

**Clark Regional Wastewater District**  
**Instructions for customer payment updates after the upgrade**  
**03/19/19**

The District has upgraded our payment processor. ***To avoid being removed from AutoPay, customers must log-in to their account and re-enter their payment information.***

**What this means to you – Customers need to remove your currently stored payment method(s) and re-enter the same or new payment method(s). To do so, please follow these instructions:**

- Customers log-in to the secured payment portal at <https://crwwd.merchanttransact.com/>
- At the **dashboard** click on **My Profile** tab at the top
- Under **Your Saved Payment Methods** section, click \* **Remove** (the asterisk indicates your payment method will be disabled under the old processor). If this action prompts any pop-ups, click "OK" to proceed to the next step.
- Under **Your Saved Payment Methods** section, click **Add a new payment method**
- **Select Payment Type:** Electronic Check or Credit Card (use for credit and debit cards)
- **Description** – either leave the default, or change it to something meaningful, e.g. VISA MM/YYYY
- Enter your Checking or Visa/Mastercard information
- **Check the box**  Use this payment information to automatically debit my account
- Click **Add payment method to this customer**

**To confirm your payment method was re-entered correctly:**

- Under **Your Saved Payment Method** The '\* Payment method has been disabled' message will no longer be displayed
- Under **My Profile** tab, verify the **green check is enabled under AutoPay** for all accounts desired

**If you need additional assistance, please contact our Customer Service Department, M - F 8:00 a.m. to 5:00 p.m. at 360-750-5876.**