

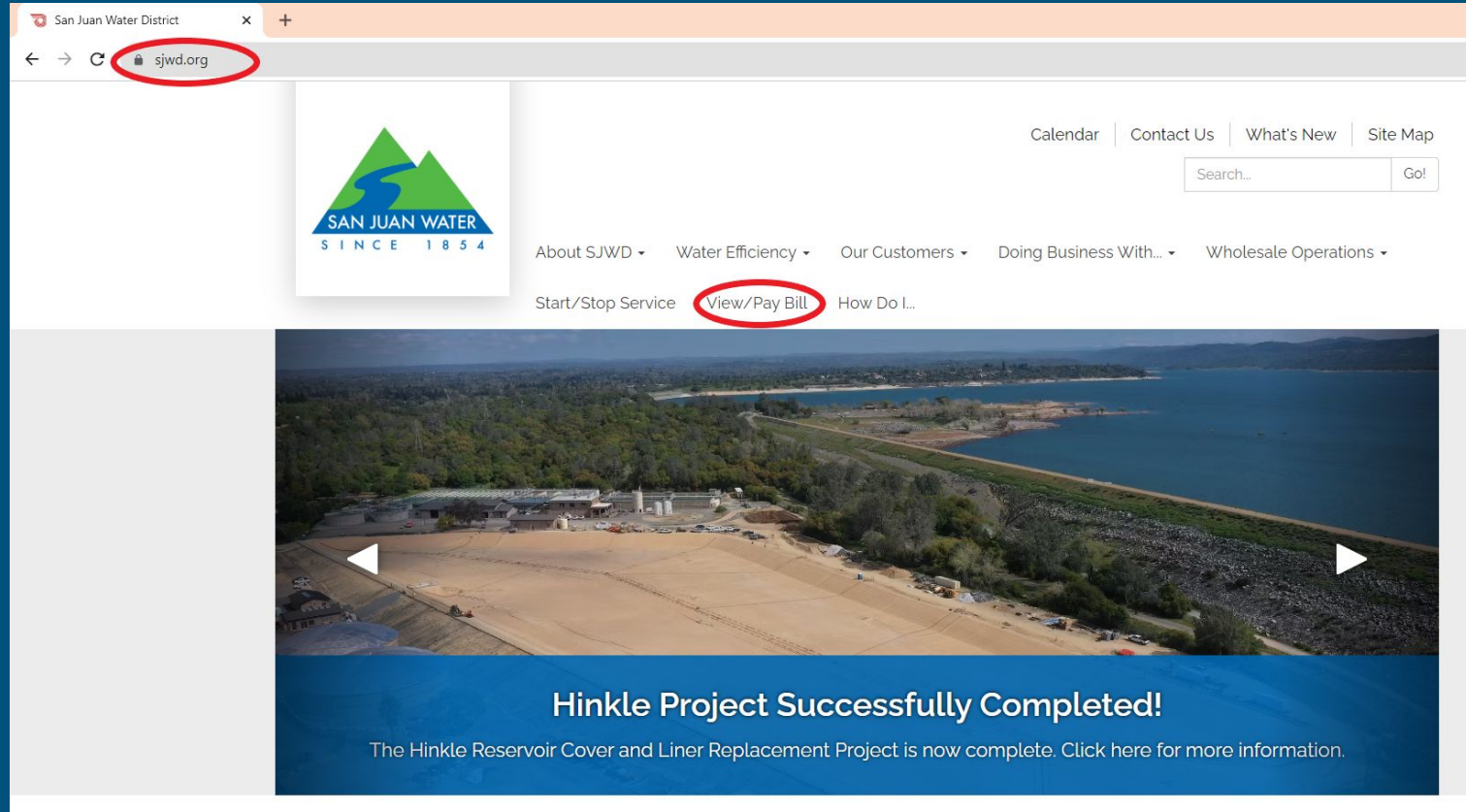


Account Registration and Auto-Pay Enrollment - InvoiceCloud



STEP ONE

Go to our
district
website
(sjwd.org)
and click
“View/Pay
Bill”



Click the link that says “Click here to make a payment, enroll in autopay, view bills, or sign up for paperless billing” to take you to our online payment website called **InvoiceCloud**

InvoiceCloud®



No registration is required for "One Time Pay," the fastest way to pay online and confirm payment.



Your information is kept confidential,
secure, and backed by the highest
security standards.



Paying online reduces paper use and is an easy way to help the environment.

Our new and improved payment Website is Live!

