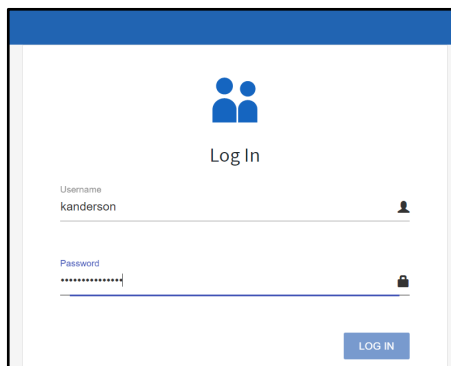


U.S. Bank eBill Service – Payment Center

Looking up your customers to service

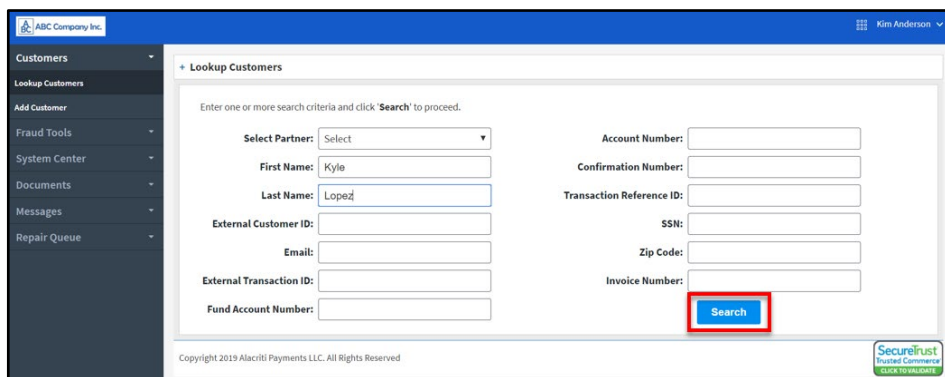
You can search for customers to service through the eBill Service Payment Center.

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. Below this, there are two input fields: "Username" with the text "kanderson" and "Password" with masked characters. A blue "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". A sidebar on the left lists "Customers", "Lookup Customers", "Add Customer", "Fraud Tools", "System Center", "Documents", "Messages", and "Repair Queue". The main area has a heading "+ Lookup Customers" and a prompt "Enter one or more search criteria and click 'Search' to proceed." Below this are 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 "Search" button is highlighted with a red box. At the bottom, there is a copyright notice "Copyright 2019 Alaciti 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