



VBePay

Business Customer Account
Creation and Maintenance

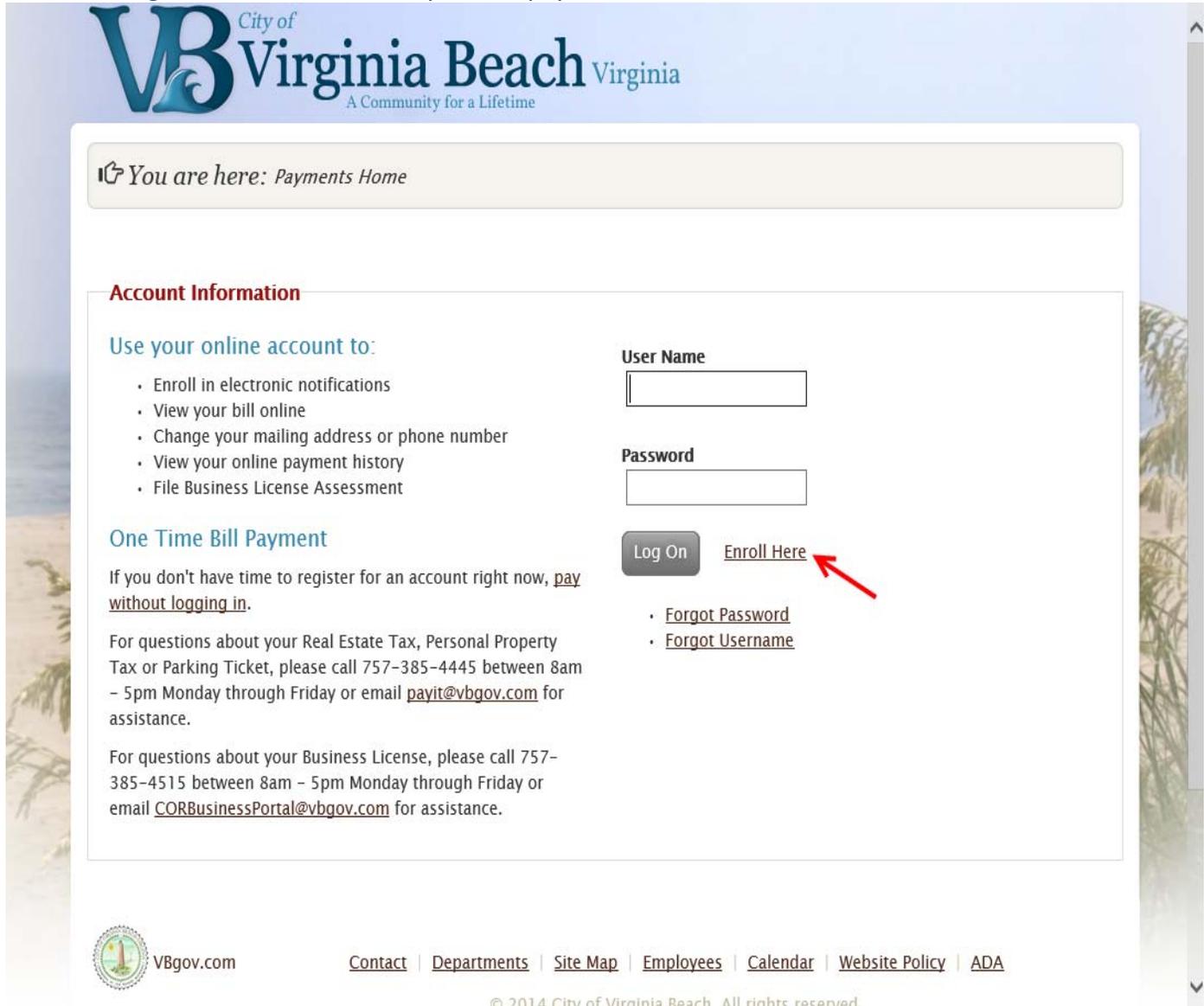
General Information

The Commissioner of the Revenue now offers current business owners the convenience of filing and/or paying for their business licenses online. The purpose of this document is to provide aid to the business customers in creating and maintaining a Business Portal online account. It will cover such topics as:

1. Creating a portal account
2. Attaching a business account
3. Performing basic account maintenance
4. Completing an assessment/business filing
5. Completing a payment
6. Closing a business location
7. Creating a designee
8. Removing a designee
9. Primary account message – an account already established

1. Creating a Portal Account

Customers can reach the site by entering 'pay.vbepay.com'. They will need to create an account by using the "Enroll Here" link. This is the main City log in page for paying Personal Property for Treasurer's Office or conducting Business License activity and/or payment with the Commissioner of the Revenue.



City of Virginia Beach Virginia
A Community for a Lifetime

 You are here: *Payments Home*

Account Information

Use your online account to:

- Enroll in electronic notifications
- View your bill online
- Change your mailing address or phone number
- View your online payment history
- File Business License Assessment

One Time Bill Payment

If you don't have time to register for an account right now, [pay without logging in](#).

For questions about your Real Estate Tax, Personal Property Tax or Parking Ticket, please call 757-385-4445 between 8am – 5pm Monday through Friday or email payit@vb.gov for assistance.

For questions about your Business License, please call 757-385-4515 between 8am – 5pm Monday through Friday or email CORBusinessPortal@vb.gov for assistance.

User Name

Password

[Enroll Here](#)

- [Forgot Password](#)
- [Forgot Username](#)

 VBgov.com

[Contact](#) | [Departments](#) | [Site Map](#) | [Employees](#) | [Calendar](#) | [Website Policy](#) | [ADA](#)

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In filling out the form, the customer must create an online tax account. They should select the “Associate Business Account for e-filings or renewal”

 You are here: [Payments Home](#) > [Register](#)

Step 1 – Create New User Account

Use the form below to create a new account.

- Indicates required field

• **Full Name**
 User name must have at least 6 characters.
Only alpha (a-z, A-Z), numeric (0-9), and underscore (.) are allowed.

• **User Name**
 Your password is case-sensitive and must have at least:
- 8 characters minimum
- 1 uppercase letter (A-Z)
- 1 lowercase letter (a-z)
- 1 digit (0-9)

• **Email Address**

• **Password**

• **Confirm Password**

• **Associate Tax Account to Your User Account**
 Associate Personal Property Tax Account or Real Estate Tax Account.
 Associate Business Account for e-filings or renewal

Customer will receive a confirmation and can press the 'Ok' button. They can now proceed to associating a business account.

The screenshot displays the City of Virginia Beach website interface. At the top left is the logo for the City of Virginia Beach, Virginia, with the tagline "A Community for a Lifetime". On the top right, the user is identified as "JOHNQP" with links for "User Settings" and "Log Off". Below the header, there are navigation links for "Citizen Portal Home" and "Business E-Filings Home". A breadcrumb trail indicates the current location: "You are here: Home > Associate Business Account".

The main content area is titled "Step 2 – Associate City of Virginia Beach Business Account". It contains several sections:

- Step 2 – Associate City of Virginia Beach Business Account**: Associate your business account.
- Indicates required field**: A red dot icon.
- Access Level**: Two radio button options: "I am the primary owner/manager" and "Request access to this business account".
- Account Type**: A dropdown menu currently set to "Business Filing".

A modal dialog box titled "Account Creation" is overlaid on the page. It contains the following text: "Thank you for creating a new user account. Now associate an existing City of Virginia Beach Business Account with your user account." At the bottom of the dialog is an "Ok" button.

At the bottom of the main content area, there are "Cancel" and "Continue" buttons.

The footer includes the "VBgov.com" logo, a list of navigation links: "Contact", "Departments", "Site Map", "Employees", "Calendar", "Website Policy", and "ADA", and a copyright notice: "© 2014 City of Virginia Beach. All rights reserved."

2. Associating a Business Account

Business owners and designees may associate one or more business accounts to their Virginia Beach portal account.

The screenshot shows the City of Virginia Beach website header with the logo and tagline "A Community for a Lifetime". The user is logged in as JOHNQP, with links for "User Settings" and "Log Off". The breadcrumb trail is "Citizen Portal Home | Business E-Filings Home". The current page title is "Step 2 – Associate City of Virginia Beach Account". The main content area contains the following text and form elements:

Step 2 – Associate City of Virginia Beach Account
Associate your business account with an existing City of Virginia Beach account.

