

TOWN OF WAKEFIELD ONLINE BILL PAYMENT

To accommodate the residents who wanted the convenience of paying bills online from the comfort of home, the tax collector added another payment feature. The online bill payment feature was first introduced December 14, 2005.

Recognizing the importance of keeping with the times, the Town of Wakefield partnered with **UniBank**, an institution that has been in the banking business for 130 years. Through **UniPay**, the bank's online payment provider, the residents were afforded the ability to pay online from the convenience of their homes anytime day or night. We were fortunate to have found a banking partner with years of financial experience and who adheres to strict security methods to protect our residents' personal information. **UniBank** uses state of the industry encryption methods, certified through VeriSign, to safely handle the transactions.

Having successfully implemented the new payment method with the third quarter fiscal year 2006 real estate/personal property bills, the feature was expanded to include motor vehicle excise. With the mailing of the first excise commitment bills on February 17, 2006, the "Online Payment Center" was expanded to include the motor vehicle excise bills.

Further expansion of the "Online Payment Center" was seen with the July, 2006 mailing of the water/sewer bills. The first bills were mailed July 14, 2006 with additional mailings for the remainder of the Town of Wakefield throughout the month of July.

Currently, the online payment provider supports Internet Explorer, but good news is coming. **UniPay**, the online payment provider, is in the final testing stages of a product upgrade, **UniPay Gold**, to be introduced by the summer of 2009. **UniPay Gold** will support other browsers. In addition to Internet Explorer, Firefox, Safari, Opera and Google Chrome will be supported.

How To Pay Online

The process for residents is simple. With your bill and Checkbook or charge in hand

- Go to www.wakefield.ma.us
- Click on "Online Payment Center"
- Select the activity (real estate, water etc.)
- Provide the numeric bill number only. Do not include the RE/PP (for water, use the 8 digit account #)
- When filling in the year, refer to the fiscal year on the bill
- Complete each screen to process the payment
- For R/E, P/P. MVE assistance, call 781-246-6386
- For Water/Sewer assistance, call 781-246-6305

It is important to remember that the bill is necessary to complete the online payment. While real estate, personal property and motor vehicle excise provide the amount to be paid, there are two different amounts and due dates on the water/sewer bill. The payment amount depends on the date when payment is made...if the date falls within the discounted payment period, pay that amount; however, if the payment is made **after** the early due date, then the larger amount is due and payable as the discount period has passed.

When making the payment, use the bill as a guide to determine the correct amount due by the appropriate date. You are in the driver's seat!

There is no charge for the service at the present time when paying by check, but there is a fee when paying by credit card. The taxpayer may use MasterCard and Discover. The use of the online payment service is encouraged. It is convenient, fast and secure!