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Online Payment FAQs

1. 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.

2. 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. You can still enroll in paperless bills without paying your bill online.

3. How does the system work?

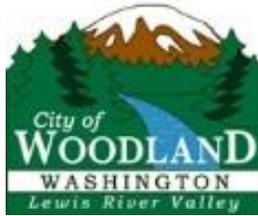
It is very simple. Here are the 3 steps taken by customers:

1. Customer receives email notification or accesses account via the City website at www.ci.woodland.wa.us by clicking on the "Pay/View Your Bill Online" button.



2. Customer can locate and view invoice and then can either enter payment information for a One -Time Payment or register to schedule a payment.
3. Customer receives an email confirmation with their payment amount and payment process date.

**See following directions on accessing "how the system works" pages.*



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Directions to View and/or Pay Bill:



Already Registered?

Please Sign In to your Account

To use this feature, you must have already registered for Utility.
If you have more than one account, each account requires initial registration.

Sign In



Not Registered? Please locate your Account

TO VIEW AND PAY YOUR UTILITY BILL:

Please enter your Account Number and the Mailing Address in the fields below, click submit, and scroll down to view results. Your exact Account Number is **REQUIRED** to locate your bill.

Search Tips:

For best search results, please enter the **EXACT** account number as it appears on your bill.

Account Number

(Must be an exact match.)



Enter exact Account #

REQUIRED

Mailing Address

(This field supports partial matches)



PO Box Enter House # or P.O Box # where the bill is sent.

REQUIRED

Click Submit



submit ✓

ADD TO SHOPPING CART

REGISTER SELECTED INVOICES

<input type="checkbox"/>	Bill #	Account #	Owner	Due Date	Bill Total	Balance Due	View
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No records to display.

ADD TO SHOPPING CART

REGISTER SELECTED INVOICES

Powered By InvoiceCloud

Privacy Policy

Trustwave Trusted Commerce

128bit SSL Secure Site



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Directions to pay or view paperless bill:

Not Registered? Please locate your Account

TO VIEW AND PAY YOUR UTILITY BILL:

Please enter your Account Number and the Mailing Address in the fields below, click submit, and scroll down to view results. Your exact Account Number is **REQUIRED** to locate your bill.

Search Tips:

For best search results, please enter the **EXACT** account number as it appears on your bill.

Account Number
(Must be an exact match)



System will show results here

REQUIRED

Mailing Address
(This field supports partial matches)



System will show results here

REQUIRED

Submit ✓

Select bill to pay/view

<input type="checkbox"/>	Bill #	Account #	Owner	Due Date	Bill Total	Balance Due	View
<input type="checkbox"/>	1780			3/16/2015	\$459.81	\$459.81	<input type="button" value="View"/>

System will auto-fill results here

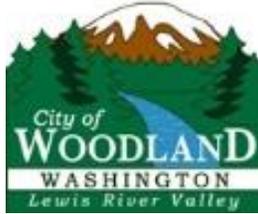
Click to view paperless bill

4. 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.

5. 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.



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6. 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.

7. Why should I register to pay a bill?

By registering, you have access to all of your invoices 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, schedule payments for specific dates, and sign up for Auto-Pay. You also avoid having to enter your payment information each time you pay a bill.

8. How do I find my account number to login?

Once you have registered, you will need only your email address and password to login. To login the first time you use the system, you will need your account number from your bill. The "Not Registered, Locate your Account" screen gives instructions regarding the required information. If you cannot find your bill and need assistance, please contact the Utility Clerk at 360-225-8281 x116 or utilityclerk@ci.woodland.wa.us

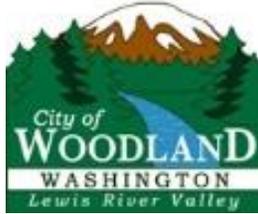
9. I forgot my Password, how do I find it?

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 City, and after verifying your identity, the City can provide you with the information.

