

**BUSINESS RATES ONLINE – SETTING UP A DIRECT DEBIT OR AMENDING AN EXISTING INSTRUCTION**Introduction

This guide provides a step by step instruction on how to use the my business rates service to pay your business rates by direct debit, or amend the bank account from which payments are collected. It includes a [troubleshooting guide](#) at the end to help with any problems you may encounter.

Please note direct debits cannot be set up on closed accounts or accounts that are subject to court proceedings via my business rates.

To do this you will need:-

- ✓ Your my business rates login and password

Or

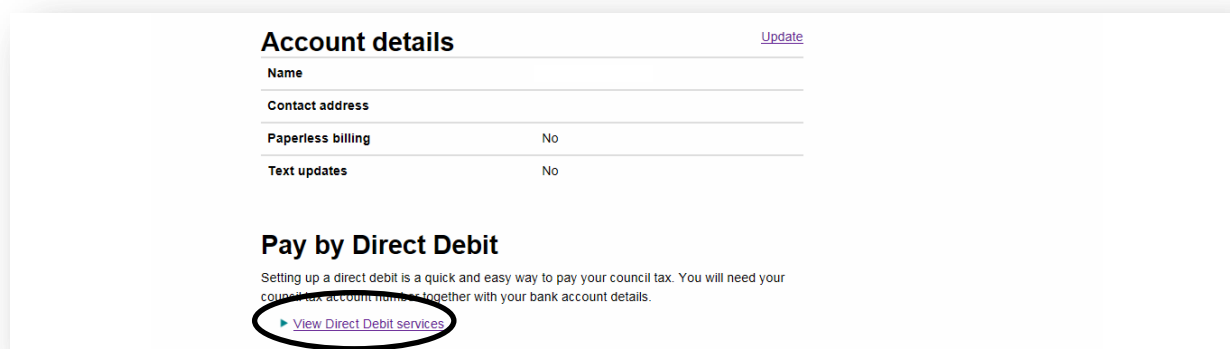
- ✓ Your business rates bill
- ✓ Your business rates account number as shown on your bill (contains eight digits and begins with 3)
- ✓ Your bank account number and sort code

You can carry out the above either by logging into your my business rates account and following the instructions (see below), or without the need to create a my business rates account (click [here](#))

**How to set up a direct debit for your business rates account, or amend an existing instruction, by logging into your my business rates account**

**Step 1** – If you have not already set up a my business rates account [www.chichester.gov.uk/myaccount](http://www.chichester.gov.uk/myaccount), and select my business rates. Follow the online instructions to register for an account. There is also a user guide available for this process (user guide setting up user account). If you do not want to create a user account then click [here](#)

**Step 2** – Once logged in, select the option “view direct debit services”; then select whether you want to set up or amend a direct debit



