

**ONLINE BILL PAY  
FREQUENTLY ASKED QUESTIONS AND ANSWERS**

**1. I have a past due bill. Can I pay by enrolling in autopay?**

No. All past due bills should be paid by using the option “Make a Payment” and then by making the payment.

**2. I have enrolled in autopay but want to stop in and make a payment. Would you take a double payment?**

No. Payment files are processed three business days prior to their due dates; the computer will look at those enrolled and their balance due at that time. If an account has been paid in full when the processing occurs, no additional payment is taken for that account.

**3. Is there a cutoff for enrolling in autopay for a current cycle due date?**

Yes. If enrolling for automatic payment with current bill due, please do so at least seven days prior to the billing due date to ensure processing.

**4. When will my payment be processed?**

Automatic payment files typically are processed three days before the bill’s due date.

**5. If I have previously enrolled in EZ pay, can I change it myself via Online Account Access?**

Yes. Add a new card and your previous EZ Pay instructions will be inactivated.

**6. I have previously enrolled in EZ pay. Are those instructions still active?**

Yes. They are active until cancelled or changed by you, the end user.

**7. What will appear on my utility bill to indicate I am enrolled in autopay?**

A message prints on your bill in the stub area indicating, “Do not pay, payment by bank draft.” An email will be sent upon enrollment notifying you that you are enrolled.

**8. I don’t remember my username or password. How do I reset them?**

Simply select “Forgot Password” and our system will email you both the username and password.

**9. I have a new email address. How do I make the change?**

Log in using your previously registered username and password, then select “My Profile” from the top banner. A screen will open allowing you to update your email address and/or change your password for the site.

**10. I have a new email and can't remember my username and password. What do I do?**

Please call the Village of Tinley Park at (708) 444-5000 and ask to speak to a member of the Finance Department who can assist with updating your email address on your e-user profile.

**11. My bank has changed my routing number and/or account number. How do I update them?**

Simply log in, select “Recurring Payments” and then select “Add Account.” Enter your new and/or updated information. Your previous information will be inactivated.

**12. What happens if my bank account is closed or my credit card is expired when automatic payment is attempted?**

Your utility account will be subject to an NSF fee and penalties if payment cannot be processed successfully by the due date. Please be certain to update if any information changes for your credit card or bank account.

**13. Can I print a receipt for an online payment?**

You can print a receipt for a payment if it is made via a single online payment. You will not receive a receipt for an online recurring payment, but you can view the transaction history after the Village has processed the file and you would be able to verify the payment.

**14. Can I make advance payments on my water account?**

Yes. You may pay ahead utilizing the “Pay Now” option. You will receive a message after entering the amount you wish to pay informing you that you do not have a current balance due, but you will be able to proceed. Amounts paid ahead will be placed on your account to be applied the next time a bill is issued.

## **15. How do I make a payment via a one-time withdrawal from my bank account?**

Log in as a registered user, and then select “Make a Payment.” After you enter your payment amount a box will pop up to allow you to select between two options:

- Credit Card
- ACH/Check

If you select ACH/Check you will be prompted for your name, routing and account numbers, driver’s license number and street address. After completion of your payment, a receipt will display that can be printed for your records.