

FREQUENTLY ASKED QUESTIONS FOR WEST VALLEY WATER DISTRICT CUSTOMERS

PayNearMe is a convenient way for customers to pay their bill with cash at local CVS Pharmacy, 7-Eleven and Family Dollar stores.



**THOUSANDS OF
PAYMENT LOCATIONS**



**GUARANTEED
PAYMENTS**



**MANY LOCATIONS
ARE OPEN 24/7**

What is PayNearMe?

PayNearMe makes it easy and convenient for you to make a payment with cash at thousands of trusted payment locations nationwide, including CVS Pharmacy, 7-Eleven and Family Dollar.

How can I make a PayNearMe payment?

There are 3 steps to make a payment:

1. Use the PayCode on your monthly statement.
2. Bring your PayCode to any participating store, hand it to the cashier and pay with cash. There are no processing fees.
3. Collect your receipt. Your biller is notified of your payment within one business day.

What does a PayNearMe PayCode look like?

A PayNearMe PayCode can take different forms at different stores.

- **At CVS Pharmacy and 7-Eleven**, it will be a standard barcode.
- **At Family Dollar**, it will be a barcode if printed or a code that is read to the cashier if shown on a mobile device.

When will my biller be notified of my payment? Do I need to follow up with them?

Your biller is notified of your payment within one business day. Your receipt is proof of payment.

How will I know my payment has been accepted?

You will receive a receipt with a date and time stamp from the cashier as proof of your payment.

What are the participating payment locations?

Payment locations include thousands of stores nationwide. You do not need to wait in a separate line, but can make a PayNearMe payment right at the cashier.

What is the fee to make a PayNearMe payment?

There is no transaction fee.

Is there a limit to how much you can pay in cash?

There is a \$1,000 maximum amount per transaction.

Who can I contact for more help or questions?

Email support@paynearme.com or call **1 (888) 714-0004**. You can also visit their support page at PayNearMe.com/support.