**Account details** [Update](#)

Name \_\_\_\_\_

Contact address \_\_\_\_\_

Paperless billing  No

Text updates  No

**Pay by Direct Debit**

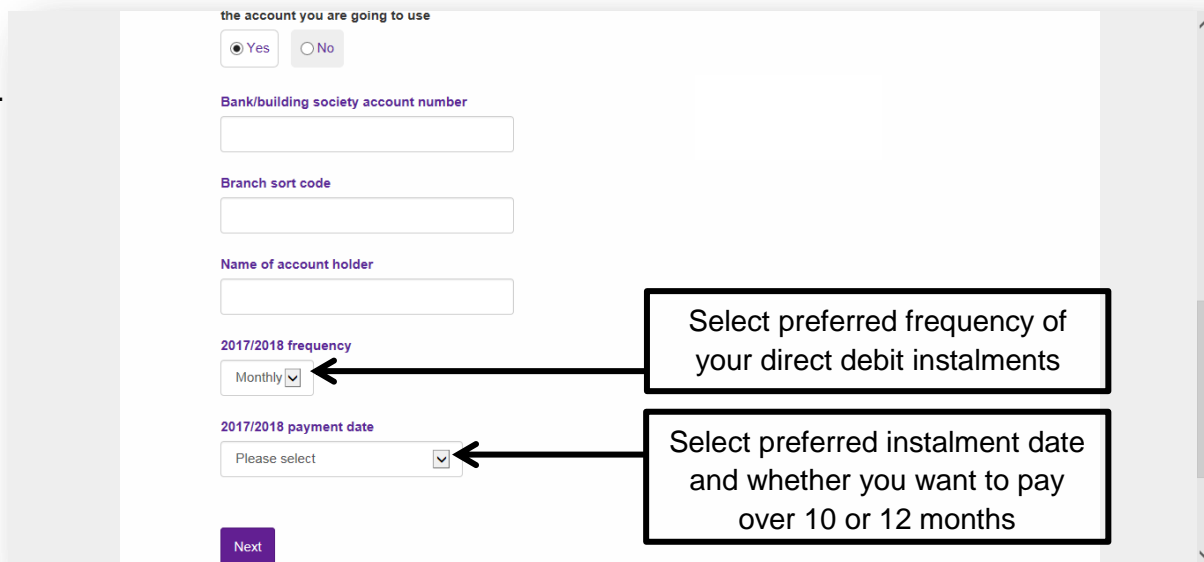
Setting up a direct debit is a quick and easy way to pay your council tax. You will need your council tax account number together with your bank account details.

[▶ View Direct Debit services](#)

**Step 3** – Read the direct debit guarantee on the next page, and once satisfied, select whether the bank account to be debited is a personal account.

**Step 4** – Enter your bank account number (8 digits), sort code, and the name of the bank account holder. Now select;

- the frequency of your instalments
- the date you would like the direct debit to be collected
- the number of months you’d like to pay over (10 or 12 monthly); then click next.



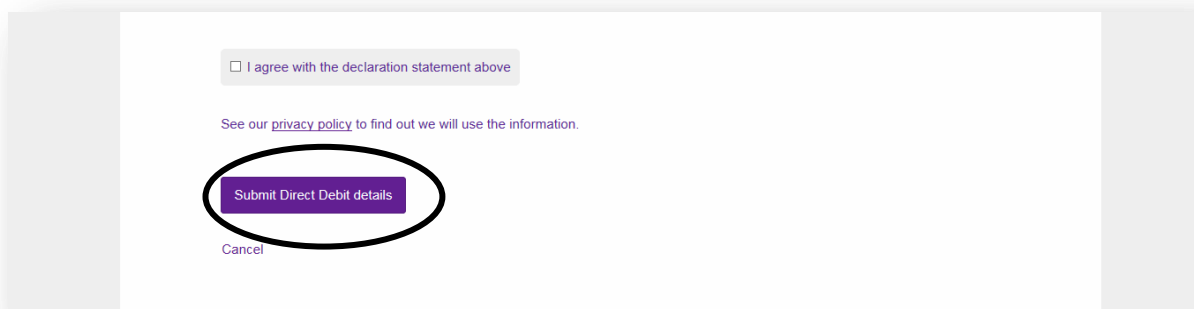
The screenshot shows a form titled "the account you are going to use". It includes radio buttons for "Yes" (selected) and "No". Below are input fields for "Bank/building society account number", "Branch sort code", and "Name of account holder". There are two dropdown menus: "2017/2018 frequency" (set to "Monthly") and "2017/2018 payment date" (set to "Please select"). A "Next" button is at the bottom. Two callout boxes with arrows point to the frequency and payment date dropdowns.