- Indicates required field
- Access Level**
 - I am the primary owner/manager of the business. ⓘ
 - Request access to this business as secondary user from the primary owner. ⓘ
- Account Type**: Business Filing ▾
- Business Account Number**:

At the bottom of the form are "Cancel" and "Continue" buttons.

At the bottom of the page is the VBgov.com logo and a navigation menu: [Contact](#) | [Departments](#) | [Site Map](#) | [Employees](#) | [Calendar](#) | [Website Policy](#) | [ADA](#). The footer text reads: © 2014 City of Virginia Beach. All rights reserved.

The customer must check either “I am the primary owner/manager of the business” of the business account or “Request access to this business as secondary user from the primary owner” as a designee. There must be an account owner before a designee can apply. The customer must supply all 3 required identifying information; 1 – Business Account #; 2 – FEIN or SSN; 3 – Account Mailing Address Zip. The information will be validated against the business license data currently on file. Select ‘Continue’ to advance.

City of Virginia Beach Virginia
A Community for a Lifetime

JOHNQP (User Settings) | Log Off

[Citizen Portal Home](#) | [Business E-Filings Home](#)

You are here: Home > Associate Business Account

Step 2 – Associate City of Virginia Beach Account

Step 2 – Associate City of Virginia Beach Account
Associate your business account with an existing City of Virginia Beach account.

- Indicates required field

• **Access Level**

I am the primary owner/manager of the business. ⓘ

Request access to this business as secondary user from the primary owner. ⓘ

• **Account Type**
Business Filing ▾

• **Business Account Number**
819292

• **FEIN or SSN**
111223333

• **Business Mailing Zip Code**
23456 X

The validated account is added and displays any outstanding balance due amounts for the account, basic account information and any previous payments made on the account. In each section, the customer should click the plus '+' to display additional information. If no balance due exists, then the below message will not appear; see second picture below.

Business E-Filings Dashboard

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 (+) (PUBLIC, JOHN Q)	\$122.52	\$0.00	\$122.52 \$122.52 – Past Due	<input type="checkbox"/>	\$ <input type="text"/>
				Select All	<input type="checkbox"/>

Make Payment

Click on your six digit account number below to view account information, submit business license filings (renew), make updates to your account (report a closure or change your mailing address), or manage user access.

Your Accounts

Type	Account Number	Account Name
Business Filing	<u>819292</u>	PUBLIC, JOHN Q

[Add New Account](#)

Recent Online Payments

No Payment found for the last 30 days!

[View Older Online Payments](#)

This is the same screen above with no outstanding balance due.

The screenshot displays the 'Business E-Filings Dashboard' for the City of Virginia Beach. At the top left is the logo for the City of Virginia Beach, with the tagline 'A Community for a Lifetime'. To the right of the logo are links for 'Back Bay Boxes (User Settings)' and 'Log Off'. Below the header, there are navigation links for 'Citizen Portal Home' and 'Business E-Filings Home'. A breadcrumb trail indicates the user is currently on the 'Home' page. The main content area is divided into three sections: 'Accounts Due', 'Your Accounts', and 'Recent Online Payments'. The 'Accounts Due' section shows a message that there are no accounts with a balance due. The 'Your Accounts' section contains a table with one entry: a 'Business Filing' account with number '819292' for 'PUBLIC, JOHN Q'. An 'Add New Account' link is located at the bottom right of this section. The 'Recent Online Payments' section shows a message that no payments were found in the last 30 days, with a 'View Older Online Payments' link at the bottom right.

Accounts Due
You have no account with balance due!

Your Accounts

Type	Account Number	Account Name
Business Filing	819292	PUBLIC, JOHN Q

[Add New Account](#)

Recent Online Payments
No Payment found for the last 30 days!

[View Older Online Payments](#)

3. Performing Basic Account Maintenance

Basic business account maintenance is available on the portal. From the Home screen of the account, click on the account number located under the ‘Your Accounts’ section.

Business E-Filings Dashboard

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18–20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 [+] (PUBLIC, JOHN Q)	\$122.52	\$0.00	\$122.52 \$122.52 – Past Due	<input type="checkbox"/>	\$ <input type="text"/>
				Select All	<input type="checkbox"/>

Make Payment

Click on your six digit account number below to view account information, submit business license filings (renew), make updates to your account (report a closure or change your mailing address), or manage user access.

Your Accounts

Type	Account Number	Account Name
Business Filing	819292	PUBLIC, JOHN Q

[Add New Account](#)

Recent Online Payments

No Payment found for the last 30 days!

[View Older Online Payments](#)

To view the current address on file for the business account, click the plus (+) beside the ‘View Account Information’ section. To view the address and contact information for business location(s), click the plus (+) beside the ‘Licenses and Business Filings’ section.

[Citizen Portal Home](#) | [Business E-Filings Home](#)

 You are here: [Home](#) > [819292](#)

Account Management - Account Number 819292

Balance and Invoices

Owner Name

PUBLIC, JOHN Q

Business Trading Name

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [+]	JOHN Q PUBLIC	\$122.52	\$0.00	\$122.52 <i>\$122.52 - Past Due</i>	<input type="checkbox"/>	\$ <input type="text"/>
Total		\$122.52	\$0.00	\$122.52 Due Immediately		\$ <input type="text"/>

Go Back

Make Payment

View Account Information [+] 

Licenses and Business Filings [+] 

Manage User Access [+]

Go Back

Remove Account

The account mailing and item situs addresses can only be changed by contacting the Commissioner’s office. To update the item contact information and mailing address, the user must click the pencil icon.

You are here: Home > 819292

Account Management - Account Number 819292

Balance and Invoices

Owner Name: PUBLIC, JOHN Q Business Trading Name:

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [-]	JOHN Q PUBLIC	\$122.52	\$0.00	\$122.52 <i>\$122.52 - Past Due</i>	<input type="checkbox"/>	\$ <input type="text"/>
Total		\$122.52	\$0.00	\$122.52 Due Immediately		\$ <input type="text"/>

[Go Back](#) [Make Payment](#)

View Account Information [-]

Mailing Address: 2401 COURTHOUSE DR, VIRGINIA BEACH, VA 23456-9120 

Licenses and Business Filings [-]

- Click the  icon next to the location address to report its closure.
- Click the  icon next to the mailing address to change its address.

License No	License Name	Location Address	Contact Information (Name/Phone/Fax/Mailing Address)
805475 812990-01 Personal Service - General	JOHN Q PUBLIC	2401 COURTHOUSE DR VIRGINIA BEACH, VA 23456-9120 	JOHN Q PUBLIC 757 - 555 - 5555 (phone) JOHNQPUBLIC@JOP.COM 2401 COURTHOUSE DR VIRGINIA BEACH, VA 23456-9120 

[Start 2020 Filing](#)

[Change Request History](#)

Manage User Access [+]

Item contact information and mailing address can be updated in real time by updating the data on the form and pressing the ‘Submit’ button.

Citizen Portal Home | [Business E-filings Home](#)

You are here: Home > 819292 > Change License Contact Information

Change License Contact Information

License No
805475

CONTACT NAME (Optional)
JOHN Q PUBLIC

CONTACT TELEPHONE (Optional)
757-555-5555

CONTACT CELL (Optional)

CONTACT FAX (Optional)

CONTACT EMAIL
JOHNQPUBLIC@JCP.COM

Mailing Address

- **Address Line 1**
2401 COURTHOUSE DR
- **Address Line 2 (Optional)**
- **City**
VIRGINIA BEACH
- **State**
Virginia
- **Zip Code**
23456
- **Zip Ext (Optional)**
9120

Cancel Submit

4. Completing a Business Filing (Assessment)

To complete a business filing, from the Home screen of the account, click on the account number located under the 'Your Accounts' section.

[Citizen Portal Home](#) | [Business E-Filings Home](#)

You are here: Home

Business E-Filings Dashboard

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 (+) (PUBLIC, JOHN Q)	\$122.52	\$0.00	\$122.52 \$122.52 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
				Select All	<input type="checkbox"/>
<input type="button" value="Make Payment"/>					

Click on your six digit account number below to view account information, submit business license filings (renew), make updates to your account (report a closure or change your mailing address), or manage user access.

Your Accounts

Type	Account Number	Account Name
Business Filing	819292	PUBLIC, JOHN Q

[Add New Account](#)

Recent Online Payments

No Payment found for the last 30 days!

[View Older Online Payments](#)

Click the plus (+) to expand the 'Licenses and Business Filings' section.

