

HOW TO REGISTER ONLINE

CREDIT CARD PAYMENT **ONLY**

You MUST email a completed Registration Form
or your payment will NOT be approved

The Town of Mukwonago Recreation Department is now accepting credit card payments for registrations processed online only. The service is provided by "GovPay".

When processing your payment, you will be required to pay a non-refundable fee to GovPay.
A minimum service fee of \$3.50 or 3.5% whichever is greater will be applied by GovPay.

Pay location Code: 6692

STEP ONE: HOW TO PAY FOR A REGISTRATION ONLINE?

After reading these instructions go to:

- **STEP TWO** on Recreation Dept web page
 - Click on the **CREDIT CARD ONLINE REGISTRATION** form. Complete (type in on the form) all the information on the registration form, determine the fee you owe - minimize the document (you will have to go back to it after processing payment)
- **STEP THREE** on Recreation Dept web page
 - Click on the **GovPay PAY NOW** link. Follow the instructions on how to pay for your registration fee online.
 - At the end of your transaction you will be given a "**GovPay REFERENCE #**" write this number down (*very important*). *Make sure your transaction confirmation says **COMPLETE**. If it says *Incomplete*, there is an error you must correct.*

After completing **STEP THREE** open your minimized Registration Form.

- ❖ **Record the "GovPay Reference #"** in the credit card payment box on the top of the Registration form.
- ❖ Read the **Liability Waiver** at the bottom of the registration form and make sure to sign-off on the form by putting a check in the box.
- ❖ Email your document (send as an attachment) to the Recreation Department promptly.
arobertson@townofmukwonago.us
and
tmonogue@townofmukwonago.us

It is important that you do this promptly so that the payment and registration form can be cross referenced.

YOUR REGISTRATION/PAYMENT WILL NOT BE PROCESSED IF YOU:

- Didn't pay the correct amount (remember to include late fee if you are processing payment after 3:30pm on the registration deadline date). *All transactions are time stamped upon processing.*
- Didn't correctly determine if you are a "Town" resident. You are a "Town" resident if you pay property taxes to the "Town of Mukwonago"
- Didn't put an **X** in the Waiver Signature box
- Didn't send a completed Registration Form immediately after processing your credit card payment

REFUNDS

If you need to withdraw from a program for any reason, or if the Recreation Department cancels a program you will receive a refund (*according to the refund policy in the Activity Guide*) by check. Your payment will not be credited to your credit card.

Note: All GovPay fees are non-refundable.

ONLINE PAYMENT CHECKLIST

- √ Did you fill out an online registration form (typed only)?
- √ Did you check the Check Box in the GovPay box at the top of the Registration Form after reading the **LIABILITY WAIVER** at the bottom of the page?
- √ Did you check to make sure the GovPay transaction page said **COMPLETE** and not **INCOMPLETE**?
- √ Did you record your GovPay Reference # in the GovPay box on the Registration Form?
- √ Did you email the Online Registration Form to the Recreation Department?
- √ Did you include your \$12.00 late fee if you registered online after 3:30pm on the registration deadline date?

If you failed to do any or all of the above, your registration and payment will be declined.