Invoice Cloud Frequently Asked Questions

What is Invoice Cloud?
Invoice Cloud is a web-based, electronic billing and payment company that provides fast, safe, and convenient billing services. By automating billing and payment, customers can click and pay online while helping the environment by reducing the need for paper.

Why did Public Water Supply District No 1 choose Invoice Cloud?
PWSD No 1 wanted to make paying bills easier with an improved ability to display, safely process, and store financial information. In addition to ease of use, Invoice Cloud's security is among the strongest available. All data collected is double encrypted and stored in secure servers. The data is not sold or released for any purpose other than to complete transactions.

What are the benefits of paying a bill online?
Paying online saves you time and give you the flexibility to pay how and when you desire. Additionally, paperless billing eliminates paper printing and traditional delivery methods - reducing your environmental impact - and provides peace of mind that your bill is paid securely, in full, and on time.

How do I make a one-time payment?
All online payments can be made by going to the payment portal.

If I register for AutoPay with Invoice Cloud, how soon will my payment start processing?
AutoPay will process automatically on the 5th day of your next billing cycle.

How do I pay my bill with Invoice Cloud?
1. Access the Invoice Cloud payment portal.
2. Locate and view your utility bill and either enter payment for a One Time Payment, or register an account to enroll in AutoPay or a scheduled payment.
3. You will receive an email confirmation with your payment amount and payment process date.

Do I need to register an account to pay a bill?
No. Registration is not required for One-Time Payments. However, you do need to register an account to enroll in AutoPay and Paperless Billing, and to gain access to enhanced account features.

What forms of payment can I use through Invoice Cloud?
You can pay online with all major credit and debit cards, or you may issue an electronic check from your bank account (checking or savings).

If I don't have email can I still process an online payment?
To complete an online payment, 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 one for free from various providers.

Are there costs for paying online?
There is a 3.75% fee for credit card and debit card payments with a minimum of $2.00. There is a $1.50 fee for AutoPay or electronic check (e-check) payments.

How do I know my payment has been accepted?
After you submit your payment, you will see a payment confirmation screen. This screen contains your payment confirmation message, including 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, bill 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. If this occurs, your account will NOT be credited with that payment.

Can I use more than one method to pay my bill online?
Yes. You can make partial payment with one credit card/bank account, and then another payment with a different credit card/bank account.

What information do I need to make an online payment?
To make a One Time Payment, you will need your utility account number and your credit card or bank account information. If you register an account with Invoice Cloud, you can save payment methods for the future. You will always need your email address and password to login into your account.

When can I make online payments?
You can make online payments or review your account online 24 hours a day, 7 days a week.

How long is my payment history maintained?
You can view past bills on the Invoice Cloud site beginning with bills from June 2023. However, billing history prior to June 2023 is not available through Invoice Cloud. Customers can contact the office at 573-893-2848 or pwsdcole1@gmail.com to request copies of prior bills not available online.

Am I able to print a copy of my bill?
Yes. You can download a PDF of your bill to print.

Can I pick my own payment date each month?
Yes, if you choose recurring payment option or when making a one-time payment. If you have AutoPay your payment will only draft on the 5th day of each month.

What is the difference between AutoPay and scheduled payment?
AutoPay is an automated process which pays your balance in full each billing cycle on the 5th day of the month. Scheduled payments are manually entered by you for the date of your choosing.

Who has access to my Invoice Cloud account?
You, Invoice Cloud, and authorized Office Staff will have access to your Invoice Cloud account. However, financial information you enter into Invoice Cloud, such as credit card or debit card number, are partially hidden for your security.

What happens if I get locked out of my online account?
To prevent unauthorized access to customer accounts, an escalating lockout procedure is in place. This security feature is triggered by repeated failed logins. If you get a lockout message while attempting to login, please call the office at 573-893-2848.

Who do I contact with questions about my bill?
If you need help finding the information you need in your online payment history or open invoices, please call the office at 573-893-2848.