[Click Here to make a payment, enroll in autopay, view bills, or sign up for paperless billing](#)



SAN JUAN WATER DISTRICT
210 San Antonio
San Antonio, CA 92010-1100

RETURN SERVICE REQUESTED

AL CREDIT OF PAYMENTS

Service:	2200N DISE
Invoice Number:	123-4567 8000
Account Number:	123456789 0012300
Bill Date:	07/01/2010
Due Date:	07/01/2010

8000 Actual Fees: 2000 Credit: 8000 Actual: 8000

Water Usage: 10000 Gallons
Water Rate: 1.00 per Gallon
Total: 10000.00

BILL BALANCE

Previous Balance	Previous Due Date	Current Balance	Current Due Date	12/31/2010	01/31/2011	00000000	11/20/2010
111	04/30/2010	120	08/01/2010	01	15	00000000	11/20/2010

Due date is determined by usage rating.

AMOUNT DUE

Balance Forward	\$0.00
Base Charge for service period	210.00
Tax 1 (Construction)	10.00
TOTAL:	\$210.00

AUTO CREDIT - NO PAYMENT REQUIRED

IMPORTANT INFORMATION - PLEASE READ:

Information is being furnished to you for your information only. It is not intended to constitute an offer of insurance or any other financial product. It is not intended to be used in any way to determine the appropriateness of a particular financial product for you. It is not intended to be used in any way to determine the appropriateness of a particular financial product for you. It is not intended to be used in any way to determine the appropriateness of a particular financial product for you.

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8000 Actual Fees: 2000 Credit:

STEP THREE

You are now on InvoiceCloud. If you already created an account, **click “Sign In” and skip to page 9 (step seven).**

NOTE: Login information from our old payment website does not transfer over to InvoiceCloud

If you need to register for an account, click “Register Now”.

STEP FOUR

In order for the website to locate your account, you will need to enter your account number and house number, then click "Search Invoices". **You will not have to pay any invoices to register.**

TO NOTE:

- ★ Your account number includes dashes, you need to enter these dashes as well.
- ★ If you do not know your account number, call our office at 916-791-0115.
- ★ Your house number is JUST the number. Ex: 9935

[Return to previous page](#)

Please Locate Your Account

Utility


Search our files for your invoices using the fields below. Required fields are marked with a *.
[Need help finding your invoice?](#)

Account Number *

001-23456789-00

House Number *

9935

 Search Invoices

STEP FIVE

To register, select your most recent invoice using the check box on the left, then click “Create Online Account”. **Note- you will NOT have to pay the bill you selected.**

[Return to previous page](#)

Search Results

Please review your results below and select invoices to Pay. Click [here](#) if you would like to search again.

[Need help finding your invoice?](#)

TO REGISTER, PLEASE SELECT AN INVOICE AND CLICK "CREATE ONLINE ACCOUNT".

Select	Bill Number	Account Number	Owner	Due Date	Bill Total	Balance Due	
<input checked="" type="checkbox"/>	XXXXXXXXXX	XXXXXXX	XXXX	xx/xx/xxxx	\$xxx.xx	\$xxx.xx	View Invoice Related Invoices Remind Me

[+ Add Selected Invoices to Your Cart](#)

[Create Online Account](#)

STEP SIX

On this screen, you will need to enter your email address and create a password. You will use these to log into your account in the future. Once you complete those requirements, click “Complete Registration”

Note- A strong password includes upper and lower-case letters, number(s), and symbols such as “!”, “\$”, or “&”

[← Return to previous page](#)

Register

Please fill out this form to complete your registration. All required fields are marked with a *.
[Click here for information on linking accounts together.](#)

Account #: *

XXX-XXXXXXXX-XX

Email Address *

Email Address

Confirm Email Address *

Confirm Email Address

Create Password *

Create Password

Confirm Password *

Confirm Password

☐

I would like to sign up for Paperless

Registrant hereby acknowledges that he or she is the valid, authorized signatory for this account with full responsibility for decisions related to this account. [Click to view Terms and Conditions](#)

Complete Registration >


REGISTRATION COMPLETE

You just successfully registered for an online payment account on our new system, InvoiceCloud.

To establish auto-pay, continue to the **next step on page 10 (step eight)**.

STEP SEVEN

Enter your email address and password and click sign in to access your InvoiceCloud account. This would be the password created at the time of registration.

