

eBill

This feature allows users to receive current billing information for eligible payees. This information includes but is not limited to the minimum amount due and due date. Through the eBill feature, users are able to file their bill and set up automatic payments.

Payments
Transfers
GiftPay
Calendar
My Account
Help

+ Add a Payee

Display: [All](#) | [Shortcut](#) | [Last 30 days](#) | [Individuals only](#) | [Inactive](#)

Choose a Category Search your payees Search

Pay To	Pay from	Amount	Payment date	Actions
Sprint ****2999 <i>Electronic</i>	Primary Acco.. ***0123	\$ <input type="text"/>	<input type="text"/>	Rush Delivery Make it Recurring Add Comment
📄 Set up eBill				
AT&T ****1234 <i>Electronic</i> Last paid: \$112.45 on 3/3/2013	Primary Acco.. ***0123	\$ <input type="text"/> Amt Due: \$100.00	<input type="text"/> Due by: 01/15/2012	Rush Delivery Edit Recurring Add Comment File eBill
📄 eBill due				
American Express ****6789 <i>Electronic</i> Last paid: \$35.00 on 3/3/2013	Primary Acco.. ***0123	\$ <input type="text"/>	<input type="text"/>	Rush Delivery Edit Recurring Add Comment
📄 Troubleshoot eBill				
		Totals		
		Primary Account	\$75.00	
		Secondary Account	\$81.08	
		Payment Total	\$156.08	

[View pending transactions.](#) | [View history](#)

 [Review](#)
 [Submit](#)

Set up eBill

“Set up eBill” will allow users to enter in their login credentials for their payees’ website. They will be required to **accept** the Terms & Conditions for eBill.

- Users can set this up in two places:
 - Selecting “Set up eBill” from the landing page directly under the payee’s name
 - Selecting the payee’s name to access payee details
- If applicable, users will also be prompted for additional information.

Option 1 - Landing Page

Sprint
****2999
Electronic
[Set up eBill](#)

Primary Acco. ****0123 \$ [] [] []
[Rush Delivery](#)
[Make it Recurring](#)
[Add Comment](#)

Option 2 - Payee Details

Payee details for Sprint

Date	Amount	Additional items
There are no eBills. Set up eBill		

Additional actions:
[Edit payee](#)
[Pending transactions](#)
[History](#)
[Set up eBill](#)
[Add reminder](#)

Reminders

Set up eBill

Login credentials for Sprint

To set up your eBill, please enter your login credentials for Sprint's website. You must have access through Sprint before we can add the eBill. If you do not have online access, please visit Sprint.

All fields are required unless designated with (Optional).

User name []
PIN []

Terms and conditions []

Terms & Conditions listed here

eBill Due

By hovering over “eBill due” for a specific payee users will see the amount due and the due date for their eBill payee. This information is also displayed under the “Amount” and “Payment Date” fields.

The screenshot shows a user interface for an eBill. At the top, it displays "AT&T" with a masked account number "****1234" and "Electronic" billing type. Below this, it states "Last paid: \$112.45 on 3/3/2013". A yellow box highlights the "eBill due" icon, with an arrow pointing to a tooltip that says "amt due \$100.00, due by 01/15/2012". In the background, the main interface shows a "Primary Acco.." dropdown set to "****0123", a balance field with "\$", and a "Due by: 01/15/2012" field. On the right side, there are links for "Rush Delivery", "Edit Recurring", "Add Comment", and "File eBill".

Troubleshoot eBill

“Troubleshoot eBill” will allow users to complete any necessary action to continue receiving their eBill information via the bill pay site.

- Users can troubleshoot their payee in three places:
 - “**Troubleshoot eBill**” from the landing page directly under the payee’s name
 - By selecting the payee’s name to access payee details
 - “**Attention Required**”

The screenshot illustrates the process of troubleshooting an eBill. It starts with a payee entry for "American Express" with a masked account number "****0123" and "Electronic" billing type. The "Last paid: \$35.00 on 3/3/2013" is shown. A red box highlights the "Troubleshoot eBill" icon, with an arrow pointing to a dropdown menu titled "Additional actions". This menu includes options: "Troubleshoot eBill" (highlighted in yellow), "Edit payee", "Pending transactions", "History", "eBill History", and "Add reminder". Below this, a section titled "Attention required" shows a list of payees: "Electric" and "American Express". Arrows point from the "Electric" and "American Express" entries to yellow "Troubleshoot" buttons.

Users may be asked to update their login credentials for the payee's site if they have changed.

Update Login Credentials

Update login credentials for American Express

In order to continue receiving eBills you need to update your login credentials for this payee's website. If you do not remember your login credentials please visit your payee's website

1 User name

PIN

 [Cancel](#)  [Submit](#)

Update Login Credentials **2**

The login credentials for American Express eBill were updated.

