



SECURE PAYMENT: Frequently Asked Questions

Q: How do I know that my SmartBill and payment are secure?


A: Secure Email Delivery:

This SmartBill that contains this payment form has been encrypted. Encryption is of the highest 'banking-industry' standard.

Offline Viewing:

Your SmartBill is being viewed offline (locally on your computer) and the information and payment form is not accessible over the Internet. It is only available on your computer when you opened the secure SmartBill using the **first 5 digits of your billing address ZIP code**. This information is only held locally on your machine for as long as you have the SmartBill open.

Secure Data Transfer:

Your payment information is submitted over a secure 128 bit SSL connection (the same as would be used on a secure HTTPS website that displays this lock ). As this payment is directly from your encrypted invoice (and not on a website), it is therefore significantly more secure.

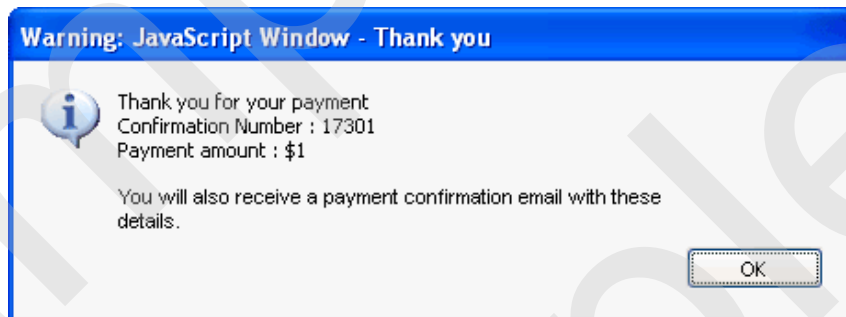
Trusted Payment Provider:

Payments are processed by accredited & audited payment providers.

- NACHA - The Electronic Payments Association is the leading organization in developing electronic solutions to improve the payments system.

Q: How do I know if my payment went through?

A: When the process is complete and you have selected "Pay SmartBill", the payment is processed and you will receive an immediate popup window that looks like:



You will also receive a payment confirmation email with relevant payment details and confirmation number.

Q: I don't think my payment went through. Who should I contact?

A: If you have any questions about bill payment, please contact us at (850)891-4968. You can also email us at SmartBill@eBill-talgov.com.

Q: What does the "Save payment details" option do?

A: **Save payment details** will remember your partial payment information, so next time you receive your SmartBill, the information will be pre-populated. When you select this option, instead of re-entering the information each time, you just click the "Pay SmartBill" button. However, if multiple people pay this SmartBill please don't select this option.

Q: Can I pay with a different account/payment method once my details have been remembered?

A: Yes, simply type over the pre-populated information with your new banking details or select a new payment option and complete the relevant details. If you select the "Save payment details" again, the new banking information will be stored once you click "Pay SmartBill" and successfully make a payment.

Q: How do I prevent the SmartBill from saving my payment information?

A: Simply deselect the "Save payment details" box, and the system will not save your details. Once you click "Pay SmartBill" and successfully make a payment, your details will not be stored for future use.

Q: How do I permanently remove previously saved payment details?

A: Contact a City of Tallahassee customer service representative to have your payment details removed from the system.

Q: What is the security warning that I see when clicking on "Pay SmartBill"?

A: Payments are processed by Western Union who are accredited and audited payment providers. Adobe will verify that you are about to connect to the Internet when submitting a payment to Western Union. Click the "Allow" button when you see the warning below.



Note: If you do not wish to see this warning again select the check box "Remember my action for the site"

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