

WWOCP/Webpayer Frequently Asked Questions

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Wastewater Operator Certification Program Online FAQs

1. What happens if payment is received, but the application isn't?

A complete application includes receipt of payment and the physical application. If payment is not received after three weeks, the operator will be mailed a deficiency letter which will specify how long the payee has to address the deficiency.

2. Can I use my Debit Card, Credit Card, or Paypal?

No. The Wastewater Operator Certification Program nor the State Water Resources Control Board has the capacity to accept such payments, methods.

3. I have a Water Treatment and/or Water Distribution Certificate. Can I make online payments?

No. Currently, only the Wastewater Treatment Plant Operator Certification program has been enabled to accept Online payments.

4. What Is my SWRCB Application Number?

The SWRCB Application Number starts with "OA" followed by the issued operator certificate number. However, operators without an issued certificate number must use the first four alpha characters of the applicant's last name followed by the last four digits of the applicant's Social Security Number (SSN).

5. Can I get a refund?

No, the only refund that is stipulated in the Wastewater Operator Certification Program's regulations is the examination portion of the exam fee; all other fees are nonrefundable.

6. Can I pay multiple applications with one Online payment?

No.

7. Can someone else pay for my application (a third party)?

Yes, an operator can have the application fees paid by a different person. For example, an employer can pay for an operator's renewal, or examination fee; however, every payment must be accompanied with an Online Payment Form with information specific to the operator. Additionally, the SWRCB Application Number starts with "OA" followed by the issued operator certificate number. However, operators without an issued certificate number must use the first four letters of the applicant's last name followed by the last four digits of the applicant's Social Security Number (SSN).

8. Can I make Online Payments to replace payment for a notice of Non-Sufficient Funds check?

No. Whenever a check or Online payment does not have sufficient funds, the applicant or payee must submit a money order or cashier's check in the amount of the original check and an additional \$25.00 non-sufficient payment funds fee and mail the payment to:

**State Water Resources Control Board
Wastewater Operator Certification
P.O. Box 944212
Sacramento, CA 94244-2120**

System based

1. What is the California Online based payment system?
The California Online system is an integrated network that allows payers to submit their tax/fee payments online for various California state agencies.
2. When is the system available?
The system is available 24 hours a day/7 days a week. Payments can be submitted at any time through this interface.
3. How does the system work?
This system uses the network to remit payments. The user creates an online payment for the participating California state agency by inserting details like:
 - a. SWRCB Application No: Is OA plus either the operator's certification number or OA and the first four letters of the operator's last name followed by the last four digits of the operator's Social Security Number.
 - b. Invoice Amount - This is the applicable application fee amount.
 - c. Bank debit date -This is the date the user's bank account will be debited.
4. What are the benefits of using this system?
The California Online payment system offers many benefits:
 - a. **Ease of Use** - California Online offers 4 easy "step by step" instructions to make a payment.
 - i. Select Payment Option
 - ii. Enter Payment Information
 - iii. Confirm Payment Information
 - iv. Receive Payment Acknowledgement
 - b. **Fast** - Payments can be scheduled in minutes.
 - c. **Scheduling** - Payments can be scheduled in advance for future dates. Keep in mind that applications are not considered complete until the application and payment are received.
 - d. **Secure** - This system implements a high degree of security to protect your payments. All payments are sent to your financial institution through secured connections.
 - e. **History** – California Electronic Funds Transfer (EFT) will store your payment history for a minimum of a 3-year period. Users can log into their account and review all the payments made and their statuses using the "Payment Inquiry" feature. All payments made through other interfaces like telephone (IVR - Interactive Voice Response), bulk filer (bulk) or through a customer service representative (CSR) also show on this web based system.
 - f. **Paperless** - This system eliminates the need for writing checks to make payments.
5. Will my payments be submitted securely?
This system utilizes the most advanced security available to ensure the privacy of your payment information. All transactions are conducted over a Secure Sockets Layer (SSL) connection secured with 256-bit encryption. SSL is a communications protocol for transmitting private information over the Internet.
6. What are some of the security features?
 - a. All transmitted information is sent using an encrypted connection.
 - b. Your session will timeout after 20 minutes if left idle.
 - c. Your browser will not cache the information entered and it will not be stored locally on your computer.
7. Does the system place cookies on my computer?
Our system does not store cookies on your computer. Users will have to put in their login credentials every time they log in to this system. Our system requires users to enter their

8. What are the minimum software and browser requirements to make payments online?

You will need a computer with Internet access and one of following browser.

