

# Frequently Asked Questions



# Table of Contents

<b>ACCOUNT AND LOGON</b> .....	<b>3</b>
1. I forgot my password. What do I do? .....	3
2. I forgot my email address. What do I do?.....	3
3. Why am I unable to set-up multiple accounts? .....	3
4. My Email Address has changed. How do I update my logon ID? .....	3
<b>EMAIL</b> .....	<b>3</b>
5. I did not receive an email with payment confirmation?.....	3
6. Why did I not receive an email with my temporary password? .....	3
7. How do I change the email associated with my account?.....	3
<b>E-CHECK</b> .....	<b>4</b>
8. What is an E-Check .....	4
9. What is ACH .....	4
10. Can I make a payment from a business checking or business savings account that has ACH Debit block fraud protection services? .....	4
11. Can I process an E-check transaction if I bank with a foreign bank? .....	4
12. Can I reverse or get a refund for a payment?.....	4
13. I would like to dispute a payment. How do I do this?.....	5
14. How long do I have to dispute a payment? .....	5
<b>BILL INFORMATION</b> .....	<b>5</b>
15. If I did not create an account profile, how can I delete my payment? .....	5
16. Why am I still seeing my last bill that has been paid? .....	5
17. I am not able to see my current bill? Why? .....	5
18. Why did my payment not post to my account?.....	5
<b>APPLICATION</b> .....	<b>5</b>
19. What browsers are supported by this application?.....	5
20. Why am I not able to locate my payment?.....	5
21. Why did I receive a duplicate payment error message?.....	6
22. A duplicate payment warning was received, what fields are checked for a duplicate payment?.....	6
23. Why are some days marked as non-business days?.....	6
24. Why am I not able to locate my payment?.....	6

# Frequently Asked Questions

## Account and Logon

### 1. I forgot my password. What do I do?

**Answer:** If you forget your password, click the **Forgot your email or password?** link found beneath the password field. The next screen displays **Forgot Password?** on the right. Enter the account number found on your statement in the Account Number field. Enter your email address and click **Reset Password**. A temporary password will be emailed to you. Retrieve the temporary password from your email. Follow the instructions to log into your account and change your password.

### 2. I forgot my email address. What do I do?

**Answer:** If you forget your email address, click the **Forgot your email or password?** link found beneath the password field. The next screen displays **Forgot Email Address?** on the left. Enter the account number found on your statement in the Account Number field. Enter your password and click Logon.

### 3. Why am I unable to set-up multiple accounts?

**Answer:** At this time, only one account can be associated with a profile or login ID.

### 4. My Email Address has changed. How do I update my logon ID?

**Answer:** Your login ID should be the same as your email address. When you switch carriers or change email addresses, logon to the application. Go to the **My Profile** tab and change the email address in the Contact Information section. This will also change the login ID.

## Email

### 5. I did not receive an email with payment confirmation?

**Answer:** Check to make sure your email is set-up correctly. If you have more than one email account, make sure you are checking the correct email. You should also check your junk e-mail or spam folder. If the confirmation email is going to your junk or spam folder, you will need to change your email filter settings in order to receive future email confirmations.

### 6. Why did I not receive an email with my temporary password?

**Answer:** Check to make sure your email is set-up correctly. If you have more than one email account, make sure you are checking the correct email. You should also check your junk e-mail or spam folder. If the email went to your junk or spam folder, you will need to change your email filter settings in order to receive future email confirmations.

### 7. How do I change the email associated with my account?

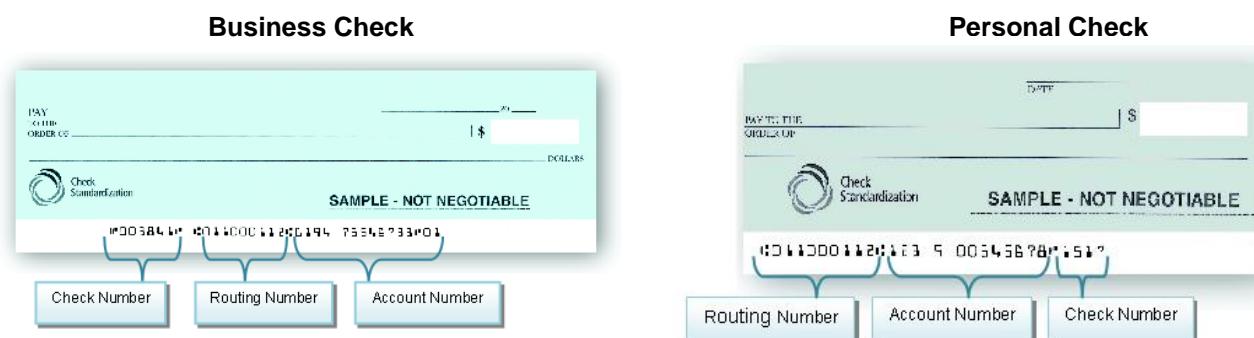
**Answer:** You can change your email address in your profile. Go to the **My Profile** tab and change the email address in the Contact Information section. If you change your email address, your login ID will also change.

