

E- BILL AND E-PAY

Town of Smiths Falls now has ebill and epayment options available on our website.

Ebill:

- Access the Town of Smiths Falls website (www.smithsfalls.ca)
- Select the tab “Online Bill Payments”

Before you can sign in, you will need to register in order to set up your ecommerce User ID.

****To Create a User ID, you must enter following:**

- ✓ your first name, last name, or business name
 - ✓ email address
 - ✓ password
 - ✓ provide a response for a security question.
- After this information is created you will receive a confirmation email that must be activated within 24 hours or you will need to restart your registration.
 - Check your spam or junk folder as the verification code will often appear there
 - Return to the Town of Smiths Falls website and select the tab “Online Bill Payments”
 - Sign in to the portal and select the “View and Pay Bills” tab.
 - For Water payments you will need to call the Town of Smiths Falls (613-283-4124 ext. 1149) and obtain your 5-digit PIN code. For tax payments you will find the PIN code on your tax bill.

Once registered you will receive an email notification that a new eBill has arrived.

Epayment:

- Access the Town of Smiths Falls website (www.smithsfalls.ca) select the tab “Online Bill Payments”

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- ✓ email address
- ✓ password
- ✓ provide a response for a security question.

- Currently available to pay online are: utility bills, tax bills, parking tickets, Child Development Centre daycare fees, Hillcrest Cemetery fees and Town processed invoices.
- After this information is created you will receive a confirmation email that must be accessed within 24 hours or you will need to restart your registration.
- Return to the Town of Smiths Falls website (www.smithsfalls.ca) and select the "Online Bill Payments" button.
- Once you are signed in select the "Pay Other Items" Tab
- Select the tab for which payment you would like to make. Enter the required information and then click the "Make Payment" button to continue on to the payment page. *Please note if paying for a parking ticket enter the letter followed by the 6 digits on the top left of the Parking Infraction. If paying an invoice, ensure that you input the invoice number. Child Development Centre include daycare fees and child's name. Hillcrest Cemetery include cemetery fees and plot location.*
- The convenience fee of 3% plus \$0.35 cents is calculated and displayed before you proceed with the payment. This fee is per transaction.
- Select the method of payment (Visa, Mastercard, American Express, Discover or PayPal),
- Check (✓) the *I accept the convenience fee* box and then click the "Make Payment" button.
- Epayments take 2 business days to process. Please take this into account when paying a bill prior to a due date.

Electronic payments and convenience fees are non-refundable. The payment will appear on your statement as PayPal USTI EPAY