



TOWN OF PLYMOUTH

EXECUTIVE OFFICE OF THE TOWN MANAGER
26 COURT STREET
PLYMOUTH, MA 02360
(508) 322-3383

Contact: Casey Kennedy
Communications Coordinator
ckennedy@plymouth-ma.gov

DUPLICATE VISA TRANSACTIONS THROUGH INVOICE CLOUD

FOR IMMEDIATE RELEASE: 4/15/2025

PLYMOUTH, MA – If you have made a payment using the InvoiceCloud platform for online bill pay between the dates of April 11, 2025 and April 13, 2025, please read the following as it may pertain to you.

Those that made a payment between April 11th and April 13th may have received duplicate charges for their transactions. Please be aware that InvoiceCloud is working with Chase Paymentech and Visa to refund impacted customers. ***We ask that you do not dispute the charges as this may affect your initial payment.***

InvoiceCloud is working to resolve this issue, and your account will be credited. It is advised that you continue to monitor your financial institution's bank statements as well as credit card statements over the next few business days to ensure the problem is resolved. The Town will send out additional correspondence upon resolution of this issue. Thank you for your attention to this matter.

InvoiceCloud issued the following statement:

“InvoiceCloud has received communication from Chase Paymentech that Visa has confirmed that they experienced an issue on their end over the weekend. This issue resulted in issuers duplicating charges to their cardholders. The problem began on Friday and affected settlements until 9 AM ET on Sunday, at which point Visa reverted the change on their end.

We are working with Chase Paymentech and Visa to refund the impacted customers. We will provide another update as soon as possible on the status of the reversals.

We apologize for the inconvenience and thank you for your patience.”

###