



**Enjoy the convenience,  
flexibility, and rewards of  
electronic payments**



**Questions and Answers on  
Paying Your  
Sacramento County  
Environmental Management Dept.  
Fees Electronically**

**Pay online at**

[www.emd.saccounty.net/EMDpayments.asp](http://www.emd.saccounty.net/EMDpayments.asp)

PAYMENT SERVICES PROVIDED BY:



[www.officialpayments.com](http://www.officialpayments.com)

Official Payments enables consumers to pay their County government fees by credit or debit card or electronic check via the Internet. The payment process is simple and secure. Visit the Sacramento County Environmental Management Department web page ([www.emd.saccounty.net](http://www.emd.saccounty.net)) and click on the On-Line Payments link. Or, visit the On-line page directly at [www.emd.saccounty.net/EMDpayments.asp](http://www.emd.saccounty.net/EMDpayments.asp).

American Express<sup>®</sup>, Discover<sup>®</sup>, MasterCard<sup>®</sup> cards and electronic checks are accepted. Sacramento County Environmental Management Department clients can pay all EMD department fees electronically. Paying fees electronically allows consumers to take advantage of card rewards, payment flexibility, convenience, and safety. A nominal convenience fee is charged by Official Payments based on the transaction amount. The consumer is notified of this fee before their payment is made.

## QUESTIONS AND ANSWERS ON PAYING YOUR FEES ELECTRONICALLY

### **Q. Who is Official Payments?**

A. Official Payments Corporation is the leading provider of electronic payment options for federal, state and local government agencies. Official Payments makes it possible for citizens to pay their government taxes and fees, using their credit or debit cards or electronic checks, via the Internet ([www.emd.saccounty.net](http://www.emd.saccounty.net), then click on the [On-Line payments](#) link.) Official Payments Corporation processes tax and fee payments for the IRS, 26 state governments plus the District of Columbia, and more than 2,200 counties and municipalities across all 50 states.

### **Q. What are the advantages of using Official Payments?**

A. The service makes paying government fees more convenient in many ways:

1. Faster payment via the Internet—no writing and mailing checks
2. Flexibility to pay credit card balances over time
3. Rewards for your government payments from card issuers that carry such programs
4. Comfort of knowing your payment has been made through a trusted, secure service provider, Official Payments, authorized by the IRS to collect government obligations since 1999

### **Q. What payment methods does Official Payments accept?**

A. American Express, Discover, and MasterCard cards, and electronic checks are accepted, including credit and ATM pin-less debit cards with a MasterCard logo. However, not all methods are accepted for all payment types. The methods that are accepted will be identified when you make your payment.

### **Q. Why should I elect to use this system?**

A. In paying government fees electronically, consumers gain control of the payment. Consumers can pay their fee over time, on their own schedule. Paying by credit card may provide consumers with use of their money for an additional 30 to 60 days, depending upon the credit card billing cycle. Paying by electronic check saves consumers time and effort. Consumers are able to avoid long lines and don't have to worry about their checks getting lost in the mail.

**Example:** A small business owner has a total bill of \$5,000 due to the Environmental Management Department. He has \$1,000 in the bank on May 15, but expects \$6,000 cash inflow on May 30. The small business owner can apply for a short-term loan of \$5,000 and begin immediately paying

interest, or he can visit [www.emd.saccounty.net](http://www.emd.saccounty.net) to pay by credit card and pay his bill 1-2 months later. For a nominal convenience fee, the owner was able to avoid the hassle of applying for and paying interest on a short-term loan, devoting more time to his business and earning card rewards.

**Q. How do I earn card reward points?**

A. Depending on the nature of the card reward program, consumers can earn points, miles or money back for the payments they make. The value of the reward can exceed the cost of any convenience fee incurred. For specific information on your card's reward program, contact your card issuer directly using the number listed on the back of your card.

**Q. Why is there a convenience fee and why am I paying for this?**

A. Official Payments charges a convenience fee for processing the payment transaction. The fee is not charged by or paid to the government agency. The convenience fee is assessed to cover operating costs and the costs associated with servicing thousands of card transactions.

You will be informed of all charges and fees before you authorize the payment. You may calculate the exact fee online at [https://www.officialpayments.com/pc\\_feec.jsp](https://www.officialpayments.com/pc_feec.jsp)

When a consumer uses the service, two line items will appear on their card bill or bank statement. One is for the fee or fine owed to the Sacramento County Environmental Management Department and the other is for the convenience fee charged by Official Payments.

**Q. How safe is Official Payments' system?**

A. The system has been tested and proven. The IRS and more than 2,200 state and local governments have chosen Official Payments as an electronic service provider for their constituents. The information gathered is private and will not be forwarded to anyone.

**Q. Will I receive a confirmation of my payment?**

A. Yes. You will be provided a confirmation number at the end of the payment transaction. This confirmation number and your card or bank statement will provide confirmation of your card payment to the government agency. If you pay over the Internet at [www.emd.saccounty.net](http://www.emd.saccounty.net), you will be issued an onscreen digital receipt, which can be printed as a transaction record. Additionally, if you provide us your email address, you will receive an email verification of your online payment.

**Q. How can I be sure that my payment was processed correctly?**

A. You can verify your Internet payment online if you have provided your e-mail address to us. Visit [www.officialpayments.com](http://www.officialpayments.com) and choose 'Payment Verification' from the Payment Center dropdown. You will need your confirmation number, the last 4 digits of your card, or the last 5 digits of your bank account. You may also call 1-888-357-8394. You will need your payment amount to process your telephone inquiry.

**Q. Who do I call if my payment doesn't appear on my card or bank statement?**

A. Call Official Payments Customer Service toll-free at **1-800-487-4567**. Press 1 for English or 2 for Spanish and choose option 4.

**Q. How can I find out what other taxes and fees I can pay electronically with Official Payments?**

A. For a complete list of the taxes and fees you can pay electronically in your area, visit [www.officialpayments.com](http://www.officialpayments.com).

**Q. The Environmental Management Department does not accept Visa® credit cards. Why is that?**

A. VISA currently does not allow their card to be accepted unless the convenience fee for using the card is a single flat fee for all fee payments. EMD collects a wide range of fees from our customers, from a few dollars to many thousands of dollars. EMD does not consider a single fixed fee for all electronic transactions to be fair to our constituents, and so Visa is not an available payment method at this time.

If VISA should change their policy, we will update this information and begin accepting Visa® credit cards.

**Q. How long before my EMD account is credited with my on-line payment?**

A. Your account is usually credited within 2 (two) business days of your Official Payments on-line payment, not counting Sacramento County holidays.