**Online Presentment and Payment F Q’s**

**Water & Sewer Utility Bills**

General

What are some of the benefits of receiving my bill electronically?

It is convenient, saves time, reduces errors, allows you to receive bills anywhere at any time and helps the environment by saving trees. You can continue to receive a paper bill, but if you elect to go paperless, you can always print out a copy of the invoice if needed.

What are the benefits of paying a bill online?

Paying online with a credit card or electronic check saves time, gives you the flexibility to pay how and when desired, and saves money (no more stamps, paper checks or envelopes), and Invoice Cloud will store your information for future use – but only if you choose to store it.

What is Invoice Cloud?

Invoice Cloud is a web-based, electronic invoice presentment and payment company that we have partnered with to provide faster, more convenient billing services to our customers. By automating billing and collections, customers can click and pay online while helping the environment and reducing clutter in their home or workspace.

What is the relationship between the Town of Trafalgar Utility and Invoice Cloud?

Your biller wanted to make paying bills easier for their customers, but didn’t have the electronic presentment and payment systems required to display, safely process and store financial information. Your biller chose Invoice Cloud because it is easy to use, and the security is the strongest available. All the data collected is double encrypted and stored on secure servers. The data is not sold or released for any purpose other than to complete transactions.

Using the System

How does the system work?

It is very simple. Here are the 3 steps taken by customers: 1.

Customer receives email notification or accesses account via the Biller website by clicking on the “View or Pay Your Bill” button. 2.

Customer locates and views invoice and either enters payment information for a One Time Payment or registers to schedule a payment. 3.

Customer receives an email confirmation with their payment amount and payment process date.

Can I use an Apple /Mac to use the service?

Yes, many customers use Macs.

What Browsers are supported?

Windows: Safari 4, 5 - Chrome 10, 11 - Opera 10, 11 - Firefox 3.6, 4 - Internet Explorer 7, 8, 9 iPhone and iPad: Mobile Safari 4x Apple/Mac: Firefox 3.6, 4.0 - Chrome 11 - Opera 10.x, 11 - Safari 4, 5

Ubuntu (Linux): Opera 9.6 - Firefox 3.6

I cannot locate my bill.

Please scroll down on the page to view the matching items at the bottom. Otherwise, try re-reading the instructions for the search criteria.

Do I have to enter an email address to make a payment?

Yes, an email address is required for payment confirmation. A payment receipt is sent via email.

When I try to pay my bill, it asks for credit card information and I want to pay by electronic check.

Under “How would you like to pay” click on the drop-down box and choose EFT Check.

Will I receive a confirmation email that my bill has been paid?

Yes, you will receive a confirmation email.

Do I need to register to pay a bill?

You may need to register to receive electronic bills by email, but registration is not required for One Time Payments. One Time Payments require that you enter your payment information each time you make a payment. By registering, you avoid that step and gain access to your payment history.

Why should I register to pay a bill?

By registering, you have access to all of your invoices regardless of type and all of the features of the payment portal. These features include the ability to view all current invoices, see previous invoices and payment dates, update your profile information, access the online customer service system, go paperless (if bill type allows), schedule payments for a specific dates, and sign up for Auto-Pay. You also avoid having to enter your payment information each time you pay a bill.

How Do I Register?

Registering is easy and can be done when you make a payment. There are two ways you can make a payment. 1.

When you receive an email notification that your bill is ready to paid, simply click on the “View Invoice or Pay Now” button. You will be directed to Biller’s “Pay and/or View Bills Online” site, powered by Invoice Cloud. Once there, you will be given the opportunity to register or make a One Time Payment. If you choose to register, you will be asked to provide a password and accept the terms and conditions to use the system. The payment information you enter in your profile will then be securely encrypted and saved for your next visit. 2.

You can go directly to the biller’s website and click on the “Pay or View your Bill” button. You will then be directed to the Biller’s “Pay and/or View Bills Online” site, powered by Invoice Cloud. Once there, you will need to locate your account and be given the opportunity to register or make a one time payment. If you choose to register, you will be asked to provide a password and accept the terms and conditions to use the system. The payment information you enter in your profile will then be securely encrypted and saved for your next visit.

How do I find my account number to login?

Once you have registered, you will need only your email address and password to log in. To login the first time you use the system, you will need your account number or customer ID from your bill. The “locate your bill” screen gives instructions regarding the required information.

I forgot my Password, how do I find it?

You should click on “Forgotten Password?” at the bottom of the login screen. You will need your account number and email address to retrieve your password. If you’re unable to locate this information, you may call the Biller, and after verifying your identity, the Biller can provide you with the information.

Can more than one person pay bills online for the same account?

There are two ways that payment responsibilities can be shared. If the other payer is part of your household, you may choose to share your login information with that individual. In a situation where personal financial data is not shared, you may forward your email notification to the individual, who will then click on the “View or Pay Now” button and elect to make a one time payment. They will need to enter their name, email address, address and payment information. They will receive the payment confirmation. You can verify their payment by viewing the invoices in your account.

Payment

What forms of payment can I use?

You can pay by credit or debit card (Visa, MasterCard, Discover) or you may issue an electronic check from your bank account (checking or savings).

Can I still send in a paper check?

Yes, your bill can be paid in any of the following ways:

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Email notification based payment – click the “View invoice or Pay Now” button in your email

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Web based online payment – login to online bill pay via your biller website

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Phone payments – call your biller’s office Paper check – sent by whatever means you choose, including US Postal Service

What is a service or convenience fee?

A non refundable fee added to an invoice to cover various administrative costs associated with billing and accepting payment.

If I don’t have email can I still process an electronic payment?

No, to complete the online payment process, you will need an email address so that the system can deliver your payment confirmation. If you do not have an email address, you can obtain a free email account from any of the following services: yahoo.com, hotmail.com, or gmail.com.

Which bills can I pay online?

You can pay your water and/or sewer utility bill.

What are the costs for paying online?



For Billing questions email townoftrafalgarutilities@gmail.com