

FAQ -Safety Engineering Citizenserve portal

Most general questions about invoices and payment issues can be found here- if you can't find your answer here, please use the contact information at the end to direct your inquiry. Please allow 1-2 business days for a response.

1. **Invoice Requests-** (unfortunately, the office cannot download invoices on our end. Please follow the instructions below for invoices on the portal).
 - a. **Past Due Invoices** (Invoices with an invoice date *prior* to 5/08/2023).

The invoices can be found on your account under **REPORTS- DOCUMENTS by PERMIT#/ or FILE #**. Using either the file number or permit number to search for documents in the Documents tab. This will help allow the user to find and print their invoices and receipts from the portal more easily.
 - b. **Current Invoices** (Invoices with an invoice date *after* 5/08/2023).

These invoices are emailed to the billing contact on file. This is your invoice. The email you received, and the invoice detail page (see **Current Invoices** instructions below) are the portal's current invoice. The invoice number on the email will match the invoice number on the **2nd column** of the payment details page. (the third column invoice is specific to each permit number for portal purposes only). If you have different dates, but the same file number please use the INVOICE NUMBER ONLY when prompted- this will give you the specific details to the invoice by inspection date.
2. **Payment Instructions** -all payments must be paid online- please do **NOT** mail checks into the office they will be mailed back to the sender. A \$5 processing fee will apply for any payment refunded. If you need access to the portal or an account update, please contact the licensing department at ocilicensing@oci.ga.gov . **We cannot accept payments over the phone.**

Past Due Invoices:

1. Login to Citizenserve.
2. Click on "My Account".
3. Click on "Make a Payment"

All past due permit invoices will be seen on this page.

Current Invoices:

1. Login to Citizenserve
2. Click on "Reports"
3. Click on "Boiler and Elevator Invoice Payments" (if you have any past due invoices, you will see a message in red "You have a past due amount" with a link to pay any outstanding fees).

Please **only** add either the invoice number (this will **match** your current invoice number) or add the file number this will show all *current* invoices for the location. Do not add both numbers- you will get an error "**no results**". Please print the invoice details page before paying- this with the emailed invoice is your invoice record. If you do not print the page the payment details page cannot be recreated.

We recommend checking both sides to avoid any interest/penalty fees, and/or delays in scheduling your inspections.

3. Payment options:

Customers can pay by e-check or credit card on the portal. The office does not accept payments in the office or by phone. The portal charges a \$5 processing fee for both payment options. Credit cards transactions are charged a service fee. If you are paying by E-check please be sure to remove any blocks your bank may have on debit payments for invalid sources.

4. Payment Processing Issues:

If you have any issues processing payments, please make sure you are using Google Chrome or an updated browser. Please do not autofill or copy/paste into the fields. And when reattempting to pay after a decline error; please clear your browser's cache.

5. Payment Received Details/Receipt/Bank Statement Inquiry:

After your payment is processed, you will receive a payment received page. Please print this page for your records. The portal will also send an emailed receipt to the billing contact to the email address entered when processing your payment. The email will come from noreply-portal@citizenserve.com. Subject: Your citizenserve activity payment has been received.

Your **bank statement** will reflect the **FMO-Safety Engineering** bank service fee for credit card transaction will reflect separately from the invoice/processing fee amount. The two lines will reflect the total paid on your receipt.

If you **cannot** locate your receipt:

Login. Click **REPORTS**. Go to either the **DOCUMENT LIST by FILE**

(add your file number) or **Go to DOCUMENTS by PERMIT #** (add you permit #)

You will see all documents under your file#/or permit #- Under the **DATE ADDED** column look for "**your citizenserve activity payment has been received.htm**"

6. Duplicate Invoice Inquiry (reasons why you received a 2nd invoice):

a. FAILED INSPECTIONS: If your inspection failed due to an overdue invoice or permit violation, you may receive two invoices for the same permit number. One is for the **FAILED** inspection fee. Once the inspector passes the failed inspection, the portal will send an invoice for the PASSED inspection "operating permit" fee. Elevator permits are charged for an inspection and an operating permit fee.

b. PAST DUE INVOICE: If you recently made a payment, be sure to check to see if the invoice was for your previous year(s) inspection and/or operating permit fee. The newest invoice is now for your most current year inspection/or operating permit fee.

OCI Contact Information

1. Licensing Department: ocilicensing@oci.ga.gov

If you have questions concerning logins, portal access, permit issues, inspections, scheduling, or account name/location changes and/or updates or received a bill in error. Please direct those inquiries to the Licensing department *only*. If you need multiple locations tied to one account.

2. Intake Department (accounting): intakedept@oci.ga.gov

If you have any issues making your payment, bank returns, receiving receipts (please check your spam for noreply-portal@citizenserve.com), payment errors, duplicate charges please direct those inquiries to the Intake department or if your account was recently updated and need us to resend the emailed invoice.

Please give the office up to 2 business days to respond to your inquiry. If you do not hear back from someone, please feel free to contact the office at **404-656-2070**. Please give detailed information so that your call is routed to the correct department.

The office is unable to send documents to customers. If you have access to the portal, you will be able to retrieve inspection reports, operating permits, payment receipts, and retrieve your Nightly Mass Email (emailed invoice).

Thank you.