



## **E-BILL EXPRESS FREQUENTLY ASKED QUESTIONS**

**Q: Do I need any special hardware or software to sign up for this E-Bill Express payment service?**

**A:** No special hardware or software is required to use this service. You will only need Web access and your browser.

Please note that some older browsers use 40-bit encryption. For the highest level of security available, we suggest you use 128-bit encryption to access the site.

**Q: After enrolling in this presentment and payment service, when can I start paying my bills?**

**A:** After you complete and submit the enrollment form and respond to the activation email, we will start your service immediately. You can then access the service to pay a current bill or view past bills. You should begin receiving an E-Bill notification within a month or so, depending upon the billing cycle.

**Q: What if I forget my password?**

**A:** The initial screen provides the ability for you to have your password emailed the email address used when you enrolled.

**Q: How am I billed for this service?**

**A:** There is no cost for enrolling in and using this payment site. See the service Terms and Conditions for complete details.

**Q: How do I cancel this payment service?**

**A:** Cancel by logging in and clicking "Un-enroll," or you may contact our customer care department. Click the "Contact Us" hyperlink on the web page for contact information.

**Q: Where can I find my account number?**

**A:** You can find your account number on a recent paper bill.

**Q: What zip code should I use for verification?**

**A:** If your billing address zip code doesn't work, use the zip code of your business address in San Leandro.

**Q: If an account is in a name other than my own, can I still sign up for E-Bill payment service?**

**A:** Yes, but please be sure to use the correct account number as it appears on the monthly paper bill.

**Q: Will I receive a reminder that I have an E-Bill ready for viewing and paying?**

**A:** You will receive an e-mail notification reminding you that an E-Bill has been presented and is ready for payment.

**Q: How long does it take to receive a new E-Bill?**

**A:** Once you enroll your most recent bill is available immediately.

**Q: Will I still receive a paper copy of the bill through the U.S. mail?**

**A:** You will continue to receive paper copies of invoices unless you sign up for email invoice delivery through the City of San Leandro's Accounts Receivable department.

**Q: Can I store or view paid E-Bills?**

**A:** You can view paid E-Bills by looking at "Search and Pay my Bills." E-Bills will be available for a period of time, typically six to twelve months. You can always use your browser's print function to print the bill if you want to keep long-term records.

**Q: When is the money for the payment drawn from my bank account?**

**A:** The funds for the payment are debited from your account on the scheduled payment date. Keep in mind that you should always have funds available to cover the payment on that date.

**Q: How far in advance of the due date should I schedule my payments?**

**A:** We suggest you schedule your payment for at least 3 business days before the actual payment due date.

**Q: Can I make a payment greater than my regular monthly payment amount?**

**A:** Payment cannot be greater than the invoice amount.

**Q: The amount for an E-Bill seems incorrect. What should I do?**

**A:** If you have questions about an E-Bill, please contact the customer care department for additional information.

**Q: My E-Bill is late. What should I do?**

**A:** If your normal E-Bill billing cycle has passed and you still have not received your E-Bill, contact the customer care department for additional information. Depending on billing cycles, the exact day you receive your bill each month may vary.

**Q: How can I confirm that a payment has been made?**

**A:** After the payment date, check the status of the payment by looking in "Payment Status." If the status is "Paid," then the payment has been sent. You can also check to see if the funds have been drawn from your bank account, or you can call the customer care department to see if they received and credited the payment.

**Q: What do I do if the payment amount is incorrect?**

**A:** If the payment amount is incorrect please contact the customer care department.

**Q: What do I do if the payment date is incorrect?**

**A:** If the payment amount is incorrect please contact the customer care department.