Virginia Beach Virginia
A Community for a Lifetime

JOHNQP (User Settings) | Log Off

Citizen Portal Home | [Business E-Filings Home](#)

You are here: Home > 819292

Account Management - Account Number 819292

Balance and Invoices

Owner Name: PUBLIC, JOHN Q Business Trading Name:

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [+]	JOHN Q PUBLIC	\$122.52	\$0.00	\$122.52 \$122.52 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
Total		\$122.52	\$0.00	\$122.52 Due Immediately		\$ <input type="text"/>

[Go Back](#) [Make Payment](#)

[View Account Information \[+\]](#)

[Licenses and Business Filings \[+\]](#) 

[Manage User Access \[+\]](#)

[Go Back](#) [Remove Account](#)

Select the 'Start YYYY Filing' button where the YYYY indicates which year the filing is for.

You are here: Home > 819292

Account Management - Account Number 819292

Balance and Invoices

Owner Name
PUBLIC, JOHN Q

Business Trading Name

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [+]	JOHN Q PUBLIC	\$122.52	\$0.00	\$122.52 \$122.52 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
Total		\$122.52	\$0.00	\$122.52 Due Immediately		\$ <input type="text"/>

View Account Information [+]

Licenses and Business Filings [-]

- Click the icon next to the location address to report its closure.
- Click the icon next to the mailing address to change its address.

License No	License Name	Location Address	Contact Information (Name/Phone/Fax/Mailing Address)	
805475 812990-01 Personal Service - General	JOHN Q PUBLIC	2401 COURTHOUSE DR VIRGINIA BEACH , VA 23456-9120	JOHN Q PUBLIC 757 - 555 - 5555 (phone) JOHNQPUBLIC@JQP.COM 2401 COURTHOUSE DR VIRGINIA BEACH , VA 23456-9120	 <input type="button" value="Start 2020 Filing"/>

[Change Request History](#)

The owner/designee must complete the required information and must check the box certifying the information supplied is complete and correct. To complete the process, the 'Submit' button needs to be selected.

Business Filing - Account # 819292

License Number – 805475

Tax Year

2020

Business License Name

JOHN Q PUBLIC

License No

805475

B/L No: 805475 Classification: 812990-01

Location Address

2401 COURTHOUSE DR
VIRGINIA BEACH , VA 23456-9120

Tax Period

1/1/2020 – 12/31/2020

Filing Date

01/31/2020

• **Gross Receipts**

\$ 60,000.00

• I certify that the information on this 2020 declaration is true and correct

By typing my name in the box below, I willfully declare that the information provided is true, correct and complete, and I am authorized to file this form, and I understand that the penalty for filing a false return is a Class 1 Misdemeanor.

• **Name of Submitter :**

John Q Public

• **Phone Number of Submitter :**

757-555-5555

• **Email of Submitter :**

johnqpublic@jqp.com

• **Confirm Email :**

johnqpublic@jqp.com

Cancel

Submit

Business Types with a Flat Rate do not have the Gross Receipts field and have an additional filing check box to complete.

License Number – 111111

Tax Year 2020	Location Address 2401 Courthouse Drive Virginia Beach, VA 23456
Business License Name John's Restaurant	Tax Period 1/1/2020 – 12/31/2020
License No 111111 B/L No 222222 Classification: 721111-02	

• Please confirm that you want to submit the Filing for this item. There is no further information required.



Filing Date

01/10/2020 

• I certify that the information on this 2020 declaration is true and correct

By typing my name in the box below, I willfully declare that the information provided is true, correct and complete, and I am authorized to file this form, and I understand that the penalty for filing a false return is a Class 1 Misdemeanor.

• Name of Submitter :

• Phone Number of Submitter :

• Email of Submitter :

• Confirm Email :

Once the business filing is complete, the user will be presented with a successful message. They will also be shown the invoice that has been created and the amount that is due for the license. To return to the Home screen, click Home in the message displayed.

Business Filing - Account # 529625

✔ **You've successfully submitted your filing for the license below. A copy of your submission will be emailed for your records.**

Your invoice number is 819292 . Your balance on this invoice at the time of submission is **\$50.00**. To view or pay this invoice, click [Home](#) to return to the Business E-filings Dashboard and follow instructions.

Tax Year
2020

Business License Name
John Q Public

License No
805475

B/L No: 805475 Classification: 812990 -01

Location Address
2401 Courthouse Drive
Virginia Beach, VA 23456

Tax Period
1/1/2020 - 12/31/2020

Submitted Information

Submitted On
02/03/2020 16:36

Submitted By
JOHNQP

Filing Date
02/03/2020

Gross Receipts
\$60,000.00

I certify that the information on this 2020 declaration is true and correct
YES

By typing my name in the box below, I willfully declare that the information provided is true, correct and complete, and I am authorized to file this form, and I understand that the penalty for filing a false return is a Class 1 Misdemeanor.

Name of Submitter :
John Q Public

Phone Number of Submitter :
757 - 555 - 5555

Email of Submitter :
johnqpublic@jqp.com

Confirm Email :
johnqpublic@jqp.com

By expanding the plus (+) beside the account under the 'Accounts Due' all current and delinquent invoices are displayed for the account. The invoice for the new assessment is displayed. It can now be paid. (In this example the older year's invoices would have to be paid first or included in the full amount due.

JOHNQP (User Settings) | Log Off

[Citizen Portal Home](#) | [Business E-Filings Home](#)

You are here: Home > 819292

Account Management - Account Number 819292

Balance and Invoices

Owner Name PUBLIC, JOHN Q **Business Trading Name**

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [-]	JOHN Q PUBLIC	\$172.52	\$0.00	\$172.52 \$122.52 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>

Invoice No	Due Date (Tax Year)	Description	Basis	Tax	Penalty		Interest	Payment	Total	Pay	Payment Amount
					Late Filing	Late Payment					
149350	05/31/2018 (2018)	BL - Personal Service - General 812990-01	\$20,000.00	\$40.00	\$4.00	\$4.40	\$8.07	\$0.00	\$56.47	<input type="checkbox"/>	\$ <input type="text"/>
149351	03/01/2019 (2019)	BL - Personal Service - General 812990-01	\$55,000.00	\$50.00	\$5.00	\$5.50	\$5.55	\$0.00	\$66.05	<input type="checkbox"/>	\$ <input type="text"/>
149352	03/02/2020 (2020)	BL - Personal Service - General 812990-01	\$60,000.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00	<input type="checkbox"/>	\$ <input type="text"/>
GRAND TOTAL AS OF: 01/31/2020									\$172.52		
Total		\$172.52	\$0.00	\$172.52	\$122.52 - Past Due				\$ <input type="text"/>		

5. Completing a Payment

From the Home screen, the user can press either the account number or plus (+) sign to expand and view the invoices due for the account.

You are here: Home

Business E-Filings Dashboard

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 (+) (PUBLIC, JOHN Q)	\$172.52	\$0.00	\$172.52 \$122.52 – Past Due	<input type="checkbox"/>	\$ <input type="text"/>
			Select All	<input type="checkbox"/>	

[Make Payment](#)

Click on your six digit account number below to view account information, submit business license filings (renew), make updates to your account (report a closure or change your mailing address), or manage user access.

Your Accounts

Type	Account Number	Account Name
Business Filing	819292	PUBLIC, JOHN Q

[Add New Account](#)

Business E-Filings Dashboard

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 [-] (PUBLIC, JOHN Q)	\$172.52	\$0.00	\$172.52 \$122.52 – Past Due	<input type="checkbox"/>	\$ <input type="text"/>

805475 – JOHN Q PUBLIC [-]	\$172.52	\$0.00	\$172.52 \$122.52 – Past Due								
Invoice No	Due Date (Tax Year)	Description	Basis	Tax	Penalty		Interest	Payment	Total	Pay	Payment Amount
149350	05/31/2018 (2018)	BL – Personal Service – General 812990-01	\$20,000.00	\$40.00	Late Filing	Late Payment					
					\$4.00	\$4.40	\$8.07	\$0.00	\$56.47	<input type="checkbox"/>	\$ <input type="text"/>
149351	03/01/2019 (2019)	BL – Personal Service – General 812990-01	\$55,000.00	\$50.00	\$5.00	\$5.50	\$5.55	\$0.00	\$66.05	<input type="checkbox"/>	\$ <input type="text"/>
149352	03/02/2020 (2020)	BL – Personal Service – General 812990-01	\$60,000.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00	<input type="checkbox"/>	\$ <input type="text"/>
GRAND TOTAL AS OF: 01/31/2020									\$172.52		

Select All

[Make Payment](#)

The customer may select to pay the full amount due for the account, the full amount due for the item location or an individual invoice item. If a partial payment is made, the customer must expand the account to view the individual invoices and will enter the amount for the payment in the Payment Amount box. The city code requires all old invoices must be paid prior to newer invoices.

