

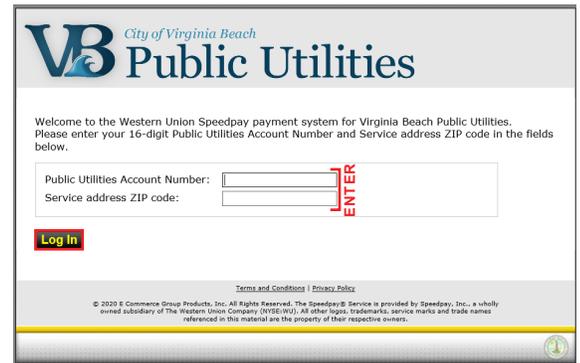
HOW TO: Set Up Automatic Recurring Payments

What are Automatic Recurring Payments?

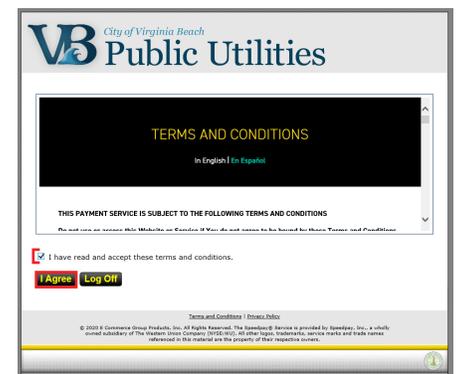
Public Utilities' Automatic Recurring Payments is a free service that ensures your bill is always paid on time. With each billing cycle, the amount due is automatically withdrawn from your bank account on the due date. You will still continue to receive a bill. Please note that you cannot enroll in automatic recurring payments if you have an overdue balance on your account.

How Do I Sign Up?

1. Go to <https://paynow40.speedpay.com/cityofvirginiabeach/login.aspx>.
2. Enter your account number (with the three leading zeroes and no dashes) and your zip code. Click 'Log In'.



3. Click 'I have read and accept these terms and conditions.'



4. Under **Enroll in a Recurring Payment Plan – Free Service**, click 'ACH'.



Service Information	
Public Utilities Account Number:	0001234567891234
Customer Name:	WAYNE DROP
Service Address:	123 FAUCET LANE
City, State, ZIP:	VIRGINIA BEACH, VA 23456
Phone Number:	757-888-8888

- On the **Account/Payment Data Entry** page, verify your service and billing information. Enter your banking information in the **Payment Method** field. Click 'Continue'.

ACH Recurring Payment Plan - Account/Payment Data Entry

Welcome to Western Union Speedpay's easy way to pay! With this option, you will be able to set up a recurring payment plan using your banking account.

Service Information

Public Utilities Account Number: 0001234567891234
 Customer Name: WAYNE DROP
 Service Address: 123 FAUCET LANE
 City, State, ZIP: VIRGINIA BEACH, VA 23456
 Phone Number: 757-888-8888

Billing Information

First Name, Last Name: Wayne Drop
 This is the address information we have on file for you. Please verify it is correct.
 Account Address Line 1: 123 FAUCET LANE
 Account Address Line 2:
 City, State, ZIP: VIRGINIA BEACH VA 23456
 Phone Number: 757 888 -8888

Payment Method

Banking Account Type: Checking
 Routing Number: 021000021
 Banking Account Number: 4545454545454

Continue Back

- On the **Schedule Data Entry** page, select the frequency, start date (do not select today's date if your bill is due today), and end method. We recommend selecting 'Never'. With this option, payments will automatically stop being withdrawn once your account with us is closed. If you decide to choose a specific date to end automatic payments, please make note of that date so you remember to begin making manual payments. Enter your email address (in order to receive notification 5 days prior to account withdrawal and again after the payment is withdrawn). Click 'Continue'.

ACH Recurring Payment Plan - Schedule Data Entry

By selecting the recurring payment option we will automatically debit your account on your due date for the total amount due as reflected on your bill.

Recurring Plan Frequency

Frequency: Due Date

Recurring Plan Amount Method

Amount Method: Amount due
 Balances less than \$1 will not be drafted and will be carried forward to the next billing statement.

Recurring Plan Start Date

Start Date: 09/09/2015 (MM/DD/YYYY)

Recurring Plan End Method

End Method: Until the date: (MM/DD/YYYY) Never (recur indefinitely)

Recurring Plan Notification Method

Notification Method: Email: _____

Continue Back

- On the **Review** page, verify all information and click 'Save Recurring Plan'.

ACH Recurring Payment Plan - Review

You have requested to make a payment to your account with the following information:

Service Information

Public Utilities Account Number: 0001234567891234
 Customer Name: WAYNE DROP
 Service Address: 123 FAUCET LANE
 City, State, ZIP: VIRGINIA BEACH, VA 23456
 Phone Number: 757-888-8888

Billing Information

First Name: WAYNE
 Last Name: DROP
 Billing Address: 123 FAUCET LANE
 Billing Address 2:
 Billing City: VIRGINIA BEACH
 Billing State: VA
 Billing ZIP: 23456
 Phone Number: 757-888-8888

Payment Information

Banking Account Type: Market Account
 Routing Number: 021000021
 Banking Account Number: *****5454

Schedule Information

Recurring Plan Frequency: Due Date
 Recurring Plan Amount Method: Amount due
 Recurring Plan Start Date: Friday, November 20, 2015
 Recurring Plan End Method: By date
 End Date: Wednesday, November 25, 2015
 Notified By E-mail: WayneDropWater@vb.gov.com

By selecting "Save Recurring Plan" you are agreeing to have your payment due amount automatically deducted from your bank account on your bill due date and to these Terms and Conditions. Please review and retain a copy of the Terms and Conditions for your records.

Save Recurring Plan Back

- Print the **Confirmation** page for your records.

ACH Recurring Payment Plan - Confirmation

Thank you for using Western Union Speedpay!

Details regarding your recurring payment plan created on Wednesday, September 09, 2015 to make recurring payments to Virginia Beach Public Utilities appear below.

Public Utilities Account Number: 0001234567891234
Recurring Schedule ID: 12345
Recurring Plan Frequency: Due Date
Recurring Plan Amount Method: Amount Due
Recurring Plan Start Date: Friday, November 20, 2015
Recurring Plan End Method: Wednesday, November 25, 2015
Banking Account Type: Checking Account
Routing Number: 021000021
Banking Account Number: *****5454

Confirmation of your payment recurring schedule has been sent to WAYNEDROPWATER@VBGOV.COM.

Please print and retain a copy of this page for your records.