

Welcome to our new Online Payment Center.

Here you will be able to make payments for three different categories:

- A. **Business License:** Business license, Meals Tax, Transient Occupancy Tax.
- B. **TOH General Billing Invoices:** If an Invoice was sent to you.
- C. **Utilities:** Utilities Access is a separate payment portal, so when you click on this option, a new window will open up. There, you will be able to pay current bills and the deposit to start service.



Business Licenses

Business Licenses, Meals Tax, Right-Of-Way,
Transient Occupancy



Pay Invoice

Select this option if you have an invoice that
was sent to you. Use the invoice # for...

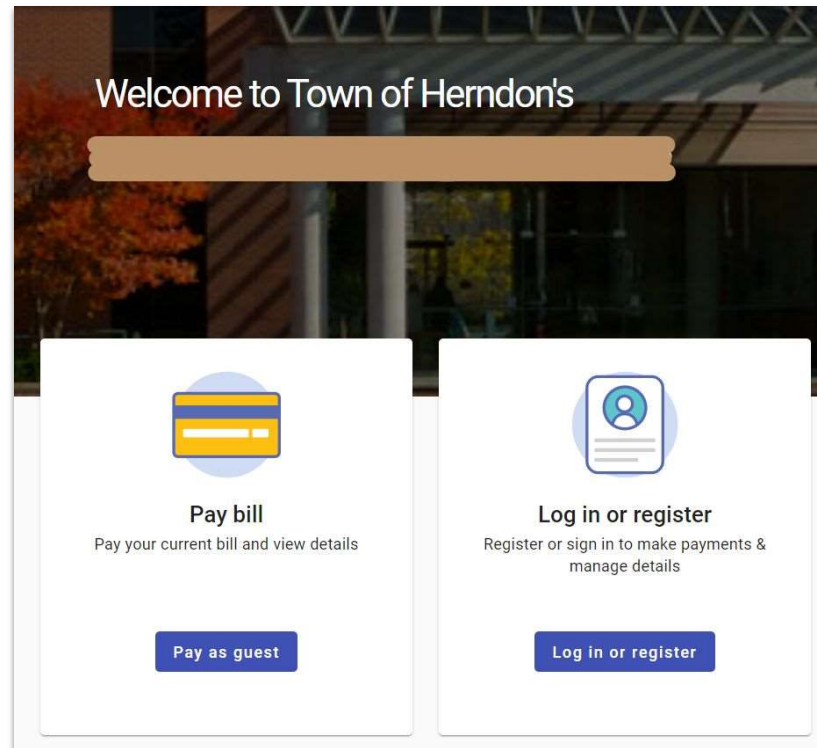


Utilities Access

Pay Water & Sewer Bill - Pago de Agua y
Alcantarillado


For all payment categories, you have the option to:


- **Pay bill-as a guest-** if you are making a one time payment (For Business License, go to page #11; for General Billing Invoices, go to page #15; Water & Sewer, go to page #23 for Quick Pay).
- **Set up/Log in,** to add your account information and quick access to your bills anytime (for Business License and General Billing, see pages #3-5; for Water & Sewer, see page #20).







Sign in to community access services for
Town of Herndon [Test].

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in

[Next](#)

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)

#1

TO REGISTER AND/OR LOG IN

- A. You may **Sign in** to our payment portal with your **Google, Apple, Microsoft or Facebook** accounts. To do this, just follow the prompts. Or,
- B. You may **Sign in** using your email address. **Remember to ACTIVATE your account (step #4).**

Step by step:

1. At the bottom of this window, in the section “**Don’t have an account?**”, click on **Sign Up**.
2. Enter your Email, First name, Last name, Mobile phone (optional), and the password you would like to use (*see image*).
3. Click on **Sign up**.

#2

#3

TOWN OF Herndon VIRGINIA
Sign up

Email

First name

Last name

Mobile phone Optional

Password

[Sign Up](#)



Verify with your email

We sent an email to **om**. Enter the verification code in the text box.

#4

Enter Code

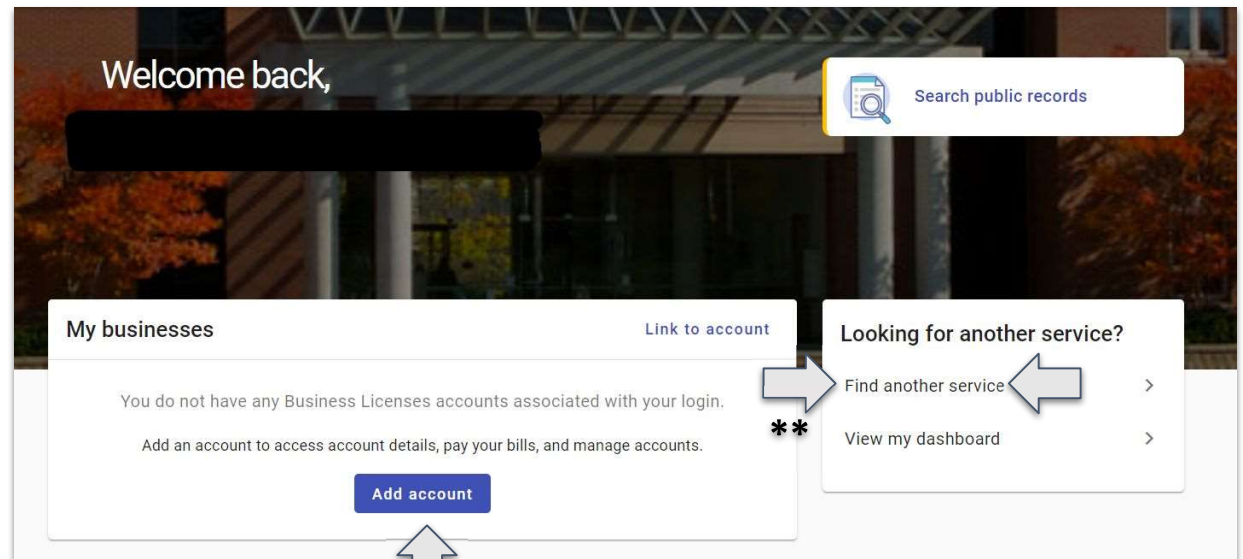
[Return to authenticator list](#)

[Back to sign in](#)

4. To verify your new account and your email, please enter the verification code that will be sent via email.

5. Once you ACTIVATE your account, you will be able to add your Business License or General Billing account.

****To add your Water & Sewer account, click on "Find another service" and follow instructions on page #21-22.****



#5

A) TO ADD A BUSINESS LICENSE ACCOUNT

The system will ask you for your **Business ID** (same as License #) and **Owner name** (same as your BUSINESS NAME OR DBA). You may enter the entire name or you may use (*) along with a section of your name. In this example, the name of the business is BUSINESS NAME. We are searching using only *Busi* (see image below):



A screenshot of a web form titled "Let's find your general billing account." The form has two input fields. The first is labeled "Business ID*" and contains the text "11409". The second is labeled "Owner name*" and contains the text "*Busi*". Below the fields are two buttons: "Cancel" and "Find account". A grey arrow points to the "Owner name*" field.

