DEC's Online Payment System

The SFS Customer Portal

Department of Environmental Conservation

Thank you for using DEC's new online payment system, the SFS Customer Portal! This comprehensive user guide serves to provide the knowledge and skills needed for accessing and utilizing the Customer Portal.

Table of Contents

What is a Customer Administrator?

Customers must first register their SFS Customer Portal account with DEC. As part of the initial registration, the first user is granted “Customer Administrator” rights. A Customer Administrator is responsible for the following functions:

- Create and maintain customer user accounts
- Maintain customer bank account information (direct debit eligible accounts, only)
- View Invoices
- Make payments
- Submit fee disputes (eligible fee types, only)
- Inquire and correspond on the status of invoices
- Review the details of any payments (made by themselves or a user)

A Customer Administrator can add additional “users” and assign them access to the SFS Online Customer Portal. See below for the description of a User.

What is a User?

Users are granted access to the SFS Online Customer Portal by their Customer Administrator. Users have the ability to:

- View Invoices
- Make payments
- Submit fee disputes (eligible fee types, only)
- Inquire and correspond on the status of invoices
- Review the details of any payments (made by themselves, only)

For the Customer Administrator:

Log into the SFS Customer Portal for the First Time as a Customer Administrator

Once you have created an account with the SFS Customer Portal, you will receive a Welcome Email from SFS that contains your username, and a second email that contains a temporary password. After logging in for the first time, a screen should appear requesting that you change your password (if that popup does not appear, you can follow the steps in this training to create a new password).

You will need to review and agree to the SFS Online Terms of Service before logging in. If you do not agree, you will NOT be able to proceed and use the SFS Customer Portal.

The Welcome Email will outline your role as the Customer Administrator. You will be responsible for the following functions:

- Create and maintain customer user accounts
- Maintain customer bank account information (direct debit eligible accounts, only)
- View Invoices
- Make payments
- Submit fee disputes (eligible fee types, only)
- Inquire and correspond on the status of invoices
- Review the details of any payments (made by themselves or a user)

The Welcome Email outlines the functionality available to you as the customer administrator. Your **customer name** and **customer number** are both listed in your NYS Welcome Email. Your **assigned username** is located in the bottom portion the email.

Welcome Email:

From: noreply@sfs.ny.gov <noreply@sfs.ny.gov>
Sent: Wednesday, January 1, 2025 8:00 AM
To: CustomerEmailAddress@example.com
Subject: Welcome to SFS Customer Portal

You don't often get email from noreply@sfs.ny.gov. Learn why this is important

NYS Customer Name JOHN DOE,

Welcome! You have been successfully registered in the New York's Statewide Financial System (SFS) Customer Portal as a Customer Administrator for your organization to allow you to do business with or make payments to New York State.

Your assigned Customer Identification Number is 1000000000 which is needed in order to do business with New York State Dept of Environmental Conservation. This number should be provided to any New York State Agency/Business Unit when transacting business with them as a customer.

A business or individual could be both a vendor (providing goods or services to the state) and a customer (being billed for services provided by the state). The Customer Portal is used by a business or individual to view and pay bills owed to the state, whereas the Vendor Portal allows a business or individual to view payments made by the state to the business.

As the Customer Administrator, your responsibilities within the online Customer Self-Service Portal include the following:

- Maintain customer address information,
- Maintain contact information,
- Create and maintain customer user accounts,
- Maintain bank account information,
- Make payments to a NYS Agency/Business Unit, and
- Inquire and correspond on the status of bills, invoices and payments processed within the SFS.

If the Customer desires to make online payments, the Customer Administrator will need to setup bank account information to enable customer users to initiate direct debit payments online to pay invoices in the SFS. **Please note it is the customer's responsibility to ensure that all banking requirements for your bank have been met prior to setting up bank account information in the SFS Customer Portal.** As the Customer Administrator, you can also setup additional customer user accounts in the Customer Self-Service Portal.

For step-by-step instructions in performing various functions in the Customer Portal/eBill Payment module, please refer to the http://h4a13.sfs.ny.gov:16260/psp/tstfin1b/CUSTOMER/ERP/h/?tab=DEFAULT/help after logging in.

To login to the Customer Self-Service Portal, please click the following URL: http://h4a13.sfs.ny.gov:16260/psp/tstfin1b/CUSTOMER/ERP/h/?tab=DEFAULT and use the login credentials specified below.

1. Login information:
    1. NYS Customer Portal Login User ID: 1000000000-00

After the Welcome Email is sent, you'll receive a second email containing a **temporary password** for accessing your account.

Password Email:

From: noreply@sfs.ny.gov <noreply@sfs.ny.gov>
Sent: Wednesday, January 1, 2025 8:00 AM
To: CustomerEmailAddress@example.com
Subject: Welcome to SFS Customer Portal

You don't often get email from noreply@sfs.ny.gov. Learn why this is important

NYS Customer Name: JOHN DOE,

The temporary password to your account has been reset to the following *&ZIP7!

Please login using your SFS User ID and the temporary password provided to access your account. Once you have done so, you will be required to change your password immediately by clicking on the 'Change Password' link.

Requirements when creating a new password:

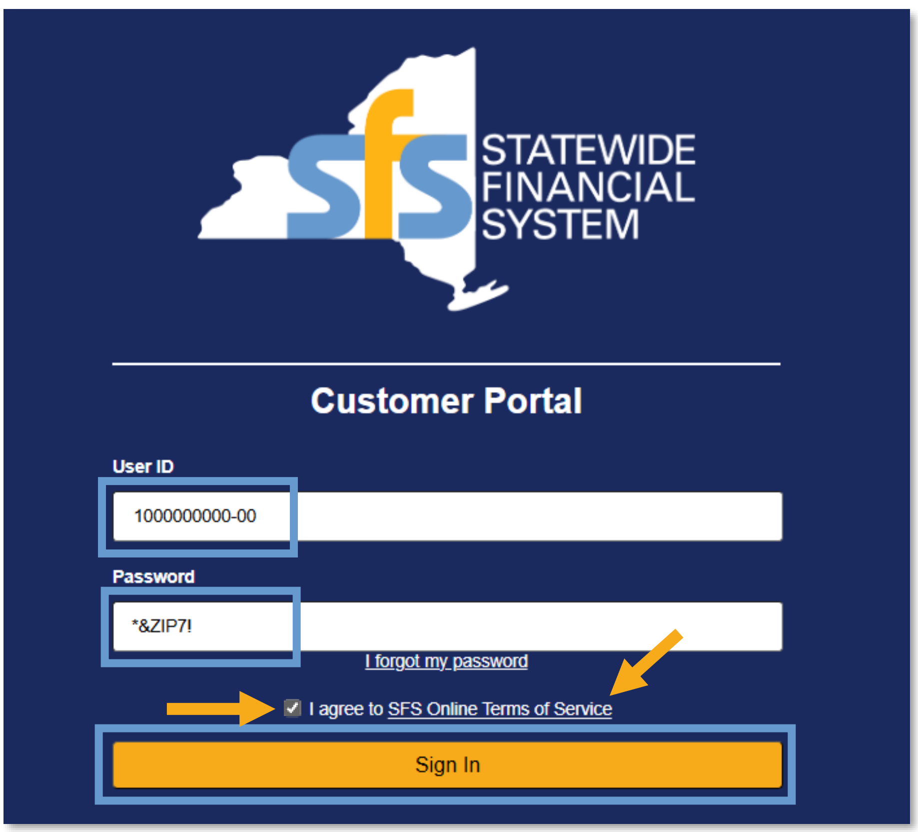
- Must be at least 8 characters
- Must include a special character
- Must include a number

We recommend that you set up a forgotten password hint by clicking on the 'Change or set up forgotten password help' link. Setting up your forgotten password hint will enable you to reset your own password in the future.

To open the SFS Online Customer Portal, click the URL provided in the email, or visit **https://customer.sfs.ny.gov**.

The SFS Customer Portal log-in screen will open in your web browser. Enter your new **User ID** and **temporary password**.

Click on the SFS Online Terms of Service link to review the information. If you agree to the SFS Online Terms of Service, click the checkbox, then click the Sign In button.



After logging in for the first time, a screen should appear to notify you that your temporary password is expired. Click the hyperlink on the page to set a new, permanent password.

- Enter a new password that meets the SFS password requirements.
- Click the **Change Password** button.
- Click the **OK** button.

You then be asked to set up a Password Hint – see below.

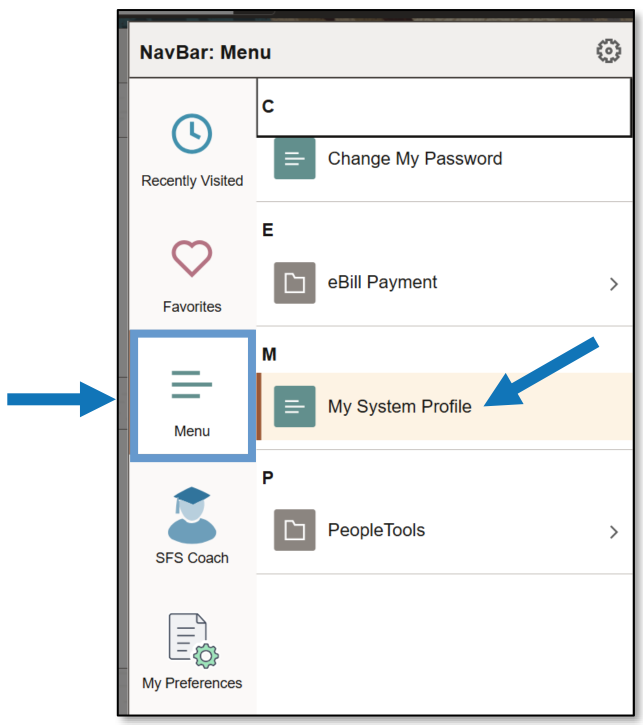
Set Up a Password Hint as a Customer Administrator

If you forget your password, you can have a new password emailed to you by clicking the [I forgot my password](#) link on the SFS Customer Portal sign-in page. However, in order to have a new password emailed to you, you must first setup a password hint (a security question and response) so the system can authenticate you. This should be done immediately after signing into the system for the first time with your new user ID.

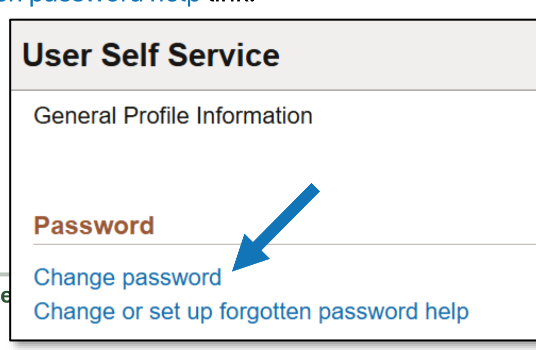
If you are logging in for the first time, after updating your password, you will be asked to set up a password hint. Proceed to page 6

If your password hint has already been set up but you wish to update this information, log in and click on the **NavBar** button ( ) in the top right.

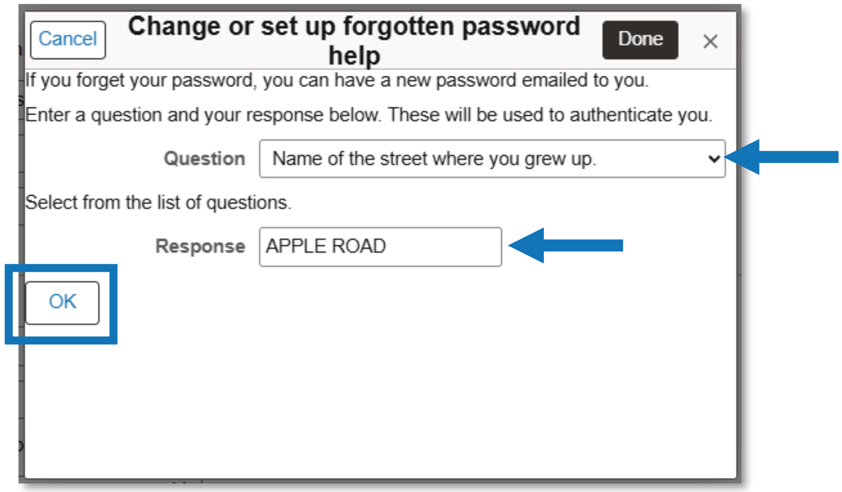
- Click **Menu** then click **My System Profile**



- Click the Change or set up forgotten password help link.



- Select a **Question** from the drop-down list that is meaningful and easy to remember, but not known by others.
- Enter the applicable information in the **Response** field.
- Click OK



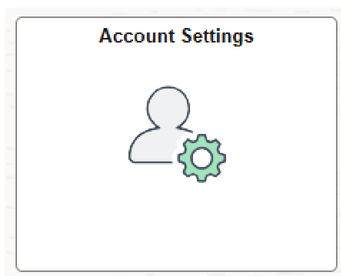
You will be returned to the User Self Service page – scroll down and click **Save** to save your password hint preferences.

Going forward, if you forget your password, you can have a new password emailed to you by clicking the I forgot my password link on the SFS Customer Portal sign-in page.

Change the Email Address for Your Account as a Customer Administrator

If your email address changes, you will need to log into the SFS Customer Portal and update the email address associated with your account.

Upon logging in, the eBill Payment Homepage is displayed. Locate and click on the **Account Settings** tile.



- Enter your new email address into the **Email ID** field
- Click the **Save** button
- A message will display at the top of your screen letting you know the save was successful.

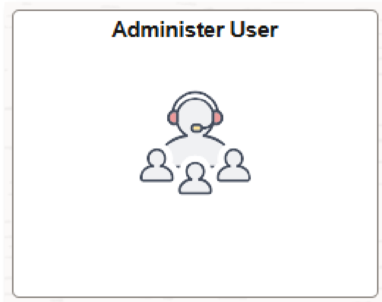
Add a New User

This feature is available for Customer Administrators, only.

Users can view and pay invoices, as well as correspond on the status of bills, and payments processed. Unlike Customer Administrators, “users” **cannot**:

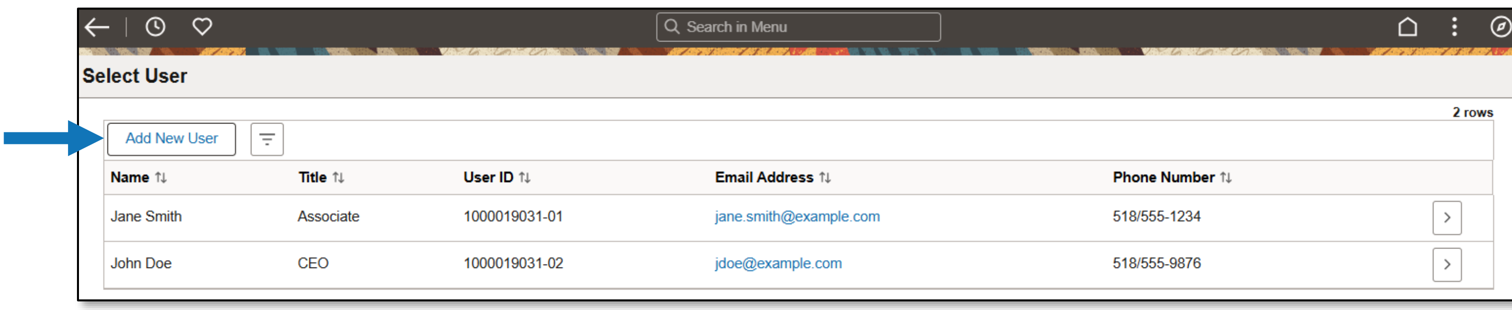
- Create and maintain other customer user accounts
- Maintain customer bank account information (direct debit eligible accounts, only)

Upon logging in, the eBill Payment Homepage is displayed. Locate and click on the **Administer User** tile.



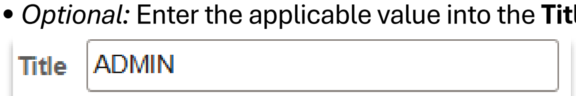
Any users that have already been added will be displayed on the **Select User** screen.

To add a new user, click the Add New User button.

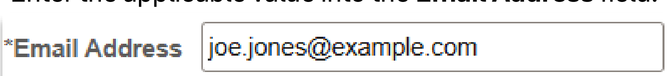


- Enter the applicable value into the **Name** field.

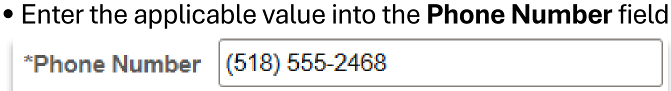
- *Optional:* Enter the applicable value into the **Title** field



- Enter the applicable value into the **Email Address** field.

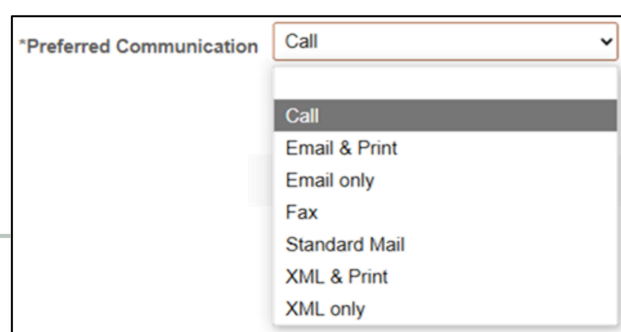


- Enter the applicable value into the **Phone Number** field.

