



How to Register for the New Point & Pay Portal

1. Visit kalamazoocity.org/payment. Click on 'Pay On-line,' then 'Make Payment Online' to be directed to the BS&A online home page.
2. You can search for your account using the address, name, parcel number or invoice number. Go to either the Tax Information or Utility Bill Info tab to see your payment amount due.
3. Look for the pink box with '**Amount Due**' on the right side of the screen. To make a one-time payment select '**Pay Now.**' To enroll in the new portal or set up recurring payments select the '**Manage Advanced Payment Features**' option.
4. Enter your first name, last name or company name, and email address. Create and confirm a password. After you review and accept the terms and conditions, click **Register**. This will send an activation message to the email address entered.
5. Go to your email inbox and find the 'No Reply' email from Point & Pay. Click the blue button reading **Confirm My Email**. This will verify your email address and open the log-in page. Log in by reentering your email address and password.
6. On your payment dashboard, confirm your account number and address. To the right of Amount Due, click '**Recurring Payments Auto Pay**' button.
7. On the recurring payments page, select '**Add New Payment Method.**' You will see the following options:
 - Credit/Debit or Electronic Check
 - Set a Maximum Payment Amount

**Regardless of the water bill balance due this sets a limit on the amount which can be withdrawn from you bank account or credit card. Please note that any unpaid balance may be subject to late fees or penalties.*

8. You should verify your bank account number directly against the source material. You should always confirm your account information with your financial institution. Many credit unions have a unique numbering system that may not be on your deposit slip.
9. Read through the note on processing fees, the disclaimers and terms and conditions. Confirm you agree by checking the box. Then click on **Save Recurring Payments Autopay**. You have the option to enter and store several different payment methods in the new portal.
10. By signing up for Auto Pay or Paperless Billing, you are certifying you are the owner or have the permission of the property owner to enroll in these services.
11. For assistance, please dial 3-1-1 (within the city limits) or call (269) 337-8000 (from anywhere). You can contact Point & Pay directly at (888) 891-6064 option #1.