
On-Line Invoice Payment

Extranet User's Guide

Virginia Department of Motor Vehicles

October, 2013

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1. INTRODUCTION

The following procedures are designed to assist you, the External User, in maneuvering through DMV's Extranet system for the *On-Line Invoice Payment Processing*. For general information regarding the *On-Line Invoice Payment Process* click the **HELP** feature in the top right hand corner of your screens.

If you need HELP ~

Extranet Logon problems contact:

System Support Group – Help Desk: (804) 497-7124

For help with On-Line Invoice Payment Processing:

Extranet Access Program Questions Call:

Use Agreement Services

Email: useagreement@dmv.virginia.gov

(804) 497-7191 ~ Monday thru Friday, 8:30 am to 4:00 pm

(804) 497-7155 ~ Monday thru Friday, 8:30 am to 4:00 pm

For help from the business area:

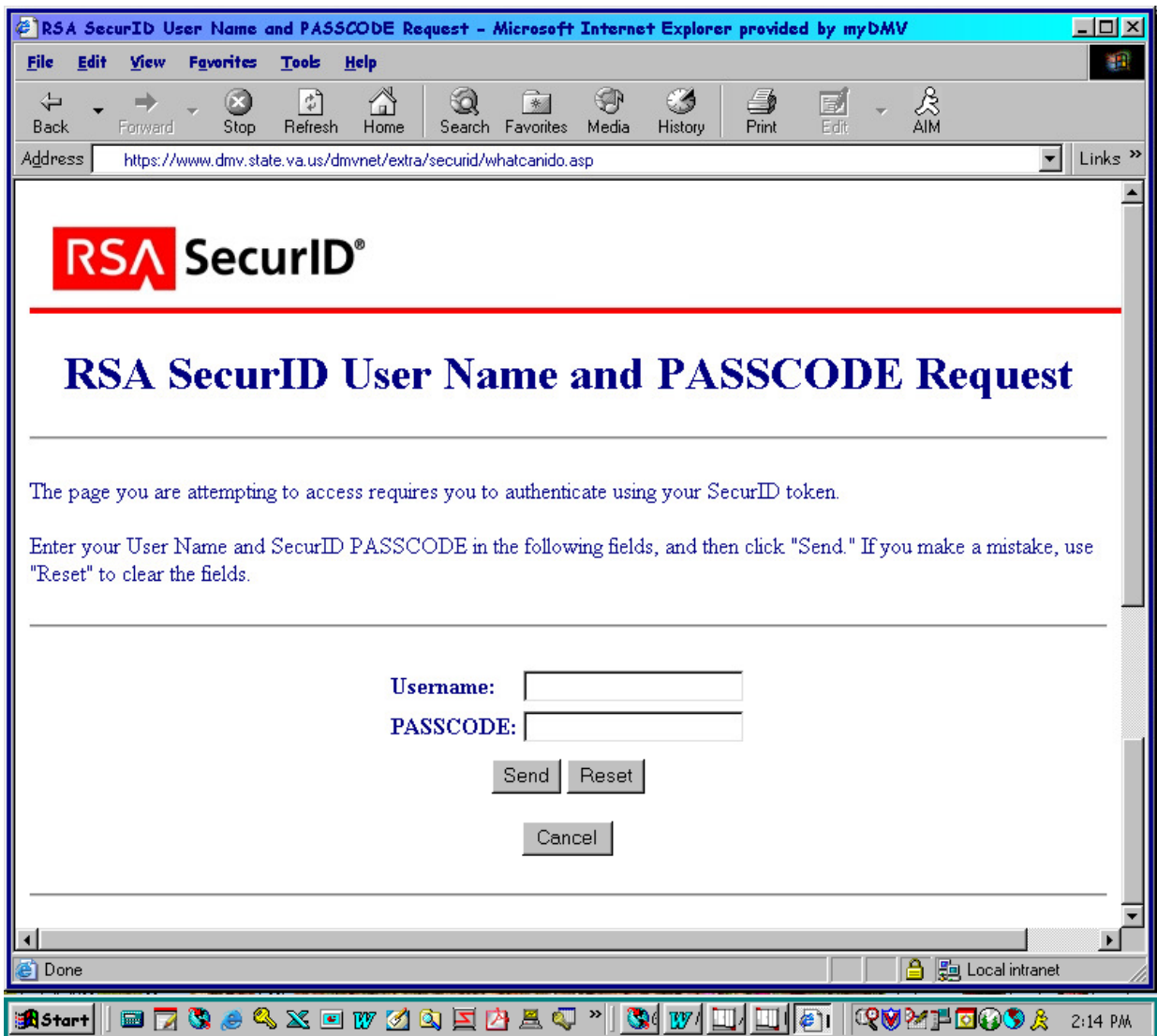
Email: billing@dmv.virginia.gov

(804) 367-6080 ~ Monday thru Friday, 8:00 am to 5:00 pm

2. GETTING STARTED

You will need a Pentium class personal computer, a printer with standard programming, and an Internet connection provided through whichever Internet service provider you prefer. For the fastest response time possible, you may want to consider obtaining high speed Internet access, using a digital subscriber line (DSL), an integrated services digital network (ISDN) line or a cable modem through a telephone or cable company that offers such service.