Select preferred frequency of your direct debit instalments

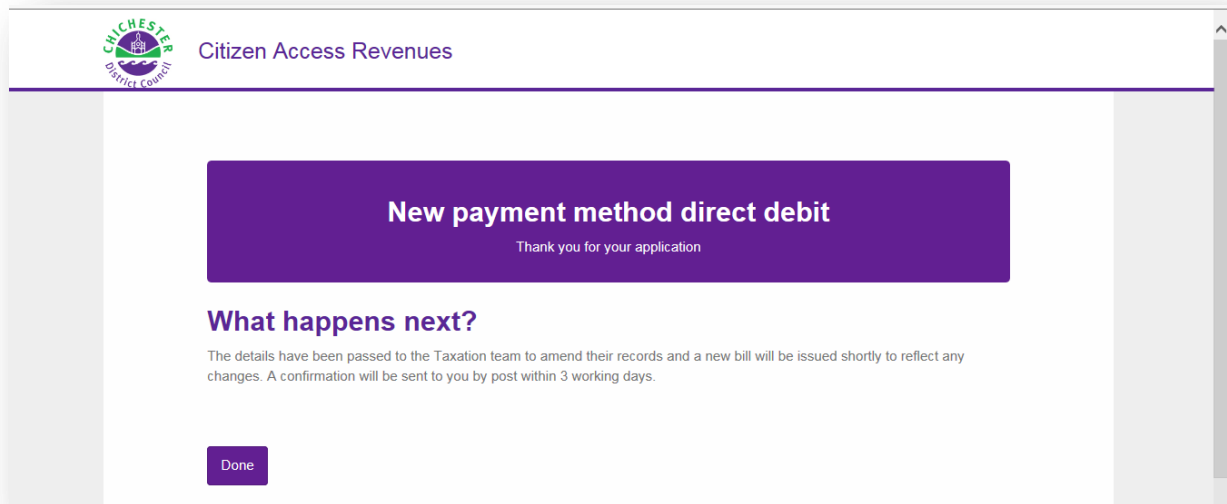
Select preferred instalment date and whether you want to pay over 10 or 12 months

**Step 5** – Check the bank details entered are correct and click next.

**Step 6** – Read the declaration, and once satisfied tick the box to agree, and then click “submit your direct debit details”.



The screenshot shows a declaration section with a checkbox "I agree with the declaration statement above". Below it is a link to the "privacy policy". A purple button labeled "Submit Direct Debit details" is circled in black. A "Cancel" link is also visible.

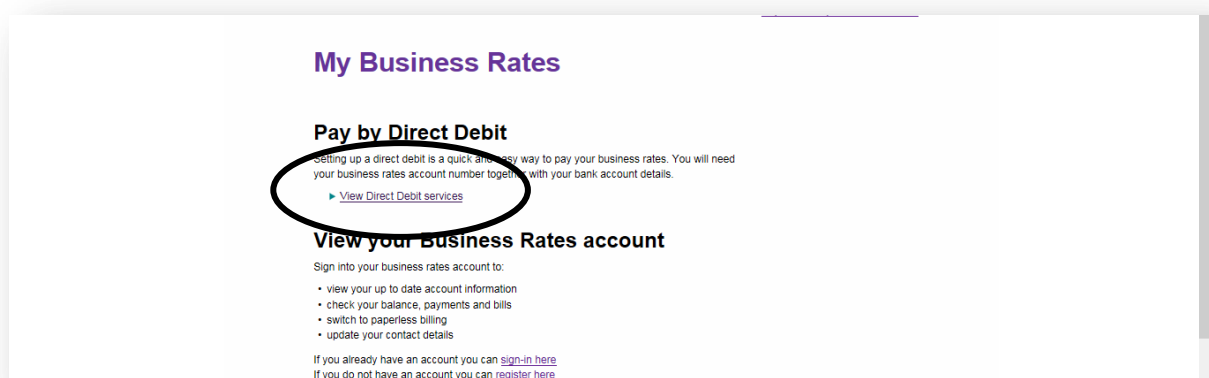


**You will then receive confirmation on screen that the direct debit details have been submitted successfully. To exit this area of my business rates account you should click done**