Contact Us

Sign In

Email Address *

Invoice Cloud Password *

[Sign In](#)

[Forgot your password?](#)



Register

If you are a first time user, you will need to create an account to be able to use extended features such as:

- Review Invoice History
- Review Payment History
- Schedule Automatic Payments
- Pay With Previously Saved Remittance Information

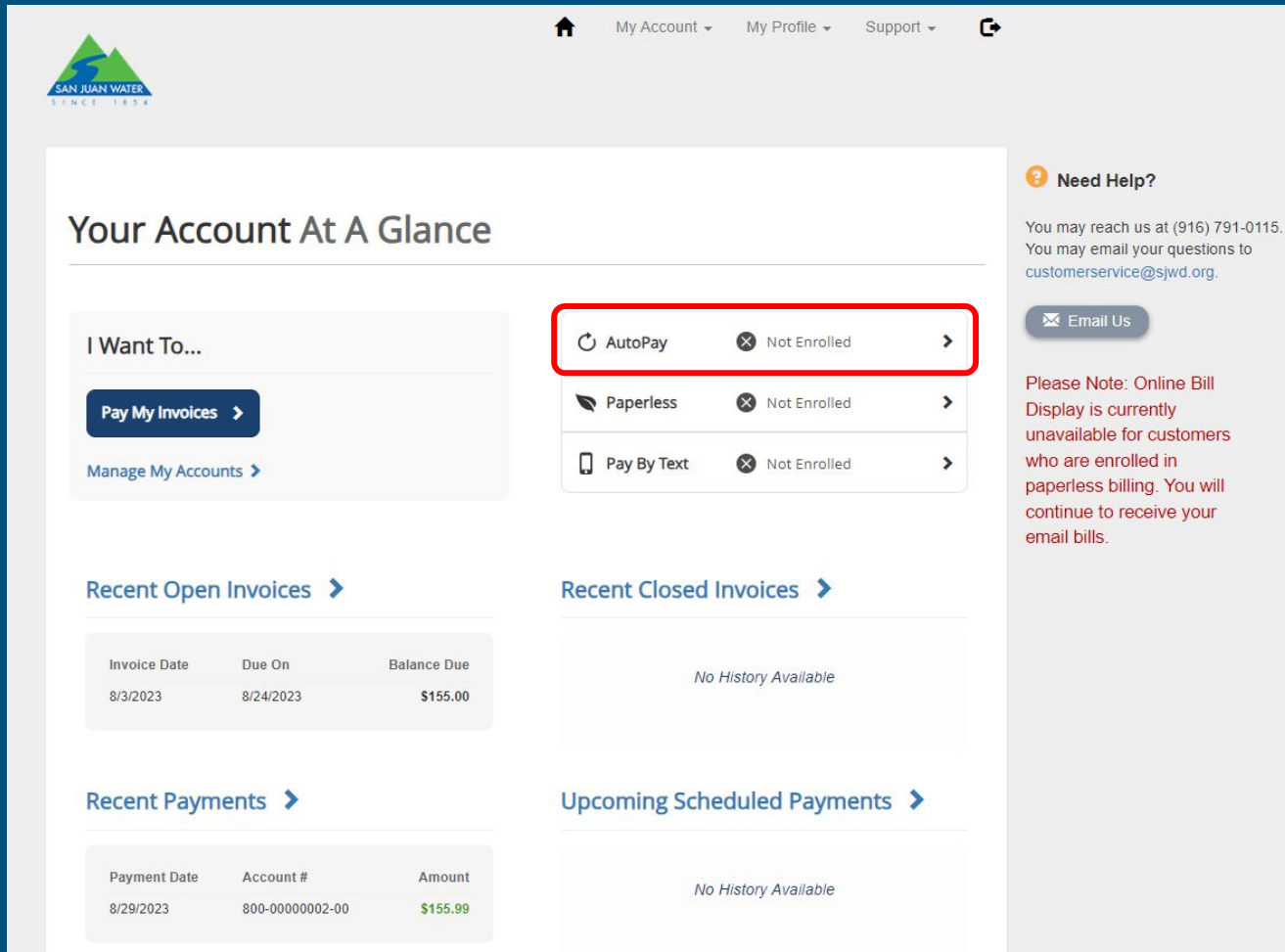
[Register Now](#)

You may reach us at (916) 791-0115 .
You may email your questions at customerservice@sjwd.org.

