bill Description	Due On	Billed Amount	Already Paid
Invoice	Dec 15, 2011	\$3,020.64	\$3,020.64

The bill was paid with the following payments:

Payment Description	Paid On	Payment Amount
Payment	May 4, 2011	\$14,480.08

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- The payment details are displayed. Click the **Back to Bill List** button to return to the previous screen.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Transactions

Below is the transaction history for Account Number 61000004009 for Service Address 888 MAIN ST SAN DIEGO CA 92101.
Your balance will adjust after the payment has been made and posted to your account the next business day.

Date Issued	Description	Amount	Action
Nov 30, 2011	Invoice	\$3,020.64	Payment Details Display Bill in PDF Format
Sep 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
Jul 30, 2011	Invoice	\$3,039.79	Payment Details Display Bill in PDF Format
May 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
May 4, 2011	Payment	\$(14,480.08)	
Apr 23, 2011	Converted Charges	\$1,275.63	Payment Details
Apr 23, 2011	Converted Charges	\$13.58	Payment Details
Apr 23, 2011	Converted Charges	\$973.64	Payment Details
New Balance		\$0.00	
Enter the amount you would like to pay		<input type="text" value="0.00"/>	

Select the bank account you want to use to make your payment.

Rental account

4 [Display Bill in PDF Format](#)

- You can also view (and save) a prior bill. To do this, click the **Display Bill in PDF Format** link label

[Display Bill in PDF Format](#)

Content and Forms

⚠ Error: Please enter the amount you would like to pay.

Below is the transaction history for Account Number 61000004009 for Service Address 888 MAIN ST SAN DIEGO CA 92101.
Your balance will adjust after the payment has been made and posted to your account the next business day.

Date Issued	Description	Amount	Action
Nov 30, 2011	Invoice	\$3,020.64	Payment Details Display Bill in PDF Format
Sep 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
Jul 30, 2011	Invoice	\$3,039.79	Payment Details Display Bill in PDF Format
May 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
May 4, 2011	Payment	\$(14,480.08)	
Apr 23, 2011	Converted Charges	\$1,275.63	Payment Details
Apr 23, 2011	Converted Charges	\$13.98	Payment Details
Apr 23, 2011	Converted Charges	\$9,316.4	Payment Details
New Balance		\$0.00	

Enter the amount you would like to pay

Select the bank account you want to use to make your payment.

Click the *Continue* button to check and confirm your payment.

5. As required, complete/review the following fields:

Field	R/O/C	Description
Enter the amount you would like to pay	R	Amount of the payment that you would like to make Example: 10.00

Content and Forms

⚠ Error: Please enter the amount you would like to pay.

Below is the transaction history for Account Number 61000004009 for Service Address 888 MAIN ST SAN DIEGO CA 92101.
Your balance will adjust after the payment has been made and posted to your account the next business day.

Date Issued	Description	Amount	Action
Nov 30, 2011	Invoice	\$3,020.64	Payment Details Display Bill in PDF Format
Sep 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
Jul 30, 2011	Invoice	\$3,039.79	Payment Details Display Bill in PDF Format
May 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
May 4, 2011	Payment	\$(14,480.08)	
Apr 23, 2011	Converted Charges	\$1,275.63	Payment Details
Apr 23, 2011	Converted Charges	\$13.98	Payment Details
Apr 23, 2011	Converted Charges	\$9,316.4	Payment Details
New Balance		\$0.00	

Enter the amount you would like to pay

Select the bank account you want to use to make your payment.

Click the *Continue* button to check and confirm your payment.

6. Next, click to select an account from the **select the bank account you want to use to make your**

payment drop-down.

Content and Forms

▼ Error: Please enter the amount you would like to pay.

Below is the transaction history for Account Number 61000004009 for Service Address 688 MAIN ST SAN DIEGO CA 92101.
Your balance will adjust after the payment has been made and posted to your account the next business day.

Date Issued	Description	Amount	Action
Nov 30, 2011	Invoice	\$3,020.64	Payment Details Display Bill in PDF Format
Sep 30, 2011	Invoice	\$3,070.10	Payment Details Display Bill in PDF Format
JUL 30, 2011	Invoice	\$3,039.79	Payment Details Display Bill in PDF Format
May 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
May 4, 2011	Payment	\$(14,480.08)	
Apr 23, 2011	Converted Charges	\$1,275.83	Payment Details
Apr 23, 2011	Converted Charges	\$13.98	Payment Details
Apr 23, 2011	Converted Charges	\$573.64	Payment Details
New Balance		\$0.00	

Enter the amount you would like to pay

Select the bank account you want to use to make your payment.

