



Online Bill Pay System:

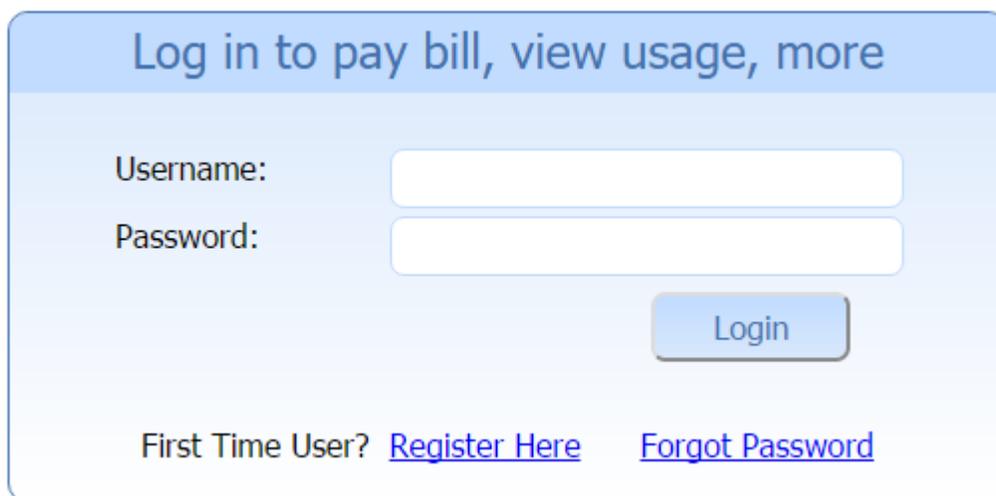
Customer Page Overview and Instructions

Login/Registration

The Online Bill Pay System allows the user to make utility payments online using credit cards, access their usage history and track all payments.

When the user directs their browser to the Online Bill Payment system they will be prompted to login or register a new account.

If the user has forgotten their password, he/she can click on the “Forgot Password” link. This will generate a random password that the system will send to the user’s registered email address. When the user logs into the Online Bill Payment system using the temporary password **they will be required to set a new password.**



The screenshot shows a login form with a light blue header that reads "Log in to pay bill, view usage, more". Below the header, there are two input fields: "Username:" and "Password:". To the right of the "Password:" field is a blue "Login" button. At the bottom of the form, there is a link "First Time User? Register Here" and another link "Forgot Password".

Registering a New Account

When the user clicks on the “Register Here” link, they will be taken to the User Registration page:

User Registration

Please enter the following information to register and we will send you a temporary password to log in.

*First Name:

*Last Name:

*Email Address:

*Confirm Email Address:

Register

Cancel

Once he/she has completed the form, the user will need to check the email account that they set up in the Online Bill Payment system. The system will generate the account and send the user a temporary password. The user can now log into the system using the temporary password that was emailed to them. The user will be prompted to set a new password before they can proceed.

Log into the system

Once the user has logged into the system they will see the account page. At this time the account page will be blank as the user will need to link their Online Bill Payment account to their Eagle Utilities account. The user will need to click on the left button “Link Another Account”.

Link Another Account Update Info Log Out

Account Summary

The account is invalid.

Alias:
Account Number:
Name:
Service Address:

Current Bill: Billing History
Past Due: Payment Tracking
Adjustments:
Penalty:
Payment:
Balance Due: Pay Bill
Due Date:

View and Print Bills
View All Bills

Usage History

Usage History

Linking Accounts

The user will need to have certain information available in order to link their Online Bill Payment account to their Eagle Utilities account. The user will need their account #, tenant # and a pin number. All of this information can be found on the user's utility bill. If your eagle system is not set up to use pin numbers, than the user will just need to enter in a four digit number that will be stored for security reasons. The alias field in the name the user will call this particular account and is used to manage multiple accounts online. Users may use mouse to hover over each field, or look in field box to view, "help" icons to give additional information about what is required in each of the fields.

Link Account to Profile

This page is for linking an account to your profile. Please enter Account Number, Tenant Number, and an Alias of your own choosing.

Once you have linked all desired accounts, click on **"Cancel"** to access the main Account Inquiry page.

Account Number:

Example: 123456789.00

Tenant Number:

Ex: 98

Alias:

A name that describes this account to you.