Powered By  | [Privacy Policy](#) |  [Trustwave](#) Secure Site

STEP EIGHT

Now that you are logged in, you will see this screen that says “Account at a Glance”. To enroll in auto-pay, click the button that says “AutoPay Not Enrolled”



SAN JUAN WATER
SINCE 1854

My Account ▾ My Profile ▾ Support ▾

Your Account At A Glance

I Want To...

[Pay My Invoices >](#)

[Manage My Accounts >](#)

AutoPay **Not Enrolled** >

Paperless **Not Enrolled** >

Pay By Text **Not Enrolled** >

Recent Open Invoices >

Invoice Date	Due On	Balance Due
8/3/2023	8/24/2023	\$155.00

Recent Payments >

Payment Date	Account #	Amount
8/29/2023	800-00000002-00	\$155.99

Recent Closed Invoices >

No History Available

Upcoming Scheduled Payments >

No History Available

Need Help?

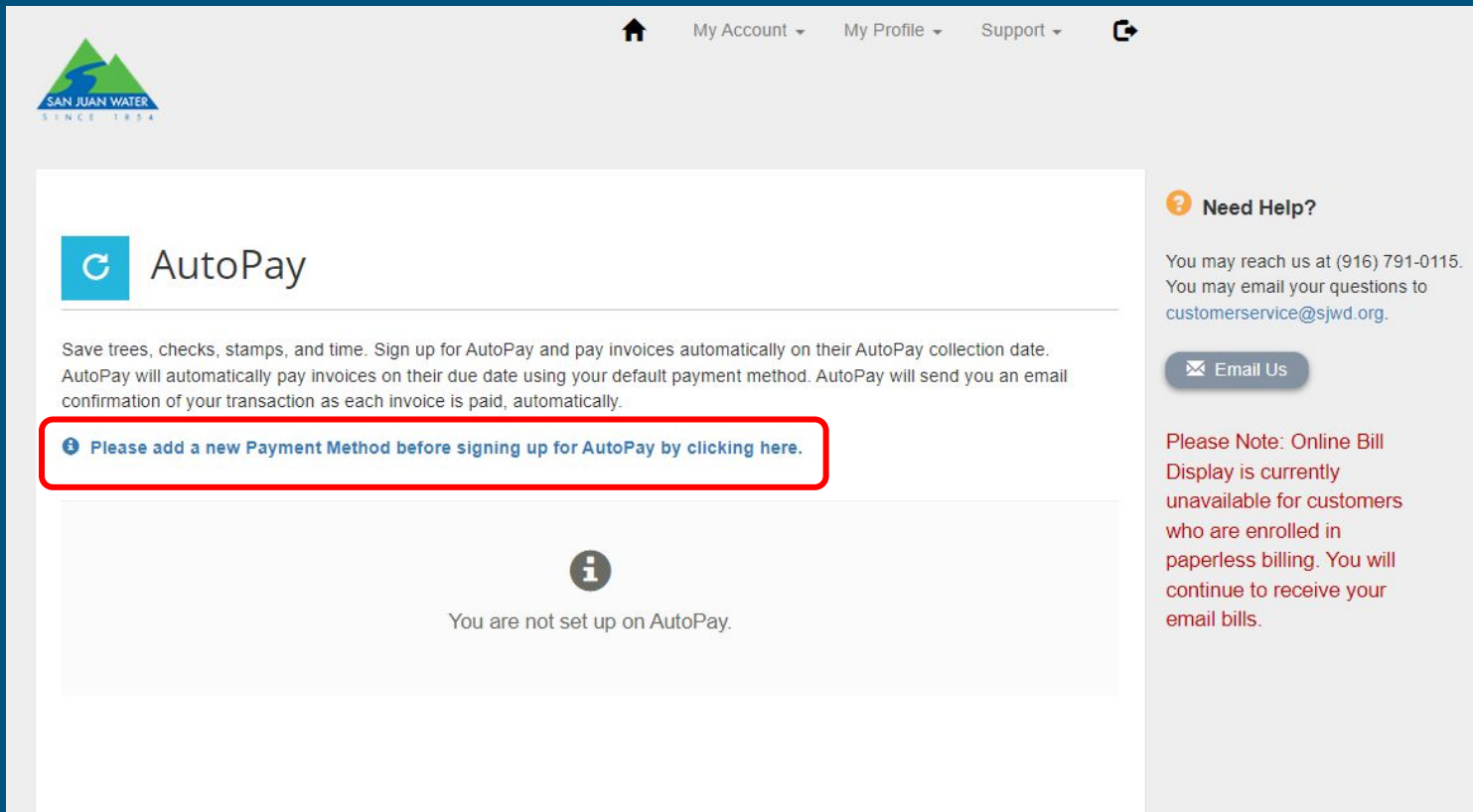
You may reach us at (916) 791-0115. You may email your questions to customerservice@sjwd.org.

