

How to Change Your Recurring Payment Method

This document provides step-by-step instructions on how to change your recurring payment method for the Mandel JCC, specifically for moving from an existing credit card to a new bank transfer (ACH) or a debit card.

Here is a summary of the steps:

1. Access the Member Portal and Log In

- Navigate to mandeljcc.my.site.com and click “Log In.”
- First-time users: Click “Create Account,” using the exact email address where you receive Mandel JCC communications.

2. Go to Your Financials

- Once logged in, look for the gray navigation bar and click “Financials.” (You may need to click “More” to find it.)

3. View Stored Payment Methods

- On the Financials screen, click the “Payment Methods on File” tab.

4. Replace the Credit Card

- Find the credit card you want to replace and click the “Replace” button next to it.
- In the next window, select “A New Stored Account,” then click “Next.”

5. Select the Account Type

- From the drop-down menu, choose “Bank Transfer / ACH” or “Debit Card.”
- Enter a nickname for your account in the “Enter Stored Account Name” field, then click “Next.”

6. Enter Account Details

- **6a For ACH:** Enter your bank’s routing and account numbers, and click “Next.”
- **6b For a Debit Card:** Enter your card number and expiration date, and click “Submit.”

7. Account Verification

- Wait for the system to display a message about “performing a transaction” while your account is verified. **Please note:** No actual charge or transaction will be processed.

8. Confirmation and Update

- A “Success” message will appear at the top of the screen once verified.
- All recurring charges previously billed to your old credit card will now automatically be billed to this new bank or debit card account.
- Your old credit card may still be listed, but your charges will be on the new card.
- You may also choose to delete the old card.