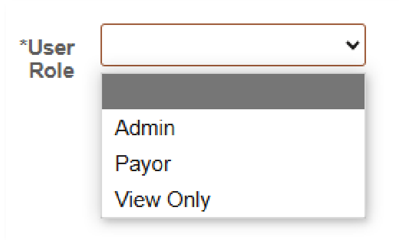


  - The **International Prefix** field can be populated when needed.

- Click the **Preferred Communication** drop-down list to select the preferred method for the user.



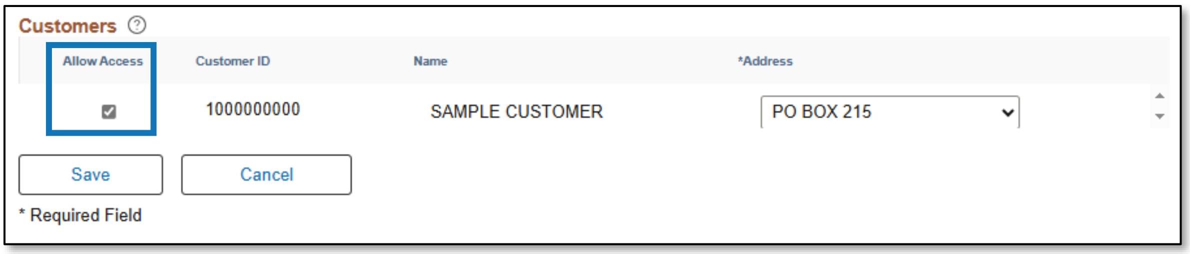
- Click the **User Role** drop-down list to select the preferred role for the user.



Available User Roles are:

- **Admin** - The user granted this role has full access to view and pay invoices as well as update bank accounts
- **Payor** - The user granted this role can view and pay invoices
- **View Only** - The user granted this role can only view invoices.

In the **Customers** section, select the customer IDs the new user should be granted access to.



Once all applicable information is entered, scroll down and click the **Save** button.
When the **Save Confirmation** message appears, click **OK**.
Click the **Home** icon or Return to Home Page text to return to the home page.

The new user will receive an email from SFS containing their User ID, followed by a second email that contains a temporary password. After logging in for the first time, a screen should appear requesting that the user changes their password.

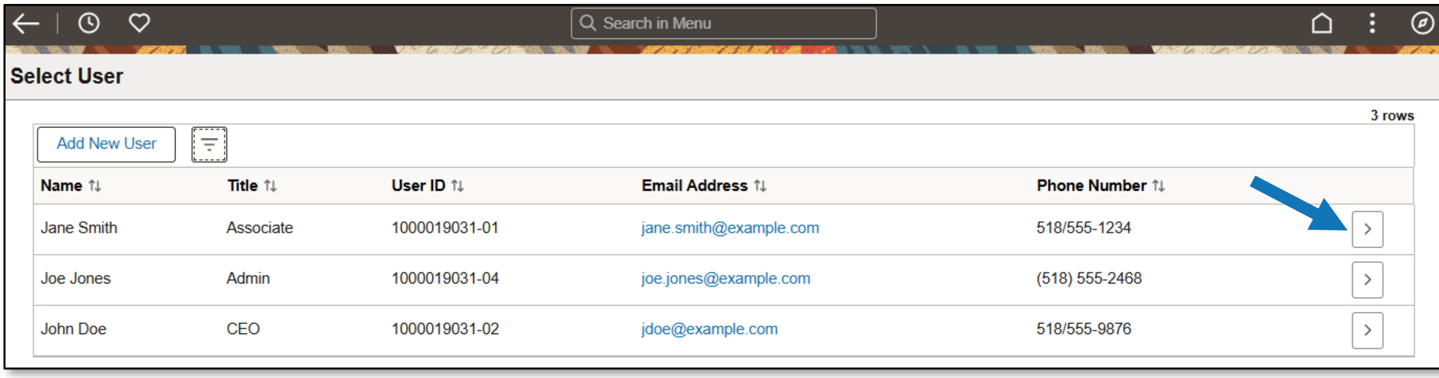
Reset a User's Password

This feature is available for Customer Administrators, only.

As a user with the eBill Pay Customer Admin role, you have the ability to reset passwords for other user accounts. **No email notification will be sent by the system to the user after you reset their password.** Therefore, once you reset a user's password, you will need to notify them of their new password.

Upon logging in, the eBill Payment Homepage is displayed. Locate and click on the **Administer User** tile.

The **Select User** screen will display all users that have access to this account. Click on the arrow symbol in the row of the customer you would like to make updates for.



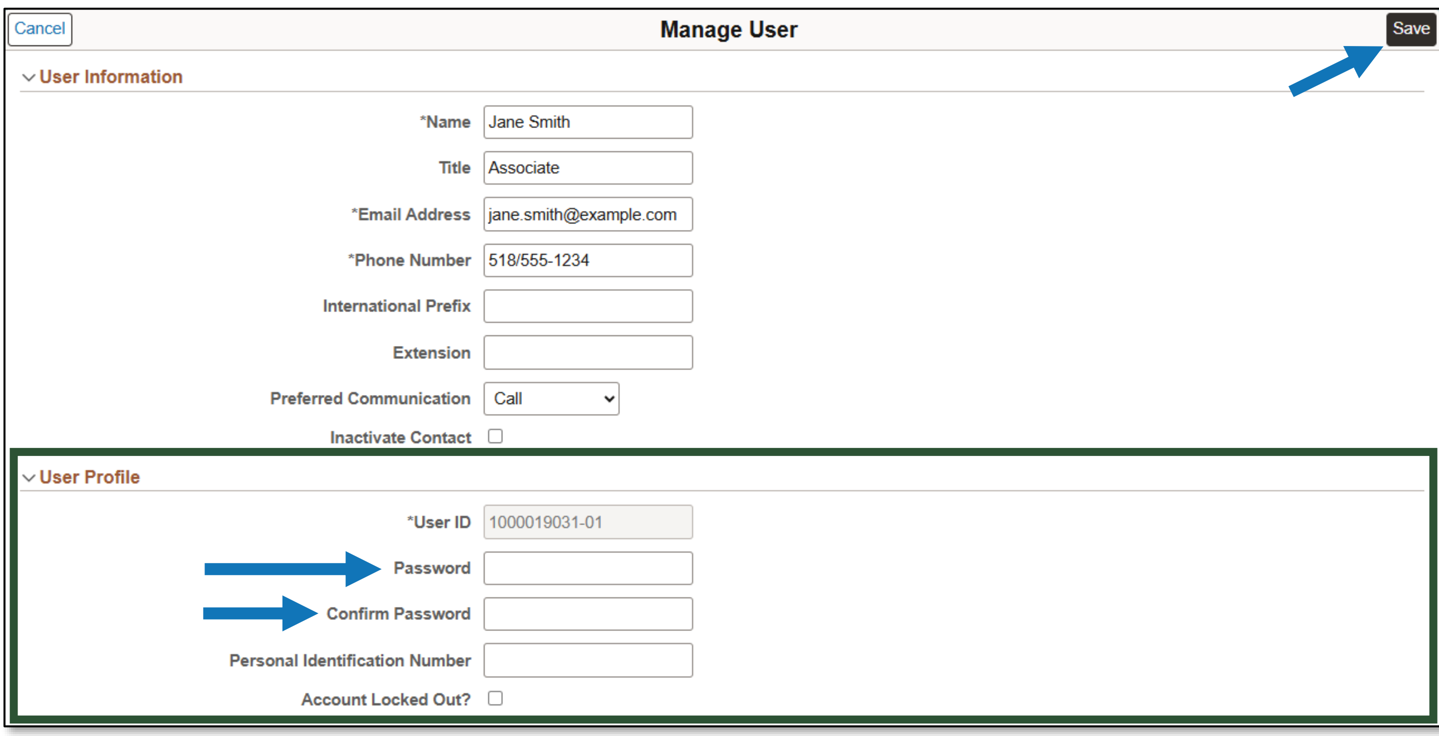
The **Manage User** page will open. The **User Profile** section is where password information is stored.

Enter a new user password that meets the SFS password requirements in the Password field:

- Must be at least 8 characters
- Must include a special character
- Must include a number

Enter the new User password again the Confirm Password field.

To save your changes, click the Save button.



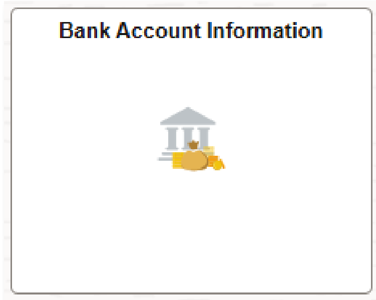
Once you reset the user's password, you will need to notify them of their new password. No email notification will be sent to the user.

Add a New Bank Account

This feature is available for Customer Administrators who will be processing direct debit transactions, only.

Direct debit transactions can only be submitted by NYS DEC Division of Environmental Remediation (DER) permit holders. If you add your bank account information and then proceed to pay an invoice for a fee type other than DER, stored bank account information will not apply, and you will be required to enter your payment details again during the checkout process.

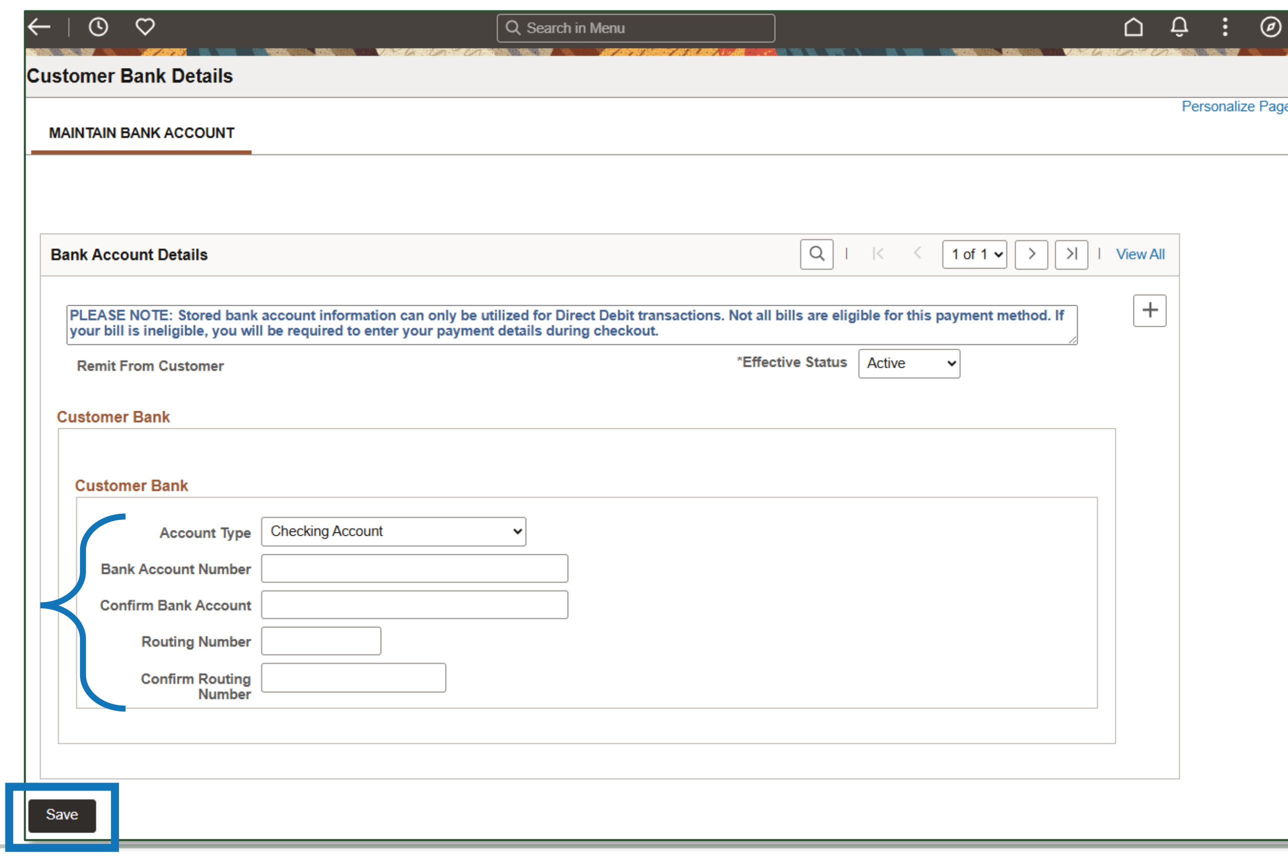
Upon logging in, the eBill Payment Homepage is displayed. Locate and click on the **Bank Account Information** tile.



If you are adding banking information for the first time, follow the steps below.

If you are updating or changing your previously entered banking information, click the plus (+) symbol to create a new record, then follow the steps below.

- Select the appropriate bank account type from the **Account Type** drop-down list.
- Enter the applicable value into the **Bank Account Number** field. Confirm this value by reentering it into the **Confirm Bank Account** field.
- Enter the applicable value into the **Routing Number** field. Confirm this value by reentering it into the **Confirm Routing Number** field.
- To save the bank information, click the **Save** button.
- To confirm the bank account information is correct, click the OK button.



For the User:

Log into the SFS Customer Portal for the First Time as a User

Once a Customer Administrator has enrolled you as a user, you will receive a Welcome Email from SFS that contains your username, and a second email that contains a temporary password. After logging in for the first time, a screen should appear requesting that you change your password (if that popup does not appear, you can follow the steps in this training to create a new password).

You will need to review and agree to the SFS Online Terms of Service before logging in. If you do not agree, you will NOT be able to proceed and use the SFS Customer Portal.

The Welcome Email will contain your **customer name** and **customer number**. Your **assigned username** is located in the bottom portion the email.

Welcome Email:

From: noreply@sfs.ny.gov <noreply@sfs.ny.gov>
Sent: Wednesday, January 1, 2025 10:00 AM
To: CustomerEmailAddress@example.com
Subject: Welcome to SFS Customer Portal

You don't often get email from noreply@sfs.ny.gov. Learn why this is important

NYS Customer Name: JOHN DOE,

Welcome! You have been successfully registered in the New York's Statewide Financial System (SFS) Customer Portal as a Non-Administrator Customer for your organization to allow you to do business with or make payments to New York State.

Your assigned Customer Identification Number is 1000000000 which is needed in order to do business with New York State Dept of Environmental Conservation. This number should be provided to any New York State Agency/Business Unit when transacting business with them as a customer.

A business or individual could be both a vendor (providing goods or services to the state) and a customer (being billed for services provided by the state). The Customer Portal is used by a business or individual to view and pay bills owed to the state, whereas the Vendor Portal allows a business or individual to view payments made by the state to the business.

If the Customer desires to make online payments, the Customer Administrator will need to setup bank account information to enable customer users to initiate direct debit payments online to pay invoices in the SFS. **Please note it is the customer's responsibility to ensure that all banking requirements for your bank have been met prior to setting up bank account information in the SFS Customer Portal.** As the Customer Administrator, you can also setup additional customer user accounts in the Customer Self-Service Portal.

For step-by-step instructions in performing various functions in the Customer Portal/eBill Payment module, please refer to the http://h4a13.sfs.ny.gov:16260/psp/tstfin1b/CUSTOMER/ERP/h/?tab=DEFAULT/help after logging in.

To login to the Customer Self-Service Portal, please click the following URL: http://h4a13.sfs.ny.gov:16260/psp/tstfin1b/CUSTOMER/ERP/h/?tab=DEFAULT and use the login credentials specified below.

1. Login information:
    1. NYS Customer Portal Login User ID: 1000000000-02

After the Welcome Email is sent, you'll receive a second email containing a **temporary password** for accessing your account.

Password Email:

From: noreply@sfs.ny.gov <noreply@sfs.ny.gov>
Sent: Wednesday, January 1, 2025 10:00 AM
To: CustomerEmailAddress@example.com
Subject: Welcome to SFS Customer Portal

You don't often get email from noreply@sfs.ny.gov. Learn why this is important

NYS Customer Name: JOHN DOE,

The temporary password to your account has been reset to the following: y2_!PL*

Please login using your SFS User ID and the temporary password provided to access your account. Once you have done so, you will be required to change your password immediately by clicking on the 'Change Password' link.

