Setting Up Automatic Credit Card Payments for Utility Bills [First time user*]

Step 1A: Go to www.bannockburn.org & Put the cursor over “How Do I...” and then click on the “Water & Sewer Bill” Button. [you can also go to the Water and Sewer Department Page]

This link will take you directly to Step 2 or BSA
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Step 1B: You are now on the Water and Sewer Department Page. Click on “Online Payment”
Step 2 – Enter your property information & access your account

Searching “by Address” is typically the easiest. [however, if you know your account number, entering that will get you right to your account]

Enter your address and click search
Step 2a – Select the correct address (you should see your name listed in the row)

Simply click on the address with your cursor
Step 2b – Enter your Account PIN (in the top right hand corner of your utility bill)

Enter the PIN number that is located on the upper right hand corner of the utility bill that you received from the Village*

*Please email Village Hall at UtilityBilling@villageofbannockburn.org if you have misplaced your PIN number.
Step 2c – Select Recurring Payments

Simply click on “sign up for recurring utility bill payments” button

When you click this button, you will go to our third party provider “Point and Pay”
Step 3 – Create a Point & Pay Account

Fill out the information on this page, create a password and then Click on “register” button

You will get an email from Point & Pay that states that you are registered. We suggest that you hold on to this email as this will provide you with direct access to your account in the future.

NOTE: the system says you will be charged a fee; however, NO FEE will be charged for this service. [As long as the charge is less than $3,000]

NOTE: the maximum amount allowed to be charged within the system is $3,000. Other arrangements will need to be made if your bill is greater than $3,000.
Step 3 – Dashboard

After you set up your account, this is what your Dashboard/Home screen looks like [we have provided some additional information as to what is on the dashboard]

If you click this, you can edit your email, phone number, SMS settings for text options, and add credit cards to your payment methods.

If you click on this, it will show you payment history on the account.

If you click on this, and want to set up paperless reminders, you will need the PIN number that is located on the bottom right of your water/sewer bill.

*Please email Village Hall at UtilityBilling@villageofbannockburn.org if you have misplaced this PIN number.
Step 3b – Set Up the Recurring / Automatic Payments

To set up the Recurring Payment, click the off button adjacent to the recurring payments.
Step 3c – Set Up the Recurring / Automatic Payments

This is the screen that should appear so you can go through and set up your payment.

- Click the button to “set maximum payment amount”. [reminder if you set it too low the payment will be considered late if it does charge due to setting this too low]
- Add your payment method – the Village accepts, VISA, Mastercard and Discover only.

For the starting date, we suggest just setting your payments to be processed “on the due date”. [this will be apx. every February 20, May 20, August 20 and November 20]

- You will need to check the box that you agree to the Terms & Conditions.

We suggest that you keep this information for your records.

Push the Save Recurring Payments button.
Step 4 – You are now set up for the Recurring Payment Plan

**Common Questions:**

Will I still get a paper bill from the Village?  
Yes, you will still get your bills mailed every quarter to your address, unless you request emailed billing from the Village of Bannockburn Staff.

Will Point & Pay send me a reminder email about the upcoming payment?  
Yes, Point & Pay sends an email reminder to your email address. As we understand the system, it will send you an email 3 days prior to the payment being pulled from your credit card.

How do I know if my payment made it through?  
Point & Pay will send an email to the email address on your account which states that a payment was made. Please make sure to keep this for your records. You can always log into Point and Pay to see if you have a Bill available to pay.

Can I use Point & Pay to set up recurring payments from my checking account?  
No, the Point & Pay system is not set up for checking account payments. If you want to sign up for that service, please submit the ACH Automatic Bill Pay application to Village of Bannockburn Staff.  

My credit card that I use to pay my utility bill has changed, what do I do?  
No problem. Just log in to the Point & Pay account and select “Profile”. Locate the old credit card number and replace it with the new one.

Can cancel the recurring payments?  
Yes, you can cancel at any time. However, remember that if you cancel prior to payment being made on the account (and you didn’t make a separate on-time payment to the Village), you will be responsible for any late fees that occurred.

If you have any problems that cannot be handled by Point & Pay, please contact Village Hall at 847-945-6080 or via email at UtilityBilling@villageofbannockburn.org.
Other Links Created by Point & Pay that may be useful:
[This content was not created by the Village of Bannockburn and is intended to be a tool to try to solve problems that you may be having.]
[Any log in references to BSA within these YouTube tutorials can be found here: https://bsaonline.com/OnlinePayment/OnlinePaymentSearch?PaymentApplicationType=10&uid=2647]

BillPay – How Customers Use The System Through BS&A

BillPay – How Customers Set Up Recurring Payments through BS&A

Lastly, if you are just looking to make a one-time payment to your account, please CLICK HERE as this will take you to a separate handout created by the Village of Bannockburn.

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