

# U.S. Bank eBill Service

U.S. Bank eBill Service is a flexible digital bill presentment and payment solution built with the consumer and you in mind. It streamlines operations, reduces costs and meets consumers' demands by providing a secure, simple and fast way to view and pay their bills – how, when and where they want.



## Meet your customers' demand for convenient bill payment

- **With eBill Service, offer your customers multiple ways to pay their bills via ACH, Debit/Credit.** (Coming soon: Real-Time Payments (RTP®) & Zelle®)
  - Online/Mobile
  - Pay-by-text
  - Facebook Messenger
  - Virtual Assistants
  - Online Chatbot
  - Interactive voice response (IVR)
  - Biller customer service
- **Your customers can choose how they communicate with you via a biller hosted or eBill Service hosted website.**

A mobile-optimized portal allows customers to:

- Enroll in text and email alerts, paperless billing and recurring payments.
- View current bills and access history online.
- Engage with an artificial intelligence chatbot 24/7 to answer questions.
- View payment history – funding sources and payment options.

## Manage your business with ease

- **Reduce costs and accelerate cash flow.**

Providing multiple digital payment options for bill presentment and payment drives customer adoption and reduces U.S. mail costs and mail float.
- **Increase payment rates.**

Customer text and email alerts drive higher payment rates through timely payment reminders.
- **Streamline operations.**

A rich administrative website empowers your staff to schedule and manage payments on behalf of customers, view payment history, answer general inquiries, and run and download comprehensive billing and payment reporting.
- **Choose peace-of-mind security.**

Built-in security ensures data and privacy protection. Solution adheres to PCI DSS and ADA (online) compliance standards.
- **Resource Center to help you drive adoption.**

Downloadable marketing toolkits available to brand and execute campaigns to drive digital adoption of your customers. Access simple how-to-tutorial videos and quick guides to get your support staff up to speed on the administrative website (Payment Center) to run reports, look up and service customers.

## How to get started

Contact your Treasury Management consultant or Technical Solutions consultant today for additional information.