What happens next?
You will receive new eBill information for American Express when the next billing cycle processes.

 [Return to Payments](#)

Users may also have actions that need to be completed on the payee's site.

Troubleshoot eBill

 **Warning**
Your payee needs you to complete actions on their website, please log into your payees website and complete their required actions.

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File eBill

Users will have the option to file an eBill that they have paid or if they no longer want to see the “eBill due” status under the payee information.

- eBill can be filed in three places:
 - “File eBill” from the landing page to the right of the payee’s name
 - By selecting the payee’s name to access payee details
 - By selecting the payee’s name, then eBill history

Best Buy
****1337
Electronic
Last paid: \$50.00 on 3/4/2013
eBill due

Primary Acco., ****0123

\$

Min Due: \$25.00
Bal: \$500.00

Due by: 01/15/2012

[Rush Delivery](#)
[Make it Recurring](#)
[Add Comment](#)
[File eBill](#)

Payee details for Best Buy

eBills

Date	Amount	Additional items	Additional actions
Due: %due date%	Due: \$%due%	Status: Unpaid	Edit payee
Statement close: %date%	Statement balance: \$%bal%	Pay	Pending transactions
		File eBill	History
			eBill History
			Add reminder

eBill History

Display: [Current month](#) | [Previous month](#) | [Last 30 days](#) | [Print](#) | [View in Excel](#) View: 50 100 | [First](#) | [Previous](#) | Page 1 of 8 | [Next](#) | [Last](#)

Choose a Payee Date range MM/DD/YYYY to MM/DD/YYYY

Payee	Date	Amount	Additional items
Best Buy ****1337	Due: %due date% Statement close: %date%	Min due: \$%min due% Statement balance: \$%bal%	Status: Unpaid Pay File eBill

[View pending transactions](#) | [View history](#) [First](#) | [Previous](#) | Page 1 of 8 | [Next](#) | [Last](#)

Filing the eBill will allow users to clear out the current “Due” information and the “Pay” link. The eBill will be filed in the eBill History section.

File eBill

Payee name: Best Buy

Reason: 

Select a reason

- Paid by cash
- Paid by check
- Paid at biller web site
- Paid through bank
- not paid
- other

Comment:

eBill History

This will house current and past eBill data for each payee that has been enabled for eBill. There will be 18 months of eBill history stored.

Best Buy 1

****1337
Electronic
Last paid: \$50.00 on 3/4/2013
[eBill due](#)

Primary Acco.. ****0123

Min Due: \$25.00
Bal: \$500.00

Due by: 01/15/2012

[Rush Delivery](#)
[Make it Recurring](#)
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[File eBill](#)

If a bill is currently due, users can choose to pay or file the eBill from the payee details or eBill History screen.

Payee details for Best Buy

eBills

Date	Amount	Additional items
Due: %due date%	Due: \$%due%	Status: Unpaid
Statement close: %date%	Statement balance: \$%bal%	Pay File eBill

Additional actions

[Edit payee](#)
[Pending transactions](#)
[History](#)
[eBill History](#) 2
[Add reminder](#)

eBill History

Display: [Current month](#) | [Previous month](#) | [Last 30 days](#) | [Print](#) | [View in Excel](#) 3 | View: 50 | 100 | [First](#) | [Previous](#) | Page 1 of 8 | [Next](#) | [Last](#)

Choose a Payee Date range to

Payee	Date	Amount	Additional items
Best Buy ****1337	Due: %due date% Statement close: %date%	Min due: \$%min due% Statement balance: \$%bal%	Status: Unpaid Pay File eBill

[View pending transactions](#) | [View history](#) [First](#) | [Previous](#) | Page 1 of 8 | [Next](#) | [Last](#)

Payment History (eBill set up)

The eBill information will be inserted into the details of the payment history timeline.

- The time line will indicate if the payment was scheduled by "AutoPay."

Payment details

Payment timeline [Print](#)

Date	Event
4/18/2013	Payment processed for \$100.00 from your Primary Account account ****1234.
4/16/2013	eBill received and Automatic payment scheduled to ATT to process on 4/18/2013 Due by: 4/20/2013 Minimum Due: \$100.00 Balance: \$568.00

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AutoPay

Users have the ability to set up “AutoPay” for their eBill payees.