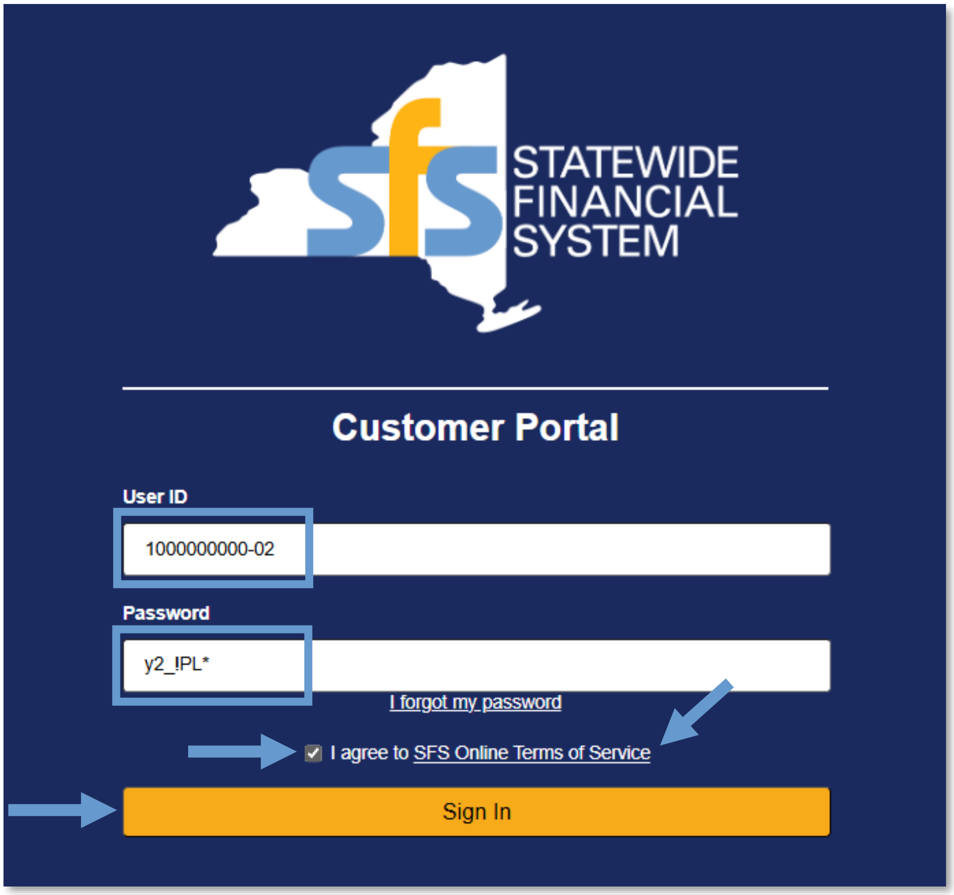
Requirements when creating a new password:

- Must be at least 8 characters
- Must include a special character
- Must include a number

To open the SFS Online Customer Portal, click the URL provided in the email, or visit **https://customer.sfs.ny.gov**.

The SFS Customer Portal log-in screen will open in your web browser. Enter your new **User ID** and **temporary password**.

Click on the SFS Online Terms of Service link to review the information. If you agree to the SFS Online Terms of Service, click the checkbox, then click the Sign In button.



After logging in for the first time, a screen should appear to notify you that your temporary password is expired. Click the hyperlink on the page to set a new, permanent password.

- Enter a new password that meets the SFS password requirements.
- Click the Change Password button.
- Click the OK button.
- The eBill Payment homepage will display (this is the screen you'll see each time you log in).

You then be asked to set up a Password Hint – see below.

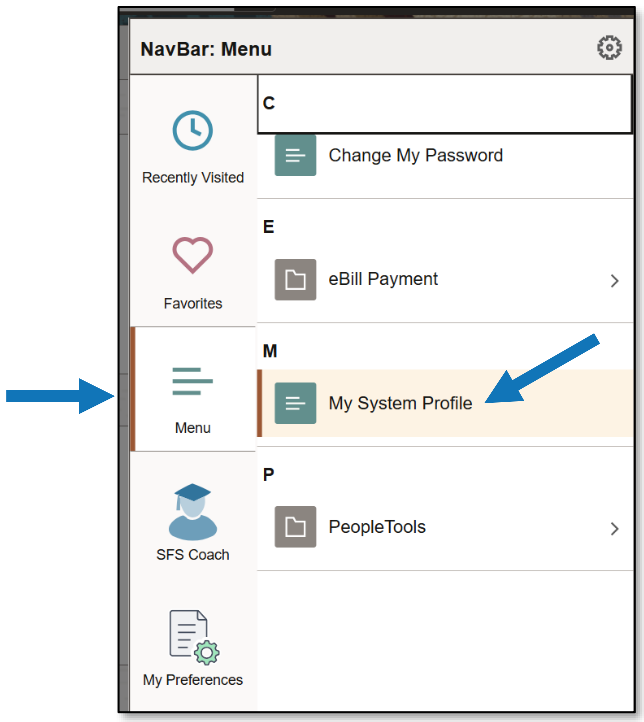
Set up a Password Hint as a User

If you forget your password, you can have a new password emailed to you by clicking the I forgot my password link on the SFS Customer Portal sign-in page. However, in order to have a new password emailed to you, you must first setup a password hint (a security question and response) so the system can authenticate you. This should be done immediately after signing into the system for the first time with your new user ID.

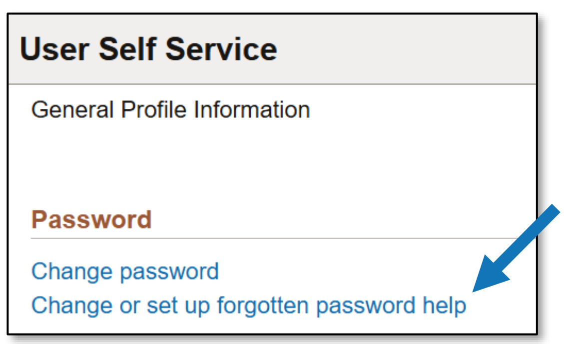
If you are logging in for the first time, after updating your password, you will be asked to set up a password hint. Proceed to page 14.

If your password hint has already been set up but you wish to update this information, log in and click on the **NavBar** button ( ) in the top right.

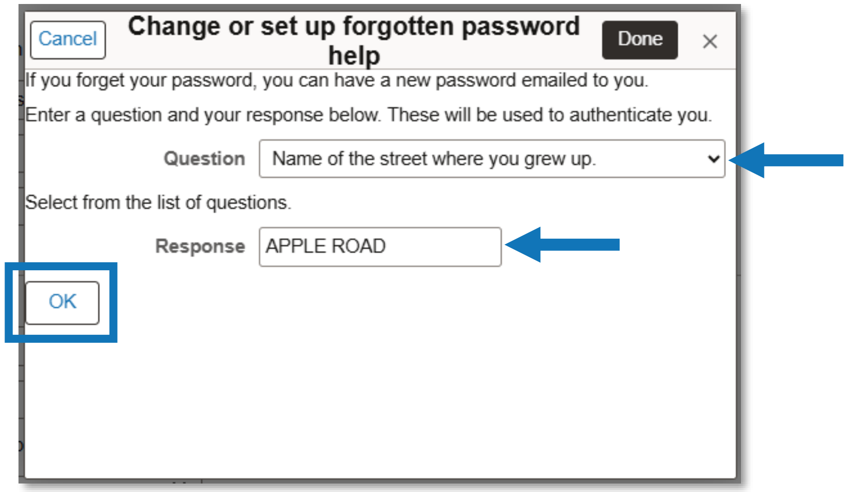
- Click **Menu** then click **My System Profile**



- Click the Change or set up forgotten password help link.



- Select a **Question** from the drop-down list that is meaningful and easy to remember, but not known by others.
- Enter the applicable information in the **Response** field.
- Click OK



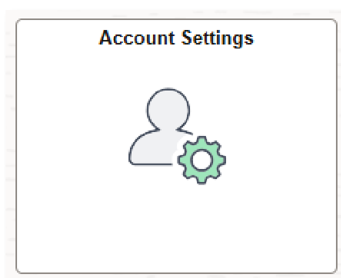
- You will be returned to the User Self Service page – scroll down and click **Save** to save your password hint preferences.

Going forward, if you forget your password, you can have a new password emailed to you by clicking the I forgot my password link on the SFS Customer Portal sign-in page.

Change the Email Address for Your Account as a User

If your email address changes, you will need to log into the SFS Customer Portal and update the email address associated with your account. After saving, your old email address and new email address will receive an email notification from the system about the changes.

Upon logging in, the eBill Payment Homepage is displayed. Locate and click on the **Account Settings** tile.



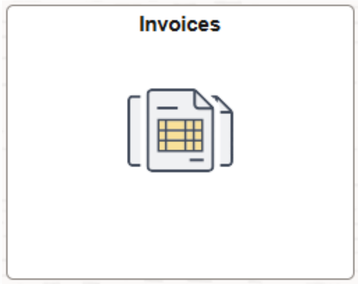
- Enter your new email address into the **Email ID** field
- Click the **Save** button
- A message will display at the top of your screen letting you know the save was successful.

Reviewing Invoices

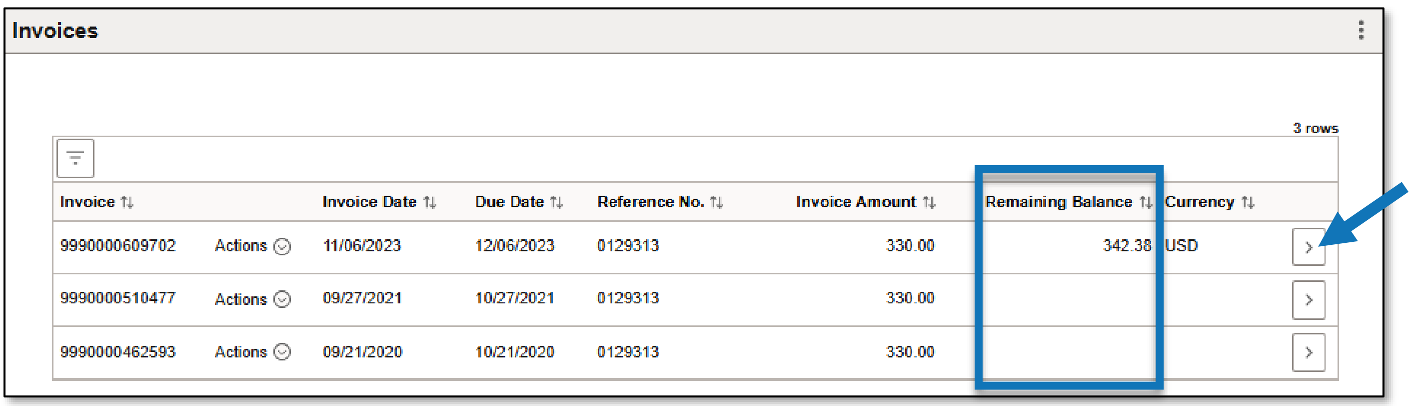
Any recently generated, open invoice can be viewed in the SFS Customer Portal by clicking on the **Invoices** tile.

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.**

Upon logging in, the eBill Payment Homepage is displayed. Locate and click on the **Invoices** tile.

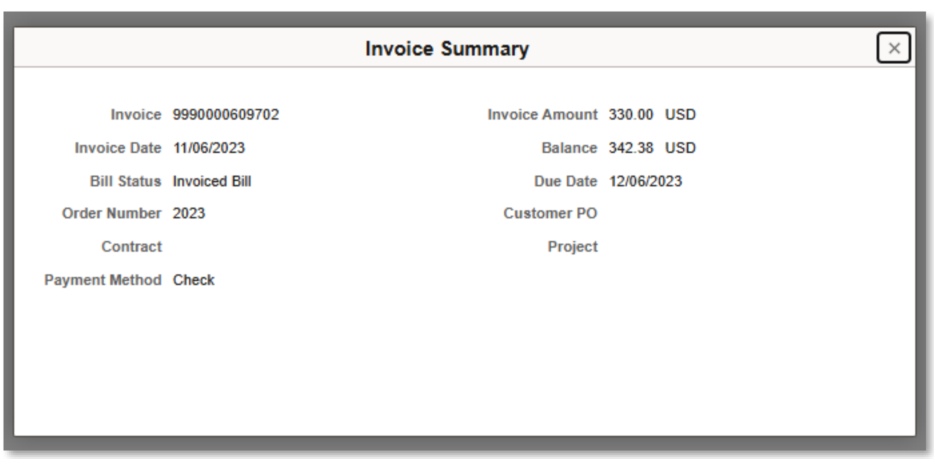


The **Invoices** page opens and displays a list of all open invoices for your account.
If the Remaining Balance column is blank, the invoice is paid in full and no additional payment is required at this time.
To view details for a specific invoice, click on the arrow symbol in the row of the invoice you would like to view.


Invoices

3 rows

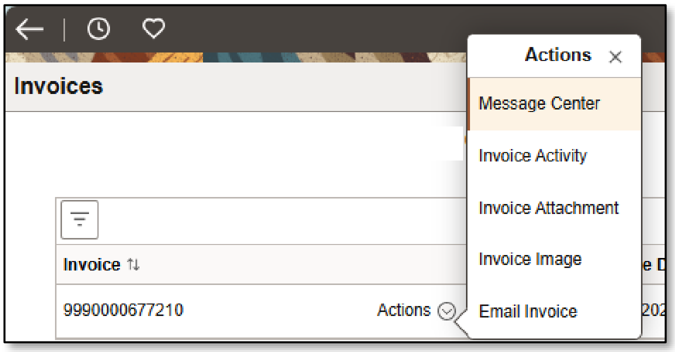
Invoice		Invoice Date	Due Date	Reference No.	Invoice Amount	Remaining Balance	Currency	
9990000609702	Actions	11/06/2023	12/06/2023	0129313	330.00	342.38	USD	>
9990000510477	Actions	09/27/2021	10/27/2021	0129313	330.00			>
9990000462593	Actions	09/21/2020	10/21/2020	0129313	330.00			>


Invoice Summary

Invoice	9990000609702	Invoice Amount	330.00 USD
Invoice Date	11/06/2023	Balance	342.38 USD
Bill Status	Invoiced Bill	Due Date	12/06/2023
Order Number	2023	Customer PO	
Contract		Project	
Payment Method	Check		

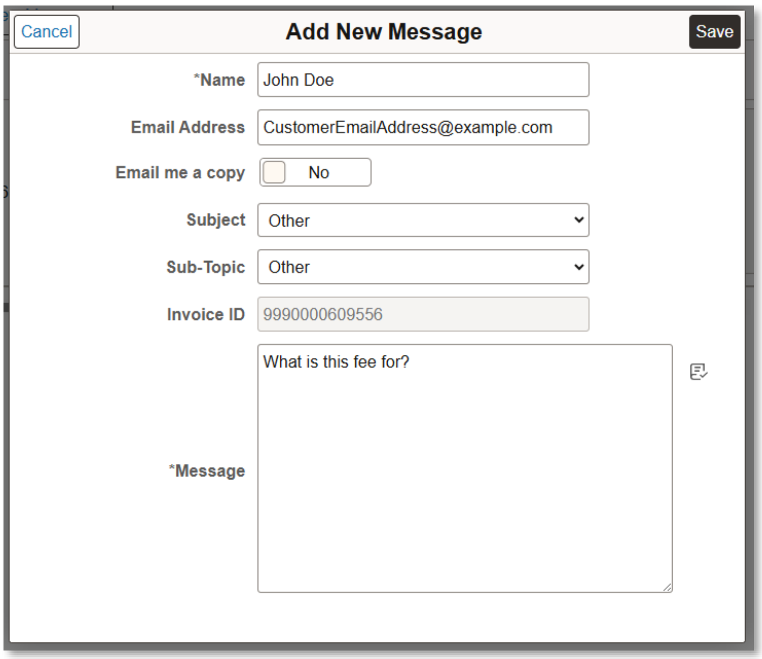
To close the **Invoice Summary** window, click the (**X**).

To send a message to DEC about a particular invoice, click the Actions arrow symbol (⌄) next to your desired invoice, then click **Message Center**.



The **Message Center** window will appear – click **Add New Message** to create a new message.