Submit

Cancel

Account Page

Now that the user has linked his/her account, they will be taken back to the account page which now has all of their information populated.

The screenshot displays the 'Account Summary' page. On the left, there is a sidebar with a list of linked accounts including 'Positive ADJ', 'Negative ADJ', 'Credit Balance', 'Penalty', and several 'newTEST' accounts. The main content area is titled 'Account Summary' and shows details for the selected 'Electric' account. The details include:

- Alias: Business
- Account Number: 123456789.00
- Name: Business
- Service Address: 123456789.00
- Current Bill: \$9.79
- Past Due: \$53.16
- Adjustments: \$0.00
- Penalty: \$0.00
- Payment: \$63.27
- Balance Due: \$-0.32
- Due Date: 3/31/2015

Buttons for 'Billing History', 'Payment Tracking', and 'Pay Bill' are visible. To the right, there is a graph titled 'Electric' showing usage history, with a 'Usage History' button below it. The top navigation bar includes 'Link Another Account', 'Update Info', and 'Logout'.

Billing History

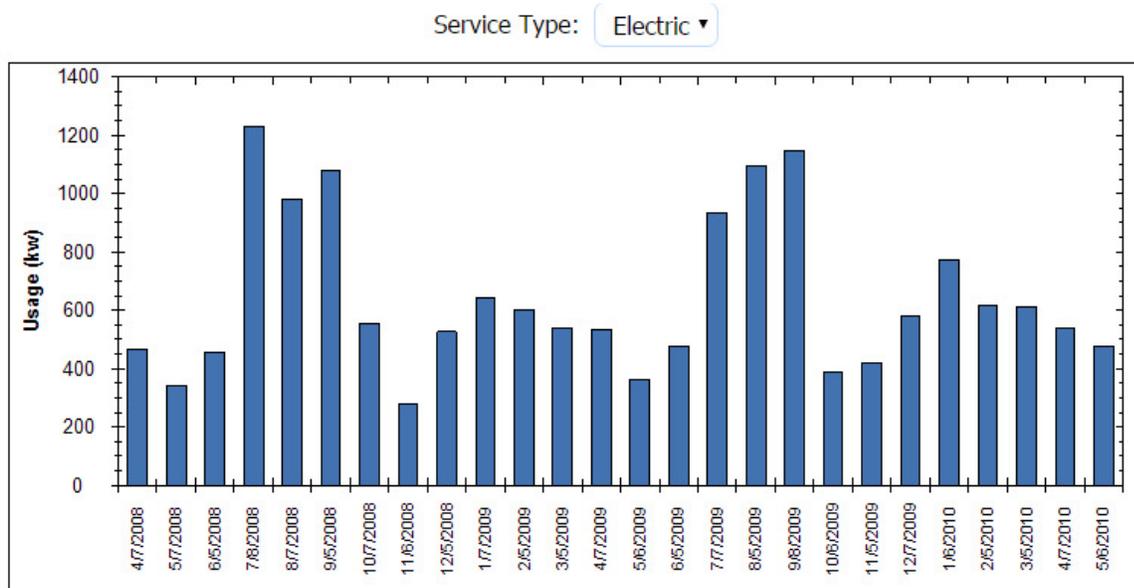
Billing history shows all activity, payments and adjustments to the account since the Eagle Utilities account was created. The user can go in and see all prior usage/charges broken down by service. This appears on the site as the account history would in the Eagle system.

