

Dear Kings Mountain Water Members,

As we discussed at the annual meeting, we have enabled the QuickBooks "Pay It Now" feature within our accounting system. This allows you to pay your water bill with the click of a button and helps the water company make secure, timely and accurate deposits.

If you want to take advantage of this feature, you will need your bank routing number and account number as illustrated below.

The diagram shows a check form with the following fields and labels:

- Your Name** and **Your Address** at the top left.
- 1001** at the top right.
- DATE** with a line for the date.
- PAY TO THE ORDER OF** with a line for the payee.
- \$** and **DOLLARS** with a box for the amount.
- Your Bank Name** with a line for the bank name.
- MEMO** with a line for the memo.
- 123456789** (9 Digit Routing Number) with a line for the routing number.
- 0000987654321** (Your Account Number) with a line for the account number.
- 1001** (Check Number) with a line for the check number.

Blue brackets and labels below the check identify the routing number, account number, and check number.

To use "Pay It Now", please follow these instructions:

1. When you receive the next water invoice (expected in early April) click the "View Invoice" button in the email
2. From the online invoice view click "Pay Now" blue button in the upper right hand corner
3. You will be asked to enter a payment method, which will be the information from your check (routing and account numbers)
4. Save the payment information. In order to save the payment information you will need to create an account using your email and a password created by you
5. Follow the prompts on the bottom of the page until you see "Send Payment"
6. That's it! The funds will automatically come out of your account.
7. Your payment method will be saved, so the next time you pay you don't have to enter it again.

Frequently Asked Questions (FAQs)

Why is the water company implementing "Pay It Now"?

Accounting tasks for even a small operating company can be significant. Managing cash flow, creating statements, receiving payments, making deposits, reconciling accounts, and filing taxes are just some of the requirements. We are always looking for ways to improve the efficiency of our operations and receiving online payments is an important part of that process.

Do I have to use the Pay It Now feature?

No, we will continue to accept payments via checks or your bank's online bill payment system.

Are there any fees incurred for using Pay It Now?

No, this service is free to members.

Is it secure?

QuickBooks Payments "Pay it Now" gives you safe and secure online payment processing with bank-level security.

If I am storing my payment data in the accounting system, can the water company see it?

No, the water company will not be able to see or access any payment information saved in your account.

Can I schedule a payment for a future date?

No, the payment will be processed on the date on which it is initiated (or next business day is initiated after-hours or on a week-end). Pay It Now means "now", not later.

Can I use my credit card to Pay It Now?

No, we aren't accepting credit cards at this time.

When will the Pay It Now payment be posted to my account?

If you use the Pay It Now feature, the payment will post to your account when the payment is processed. This will generally be the same day, if payment is initiated during business hours, or next day if payment is after-hours or on a week-end)

When are regular check payments posted to my account?

Check payments are generally posted to accounts within 2-3 weeks after payment processing. This is due to the delays in physically getting the mail and having to post payments manually.

What if I am uncomfortable having my payment data saved online?

We'd recommend that you continue to pay your bill via check or your bank's online bill pay service.

Can I set up an automatic payment so I don't have to log into Pay It Now when my bill is received?

The Pay It Now feature does not currently support automatic payments, so you will need to initiate the payment when your bill is received. If you want to initiate automatic payments and your bank offers online bill pay, we have some workarounds, which facilitate this.