



Frequently Asked Questions

Q: What is Express Payment Acceptance System, or ePAS?

A: The Express Payment Acceptance System (ePAS) is a new, secure paperless payment solution offered to agencies and organizations currently using paper-based or check payments for Department of Administrative (DOAS) goods and services. The convenient, flexible online payment system is offered at no additional charge to customers.

Q: When will the system be implemented?

A: ePAS will be implemented on October 15th, beginning with Flexible Benefits premiums. In preparation for launching the new system, DOAS has established ongoing communication with impacted agencies and organizations, along with offering a series of webinars to engage customers as they transition to the new system. Click on the following hyperlink to listen to the [recorded webinar](#).

Q: Why did DOAS launch this new payment system?

A: The Department of Administrative Services (DOAS) Fiscal and Budget Services Department launched ePAS to introduce innovation and to improve efficiency, while better serving customers across the state. It is flexible and secure, allowing customers to make timely payments and retrieve financial data with confidence.

Q: How are paper-based payments for Flexible Benefits currently processed by DOAS?

A: Agencies send paper checks one to two times per month to DOAS through the U.S. Postal Service (USPS). The checks are manually opened and recorded by DOAS staff, who runs them through a designated bank processing machine and manually archives them for audit purposes. This process is inefficient and cost prohibitive. It also potentially can cause delays in posting to customers' accounts or cause a lapse in employees' benefits.

Q: How does the system work?

A: The agency or organization enters the corresponding payment information into ePAS from the DOAS Homepage (DOAS.ga.gov). Payments are processed as electronic checks. The user has the option to register (and save account and contact information for future use) or pay as a guest. DOAS receives and posts the funds within two days, through the automated process.

Q: When can I begin registering for ePAS?

A: Users may begin registering for ePAS on October 15, 2019.

Q: For multiple locations/organizations with different bank accounts, will we need a login/password for each? Or we can use one login/password?

A: Agencies or organizations will only need one login and password to make payments using different bank accounts for ePAS transactions?

Q: Will I be able to submit paper payments during the transition to the online system?

Customers should begin using the electronic payment system for FY 2020 Flexible Benefits payments immediately following the October 15th launch. In instances where agencies or organizations need additional time to transition to the new system, DOAS will accept paper-based payments. The Fiscal and Budget Services team also will work with customers to set up the process for making payments using ePAS.

Q: What is a readiness assessment?

A: A readiness assessment is a document that helps an agency or organization determine the process changes that will be required to successfully implement the ePAS system.

Q: Will agencies continue to receive Flexible Benefits reports around the 12th of the month and then submit payments?

A; Yes, you will still receive the Flex Benefits reports around the 12th of each month. Please note that agencies should use their payroll system's deduction reports to determine the dollar amount to submit via the ePAS system.

Q: If I currently pay online via ACH transfer (or wire transfer from my bank), will I also need to use ePAS?

A: No. If agencies or organizations are currently paying via ACH or wire, they should continue with the current process. This payment solution was implemented to facilitate electronic payment processing to agencies and organizations currently submitting paper checks.

Q: Will paper payments be eliminated at some point? What DOAS goods and services will require online payment?

A: For now, agencies and organizations currently using paper-based or check payments will use ePAS for Flexible Benefits premiums only. The goal is for 100 percent of payments for Flexible Benefits to be made electronically.

Other DOAS products and services will be added at a later date. DOAS will communicate information related to the expansion of the electronic payment system to customers.

Q: Where may I find additional information about using ePAS?

A: Information about ePAS, including a webinar presentation, may be found on the DOAS website homepage at doas.ga.gov. You also may email Fiscal Accounts Receivables Manager **Eligia Familia** at Eligia.Familia@doas.ga.gov.

Q: Who should I contact for information about GABreeze/Flexible Benefits?

A: You may call the DOAS Contact Center at 1-877-342-7339 or contact HRA.FlexBenefits@doas.ga.gov.