[Email Us](#)

Please Note: Online Bill Display is currently unavailable for customers who are enrolled in paperless billing. You will continue to receive your email bills.

STEP NINE

On this screen, you will need to click the link that prompts for a payment method to be added.



The screenshot shows the San Juan Water website's AutoPay setup page. At the top, there is a navigation bar with a home icon, 'My Account', 'My Profile', 'Support', and a share icon. The San Juan Water logo is in the top left. The main content area has a header with the AutoPay logo and title. Below this, a paragraph explains the service. A red rectangular box highlights a message that says 'Please add a new Payment Method before signing up for AutoPay by clicking here.' Below the box is an information icon and the text 'You are not set up on AutoPay.' On the right side, there is a 'Need Help?' section with contact information and an 'Email Us' button. A 'Please Note' section at the bottom right states that online bill display is unavailable for customers with paperless billing.

San Juan Water
SINCE 1804

AutoPay

Save trees, checks, stamps, and time. Sign up for AutoPay and pay invoices automatically on their AutoPay collection date. AutoPay will automatically pay invoices on their due date using your default payment method. AutoPay will send you an email confirmation of your transaction as each invoice is paid, automatically.

Please add a new Payment Method before signing up for AutoPay by clicking here.

i
You are not set up on AutoPay.

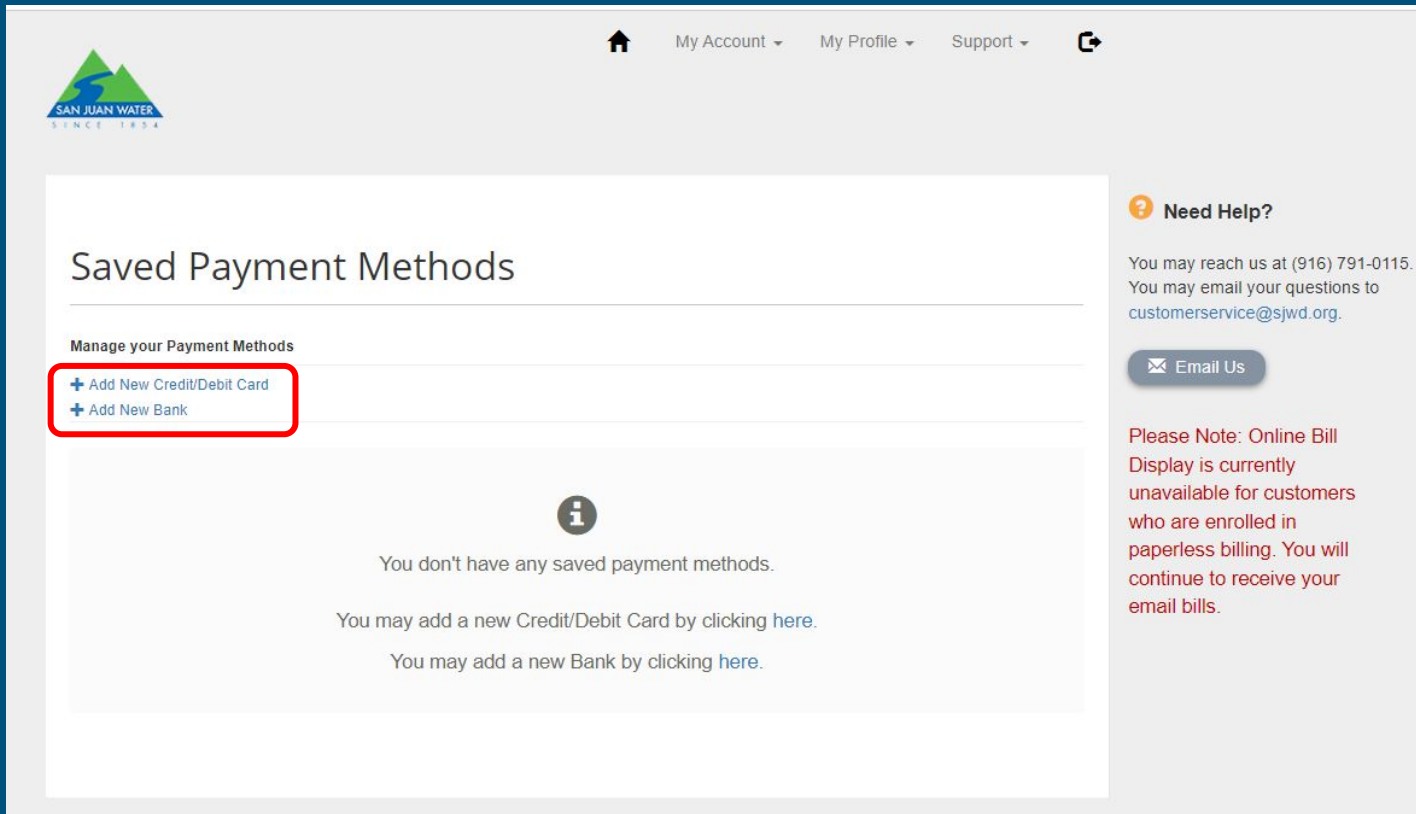
Need Help?
You may reach us at (916) 791-0115.
You may email your questions to customerservice@sjwd.org.


