

eNotices Frequently Asked Questions – Update January 2024

Examples of what other customers have done:

<https://www.townsville.qld.gov.au/payments-rates-and-permits/rates/receive-your-rates-notice-by-email/frequently-asked-questions>

<https://www.moiravic.gov.au/Residents/Rates-and-charges-information/Receive-your-Rates-Notices-by-email/Frequently-asked-questions>

<https://www.burnside.sa.gov.au/About-Council/Rates/Rate-Notices/eNotices-FAQs> & <https://www.burnside.sa.gov.au/About-Council/Rates/Rate-Notices/eNotices-FAQs#section-2>

What is eNotices?

eNotices is an online portal which allows you to register, view, and pay your notices. Once you register your notices will then be delivered to your email address

What notices will be in my eNotices account?

You can add [LIST] onto your account. Some of these are added automatically after registering but others may require you to add them manually.

To manually add a notice to your account, go to the Accounts tab in the Dashboard. Here you can add the eNotices Reference Number in the 'Input eNotices Reference Number' section

If you experience difficulties with this, please contact us via [EMAIL] or [PHONE]

Where is my eNotices Reference Number? / It says my eNotices Reference Number is invalid

The eNotices Reference Number is unique to your notice, and is located [DESCRIPTION] on your notice. There will be the eNotices 'e' logo next to it.

If you are having issues with your eNotices Reference Number, please contact us via [EMAIL] or [PHONE].

I did not receive my email validation link

Please check the junk and spam folders in your email account. If you still have not received it, please contact us on [PHONE].

I forgot my password

You can reset your password using the 'Forgot Password' button on the login page here [LINK].

Could my notice go to my junk/span folder?

While we do all we can to ensure your notice goes directly to your inbox, it is possible that it will go into another folder such as 'Promotions' 'Updates' or 'Junk/Spam'. Please check your junk/spam folders, and mark the sender as safe to receive future notices to your inbox.

Can I unsubscribe from emailed notices?

If you no longer wish to receive your notices by email, you can choose to receive them by paper. Under the 'Accounts' tab in the Dashboard you can elect your delivery method. If you choose post, notices will be issues to the last advised mailing address via standard post.

Can I register to receive notices from multiple properties?

If you have multiple properties with [NAME] under identical names and postal address, then these properties will be automatically grouped and added to your account. If you have additional properties with [NAME] under different names or postal addresses, then you can add these notices to your account in the 'Accounts' tab in the Dashboard.

If you have registered multiple properties with different names and postal addresses, then you will receive one email for each property – one property, one email, one attachment.

How can I update my email address?

To change your email address, go to the 'Profile' tab on the eNotices Dashboard. Then enter your new email address and click Save.

To ensure your future notices are sent to this new email, you will need complete a verification link to your new email address. You will now be sent an automated verification email, follow the prompts in this to ensure your new email address is approved.

Can notices be emailed to more than one person?

Yes, once you have registered to receive your notices via email, you can add additional email addresses to receive the notices.

To do this, go to the 'Emails' tab in the Dashboard. Here you can input additional email addresses to send the notice to, just type in the email address and click 'Add'.

IF HAVE MAJOR AGENTS MODULE –

I am a real estate agent/property manager. Can I receive my notices via email?

Yes, [NAME] have a system in place which allows for the emailing of large quantities of notices. Please contact us on [EMAIL] to arrange this.

I received a pop up saying my property is under the management of an agent when trying to register for eNotices?

If you received this pop up that means this property has been flagged in our system as being under the management of an agent, such as a real estate agent or property manager. If you believe this is incorrect, please contact us on [PHONE] or [EMAIL].

FlexiPay Frequently Asked Questions – Updated January 2024

What is FlexiPay?

FlexiPay is a payment management system that provides our customers with flexible payment options for their notices.

What types of payments can be made via FlexiPay?

You have a number of different payment options in FlexiPay. You can –

- Make a one-time payment of your notice
- Set up an ongoing Direct Debit schedule
- Apply for a Payment Arrangement

What payment methods are accepted?

Payments can be made via either credit card (Visa, Mastercard), including international credit cards, or bank account.

One-time payments can also be made via Apple Pay and Google Pay on compatible devices.

FlexiPay asked for my eNotices Reference Number. Do I need to have an eNotices account to use it?

No, FlexiPay can be used by all customers, even if you don't have an eNotices account.

The eNotices Reference Number is used by the system to easily find the details of your notice such as the Name, Account Number, and Amount Due.

FlexiPay says my eNotices Reference Number is invalid.

Please check that you have typed the code in correctly, and ensure there are no spaces at the beginning or end of the reference number.

If you are having trouble with your eNotices Reference Number, please contact us via [EMAIL] or [PHONE].

I have applied for a Payment Arrangement. What happens now?

All Payment Arrangement requests are sent to our team for review. You should hear from us within [XX] business days regarding the outcome.

If your request is approved, you will receive an email confirming the details, with a link to securely enter your payment method.

If we have any questions or want to discuss your proposed arrangement with you, we may contact you via the email or phone number provided in the request.

If you have any questions about this process please contact us via [EMAIL] or [PHONE].

Why do I need to receive an email to give my payment method details?

If you are setting up a Direct Debit schedule or a payment arrangement, FlexiPay will send you an email with a secure link to provide your payment method details.

This is to ensure that the email address you have entered is valid, so we know that you will receive emails regarding the schedule such as transaction receipts, card expiry reminders, or updates to your schedule.

Can I make changes to my payment schedule?

To make changes to your payment schedule such as frequency, amount, or payment dates, you need to contact us via [EMAIL] or [PHONE] to discuss the changes.

If you have an eNotices account, you can cancel your schedule from the 'Manage Payments' tab in the Dashboard.

How can I see the details of my payment schedule?

If you have an eNotices account, you will be able to see the details of your payment schedule in the 'Manage Payments' tab in the Dashboard.

If you do not have an eNotices Account, please contact us via [EMAIL] or [PHONE] and we can provide these details to you.

My credit card has expired/I need to update the payment method used. How can I do this?

To update the payment method associated with your direct debit or payment arrangement schedule, please contact us via [EMAIL] or [PHONE] and we will send you an email containing a secure link to provide these details.