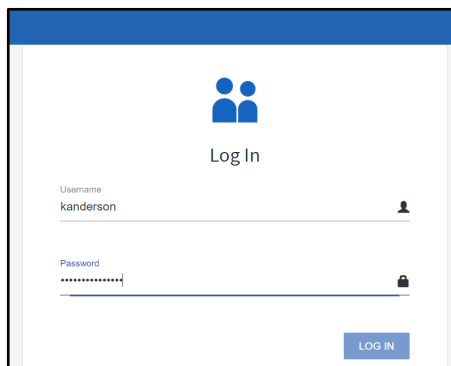


U.S. Bank eBill Service – Payment Center

Looking up your customers to service

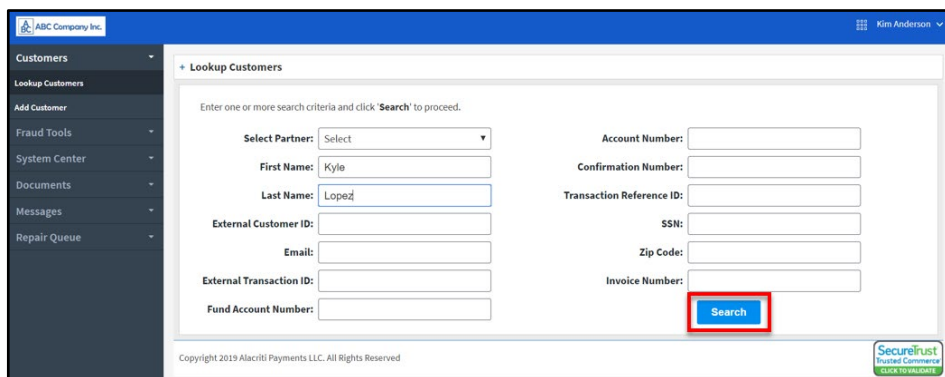
You can search for customers to service through the eBill Service Payment Center.

1. Log in to eBill Service by inputting your **Username** and **Password**.
2. Click **Log In**. This will bring you to the Lookup Customers page.



The screenshot shows a login interface with a blue header. Below the header is a blue icon of two people. The text "Log In" is centered. There are two input fields: "Username" with the text "kanderson" and "Password" with masked characters. A "LOG IN" button is at the bottom right.

3. To find a customer, include applicable information within the fields, such as **First Name**, **Last Name**, **Account Number**, etc.
4. Click **Search**. This will bring up the Customer Overview page.



The screenshot shows the "Lookup Customers" page. The header includes "ABC Company Inc." and "Kim Anderson". The left sidebar has a "Customers" menu with options like "Lookup Customers", "Add Customer", "Fraud Tools", "System Center", "Documents", "Messages", and "Repair Queue". The main area has a search form with the instruction "Enter one or more search criteria and click 'Search' to proceed." The form includes fields for "Select Partner" (a dropdown), "First Name" (containing "Kyle"), "Last Name" (containing "Lopez"), "External Customer ID", "Email", "External Transaction ID", "Fund Account Number", "Account Number", "Confirmation Number", "Transaction Reference ID", "SSN", "Zip Code", and "Invoice Number". A red box highlights the "Search" button. The footer includes "Copyright 2019 Alacriti Payments LLC. All Rights Reserved" and a "SecureTrust" logo.

5. You may view high-level customer information on the Customer Overview page, including:
 - Contact information
 - Email/text/electronic bill Enrollment Status
 - Current Billing Details and Processed/Scheduled Payments

Customers	Fraud Tools	System Center	Documents	Messages	Repair Queue
Customer Overview Funding Sources Manage Payments Statements Messages					
+ MICHELE BENDY Partner: US Bank Demo Biller1 Account Number: HughesBillyJ-8966390 Enrollment Status: Active Edit Customer					
Account Number: 8966390 Account Status: Active Name: MICHELE BENDY Date Of Birth: -n/a- Address: 1201 Quentin Road, Lebanon, PA 17042, USA Phone Numbers: 480-810-1013 (Home) 616-842-3326 (Work) External Customer ID: JDSaPc8TNghVUegNDig			Customer Since: -n/a- Email Address: MICHELE.BENDY@ALACRITI.COM Online Enrolled: Yes Mobile Pymnt Phone No: 17347754933 Mobile Enroll Status: Inactive Card Account Usage: Enabled Bank Account Usage: Enabled SSN: xxxxx2003		
Update Enrollment Status Update Funding Source Usage Status Maintenance Log Session Summary Login & Reset Password Terms & Conditions					
+ Current Billing Details Edit Account					
Current Balance: \$147.00 Minimum Amount Payment Due: \$340.00 Payment Amount Past Due: -n/a- Current Statement Balance Amount: \$305.00			Payment Due Date: 01/01/2020 Billing Statement Dated: 05/03/2019		
+ Scheduled Payments Refresh Payments					
There are no Pending Payments for this account.					
+ Processed Payments Start Date: 03/25/2019 End Date: Search					
Showing 1 to 10 record(s) of 25 record(s) found Next>>					

6. You can complete or view the following items from the Customer Overview page:
- **Update Enrollment Status** – Enroll/unenroll email/text alerts for the customer.
 - **Update Funding Source Usage Status** – Enable/disable funding sources.
 - **Maintenance Log** – View a snapshot of what was completed through the website.
 - **Session Summary** – View session IDs, IP address and login times.
 - **Login & Reset Password** – Reset the password for the customer.
 - **Terms & Conditions** – View a timestamp of when the customer agreed to the Terms & Conditions.

External Customer ID: JDSaPc8TNghVUegNDig		SSN: xxxxx2003
Update Enrollment Status Update Funding Source Usage Status Maintenance Log Session Summary Login & Reset Password Terms & Conditions		
+ Current Billing Details Edit Account		
Current Balance: \$147.00		Payment Due Date: 01/01/2020