

## PREPAID FEE PAYMENT OPTIONS

### Special Collection

The following are prepaid fee payment options for all special collection requests **(please use generic account number 7095720 for all payments):**

#### Online

1. Visit [www.dekalbsanitation.com](http://www.dekalbsanitation.com)
2. Click the **Make an Online Payment** option on the Welcome page
3. Enter customer number **7095720**; click log in
4. Click the **Make a Payment** option
5. Click the **Proceed with Payment** option
6. Click the **Sanitation Bill** option
7. Enter customer number **7095720**
8. Enter **Special** in the **Last Name** field
9. Enter **30032** in the **Zip Code** field
10. Enter the **Captcha code** automatically provided; click continue
11. The account may indicate a credit balance; please disregard
12. Enter the appropriate payment amount in the **Payment Amount** field; click continue
13. Follow the remaining prompts to complete payment. At the end of the transaction, a confirmation number will be provided. **For the completion of your service request, it is mandatory to email [sanitation3720@dekalbcountyga.gov](mailto:sanitation3720@dekalbcountyga.gov) with your payment confirmation number, name and address, referencing your request for a special collection.** A \$4 nonrefundable third-party processing fee will be added to online payments.

#### Telephone automated system

1. Call 1-866-227-8924
2. Select option 2
3. Select the **Pay Commercial Sanitation Bill** option
4. Enter account number **7095720** when prompted for a customer number. The account may indicate a credit balance; please disregard.
5. Enter the appropriate payment amount and follow the remaining prompts to complete payment. At the end of the transaction, a confirmation number will be provided. **For the completion of your service request, it is mandatory to email [sanitation3720@dekalbcountyga.gov](mailto:sanitation3720@dekalbcountyga.gov) with your payment confirmation number, name and address, referencing your request for a special collection.** A \$4 nonrefundable third-party processing fee will be added to telephone payments.

**Mail** - Please make checks payable to the DeKalb County Sanitation Division and mail to 3720 Leroy Scott Drive, Decatur, GA 30032. Please provide your reference number from the top right of the special collection assessment form you received, date your special collection assessment was completed, and indicate **special collection** in the memo section of your check.

**In person** - Please visit the Sanitation Division's administrative office at 3720 Leroy Scott Drive, Decatur, GA 30032. Payments via check, cash and debit/credit cards are accepted.

**Special collection servicing time line** - The delivery of requested materials will occur within 10 business days after the request has been received and processed, and the necessary prepaid fees have been made.