3. LOGGING ON TO DMV EXTRANET



1. Logon as directed in your **Extranet Access User's Manual** using your Assigned Username, Password, and PIN.
2. Once you have successfully logged on, you will see the first screen of the On-Line Invoice Payment process. Follow the Instructions.

NOTE: IF THE SYSTEM IS NOT WORKING YOU WILL RECEIVE THE FOLLOWING MESSAGE:

"WE ARE CURRENTLY EXPERIENCING TECHNICAL DIFFICULTY. PLEASE TRY THE TRANSACTION AGAIN LATER."

4. ON-LINE INVOICE PAYMENT PROCESSING - MAIN MENU: Each user will see a menu of systems they are authorized to view. The menu is unique to each user. One of the options on your menu will be:

[VA-DMV Invoice View.](#)

Select this option to go to On-line Invoice Payment. A list of Customer Invoices will display. Your customer number, name and address will display at the top of the screen.

The screenshot displays the DMV website interface for invoice payment processing. At the top, there is a navigation bar with links for 'Extranet Home', 'Privacy and Security', 'Help', and 'Logoff'. Below this, the page title is 'View Invoices' and there is a link for 'Invoice Payment Help'. The customer information section shows: Customer ID: 111111111, MAI, 128 FREDONIA AVE, LYNCHBURG VA, 245031612. The 'Customer Invoices' section lists two invoices: Invoice Number: 2006334006, Due Date: 12/30/2006, Amount Due: \$0.00; and Invoice Number: 2008242005, Due Date: 9/28/2008, Amount Due: \$240.00. The 'Account History' table shows the following data:

Total Amount Due	0-30 Days	31-60 Days	61-90 Days	91-120 Days	Over 120 Days
\$240.00	\$0.00	\$0.00	\$0.00	\$0.00	\$240.00

Below the table, a highlighted note states: 'Payment must be received by the invoice due date. Invoices that have not been fully paid by the due date will be assessed a one-time administration fee of \$10.00. Question? Call (804) 367-6080 or email Billing@DMV.Virginia.Gov.'

This is a summary page of your account. If you want to view detailed information press **<View Invoice>**.

If you want to proceed to payment without viewing detail, you can press **<Pay it Now>**.

The screen displays Account History.

NOTE: Read the highlighted note below the Account History. It reads:

"Payment must be received by the invoice due date. Invoices that have not been fully paid by the due date will be assessed a one-time administrative fee of \$10.00. Questions? Call (804) 367-6080 or email billing@DMV.virginia.gov".

NOTE: For additional help press <Invoice Payment Help> at the upper right of your screen.

Invoice Payments
Frequently Asked Questions

1. When is my invoice due?

On or before the Due Date

2. How much can I pay?

The entire Amount Due or any amount between \$0.01 and the Amount Due

3. Can I pay more than one invoice per transaction?

No

4. When can I make online payments?

Anytime, EXCEPT between 4:30 a.m. and 5:30 a.m. EST

5. Who do I contact if I have a problem or question?

Telephone: (804) 367-6080

FAX: (804) 367-2745

Email: Billing@DMV.virginia.gov

Address: Virginia Department of Motor Vehicles
Attn: Billing Center
P. O. Box 27412, Room 711
Richmond, VA 23269-0001

When you press **<View Invoice>** a detailed listing of invoice items is displayed.

See below.

