

TIP TO HELP MAKE ELECTRONIC PAYMENTS USING MOBILE PHONES

We are aware that an issue has been identified with making payments to Sunderland City Council website from mobile phones, where it will only allow you to make payments in multiples of 10. We have contacted the Civic Centre and although they are working with their provider to try and rectify this problem, they have provided us with the following instructions to resolve this issue in the meantime.

1. At the payment amount, you need to tap and hold on the "0" until the edit options appear:



2. Select "Cut" which removes the "0" and then you can enter any amount you wish.



3. Click on continue and you can see that payments don't have to be in multiples of £10.

