

INVOICECLOUD FREQUENTLY ASKED QUESTIONS:

THE CITY OF MONTEREY PARK WILL GO LIVE WITH INVOICECLOUD ON AUGUST 21, 2024.

Why is the city changing the online payment system?

The City of Monterey Park strives to provide the best service it can to make the online payment process as simple and convenient as possible. By transitioning to InvoiceCloud, customers will have new and enhanced features as well as a more intuitive and easier to use online portal.

What is the new website address where I can register my account and pay my water bill?

The website is <https://invoicecloud.com/CityofMontereyParkCA>. Please note that payments may not be posted to your account for up to 2-3 business days.

Will my payment information with Paymentus automatically be migrated to the new online payment system?

No. To provide the highest level of security to safeguard your payment information, the City opted not to migrate any current automatic payment processing information. To maintain security, and to have your automatic payments processed by InvoiceCloud, including access to enhanced account features, you will need to re-enroll in automatic/recurring payment services in the new payment portal.

*****Automatic payments via **EasyPay** (the form you completed and returned to us) will continue working as they currently do.

Can I set up automatic payments through my checking account?

Yes, you can setup automatic payments yourself by login into the Invoicecloud portal or by completing Easy pay form and returning it to us with a voided check; we will set it up for you. Click here to access the form and instructions [Easy Pay](#).

How can I pay my water bill? Can I still send in a paper check?

Yes, you can still send a paper check if you prefer.

The city offers several convenient ways to pay your water bill:

- AutoPay: Automatic payment on a scheduled date or on the due date
- By mail: Lockbox – Dept. LA 24933, Pasadena, CA 91185-4933
- In person: City Hall – 320 W. Newmark Ave, Monterey Park CA 91754
- Drop box: Located on the West side entrance of City Hall
- Online Bank Direct - Bill Pay through your local bank

- Interactive Voice Response (IVR) payment: 24/7 with our automated phone service Call (844) 459-1777

Fee Schedule:

Payment Method	Fee
Credit/Debit Card	2.65% (\$2 minimum fee)
ACH/EFT/Electronic Check	FREE
IVR (Interactive Voice Response) <i>Automatic phone payments can be made by calling (844) 459-1777. Please have your complete 10-digit water account number ready. *This fee is in <u>addition</u> to the applicable fee based on payment method above (Card, or ACH/EFT).</i>	\$0.50 surcharge

AUTOPAY setup with ACH is FREE, but AUTOPAY setup with a credit or debit card does incur the regular 2.65% (or \$2 minimum) Credit/Debit Card fee as listed above.

Payment Modes

What forms of payment can I use?



What is a payment processing fee? How much will I be charged?

The City of Monterey Park will not assess any fees for ACH payments or electronic check payments. However, use of a **debit card or credit card** will incur a processing fee. The processing fee will be assessed by InvoiceCloud for processing these transactions. Customers will be assessed a processing fee of 2.65% or a minimum of \$2.00 per transaction when using a **debit card or credit card**. **IVR payments** will be charged the processing fee plus an additional \$0.50 fee.

Please note that there will be a \$25 service charge on all returned payments for any reason and regardless of payment source. This includes, but is not limited to, incorrectly entering your account number.

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

Receiving your bills electronically is more convenient, saves time and allows you to receive bills anywhere at any time. Plus, it helps the environment.

What are some of the benefits of paying a bill online?

Paying your bills online with a credit/debit card or electronic check gives you the flexibility to pay how and when you want. It saves you the trouble from writing and mailing a check or driving to our office. In addition, for a faster payment experience, you may choose to store your payment information for future use.

What if I can't locate my bill?

If your bill is not showing online, please double check that the correct information was entered in the search criteria. Customer Service Representatives are available during business hours to assist – Please call us at (626) 307-1342, Monday- Thursday between 7:30am and 6pm.

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

Yes, a valid email address is required so the payment confirmation can be delivered to your email inbox.

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

To pay by electronic check, you will look beneath Under "How would you like to pay" click on the drop-down box and choose EFT Check.

Do I need my account number to log in?

You must first register your account, at which point you will need your account number. You can find your account number on your billing statement, or you can contact our Customer Service at the number listed above. Once you have registered, you will only need your email address and password to log in.

Do I need to register to pay a bill?

No, registration is not required for ONE TIME PAYMENTS. However, by registering you'll be able to view prior history, set up automatic payments and store payment information, if desired.

I forgot my Password; how do I access my account?

If you have forgotten your password, please 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 our Customer Service staff for assistance.

How will I know that my payment has been accepted?