Email Us

Please Note: Online Bill Display is currently unavailable for customers who are enrolled in paperless billing. You will continue to receive your email bills.

STEP TEN

This screen is where you will add the payment method you want to use for auto-pay. If you want to use a card, click “add new credit/debit card”. If you want to use a bank account, click “add new bank”.




 **SAN JUAN WATER**
SINCE 1854

Home My Account My Profile Support

Saved Payment Methods

Manage your Payment Methods

- + Add New Credit/Debit Card
- + Add New Bank


 You don't have any saved payment methods.

You may add a new Credit/Debit Card by clicking [here](#).

You may add a new Bank by clicking [here](#).

Need Help?

You may reach us at (916) 791-0115.
You may email your questions to customerservice@sjwd.org.

 Email Us

Please Note: Online Bill Display is currently unavailable for customers who are enrolled in paperless billing. You will continue to receive your email bills.

STEP ELEVEN

If you are using a card for your payment method, the screen will look like this. Enter your card information and click the “Default” check box. Then click “Save Credit/Debit Card Information”

[← Return to previous page](#)

New Credit/Debit Card

Please fill out all fields below and click Save Credit/Debit Card Information to save your information. [Need more information?](#)



Credit/Debit Card Number

Expiration Date *

Billing Name *

Billing Address *

Country

Billing City *

State *

Zip *

Default



✓ Save Credit/Debit Card Information

STEP TWELVE

If you are using a bank account for your payment method, the screen will look like this. Enter your bank information and click the “Default” check box. Then click “Save Credit/Debit Card Information”

[Return to previous page](#)

New Bank

Please fill out all fields below and click Save Bank Information below. [Need help filling out this information?](#)

Bank Name *

Bank Routing/ Transit *

Bank Account Number *

Confirm Bank Account Number *

Account Type *

Billing Name *

Billing Address *

Country

Billing City *

State *

Zip *

Default





✓ Save Bank Information

STEP THIRTEEN

After you enter your payment method, your screen will look like this.



Next, click the button that says “here” to continuing enrolling in auto-pay.


 [My Account](#) [My Profile](#) [Support](#) 