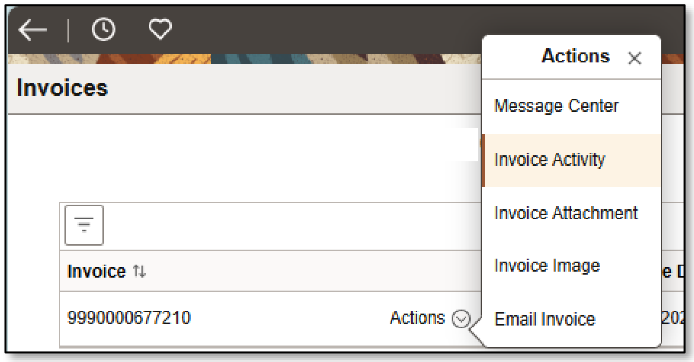
- **Name** and **Email Address** should autofill, but you can change these, if desired.
- Select a **Subject** from the drop-down list
- Select a **Sub-Topic** from the drop-down list
- Enter your message
- To send your message to DEC, click **Save**



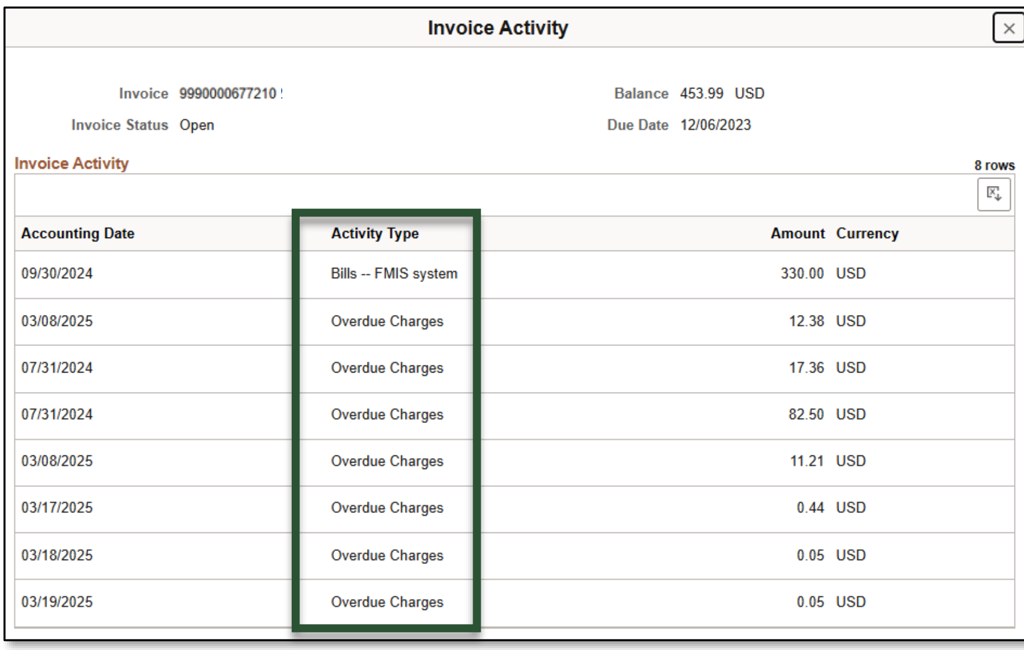
You will receive a pop-up confirmation that your message has been sent. Click **OK**.

To close the **Message Center** window, click the (**X**).

To view invoice activity (assessment of late fees, application of payments, etc.), click the Actions arrow symbol (⌄) next to your desired invoice, then click **Invoice Activity**.



Invoice Activity Reflecting Late Fees ("Overdue Charges"):



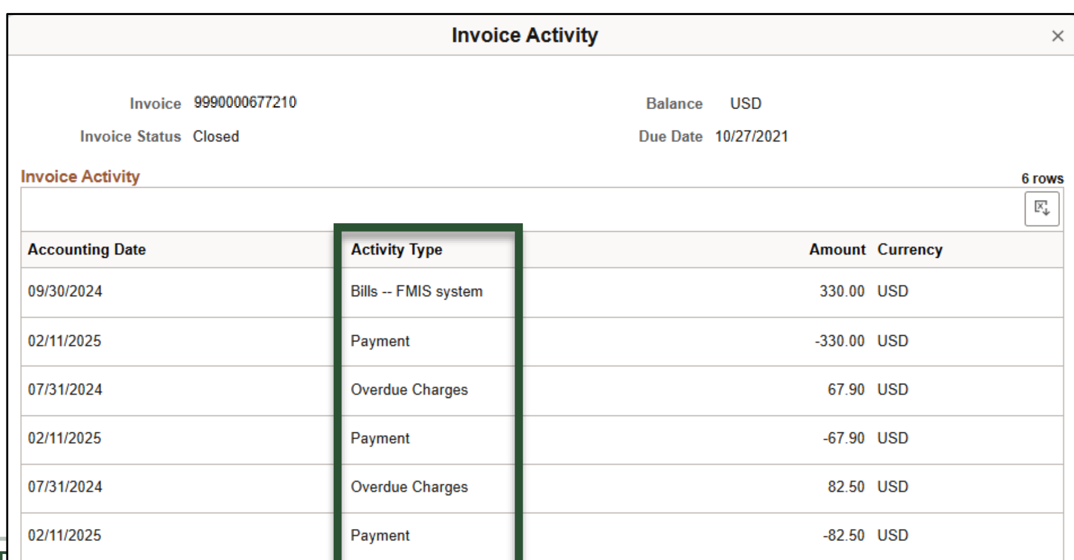
Invoice Activity

Invoice 9990000677210
Invoice Status Open
Balance 453.99 USD
Due Date 12/06/2023

Invoice Activity — 8 rows

Accounting Date	Activity Type	Amount	Currency
09/30/2024	Bills -- FMIS system	330.00	USD
03/08/2025	Overdue Charges	12.38	USD
07/31/2024	Overdue Charges	17.36	USD
07/31/2024	Overdue Charges	82.50	USD
03/08/2025	Overdue Charges	11.21	USD
03/17/2025	Overdue Charges	0.44	USD
03/18/2025	Overdue Charges	0.05	USD
03/19/2025	Overdue Charges	0.05	USD

Invoice Activity Reflecting Overdue Charges and Payment:



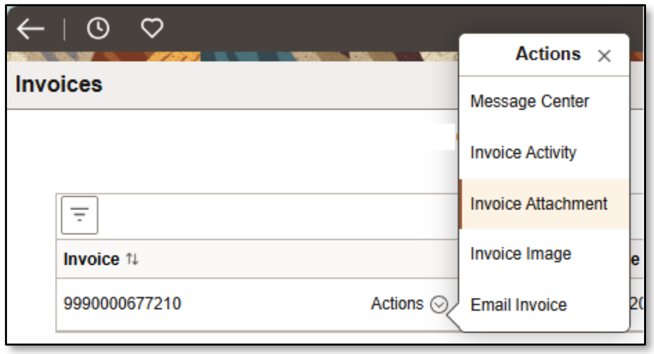
Invoice Activity

Invoice 9990000677210
Invoice Status Closed
Balance USD
Due Date 10/27/2021

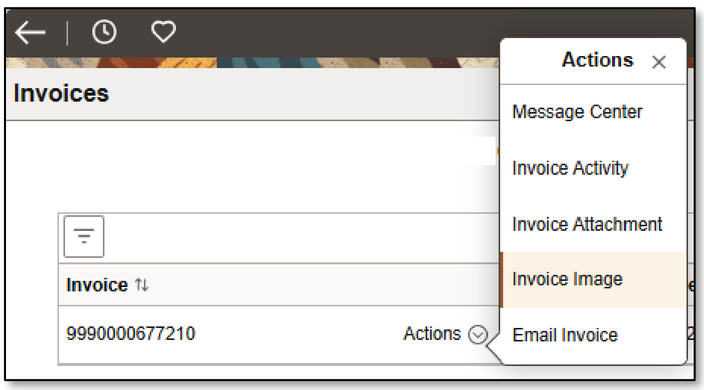
Invoice Activity — 6 rows

Accounting Date	Activity Type	Amount	Currency
09/30/2024	Bills -- FMIS system	330.00	USD
02/11/2025	Payment	-330.00	USD
07/31/2024	Overdue Charges	67.90	USD
02/11/2025	Payment	-67.90	USD
07/31/2024	Overdue Charges	82.50	USD
02/11/2025	Payment	-82.50	USD

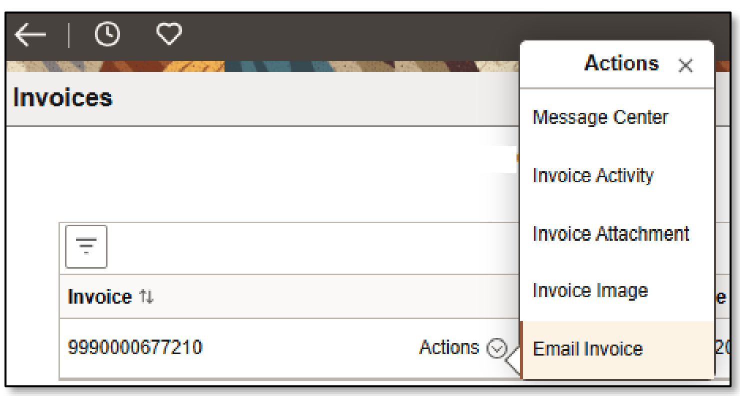
If your invoice included any attachments (not applicable to all fee types), click the Actions arrow symbol (⌄) next to your desired invoice, then click **Invoice Attachment**.



To view a PDF of your invoice, click the Actions arrow symbol (⌄) next to your desired invoice, then click **Invoice Image**. Your PDF will open in a new browser window allowing you to print or save a copy.



To email a copy of your invoice (to yourself or another recipient), click the Actions arrow symbol (⌄) next to the invoice you want to email, then click **Email Invoice**.



Enter the desired email address and email message (optional). Click **Send**.

Pay an Invoice

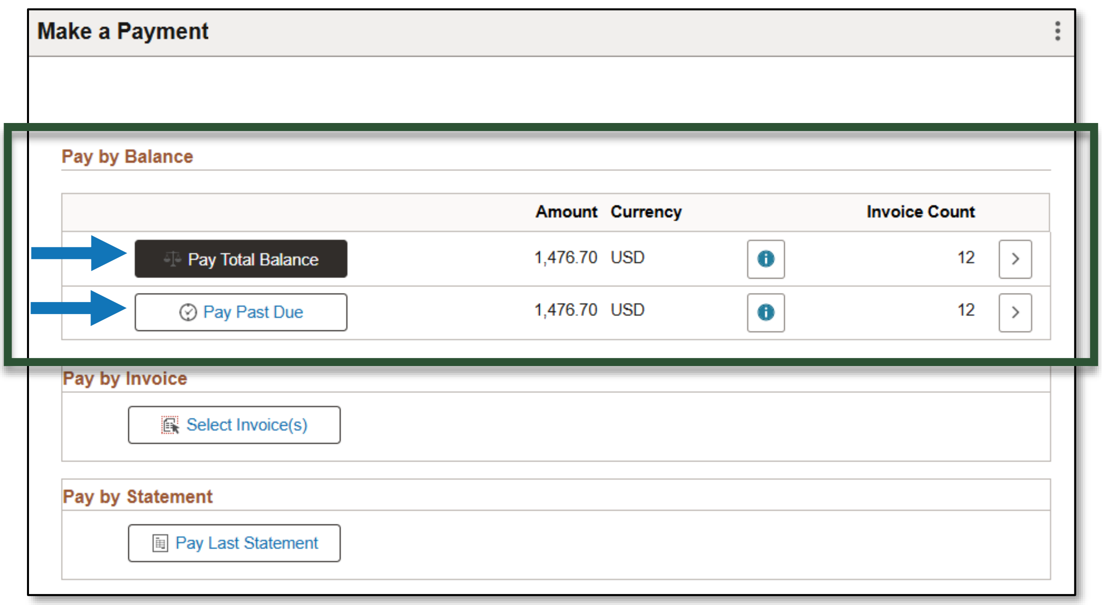
Please note, electronic payments are subject to a convenience fee. This convenience fee is assessed in addition to your invoiced fee(s) and will appear as a separate charge on your bank or credit card statement.

The Make a Payment module in the SFS Customer Portal allows users to make full or partial payments on their open invoices.

Upon logging in, the eBill Payment Homepage is displayed. Locate and click on the **Make a Payment** tile.

On the **Make a Payment** page, your payment options are: Pay by Balance, Pay by Invoice, or Pay by Statement.

Pay by Balance – Use this option to pay your account in full.



Select the **Pay Total Balance** or **Pay Past Due** button to proceed.

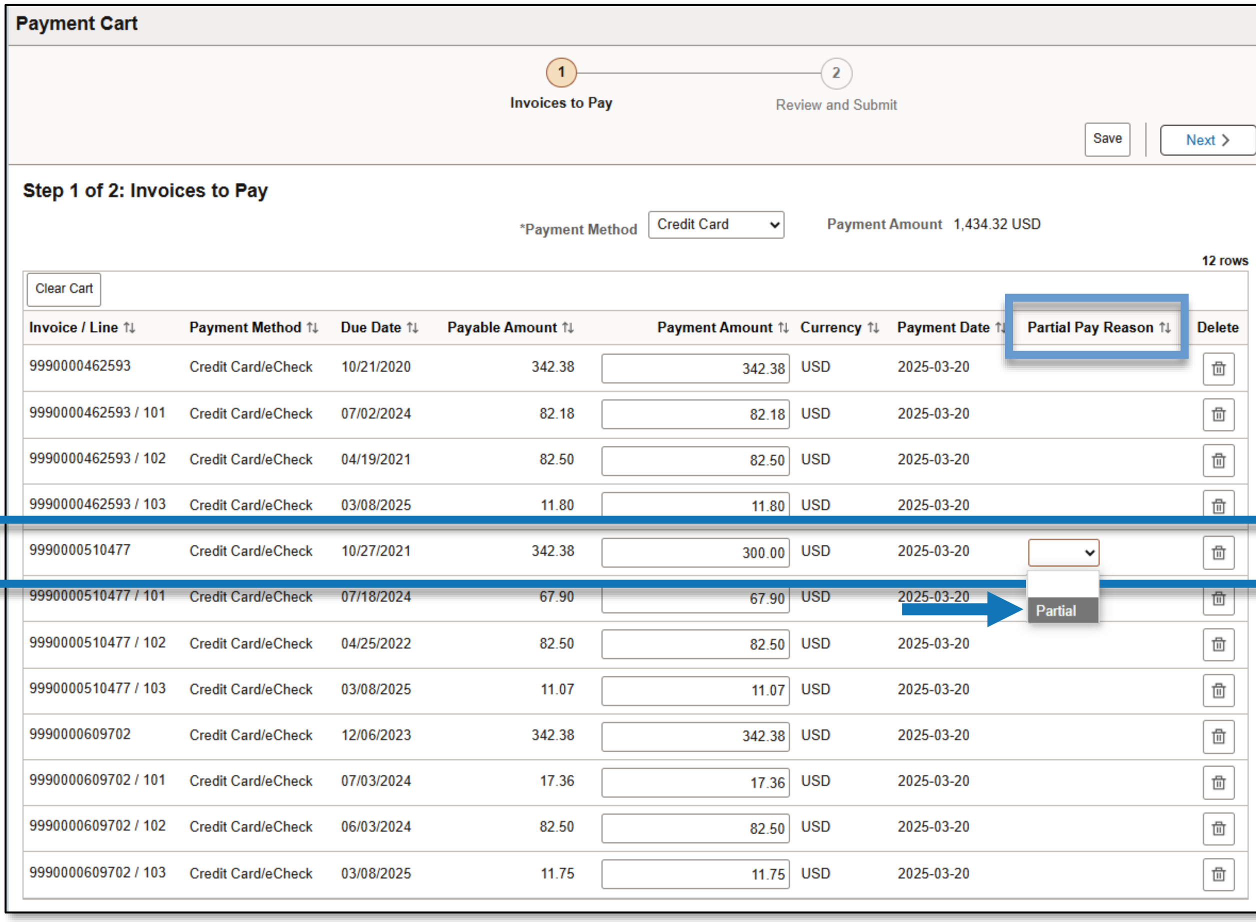
The **Payment Cart** screen will display all invoices that are available for payment.

It is not necessary to update the **Payment Method** drop down. You will select your desired payment method later during checkout.

To make a **full** payment, do not change any Payment Amount fields.

To make a **partial** payment, modify the Payment Amount field to be less than the full amount.

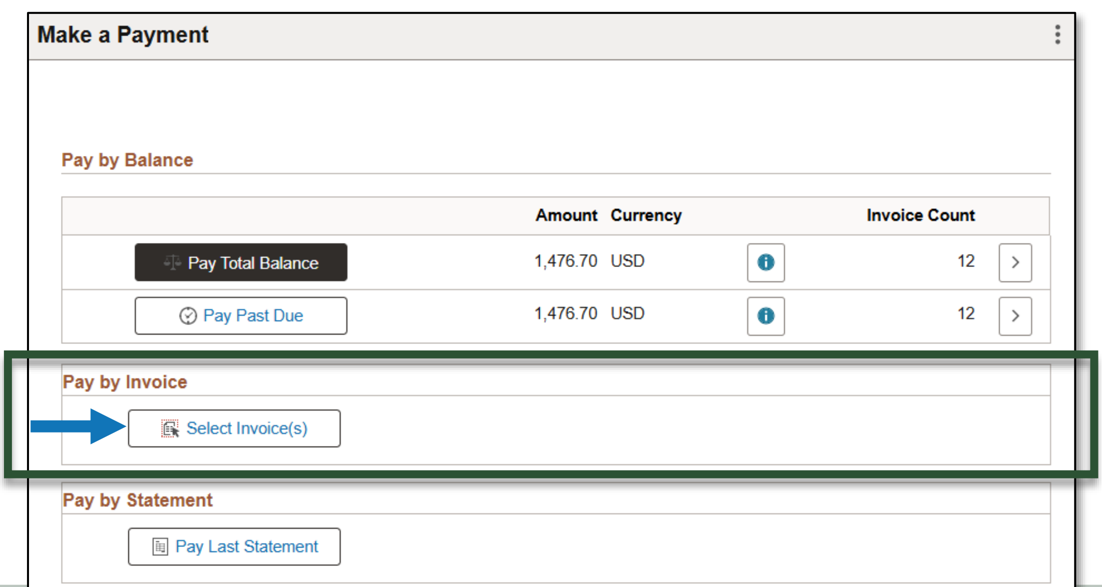
- After modifying the Payment Amount field, hit **Tab** on your keyboard to activate the Partial Pay Reason column.
- Select Partial from the drop-down list.



