



## CITY OF MONTEREY PARK - INVOICECLOUD IS HERE!

The City of Monterey Park is excited to announce that starting Wednesday, August 21, 2024, the City's new online payment system, InvoiceCloud, will be available for registration and to make one-time online payments.

To maintain the confidentiality and safety of payment information, the City of Monterey Park will not migrate any current automatic payment information on file.

Therefore, customers who were set up for recurring scheduled payments through the City's current online system (Paymentus) will need to re-enroll in the new InvoiceCloud payment portal to have automatic payments processed by InvoiceCloud and to access your new enhanced account features.

***Existing ACH AutoPay customers (who signed up by filling out the City's EZ-Pay form) should not experience any disruption in their scheduled payments.***

The following payment methods will be accepted in the new online InvoiceCloud payment portal:

- Bank/Debit Card
- Credit Cards
  - Discover
  - American Express
  - Visa
  - Mastercard
- Checking account E-Check, ACH, EFT – Free of charge

Effective August 21, 2024, a 2.65% or \$2 minimum credit card processing convenience fee will be assessed on all debit and credit card transactions.

The City of Monterey Park will continue to offer free and convenient methods of payment through E-check, ACH and EFT.

Residents are still welcome to make payments over the counter at city hall Monday through Thursday from 7:30 a.m. to 6 p.m.; via regular US mail; or via the drop box located at the city hall west side entrance.

For more information, please contact the Finance Department at 626-307-1342, [utilitypayments@montereypark.ca.gov](mailto:utilitypayments@montereypark.ca.gov), on the web at [www.montereypark.ca.gov/utilitybilling](http://www.montereypark.ca.gov/utilitybilling), or in person at Monterey Park City Hall, 320 W. Newmark Ave., Monterey Park CA 91754.

**For any questions, please contact us:**

**Phone: (626) 307-1342**

**Email: [utilitypayments@montereypark.ca.gov](mailto:utilitypayments@montereypark.ca.gov)**

**Website: <https://www.montereypark.ca.gov/UtilityBilling>**

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