[View Invoices](#)
[Invoice Payment Help](#)

MAI
128 FREDONIA AVE
LYNCHBURG VA, 245031612

Invoice Date	Invoice Number	Customer Account
8/29/2008	2008242005	111111111
Current Balance		\$240.00
Last Payment		\$0.00
Last Payment Date		not available
Pay this Amount		\$240.00
Pay it Now	Due Date	9/28/2008

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display per page
Total Invoice items 12

Item Number	Description	Quantity	Billable
1	PLACED 10/18/07 REMOVED 10/28/07 CUST# T11111111 TITLE 11111111 VIN 1GBHG31R0X11111111 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
2	PLACED 08/29/06 REMOVED 10/29/07 CUST# T22222222 TITLE 22222222 VIN 1G8JU52F4YY2222222 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
3	PLACED 08/23/07 REMOVED 10/29/07 CUST# T33333333 TITLE 33333333 VIN 1J4FA49S22P333333 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
4	PLACED 08/23/07 REMOVED 10/30/07 CUST# A44444444 TITLE 44444444 VIN JT2DG02XV44444444 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
5	PLACED 08/23/07 REMOVED 10/30/07 CUST# A55555555 TITLE 55555555 VIN 1J4FF58S3YL555555 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
6	PLACED 08/23/07 REMOVED 10/31/07 CUST# A66666666 TITLE 66666666 VIN 1LNHM81W6YY666666 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
7	PLACED 10/22/07 REMOVED 10/31/07 CUST# E77777777 TITLE 77777777 VIN JN8AR07Y4YW7777777 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
8	PLACED 02/23/07 REMOVED 10/31/07 CUST# T88888888 TITLE 88888888 VIN JA3AY26C5YU888888 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
9	PLACED 08/23/07 REMOVED 10/31/07 CUST# T99999999 TITLE 99999999 VIN 4T1BE32K82U999999 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
10	PLACED 08/23/07 REMOVED 10/31/07 CUST# T00000000 TITLE 00000000 VIN 1D7HG38N24S000000 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
11	PLACED 08/23/07 REMOVED 10/31/07 CUST# A12121212 TITLE 12121212 VIN 1FTYR10C1WPB12121 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00
12	PLACED 08/29/06 REMOVED 10/31/07 CUST# T34343434 TITLE 34343434 VIN 1G3WH52K6XF343434 STOP TYPE UNPAID VRWS P P TAX REMOVED BY JURIS AAAA	1	\$20.00

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display per page
Total Invoice items 12

The detail screen also displays the summary information at the top right of the screen.

If you want to pay while viewing the detail screen, press **<Pay it Now>** in the upper right of the screen.

There are navigational aids at the top and bottom of the screen. The total number of invoice items is also displayed.

NOTE: Customers will have only one of two options for viewing invoice detail, online or by downloading a file. The number of detail records determines the option. Larger invoices will have the file download option while smaller invoices can be viewed online.

When you press **<Pay it Now>**, the following screen appears.

[View Invoices](#) | [Payment History](#) [Invoice Payment Help](#) | [Privacy & Security](#)

Step 1: Verify the payment amount. To change, edit below.





Customer Number: 111111111


Invoice Number: 2008242005 [Change Invoice](#)

Amount Due: \$240.00

Payment Amount:

Step 2: Select your payment method and click **Continue**

Credit Card    

Check 

ACH Debit

Follow the steps showing how to complete payment.

Step 1: Verify the payment amount. You can change/edit the amount of the payment.

Step 2: Select your payment method and press **<Continue>** to proceed. You also can clear the form or cancel the action

You may have multiple payment options; however not all customers will see the Credit Card Option or the ACH Debit option.

- Credit Card – Not all customers will see the Credit Card Option.
- Check
- ACH Debit – Not all customers will see the ACH Debit option. It is available for pre-authorized customers. If you want to become an ACH debit customer with DMV, please contact Deborah Bradby at 804-367-6838.

Paying by Credit Card:

Credit Card - Steps 1 and 2.

Step 1: Verify the payment amount. To change, edit below.





Customer Number: 111111111


Invoice Number: 2008242005 [Change Invoice](#)

Amount Due: \$240.00

Payment Amount:

Step 2: Select your payment method and click **Continue**

Credit Card    

Check 

ACH Debit

Select the Credit Card button. Press **<Continue>**.

Credit Card Step 3:

Enter the required credit card information, including the security code on the back of the card and the zip code for the card billing address.

Press **<Submit>**. Read the statement at the bottom of the screen.

"Once you click Submit, please wait while your credit card is processed. You will receive a receipt screen".

The screenshot shows a web form titled "Step 3: Enter your credit card information and click Submit". At the top, there are logos for American Express, Discover, MasterCard, and Visa. Below the logos are the following fields and information:

- Account Number:
- Expiration Date:
- Security Code: [What is this?](#)
- Billing Zip Code: [What is this?](#)
- Amount Due: \$240.00
- Payment Amount: \$240.00

At the bottom of the form, there is a message: "Once you click **Submit**, please wait while your credit card is processed. You will receive a receipt screen." Below this message are three buttons: "Submit", "Clear Form", and "Cancel".

