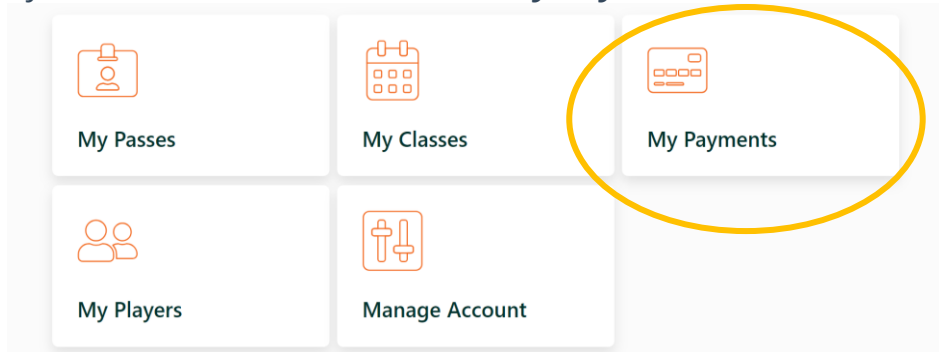


Making a Payment

How do I make a payment and view previous transactions?

- Log in to your online account
- On your account dashboard, select **My Payments**



This brings up a page which shows you your current balance, a history of **your** transactions and a button to **Make a Payment**



- Click **Pay**

Please Note: If your account balance is £0.00 or in credit the Pay option is not available.

I don't have a payment card stored

In this case a message will show up with a link to the **Add Card** page:

⚠ You currently have no payment cards on your account, you will need to add one on the **cards** page before you can make a payment.

On the **Manage Cards** page, select **Add Card**

Add Card

Name on Card

Card number

Expiry MM / YY

CVC

Billing postcode

Please note: Unfortunately we are not able to accept

Cancel Add Card

- Enter the **Name on Card**
- Enter the long **Card Number**
- Enter the card **Expiry Date**
- Enter the **CVC** number
- Enter the **Billing Postcode**

Please Note: This is the post code of the address that the card is registered to. If the card is rejected it may mean that it is different to your home address.

- Click **Add Card**

You can now go back to **My Payments** to make a payment

Please Note: Unfortunately we are not able to accept payments via American Express

A Note on Card Storage

Your card is stored on your **online** account to make it easier for you to make payments. However, your full card details are not stored on our system. They are encrypted by our payment provider, [Stripe](#), who then send back an encrypted token to our system. All we see is the last 4 digits which help us identify the correct card if you wish to pay over the phone.

I don't want my card to be stored after I've paid

If this is the case, once payment is made:

- Head back to the **Dashboard**
- Select **Manage Account**
- Select **Manage My Cards**
- Click **Delete**