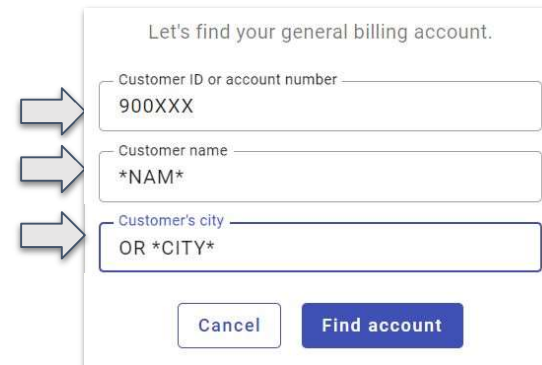
You will receive a confirmation message that your account was found and your name, address and account ID will be displayed.

Next, click **Finish & view account!**

To pay, follow instructions on page #7.

B) TO ADD A GENERAL BILLING ACCOUNT

The system will ask for your **Customer ID** (starts with 900) and either your **Name or City**. You may enter the entire name/city or you may use (*) along with a section of your name. In this example, we use *Nam* (see image below):



A screenshot of a web form titled "Let's find your general billing account." The form has three input fields. The first is labeled "Customer ID or account number" and contains "900XXX". The second is labeled "Customer name" and contains "*NAM*". The third is labeled "Customer's city" and contains "OR *CITY*". Below the fields are two buttons: "Cancel" and "Find account". Three grey arrows point to the three input fields.

You will receive a confirmation message that your account was found and your name, address and account ID will be displayed.

Next, click **Finish & view account!**

To pay, follow instructions on page #14.



BUSINESS LICENSES PAYMENTS

- Select this option if you received a **confirmation** from our Revenue Division **that your BPOL and/or tax (Meals, Right of Way or Transient Occupancy) return form has been processed.**
- If you have not received a confirmation email or billing information, please contact us at **703-435-6813** or at revenue@herndon-va.gov. You will not be able to make a payment if a bill has not been created.
- Once you have logged in and linked your account; or have entered as a Guest to our online payment portal, you can start making payments for BPOL, Meals, Transient Occupancy, and/or ROW taxes.

LOGGED IN PAYMENT

1. Click on the **Pay** button, located next to your Business Name (see image below).



2. In the next screen, choose the amount that you wish to pay: **Option A) Due now** or total due; OR **Option B) Other amount**, manually enter the amount (*for example \$150.00*); **Option C) Is available if multiple bills are due at the time.** A list of outstanding bills will be displayed, please make sure you select oldest bill due first.

OPTION A

Choose an amount to pay ×

Due now \$286.00

Other amount

Subtotal: \$286.00

[Add to cart](#)

OPTION B

Choose an amount to pay ×

Due now \$286.00

Other amount

Subtotal: \$150.00

[Add to cart](#)

OPTION C

Choose an amount to pay ×

Due now \$1,431.62

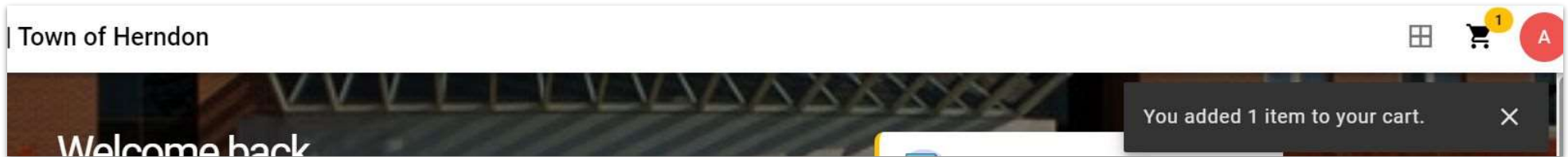
Other amount ^

Year	Bill	Amount due	Total balance	Payment
2023	23537	\$286.00	\$286.00	<input type="text" value="\$ 0.00"/>
2023	23844	\$1,145.62	\$1,145.62	<input type="text" value="\$ 0.00"/>

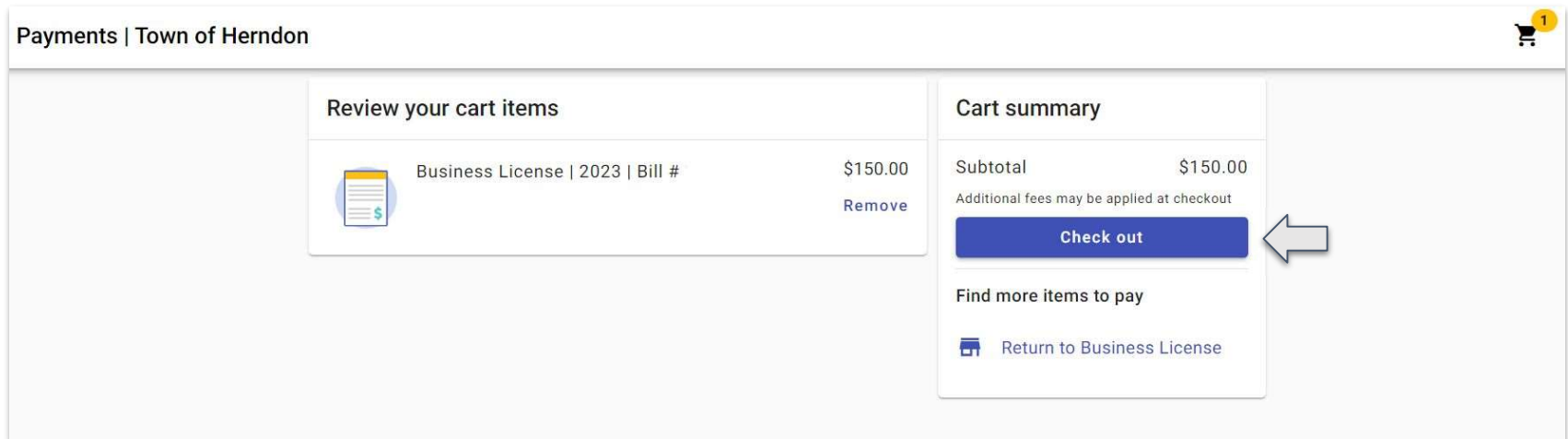
Subtotal: \$0.00

[Add to cart](#)

3. Next click on **Add to cart**. The shopping cart icon on the top right corner will be updated with the bills you have added. In this example, we added 1 bill for \$150.00 (see image).