If you have not pressed **<Submit>**, you can still leave the transaction by pressing **<Clear Form>** or **<Cancel>**.

Paying by Check.

Check Steps 1 and 2.

Step 1: Verify the payment amount. To change, edit below.





Customer Number: 111111111


Invoice Number: 2008242005 [Change Invoice](#)

Amount Due: \$240.00

Payment Amount:

Step 2: Select your payment method and click **Continue**

Credit Card    

Check 

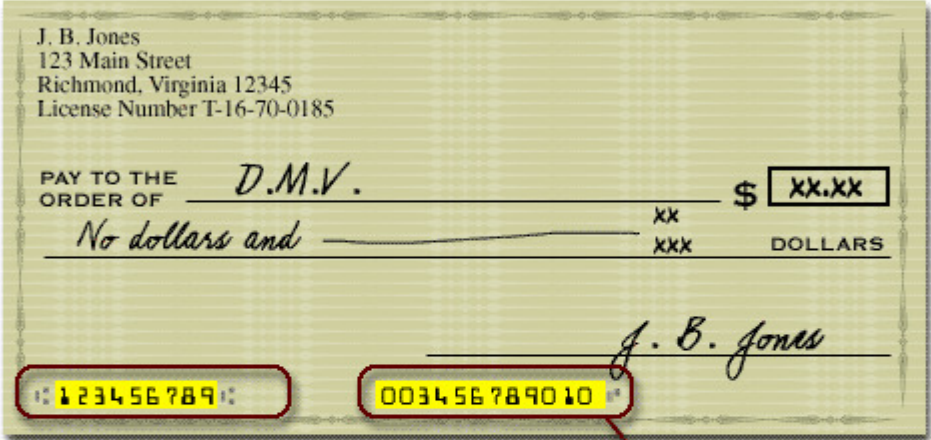
ACH Debit

Select the payment button for "Check", then press <Continue>.

Security. You are required to re-enter your checking account number.

Step 5: For security, re-enter your Checking Account number and click **Continue**

DO NOT include a check number. Use the check image as a guide.
For help with bank account information, [click here](#)



Enter your checking account number, including leading zeros (up to 17 digits), as it appears on your check.

 #

Press <Continue>.

Paying by ACH Debit. To use ACH Debit you must be pre-authorized by DMV. Select the ACH Debit button.

Steps 1 and 2.

Step 1: Verify the payment amount. To change, edit below.





Customer Number: 111111111


Invoice Number: 2008242005 [Change Invoice](#)

Amount Due: \$240.00

Payment Amount:

Step 2: Select your payment method and click Continue

Credit Card    

Check 

ACH Debit

Press <Continue>.

Step 3. Verify the ACH Debit information.


Step 3: Verify the ACH Debit information below and click **Submit**

Bank Name: VIRGINIA CREDIT UNION, INC.
Account No: *****1111
Amount Due: \$240.00
Payment Amount: \$240.00

Once you click **Submit**, please wait while your payment is processed.
You will receive a receipt screen.

Press <**Submit**> and wait for your payment to process. Your receipt will indicate the payment type. Print a copy of your receipt.

[Payment History](#) [Invoice Payment Help](#)


Virginia Department of Motor Vehicles
P. O. Box 27412 Richmond, Va. 23269-0001

For DMV Invoice Payments
Print a copy of this receipt and keep it for your records

Invoice Payment Details

Payment Date: May 14, 2013 11:19:23 AM
Customer Number: 111111111
Invoice Number: 2008242005
Payment Type: ACH Debit
Authorization Number: 131340001
Payment Amount: \$240.00

[Questions?](#) Call (804) 367-6080 or email Billing@DMV.Virginia.Gov
Let us know what you think of this online transaction by completing a short [survey](#)

Thank you for using DMVNow.com to pay your Invoice

If you want to continue with other options, choose one from the bottom of this screen.

Payment History.

[View Invoices](#) | [Payment History](#) [Invoice Payment Help](#) | [Privacy & Security](#)

Customer Number:

Customer Number: 111111111
Customer Type: Individual
MAI
128 FREDONIA AVE
LYNCHBURG VA, 245031612

Invoice Payment History

	Invoice Number	Payment Date	Payment Type	Ref Num	Credit Card Auth Num	Payment Amount
View Receipt	2008242005	05/14/2013	ACHD	131340001		\$240.00

Account History:

Total Amount Due	0-30 Days	31-60 Days	61-90 Days	91-120 Days	Over 120 Days
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Payment must be received by the invoice due date. Invoices that have not been fully paid by the due date will be assessed a one-time administration fee of \$10.00.
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Invoice Payments Frequently Asked Questions

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