

Douglasville-Douglas County Water and Sewer Authority Online Payment - FAQs

Below are commonly asked questions about the Authority's online payment system and about our partnering with Invoice Cloud, Inc. to process the payments. Please click on the category you are seeking to see more detailed information.

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Online Payments – General Questions

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- What are some of the benefits of receiving my bill electronically?
- What are the benefits of paying a bill online?
- What is Invoice Cloud?

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 statement if needed.

What are the benefits of paying a bill online?

Paying online with a credit or debit 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 your information will be stored for future use – but only if you choose to store it.

What is Invoice Cloud?

Invoice Cloud is a web-based, electronic invoice (or statement) 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 at their convenience, while helping the environment and possibly reducing clutter in their home or workspace.

Using the Online Payments System – Common Questions

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- Why should I register to pay a bill?
- Will I receive a confirmation email that my bill has been paid?

I forgot my password. How do I find it?

If you have forgotten your password, 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 office, and we will be glad to assist you (770-949-7617).

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

Yes, many customers use a Mac.

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 statements in your account.

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.

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.

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 from your billing statement. The “locate your bill” screen gives instructions regarding the required information.

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 be paid, simply click on the “View Invoice or Pay Now” button. You will be directed to the “Pay and/or View Bills Online” site. Once there, you will be given the opportunity to enroll 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 our website and click on the “To Pay Online” button. You will then be directed to the “Pay and/or View Bills Online” site. 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 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 website by clicking on the “To Pay Online” button.
2. Customer locates and views the statement 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.

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. It must be entered exactly as indicated on the printed bill.

What Browsers are supported?

Windows Explorer 10

Chrome v53+

Apple Safari 4+

Firefox v38+

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.

Why should I register to pay a bill?

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

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

Yes, you will receive a confirmation email.

Online Payments – Questions about Payments

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- What information do I need to make a payment?
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- What is a service or convenience fee?
- When can I pay?
- Why am I being charged a late fee?
- Will I be able to print a copy of my bill?
- Will I have online access to my account?
- Can I pay by phone?

Can I still send in a paper check?

Yes, your bill can still be paid with a paper check and the other ways listed below:

- Paper check – sent by U.S. Postal Service along with the stub from your billing statement.
- Web based online payment – login to online bill pay from our website
- Email notification based payment – click the “View statement or Pay Now” button in your email message.
- Phone payments – call our automated phone line at 1+855-282-8110 to make the payment over the phone (Visa, MasterCard or Discover cards accepted).

Can I tell if my payment has been posted?

Yes, simply log into your account and select “View paid or closed statements”. If you are a registered customer, you will receive an email notification.

Can I use a credit card to pay my bill(s)?

Yes, you can. There is a service fee of \$2.50 assessed when using credit or debit cards. This fee will be displayed during the payment process prior to submitting the payment.

Can I use a debit card to pay my bill(s)?

Yes, although technically your debit card will be processed like a credit card, and you will not be asked to enter a pin number. The service fee (\$2.50) is the same as with credit cards. This fee will be displayed during the payment process prior to submitting the payment.

Can I use more than one payment method per transaction?

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

Do I need to notify my bank or change bank accounts?

No, your current bank account (checking or savings) will work fine. So many payments are made electronically now that banks are already prepared for online payments. However, if you have arranged through your bank to automatically pay your bill, you need to contact your bank and discontinue the automated payment, otherwise you may pay your bill twice.

How do I change my account information?

Simply log into your account and change any of your personal information under the “My Profile” tab. If you are unable to change some of your information, you may need to call our office and have us change it for you (770-949-7617).

How long does it take for a credit card transaction 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.

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.

How long will my payment history be maintained?

18 months is the standard retention period.

How should I enter my credit card information?

The information you enter on the payment screen must be exactly the same as it appears on your credit card. The information that is collected will be used to authorize your payment.

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 an electronic check. You will also receive a confirmation email after your transaction is submitted. The email will include your account number, amount paid and confirmation message. If your electronic check does not pass through the bank, you will receive an email informing you of the rejected payment. You will need to call our office in order to make a payment (770-949-7617).

What are the costs for paying by “e-Check”?

There are no sign-up costs or subscription fees. A non-refundable service fee of \$2.50 per transaction will be assessed when using an ACH transfer (electronic check) from your checking or savings account.

There are fees imposed for returned payments due to non-sufficient funds, and you may not be allowed to make payments utilizing e-Check for 12 months.

What forms of payments can I use?

You can pay by credit or debit card or make an electronic check payment from your bank account (checking or savings). The acceptable cards are Visa, MasterCard and Discover. Of course you may always pay with cash, check or money order as well as utilizing the cards.

What information do I need to make a payment?

If you are registered, the only information you need to have available to complete a payment transaction is your email address and password. If you make a one-Time Payment, then you will need your bank account number or credit card information along with your account number from your statement.

What is a partial payment?

A partial payment occurs when only part of a balance is paid. There are certain criteria that will be considered with partial payments. For habitually delinquent accounts, it may not be allowed. You may need to contact our office for more information (770-949-7617).

What is a service or convenience fee?

A non-refundable fee that is added for each online transaction (debit/credit card or e-check) to cover various administrative costs associated with billing and accepting payments.

When can I pay?

You can make a payment or review your account 24 hours a day, 7 days a week online. 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.

