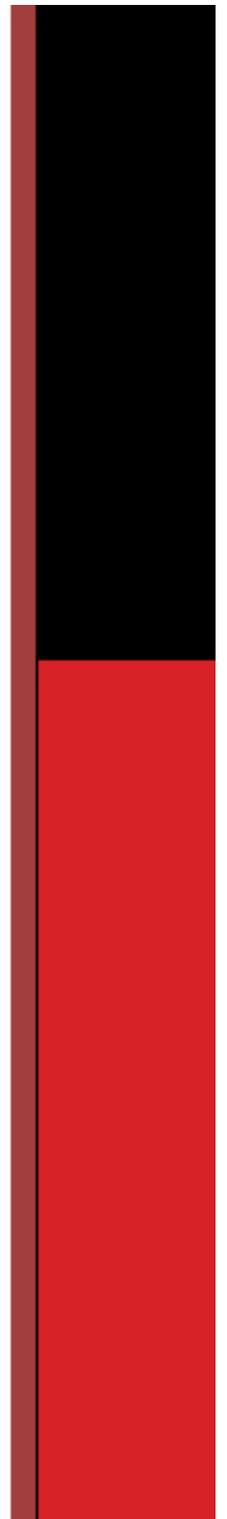




Customer Web Portal
Client Help Manual



Contents

- 1: Getting Started..... 1
 - 1.1 About Customer Web Portal..... 1
 - 1.2 New User Sign Up..... 2
 - 1.3 Login..... 3
 - 1.4 Menus 4
 - 1.5 Forgot Password 5
- 2: Home Page..... 6
 - 2.1 Home – Profile 7
 - 2.2 Home – Recent Bill..... 8
 - 2.3 Home – Billing History..... 8
 - 2.4 Home – Billing Options..... 9
 - 2.5 Home – Payment History 9
 - 2.6 Home – Broadcast Messages 10
 - 2.7 Home – Customer Support 10
 - 2.8 Home - Billing Graph 10
 - 2.9 Contact Us 11
- 3: Profile..... 12
 - 3.1 Profile – Manage Profile 12
 - 3.1.1 Profile – Mailing Address 13
 - 3.1.2 Profile – Bill Delivery 14
 - 3.1.3 Profile – Auto Payment 15
 - 3.1.4 Profile – Contact Information 16
 - 3.2 Change Password 18
- 4: Payment 19
 - 4.1 Make Payment 19
 - 4.2 Payment Confirmation..... 20
 - 4.2.1 Credit Card Confirmation 20
 - 4.2.2 Confirm E-Check..... 21
 - 4.2.3 Transaction Result..... 22
- 5: Billing Information 23
 - 5.1 Current Bill 23

5.2 Account History.....	25
5.2.1 Change Dates	25
5.2.2 Billed Graph.....	26
5.2.3 Transaction Type.....	26
5.2.4 Print Transactions	26
5.2.5 Copy Transactions	26
5.3 Payment History.....	27
5.3.1 Change Dates	27
5.3.2 Payment Graph	28
5.3.3 Payment Method	28
5.3.4 Print Result.....	28
5.3.5 Copy Transactions	28
5.4 Usage History	29
5.4.1 Change Dates	29
5.4.2 Usage Graph.....	30
5.4.2 Select a Service Type.....	30
5.4.3 Print Transactions	30
5.4.4 Copy Transactions	30
6: Service Requests	31
6.1 Request New Service	31
6.2 Transfer Service Request	33
6.3 Terminate Service Request	35
6.4 Request Service Call	36
7: Index.....	37

1: Getting Started

1.1 About Customer Web Portal

Customer Web Portal (CWP) is the online connection between customers and their utility billing information. With the easy-to-use interface, customers can quickly perform the following tasks:

- View Current Bill
- Make Payments
- View Account, Payment, or Usage History
- View History Graphs
- Manage Mailing Address
- Manage Bill Delivery Method
- Sign-up Auto Payment
- Manage Contact Information
- Request New Service
- Request a Service Call
- Request a Service Transfer
- Request a Service Termination
- E-mail Customer Service

1.2 New User Sign Up

Before being able to access the Customer Web Portal, each customer must complete the Registration page. The customer must provide specific information which matches the account information (account number and customer name) in the billing system. It is recommended to have a copy of the billing statement on hand.