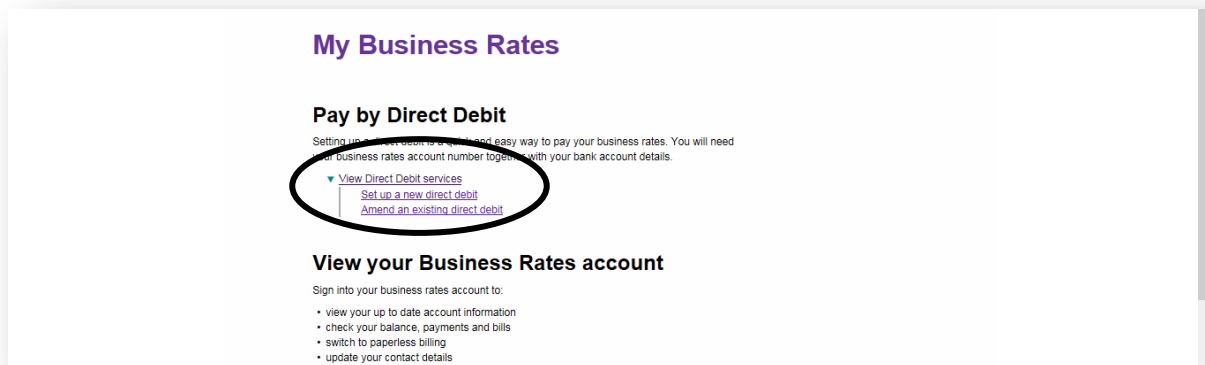
### **How to apply a direct debit to your business rates account without creating a my business rates account**

**Step 1** – Visit [www.chichester.gov.uk/myaccount](http://www.chichester.gov.uk/myaccount) and select my business rates.

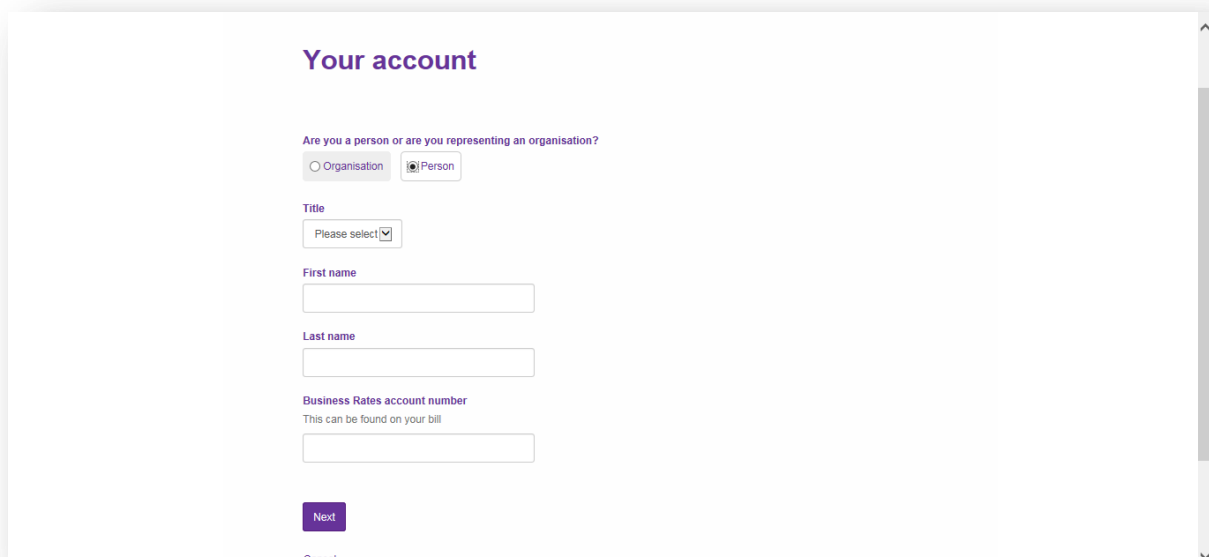
**Step 2** – Click “view direct debit services”



