WHAT IS THE TELEPHONE NUMBER TO MAKE A PAYMENT BY PHONE?

We have both a local phone number 206.254.9946 and a toll free number 877.651.3862.

HOW DO I ACCESS MY ACCOUNT?

You will need your six digit account number to access the system. Your account number can be found on your payment coupon, statement and most other communication you receive from CDC Management Services, LLC.

I CANNOT FIND MY ACCOUNT NUMBER.

Please contact one of our offices below. We will provide your account number and connect you to the phone pay system.

I ENTERED MY ACCOUNT NUMBER BUT THE SYSTEM DOES NOT HAVE THE CORRECT NAME.

Make sure that you have entered your account number correctly. If you do not recognize the name please cancel and start over or hang up and redial. If you recognize the name on the account, i.e. it is the name of a co-owner, you may proceed to make a payment.

I LIVE IN CANADA AND THE SYSTEM WILL NOT ACCEPT MY ZIP CODE. Enter the CDC Management Kirkland zip code, 98033, and the system will accept your entry.

WHAT IS THE FEE TO MAKE A PAYMENT BY PHONE?

The fee for making a checking account transfer is $1.00. The fee to make a payment using a credit card (or a debit card as a credit card) is $1.00 plus 3% of the payment amount.

WHAT DATE WILL MY PAYMENT POST TO MY ACCOUNT?

All transactions completed by 3:00 pm each day will be posted that day. Items received after 3:00 pm will be posted the next business day.

WHEN WILL MY PAYMENT POST TO MY ACCOUNT?

Please allow 3-5 business days for your payment to post to your account. In some cases the phone pay system may not reflect your payment for up to thirty (30) days.

HOW DO I KNOW THAT MY PAYMENT WAS ACCEPTED? When the payment is completed and accepted you will be given a confirmation number.

I MADE A PAYMENT BY PHONE BUT THE AMOUNT IS INCORRECT ON MY CREDIT CARD OR BANK STATEMENT.

Contact our Kirkland office at the number below and ask to speak with an Accounts Receivable Specialist. They will help you with your question or difficulty with Pay by Phone system.

I NEED HELP WITH ANOTHER QUESTION.

Contact our Kirkland office at the number below and ask to speak with an Accounts Receivable Specialist. They will help you with your question or difficulty with Pay by Phone system.

CDC Management Services – 11211 Slater Avenue NE, Kirkland, WA 98033
(425)897-3400
(800)544-4912