

# DEC's Online Payment System

## The SFS Customer Portal – Frequently Asked Questions



Department of  
Environmental  
Conservation

### I am a DEC customer. What is changing for me?

Beginning in April, existing users of DEC's Online Payment System and new customers interested in making payments online will use the SFS Customer Portal to view and pay invoices online. The SFS Customer Portal is accessible using a computer or mobile device with an internet connection and may be accessed anytime online at <https://customer.sfs.ny.gov>.

A User ID and password are required to view and pay invoices in the SFS Customer Portal. Instructions on how to enroll in online payments using the SFS Customer Portal and obtain a User ID and password for the SFS Customer Portal can be found on the [Doing Business With DEC](#) website under the **Paying Your Invoice Electronically** section.

Customers will notice that the format of correspondence they receive from DEC has changed. We have implemented a new layout for invoices and a new monthly statement to provide a full picture of your account activity.

In addition to viewing and paying invoices, the SFS Customer Portal will allow users to submit fee disputes (for qualifying fee types, only) and contact DEC through a messaging portal.

### Can I use my existing DEC user ID and password to access the SFS Customer Portal?

No. Your DEC user ID and password are no longer valid. Existing users of DEC's Online Payment System will be auto enrolled in the SFS Customer Portal and will receive an email from SFS containing their new user ID and a temporary password for accessing the SFS Customer Portal.

New users who register with the SFS Customer Portal will receive an email from SFS containing their new user ID and a temporary password for accessing the SFS Customer Portal upon completion of their registration.

### How do I sign up to use the SFS Customer Portal?

If you were not auto enrolled in the SFS Customer Portal as an existing user of DEC's Online Payment System, you can register your account by visiting the [Doing Business With DEC](#) website and clicking the **Register For DEC's Online Customer Portal** link. Fill in the required information and click submit.

Once your enrollment has been processed, you will receive a Welcome email that contains your new User ID, followed by a second email that contains a temporary password. Follow the instructions in the Welcome email to set up access to the SFS Customer Portal.

**Please note, we are currently only able to process SFS Online Customer Portal registrations during normal business hours (M-F, 8:30 AM-4:30 PM). If you are requesting account registration outside of normal business hours, your registration will be processed during the following business day.**

### How do I access the SFS Customer Portal?

The SFS Customer Portal can be accessed through a variety of channels:

- By visiting the website directly: <https://customer.sfs.ny.gov>
- By using the link provided in your SFS Customer Portal registration email
- By visiting the [Doing Business With DEC](#) website

## How can I view invoices in the SFS Customer Portal?

Any recently generated, open invoice can be viewed in the SFS Customer Portal by clicking on the **Invoices** tile.

Any full paid invoices from DEC's Online Payment System were not converted to the SFS Customer Portal. **If you need a copy of a full paid invoice PDF, please contact DEC's Revenue Accounting Unit at [revenue@dec.ny.gov](mailto:revenue@dec.ny.gov).**

## How can I view payment history in the SFS Customer Portal?

Any payments submitted via the SFS Customer Portal can be viewed by clicking on the **Pending Payments** tile (for payments submitted but not yet posted) or the **Payment History** (for posted payments) tile.

Any payments submitted via DEC's Online Payment System were not converted to the SFS Customer Portal. **If you need a transaction receipt for a previously submitted payment, please contact DEC's Revenue Accounting Unit at [revenue@dec.ny.gov](mailto:revenue@dec.ny.gov).**

## Where can I find instructions for how to use the SFS Customer Portal?

Instructions for accessing and utilizing the SFS Customer Portal can be accessed through a variety of channels:

- By visiting the [Doing Business With DEC](#) website.
- By logging into your SFS Customer Portal at <https://customer.sfs.ny.gov> and clicking on the **SFS Coach Training** tile.

## Who can I contact if I have additional questions?

For any questions, comments, or concerns, please contact DEC's Revenue Accounting Unit at [revenue@dec.ny.gov](mailto:revenue@dec.ny.gov).

You may also contact DEC by logging into your SFS Customer Portal and selecting the **Contact Us** tile.