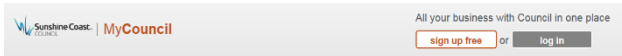
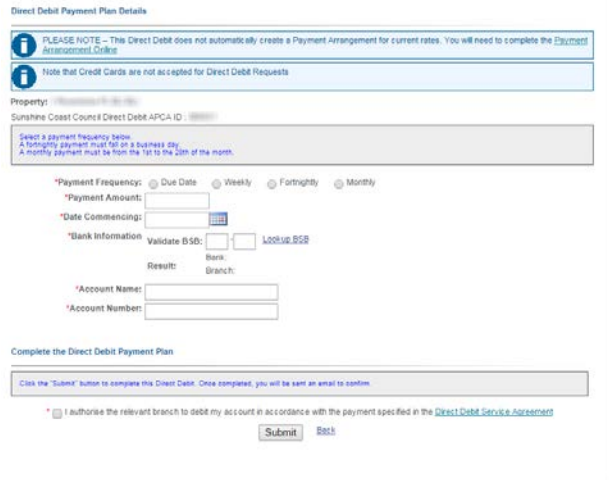
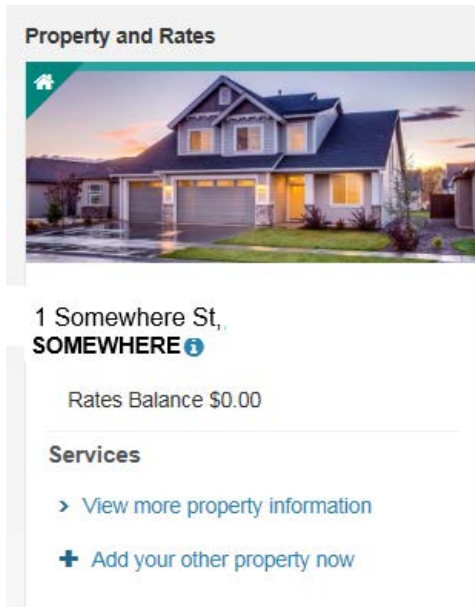


How to Create and Edit a Direct Debit online

1. Log in to MyCouncil at <http://mycouncil.sunshinecoast.qld.gov.au>



2. On the **Property and Rates** tile for select **>View more property information.**

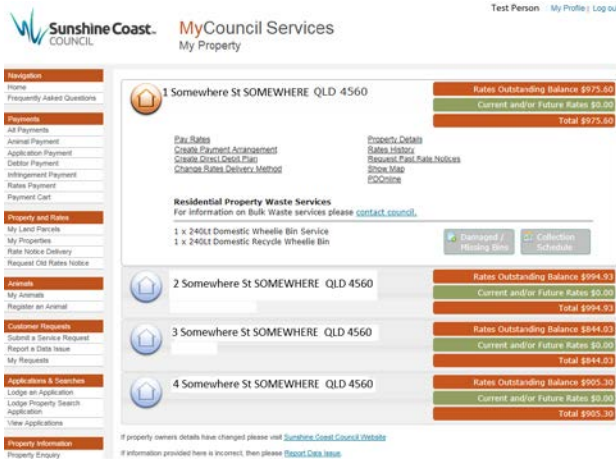


You can select a Payment Frequency of Due Date, Weekly, Fortnightly or Monthly.

Create Due Date Direct Debit

4. **Due Date Direct Debit** – If Due Date is selected the Payment Amount field is removed as the Direct Debit will be processed on the Due Date for the discounted amount owing on the property on the Discount Date.
 - a. **Select Due Date.**

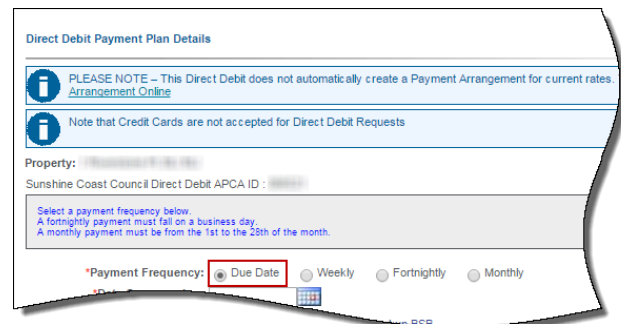
The **MyCouncil Services My Property** screen displays.



3. Select the relevant property then **Create Direct Debit Plan.**



The **Direct Debit Payment Plan** screen displays.



Due Date is selected and the payment amount field is removed as the Direct Debit will be processed on the Due Date for the discounted amount owing on the property on the Discount Date.

- b. Click the **Calendar** and select the date you would like the Direct Debit to commence.
- c. Enter the **BSB** number.
- d. Click the **Lookup BSB** link as this validates the BSB number.
- e. Enter the **Account Name**.
- f. Enter the **Account Number**.
- g. Click and read the **Direct Debit Service Agreement**.

- h. **Tick** to agree to authorise the relevant branch to debit your account.
 - i. Click **Submit**.
- The Direct Debit is updated.*

An email is sent to the customer with the Direct Debit details.

