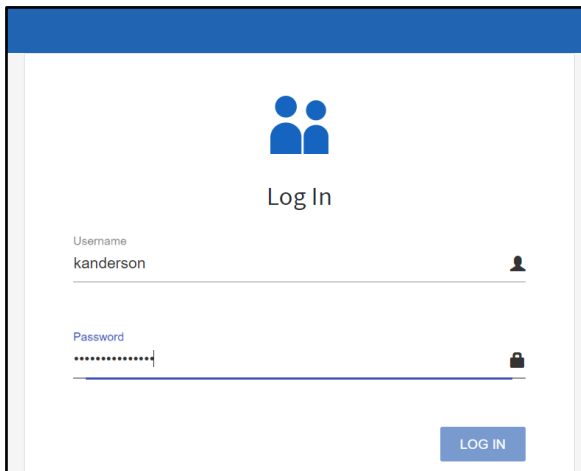


# Taking payments from your customers

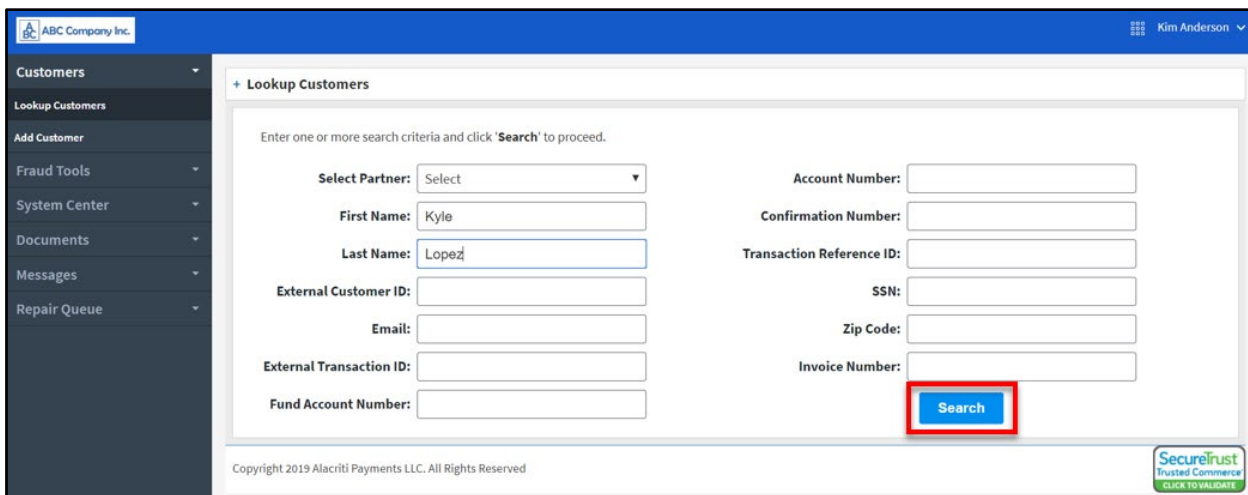
You can take a payment from your customer over the phone and easily process it through the eBill Service Payment Center.

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 the 'Log In' page of the eBill Service. At the top, there is a blue header with a white icon of two people. Below the icon, the text 'Log In' is centered. Underneath, there are two input fields: 'Username' with the text 'kanderson' and 'Password' with a masked password '\*\*\*\*\*'. To the right of each field is a small icon (a person for username, a key for password). At the bottom right, there is a blue button labeled 'LOG IN'.

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 of the eBill Service. The page has a blue header with 'ABC Company Inc.' on the left and 'Kim Anderson' on the right. A left sidebar contains a menu with 'Customers' (expanded), 'Lookup Customers', 'Add Customer', 'Fraud Tools', 'System Center', 'Documents', 'Messages', and 'Repair Queue'. The main content area is titled '+ Lookup Customers' and contains a search form. The form has a heading 'Enter one or more search criteria and click 'Search' to proceed.' and several input fields: 'Select Partner:' (a dropdown menu), 'First Name:' (text 'Kyle'), 'Last Name:' (text '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 blue button labeled 'Search' is at the bottom right of the form, highlighted with a red box. At the bottom of the page, there is a copyright notice 'Copyright 2019 Alacriti Payments LLC. All Rights Reserved' and a 'SecureTrust' logo with the text 'Trusted Commerce' and 'CLICK TO VALIDATE'.

- Click the **Manage Payments** tab.
- Click **Schedule Payment**. This will bring up the Schedule Payment page.

