

Important Notices about paying property taxes & utility bills online:

Online payment is offered as a convenience to our customers. While signing up is free, some online payments are subject to convenience fees which are determined by the online bill collector (Invoice Cloud) for processing your payment.

As the bill payer, if you choose to pay online, you are responsible for **any convenience fees** assessed by the online bill collector.

Convenience fees cover various administrative costs associated with accepting payments online and are **non-refundable**.

Convenience fees are **NOT** collected by the town nor paid to the town. The Town of Salem receives **only** your bill payment amount.

The amount of the fee varies according to the type of bill being paid as well as the payment method being used and is **ALWAYS** clearly displayed for your approval.

Convenience fees will appear as a separate charge from the bill amount on your credit card and bank statements.

There is **NO** service fee to pay online with e-check.

When paying a property tax bill online, the convenience fee for using a Credit Card is a percentage rate fee up to 2.95% with a minimum charge of \$1.00. There is **NO** convenience fee when using an Electronic check.

When paying a utility bill online, the convenience fee for using a Credit Card is a flat rate fee of up to \$4.95 with a maximum cap of \$250.00. There will be a convenience charge of \$4.95 for every \$250.00 increment; no maximum daily amount. There is **NO** convenience fee when using an Electronic check.

All payment transactions made via the bill collector's system are processed using a secure connection, and in US currency only; the merchant's country of origin is the USA.

Your use of online bill payment services with our online bill collector indicates acceptance of all applicable notices and this website's Disclaimers and Terms of Use.

There are fees imposed by the Town of Salem/Invoice Cloud for returned payments. Your bank may charge you a fee based on the bank's fee schedule.

If there is an error in the Credit Card charge, please contact Invoice Cloud at (877)-256-8330 Option 3.