- a. Internet Explorer Version 9
- b. Internet Explorer Version 10
- c. Internet Explorer Version 11
- d. Firefox 42
- e. Firefox 43
- f. Firefox 44
- g. Safari 7
- h. Safari 8
- i. Safari 9

User based

1. Can a payment be scheduled for any day?

Payments can be scheduled for any banking day up to 90 days in advance; but, they cannot be scheduled for weekends or any of the Federal Reserve holidays listed below:

- | | |
|-------------------------------|-----------------------------|
| a. New Years Day | January 1* |
| b. Martin Luther King Jr. Day | Third Monday in January |
| c. Presidents' Day | Third Monday in February |
| d. Memorial Day | Last Monday in May |
| e. Independence Day | July 4* |
| f. Labor Day | First Monday in September |
| g. Columbus Day | Second Monday in October |
| h. Veteran's Day | November 11* |
| i. Thanksgiving Day | Fourth Thursday in November |
| j. Christmas Day | December 25* |

NOTE: *If the recognized holiday falls on a Sunday, the banks are closed the following Monday.

2. At what times during the day can I submit a payment?

Payments can be submitted any time the system is available. If you are scheduling a payment for the next banking day, it must be completed before 3:00 pm Pacific Standard Time.

3. What information do I need to make a payment?

In addition to your Application Number, you will need the following basic information:

- a. Payment type
- b. Amount of the payment
- d. The debit date or the date you want the funds withdrawn from your account and deposited in the state agency account.
- e. Other information required by the agency

4. If I have problems using this system, how can I get help?

Call the WWOCP at (916) 341-5819 extension 7.

Payments

1. How do I make a payment?

- a. Select the agency (SWRCB)
- b. Login
- c. Select 'Application Fees'
- d. Add in the SWRCB Application Number as "OA" followed by the issued operator certificate number. However, operators without an issued certificate number must use the first four alpha characters of the applicant's last name followed by the last four digits of the applicant's Social Security Number (SSN).
- e. In the section labeled 'Invoice Amount' write the amount of money for the payment. In the section 'Debit Date', write the date for the payment to be made and click "Continue". The Confirm Payment Information screen will be displayed.
- f. Review the payment information for accuracy. If it is correct, click "Submit Payment". If incorrect, click the "Edit Payment" button to make changes.
- g. The Payment Acknowledgement screen will be displayed. Your Payment Confirmation Number will be listed. Print this page as a receipt for your payment. If you wish to make another payment, click "New Payment". Otherwise, you may select another function or log off the system.

2. Definitions of different payment notifications.

- a. Queued: The payment is queued before sending to the Paypoint for processing.
- b. Scheduled: The payment is successfully sent to the Paypoint for processing.
- c. Submitted: The payment is scheduled for debit on the next banking day after 3:00 pm PT and before posting file.
- d. Paid: The posting file received and payment is processed.
- e. Rejected: The payment in the return file was processed on the ACH network, but was denied.
- f. Cancelled: The scheduled or submitted payment was cancelled.
- g. Failed: The payment was failed from Paypoint.

3. How do I print my payment confirmation?

- a. When viewing the Payment Acknowledgement screen, click the "Print this Page" button. A printer-friendly version of the page will be displayed.
- b. Select File/Print or click the printer icon in your web browser to print the page.

4. How do I cancel a payment?

- a. Call the bank of payment and request a cancel of payment.

Disclaimer: The Bank may charge additional fees.