Saved Payment Methods

Manage your Payment Methods

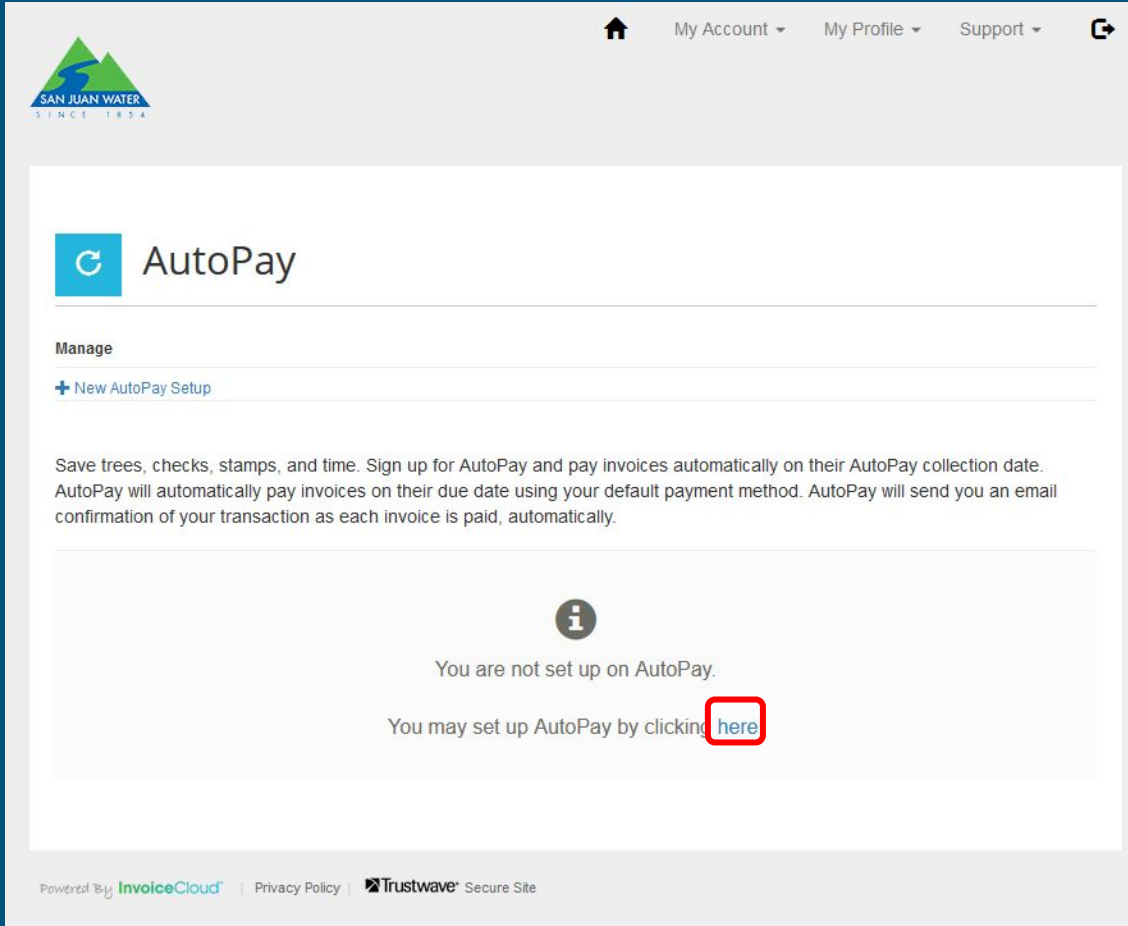
- [+ Add New Credit/Debit Card](#)
- [+ Add New Bank](#)

Summary	Date/Time Added (CST)	
 Visa ending in  Your Default Expires	9/28/2023	Edit Delete History



 You have accounts that are not set up for AutoPay. You may setup AutoPay by clicking [here](#)

STEP FOURTEEN

Next, click the button that says “here” once more to continuing enrolling in auto-pay.



The screenshot shows the San Juan Water website's AutoPay setup page. At the top, there is a navigation bar with a home icon, 'My Account', 'My Profile', 'Support', and a share icon. The San Juan Water logo, featuring a green mountain and blue water, is in the top left. The main heading is 'AutoPay' with a blue circular icon containing a white 'C'. Below this is a 'Manage' section with a '+ New AutoPay Setup' button. A paragraph explains that AutoPay will automatically pay invoices on their due date using the default payment method, with email confirmations. A large light gray box contains an information icon (i) and the text: 'You are not set up on AutoPay. You may set up AutoPay by clicking [here](#)'. The word 'here' is highlighted with a red square. The footer includes 'Powered by InvoiceCloud', 'Privacy Policy', and 'Trustwave Secure Site'.


 [My Account](#) [My Profile](#) [Support](#) 

AutoPay

Manage


[+ New AutoPay Setup](#)

Save trees, checks, stamps, and time. Sign up for AutoPay and pay invoices automatically on their AutoPay collection date. AutoPay will automatically pay invoices on their due date using your default payment method. AutoPay will send you an email confirmation of your transaction as each invoice is paid, automatically.



You are not set up on AutoPay.

You may set up AutoPay by clicking [here](#)

Powered by [InvoiceCloud](#) | [Privacy Policy](#) |  [Trustwave](#) Secure Site

STEP FIFTEEN

To finalize auto-pay, make sure that the:

- "Select an Account" matches your account information
- "Invoice Type" says utility
- "Use this payment method" shows the card or bank information you just entered.