Why am I being charged a late fee?

A late fee of 15% is assessed on current charges that are paid after the due date.

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

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

Will I have online access to my account?

Yes, you will have 24/7 access to your account to review your statement and payments, payment history and customer service requests.

Can I pay by phone?

Yes, our automated pay by phone option is available 24/7 by calling 855-282-8110.

Online Payments – Advanced Features

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- What is Auto-Pay
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- When I sign up to “Go Paperless,” will I still receive a paper bill in the mail?
- How do I register for text notifications or to Pay by Text?
- Can I receive text notifications when a payment is due?
- Can I stop receiving text notifications?

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.

Can I schedule payments?

Yes. You can set up a future payment at any time prior to the bill due date.

Can I change a scheduled payment?

Yes, as long as it is changed before the date it was scheduled to be paid.

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.

How much does paying online help the environment?

Paying online is only half of the benefit; by going paperless and not receiving paper statements, you can increase the effect you can have on the environment. There are several ways reducing paper consumption helps the environment, including saving trees and using less gas. According to the PayItGreen Alliance, if one in five households were to switch to electronic payments,

statement and bills, we could collectively save 1.8 million trees each year and avoid using 103 million gallons of gasoline to mail bills, statements and payments. If you would like to be part of that one in five, just sign up to “go paperless” in your account under “My Profile, Paperless Options”.

I received an email stating “Thank you for going paperless”, but I DID NOT sign up for paperless!

The paperless box is generally defaulted to in order to enroll you in the paperless billing because it helps the environment.

- Option 1: Click on the “Complete paperless process” link within email to complete enrollment. If you don’t do that, the paperless option will not be active and will drop off the system within a few days.
- Option 2: You can log into your account and cancel paperless registration.
- Choose: >My Profile>paperless option>cancel paperless registration.

I signed up for Auto-Pay, but do not see any information under “My scheduled payments”.

The Auto-Pay date will not appear under scheduled payments. Auto-Pay will be debited from the customer’s account on the due date.

What are scheduled payments?

Scheduled payments are scheduled individually by you for each bill on your specified date.

What if I already have auto-pay or a scheduled payment set up with my bank?

You will need to contact your bank and cancel your automated or scheduled payment before the payment is due (typically payments are made a couple days in advance of the due date, so don’t wait until the last minute.)

What is Auto-Pay?

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

What is the difference between auto-pay and a scheduled payment?

Auto-Pay is an automated process which pays your balance in full each billing cycle at 2:00 a.m. on the due date. Scheduled payments are manually entered by you for the date you choose for each bill that you choose.

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 back-up email address.

How do I register for text notifications or to Pay by Text?

There are two ways to sign up:

1. Update Account Info (Registered Users)

Once logged in, click on the My Profile menu item and then the Update Account Info link. Next to the *How would you like to receive Invoice Notifications* option, select Email and Text from the dropdown. Enter your mobile phone number and click on the Update button. A text message will be sent to your phone and you will be asked to reply with an "OK" to confirm registration.

2. One-time Payment

When making a one-time payment, the review screen will include an option to sign up For SMS TEXT notifications. Enter your mobile phone number and check the box labeled *Send me TEXT messages for future invoices*. A text message will be sent to your phone and you will be asked to reply with an "OK" to confirm registration.

Can I receive text notifications when a payment is due?

Yes, you can sign up to receive text notifications about your bill, and you can even choose to make a payment by following the prompts, if a default payment method is saved.

Can I stop receiving text notifications?

Yes, if you no longer wish to receive text notifications about your bill, you can reply to the text with "STOP" and a message will display indicating that you are now unsubscribed. Another way to stop receiving text notifications is to log into your account, click on the My Profile menu item and select Update Account Info option. Here you can change your selection in the dropdown from Email and Text to Email Only.

Online Payments – Getting Help

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- If I have additional questions, or I am having trouble registering, who should I call?
- What if this website is down or for some reason I am unable to use this site?
- Who do I contact with questions about a bill?

I accidentally deleted my current email notification. What should I do?

If you are registered, you can login via our website and view the bill there, or you can call our office (770-949-7617) and ask us to resend the email.

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

You may contact our office at 770-949-7617 or you may email us at customerservice@ddcwsa.com. If the website is down or inoperable, please call Invoice Cloud customer service at 877-256-8330.

What if this website is down or for some reason I am unable to use this site?

Please be aware that fees will not be waived if this website is inoperable for any reason or if data entry errors occur. If the website is inoperable, payments can be made by mail, by phone or at our office.

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 statements, please call our office at 770-949-7617.

Online Payments – Security Questions

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- Are my credit and debit card and checking account information safe when I pay online?
- Is my information secure?
- What is PCI Compliance and why is it so important?
- Who has access to my account?

Are my credit/debit 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 Authority does not see your complete account information.

Is my information secure?

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

What is PCI Compliance and why is it so important?

PCI stands for Payment Card Industry, and compliance with the industry standards is a requirement for those that accept the major credit cards and for software providers who have applications which involve the transmission and/or storage of credit card information. If breaches are found on systems that are not PCI compliant, the major credit card companies have the ability to levy significant fines on the offending parties.

Who has access to my account?

You and the Authority'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 never have to worry about security. As a security precaution, we don't even show your full financial information back to you.