4. Click on the shopping cart icon. You will see a preview of your payment. Next, click on **“Check out”**.




Enter your payment information


When would you like to pay?

Now

Later

How are you going to pay?

Enter new credit card  **Card Payment Option**

Enter new eCheck  **Bank Account Option**

or

Where should we send your receipt?

Email for receipt*

You will not be charged until you review your payment on the next step

[Back](#) [Continue](#)

5. Enter your Payment Information.

Card Payment (\$2.50 minimum or 3.5 % processing fee):

1. Select **Enter New Credit Card**, enter your card information and the email you want the receipt to be sent. Then, click **Continue**.
2. Review your payment summary in the next screen and click **Submit Payment**.

E-check Payment (no fee):

1. Select Enter new eCheck and enter your bank account information and the email you want the receipt to be sent. Then, click **Continue**.
2. Review your payment summary in the next screen and click **Submit Payment**.

6. Next, you will see a confirmation of payment message. If paid with **debit or credit card**, the confirmation will give you details about subtotal, processing fee and total paid. If you paid with **echeck**, the confirmation will display the last 4 digits of the account used. **Note: confirmation of echeck payment is not a guarantee that funds transfer will be successful. If a payment is returned you will be notified and a return fee will apply.**

E-check Payment Confirmation

Thank you for your payment

Thank you for your e-check payment. Allow five to seven business days for funds to be withdrawn from your account.

An email confirmation was sent to alejandra.babukovic@herndon-va.gov.

Town of Herndon
777 Lynn Street Herndon, VA 20170
703-435-6800
<https://www.herndon-va.gov/>

Transaction details
Date: October 20, 2023 04:51 PM EDT

Business License 2018 Bill # 5042	\$151.56
Total	\$151.56

Payment information

TEST CUSTOMER

Checking account ending in 1156

Confirmation number: HR4PKK57X

Transaction type: Purchase

Thank you for your payment!

[Return to Business License](#)

Card Payment Confirmation

Thank you for your payment

Thank you for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement.

An email confirmation was sent to alejandra.babukovic@herndon-va.gov.

Town of Herndon
777 Lynn Street Herndon, VA 20170
703-435-6800
<https://www.herndon-va.gov/>

Transaction details
Date: October 20, 2023 04:40 PM EDT

Business License 2023 Bill # 23320	\$286.00
Subtotal	\$286.00
Processing fee	\$10.01
Total	\$296.01

Payment information

TEST

Mastercard ending in 4444

Confirmation number: X7M6R73KCV

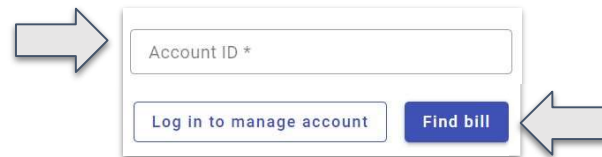
Transaction type: Purchase

Thank you for your payment!

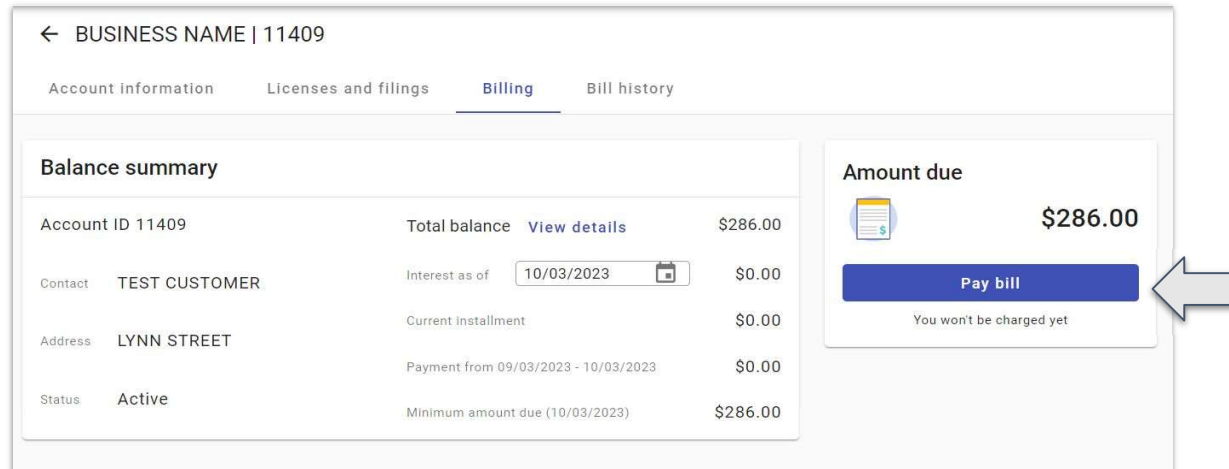
[Return to Business License](#)


PAY BILL (ONE TIME PAYMENT)

- First, click on Pay as Guest 
- To find your bill, please provide your Account ID (this is the same as your License Number), and click Find Bill.




- In the next screen, a **Balance summary** will be displayed with your Account ID and contact information, as well as your total balance (you might have more than one bill at a time).



Balance summary		
Account ID 11409	Total balance View details	\$286.00
Contact TEST CUSTOMER	Interest as of 10/03/2023 	\$0.00
Address LYNN STREET	Current installment	\$0.00
Status Active	Payment from 09/03/2023 - 10/03/2023	\$0.00
	Minimum amount due (10/03/2023)	\$286.00

Amount due

 **\$286.00**

[Pay bill](#)

You won't be charged yet

- The Amount due box will display the total that is due now. Next, click on the **Pay bill** button.

Amount due

\$286.00

Pay bill

You won't be charged yet

- In the next screen, choose the amount that you wish to pay: **Option A) Due now** or total due; **OR Option B) Other amount**, manually enter the amount (for example \$150.00); **Option C) Other Amount Multiple Bills**, a list of outstanding bills will be displayed, please make sure you select oldest bill due first.

