

No more postage!

Announcing "Wheeling Direct" Pay

No more checks!

No more Post Office delays!

No more late fees!

"Wheeling Direct" Pay is our new payment service that makes it more convenient for you to pay your quarterly water and sewer payments to the Village of Wheeling. With today's active lifestyle, we were looking to a way to ease the burden of getting your payment to us. That's why we created "Wheeling Direct" Pay.

How does it work? Your quarterly payment is automatically taken from the account you authorize the bank to use, and the money is directly credited to your water and sewer account at the Village of Wheeling on the 20th of the month. You'll continue to receive a statement for your records, but you won't have to respond. "Wheeling Direct" Pay will do it for you.

The Village of Wheeling is authorized only to receive the amount of money that is due on your quarterly water and sewer billing statement. The "Wheeling Direct" Pay system takes care of everything else.

If you don't like the service, you can cancel it with only 10 days notice to the Village of Wheeling. All of this information is explained to you on the reverse side of this document.

So . . . why wait? Get rid of the hassles of check-writing and join the "Wheeling Direct" Pay program! Simply fill in the form below, and mail it to the Village of Wheeling, 2 Community Blvd., Wheeling, IL 60090. Questions? Call the Finance Department at (847) 459-2607.

Please retain this copy for your records 

Customer Name (as on bill):	
Service Address:	Wheeling, IL
Mailing Address (if different):	
	(Street/City/State/Zip Code)
Daytime Phone Number:	() -
Financial Institution Name:	
Institution Address:	
	(Street/City/State/Zip Code)
Bank Transit Routing (ABA) Number:	
Bank Phone Number:	() -
<input type="checkbox"/> Checking <input type="checkbox"/> Savings Account No.	
Authorized Signature:	
I agree to the terms on the back of this application	

Your Bank Transit Routing (ABA) Number is the first nine (9) numerals at the bottom of your check or deposit slip.

Return this application along with a voided check to the Village of Wheeling in the enclosed envelope, or fax a copy of these items to (847) 459-9692 - - Please continue to make payments by check until your billing statement indicates "WHEELING DIRECT PAID."

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Bank Phone Number:	() -
<input type="checkbox"/> Checking <input type="checkbox"/> Savings Account No.	
Authorized Signature:	
I agree to the terms on the back of this application	

Say YES to “Wheeling Direct” Pay

Initial Payment

Once your completed enrollment application is received it will undergo a “pre-notification” process where a test transaction (zero dollar) is created and used to verify the accuracy of account information provided. Should the pre-notification test fail (incorrect account number or transit routing number) you will be notified and asked to provide corrected information prior to beginning automatic payments. Each pre-notification test takes approximately 10 days to complete. **You will know that automatic payments are scheduled to begin when your monthly bill indicates “WHEELING DIRECT PAID.”** Please continue to make payments by check until your billing statement indicates “WHEELING DIRECT PAID.”

Stop Payments

Stop payments can be issued up to three days prior to your payment date. As with checks, you are responsible for any charges associated with the stop payment. You may be required to provide written confirmation of the stop payment to your financial institution.

Please contact the Village of Wheeling if you have requested a stop payment. Once you issue a stop payment, you still remain responsible for paying the bill on time and are now subject to penalties for late payment.

Record of Payment

Your monthly bank statement will indicate the amount and date of your automatic transfer. Retain this record as proof of payment for future reference regarding your billing. If a question arises regarding your transfer or if the amount differs from your bill, you must notify us and your financial institution within

sixty days of the date of the questioned statement. Your financial institution will advise you of your rights concerning an error.

Availability of Funds

You are responsible for having enough money in the account you designated when the Village debits your account. As with checks returned for non-sufficient funds, there is a \$25.00 NSF charge on all returned automatic payments for non-sufficient funds. “Wheeling Direct” Pay may be canceled if two payments are returned within a 12 month period.

Payment Date

The predetermined amount will be transferred from your bank account on the 20th of the month. If the 20th falls on a weekend or holiday, your account will be debited on the following business day. In rare instances, the Village may debit your account after the 20th or the following business day but will never do so earlier than the 20th of each month.

Termination/Account Closure

Your service will remain in effect unless we receive written notice from you 10 days prior to the next scheduled billing date or until your service is terminated. Additionally, you must provide the same notice if you have closed your account.

Account/Address Change

Notify the Village of Wheeling of any account or address changes as soon as possible for uninterrupted billing.

Questions

If you have questions concerning this program, please contact the Finance Department at (847) 459-2607.

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Record of Payment

Your monthly bank statement will indicate the amount and date of your automatic transfer. Retain this record as proof of payment for future reference regarding your billing. If a question arises regarding your transfer or if the amount differs from your bill, you must notify us and your financial institution within sixty days of the date of the questioned statement. Your financial institution will advise you of your rights concerning an error.

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