



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.