OPTION A

OPTION B

OPTION C

Choose an amount to pay ×

Due now \$286.00

Other amount \$ 0.00

Subtotal: \$286.00

Add to cart

Choose an amount to pay ×

Due now \$286.00

Other amount \$ 150.00

Subtotal: \$150.00

Add to cart

Choose an amount to pay ×

Due now \$1,431.62

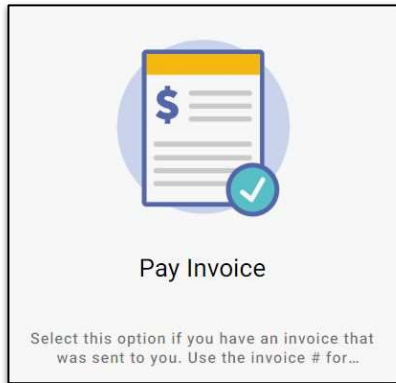
Other amount ^

Year	Bill	Amount due	Total balance	Payment
2023	23537	\$286.00	\$286.00	\$ 0.00
2023	23844	\$1,145.62	\$1,145.62	\$ 0.00

Subtotal: \$0.00

Add to cart

- Next, follow the step 3 through 6, from pages #8 - #10, to complete your payment successfully.



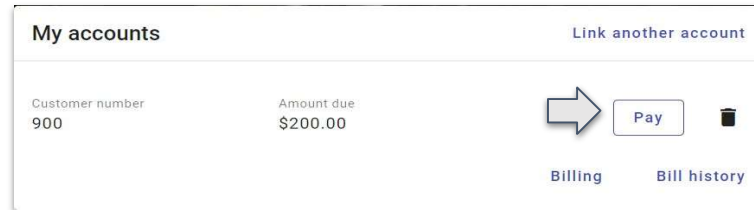
PAY INVOICE

- Select this option if you have a Town of Herndon **General Billing Invoice number** (see image below).
- If you don't have an Invoice number, please contact us at **703-435-6800, ext. 2032**. You will not be able to **Pay as guest** if you don't have this information.
- Once you have logged in and linked your account; or have entered as a Guest to our online payment portal, you can start making payments for Town of Herndon/General Invoices.



TOWN OF Herndon	TOWN OF HERNDON	Invoice Number:
	GENERAL BILLING	Invoice Date:
	777 LYNN STREET	Customer Number:
	HERNDON, VA 20170	
	(703) 435-6813	

LOGGED IN PAYMENT

- Click on the **Pay** button, located next to your Customer ID (see image below).



My accounts Link another account

Customer number 900	Amount due \$200.00	 Pay 
------------------------	------------------------	--

[Billing](#) [Bill history](#)

- In the next screen, choose the amount that you wish to pay: **Option A) Due now** or total due; OR **Option B) Other amount**, manually enter the amount (for example \$150.00); **Option C) Other Amount Multiple Bills**, a list of outstanding bills will be displayed, please make sure you select oldest bill due first.

OPTION A

Choose an amount to pay ×

Due now \$286.00

Other amount

Subtotal: \$286.00

[Add to cart](#)

OPTION B

Choose an amount to pay ×

Due now \$286.00

Other amount

Subtotal: \$150.00

[Add to cart](#)

OPTION C

Choose an amount to pay ×

Due now \$1,431.62

Other amount ^


Year	Bill	Amount due	Total balance	Payment
2023	23537	\$286.00	\$286.00	<input style="width: 50px;" type="text" value="\$ 0.00"/>
2023	23844	\$1,145.62	\$1,145.62	<input style="width: 50px;" type="text" value="\$ 0.00"/>

Subtotal: \$0.00

[Add to cart](#)

- Next, follow the step 3 through 6, from page #8-#10, to complete your payment successfully.

PAY BILL (ONE TIME PAYMENT)

- First, click on Pay as Guest 
- To find your Invoice, enter your Invoice number and Bill year (for invoices generated between January - June, please use current year; for invoices generated between July - December, please use the following calendar year). Next, click Find Bill.



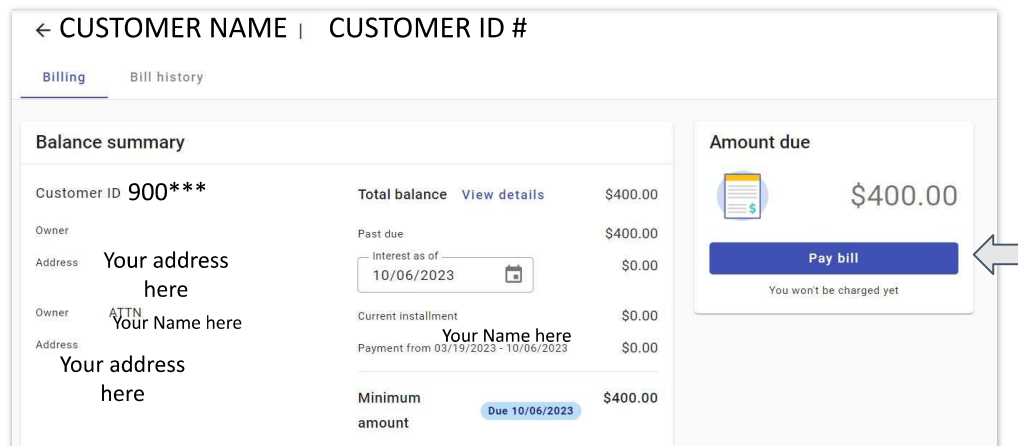
Let's find your bill

Bill number*

Bill year*

Log in to manage account Find bill

- In the next screen, a **Balance summary** will be displayed with your **Customer ID** and contact information, as well as your total balance (you might have more than one bill at a time).



← CUSTOMER NAME | CUSTOMER ID #

Billing Bill history

Balance summary

Customer ID 900***

Owner

Address Your address here

Owner ATTN Your Name here

Address Your address here

Total balance	View details	\$400.00
Past due		\$400.00
Interest as of	10/06/2023	\$0.00
Current installment	Your Name here	\$0.00
Payment from	03/19/2023 - 10/06/2023	\$0.00
Minimum amount	Due 10/06/2023	\$400.00

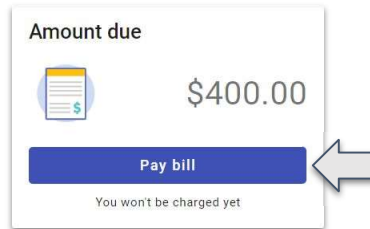
Amount due

\$400.00

[Pay bill](#)

You won't be charged yet

- The Amount due box will display the total that is due now. Next, click on the **Pay bill** button.



- In the next screen, choose the amount that you wish to pay: **Option A) Due now** or total due; **OR Option B) Other amount**, manually enter the amount (for example \$150.00); **Option C) Other Amount Multiple Bills**, a list of outstanding bills will be displayed, please make sure you select oldest bill due first.