Billing History

Transaction	Date	Services	Reading	Meter Number	Description	Amount	Usage	Balance
ADJUST	12/5/2014				EL ADJ MISC CHG	\$50.00		\$50.29
READING	12/5/2014		541	10922	MANUAL READ ADJ	\$0.00	541	\$50.29
READING	12/5/2014		16223	10922	MANUAL READ ADJ	\$0.00	1,023	\$50.29
READING	12/5/2014		13761	10922	MANUAL READ ADJ	\$0.00	-1,439	\$50.29
BILLING	11/30/2014	TX			TAX	\$0.80		\$51.09
BILLING	11/30/2014	EL		10922	ELECTRICITY	\$26.83	125	\$77.92
ADJUST	12/5/2014				EL ADJ MISC CHG	\$1.25		\$79.17
BILLING	12/10/2014	TX			TAX	\$0.29		\$79.46
PAYMENT	12/10/2014			5298		-\$88.67		-\$9.21
ADJUST	12/11/2014				EL ADJ MISC CHG	\$5.00		-\$4.21
BILLING	11/11/2014	TX			TAX	\$0.29		-\$3.92
ADJUST	12/11/2014				EL ADJ MISC CHG	\$6.00		\$2.08
PAYMENT	12/11/2014			5298		-\$9.79		-\$7.71
BILLING	11/30/2014	TX			TAX	\$0.29		-\$7.42
BILLING	11/30/2014	EL		10922	ELECTRICITY	\$9.50		\$2.08
BILLING	11/30/2014	TX			TAX	\$0.29		\$2.37
BILLING	11/30/2014	EL		10922	ELECTRICITY	\$9.50		\$11.87
BILLING	12/23/2014	TX			TAX	\$0.29		\$12.16
BILLING	12/23/2014	EL		10922	ELECTRICITY	\$9.50		\$21.66

Usage Graph

The graph seen below is an overview of the customer's usage over a period of time. Below the graph is the actual number usage for the particular date listed. These two features allow the customer to compare their usage both by the actual number billed and a visual image to help understand the breakdown.



4/7/2008	5/7/2008	6/5/2008	7/8/2008	8/7/2008	9/5/2008	10/7/2008
467	341	457	1231	979	1077	556
11/6/2008	12/5/2008	1/7/2009	2/5/2009	3/5/2009	4/7/2009	5/6/2009
278	526	640	600	539	533	363
6/5/2009	7/7/2009	8/5/2009	9/8/2009	10/6/2009	11/5/2009	12/7/2009
476	933	1096	1146	389	419	578
1/6/2010	2/5/2010	3/5/2010	4/7/2010	5/6/2010		
773	617	613	536	478		

Making a Payment

The user can make a payment using a credit card by clicking on the “Pay Bill” button on the main account screen. They have the option to pay the full account balance or other amount.

Pay Bill
newTEST1

Pay Full Amount \$49.34

Pay Other (Example:\$20.00) \$

Payment Type: CREDIT ▼

Payment must be greater than \$0 and less than your balance due.

NextCancel

If Online Bill Pay is set up to charge a convenience fee, the user will be shown the convenience fee disclaimer letting them know that the convenience fee has been added to the amount he/she is going to pay.

Pay Bill
newTEST1

A convenience fee of \$3.00 will be automatically added to your payment amount.

By clicking the Next button, you agree to pay this \$3.00 fee, resulting in a total payment amount of \$52.31 being charged to your credit card.

NextCancel

After accepting the convenience fee, the user will need to enter in payment and credit card information. If the user selects “Send Confirmation Email” they will receive a receipt via email of the transaction. There

is also a dropdown at the top of the payment screen to store the payment information for future payments. Note: this does not store the credit card information but a transaction ID for Blue Pay to identify the transaction information with.

Pay Bill
newTEST1

Amount To Charge: \$0.01

Choose Stored Payment Information ▾

- Or -

Enter Payment Information (*Required Field)

*Name On Card:

*Card Type:

*Credit Card Number:

*Expiration Date: ▾ ▾

*Security Code:

Billing Address:

Billing City:

Billing State:

Billing Zip Code:

Store this credit card for future payments. [More information](#)

Send Confirmation Email for this payment.

Once payment is completed a payment confirmation pop up should appear to notify the customer that there payment was taken. This message should tell the customer what amount was paid, a payment reference number, the new balance after said payment was made, the card type and the last 4 digits of the card paid with.

Pay Bill

Your payment in the amount of \$0.01 was approved.
Your payment reference number is [REDACTED] and your new balance is \$49.33
Card Type: Visa - Credit Card Number: xxxx-xxxx-xxxx-[REDACTED]

Finish

Online Bill Payment System

When your customers create an account and log in for the first time, they will need to link their new login to the

Link Account to Profile

*Account Number:

*Tenant Number:

*PIN:

*Alias:

corresponding account in Eagle. When they click on the “Link Account” button they will see the following screen:

- **Pin can be set to be a non-required field.
- **Alias would be what the account will be called on the customer’s screen (Useful when customers have multiple accounts)