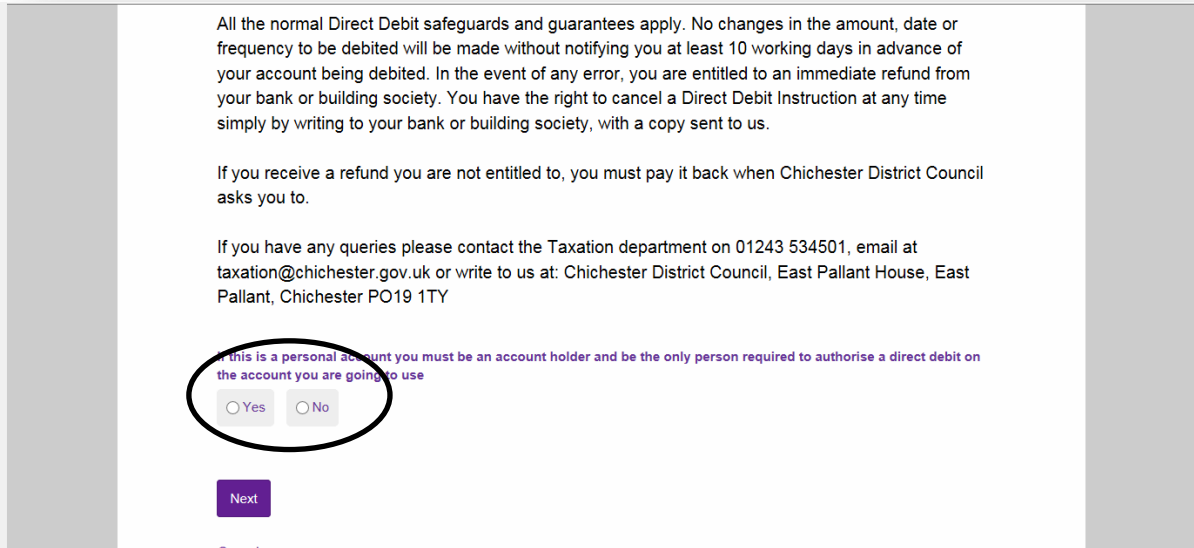
**Step 3** – Select whether you want to set up a new or amend an existing direct debit and click next.



**Step 4** – Select whether you are an organisation or person and then enter your name exactly as it appears on your business rates bill. Enter your business rates account number as shown on your bill (eight digits and starts with 98), and click next.