You are here: Home

Business E-Filings Dashboard

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount						
Business Filing											
819292 [-] (PUBLIC, JOHN Q)	\$172.52	\$0.00	\$172.52 \$122.52 – Past Due	<input type="checkbox"/>	\$ <input type="text"/>						
805475 – JOHN Q PUBLIC [-]	\$172.52	\$0.00	\$172.52 \$122.52 – Past Due								
Invoice No	Due Date (Tax Year)	Description	Basis	Tax	Penalty		Interest	Payment	Total	Pay	Payment Amount
					Late Filing	Late Payment					
149350	05/31/2018 (2018)	BL – Personal Service – General 812990-01	\$20,000.00	\$40.00	\$4.00	\$4.40	\$8.07	\$0.00	\$56.47	<input type="checkbox"/>	\$ <input type="text"/>
149351	03/01/2019 (2019)	BL – Personal Service – General 812990-01	\$55,000.00	\$50.00	\$5.00	\$5.50	\$5.55	\$0.00	\$66.05	<input type="checkbox"/>	\$ <input type="text"/>
149352	03/02/2020 (2020)	BL – Personal Service – General 812990-01	\$60,000.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00	<input type="checkbox"/>	\$ <input type="text"/>
GRAND TOTAL AS OF: 01/31/2020									\$172.52		

Select All

The Portal will not accept overpayments. If a payment exceeds the amount due, the message below will be displayed.

\$

Exceed Amount Due

Once an invoice(s) is selected for payment, press the 'Make Payment' button.

Business E-Filings Dashboard

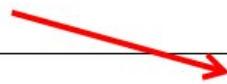
Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount						
Business Filing											
819292 [-] (PUBLIC, JOHN Q)	\$172.52	\$0.00	\$172.52	<input checked="" type="checkbox"/>	\$ 56.47						
			\$122.52 - Past Due								
805475 - JOHN Q PUBLIC [-]	\$172.52	\$0.00	\$172.52								
			\$122.52 - Past Due								
Invoice No	Due Date (Tax Year)	Description	Basis	Tax	Penalty		Interest	Payment	Total	Pay	Payment Amount
					Late Filing	Late Payment					
149350	05/31/2018 (2018)	BL - Personal Service - General 812990-01	\$20,000.00	\$40.00	\$4.00	\$4.40	\$8.07	\$0.00	\$56.47	<input checked="" type="checkbox"/>	\$ 56.47
149351	03/01/2019 (2019)	BL - Personal Service - General 812990-01	\$55,000.00	\$50.00	\$5.00	\$5.50	\$5.55	\$0.00	\$66.05	<input type="checkbox"/>	\$
149352	03/02/2020 (2020)	BL - Personal Service - General 812990-01	\$60,000.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00	<input type="checkbox"/>	\$
GRAND TOTAL AS OF: 02/03/2020									\$172.52		

Select All



Make Payment

The user must choose a form of payment (ACH or Credit Card). If they choose Credit Card, there is a service fee which will be calculated and included; the amount is shown on the right side of the screen. The user must select the appropriate 'Pay By Credit Card' or 'Pay by ACH' on the bottom right side to proceed to the payment processing screen.

Citizen Portal Home | [Business E-Filings Home](#)

You are here: Home > Payment Method

Payment Process

Note: Please be advised that all payments received before 7:30pm ET will be processed the next business day. Payments after 7:30pm will be processed in 2 business days.

New Payment(s)

Account Number	Type	Account Name	Payment Amount
819292 [+]	Business Filing	PUBLIC, JOHN Q	\$56.47

Payment Amount: \$56.47

Payment Method

Please select how you would like to make your payment. [Return Policy](#)

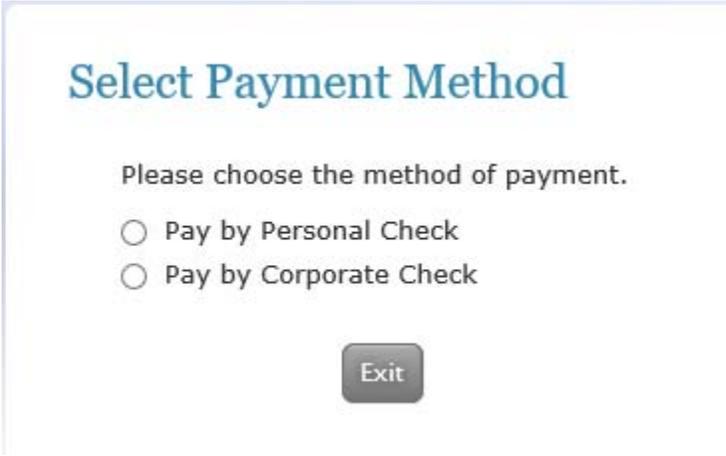
Pay by ACH/eCheck - Free

Pay by Credit Card - 2.5% Service Fee applies

Service Fee: [What is this?](#) \$1.41

Total Amount Due: \$57.88

When “pay by ACH/eCheck –Free” is selected and the “Pay by ACH/eCheck” button is selected, the taxpayer will then be prompted to choose the following:



Select Payment Method

Please choose the method of payment.

Pay by Personal Check

Pay by Corporate Check

Exit

Once a check type is selected, the screen changes

Select Payment Method

Please choose the method of payment.

- Pay by Personal Check
- Pay by Corporate Check

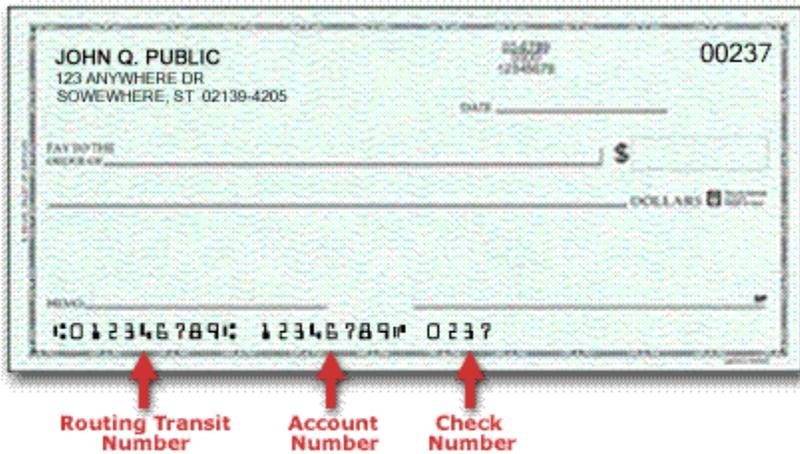
Make a Payment

Exit

Then the taxpayer needs to select “Make a Payment” to continue.

Personal Check display:

Enter Payment Information



Required fields are highlighted with an asterisk.

Payment information:

Amount:* \$ 159.70 ?

Please enter the following information about your Bank account:

First Name on Check:* ?

Last Name on Check:* ?

Routing Transit Number:* ?

Account Number:* ?

Confirm Account Number:* ?

Type of Account:* Checking Saving ?

Address Line 1:* ?

Address Line 2: ?

Country:* ?

ZIP Code:* ?

City:* ?

State:* ?

By clicking on the provided checkbox, you are giving City of Virginia Beach permission to process this payment in the amount displayed above on your behalf.

Credit Card display:

Required fields are highlighted with an asterisk.

Payment information:

Amount:* \$163.69 
Payment(s):* 159.70 
Service Fee:* 3.99 

Please enter the following information about your payment method:

Cardholder's Name:* 

Cards Accepted:    

Card Number:* 

Signature Panel Code:* 

Expiration Date:*   

Billing information:

Address Line 1:* 

Address Line 2: 

Country:*  

ZIP Code:* 

City: 

State:  

By clicking on the provided checkbox, you are giving City of Virginia Beach permission to process this payment in the amount displayed above on your behalf.

User fills out the required information and presses the 'Continue' button.

Required fields are highlighted with an asterisk.

