



City of Virginia Beach

DEPARTMENT OF HOUSING AND
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RE: Automated Payments through ACH

To Housing Choice Voucher/Tenant Based Rental Program Landlords and Property Managers:

We are pleased to announce the City is now offering the automated payment option to all qualified Housing Choice Voucher/Tenant Based Rental Program landlords and property managers.

The City utilizes services provided by Bank of America Merrill Lynch to provide electronic transfers of payments along with remittance notifications to our customers. This service is called Paymode-X. The benefits of receiving payments via ACH include; receiving your money faster, saving processing time for your company, and receiving detailed remittance information for each payment made. Our process provides multiple layers of security and fits with existing systems and banking practices.

The City can begin making payments to you electronically once you have enrolled and subsequently been activated in the Paymode-X and Virginia Beach electronic payment systems.

You will need the following items to enroll with Paymode-X:

1. Your company's legal name, main telephone number, and all physical and remittance addresses used by your company.
2. Your company's U. S. federal employer identification number (EIN) or Social Security number (sole-proprietor)
3. Your company's bank account information, including ACH routing and account numbers.

Once we receive conformation from Bank of America, our system will be updated to reflect that your company now prefers receiving payments via our ACH method. As each payment is processed, Bank of America will send an email notifying you that a deposit has been made to the account you have specified.

We hope that as a vendor you choose to take advantage of this convenient and efficient payment process.

Please contact Paymode-X customer service at 1-866-252-7366 or visit them online at www.paymode.com/vbgov to enroll in the program.

For our valued customers already enrolled in the program that may have questions regarding their account you can call 1-877-433-6944.

Thank you!
Department of Housing