10. What forms of payment can I use? **Convenience fees may apply.*

Your bill can be paid in any of the following ways:

- You can pay by credit or debit card (Visa, Mastercard, Discover) through the payment portal at the city website.
- You may issue an electronic check from your bank account (checking or savings) through the online payment portal at the city website.
- Email notification based payment - click the "View Invoice or Pay Now" button in your email
- Web based online payment - login to online bill pay via the City website



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- Paper Check - by mail
- In person payments at City Hall including credit card processing Kiosk in main lobby, cash or check.
- Direct debit – enrollment required. Recurring direct debit from your bank account. If you wish to choose this option, it is separate from the online option. Contact our office for detailed information and how to sign up for this -0- fee option.

11. 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. The service vendor (Invoice Cloud) retains these fees for their costs to process the payments.

12. Which bills can I pay online?

You can pay utility bills, business licenses, facility rentals and special events. Other types will be added in the future.

13. What are the costs for paying online?

There are no sign-up costs or subscription fees. There is a non-refundable convenience fee for online payment transactions.

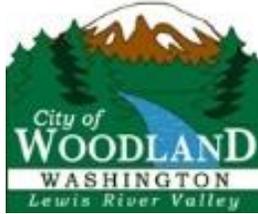
- ACH transfer (electronic check) from your checking or savings account is \$0.95 per transaction.
- Utility payments flat-rate fee is \$4.95 per transaction with a maximum payment of \$450.00 per transaction. (More than 1 transaction can be scheduled for payments greater than \$450.00 or use an electronic check.)
- Business licenses, facility rentals and/or special events fee is 2.95% per transaction.

14. How long does it take credit card transactions to process if I pay online?

Credit card transactions typically take 48 hours to settle. An authorization is issued immediately; however, it takes 48 hours for the money to be moved.

15. How long does it take for an EFT (electronic funds transfer) transaction to process if I pay online?

EFT transactions typically take 48-72 hours to settle.



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16. When can I pay?

You can make payment or review your account 24 hours a day, 7 days a week. It is always a good idea to pay or schedule a payment at least a few days before the due date to allow for processing time.

17. Can I tell if my payment has been posted?

Yes, simply login to your account and select "View paid or closed invoices". If you are a registered customer, you will receive an email notification.

18. How long will my payment history be maintained?

24 months is the standard retention period.

19. What is Auto-Pay?

If you elect to opt-in to Auto-Pay, it means that your bills will be paid automatically on their due dates using your default credit card or bank account. This will avoid any late fees and free you from having to remember when to pay.

20. Can I cancel Auto-Pay?

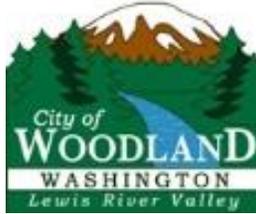
Yes, simply go into your profile and uncheck the auto-pay box that you had previously checked when you elected to opt into Auto-Pay.

22. When I sign up to "Go Paperless," will I still receive a paper bill in the mail?

No, you will receive an email notification each time a new bill is ready for you to view and pay. Email notifications go to the email address used when you registered, a second email address may be added if you wish to send notifications to an additional or backup email address.

22. Can I start receiving paper bills again?

Yes, simply go into your profile and under Paperless Options, select "No, I don't want to go paperless." Be sure to update/save the change.



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23. Who do I contact with questions about a bill?

If you are unable to find the information you need in your online payment history or open invoices, please call City Hall at 360-225-8281 or utilityclerk@ci.woodland.wa.us

24. If I have additional questions or I am having trouble registering, who should I call?

A representative at City Hall can answer most questions, but if the website is down or inoperable, please call Invoice Cloud customer service at 1 (781) 848-3733.

25. Is my information secure?

Invoice Cloud uses the highest standards in Internet security. Account information displayed within the customer and biller portals is truncated to protect confidential data. Any information retained is not shared with third parties.

26. Are my credit card and checking account information safe when I pay online?

Absolutely. Invoice Cloud will safely store all of your financial information using Payment Card Industry (PCI) Compliant systems. This includes truncating (abbreviating) account numbers so that even the City does not see your complete account information.

27. Who has access to my account?

You and the City's authorized staff. No one will have access to your financial information as all check routing numbers and credit card numbers are truncated, so you will never have to worry about security. As a security precaution, we don't even show your full financial information back to you.

Thank you for your interest in our online payment and paperless bill system. If you have any additional comments or questions, please contact Mari Ripp, Clerk-Treasurer at 360-225-8281 x 114 or rppm@ci.woodland.wa.us