

Lakes Region Sanitary District Online Statement Presentment and Payment FAQ's

General

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

It is convenient, saves time, reduces errors, allows you to receive statements anywhere at any time and helps the environment by saving trees. You can continue to receive a paper statement, 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 statement online?

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

Is there one account number for all of my statements?

No, an account number is assigned to each individual property.

If I pay different statements (i.e. multiple properties/customer numbers) do I need to register twice?

Yes, one time registration is required for property to access the resident portal. You need to register for each property to pay online. If you own two or more properties you will need to register for each one individually. Once the initial registration process has been completed for each of your accounts, viewing and paying future statements will be in place. However, if you register your accounts with the same email and password, you will get a list of accounts to choose from in your customer portal.

Can I put one of my properties on Auto-Pay, but keep another as a scheduled payment?

Yes, each bill type operates independently. When you sign up for Auto-Pay, you will be asked to select which property you want to put on Auto-Pay. The related statements will be paid on the day they are due.

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 District's website by clicking on the "View or Pay Your Bill" button.
- 2) Customer locates and views 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.

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, verify your entry for the search criteria. Your Customer Number must be entered exactly as indicated on printed bill and you must enter at least five (5) characters from the *Service Address* of the property.

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.

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When I try to pay my statement, 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 statement has been paid?

Yes, you will receive a confirmation email.

Do I need to register to pay a statement?

You need to register to receive electronic statements 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 statement?

By registering, you have access to all of your statements, regardless of property address, and all of the features of the payment portal. These features include the ability to view all current statements, see previous statements and payment dates, update your profile information, access the online customer service system, go paperless, 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 statement.

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 statement is ready to be paid, simply click on the "View Invoice or Pay Now" button. You will be directed to the District's Payment Portal. 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 District's website and click on the "Pay or View your Bill" button. You will then be directed to the District's Payment portal. Once there, you will need to locate your account and be given the opportunity to register or make an express 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 statement. 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 District, and after verifying your identity, the District can provide you with your customer number.

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 an express pay 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.

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Payment



You can pay by electronic check from your bank account (checking or savings) and credit/debit cards by MasterCard, Visa and Discover.

Can I still send in a paper check?

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

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

Web based online payment – login to online Payment Portal via the District's website

Paper check or money order – sent in, brought in the District's office, or dropped in the After Hours Drop Box.

Cash payment – please only bring cash to the payment window in the District's office, during office hours.

What is a convenience fee?

A non refundable fee added to cover various administrative costs associated with the third party processing your payment. This fee is never given to the District.

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 Lakes Region Sanitary District sewer user charges.

What are the costs for paying online?

There are no signup costs or subscription fees. The non refundable convenience fee when using an ACH transfer (electronic check) from your checking or savings account is \$1.95 per transaction.

The non refundable convenience fee when using credit cards is a flat rate fee that varies depending on the statement type you are paying. The convenience fee is automatically calculated based upon the type of credit card used and the dollar amount of the bill being paid and is shown on the payment page before you submit your payment for processing.

There are fees imposed by the District for returned payments, and will be in addition to any fees your bank may charge you.

May I pay my statement by credit card at the biller's office?

No, we are only permitted to accept credit card payments online via the Payment Portal.

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. This information 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 electronic check. You will also receive a confirmation email after your transaction is submitted. The email will include your account number, statement 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.

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Can I use more than one payment method per transaction?

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

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 E-Check (electronic funds transfer) transaction to process if I pay online?

E-Check transactions typically take 48 – 72 hours to settle.

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 and statements, we could collectively save 1.8 million trees each year and avoid using 103 million gallons of gasoline to mail statements, and payments. If you'd like to be part of that one in five, just sign up to "go paperless" in your account under my profile, paperless options.

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 statement, you need to contact your bank and discontinue the automated payment, otherwise you may pay your statement twice.

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 also need your bank account or credit card information and your account number.

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 few days before the due date to allow for processing time.

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

Yes, you can. There is a convenience fee when using credit cards which varies based upon the type of statement and payment amount. The exact convenience fee amount 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 convenience fee is the same as credit cards.

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.

Will I have online access to my account?

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

How long will my payment history be maintained?

18 months is the standard retention period.

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

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

How do I change my account information?

Please contact the District with any changes to account information.

What is Auto-Pay?

If you elect to opt in to Auto-Pay, it means that your statements 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.

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.

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 statement on your specified date.

Can I schedule payments?

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

Can I change a scheduled payment?

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

What is a partial payment?

A partial payment occurs when only part of an statement is paid. The District has elected to allow partial payments.

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

If the paperless option was inadvertently selected, there are 2 options to not be enrolled:

Option 1: Customer must click on the "Complete paperless process" link within email to complete enrollment. If they do not, the paperless option will not be active and will drop off system within a few days.

Option 2: Customer can log into their account and cancel the paperless registration.

Choose >My Profile>paperless option>cancel paperless registration

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 2am a couple of days prior to the due date; scheduled payments are manually entered by you for the date you choose for each statement you choose.

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).

Why am I being charged a late fee?

If you feel that this fee has been assessed in error or you would like more information about late fee charges, please contact The District office.

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Getting Help

Who do I contact with questions about a statement?

If you are unable to find the information you need in your online payment history or open statements, please call the District office at 847-973-8940.

I accidentally deleted my current email notification, what should I do?

If you are registered, you can login via the District's website and view the statement there.

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

Please be aware that interest and 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, or at the District's office.

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

The District office can answer most questions, but if the website is down or inoperable, please call Invoice Cloud customer service at 781-848-3733.

Security

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 Lakes Region Sanitary District and Invoice Cloud?

The District wanted to make paying statements easier for their customers, but didn't have the electronic presentment and payment systems required to display, safely process and store financial information. The District 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.

Is my information secure?

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

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 District does not see your complete account information.

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?

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.