OPTION A

Choose an amount to pay ×

Due now \$286.00

Other amount \$ 0.00

Subtotal: \$286.00

[Add to cart](#)

OPTION B

Choose an amount to pay ×

Due now \$286.00

Other amount \$ 150.00

Subtotal: \$150.00

[Add to cart](#)

OPTION C

Choose an amount to pay ×

Due now \$1,431.62

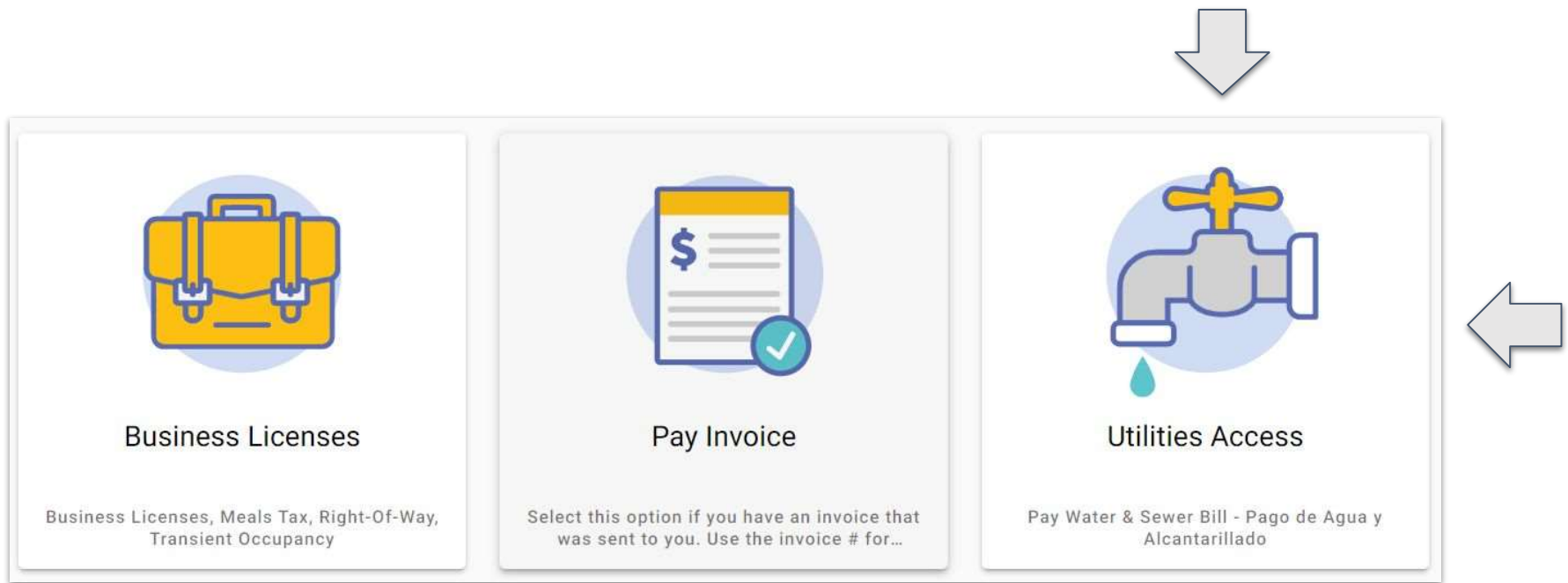
Other amount ^

Year	Bill	Amount due	Total balance	Payment
2023	23537	\$286.00	\$286.00	\$ 0.00
2023	23844	\$1,145.62	\$1,145.62	\$ 0.00

Subtotal: \$0.00

[Add to cart](#)

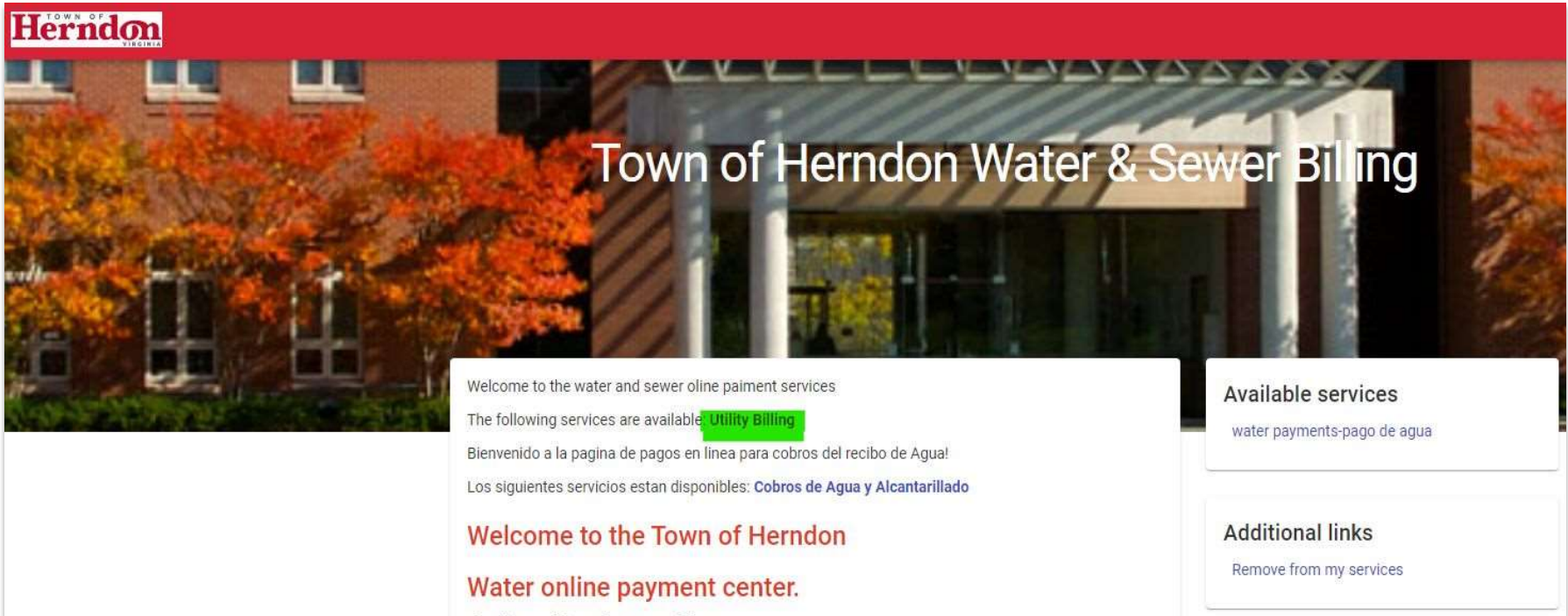
- Next, follow the step 3 through 6, from page #8-#10, to complete your payment successfully.



The image shows a horizontal menu with three options. Above the menu is a large grey arrow pointing downwards. To the right of the menu is a large grey arrow pointing to the left, pointing towards the 'Utilities Access' option.