Payment information:

Amount:*	\$67.88
Payment(s):*	56.47
Service Fee:*	1.41

Please enter the following information about your payment method:

Cardholder's Name:*

Cards Accepted:

Card Number:*

Signature Panel Code:*

Expiration Date:*

Billing information:

Address Line 1:*

Address Line 2:

Country:*

ZIP Code:*

City:

State:

By clicking on the provided checkbox, you are giving City of Virginia Beach permission to process this payment in the amount displayed above on your behalf.

The user will be asked to confirm the information entered by pressing the 'Confirm' button or pressing the 'Modify' button to make changes.



Please verify the following information:

Amount: \$67.70
Payment(s): 66.05
Service Fee: 1.65

Card information:

Cardholder's Name: John Q Public
Card Type: Visa
Card Number: *****1111
Signature Panel Code: ****
Expiration Date: 3/2022

Billing information:

Address Line 1: 2201 Courthouse Drive
Country: United States
City: VIRGINIA BEACH
State: Virginia
ZIP Code: 23456

Is this information correct?

The user will see a screen indicating that the payment is being processed.

If your browser fails to reload shortly, [click here](#)

Please wait while your payment is being processed.
DO NOT PRESS THE BACK BUTTON ON YOUR BROWSER



The user will receive a message indicating the payment was successful along with a summary of the payment information. They can choose to print the receipt or wait for the emailed receipt from the portal website. The customer would need to click on Home to make another payment or make any other updates.

[Citizen Portal Home](#) | [Business E-Filings Home](#)

You are here: *Payment Receipt*

Payment Receipt

✔ You've successfully made this payment. A copy of your receipt will be emailed for your records.

Payment Information

Payment Number: **12345**
Payment Date/Time: **2020-02-03 14:03**
Payment Method: **Credit Card**
Credit Card Type: **Visa**
Credit Card Number: **41*****1111**
Status: **Pending**

Payment Details

Account Number	Type	Account Name	Payment Amount
819292 [+]	Business Filing	PUBLIC, JOHN Q	\$56.47
		Service Fee	\$1.41
		Total	\$57.88

VBgov.com | [Contact](#) | [Departments](#) | [Site Map](#) | [Employees](#) | [Calendar](#) | [Website Policy](#) | [ADA](#)

The Accounts Due area of the Home screen now shows any pending payments made on the site but have not been processed by the Commissioner of the Revenue’s Office. The taxpayer can choose a different payment method to make another payment.

You are here: Home

Business E-Filings Dashboard

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the ‘Pay’ box next to the account you wish to pay and select ‘Make Payment’. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the ‘pay’ box next to the invoice you would like to pay, enter the amount you are paying, and select ‘Make Payment’.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 [-] (PUBLIC, JOHN Q)	\$172.52	\$56.47	\$116.05 ✓ \$66.05 – Past Due	<input type="checkbox"/>	\$ <input type="text"/>
805475 – JOHN Q PUBLIC [-]	\$172.52	\$56.47	\$116.05 \$66.05 – Past Due		

Invoice No	Due Date (Tax Year)	Description	Basis	Tax	Penalty		Interest	Payment	Total	Pay	Payment Amount
					Late Filing	Late Payment					
149350	05/31/2018 (2018)	BL – Personal Service – General 812990-01	\$20,000.00	\$40.00	\$4.00	\$4.40	\$8.07	\$0.00	\$56.47		
149351	03/01/2019 (2019)	BL – Personal Service – General 812990-01	\$55,000.00	\$50.00	\$5.00	\$5.50	\$5.55	\$0.00	\$66.05	<input type="checkbox"/>	\$ <input type="text"/>
149352	03/02/2020 (2020)	BL – Personal Service – General 812990-01	\$60,000.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00	<input type="checkbox"/>	\$ <input type="text"/>
GRAND TOTAL AS OF: 02/03/2020											\$172.52

Select All

Make Payment

The user can view a copy of the emailed receipt reflecting their payment(s) by clicking on the payment # link.

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 [+] (PUBLIC, JOHN Q)	\$172.52	\$56.47	\$116.05 ✓ \$66.05 – Past Due	<input checked="" type="checkbox"/>	\$ <input type="text" value="66.05"/>
Select All <input type="checkbox"/>					
Make Payment					

Click on your six digit account number below to view account information, submit business license filings (renew), make updates to your account (report a closure or change your mailing address), or manage user access.

Your Accounts

Type	Account Number	Account Name
Business Filing	819292	PUBLIC, JOHN Q
Add New Account		

Recent Online Payments

Payment Date	Payment #	Account Number	Account Name	Payment	Service Fee	Total
2020-02-03 14:03	12345	Account # 819292	PUBLIC, JOHN Q	\$56.47	\$1.41	\$57.88
View Older Online Payments						

The user is presented with a copy of the receipt.

City of Virginia Beach Virginia
A Community for a Lifetime

JOHNQP (User Settings) | Log Off

[Citizen Portal Home](#) | [Business E-Filings Home](#)

You are here: [Home](#) > [Online Payments](#) > [Payment Receipt](#)

Payment Receipt

Payment Information

Payment Number:	12345
Payment Date/Time:	2020-02-03 14:03
Payment Method:	Credit Card
Credit Card Type:	Visa
Credit Card Number:	41*****1111
Status:	Pending

Payment Details

Account Number	Type	Account Name	Payment Amount
819292	Business Filing	PUBLIC, JOHN Q	\$56.47
		Service Fee	\$1.41
		Total	\$57.88

[Back](#)

6. Closing a Business Location

Business owners may close a business by going to the Home screen of the account, then click on the account number located under the 'Your Accounts' section.

 You are here: Home

Business E-Filings Dashboard

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 [+] (PUBLIC, JOHN Q)	\$172.52	\$56.47	\$116.05  <input type="checkbox"/> \$66.05 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
				Select All <input type="checkbox"/>	
					<input type="button" value="Make Payment"/>

Click on your six digit account number below to view account information, submit business license filings (renew), make updates to your account (report a closure or change your mailing address), or manage user access.

Your Accounts

Type	Account Number	Account Name
Business Filing	819292 	PUBLIC, JOHN Q
		Add New Account

Recent Online Payments

Payment Date	Payment #	Account Number	Account Name	Payment	Service Fee	Total
2020-02-03 14:03	12345	Account # 819292	PUBLIC, JOHN Q	\$56.47	\$1.41	\$57.88

Using the plus (+) beside the Licenses and Business Filings section will display all locations and licenses associated with the business account. To close a specific license number, you would select the red 'X'.

Account Management - Account Number 819292

Balance and Invoices

Note: A payment has been submitted, but funds are still due

Owner Name
PUBLIC, JOHN Q

Business Trading Name

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [+]	JOHN Q PUBLIC	\$172.52	\$56.47	\$116.05 \$66.05 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
Total		\$172.52	\$56.47	\$116.05 \$66.05 - Past Due		\$ <input type="text"/>

Go Back

Make Payment

View Account Information [+]

Licenses and Business Filings [-]

- Click the  icon next to the location address to report its closure.
- Click the  icon next to the mailing address to change its address.

License No	License Name	Location Address	Contact Information (Name/Phone/Fax/Mailing Address)
805475 812990-01 Personal Service - General	JOHN Q PUBLIC	2401 COURTHOUSE DR VIRGINIA BEACH , VA 23456-9120 	JOHN Q PUBLIC 757 - 555 - 5555 (phone) JOHNQPUBLIC@JQP.COM 2401 COURTHOUSE DR VIRGINIA BEACH , VA 23456-9120 

[Change Request History](#)

Manage User Access [+]

The owner must fill out the Report Closure change request form including selecting a closure reason from the drop down. Additional comments may be entered in the box at the bottom of the screen. Then press 'Submit'.

Create Change Request

Report Business Closure

Please provide information requested below

License No
805475

Full Name
John Q Public

Date of Closure
12/31/2019

Closure Reason
Business Sold

Mailing Address

Address Line 1
2401 COURTHOUSE DR

Address Line 2 (Optional)

City
VIRGINIA BEACH

State
Virginia

Zip Code
23456

Zip Ext (Optional)
9120

Comment (Optional)

Closure Reasons
Business Sold
Closed Business
Item closed
Never Opened Business

Cancel Submit

Once submitted the owner will see a Change Request History screen that shows all changes made for the account including the request to report a closure. All closures must be processed by Commissioner of the Revenue staff in the event additional information is required of the owner. The owner will receive an email of the closure request containing the details provided. They can also review the request by selecting the request number.