Select the bubble that says "Yes, put me on AutoPay"

Click "Save this AutoPay Setup"

[← Return to previous page](#)

New AutoPay Setup

Registering for AutoPay will void any prior scheduled payments. In order to prevent duplicate transactions, any scheduled payments which are pending for this account will be cancelled AutoPay will then pay invoices on their due date using your default payment method.

Select an Account *

Invoice Type *

Use this payment method *

AutoPay Status *


☒ Yes, put me on AutoPay. By enabling AutoPay, I agree to the [Invoice Cloud Terms and Conditions](#).

☐ No, I do not want AutoPay

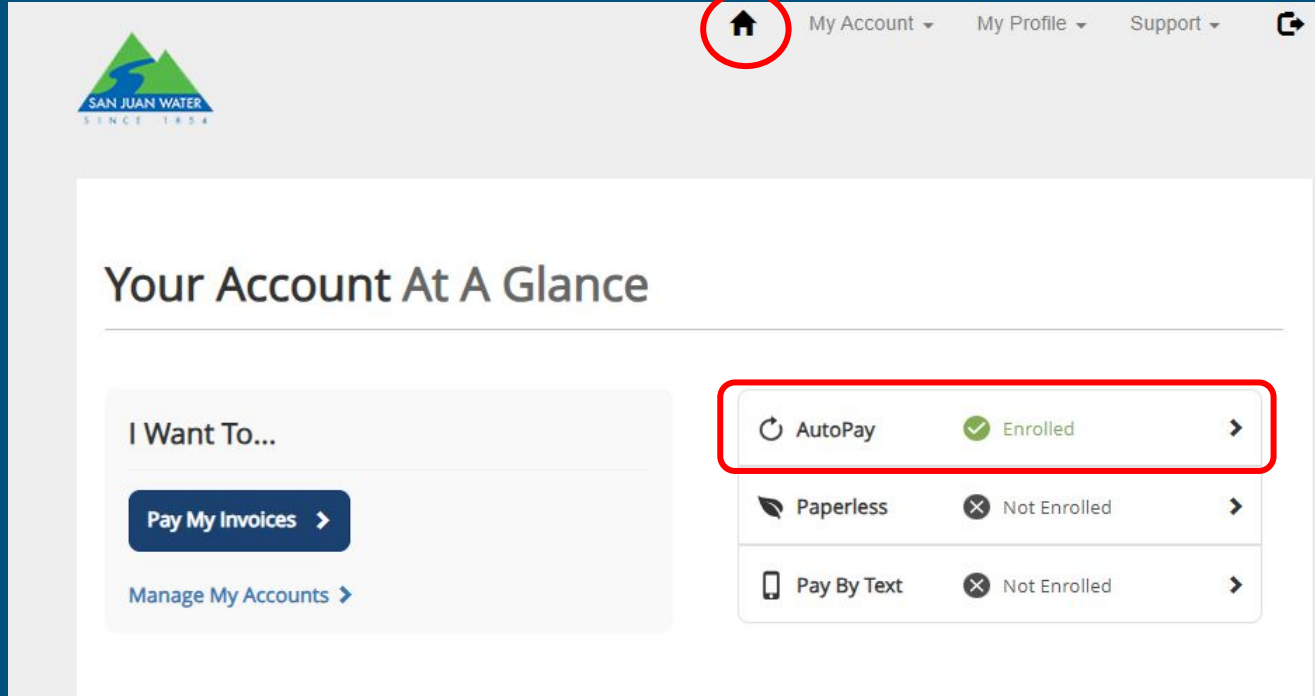
Standard service fees may be applied if applicable.

✓ Save this AutoPay Setup










STEP SIXTEEN

You have now enrolled in auto-pay. To double check that your enrollment went through successfully, you can click the “” Icon at the top of the screen to take you back to the home page.

If your auto-pay now says “Enrolled” with a green check mark, you are finished.



The screenshot shows the San Juan Water website interface. At the top, there is a navigation bar with a home icon circled in red, and links for "My Account", "My Profile", and "Support". The main heading is "Your Account At A Glance". Below this, there is a section titled "I Want To..." with a button "Pay My Invoices" and a link "Manage My Accounts". To the right, there is a table showing the status of various services:

 AutoPay	 Enrolled	
 Paperless	 Not Enrolled	
 Pay By Text	 Not Enrolled	

ALL DONE!

You have now successfully enrolled in auto-pay.

Auto-pay will charge your payment method on the 4th Wednesday of the month when you have a bill.

If you experienced any problems or have questions, our office can be reached at 916-791-0115 Monday through Friday from 8:30 am to 5:00 pm.