After you submit your payment, you will see a payment confirmation screen. It will contain your payment confirmation message. It will show an approved number for credit cards or a processed number for electronic check. You will also receive a confirmation email after your transaction is submitted. The email will include your account number, invoice number, amount paid and confirmation message.

Can I use more than one payment method per transaction?

Yes, you may use one payment method for part of the transaction and another payment method for other parts of the transaction.

How long does it take for online payments to process?

Credit card transactions are authorized immediately and typically take 48 hours to settle. ACH transactions typically take 48 – 72 hours to settle.

Can I tell if my payment has been posted?

Yes, you may verify if your payment has been posted by simply logging into your account and selecting “View paid or closed invoices”.

If payments are made at City Hall with a Customer Service Representative, will they show up on InvoiceCloud?

Payments taken by a Customer Service Representative in person will not show up immediately in Invoice Cloud as a payment on your account. The balance due on the account will reflect on the next business day.

Will I be able to print a copy of my bill?

Yes, each invoice is presented in PDF and HTML format and can be printed. Electronic storage is recommended because it saves paper and has a beneficial impact on our environment.

How do I change my account information?

You can update/change your account information by simply logging into your account and selecting the My Profile tab. If you are unable to change some of your information, you may need to call us to change it for you at (626) 307-1342.

What is AutoPay?

AutoPay is a convenient option in which bills will be paid automatically each billing cycle 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. Login to your account and click on AutoPay to enroll. A fee applies for any credit/debit card payment. NOTE: There is no fee for establishing MONTHLY REOCCURRING AutoPay with a checking or savings account.

Can I cancel AutoPay?

Yes, you can cancel autopay by simply logging into your account and clicking on AutoPay. Next select Edit, change the status to “No, I do not want AutoPay” and save. To modify, go into your profile and uncheck the AutoPay box that you had previously checked when you elected to opt in.

I’m signed up for AutoPay but do not see anything showing under “Upcoming Scheduled Payments.”

The AutoPay date will not appear on the home page under Upcoming Scheduled Payments. AutoPay will show on the Scheduled Payments page.

What are scheduled payments?

Scheduled payments are individual payments that the customer schedules for a specific date prior to the bill due date. The date of a scheduled payment can be changed if it is adjusted before the date scheduled.

What is the difference between AutoPay and a scheduled payment?

AutoPay is an automated process which pays your balance in full each billing cycle on the due date. Scheduled payments are manually entered by you for the date you choose.

Do I have to sign up for paperless to register in InvoiceCloud?

No, you do not have to go paperless to register your account in InvoiceCloud. We do encourage that you do as going green brings benefits such as: Convenience, flexibility, security and above all environmental benefits. Going paperless saves times and money by eliminating the need for paper printing and mailing of invoices and payments.

If I sign up to Go Paperless, how will I receive my bills?

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 courtesy email address may be added if you wish to send notifications to an additional email address.

Can I start receiving paper bills again?

Yes, to begin receiving paper bills again, simply log in and click on Paperless. Then, select "No" and save your changes.

What is Pay by Text?

Pay by Text is a convenient way to pay your bill by text message. When signed up for Pay by Text, bill notifications will be sent by text message, in addition to email notifications. You will then have the option to pay via text message with your default payment method by simply replying. You may enroll in Pay by Text when making an online payment or by accessing your account and selecting the Pay by Text option. A confirmation will be sent to complete your enrollment. **Note:** you will need to have a default payment method registered to use this feature.

What is Account Linking?

Account Linking means that you can link multiple accounts and view and pay all your open bills with a single transaction. When registering bills under the same email address, you are given the option to link the related accounts within the service. Payment receipts are sent individually. Editing account

information such as changing an email or password will go across all linked accounts, however, changing settings such as AutoPay or paperless is only for the accessed account.

How do I make a one-time payment?

All online payments can be made by going to the payment portal.

If I register for AutoPay with InvoiceCloud, how soon will my payments start processing?

AutoPay will process automatically on your bill's due date.

How do I pay my bill online with InvoiceCloud?

1. Access the InvoiceCloud payment portal.
2. Locate and view your utility bill and either enter payment for a One-Time Payment or register an account to enroll in AutoPay or a scheduled payment.
3. You will receive an email confirmation with your payment amount and payment process date.

Can I pick my own payment date each month?

Yes, if you choose the monthly recurring payment option. If you have AutoPay, your payment will only draft on your bill's due date.

Who do I contact with questions about my utility bill?

If you need assistance navigating the new system or have questions about your utility bill, please call Customer Service at (626) 307-1342.