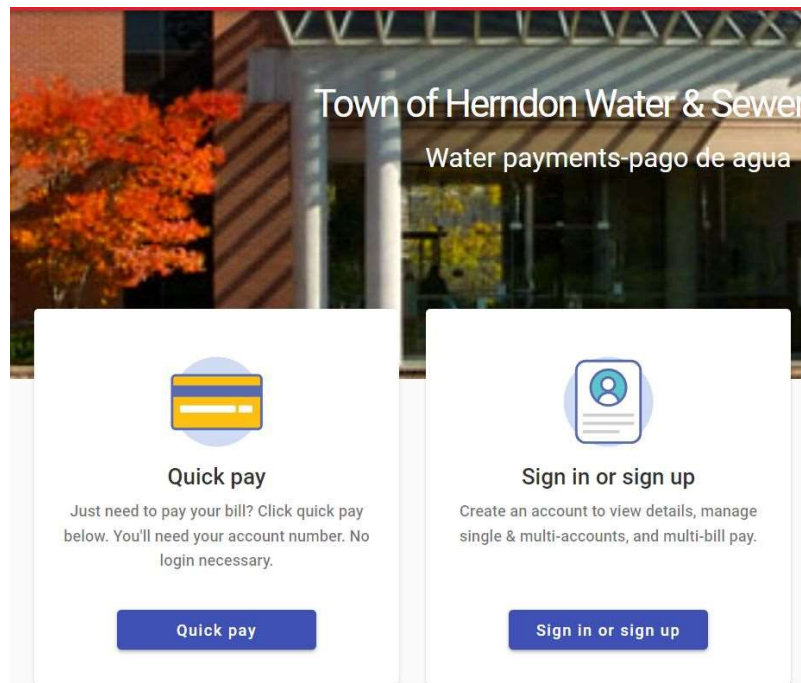
- Business Licenses**
Business Licenses, Meals Tax, Right-Of-Way, Transient Occupancy
- Pay Invoice**
Select this option if you have an invoice that was sent to you. Use the invoice # for...
- Utilities Access**
Pay Water & Sewer Bill - Pago de Agua y Alcantarillado

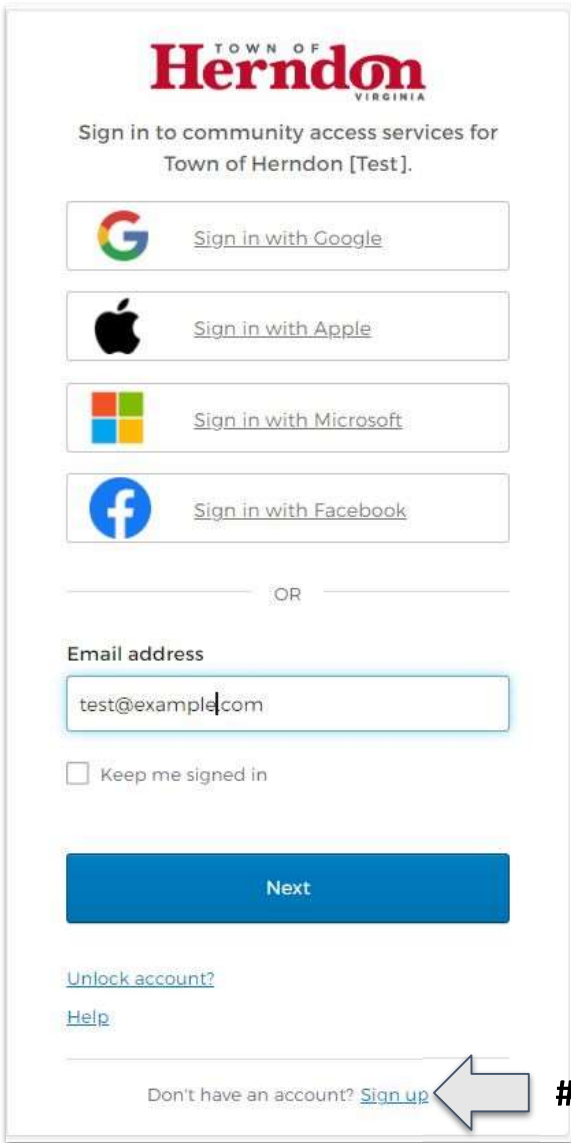
To enter the Water & Sewer Payment portal, click on the Utilities Access icon.



You will be directed to our Water & Sewer Online Billing Portal. From the Welcome Page (see image above), click the **“Utility Billing”** icon to make a Quick Pay or Set up your Login Account.

1. **Quick Pay:** pay your bill one time, no login necessary (page #23).
2. **Sign in or Sign Up:** create your account to view and manage single or multiple water accounts, manage your bills and see your consumption (page #20-22).
3. **Enroll in Auto Pay:** Add a checking account or credit/debit card to pay your water bill automatically on a specific date (page #27).



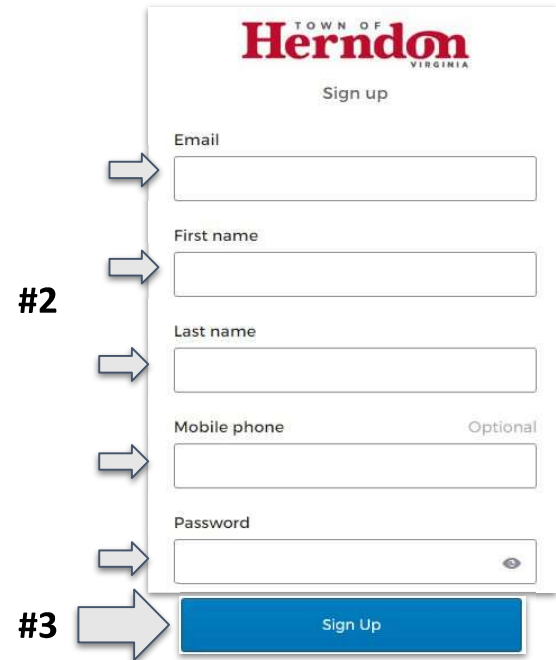


TO REGISTER AND/OR LOG IN

- You may **Sign in** to our payment portal with your **Google, Apple, Microsoft or Facebook** accounts. To do this, just follow the prompts. Or,
- You may **Sign in** using your email address. **Remember to REGISTER and ACTIVATE your account first.**

Step by step:

1. At the bottom of this window, in the section “**Don’t have an account?**”, click on **Sign Up**.
2. Enter your Email, First name, Last name, Mobile phone (optional), and create your password (*see image*).
3. Click on **Sign up**.





Verify with your email

We sent an email to **om**. Enter the verification code in the text box.

