

Automated Payment Service (APS) Frequently Asked Questions

What is "Automated Payment Service" (APS)?

This service allows you the option of having your County taxes, and Chesterfield County retiree health care premiums automatically deducted from your bank account on the due date.

Can payments for other County services be made through the APS program?

At this time, only County taxes and Chesterfield County retiree health care premiums can be paid through the Treasurer's APS program. Please contact the Utilities Department at 804-748-1291 for information on having your County Utility bills automatically deducted from your bank account.

What are the benefits of using this service?

Once you sign up for APS, you never have to worry about missing a tax due date and incurring late payment charges. In addition to the convenience and reduced expense of check writing, your postage costs are also decreased.

How do I sign up for the service? Do I have to reapply each year?

Simply complete an authorization form and return it, along with a voided check, to our office! You do not have to reapply each year. Once you enroll, the service continues from year to year until you request it to be terminated.

How will I know when my service has been activated?

It takes approximately 30-45 days for us to activate your APS service. Subsequent billings will be specially marked advising you that payment will be made through the APS service.

How many installments for taxes can I make with this service?

Currently, the only option is one payment scheduled for the full tax amount due on the due date of your statement.

If I buy/sell/trade vehicles during the year, will my supplemental/prorated tax billings be included in this service?

Yes. Once you have enrolled, all of your tax billings will be included in this service.

May I use this service to pay delinquent taxes?

No, at the current time, you cannot pay delinquent taxes through this service. Please contact our Delinquent Collections Section at 804-717-6500 for more information on entering into a formal payment arrangement.

What do I do if I change financial institutions while using this service?

Simply fax us a voided copy of your check to 804-751-4993 or mail a voided check to: Rebecca R. Longnaker, Treasurer, P. O. Box 70, Chesterfield, VA 23832 Attention: APS Section

What if I do not have sufficient funds in my account to allow for a debit to my bank account?

This will be treated as an invalid payment, just as if a check was returned due to insufficient funds. A \$50.00 return-item fee may be charged in addition to any fees your bank may charge. After notification of the returned item, you will be removed from the APS program.

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Can I cancel the Automated Payment Service at any time?

Certainly. Notification must be given at least 10 days in advance of the scheduled debit.

Is there any charge for using this service?

No. This is a free service offered for your convenience.

I would like to talk to someone before committing to the service. Is there a number I can call to discuss the service?

Yes. Call our APS Section at 804-748-1855 and ask for APS information.