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 the Town of Round Hill choose Invoice Cloud?
The Town 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, money, and gives 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.

Will my automatic payment information with Paymentus be migrated to the new online payment system?
No. *To maintain security, and to have your automatic payments processed by Invoice Cloud, including access to enhanced account features, you will need to re-enroll in automatic payment services in the new payment portal.* If you do not re-enroll in automatic payments with Invoice Cloud, automatic payments via Paymentus will not continue working.

Do I have to cancel Paymentus to enroll in automatic payments with Invoice Cloud?
No. However, you will still need to enter your credit card/debit card/bank account information into your Invoice Cloud account.

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 payments start processing?
AutoPay will process automatically on your bill's due date.

How do I pay my bill online 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 are no sign-up costs, subscription fees, or transaction fees for our customers to pay online.

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, please call the **Billing Administrator at 540-338-4772, ext. 2.**

Can I use more than one method to pay my bill online?

Yes. You can make a partial payment with one credit card/bank account, and then another payment with a different credit card/bank account.

How long does it take for online payments to appear on my utility account?

Online payments can take up to two businesses days to process and show as "paid" in Invoice Cloud.

What information do I need to make an online payment?
To make a One Time Payment, you will need your last name or business name and 11-digit account number, include dashes (xxx-xxxxxxx-x), in addition to 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 April 2022. However, billing history prior to June 23, 2022 is not available through Invoice Cloud. Customers can contact Utility Billing at **540-338-4772, ext. 2** 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 the monthly recurring credit card payment option or when making a one-time payment. If you have AutoPay, your payment will only draft on your bill's due date.

What is the difference between AutoPay and a scheduled payment?
AutoPay is an automated process which pays your balance in full each billing cycle on the due date. 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 Utilities staff will have access to your Invoice Cloud account. However, financial information you enter into Invoice Cloud, such as credit or debit card number, are partially hidden for your security.

When does a lockout message occur?
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 **Billing Administrator at 540-338-4772, ext. 2.**

Who do I contact with questions about my utility bill?
If you need help finding the information you need in your online payment history or open invoices, please call the **Billing Administrator at 540-338-4772, ext. 2.**