- j. The Direct Debit displays with options to either **Edit** the Direct Debit, **Terminate Plan** or **Print**.

Please Note: Creating a Direct Debit does not automatically create a Payment Arrangement for the current rates. If a Payment Arrangement is required for current rates you are required to complete the Payment Arrangement Online by going back to My Properties.

The Create Direct Debit Plan link changes in My Properties to **View Direct Debit Due Date** and a link displays to **Create Recurring Direct Debit Plan**.

- [Pay Rates](#)
- [View Direct Debit Due Date](#)
- [Create Recurring Direct Debit Plan](#)
- [Change Rates Delivery Method](#)

Create either a Weekly, Fortnightly or Monthly Direct Debit

- 5. If you have already created a Due Date Direct Debit, click the **Create Recurring Direct Debit Plan** link in **My Properties**. If you haven't already created a Due Date Direct Debit, click **Create Direct Debit Plan** in **My Properties**.
 - a. Select **Weekly**, **Fortnightly** or **Monthly**.

- b. Enter a **Payment Amount**. The minimum amount you can pay is \$10.00.
- c. Click the **Calendar** and select the date you would like the Direct Debit to commence.
- d. Enter the **BSB** number.
- e. Click the **Lookup BSB** link as this validates the BSB number.
- f. Enter the **Account Name**.
- g. Enter the **Account Number**.
- h. Click and read the **Direct Debit Service Agreement**.
- i. Click **Submit**.

The Direct Debit is updated.

An email is sent to the customer with the Direct Debit details.

- j. The Direct Debit displays with the options to either **Edit** the Direct Debit, **Terminate Plan** or **Print**.

Please Note: Creating a Direct Debit does not automatically create a Payment Arrangement for the current rates. If a Payment Arrangement is required for current rates you are required to complete the Payment Arrangement Online by going back to My Properties.

Your direct debit has been updated.

Direct Debit Payment Plan Details [Direct Debit Service Agreement](#)

Property:
 Payment Frequency: Weekly on a Thursday (next payment 17/03/2016)
 Start Date:
 Amount: \$10.00
 Financial Institution:
 Branch:
 Account Name:
 BSB:
 Account Number:

PLEASE NOTE - This Direct Debit does not automatically create a Payment Arrangement for current rates. If a Payment Arrangement is required for current rates please complete the [Payment Arrangement Online](#).

Your direct debit has been updated.

Direct Debit Payment Plan Details [Direct Debit Service Agreement](#)

Property:
 Payment Frequency: Rates due date
 Start Date:
 Amount: Full balance
 Financial Institution:
 Branch:
 Account Name:
 BSB:
 Account Number:

PLEASE NOTE - This Direct Debit does not automatically create a Payment Arrangement for current rates. If a Payment Arrangement is required for current rates please complete the [Payment Arrangement Online](#).

The Create Direct Debit Plan link changes in My Properties to **View Direct Debit Recurring Payment** and if you haven't created a Due Date Direct Debit then a link displays to **Create Due Date Direct Debit Plan**.

- [Pay Rates](#)
- [Create Payment Arrangement](#)
- [View Direct Debit Recurring Payment](#)
- [Create Due Date Direct Debit Plan](#)
- [Change Rates Delivery Method](#)

Editing a Direct Debit

- You can edit your Direct Debit immediately after creating your Direct Debit by selecting Edit from the screen or by clicking the **View Direct Debit Recurring Payment** link or the **View Direct Debit Due Date** link in My Properties.

Your direct debit has been updated.

Direct Debit Payment Plan Details [Direct Debit Service Agreement](#)

Property:
 Payment Frequency: Rates due date
 Start Date:
 Amount: Full balance
 Financial Institution:
 Branch:
 Account Name:
 BSB:
 Account Number:

PLEASE NOTE - This Direct Debit does not automatically create a Payment Arrangement for current rates. If a Payment Arrangement is required for current rates please complete the [Payment Arrangement Online](#).

- [Pay Rates](#)
- [View Arrangement](#)
- [View Direct Debit Recurring Payment](#)
- [View Direct Debit Due Date](#)
- [Change Rates Delivery Method](#)

The Direct Debit Payment Plan displays.

Please Note: If you have a payment due within the next five days you are not permitted to make changes online. Changes can be made online after the next payment date has been processed. Please contact council on 5475 7542 for any changes required within the next five days.

- Click **Edit**.

- Make the necessary changes.
- Click and read the **Direct Debit Service Agreement**.
- Click **Submit**.

The Direct Debit is updated.

An email is sent to the customer with the Direct Debit details.

- The Direct Debit displays with the options to either **Edit** the Direct Debit, **Terminate Plan** or **Print**.

Where do I get help?

MyCouncil Services has a list of [FAQs \(Frequently Asked Questions\)](#) which you can access from the Frequently Asked Questions link shown on the MyCouncil Services menu.

If you are unable to find an answer to your question, click the link on the FAQ page and complete the [Online Support form](#).

Current as at May 2017

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