



General

What are some of the benefits of receiving my bill electronically?

It is convenient, saves time and allows you to receive bills anywhere at any time. Plus, it helps the environment.

What are some of the benefits of paying a bill online?

Paying online with a credit/debit card or electronic check gives you the flexibility to pay how and when you want. It saves you the trouble from writing and mailing a check or driving by our office. In addition, for a faster payment experience, you may choose to store your information for future use.

Using the System

What if I can't locate my bill?

If your bill is not showing, please double check that the correct information was entered in the search criteria. For example, an exact match may be required.

Do I have to enter an email address to make a payment?

Yes, an email address is required so the payment confirmation can be delivered to your email inbox.

When I try to pay my bill, it asks for credit card information and I want to pay by electronic check.

Under "How would you like to pay" click on the drop-down box and choose EFT Check.

Will I receive a confirmation email that my bill has been paid?

Yes, you will receive a confirmation email.

Do I need to register to pay a bill?

No, registration is not required for One Time Payments. However, by registering you'll be able to view prior history, set up automatic payments and store payment information, if desired.

I forgot my Password; how do I access my account?

Click on "Forgotten Password?" at the bottom of the login screen. You will need your account number and email address to retrieve your password. If you're unable to locate this information, you may call us and after verifying your identity, then we'll be able to assist.

Payment

What forms of payment can I use?

You can pay with credit or debit card (Visa, MasterCard, Discover and American Express) or you may issue an electronic check from your bank account (checking or savings). Other payment options include: Google Pay, Apple Pay, PayPal and Venmo.

Can Partial payments be made online?

Yes, partial payments can be paid online. Partial payments may also be mailed or paid at the Tax Office.

What is a service or convenience fee?

A non-refundable fee added to an invoice to cover various administrative costs associated with billing and accepting your payment.

Why do you charge a convenience fee to use a credit or debit card?

This fee is not charged by Macon County, but by the service provider who processes the payment. Unlike other payments which are voluntary and generally go to support a specific service, taxes are mandatory and support public services generally. When someone uses electronic payment a portion of that amount is taken by the service company leaving that portion of the bill unpaid. If Macon County made up the difference out of public money, we would be using public money to satisfy a private debt. The County does not use one citizen's taxes to pay another citizen's bill, therefore, we require the citizen using the service to pay the fee themselves.

Can I cancel AutoPay?

Yes, simply login to your account and click on AutoPay. Next select Edit, change the status to "No, I do not want AutoPay and save. To modify, go into your profile and uncheck the AutoPay box that you had previously checked when you elected to opt in.

I'm signed up for AutoPay but do not see anything showing under "Upcoming Scheduled Payments."

The AutoPay date will not appear on the home page under Upcoming Scheduled Payments. However, when on the Scheduled Payments page, AutoPay will show.

What are scheduled payments?

Scheduled payments are individual payments that are scheduled for a specific date prior to the bill due date. The date of a scheduled payment can be changed as long as it is adjusted before the date scheduled.

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 you choose.

What if I already have AutoPay set up with my bank?

You will want to contact your bank and cancel your automated bank draft before the payment is due and then you can choose to enroll in AutoPay or Recurring Scheduled Payments, if offered, using a credit/debit card or bank account through our online payment portal.

If I sign up to Go Paperless, how will I receive my bills?

You will receive an email notification each time a new bill is ready for you to view and pay. Email notifications go to the email address used when you registered. A courtesy email address may be added if you wish to send notifications to an additional email address.

What are benefits of Going Paperless?

1. Receive invoices, reminders and receipts via email
2. Email reminders ensure you're aware of upcoming due dates
3. Access your account history anytime
4. No more bills in the mail improves privacy and security
5. Reduce your carbon footprint/ better for the environment

6. Reduce clutter and waste - no more filing or shredding of invoices

Can I start receiving paper bills again?

Yes, simply login and click on Paperless. Then, select "No" and save your changes.

What is Pay by Text?

Pay by Text is a convenient way to pay your bill by text message. When signed up for Pay by Text, bill notifications will be sent by text message (this is in addition to email notifications) and you will then have the option to pay via text message with your default payment method by simply replying. You may enroll in Pay by Text when making an online payment or by accessing your account and selecting the Pay by Text option. A confirmation will be sent to complete your enrollment.

What is Account Linking?

Account Linking means that you can link multiple accounts and view and pay all your open bills with a single transaction. When registering bills under the same email address, you are given the option to link the related accounts within the service.

For Additional questions please contact us at (828) 349-2142 or (828) 349-2146