Click the **Next** button in the top right to review and submit your payment.

Proceed to the Verify Your Payment steps on page 24.

Pay by Invoice – Use this option to select the specific invoice(s) you want to pay.

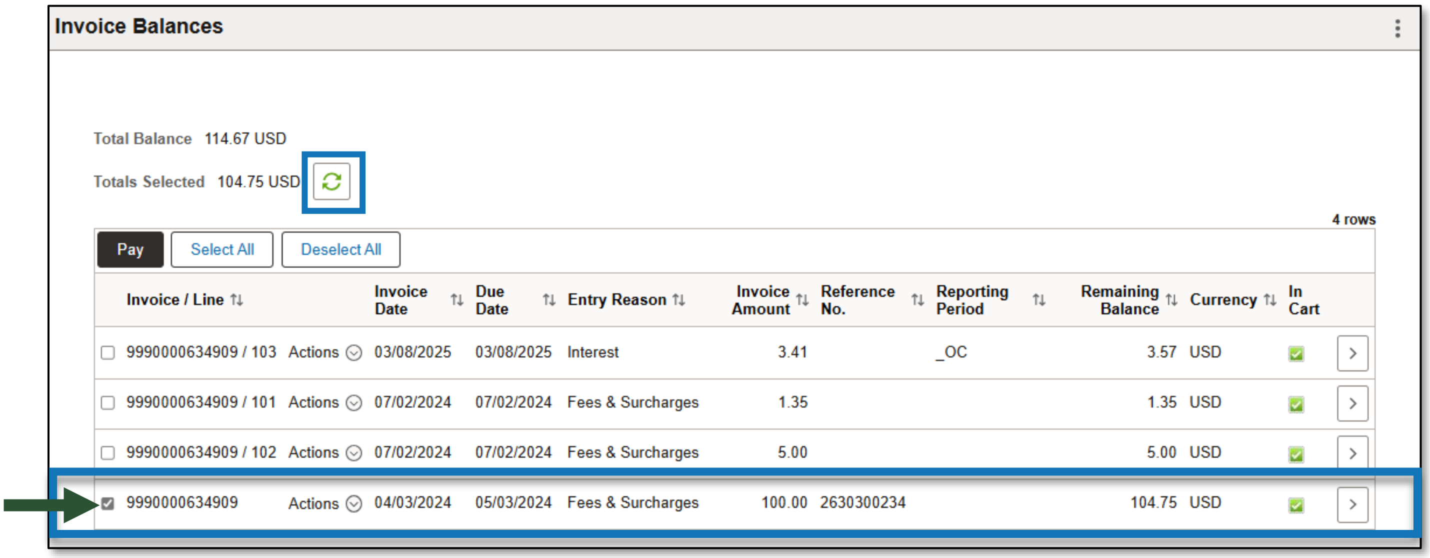


The **Invoice Balances** page displays all invoices related to your account. You may need to scroll to see all applicable invoice(s).

Note: The Select All button can be used to select all invoices. The Deselect All button can be used to unselect all invoices.

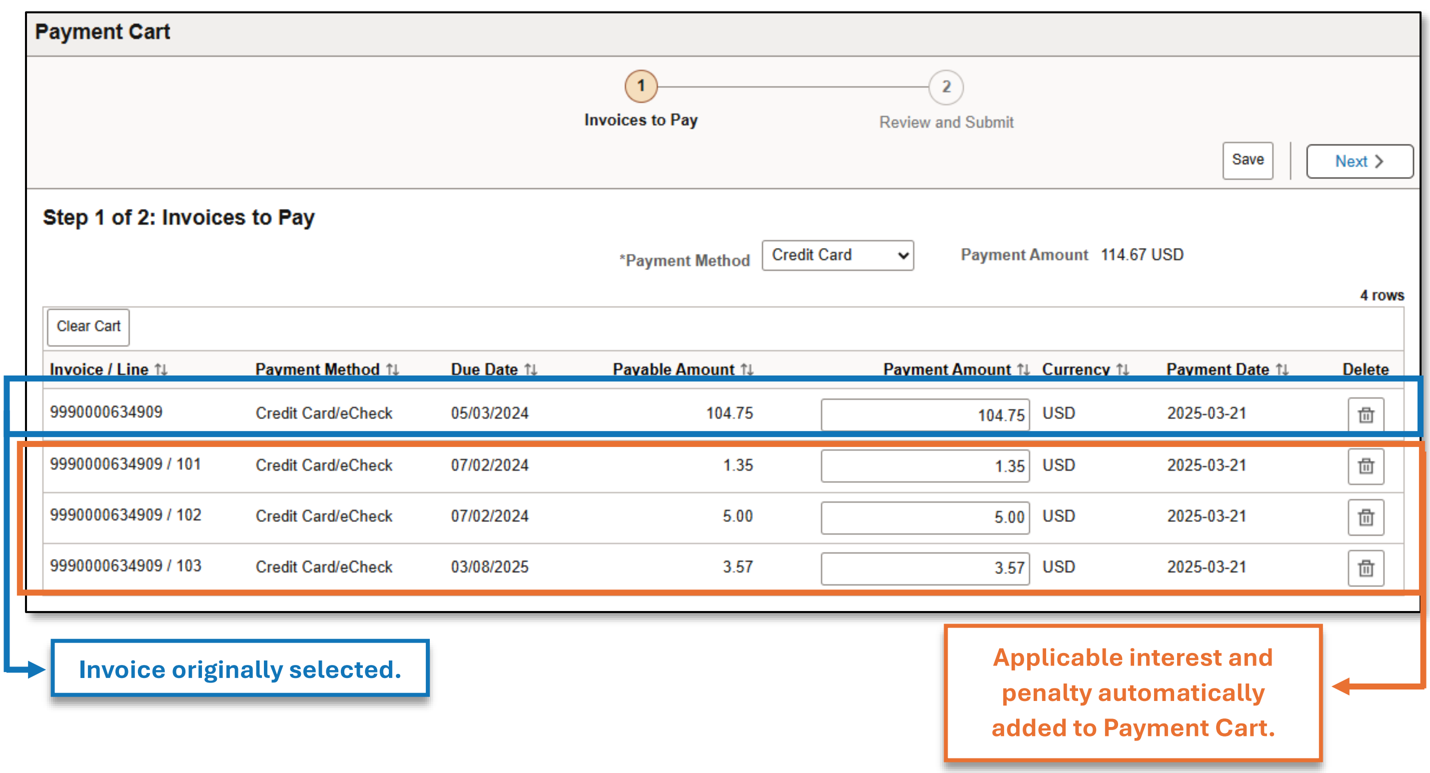
Select the invoice(s) you wish to pay by clicking on the corresponding checkbox.

Note: Clicking the refresh symbol ( ) will update the Totals Selected value.



Once you have selected the invoice(s) you wish to pay, click on the **Pay** button.

Note: If you have selected an invoice that has corresponding interest and penalty fees, these fees will be automatically selected and added to your Payment Cart.

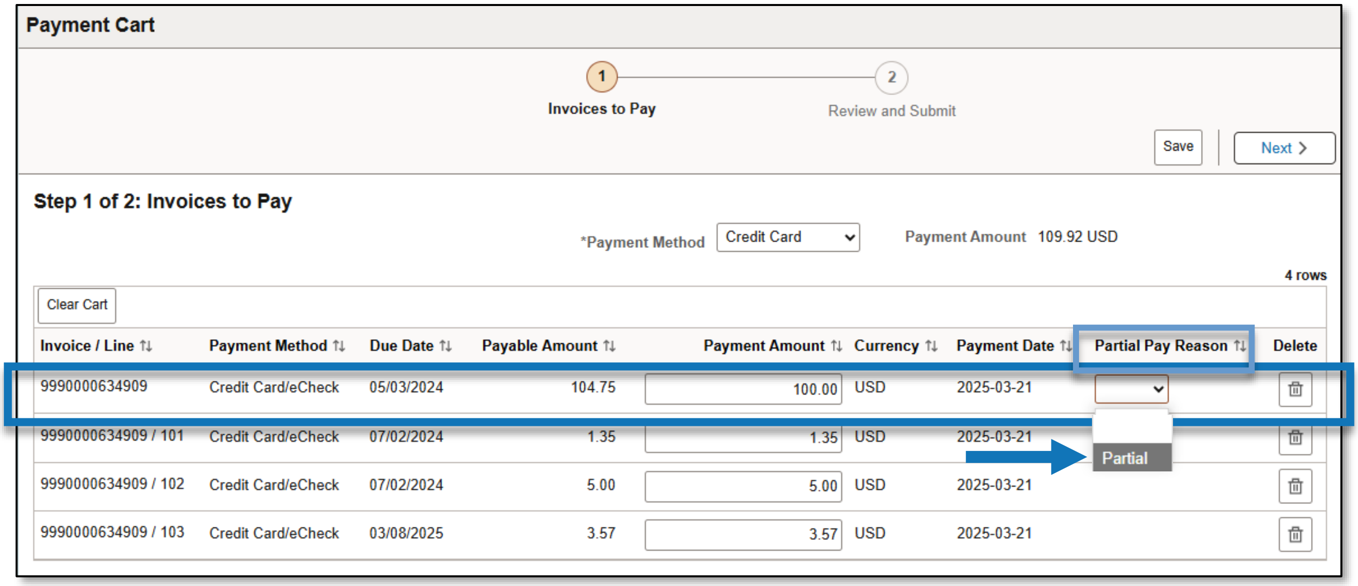


It is not necessary to update the **Payment Method** drop down. You will select your desired payment method later during checkout.

To make a **full** payment, do not change any Payment Amount fields.

To make a **partial** payment, modify the Payment Amount field to be less than the full amount.

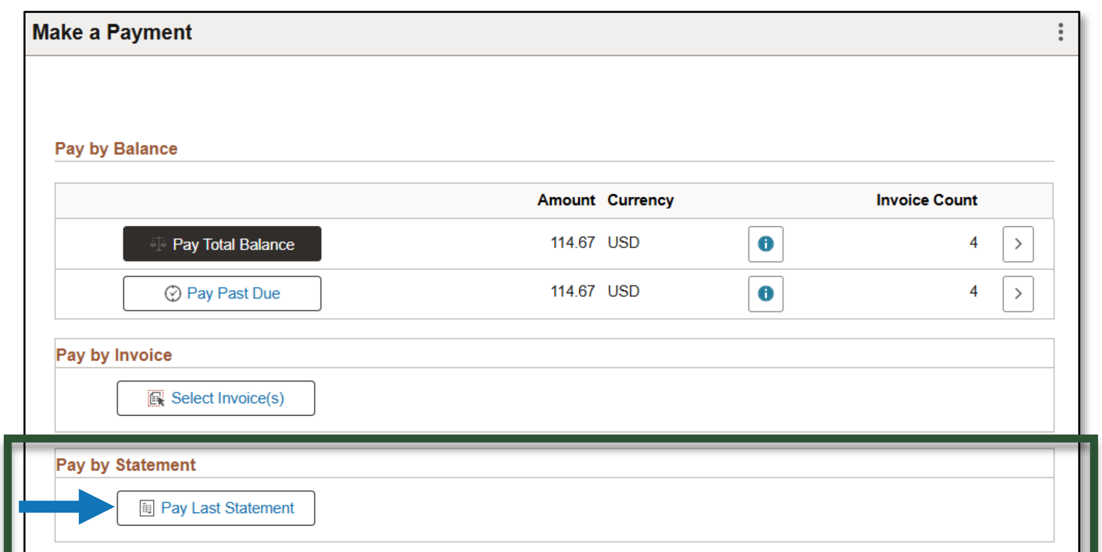
- After modifying the Payment Amount field, hit **Tab** on your keyboard to activate the Partial Pay Reason column.
- Select Partial from the drop-down list.



Click the **Next** button in the top right to review and submit your payment.

Proceed to the Verify Your Payment steps on page 24.

Pay by Statement – Use this option to select the specific statement(s) you want to pay.



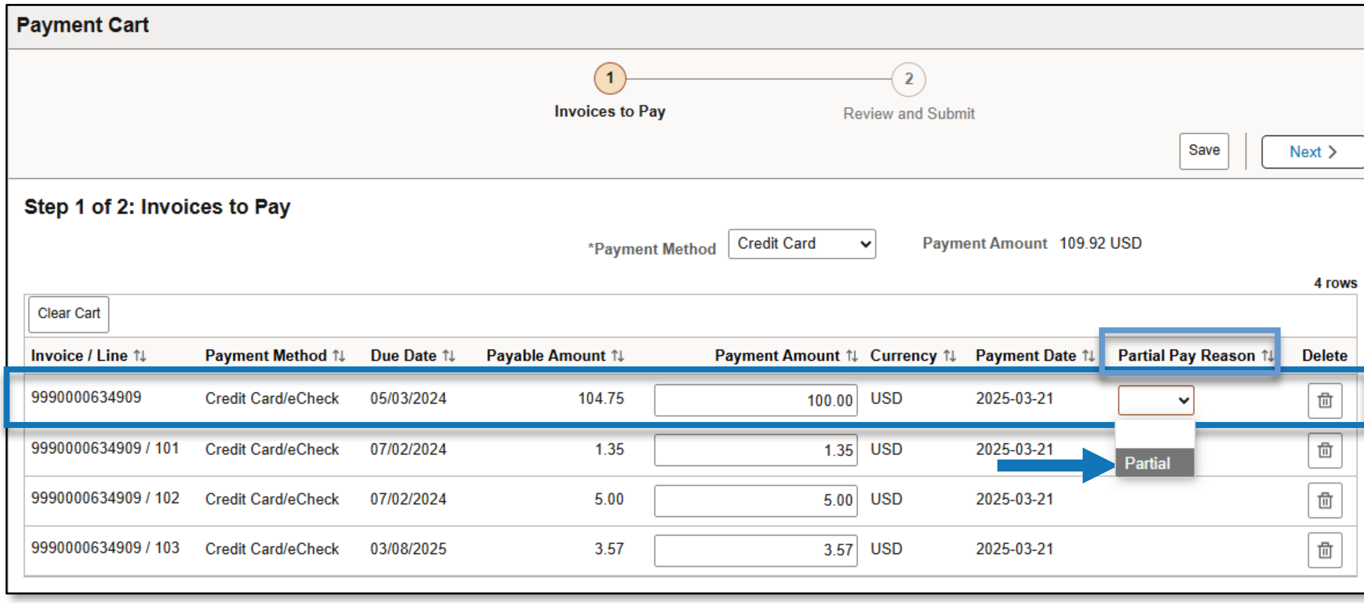
The **Payment Cart** screen will display all invoices that are available for payment.

It is not necessary to update the **Payment Method** drop down. You will select your desired payment method later during checkout.

To make a **full** payment, do not change any Payment Amount fields.

To make a **partial** payment, modify the Payment Amount field to be less than the full amount.

- After modifying the Payment Amount field, hit **Tab** on your keyboard to activate the Partial Pay Reason column.
- Select Partial from the drop-down list.

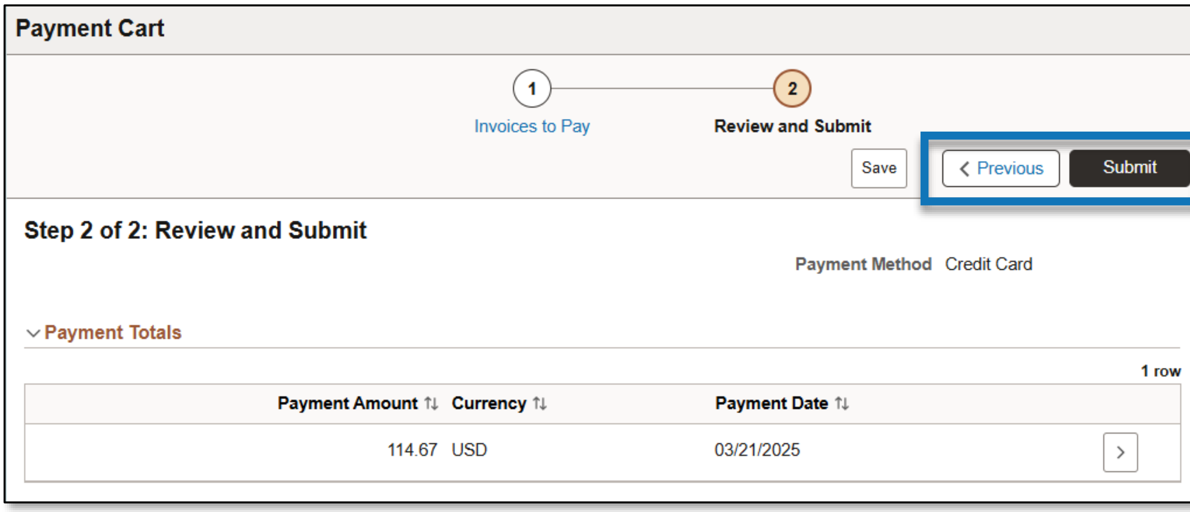


Click the **Next** button in the top right to review and submit your payment.