Rental account ▼
Rental account

Click the *Continue* button to check and confirm your payment.

Continue

7. Click to select the account. Ensure that the selected bank account has sufficient funds.

Content and Forms

Your balance will adjust after the payment has been made and posted to your account the next business day.

Date Issued	Description	Amount	Action
Nov 30, 2011	Invoice	\$3,020.64	Payment Details Display Bill in PDF Format
Sep 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
JUL 30, 2011	Invoice	\$3,039.79	Payment Details Display Bill in PDF Format
May 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
May 4, 2011	Payment	\$(14,480.08)	
Apr 23, 2011	Converted Charges	\$1,275.83	Payment Details
Apr 23, 2011	Converted Charges	\$13.98	Payment Details
Apr 23, 2011	Converted Charges	\$573.64	Payment Details
New Balance		\$0.00	

Enter the amount you would like to pay

Select the bank account you want to use to make your payment.

Rental account ▼


Click the *Continue* button to check and confirm your payment.

Continue

8. Click the **Continue** button

Content and Forms



9. To proceed with the payment, click the **Pay** button . If you click the **Back** button, you will return to the previous screen.

Content and Forms



10. A confirmation message will appear. Click the **Back** button .

Content and Forms

DENNY'S RESTAURANT #1934 / 888 MAIN ST SAN DIEGO CA 92101

Transactions

Below is the transaction history for Account Number 610000004009 for Service Address 888 MAIN ST SAN DIEGO CA 92104.
Your balance will adjust after the payment has been made and posted to your account the next business day.

Date Issued	Description	Amount	Action
Nov 30, 2011	Invoice	\$3,020.64	Payment Details Display Bill in PDF Format
Sep 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
Jul 30, 2011	Invoice	\$3,039.79	Payment Details Display Bill in PDF Format
Jun 2, 2011	Payment	\$(10.00)	Cancel Payment
May 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
May 4, 2011	Payment	\$(14,480.08)	
Apr 23, 2011	Converted Charges	\$1,275.83	Payment Details
Apr 23, 2011	Converted Charges	\$13.98	Payment Details
Apr 23, 2011	Converted Charges	\$973.64	Payment Details
New Balance		\$0.00	
Enter the amount you would like to pay		<input type="text" value="0.00"/>	

Select the bank account you want to use to make your payment.

- 11.** The payment shows up in the list. Click the **Cancel Payment** link [Cancel Payment](#) if you need to cancel this payment. Remember that you can cancel payments only till you see this option.

Content and Forms

DENNY'S RESTAURANT #1934 / 888 MAIN ST SAN DIEGO CA 92101

Cancel Payment

When you click on *Cancel Payment*, your payment of \$(10.00) will be cancelled.

12.

- 12.** Click the **Cancel Payment** button if you would like to proceed with payment cancellation.

Content and Forms

Confirmation of Cancellation DENNY'S RESTAURANT #1934 / 888 MAIN ST SAN DIEGO CA 92101

You have cancelled the following payments:
The system has saved the cancellation of your payment under transaction number 1328718962.

Payment Description	Paid On	Payment Amount
Payment	Jun 2, 2011	\$10.00

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13. A confirmation message displays, stating that the payment has been cancelled. Click the **Back** button to return to the main screen.

Content and Forms

Transactions DENNY'S RESTAURANT #1934 / 888 MAIN ST SAN DIEGO CA 92101

Below is the transaction history for Account Number 610000004009 for Service Address 888 MAIN ST SAN DIEGO CA 92101.
Your balance will adjust after the payment has been made and posted to your account the next business day.

Date Issued	Description	Amount	Action
Nov 30, 2011	Invoice	\$3,020.64	Payment Details Display Bill in PDF Format
Sep 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
Jul 30, 2011	Invoice	\$3,039.79	Payment Details Display Bill in PDF Format
May 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
May 4, 2011	Payment	\$(14,480.08)	
Apr 23, 2011	Converted Charges	\$1,275.83	Payment Details
Apr 23, 2011	Converted Charges	\$13.98	Payment Details
Apr 23, 2011	Converted Charges	\$973.64	Payment Details
New Balance		\$0.00	

Enter the amount you would like to pay

Select the bank account you want to use to make your payment.

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14. The payment you cancelled in the previous step no longer shows in this list.



Result

You have successfully made a payment, reviewed details of a prior payment, and cancelled a payment.