#4

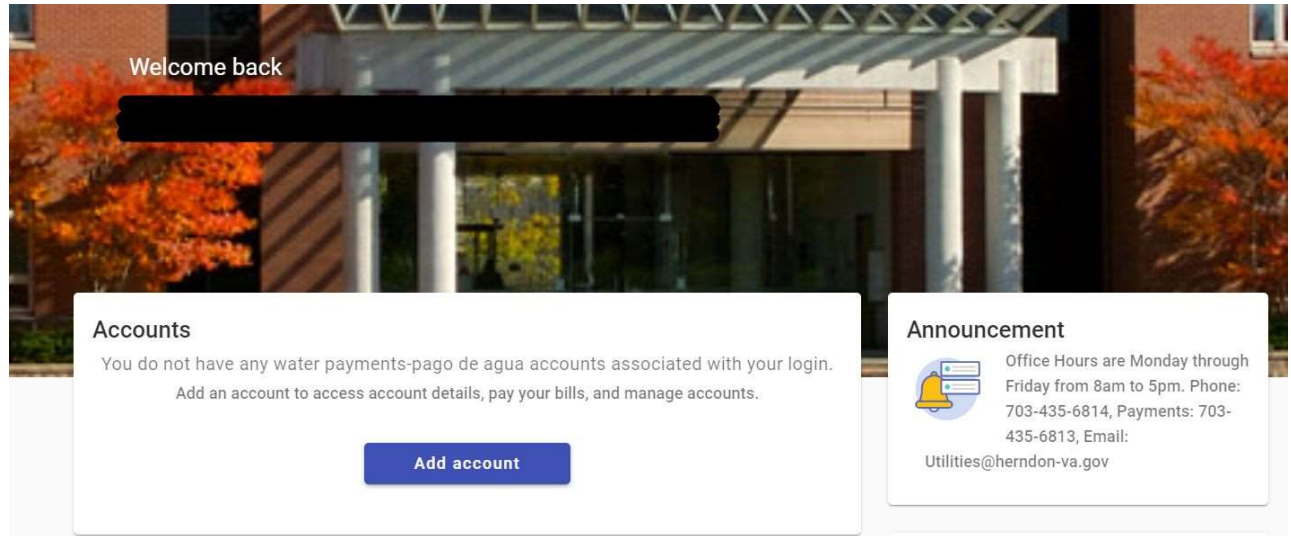
Enter Code

[Return to authenticator list](#)

[Back to sign in](#)

4. Next, you will be asked to verify your email. Please enter the verification code that will be sent via email to **ACTIVATE** your account.

5. Once you **ACTIVATE** your account, you will be able to add your **Water & Sewer account(s)**. Click on **“Add Account”**.



#6

Let's find your account

Account Number*

Example: 1234 or 12345 (Do not include your customer number)

Customer Number*

Cancel Add account

7. The system will alert you that your account has been added to your username account (membership). The homepage will display your current balance, your last payment amount and date, current bill, and your water consumption information (see image on the right).

8. To make a payment, click on “Pay Now” and follow the steps #3 to #5 on pages 24-26.

6. The system will ask you for your **Account Number and Customer Number** (both numbers can be found in your Water & Sewer bill). Then click “**Add Account**” (see image on the left).

This account has already been added to your membership.

Welcome back

Your current balance is **\$0.00**
Due 7/17/2023

Pay now

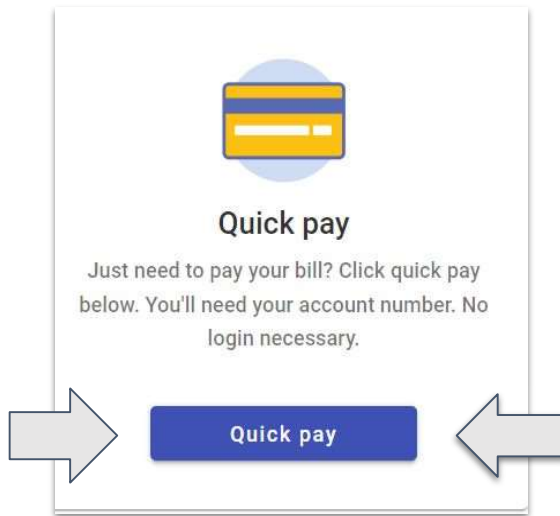
Last payment
\$44.91 paid 6/20/2023
Thank you!
[All transactions](#)

Current bill
\$44.91 billed 6/15/2023
Due 7/17/2023
[View bill](#)

RS WTR USG-18222195 RS WTR USG-15400867

Nov 2022 to Oct 2023

QUICK PAY (ONE TIME PAYMENT)



1. On the Utilities Access Homepage, click on “Quick Pay”, if you want to make a quick and one time payment without setting up a login account.


2. To find your Water & Sewer bill, please enter your your **Account Number and Customer Number** (both numbers can be found in your Water & Sewer bill). Then click “Find Bill” (see image on the right).

A screenshot of a form titled "Let's find your account". It features a magnifying glass icon at the top. Below the title are two input fields: "Account Number" and "Customer Number", both with green highlights. A small note below the first field says "Please include all dashes. For example: 01-0101-01". At the bottom of the form are two buttons: "Cancel" and "Find bill". A grey arrow points to the "Find bill" button. Below the form is a link that says "Sign in to manage account".

← Make a Payment

YOUR ACCOUNT NUMBER	Due	Balance	Payment amount
YOUR PROPERTY ADDRESS	11/30/2023	\$2,398.69	2,398.69


Subtotal \$2,398.69



3. You will see a preview of your payment and your address and account number again. Before making a payment verify that your account number and street address are correct. Next click **“Continue”**.

Note: If you have a past due balance and a current balance, the payment will be applied to the oldest bill.

Payment method

 You're not currently logged in. If you would like to use a previously saved payment method, [Login](#)

Email

Credit card

Card number



MM YYYY

Cardholder name

Address

Billing ZIP code Security code

eCheck



4. Enter your Payment Information.

Card Payment (\$2.50 minimum or 3.5 % processing fee):

1. Select **Enter New Credit Card**, enter your card information and the email you want the receipt to be sent. Then, click **Continue**.
2. Review your payment summary in the next screen and click **Submit Payment**.

E-check Payment (no fee):

1. Select Enter new eCheck and enter your bank account information and the email you want the receipt to be sent. Then, click **Continue**.
2. Review your payment summary in the next screen and click **Submit Payment**.

5. Next, you will receive a confirmation for your payment. If paid with **debit or credit card**, the confirmation will give you details about subtotal, processing fee and total paid. If you paid with **echeck**, the confirmation will display the last 4 digits of the account used. **Note: confirmation of echeck payment is not a guarantee that funds transfer will be successful. If a payment is returned you will be notified and a return fee will apply.**

E-check Payment Confirmation

Thank you for your payment

Thank you for your e-check payment. Allow five to seven business days for funds to be withdrawn from your account.