Proceed to the Verify Your Payment steps on page 24.

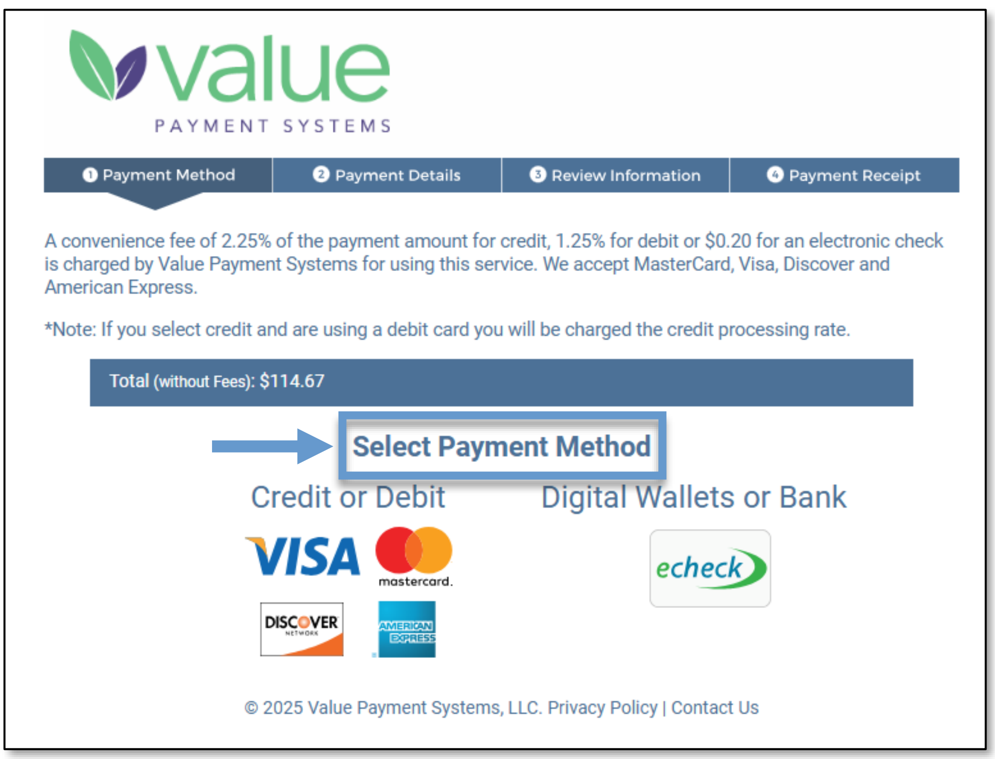
Verify Your Payment Information

- Click the **Previous** button to make changes.
- Click the **Submit** button to proceed to checkout.



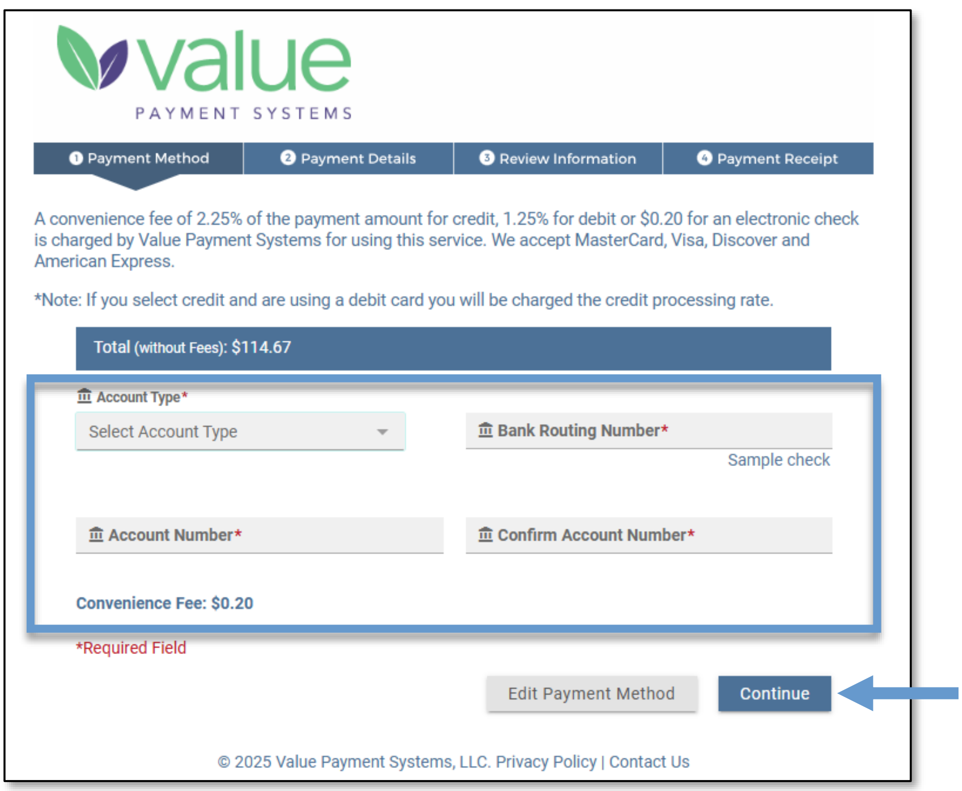
You will be redirected to our third-party payment processor, Value Payment Systems (VPS). While on the VPS webpage, **avoid using your browser's "back" button.**

Select your desired payment method.



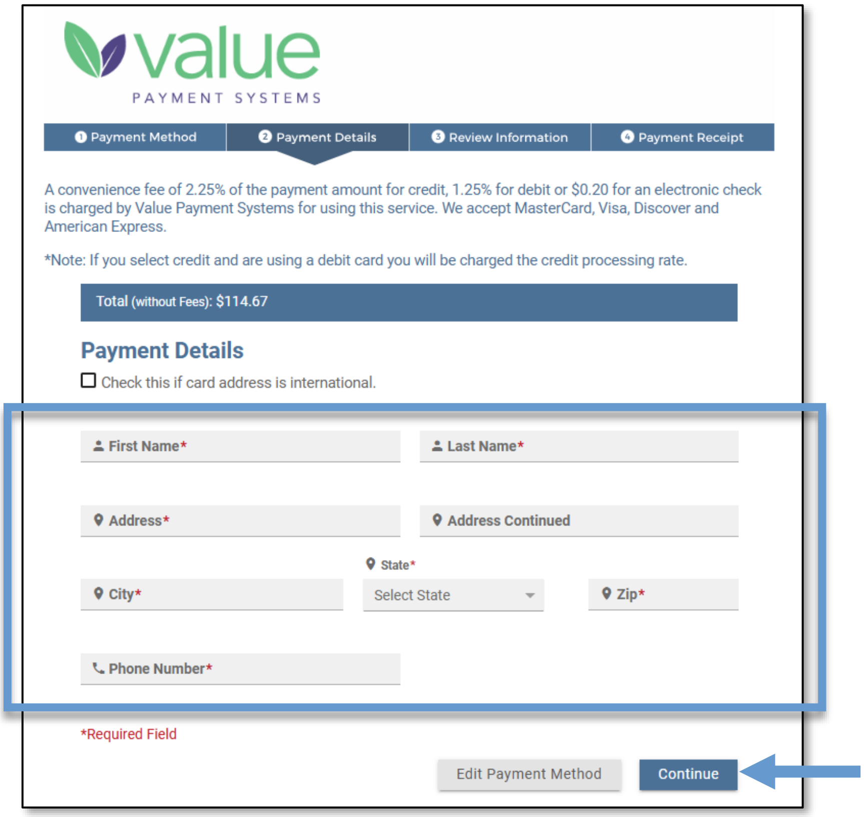
Credit or Debit Payment Method

Digital Wallets or Bank (eCheck) Payment Method



Enter the required details for your selected payment method, then click **Continue** to proceed.

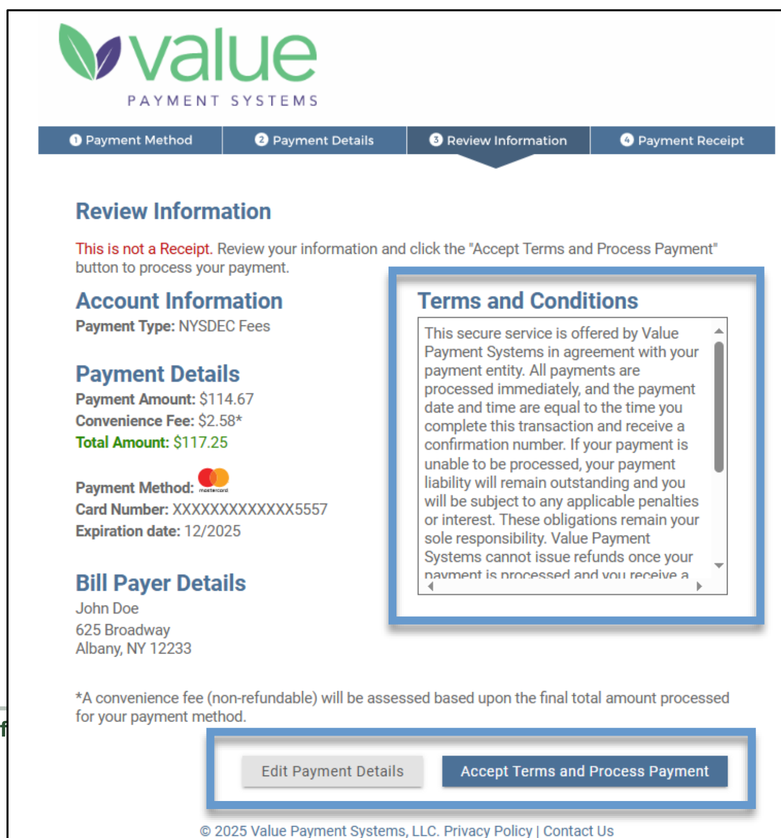
Enter the required billing details and click **Continue** to proceed.



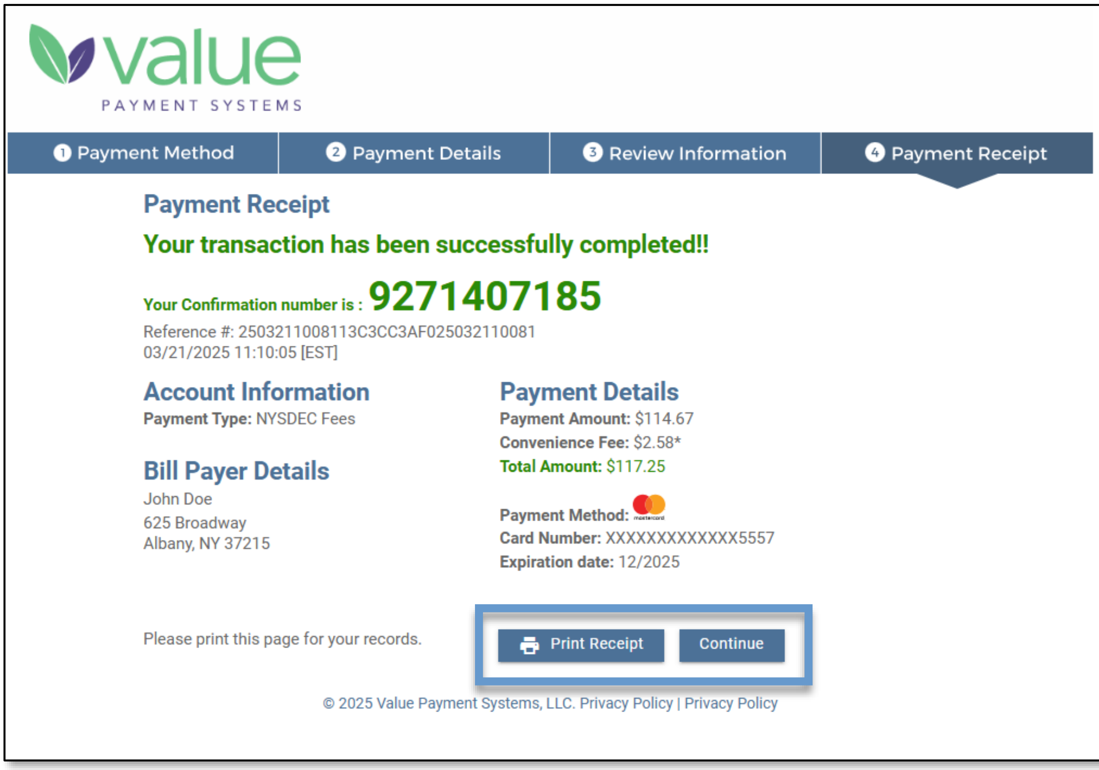
The **Review Information** page displays your previously entered information. **This page is not a receipt.** Please verify the entered information is correct and review the **Terms and Conditions** section.

If any changes need to be made, click the **Edit Payment Details** button to return to the previous page.

If the entered information is correct, click the **Accept Terms and Process Payment** button to proceed.



The **Payment Receipt** page will display your confirmation number and payment details. This page is confirmation that your payment was successfully submitted.



To print your receipt, click the **Print Receipt** button.

Click the **Continue** button to return to your SFS Customer Portal.

You'll be redirected to the **Payment Results** page where you can view your pending payment.

Please allow up to 48 hours for your payment to successfully post to your account. **Do not attempt to resubmit payment during this time.**

Pay an Invoice via Direct Debit

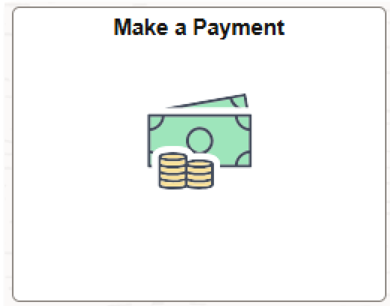
This option is available for direct debit transactions, only.

Direct debit transactions can only be submitted by NYS DEC Division of Environmental Remediation (DER) permit holders. If you are submitting payment for a fee type other than DER, you cannot use the direct debit option, and you will be required to enter your payment details during the checkout process.

If you are submitting payment for a DER invoice, please make sure you have first reviewed and completed the **Add a new bank account** procedures on page 10 before proceeding.

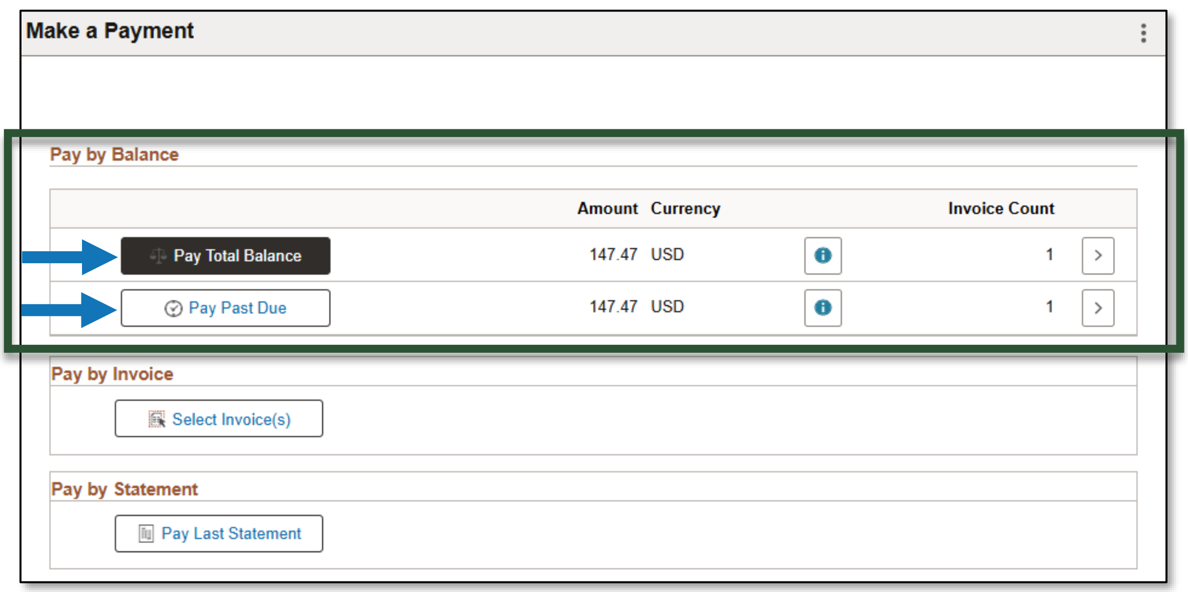
The Make a Payment module in the SFS Customer Portal allows users to make full or partial payments on their open invoices.

Upon logging in, the eBill Payment Homepage is displayed. Locate and click on the **Make a Payment** tile.



On the **Make a Payment** page, your payment options are: Pay by Balance, Pay by Invoice, or Pay by Statement.

Pay by Balance – Use this option to pay your account in full.