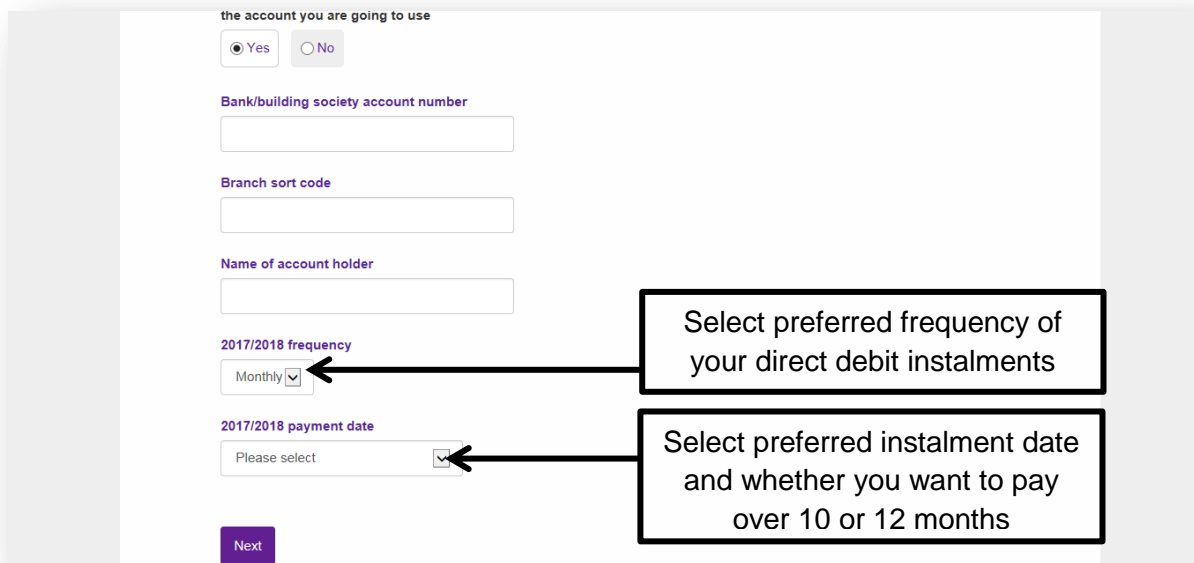


**Step 5** – Read the direct debit guarantee. Then indicate if the bank account from which payments are to be collected is a personal account.



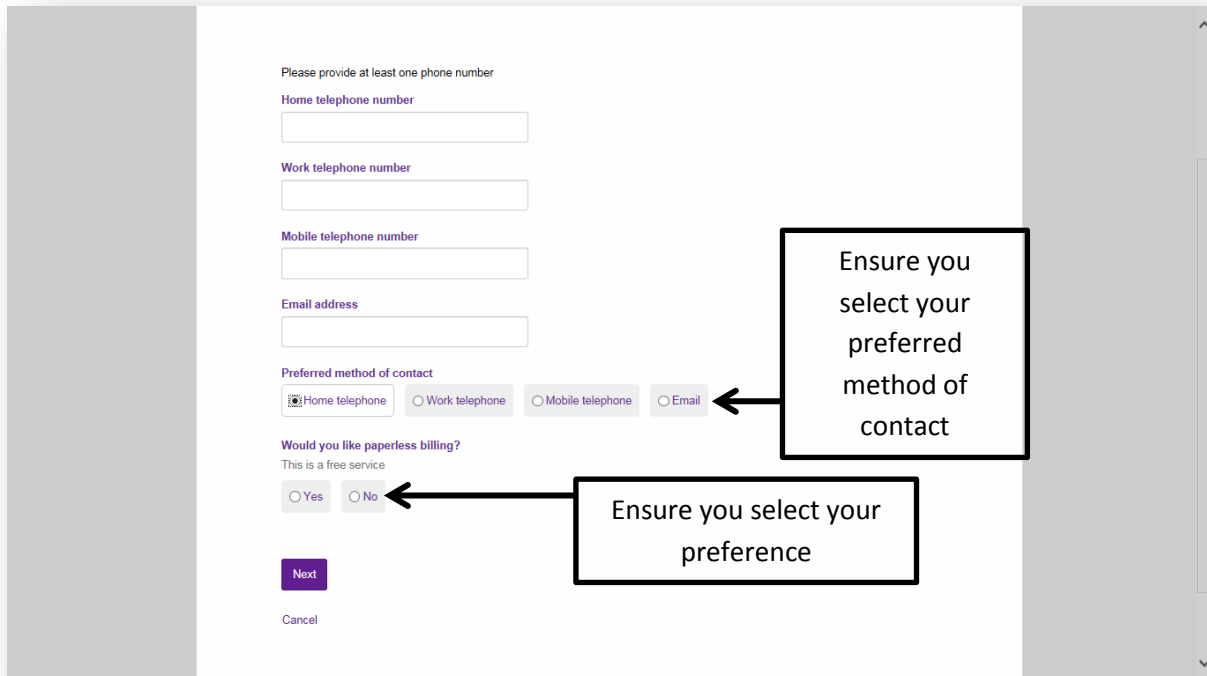
**Step 6** – Enter your bank account number (8 digits), sort code, and the name of the bank account holder. Now select;

- the frequency of your instalments
- the date you would like the direct debit to be collected
- the number of months you'd like to pay over (10 or 12 monthly); then click next.