An email confirmation was sent to alejandra.babukovic@herndon-va.gov.

Town of Herndon
777 Lynn Street Herndon, VA 20170
703-435-6800
<https://www.herndon-va.gov/>

Transaction details
Date: October 20, 2023 04:51 PM EDT

Business License 2010 Bill # 5042	\$151.56
Total	\$151.56

Payment information

TEST CUSTOMER

Checking account ending in 1156

Confirmation number: HR4PKKP57X

Transaction type: Purchase

Thank you for your payment!

[Return to Business License](#)

Card Payment Confirmation

Thank you for your payment

Thank you for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement.

An email confirmation was sent to alejandra.babukovic@herndon-va.gov.

Town of Herndon
777 Lynn Street Herndon, VA 20170
703-435-6800
<https://www.herndon-va.gov/>

Transaction details
Date: October 20, 2023 04:40 PM EDT

Business License 2023 Bill # 23320	\$286.00
Subtotal	\$286.00
Processing fee	\$10.01
Total	\$296.01

Payment information

TEST

Mastercard ending in 4444

Confirmation number: X7M6R73KCV

Transaction type: Purchase

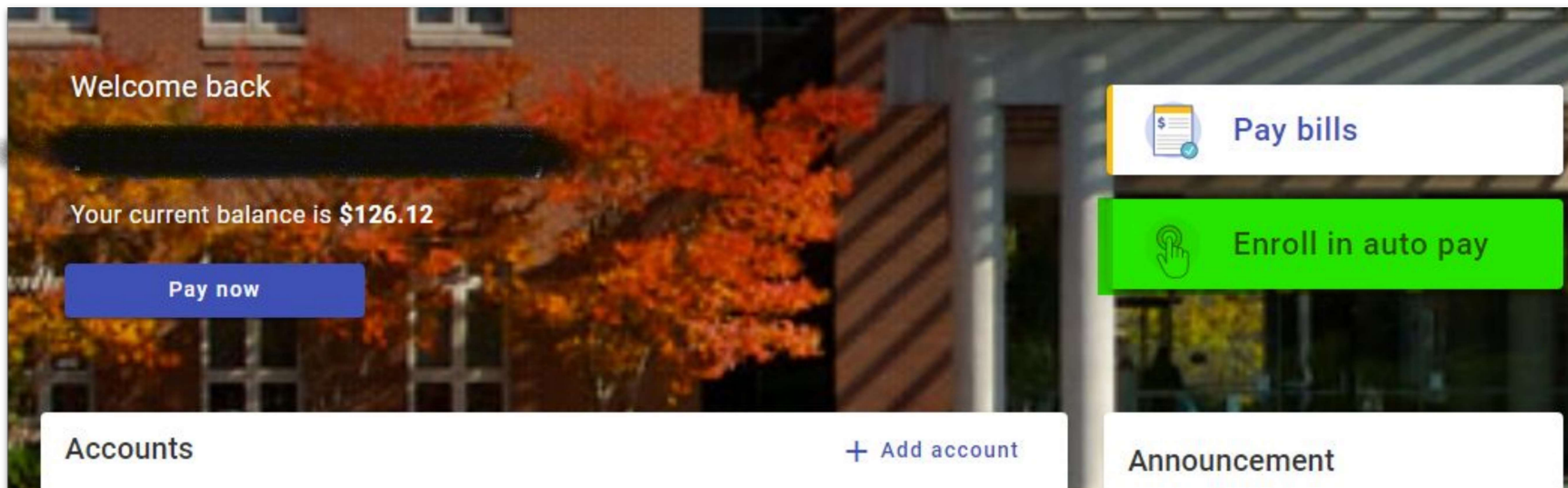
Thank you for your payment!

[Return to Business License](#)

ENROLL IN AUTO PAY

This method will only be available after the account and account number gets set-up on our portal.
(see pages #21-22)

1. Enter the Utilities access. On the main page Click on the **“Enroll in auto pay”**.



2. In this section, you will be able to select which accounts to enroll in auto pay. Check mark the one(S) you want to select and click “Enroll”.

← Manage auto pay


Not enrolled

Select all


<input checked="" type="checkbox"/> 2235 [REDACTED] [REDACTED]	Balance \$0.00	Due date 8/31/2023
<input type="checkbox"/> 4900 [REDACTED] [REDACTED]	Balance \$126.12	Due date 9/29/2023

Enroll

Announcement

 Office Hours are Monday through Friday from 8am to 5pm. Phone: 703-435-6814, Payments: 703-435-6813, Email: Utilities@herndon-va.gov

Contact us

 703-435-6814

Contact us

Important Notice: Please read the following information carefully to understand how autopay is processed and what we recommend to minimize late payments. A 10% penalty will be applied to your account if payment is not on time and disconnection can occur if the balance remains unpaid.

In order to prevent late payments, you can only schedule your payment to be completed on the 22nd, 23rd, and 24th.

Enroll in auto pay



By enrolling in Auto Pay, you understand that your account will automatically be drafted. If you **CHOOSE** to have your payment drafted on the same day of every month, we recommend you select a date 5 days prior to your expected due date. If you schedule your payment after it is due, you may incur a late penalty that, if left unpaid, will result in disconnection of service.

Enroll in auto pay

1109 B[REDACTED]

2238[REDACTED] 745

Payment day

I want my payment to draft on this day every month

Payment day

Payment Method

Enter new Credit card



Card number

MM

YYYY

Cardholder name

Address

Billing ZIP code

Enter new eCheck



Cancel

Enroll now

3. Add your payment method. Note: Auto pay will default to credit card payment.

If you wish to use a credit/debit card, please select “Enter new Credit card” (this method has a \$2.50 minimum or 3.5 % processing fee).

Ensure that your name, account, and customer number are correct.

Fill out all of the required information and then click **“Enroll now”**.

If you want to enroll in e-check please select **enter new echeck and follow the steps in the next page.**

Enroll in auto pay

1109 BICKS ██████████ 2230 ██████████ 45

Payment day
I want my payment to draft on this day every month

Payment day ▾

Payment Method

Enter new Credit card

Enter new eCheck

Account type ▾ Bank name

Account number Bank account Confirm account number Bank account

Routing number Confirm routing number

Name on account

Cancel **Enroll now**

3. To enroll in echeck, **(no processing fee)** enter all of the required information and double-check that all of the information is correct before enrolling.

A \$50 return check fee will be apply for a return payment.

4. After you have verified all of the information, click the **“Enroll Now”** button.