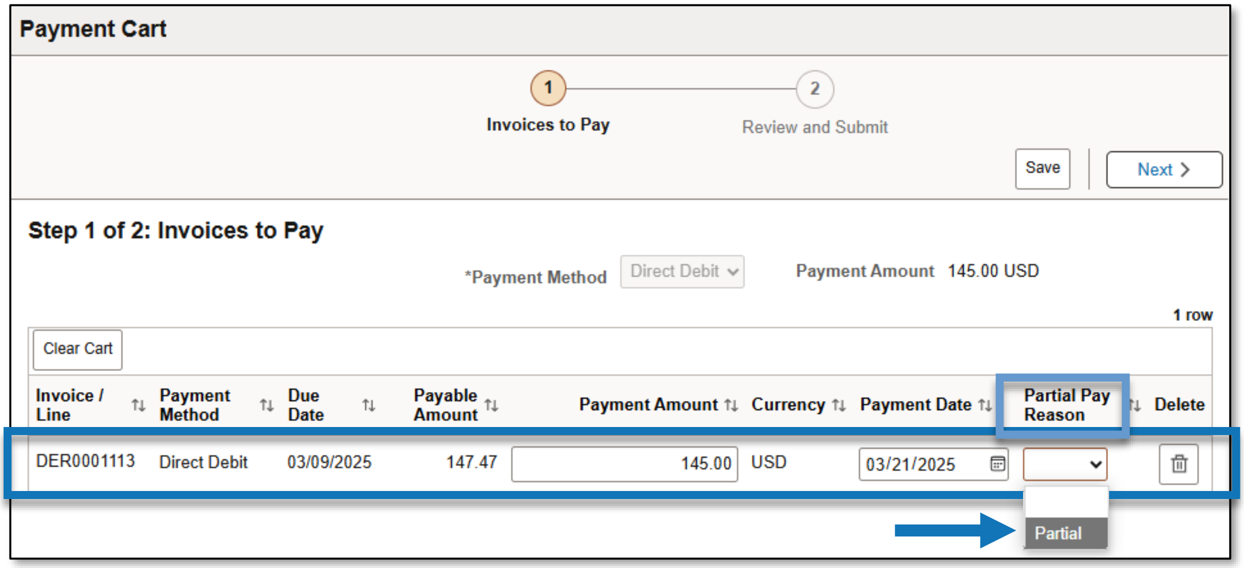
Select the **Pay Total Balance** or **Pay Past Due** button to proceed.

The **Payment Cart** screen will display all invoices that are available for payment.

To make a **full** payment, do not change any Payment Amount fields.

To make a **partial** payment, modify the Payment Amount field to be less than the full amount.

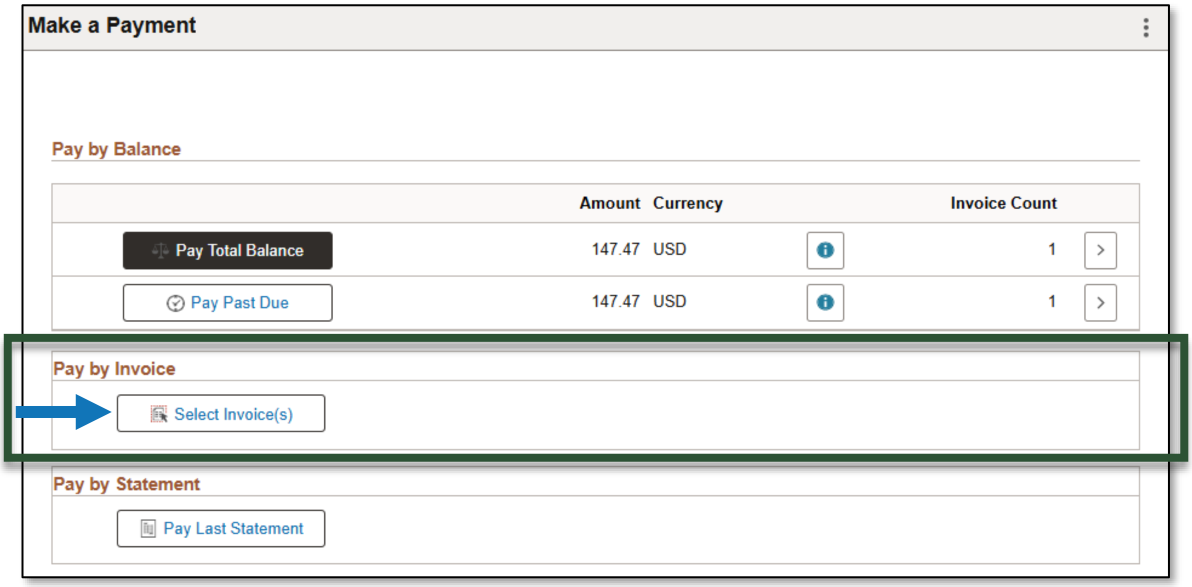
- After modifying the Payment Amount field, hit **Tab** on your keyboard to activate the Partial Pay Reason column.
- Select Partial from the drop-down list.



Click the **Next** button in the top right to review and submit your payment.

Proceed to the Verify Your Payment steps on page 33.

Pay by Invoice – Use this option to select the specific invoice(s) you want to pay.

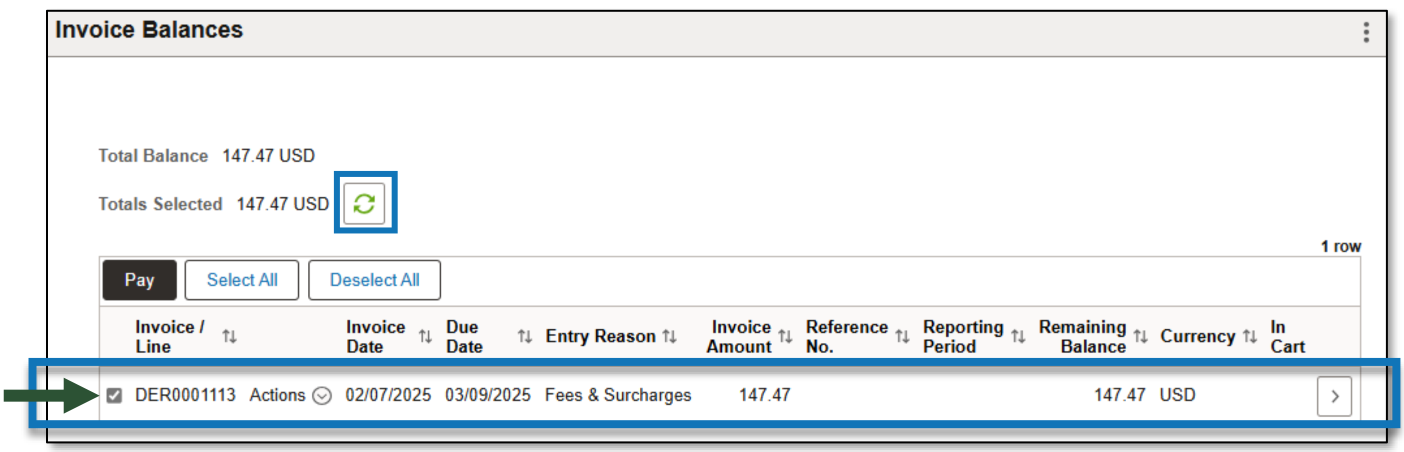


The **Invoice Balances** page displays all invoices related to your account. You may need to scroll to see all applicable invoice(s).

Note: The Select All button can be used to select all invoices. The Deselect All button can be used to unselect all invoices.

Select the invoice(s) you wish to pay by clicking on the corresponding checkbox.

Note: Clicking the refresh symbol ( ) will update the Totals Selected value.

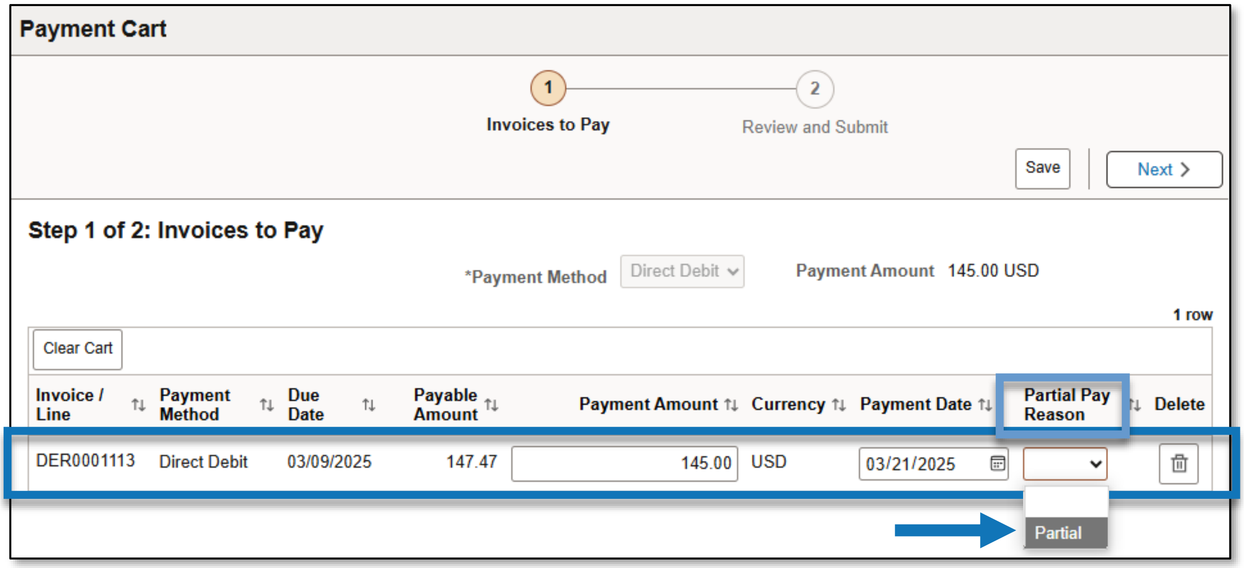


Once you have selected the invoice(s) you wish to pay, click on the **Pay** button.

To make a **full** payment, do not change any Payment Amount fields.

To make a **partial** payment, modify the Payment Amount field to be less than the full amount.

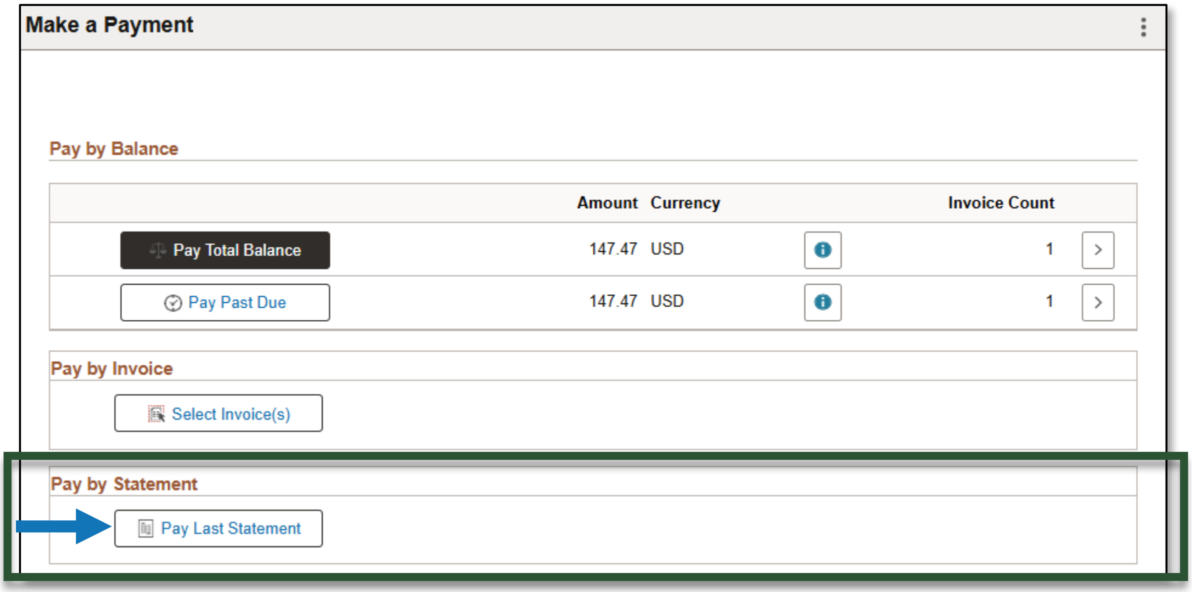
- After modifying the Payment Amount field, hit **Tab** on your keyboard to activate the Partial Pay Reason column.
- Select Partial from the drop-down list.



Click the **Next** button in the top right to review and submit your payment.

Proceed to the Verify Your Payment steps on page 33.

Pay by Statement – Use this option to select the specific statement(s) you want to pay.

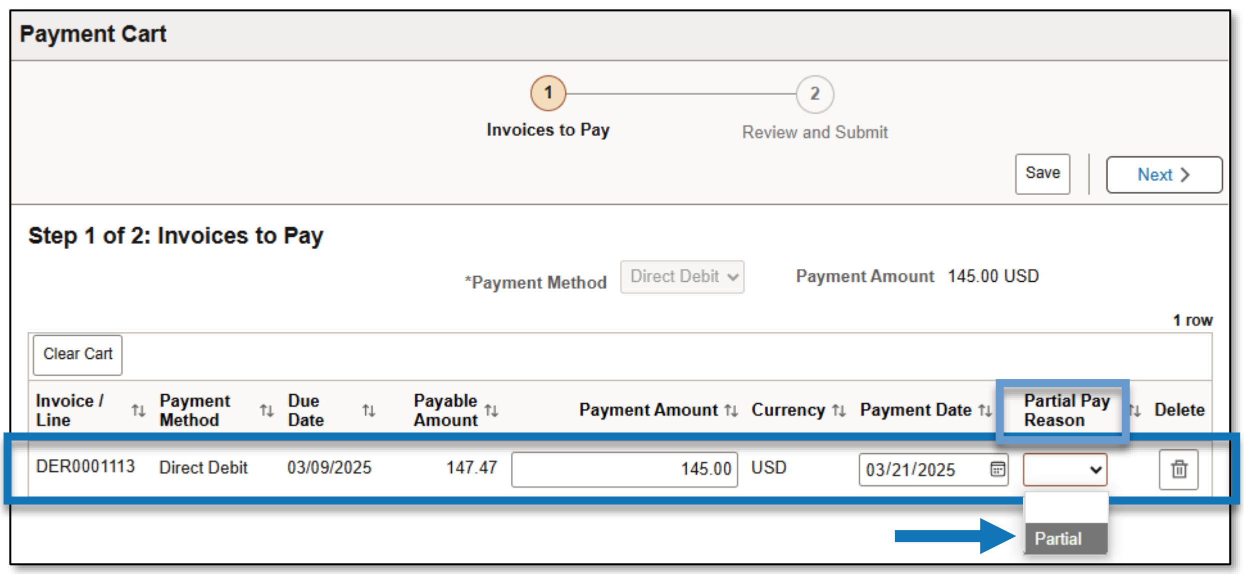


The **Payment Cart** screen will display all invoices that are available for payment.

To make a **full** payment, do not change any Payment Amount fields.

To make a **partial** payment, modify the Payment Amount field to be less than the full amount.

- After modifying the Payment Amount field, hit **Tab** on your keyboard to activate the Partial Pay Reason column.
- Select Partial from the drop-down list.

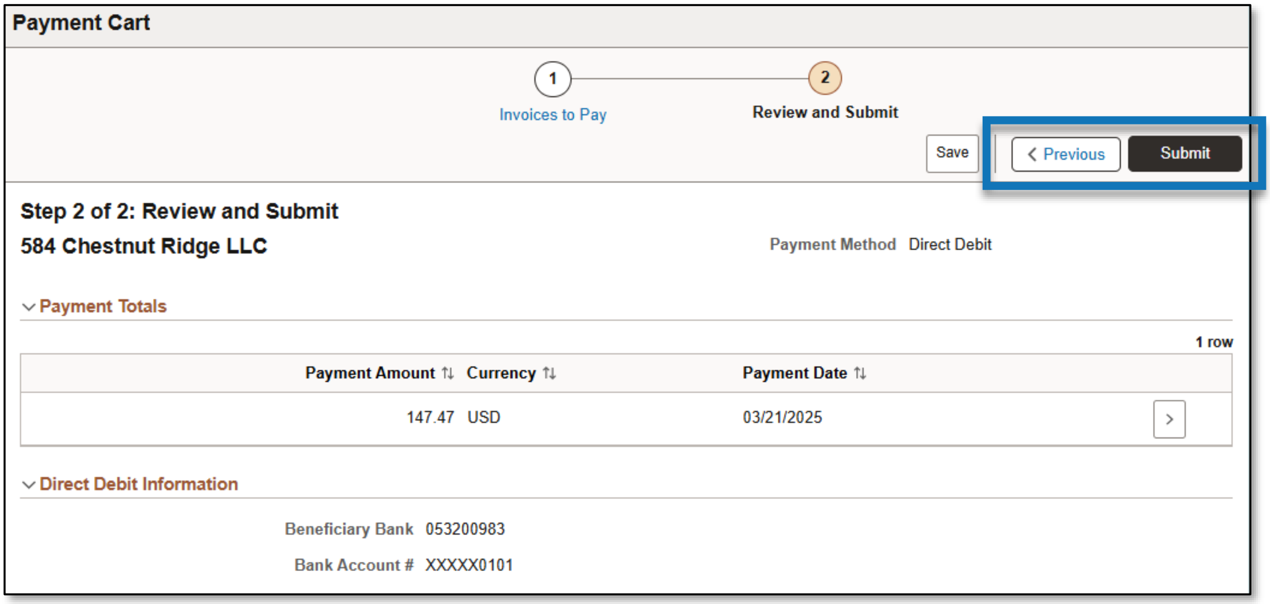


Click the **Next** button in the top right to review and submit your payment.

