

PAY BY INTERNET

Access the internet website

<http://www.northlittlerock.ar.gov/on-line/online-eAccount.asp>

and then click the e-Account “Pay Online” Icon (see below example)



*It will be located toward the bottom center of the above page.

- Select from the drop down for English or Spanish.
- Enter account number
- Enter PIN number
- Select the Search button
- Select “Pay with Credit Card” or “Pay by eCheck”
- Select the Proceed button
- Enter your address, phone number, email address, and CC or eCheck information
- Enter the amount you wish to pay
- Select the Continue button
- It will show your Payment Amount, the *Processing Fee Amount*, the Total Payment Amount
- Verify that the information is correct, then either select “Pay Now” or “Edit Information” or “Return to Account” to cancel
- Selecting the “Pay Now” will display a Payment Accepted page, print page or write down Transaction ID number.
- Once the receipt is printed, You can “Return to Account” or “Logout” at any time

PAY BY PHONE

- Dial 501-975-8889
- Press 1 for English or 2 for Spanish
- Press 1 to continue to your account information
- Enter the 8 digit portion of your account number to the left of the hyphen, including leading zeros Enter the two digit portion of your account number to the right of the hyphen
- The information will be repeated, Press 1 to confirm information is correct
- Enter your 4 – 8 digit PIN number followed by the # sign,
- The information will be repeated, Press 1 to confirm information is correct
- The account will be repeated with the service address and name on the account
- It will tell you your balance due and a *convenience fee will be added as a “processing fee”*
- You will then have the following options available;
 - CUSTOMER SERVICE -PRESS 0
 - REPEAT ACCOUNT INFORMATION - PRESS 1
 - MAKE A CREDIT CARD PAYMENT -PRESS 2
 - MAKE A PAYMENT USING A CHECKING ACCOUNT - PRESS 3
 - TO HEAR BILLING HISTORY -PRESS 4
 - TO HEAR PAYMENT HISTORY -PRESS 5
 - TO HAVE ACCOUNT DETAILS FAXED TO YOU -PRESS 6
 - TO SELECT ANOTHER ACCOUNT - PRESS 7
 - TO SELECT FROM A LIST OF DOCUMENTS TO BE FAXED TO YOU - PRESS 8
 - TO END THE CALL -PRESS 9
- Press 2 to Pay with Credit Card or 3 to Pay by eCheck
- Enter your CC or eCheck information, press 1 to confirm information is correct
- Enter your phone number
- Press 1 to Pay in Full, press 2 to Pay a Different Amount
- Press 1 to pay
- Hold for Transaction ID Number, write number down.

501-975-8889 - PHONE MENU

- **FOR ENGLISH PRESS 1**
- **FOR SPANISH -PRESS 2**
- **TO CONTINUE TO ACCOUNT INFO -PRESS 1**
- **TO HEAR A LIST OF FREQUENTLY ASKED QUESTIONS -PRESS 2**
- **TO SPEAK TO A CUSTOMER SERVICE AGENT -PRESS 0**
- **YOU WILL BE ASKED TO ENTER YOUR 8 DIGIT ACCOUNT NUMBER TO THE**
- **‘LEFT’ OF THE HYPHEN, INCLUDING THE LEADING ZEROES**
- **YOU WILL BE ASKED TO ENTER THE 2 DIGIT NUMBER TO THE RIGHT OF THE HYPHEN**
- **YOU WILL BE ASKED TO ENTER YOUR 4 – 6 DIGIT PIN,**
- **FOLLOWED BY THE # SIGN**
- **THE VOICE PROMPT WILL GIVE INFORMATION ON YOUR ACCOUNT.**
- **AT ANY TIME DURING THIS MESSAGE YOU CAN SELECT THE FOLLOWING:**

CUSTOMER SERVICE - PRESS 0

REPEAT ACCOUNT INFORMATION - PRESS 1

MAKE A CREDIT CARD PAYMENT - PRESS 2

MAKE A PAYMENT USING A CHECKING ACCOUNT - PRESS 3

TO HEAR BILLING HISTORY - PRESS 4

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