**Step 7** – Check the bank details entered are correct and click next.

**Step 8** – Provide at least one form of contact and select your preferred method of contact. Please also indicate whether you would like to sign up to paperless billing when this service is introduced; and then click next.

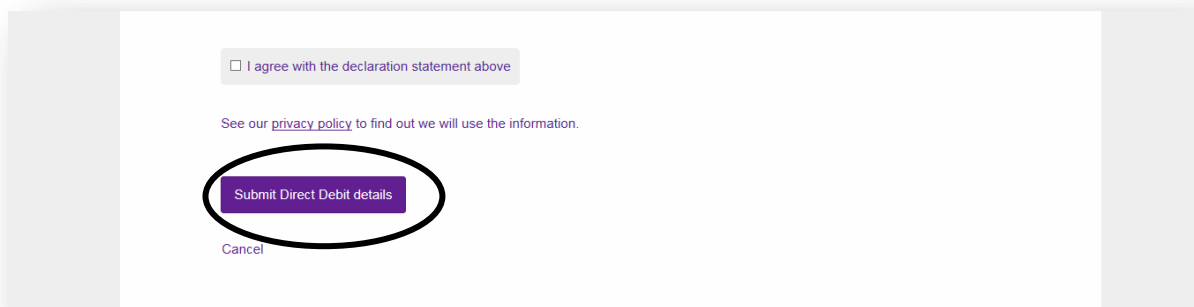


The screenshot shows a form with the following fields and options:

- Section: Please provide at least one phone number
- Home telephone number:
- Work telephone number:
- Mobile telephone number:
- Email address:
- Preferred method of contact:  Home telephone,  Work telephone,  Mobile telephone,  Email
- Would you like paperless billing? This is a free service:  Yes,  No
- Buttons: Next, Cancel

Two callout boxes with arrows point to the 'Preferred method of contact' and 'Would you like paperless billing?' sections, containing the text: 'Ensure you select your preferred method of contact' and 'Ensure you select your preference' respectively.

**Step 9** – You should take time to read the terms and conditions and once satisfied tick the box. You should then click “submit direct debit details”.



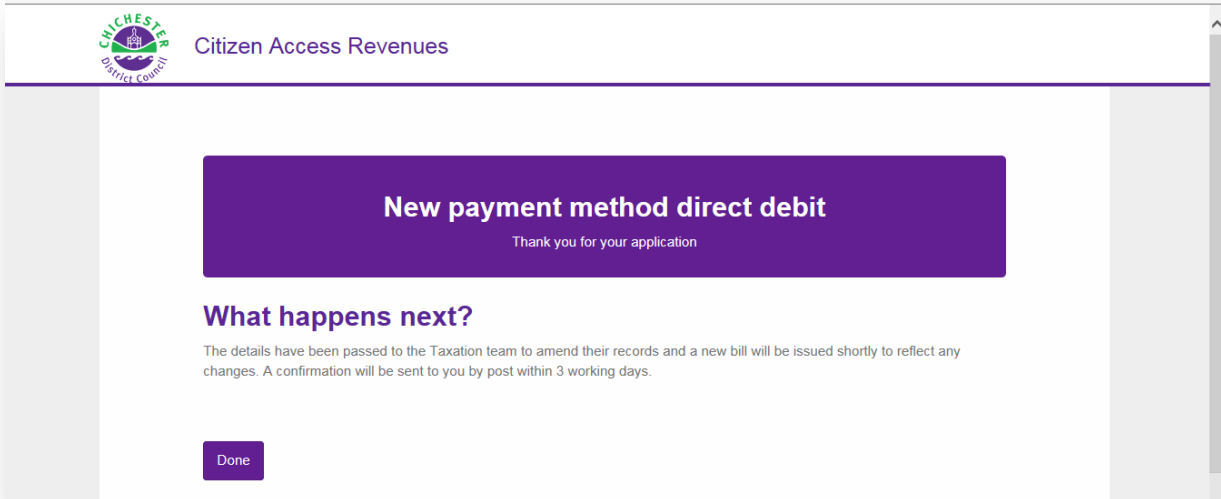
The screenshot shows a form with the following elements:

- Declaration:  I agree with the declaration statement above
- Link: See our [privacy policy](#) to find out we will use the information.
- Buttons: Submit Direct Debit details, Cancel

The 'Submit Direct Debit details' button is circled in black.

