

Using Online Bill Pay

Account Login

Use your account number that is printed on your bill, the service zip code and the Pin number.

Pay Bill

This screen allows you to make a credit card payment.

Pay Current Bill screen

- Displays the current bill information
- Bill Date will display the bill date on billed charges but will display transaction date on payments and adjustments.
- Pay Method allows the option of credit card or debit card.
- Previous Balance is the balance that was brought forward from the previous bill.

Payment History

This screen allows you to view all payments. The past 6 months of history will be displayed automatically. A specific date range can be selected if needed.

Bill History

This screen allows you to view all history (including payments and adjustments). The past 6 months of history will be displayed automatically. A specific date range can be selected if needed.

Contact Us

Clicking on this option will redirect you to the municipality's website for contact information.

Log Out

Logs you out of the account information screens and returns you to the Account Login screen.

Detailed information for using online bill pay services

The first page is a summary of the Help menu that will be added to the online bill pay services in phase two.

Account Login

When the customer initially logs in to the utility company's online bill service, the following screen will be displayed.

There are two ways to search for your account. You may search by account number and the service zip code or service address phone number and customer's social security number. The utility company must have a social security number on the customer master file prior to finding account based on social security number.

Account Lookup

To pay or view your account, please choose one of the search options below.

Search by...

Account Number & Service Address Zip Code

Service Address Phone (xxx-xxx-xxxx) & SSN

Account Number

Service Address Zip Code

The user will be given an error message if an invalid entry is used.

*****Another feature can be added to require a PIN number to be entered to access the account information. This is a calculated number based on the account number and is usually printed on the bill for the customer. (see next page)*

Using Online Bill Pay

Account Lookup

To pay or view your account, please complete the search criteria below.

Account Number & Service Address Zip Code

Account Number

Service Address Zip Code

PIN #

[Contact us](#)

Notice
There is a \$2.50 convenience fee associated with paying your bill online.

Pay Bill

This screen allows you to make a credit card or debit card payment. This screen displays the current bill information. Bill Date will display the bill date on billed charges but will display transaction date on payments and adjustments.

- Menu
- Log In
- My Bill
- Pay Bill**
- Payment History
- Billing History
- Contact Us
- Log Out

Pay Bill

Mailing Address	Account Number	Billing Address
JOHN DOE 100 ANYSTREET ANYCITY SC 29555-2844	234567	JOHN DOE 100 ANYSTREET ANYCITY SC 29555-2844

Viewing Options
[Billing History](#) [Payment History](#)

Last Payment: \$15.00 on 01/10/2008 ref CK#2154

Description	Usage	Prev	Curr	Bill Date	Line Total
Previous Balance					\$39.26
PAY UTILITIES	0	0	0	10/26/2007	(\$39.26)
WATER BILLED	2,600	3,290	3,316	10/26/2007	\$14.99
DHEC BILLED	0	0	0	10/26/2007	\$2.64
SEWER BILLED	2,600	3,290	3,316	10/26/2007	\$18.35
Current Bill Total					\$35.98

Pay Method Credit Card PayPal

The user will select the payment method and click on Pay Now button. This will take you to the Payment Method screen (This screen can vary depending on the Gateway).

Payment Method

Balance Due **\$0.00**

Payment Amount

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The balance due will default in the Amount field but the user can change this.

Pressing continue will bring you to the credit card processor screen.



***If you charge a convenience fee it will show up on this screen.**

The card number and expiration month/year (i.e. 1/2009) is then entered. Following are some credit card accounts that work as test accounts for most gateways.

Visa:

4111111111111111
4012888888881881

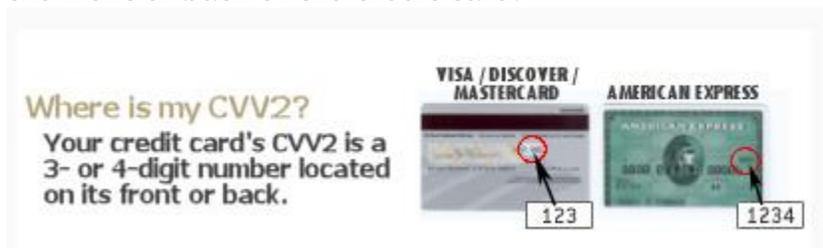
Mastercard:

5105105105105100
5555555555554444

Discover:

6011111111111117
6011000990139424

The CVV2 number is a required field. This is a 3 or 4 digit number located either on the front or back of the credit card.



The user will need to enter the credit card billing address.

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The user can click on the printer icon or the “click here” link to print a copy of the transaction.

Payment Confirmation

Your payment has been accepted. Thank you!

Account # 234567
Reference # V19A0D23CD90
Amount \$35.98

[Bill History](#) [Log Out](#)

Click [here](#) to print a copy of your transaction.

The user can then log out of the online bill pay service or select to view the bill history. The user can also select to view payment history from the group tree.

Payment History

This screen allows you to view all payments (online, mailed payments, office payments, etc). The past 6 months of history will be displayed automatically but a specific date range can be selected if needed.

Payment History

Mailing Address Account Number Billing Address
JOHN DOE 234567 JOHN DOE
100 ANYSTREET 100 ANYSTREET
ANYCITY SC 29555-2844 ANYCITY SC 29555-2844

[View Current Bill](#)

7/8/2007 to 1/9/2008 [Go](#)

Date	Amount	Reference
8/7/2007	\$32.60	Ref #2006
9/4/2007	\$33.34	Ref #CHECK 2014
10/8/2007	\$39.26	Ref #2021
1/9/2008	\$35.98	Ref #V19A0D23CD

Bill History

This screen allows you to view all history (including payments and adjustments). The past 6 months of history will be displayed automatically but a specific date range can be selected if needed.

Menu

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- Payment History
- Billing History
- Contact Us
- Log Out

Billing History

Mailing Address	Account Number	Billing Address
JOHN DOE 100 ANYSTREET ANYCITY SC 29555-2844	234567	JOHN DOE 100 ANYSTREET ANYCITY SC 29555-2844

[View Current Bill](#)

to

Date	Description	Usage	Prev	Curr	Reference	Charge	Pmt
07/27/2007	WATER BILLED	2,500	3,202	3,227		\$14.55	
07/27/2007	SEWER BILLED	2,500	3,202	3,227		\$18.05	
08/07/2007	PAY UTILITIES				2006		\$32.60
08/28/2007	WATER BILLED	2,600	3,227	3,253		\$14.99	
08/28/2007	SEWER BILLED	2,600	3,227	3,253		\$18.35	
09/04/2007	PAY UTILITIES				CHECK 2014		\$33.34
09/28/2007	WATER BILLED	3,700	3,253	3,290		\$17.61	
09/28/2007	SEWER BILLED	3,700	3,253	3,290		\$21.65	
10/08/2007	PAY UTILITIES				2021		\$39.26
10/26/2007	WATER BILLED	2,600	3,290	3,316		\$14.99	
10/26/2007	DHEC BILLED					\$2.64	
10/26/2007	SEWER BILLED	2,600	3,290	3,316		\$18.35	
01/09/2008	PAY UTIL INTERNET CC				V19A0D23CD		\$35.98
	ADJ PAYMENT - UTIL CC					\$100.00	
01/10/2008	PAY UTILITIES				CK#2154		\$15.00