

InvoiceCloud Service Fees – Frequently Asked Questions

1. What is InvoiceCloud?

InvoiceCloud is an online payment platform used by many California cities, counties, and utilities to allow residents to view and pay bills (e.g., water, property taxes, permits, fines) online, by phone, or via mobile wallet. It supports credit/debit cards, electronic checks (ACH/eCheck), and AutoPay options.

2. Are there fees for using InvoiceCloud?

Yes. InvoiceCloud may charge convenience or processing fees when you pay your bill online depending on the payment method you choose. These fees are passed through by the service *and are not charges from the city itself*.

3. What fees are commonly charged?

A. Credit/Debit Card and PayPal Payments

- 3.25%

B. Electronic Check (ACH/eCheck) Payments

- Fixed \$2.50

C. Phone Payments (IVR) → All payment methods

- Fixed \$0.95 + applicable fees for Payment Type A or B
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4. How are these service fees used?

Service fees help cover the cost of payment processing from credit card networks and financial institutions, as well as administrative costs associated with online bill presentment and payments. These fees are generally *not revenue for the city but passed through* via InvoiceCloud's system.

5. Can I avoid fees?

Yes—many residents avoid fees by choosing:

- Pay by mail or in person: Sending a check or paying at the office
 - Set up ACH AutoPay: Bills are paid automatically from your bank → *Bill Pay feature*
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6. Will I see the fee before I pay?

Yes. Before you submit the payment, the fee amount will be clearly shown on the payment screen. You can review the total charge (bill + service fee) before completing the transaction.

7. Are fees refundable?

No. Once a transaction is processed, any convenience or processing fee is usually non-refundable—even if you cancel the payment with your local agency. Fees paid to the processor are separate from your actual bill amount.

8. What payment options does InvoiceCloud support?

InvoiceCloud supports:

- Credit/Debit cards (Visa, Mastercard, AmEx, Discover)
 - Bank account payments (ACH/eCheck)
 - Digital wallets like Apple Pay, Google Pay, PayPal
 - Phone payments via an Interactive Voice Response (IVR) system
 - One-time payment without creating an account
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10. Who do I contact if I have questions?

Please, contact the Finance Department by phone at (559) 935 - 1533 or by email finance@coalinga.com about your bill or payments.