Q: When will the payment portal be up on the DOAS website?

A: Tuesday, October 15, 2019.

Q: If we are paying for 10 entities will it show on my bank statement as 1 deduction or 10 deductions?

A: If paid in one instance, it will appear as one deduction. If you pay for 10 entities individually, then your bank statement will show each individually.

Q: How will we communicate discrepancies between the billing report and the payment?

A: Call or email DOAS fiscal / Eligia Familia at eligia.familia@doas.ga.gov, 404-651-5035

Q: How to get a report to reconcile payments?

A: DOAS fiscal team is working on it and will keep you all informed as we progress.

Q: Will the system tell us how much is due for the pay period? Or, do we just enter what we know is due?

A: Total Flexible Benefits payroll. "...EQUAL to the total Flexible Benefits payroll deductions for the period. "The best approach is to PAY the AMOUNT EQUAL to the deduction for the period.

Q: Can you have multiple bank accounts for each location?

A: Multiple bank accounts are possible. These multiple bank accounts are not tied to locations. They are for your Login. The payor needs to select the correct bank account for each agency payments. Multiple Payments can be made in a single instance for different entities from different bank accounts.

Q: Will a copy of the presentation be sent out or available?

A: Yes, the webinar presentation will be available on the doas.ga.gov on October 7th.

Q: If paying for multiple locations all with different bank accounts, would it be better to do one transaction at a time?

A: You can pay for multiple locations at one time using different accounts. Your receipt will have multiple line items, but the bank deduction will show as one total amount for that transaction instance.

Q: When will the training video be available?

A: The training video will be available on Tuesday, October 15, 2019.

Q: When paying for each entity one at a time, do we need to logout and go back in each time?

A: Single login allows you to make multiple payments.

Q: When can we start registering and creating our profiles?

A: You can begin registering and making your payments on Tuesday, October 15, 2019.

Q: Can an agency have more than one login?

A: Login is specific to a person (the email address assigned when you registered. This will ensure the registered user receive the payment receipts.

Q: What is a readiness assessment?

A: A document that helps you to determine the process changes that will be required to successfully implement Express Payment Acceptance System/eCheck.

Q: If currently submitting payments by wire, Do we start using ePAS?

A: No, continue with wire/ACH. Only entities that mail paper checks to DOAS need to use the Xpress Payment Acceptance system/eCheck.

Q: Where do we locate the readiness assessment?

A: The readiness assessment will be emailed on Friday, October 4, 2019.

Q: Can others see payments on the website?

A: No, only the payer will see the payments on the Website. The email address that was provided by the payer will receive an email confirmation that can be forwarded to other people as needed.

Q: What is the phone number to speak with someone on the GABreeze/Flex benefits Employer assistance side. All numbers currently found lead only to the employee assistance side?

A: Call the DOAS Contact Center at 1-877-342-7339 or HRA.FlexBenefits@doas.ga.gov.

Q: If we use multiple logins, can other agency/department staff see payments?

A: Logins are unique to your email address assigned during registration. Payment information is not retained to be viewed online. You will have a receipt, or if you need additional information you can contact DOAS fiscal / Eligia Familia at eligia.familia@doas.ga.gov.

Q: Where do we register?

A: You can register during your first time entering the ePASS system to make a payment. You will "pay as guest" and will be given the opportunity to register. It is not mandatory to login. The Login only helps save the bank and your personal contact information for your use to make future payments.

Q: Will we continue to receive Flex benefits reports around 12th of the month on GA Breeze and then submit our payments?

A: Yes, you will still receive the Flex Benefits reports around the 12th of each month. Please note that you should use your payroll system's deduction reports to determine the dollar amount to submit via the Express Payment Acceptance System/eCheck.

Q: Does this affect how we book expenses?

A: No, this online process reduces the manual steps to process flexible benefit checks delivered to DOAS.