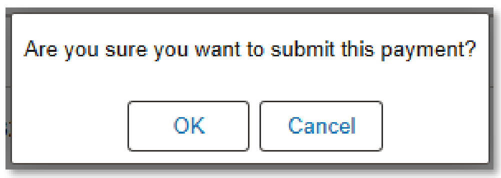
Proceed to the Verify Your Payment steps on page 33.

Verify Your Payment Information

- Click the **Previous** button to make changes.
- Click the **Submit** button to process your payment.



After clicking **Submit**, confirm your payment submission by clicking **OK**. To return to the Payment Cart, click **Cancel**.

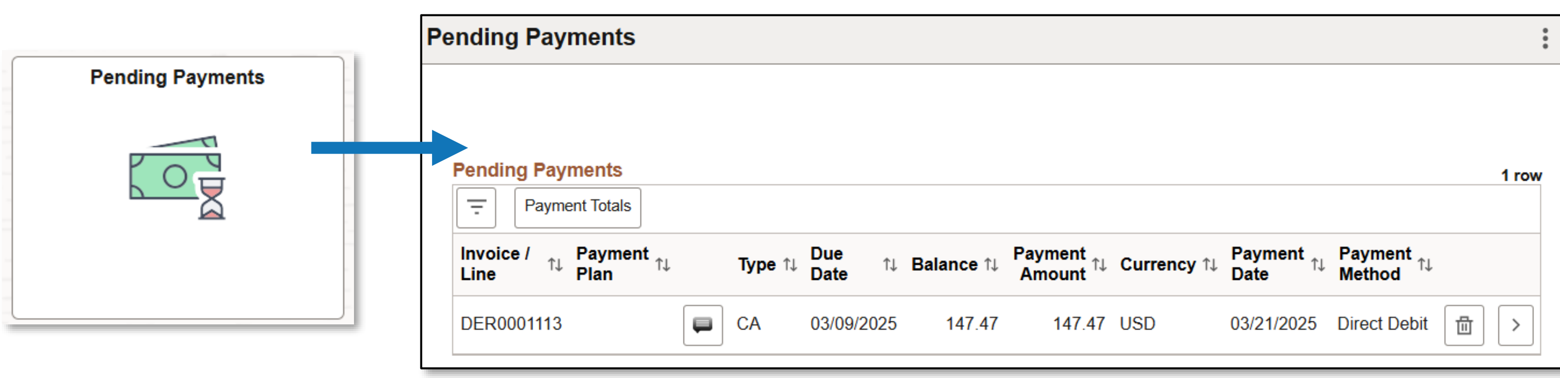


After clicking OK, you'll be routed to the **Payment Results** page. This is your payment confirmation.

Please allow up to 48 hours for your payment to successfully post to your account. **Do not attempt to resubmit payment during this time.**

To return to your eBill Homepage, click the Home ( ) icon.

To view your pending payments, click the Pending Payments tile. Your most recently submitted payment(s) will appear here.

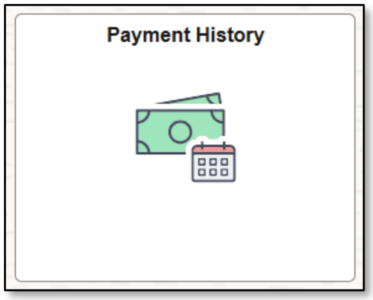


View Payment History

Payments that you have made in the SFS Customer Portal can be viewed using a variety of filters to narrow the search results as desired. Customer Administrators can see **all** payments made for the Customer by any user, but those with User access can only see payments that they have made.

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.

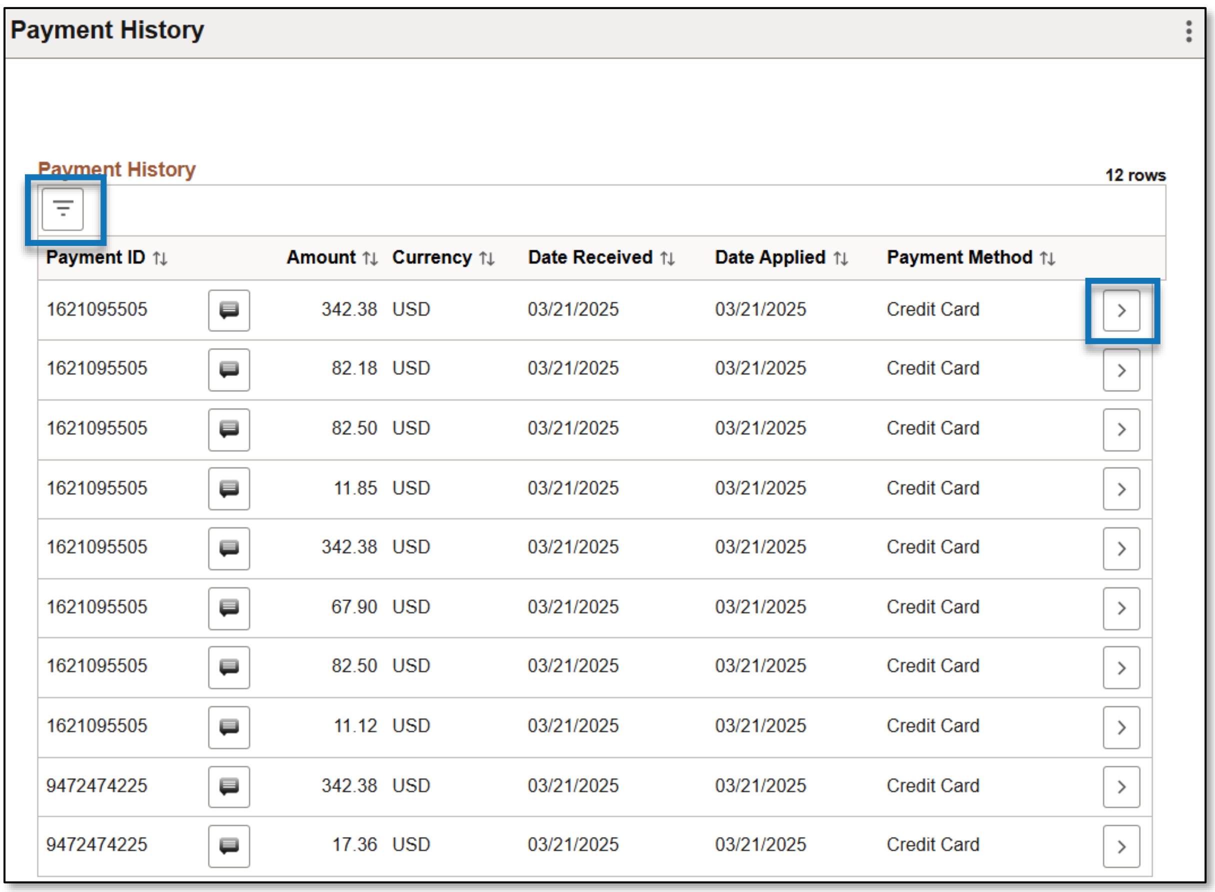
Upon logging in, the eBill Payment Homepage is displayed. Locate and click on the **Payment History** tile.



Depending on your account access (Customer Administrator v. User), all posted payments will be displayed.

To view additional details for a specific payment, select the **arrow** symbol in the row of the payment you would like to view.

To search for a specific payment or group of payments, select the **Filter** button ( )



Payment ID		Amount	Currency	Date Received	Date Applied	Payment Method	
1621095505		342.38	USD	03/21/2025	03/21/2025	Credit Card	>
1621095505		82.18	USD	03/21/2025	03/21/2025	Credit Card	>
1621095505		82.50	USD	03/21/2025	03/21/2025	Credit Card	>
1621095505		11.85	USD	03/21/2025	03/21/2025	Credit Card	>
1621095505		342.38	USD	03/21/2025	03/21/2025	Credit Card	>
1621095505		67.90	USD	03/21/2025	03/21/2025	Credit Card	>
1621095505		82.50	USD	03/21/2025	03/21/2025	Credit Card	>
1621095505		11.12	USD	03/21/2025	03/21/2025	Credit Card	>
9472474225		342.38	USD	03/21/2025	03/21/2025	Credit Card	>
9472474225		17.36	USD	03/21/2025	03/21/2025	Credit Card	>

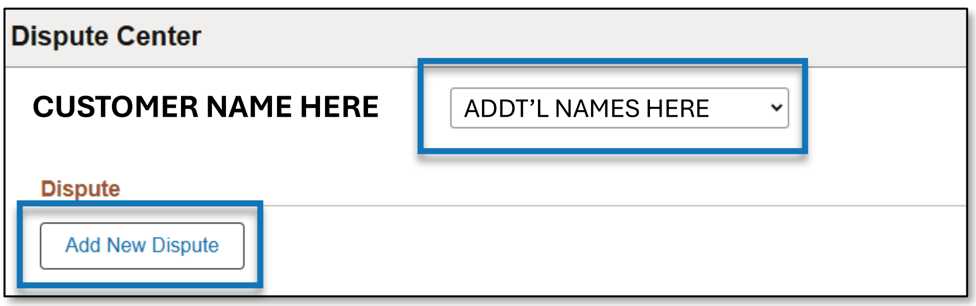
Submit a Fee Dispute

Disputes can **only** be submitted for the following fee or permit types: State Pollutant Discharge Elimination System (SPDES), Air Facility Registration, Hazardous Waste, and Mined Land. Disputes submitted for any other fee or permit types will not be accepted. Disputes submitted for interest or penalty charges, only, will not be accepted.

Upon logging in, the eBill Payment Homepage is displayed. Locate and click on the **Dispute** tile.

If your eBill account is registered for more than one customer, use the **drop down** to select the account you'd like to submit a dispute for.

Click the **Add New Dispute** button.

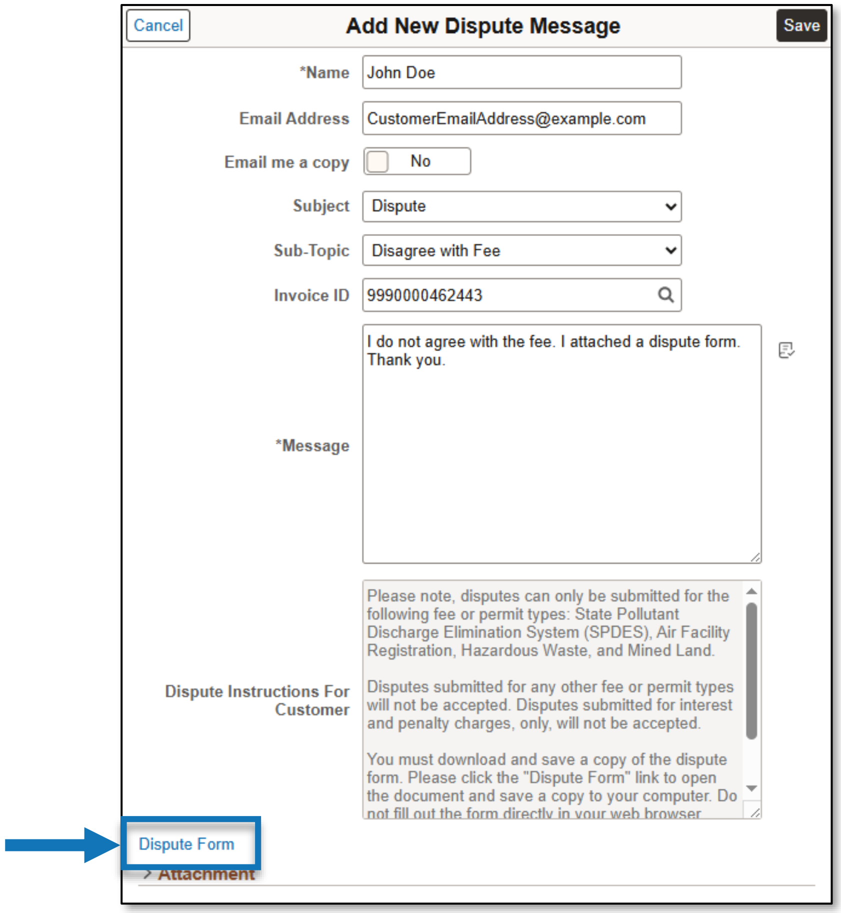


The **Add new Dispute Message** window will appear.

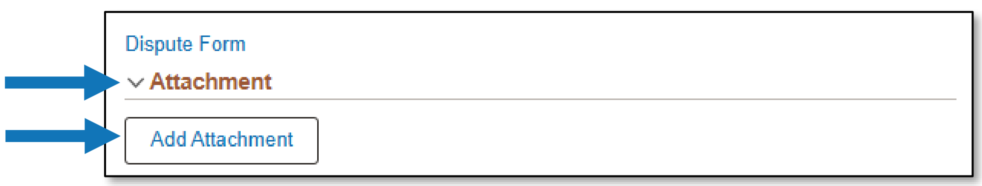
- **Name** and **Email Address** should autofill, but you can change these, if desired.
- Use the **Subject** drop-down list to select "DISPUTE"
- **Sub-Topic** will autofill based on your selected Subject
- Enter the **invoice number** of the invoice you are submitting your dispute for, or click the magnifying glass to select from a list of your invoices.
- Enter your desired **Message** text.

Select and download the dispute form by clicking the **Dispute Form** text at the bottom of the screen.

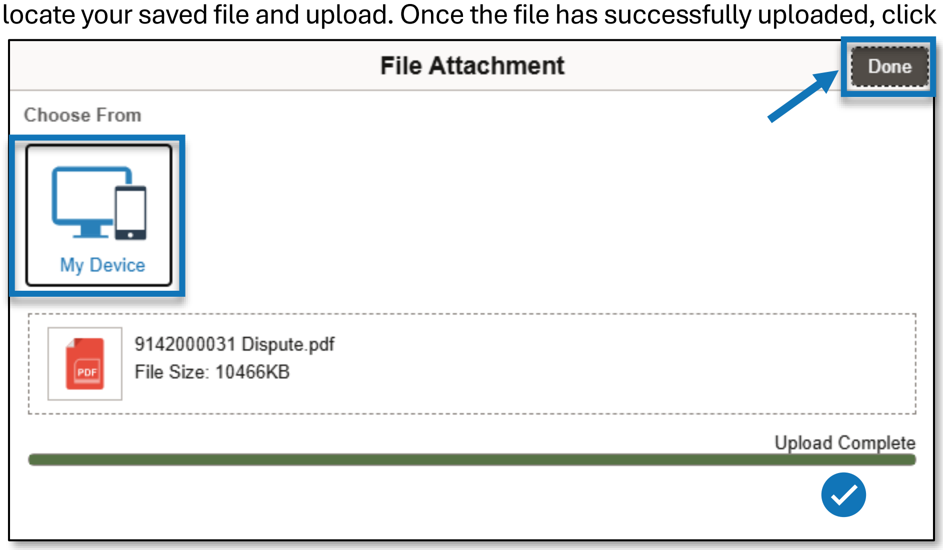
The Dispute Form will open in a new browser window. **You must download and save a copy of the dispute form.** Do not fill out the form directly in your web browser because your entries will not be saved.



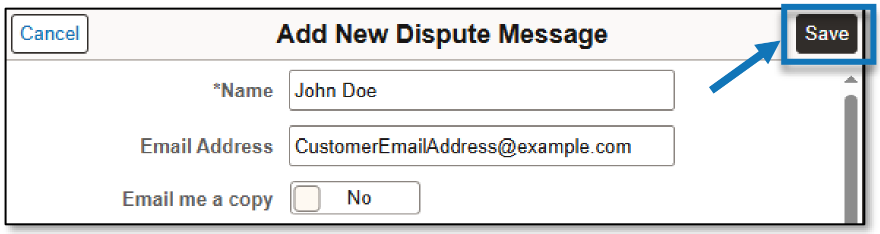
Once complete, please upload your Dispute Form by returning to the **Add New Dispute Message** window and clicking **Attachment**, then clicking the **Add Attachment** button.



Select **My Device** to locate your saved file and upload. Once the file has successfully uploaded, click **Done.**



To finish submitting your dispute, click **Save.**



You will receive a pop-up confirmation that your message has been sent. Click **OK**.

To close the **Message Center** window, click the (**X**).

To return to your eBill Homepage, click the Home ( ) icon.

Upon receipt of your dispute, DEC will review your submission and notify you accordingly. To obtain an update on the status of your dispute, you may contact the Regulatory Fee Unit via the **Contact Us** tile on your eBill Homepage, by emailing RegFeeDisputes@dec.ny.gov, or by calling (518) 402-9343.