**AIGAC Company Inc.** Kim Anderson

- Customers
  - Lookup Customers
  - Add Customer
  - Fraud Tools
  - System Center
  - Documents
  - Messages
  - Repair Queue

[Customer Overview](#)
[Funding Sources](#)
[Manage Payments](#)
[Statements](#)
[Messages](#)

**+ KYLE C LOPEZ | Partner:** US Bank EBPP Demo | **Account Number:** LopezKyleC-8192110 | **Enrollment Status:** Active

[Edit Customer](#)

**+ Current Billing Details**

[Edit Account](#)

**+ Scheduled Payments**

[Schedule Payment](#)

Showing 1 to 1 record(s) of 1 record(s) found

Confirmation No	Funding Source	Payment Type	Scheduled Date	Total Amount	Status	Activity
WPSTZL174V	Visa Debit Card(xd9990)	One Time	05/24/2019	\$600.00	Scheduled	

**+ Processed Payments**
Start Date: 11/01/2018 End Date:

[Search](#)

Showing 1 to 2 record(s) of 2 record(s) found

Confirmation No	Funding Source	Payment Type	Scheduled Date	Total Amount	Last Modified Date	Status	Refunded Amount
SMRBTJNZ3W	Visa Debit Card(xd9990)	One Time	06/10/2019	\$19.00	06/13/2019 17:20:35	Processed	\$0.00
BGGAPCCTQQ	Visa Debit Card(xd9990)	One Time	05/21/2019	\$498.00	06/13/2019 17:20:35	Processed	\$0.00


7. Enter the required payment details for the customer.  
Options vary depending on your setup and configuration but may include **Payment Type**, **Payment Date**, **Accounts**, **Amount**, **Email Address** and an optional **Memo** field to describe the payment.
8. Click **Continue**. This will bring up the Verify Payment Details page.

➤ **Schedule Payment**

Please specify payment details below and click 'Continue' to proceed.

\* **Select Payment Type :** ☒ One Time  
☐ Recurring

**Payment Due Date :** 01/01/2020

\* **Payment Date** (mm/dd/yyyy) : 11/02/2019 

\* **Card Accounts :** ☒ Kim's Account( - xxxxxxxxxxxx9990)

\* **Amount :** ☒ Current Balance (\$2,625.00)  
☐ Minimum Payment Amount Due (\$496.00)  
☐ Current Statement Balance Amount (\$19.00)  
☐ Please enter Payment Amount

**Email Address :**

**Memo :**

Characters remaining: 1000 (maximum 1000 characters)

9. Verify all payment details you entered are correct.
10. For phone payments, please read the text shown in the blue box to the customer to obtain their verbal approval for the payment to be processed. Enter the customer's **Card Security Code (CVV) Number** if payment is via a credit card.
11. Click **Confirm**. This will bring up the Schedule Payment Successful page confirming the payment from the customer.

Alacriti Company Inc.

Customers

Lookup Customers

Add Customer

Fraud Tools

System Center

Documents

Messages

Regulate Quotes

Customer Overview

Funding Sources

Manage Payments

Statements

Messages

• KYLE C LOPEZ | Partner: US Bank EBPP Demo | Account Number: LopezKylC-6192110 | Enrollment Status: Active

Edit Customer

• Current Billing Details

Edit Account

• Verify Payment Details

Please review the details below and click "Confirm" to proceed.

Payment Type: One Time

Payment for Account: 6192110

Payment from Account: xxx9990

Payment Amount: \$19.00

Calculated Fee Amount: \$0.00

Payment Date: 11/02/2019

Email Address: kyle.anywhere@gmail.com

\* Enter Card Security Code (CVV/CVC) Number:

Please read out the following text to the customer in its **entirety**. The customer must **explicitly** agree to the following for the payment to be valid.

Kim Anderson, US Bank EBPP Demo is requesting your authorization today, 11/01/2019 at 17:33:33, to electronically debit \$19.00 from your account ending xxx9990 on or about 11/02/2019.

At any time prior to the processing of this payment, you may cancel or remove this authorization by calling us back at 800-265-6726.

Do we have your authorization to process this payment? If so, please say "Yes"

Confirm

Edit

Cancel

Back To Lookup Customers

SecureView

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12. To print the payment information, click **Print**.

Or to view the scheduled payment, click **Check Payment Status**.

**+ Schedule Payment Successful**

Your payment(s) has been created successfully, please click '**Print**' to print the payment(s) information or click '**Check Payment Status**' to see the payment(s) status.

**Confirmation Number:** IX1D55FB6M

**Payment Type:** One Time

**Payment for Account:** 8192110

**Payment from Account:** xxx9990

**Payment Amount:** \$19.00

**Calculated Fee Amount:** \$0.00

**Payment Date:** 11/20/2019

**Email Address:** KYLE.ANYWHERE@GMAIL.COM

**Print**

**Check Payment Status**

**Back To Lookup Customers**

**Note:** This page contains the Confirmation Number you can provide to the customer prior to ending the phone call.