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Invoice Gateway from Johnstone Jacksonville provides you with a convenient way to view and pay your bill online. Below are some frequently asked questions that will help you better understand this service.

How does it work?

Invoice Gateway provides you with a number of convenient capabilities. You can easily access your invoices and statements online in PDF format. You can download your billing information into a variety of accounting packages including QuickBooks. And you can even help save a tree by turning off the delivery of paper invoices.

How much does it cost?

Invoice Gateway is absolutely free. In fact, you will save the cost of the stamp and you will save the hassle of writing out a check.

Will my paper bill still be mailed to me?

By default your paper bill will still be delivered via the mail. However, you can easily turn this off and help save a tree through the Options tab within the Invoice Gateway site.

Can I cancel after I sign up?

You may cancel at anytime and your paper bill will be mailed to you the next billing cycle. Simply call Johnstone Jacksonville at .

Can I pay my bill online?

Yes. This service enables you to pay your bill online. You can easily pay your statement with your checking account.

Is my bank account information safe?

We protect your information with the highest level of encryption available. You can be assured that your information is safe.

How will I know when I have a new bill?

You will receive a notification via email that a new bill is available.

Will my bill look the same online?

Your online bill will be an exact replica of the bill you are used to getting in the mail.

Can I easily print and save my bill?

We use the industry standard PDF format for storing and displaying bills which makes it very easy to print or save your bill to your computer. Click here to get the free [Acrobat® Reader](#).

Can I cancel a payment?

Scheduled payments can be canceled prior to processing. To view all scheduled payments, click on the "Payment History" tab within Invoice Gateway. To cancel a payment, simply click the "Cancel" text to the right of the scheduled payment.

Where can I get help on how to use Invoice Gateway?

Once you sign in you will be able to access a complete help/tutorial.