Citizen Portal Home | [Business E-Filings Home](#)

You are here: [Home](#) > [819292](#) > [Change Request](#)

Account Management - Change Request

Business Filing – 819292

Change Request History

View current or past request statuses

Search Change Requests

Date Range
01/04/2020 – 02/03/2020

Reset

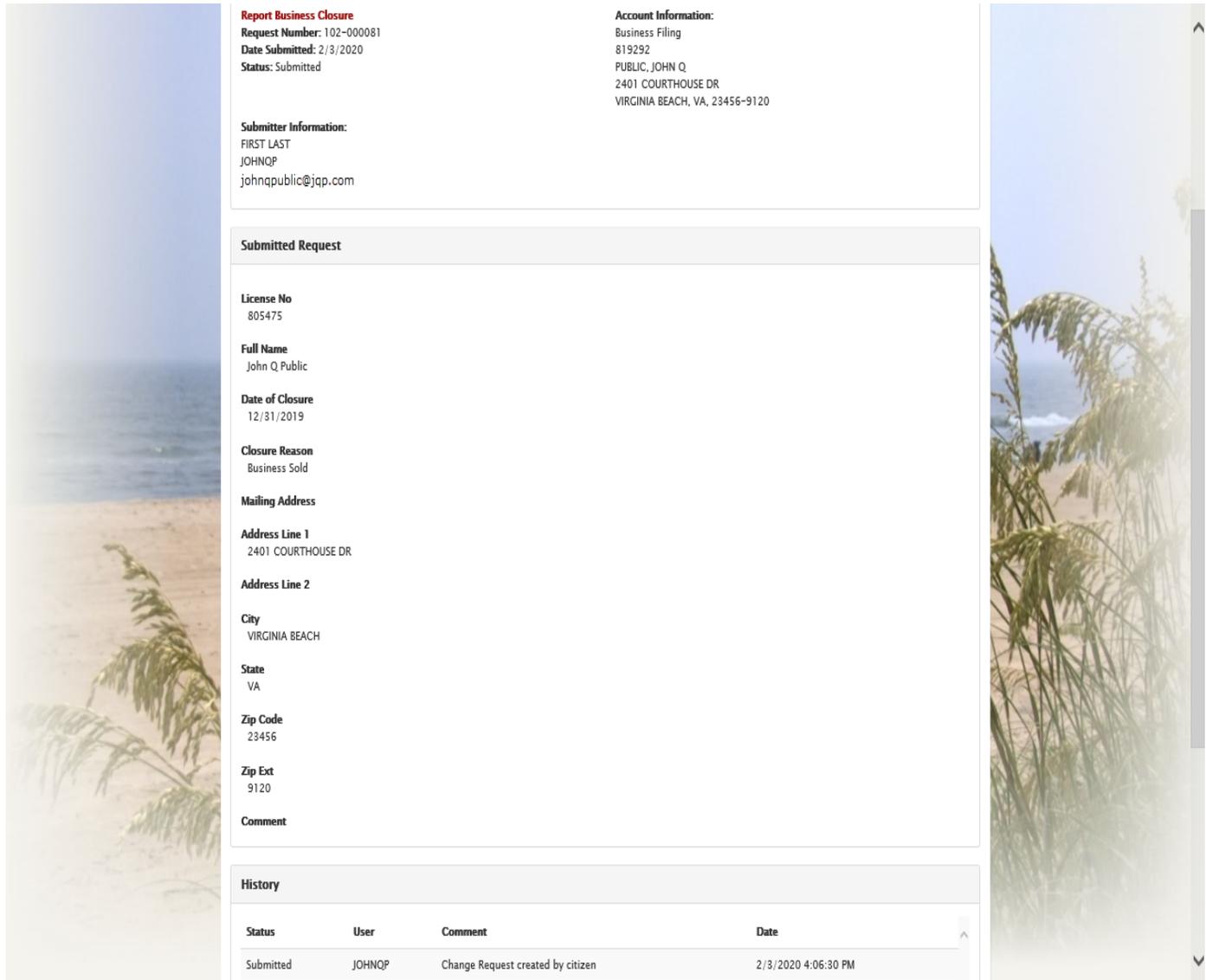
Request Number	Request Type	Date Created	Citizen Owner	Status
102-000081	Report Business Closure	02/03/2020	JOHNQP	Submitted

Show 10 entries

Showing 1 to 1 of 1 entries

Go Back

Selecting the request number displays the Change Request which includes information on the account as well as the submitted request to make changes. At the bottom there is a history showing who made the request on behalf of the business.



Report Business Closure
Request Number: 102-000081
Date Submitted: 2/3/2020
Status: Submitted

Account Information:
Business Filing
819292
PUBLIC, JOHN Q
2401 COURTHOUSE DR
VIRGINIA BEACH, VA, 23456-9120

Submitter Information:
FIRST LAST
JOHNQP
johnqpublic@jap.com

Submitted Request

License No
805475

Full Name
John Q Public

Date of Closure
12/31/2019

Closure Reason
Business Sold

Mailing Address

Address Line 1
2401 COURTHOUSE DR

Address Line 2

City
VIRGINIA BEACH

State
VA

Zip Code
23456

Zip Ext
9120

Comment

History

Status	User	Comment	Date
Submitted	JOHNQP	Change Request created by citizen	2/3/2020 4:06:30 PM

7. Setting Up a Designee Account

A designee would create a portal account in the same manner as any other business owner or citizen. Necessary account information for the designee needs to be provided by the business owner.

The screenshot shows the registration page for the City of Virginia Beach. At the top left is the logo for the City of Virginia Beach, with the tagline "A Community for a Lifetime". Below the logo is a breadcrumb trail: "You are here: Payments Home > Register". The main heading is "Step 1 – Create New User Account". Below this heading is the instruction: "Use the form below to create a new account." A legend indicates that a red dot next to a field name signifies a required field. The form contains the following fields and instructions:

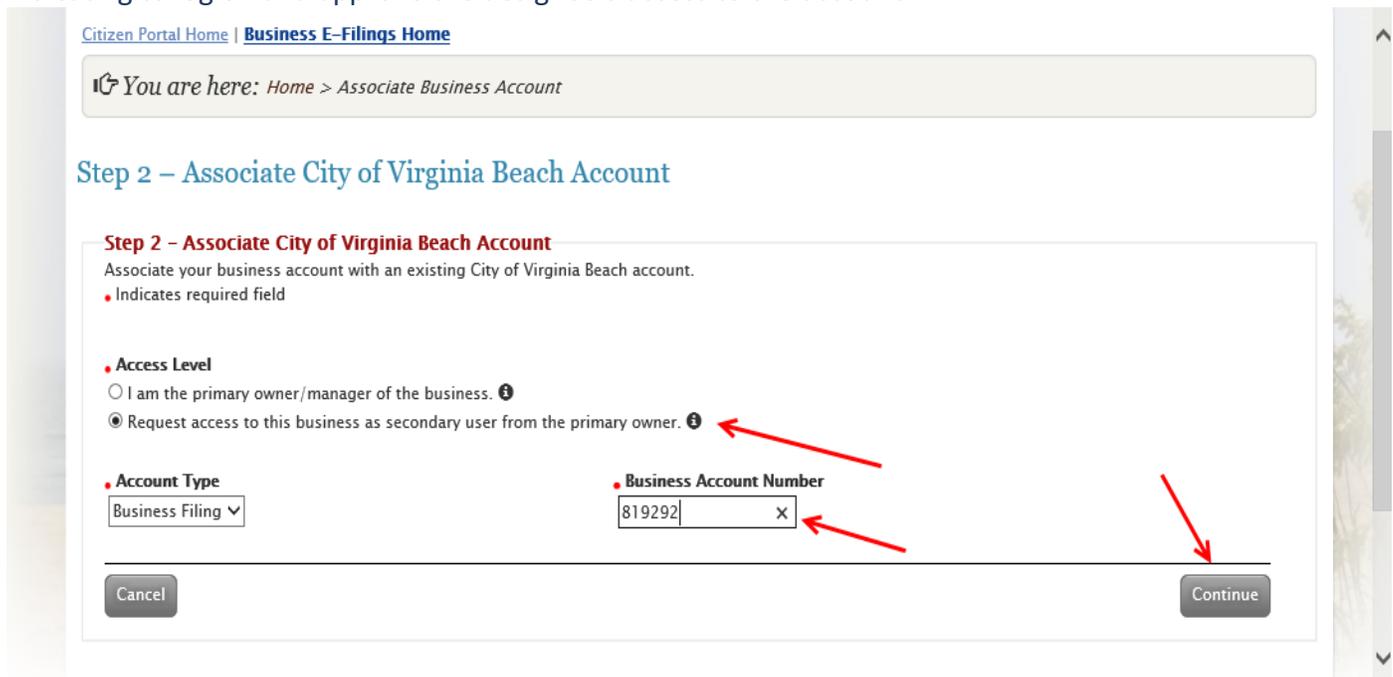
- Full Name:** A text input field containing "Jane S Doe". To the right, instructions state: "User name must have at least 6 characters. Only alpha (a-z, A-Z), numeric (0-9), and underscore (.) are allowed."
- User Name:** A text input field containing "JANESD". To the right, instructions state: "Your password is case-sensitive and must have at least:" followed by a list: "- 8 characters minimum", "- 1 uppercase letter (A-Z)", "- 1 lowercase letter (a-z)", and "- 1 digit (0-9)".
- Email Address:** A text input field containing "janesdoe@jqp.com".
- Password:** A password input field with 8 dots.
- Confirm Password:** A password input field with 8 dots.
- Associate Tax Account to Your User Account:** Two radio button options: "Associate Personal Property Tax Account or Real Estate Tax Account." (unselected) and "Associate Business Account for e-filings or renewal" (selected).

