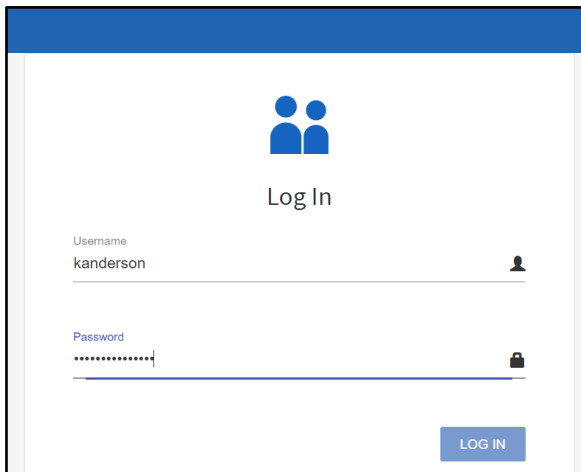


Taking payments from your customers

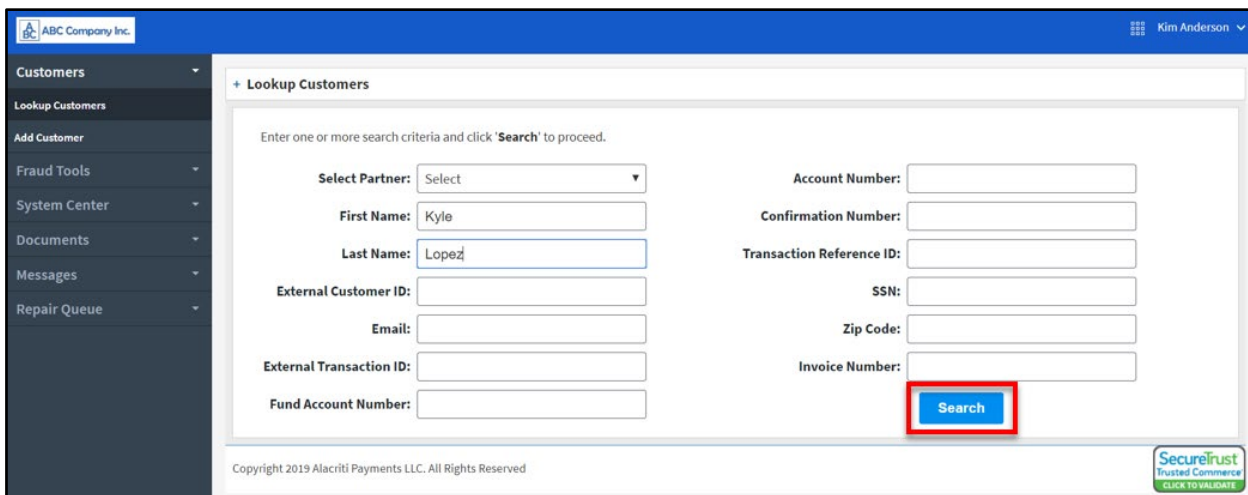
You can take a payment from your customer over the phone and easily process it through the eBill Service Payment Center.

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 dark blue sidebar on the left contains a menu with items: 'Customers', 'Lookup Customers', 'Add Customer', 'Fraud Tools', 'System Center', 'Documents', 'Messages', and 'Repair Queue'. The main content area is titled '+ Lookup Customers' and contains a form with the instruction 'Enter one or more search criteria and click 'Search' to proceed.' The form has two columns of input fields. The left column includes: 'Select Partner:' (a dropdown menu), 'First Name:' (text 'Kyle'), 'Last Name:' (text 'Lopez'), 'External Customer ID:', 'Email:', 'External Transaction ID:', and 'Fund Account Number:'. The right column includes: 'Account Number:', 'Confirmation Number:', 'Transaction Reference ID:', 'SSN:', 'Zip Code:', and 'Invoice Number:'. At the bottom right of the form is a blue button labeled 'Search', which is highlighted with a red rectangle. 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.

The screenshot shows the 'Manage Payments' tab for customer KYLE C LOPEZ. The 'SCHEDULED PAYMENTS' section is active, showing a table with one record: a \$600.00 payment scheduled for 05/24/2019 via Visa Debit Card. The 'SCHEDULE PAYMENT' button is highlighted with a red box.

Confirmation No	Funding Source	Payment Type	Scheduled Date	Total Amount	Status	Activity
WP3T2L174V	Visa Debit Card(x9990)	One Time	05/24/2019	\$600.00	Scheduled	

- 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.
- Click **Continue**. This will bring up the Verify Payment Details page.

The 'Schedule Payment' form is shown. It includes fields for Payment Type (One Time selected), Payment Due Date (11/02/2019), Card Accounts (Kim's Account), Amount (Current Balance \$2,025.00), Email Address (kyle.anywhere@gmail.com), and a Memo field. The 'Continue' button is highlighted with a red box.

- Verify all payment details you entered are correct.
- 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.
- Click **Confirm**. This will bring up the Schedule Payment Successful page confirming the payment from the customer.

The 'Verify Payment Details' page is shown. A blue box contains the following text: "Please read the disclosure to the customer to confirm phone payment." The 'Confirm' button is highlighted with a red box.

Payment Type: One Time
 Payment for Account: 8032110
 Payment from Account: x9990
 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 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 17:23:33, to electronically debit \$19.00 from your account ending xxx9999 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 800-395-6726.
 Do we have your authorization to process this payment? If so, please say Yes

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.