Schedule AutoPay

Best Buy
****1337
Electronic
Last paid: \$50.00 on 3/11/2013
 eBill due

Primary Acco.. ****0123

\$
Min Due: \$25.00
Bal: \$500.00

Due by: 01/15/2012

1 [Make it Recurring](#)

[Rush Delivery](#)
[Add Comment](#)
[File eBill](#)

Set up recurring payment

Schedule payments:

Using a frequency I create

When my new eBill arrives **2**

Set up recurring payment

3

Pay to **Best Buy**
****1234
Electronic

Pay from Primary Account

Amount

Always pay full balance

Always pay minimum due

Only pay the amount due if it is less than or equal to \$

Pay an amount that I specify \$

Send Payment

To be delivered by the due date

When bill arrives



The options for scheduling an AutoPay will change depending on the payee account type.

Set up recurring payment

4

Review automatic payment settings

Pay to	Best Buy ****1234 Electronic
Pay from	Primary Account
Amount	Always pay full balance
Send Payment	To be delivered by the due date

Back Submit

Set up recurring payment

Pay to	Best Buy ****1234 Electronic	Recurring payment scheduled
Pay from	Primary Account	
Amount	Always pay full balance	
Send Payment	To be delivered by the due date	

Return to payments

Editing AutoPay

Users can choose to:

- Edit their “AutoPay” details by clicking “Edit Recurring.”
- Change the payment from “AutoPay” to a standard recurring payment.
 - This option will stop the current payment series to prevent duplicated payments.

Recurring

American Express
****6789
Electronic
Last paid: \$35.00 on 3/11/2013
[Troubleshoot eBill](#)

Primary Acco.. ***0123 \$

Rush Delivery
Edit Recurring
Add Comment

1

Edit recurring payment

2

Current automatic payment settings

Pay to	American Express ****6789 Electronic
Pay from	Primary Account
Amount	Always pay full balance
Send Payment	To be delivered by the due date

Once the Subscriber selects "Continue" they will be taken to the process of setting up the "AutoPay" schedule.

What would you like to do?

Edit automatic payment options

Schedule payments on a frequency I create and stop automatic payments immediately

Cancel Continue

Changing from a standard recurring payment to an 'AutoPay' recurring payment

Changing the recurring payment to "AutoPay" will **stop** the current scheduled recurring series to prevent duplicated payments.

Recurring
AT&T
****1234
Electronic
Last paid: \$112.45 on 3/11/2013
eBill due

Primary Acco.. ****0123

Amt Due: \$100.00

Due by: 01/15/2012

Rush Delivery
Edit Recurring
Add Comment
File eBill

Edit recurring payment

Current frequency settings

Pay to: ATT
****1234
Check

Pay from: Primary Account

Amount: \$245.00

Next delivery date: 4/25/2013

Additional Items: Confirmation #: 17
Process date: 4/28/2013
Delivery: Standard
Comment: Monthly credit card payment
Series start: 9/27/2012
Series end: 9/22/2013

Warning
Your current recurring payment series will be stopped.

Once the Subscriber selects "Continue" they will be taken to the process of setting up the "AutoPay" schedule.

What would you like to do?

Skip this payment scheduled on 04/25/2013

Edit single occurrence scheduled on 04/25/2013

Edit current frequency

Schedule automatic payments when my eBill arrives and stop the current frequency immediately

Cancel Continue

Standard AutoPay Settings

- **AutoPay amount options are available based the on account type**
 - Credit Card Account
 - Always pay full balance.
 - Always pay minimum due uses minimum payment due.
 - Only pay the full balance if it is less than or equal to _____.
 - Always pay _____.
 - Billing Account and Other Liabilities
 - Always pay amount due.
 - Only pay the amount due if it is less than or equal to _____.
 - Always pay _____.

Deleting a Pay From Account

- If a Pay From Account is deleted when “**AutoPay**” is scheduled, the payment is **stopped** and the “**AutoPay**” settings are deleted.
 - “**AutoPay**” will need to be set up again.
- Displays “**AutoPay**” stopped as well as transactions.

Edit pay from account

The following account will be deleted

Primary Account
 ****1234
Checking
 Starting check number 1000

Automatic payments will be turned off for the following

Payee	Amount	Send payment
American Express ****6789	Always pay full balance	When bill arrives
ATT ****1234	Only pay the amount due if it is less than or equal to \$50.00	To be delivered by the due date
Best Buy ****1337	Pay an amount that I specify \$25.00	When bill arrives

These transactions will be stopped

Pay to	Amount	Deliver by date	Additional items
Recurring	\$70.00	4/22/2013	Conf. #2
American Express ****1234 <i>Electronic</i>			Frequency: Automatic Delivery: Standard Status: Pending
GE Credit Card ****8999 <i>Check</i>	\$245.00	4/22/2013	Conf. #17 Frequency: One time Check number: 1001 Delivery: Standard Status: Pending
Verizon Wireless ****8978 <i>Electronic</i>	\$63.55	4/22/2013	Conf. #22 Frequency: One time Delivery: Standard Status: Pending

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 [Submit](#)