# Frequently Asked Questions

## E-Check

### 8. What is an E-Check

**Answer:** E-Check is an electronic funds transfer that withdraws money directly from your bank account. It's just like writing a check, only it is done electronically. With an E-check, you would enter your account number and routing number into the payment system and the merchant would debit your account for the amount you entered without having to use a paper check. The diagrams below show the locations of the routing numbers on business checks and personal checks.



### 9. What is ACH

**Answer:** **ACH** is the acronym for the **Automated Clearing House** which is the electronic network for financial transactions in the United States. The ACH Network is a safe and secure payment system that has been used by banks for over 25 years to transfer funds to and from each other.

### 10. Can I make a payment from a business checking or business savings account that has ACH Debit block fraud protection services?

**Answer:** If you are making a payment from a business checking or business savings account with ACH debit, you must inform your financial institution of the Brunswick County Tax's company identification number to avoid your payment from being rejected. The company identification number is **1566000278**.

### 11. Can I process an E-check transaction if I bank with a foreign bank?

**Answer:** At this time, we do not process international transactions.

### 12. Can I reverse or get a refund for a payment?

**Answer:** You have a limited amount of time to reverse **ACH payments**. The limit is 5 calendar days for personal/ retail accounts. The limit for business/corporate accounts is 1 calendar day. To reverse a processed payment, contact Customer Support.

**NOTE:** *ACH Reversals must be submitted within 5 banking days after the effective date and cannot be guaranteed. ACH Reversals are subject to the ACH Rules related to returns due to insufficient funds (NSF), Uncollected Funds, Account Closed, or Account Frozen.*

# Frequently Asked Questions

## **13. I would like to dispute a payment. How do I do this?**

**Answer:** Contact Customer Support. Have your bank's routing number, account number, and date of payment ready when you call.

**NOTE:** A payment dispute involves the possibility of fraud or unauthorized transactions.

## **14. How long do I have to dispute a payment?**

**Answer:** Personal/retail accounts – 60 calendar days  
Business/corporate accounts -- 1 calendar day

## Bill Information

### **15. If I did not create an account profile, how can I delete my payment?**

**Answer:** Only persons with an account can edit or delete payments. If you do not have an account, contact customer support for assistance in deleting a payment.

### **16. Why am I still seeing my last bill that has been paid?**

**Answer:** Contact Customer Support.

### **17. I am not able to see my current bill? Why?**

**Answer:** Contact Customer Support.

### **18. Why did my payment not post to my account?**

**Answer:** If you made the payment after the cut-off time or on a weekend, the payment will post the next business day. Check to make sure you received an email confirmation when you made the payment. The email should have the account number to which the payment was applied. Verify that the payment was made to the correct account number. Also, payments made by phone, mail, or in-person cannot be seen in the online payment application. Please contact Customer Support for further assistance.

## Application

### **19. What browsers are supported by this application?**

**Answer:** Internet Explorer version 8 & 9, Google Chrome, and Mozilla Firefox.

### **20. Why am I not able to locate my payment?**

**Answer:** If you made the payment by phone, mail, or in-person the payment cannot be viewed. Only payments made online using this system can be viewed in the application.

# Frequently Asked Questions

## **21. Why did I receive a duplicate payment error message?**

**Answer:** If more than one payment is made to an account within 5 business days, you will receive a warning message. This is done to prevent duplicate payments.

## **22. A duplicate payment warning was received, what fields are checked for a duplicate payment?**

**Answer:** A duplicate payment warning is displayed for an E-check/ACH payment that matches these fields: Payment Account/Billing Account Number, Payment Amount, Checking/Savings Account Number, and Routing Number.

## **23. Why are some days marked as non-business days?**

**Answer:** The bank is closed on weekends and federal holidays. These dates are designated as non-business days. A list of federal holidays can be found online.

## **24. Why am I not able to locate my payment?**

**Answer:** Check to make sure you received an email confirmation when you made the payment. The email should have the account number to which the payment was applied. Verify that the payment was made to the correct account number. Also, payments made by phone, mail or in-person cannot be seen in the online payment application. Please contact Customer Support, if you are unable to locate the payment.