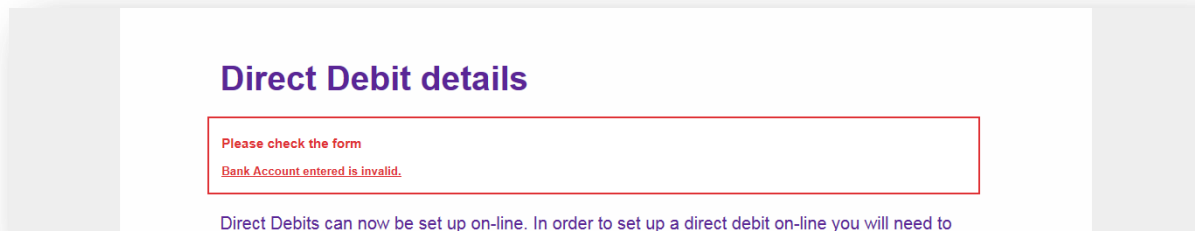


**You will then receive confirmation on screen that the direct debit details have submitted successfully. To exit this area of my business rates account you should click done**



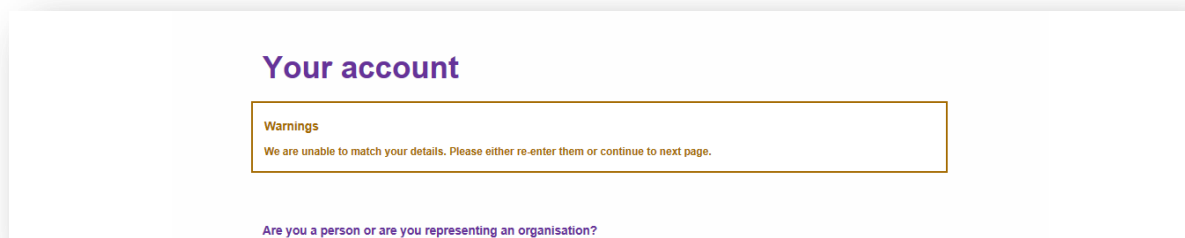
## Troubleshooting

### Q. I am getting a message advising me that the bank account number entered is invalid

A screenshot of a web form titled "Direct Debit details". The form has a red border and contains the following text: "Please check the form" and "Bank Account entered is invalid." Below the form, there is a link: "Direct Debits can now be set up on-line. In order to set up a direct debit on-line you will need to".

**A.** The business rates system checks whether the bank account number is a valid account. Check you have entered the bank account number correctly. If you have checked and your bank details are correct please contact the taxation office. There are certain bank accounts that do not allow a direct debit to be used.

### Q. I have entered my name and have been advised that my details do not match

A screenshot of a web form titled "Your account". The form has a yellow border and contains the following text: "Warnings" and "We are unable to match your details. Please either re-enter them or continue to next page." Below the form, there is a link: "Are you a person or are you representing an organisation?".

**A.** Enter your name exactly as it appears on your business rates bill, even if it is spelt incorrectly (you can go in and amend the spelling of your name under a different notification)

### Q. I would like to pay on an instalment date that is not listed

**A.** Current direct debit instalment dates for business rates are 1<sup>st</sup>, 15<sup>th</sup> & 25<sup>th</sup> of each month. Please choose your preferred date from this range.



**Q. I would like to pay by instalments weekly.**

**A.** Instalment plans (frequency) are monthly, twice yearly (April & September), and annually (May).

**Q. Can I set up a direct debit on all types of business rates accounts**

**A.** Direct debits cannot be set up on a closed account, or an account subject to court proceedings.