At the bottom of the form are two buttons: "Cancel" on the left and "Register" on the right. A red arrow points to the "Register" button.

Complete the registration and associate the account the designee can perform updates and filings on behalf of a business for.



Select the secondary user option. The account number entered must already be associated to a portal account with the user is the primary owner of the account. This account primary user will receive an email indicating to log on and approve the designee’s access to the account.



Once the 'Continue' button is selected, the designee will receive a message stating the request is pending approval by the primary account owner.

[Citizen Portal Home](#) | [Business E-Filings Home](#)

You are here: Home

Business E-Filings Dashboard

Your request to access account 819292 has been sent to the primary user of this business. You will receive an email when your request is approved or rejected.

Accounts Due

You have no account with balance due!

Click on your six digit account number below to view account information, submit business license filings (renew), make updates to your account (report a closure or change your mailing address), or manage user access.

Your Accounts

Type	Account Number	Account Name
Business Filing	819292 *** Pending – Requested today ***	PUBLIC, JOHN Q

[Add New Account](#)

Here is a copy of the email that is sent to the primary account owner

User Access Request (test) - Message (HTML)

FILE MESSAGE McAfee E-mail Scan

Ignore Delete Reply Reply All Forward Move Rules OneNote Assign Policy Tags Mark Unread Categorize Follow Up Translate Zoom Insights

Mon 2/3/2020 3:18 PM

Please_Read@vbgov.com

User Access Request (test)

To johnqpublic@jqp.com

- Action Requested

The user listed below has requested to have access to your business account number 819292 in order to renew or submit tax filings online:

Username: JANESD
Full Name: Jane S Doe
Email: janesdoe@jqp.com

Please login to your account to either accept or reject the request.

[Access the City of Virginia Beach login page](#)

Do not reply to this email. Contact the Commissioner of the Revenue's office at 757-385-4515 or e-mail CORBusinessPortal@vbgov.com with questions or comments.

The primary account must log in and approve the designee’s access to the account. The next time the account owner logs in, they will see a message indicating they have actions to either Approve or Reject the request for access.

You are here: [Payments Home](#)

Account Information

Use your online account to to:

- Enroll in electronic notifications
- View your bill online
- Change your mailing address or phone number
- View your online payment history
- File Business License Assessment

One Time Bill Payment

If you don't have time to register for an account right now, [pay without logging in](#).

For questions about your Real Estate Tax, Personal Property Tax or Parking Ticket, please call 757-385-4445 between 8am – 5pm Monday through Friday or email payit@vbqov.com for assistance.

For questions about your Business License, please call 757-385-4515 between 8am – 5pm Monday through Friday or email CORBusinessPortal@vbqov.com for assistance.

User Name:

Password:

[Enroll Here](#)

- [Forqot Password](#)
- [Forqot Username](#)

[Citizen Portal Home](#) | [Business E-Filings Home](#)

You are here: [Home](#)

Business E-Filings Dashboard

Action Requested

Username	Full Name	Email	Request Access Account No.	Status	
JANESD	Jane S Doe	janesdoe@jqp.com	819292	Pending – Requested today	<input type="button" value="Approve"/> <input type="button" value="Reject"/>

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the ‘Pay’ box next to the account you wish to pay and select ‘Make Payment’. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the ‘pay’ box next to the invoice you would like to pay, enter the amount you are paying, and select ‘Make Payment’.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 (+) (PUBLIC, JOHN Q)	\$172.52	\$56.47	\$116.05 ✓ \$66.05 – Past Due	<input type="checkbox"/>	\$ <input type="text"/>
Select All <input type="checkbox"/>					

If approving the access, the owner is presented with the city’s policy on allowing designee’s access to their account. The owner must confirm the agreement of the terms.

The screenshot shows the City of Virginia Business E-Filings Dashboard. A modal dialog box is open in the center, containing the following text:

Account owner may grant access and cancel access of their designee at any time by completion of a business designee form. The Commissioner of the Revenue is not responsible for the information viewed or accessed by the business designee. The Commissioner’s office cannot discuss or assist the business designee with a tax matter related to the business’s account without a notarized letter of authorization from the business owner.

Are you sure you want to approve this user request?

At the bottom of the dialog are two buttons: "Cancel" and "Confirm". A red arrow points to the "Confirm" button.

Below the dialog, the dashboard shows a table under the heading "Action Requested". The table has the following columns: Username, Full Name, Email, Request Access Account No., and Status. There is also an "Approve" button and a "Reject" button to the right of the table row.

Username	Full Name	Email	Request Access Account No.	Status
JANESD	Jane S Doe	janesdoe@jqp.com	<u>819292</u>	Pending – Requested today

Below the table, there is a section titled "Accounts Due" with a paragraph of text: "Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the

If the owner presses the 'Confirm' button, an email is sent to the designee notifying them they have access to the account.

The screenshot shows the 'Business E-Filings Dashboard' for the City of Virginia Beach. A modal window titled 'Processing your request' is displayed in the center, containing the message: 'Request to access account number 819292 from user JANESD has been accepted. Email has been sent to janesdoe@jqp.com'. A red arrow points to the 'Close' button in the modal. The background dashboard includes a navigation bar with 'Citizen Portal Home' and 'Business E-Filings', a breadcrumb trail 'You are here: Home', and a table of 'Accounts Due'.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 [+] (PUBLIC, JOHN Q)	\$172.52	\$56.47	\$116.05 ✓ \$66.05 – Past Due	<input type="checkbox"/>	\$ <input type="text"/>
Select All <input type="checkbox"/>					

Copy of the email sent to the designee indicating access to the account is approved.

The screenshot shows an email notification from 'Please_Read@vbgov.com' with the subject 'User Access Request - Approved (test)'. The main body of the email states: 'Your request to access account number 819292 has been approved.' A red arrow points to the account number '819292'. Below this, there is a blue hyperlink: 'Access the City of Virginia Beach login page'. At the bottom, the email instructs the recipient not to reply and provides contact information for the Commissioner of the Revenue's office at 757-385-4515 or via email at CORBusinessPortal@vbgov.com.

The next time the designee logs into the account, the account information will display and they will have the same functionality as the primary owner.

[JANESD \(User Settings\)](#) | [Log Off](#)

[Citizen Portal Home](#) | [Business E-Filings Home](#)

You are here: Home

Business E-Filings Dashboard

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
<i>Business Filing</i>					
819292 (+) (PUBLIC, JOHN Q)	\$172.52	\$56.47	\$116.05 ✓ \$66.05 – Past Due	<input type="checkbox"/>	\$ <input style="width: 50px;" type="text"/>
				Select All <input type="checkbox"/>	
					<input type="button" value="Make Payment"/>

Click on your six digit account number below to view account information, submit business license filings (renew), make updates to your account (report a closure or change your mailing address), or manage user access.

Your Accounts

Type	Account Number	Account Name
Business Filing	819292	PUBLIC, JOHN Q

[Add New Account](#)

7. To Remove a Designee from an account.

The primary account owner can have more than one designee on the account. They can also remove a designee if they no longer want them to have access to the account. Login and go the Home screen. Click the account number for the account you wish to update.

