

CITY OF THIBODAUX

CUSTOMER'S GUIDE TO DIRECT PAYMENT

The **CITY OF THIBODAUX** now offers accounts receivable customers a new automated payment option called **direct payment**. It is a service that allows you to automatically pay your accounts receivable invoice using your checking account. The direct payment option offers you the following benefits:

- Save time and money
- Eliminate lost and late payments
- Decrease check writing
- Have bills paid while on vacation

How much does this service cost?

It's free!

What is Direct Payment?

Direct payment is an efficient electronic alternative to paper checks. When you use direct payment, you authorize the City of Thibodaux to electronically collect a preauthorized amount from your checking account to pay your accounts receivable invoice. Instead of writing a check every month, your bank will automatically make the payment on a predetermined date for you. It's that simple.

How do I get started and sign up for direct payment?

It's easy! All you need to do is fill out the enclosed authorization form, provide a **voided check** (not a deposit slip) from your bank account and return to the City of Thibodaux. By providing a voided check, this ensures that all the bank account information is correct.

TIP: Keep a copy of your completed Authorization Form for your records.

How are my accounts receivable invoices paid?

The City of Thibodaux will continue to mail your monthly invoice as usual. On the accounts receivable invoice due date, the City of Thibodaux will deduct the amount due from your bank account.

TIP: You should record that amount in your account record and update your balance accordingly.

How can I be sure a payment was deducted from my account?

The payment will be shown on your monthly bank statement. The statement will indicate the payment date and amount paid to the City of Thibodaux.

How do I stop a payment?

Simply notify the City of Thibodaux and your bank, in writing, up to five business days before the invoice's due date. Some banks may charge a fee for each stop-payment.

What if I disagree with my accounts receivable invoice?

Contact the City of Thibodaux Finance Department immediately at 446-7212.

How do I discontinue my direct payment arrangements with the City of Thibodaux?

You must send a written request to the City of Thibodaux if you no longer want to pay your invoice with direct payment. The written request must include the following information:

- Name on Account
- Customer number
- Service address
- Effective date
- Authorized signature on account

What if I change banks?

If you plan to change banks, please notify the City of Thibodaux promptly. Then, you simply fill out and sign an Authorization Form and attach a voided check from your new account.

What if there is a discrepancy between my bank account statement and the payment notice I received from the City of Thibodaux?

Notify your bank immediately. You have up to 60 days from your account statement date to notify your bank in person or in writing of an unauthorized payment or incorrect payment amount.

Once your authorization form has been processed, the City of Thibodaux Finance Department will notify you in writing of when this service will begin.

**ACCOUNTS RECEIVABLE INVOICES CAN BE PAID IN ONE OF THE
FOLLOWING WAYS:**

1. By Direct Payment: (recommended)
(Payments are drafted against your bank account)
2. Accounts Receivable invoices can be paid by mail to:

City of Thibodaux
P.O. Box 5418
Thibodaux, LA 70302
3. Accounts Receivable invoices can be paid in person at 310 West 2nd Street or at one of the following Night Drop Box locations:
 - In front of City Hall at 310 West 2nd Street. Payments picked up twice daily at 8A.M. & 3:30 P.M.
 - In front of Stark Municipal Complex at 1309 Canal Blvd. Payments picked up 8 A.M. (All payments after 8 A.M. are posted the next working day)

**Collection Hours: Monday thru Friday
8 a.m. – 4:30 p.m.**