[Citizen Portal Home](#) | [Business E-Filings Home](#)

You are here: Home

Business E-Filings Dashboard

Accounts Due

Accounts with payments due are listed here. To pay an account balance in full, check the 'Pay' box next to the account you wish to pay and select 'Make Payment'. To make a partial payment, click the (+) sign next to the account number to expand and view the invoices associated with your account. Check the 'pay' box next to the invoice you would like to pay, enter the amount you are paying, and select 'Make Payment'.

Please note that all payments processed will go to the oldest business license debt first as required by City Code Section 18-20. No business license can be issued until the business is compliant with all city code provisions.

Account Number	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
Business Filing					
819292 (+) (PUBLIC, JOHN Q)	\$172.52	\$56.47	\$116.05 ✓ \$66.05 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
				Select All	<input type="checkbox"/>
Make Payment					

Click on your six digit account number below to view account information, submit business license filings (renew), make updates to your account (report a closure or change your mailing address), or manage user access.

Your Accounts

Type	Account Number	Account Name
Business Filing	819292	PUBLIC, JOHN Q

[Add New Account](#)

Recent Online Payments

Payment Date	Payment #	Account Number	Account Name	Payment	Service Fee	Total
2020-02-03 14:03	12345	Account # 819292	PUBLIC, JOHN Q	\$56.47	\$1.41	\$57.88

[View Older Online Payments](#)

Next, expand the Manage User Access section by clicking the plus (+).

You are here: Home > 819292

Account Management - Account Number 819292

Balance and Invoices

Note: A payment has been submitted, but funds are still due

Owner Name PUBLIC, JOHN Q **Business Trading Name**

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [+]	JOHN Q PUBLIC	\$172.52	\$56.47	\$116.05 \$66.05 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
Total		\$172.52	\$56.47	\$116.05 \$66.05 - Past Due		\$ <input type="text"/>

Pending Payments

Payment Date	Payment Number	Payment Amount
2/3/2020	12345	\$56.47

View Account Information [+]

Licenses and Business Filings [+]

Manage User Access [+]

This section identifies the primary owner on the account and all designees. Remove a designee's access, use the Revoke button.

You are here: Home > 819292

Account Management - Account Number 819292

Balance and Invoices
Note: A payment has been submitted, but funds are still due

Owner Name: PUBLIC, JOHN Q **Business Trading Name:**

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [+]	JOHN Q PUBLIC	\$172.52	\$56.47	\$116.05 \$66.05 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
Total		\$172.52	\$56.47	\$116.05 \$66.05 - Past Due		\$ <input type="text"/>

Pending Payments

Payment Date	Payment Number	Payment Amount
2/3/2020	12345	\$56.47

Manage User Access [-]

Username	Full Name	Email	Status	
JOHNQP	FIRST LAST	johnqpublic@jqp.com	★ Primary User	
JANESD	Jane S Doe	janedoe@jqp.com	Approved (02/03/2020)	<input type="button" value="Revoke"/>

The user will be asked to confirm this action.

The screenshot shows the 'Account Management' page with a confirmation dialog box. The dialog box asks 'Are you sure you want to revoke access from this user?' and has 'Cancel' and 'Confirm' buttons. A red arrow points to the 'Confirm' button. The background page shows account details for 'PUBLIC, JOHN Q.' with a balance of \$172.52 and a total amount due of \$116.05, including \$66.05 past due. There is a table for 'Pending Payments' and a 'Manage User Access' section with a 'Revoke' button for user 'JANESD'.

Balance and Invoices
Note: A payment has been submitted, but funds are still due

Owner Name: PUBLIC, JOHN Q. Business Trading Name:

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [+]	JOHN Q PUBLIC	\$172.52	\$56.47	\$116.05 \$66.05 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
Total		\$172.52	\$56.47	\$116.05 \$66.05 - Past Due		\$ <input type="text"/>

Pending Payments

Payment Date	Payment Number	Payment Amount
2/3/2020	12345	\$56.47

Go Back Make Payment

View Account Information [+]

Licenses and Business Filings [+]

Manage User Access [-]

Username	Full Name	Email	Status
JOHNQP	FIRST LAST	johnqpublic@jqp.com	★ Primary User
JANESD	Jane S Doe	janesdoe@jqp.com	Approved (02/03/2020)

Go Back Remove Account

Revoke

The user will then receive a confirmation message that the access has been removed and the former designee will receive an email. Complete this activity by pressing the Close button.

The screenshot shows the 'Account Management' page for account number 819292. A modal dialog box titled 'Processing your request' is displayed in the center, containing the message: 'Access to account number 819292 from user JANESD has been revoked. Email sent to janesdoe@jqp.com'. A red arrow points from the 'Close' button in the dialog to the 'Close' button in the background page. The background page includes sections for 'Balance and Invoices', 'Pending Payments', and 'Manage User Access'.

Balance and Invoices
Note: A payment has been submitted

Owner Name
PUBLIC, JOHN Q

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [+]	JOHN Q PUBLIC	\$172.52	\$56.47	\$116.05 \$66.05 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
Total		\$172.52	\$56.47	\$116.05 \$66.05 - Past Due		\$ <input type="text"/>

Pending Payments

Payment Date	Payment Number	Payment Amount
2/3/2020	12345	\$56.47

Go Back Make Payment

View Account Information [+]

Licenses and Business Filings [+]

Manage User Access [-]

Username	Full Name	Email	Status
JOHNQP	FIRST LAST	johnqpublic@jqp.com	★ Primary User

Go Back Remove Account

VBqov.com Contact | Departments | Site Map | Employees | Calendar | Website Policy | ADA

Returning to the previous screen now shows the designee removed.

You are here: Home > 819292

Account Management - Account Number 819292

Balance and Invoices
Note: A payment has been submitted, but funds are still due

Owner Name: PUBLIC, JOHN Q Business Trading Name:

License No	License Name	Balance	Pending Payments	Total Amount Due	Pay	Payment Amount
805475 [+]	JOHN Q PUBLIC	\$172.52	\$56.47	\$116.05 \$66.05 - Past Due	<input type="checkbox"/>	\$ <input type="text"/>
Total		\$172.52	\$56.47	\$116.05 \$66.05 - Past Due		\$ <input type="text"/>

Pending Payments

Payment Date	Payment Number	Payment Amount
2/3/2020	12345	\$56.47

Go Back Make Payment

View Account Information [+]

Licenses and Business Filings [+]

Manage User Access [-]

Username	Full Name	Email	Status
JOHNQP	FIRST LAST	johnqpublic@jqp.com	★ Primary User

Go Back Remove Account

Copy of the email sent to the former designee

Please_Read@vbgov.com
User Access Request - Revoked (test)

Your access to account number 819292 has been revoked.

[Access the City of Virginia Beach login page](#)

Do not reply to this email. Contact the Commissioner of the Revenue's office at 757-385-4515 or e-mail CORBusinessPortal@vbgov.com with questions or comments.

8. Primary account message – an account already established

If a customer attempts to create an account and receives a message that a primary owner has already been associated with the business, they should check with the other officers or members of their business to see who is already registered. They can be added as a secondary user with permission from the primary user. If they believe an error has been made and there should not be anyone else listed as the primary owner, they will need to contact the Commissioner of the Revenue's Office and a staff member will have to research to determine what happened.

The screenshot shows the City of Virginia Beach Business E-Filings portal. At the top left is the logo for the City of Virginia Beach, Virginia, with the tagline "A Community for a Lifetime". On the top right, there is a user ID "PLUS1111" and links for "User Settings" and "Log Off". Below the header, there are navigation links for "Citizen Portal Home" and "Business E-Filings Home". A breadcrumb trail indicates the current location: "You are here: Home > Associate Business Account". The main heading is "Account Management - Associate Business Accounts". A red error message states: "There is already a primary owner associated with this business – please contact the Commissioner of the Revenue's office at 757-385-4515 for further assistance." Below the error message, there is a form titled "Account Management - Associate Business Accounts" with the instruction "Associate your business account with an existing City of Virginia Beach account." The form includes several fields: "Indicates required field" (marked with a red asterisk), "Access Level" (with radio buttons for "I am the primary owner/manager of the business" and "Request access to this business as secondary user from the primary owner"), "Account Type" (a dropdown menu set to "Business Filing"), "Business Account Number" (a text box containing "819292"), and "FEIN or SSN" (a text box containing "111223333").