Follow these steps to Register for CWP:

1. Select the **Customer Type** for the account.
 - When the customer is an **Individual**, the First and Last Name must match the customer's name in the billing system.

Customer Type

Individual Business

First Name Last Name

- When the customer is a **Business**, the Business Name must match the business name in the billing system.

Customer Type

Individual Business

First Name Last Name

Business Name

2. Type the **First** and **Last Name** for the user.
 - If the customer type is **Business**, the Business name is also required.
3. Type the **Account No.** of the customer. The Account Number is found on the statement. All **Locations** associated with the Account Number will be linked to the email address.
4. Type and Confirm an Email Address in the **Email Address** and **Confirm Email Address** fields. This email address is used for logging into the portal.
5. Type and Confirm a Password in the **Password** and **Confirm Password** fields. Passwords are case sensitive and must match when registering.
6. Type a **Secret Question**. This question is used for recovering a lost Password. This can be any question the user desires to use.
7. Type the **Answer** to the Secret Question.
8. Check the checkbox to **Agree to the Terms and Conditions** for this site.
9. Click the **Register** button.

Registering allows the billing system to track who makes changes to Customer Information through the Web Portal.

1.3 Login

Customers must log in to the **Customer Web Portal** to access their account.

[New User Sign Up](#)

E-Mail Address

Password

[Forgot Password?](#)

Follow these steps to Log In to CWP:

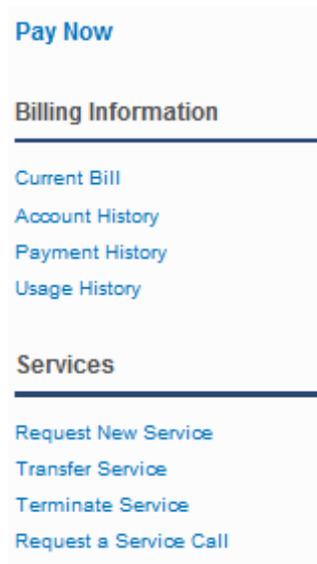
1. Type the **Email Address** and **Password** used during Registration.
 - **Note: Passwords are case sensitive and must be entered exactly as it was registered.**
2. Click the **Sign In** button.

1.4 Menus

The CWP provides two (2) methods of navigating within the site, the **Menu Bar** and the **Action Links**. The **Menu Bar** is located near the top of the page between the page banner and the page content sections. This is an example of the **Menu Bar**:



The **Action Links** are located on the left-hand side of the page, below the **Profile** section. This is an example of the **Action Links**:



The **Menu Bar** and the **Action Links** provide two (2) routes to the same destination/page within CWP. For example, clicking the Account History Action Link is the same as selecting Account History from the Billing Information drop-down list. Both actions will display the Account History page.

1.5 Forgot Password

The **Forgot Password** page allows the customer to receive a temporary password, when they lose or forget their password. When this occurs, they must use the **Forgot Password** process. This is an example of the **Forgot Password** page.

Forgot Your Password

Type full User ID which you use to sign in to your Account for resetting your password

User ID
 •
(e.g. userid@ums.com)

Answer this question and Submit
The secret question

Your Answer

Follow these steps to use the **Forgot Password** function:

1. Type the Email Address (User ID) entered during registration in the **User ID** field.
2. Click the **Retrieve Question** button to display the **Secret Question** created during registration.
3. Type the **Answer** to the Secret Question in the **Your Answer** field.
 - **Note: The Answer is case sensitive and must be entered exactly as it was during registration.**
4. Click the **Submit** button to update the password in CWP with a temporary password.
 - **Note: The Cancel button is locked out once, the Submit button is pressed.**

If the **Secret Question** is answered correctly, an Email is sent containing a temporary password to the Email Address. The password is case sensitive and must be entered exactly as displayed in the Email.

After logging in to CWP with the temporary password, the customer should update their password with a new user-created password. This is covered in more detail in the **Change Password Section** on page 18.

2: Home Page

The **Home Page** is displayed when the customer logs in. The **Home Page** is the control center for CWP. It provides the customer with vital information and access to account function in a clear and concise manner. Here is an example of the **Home Page**:

<p>Profile</p> <p>Account No: 102412 FIRST NAME LAST NAME 40 S MAIN THISTOWN, AR 12221 Primary Phone: 555-501-7558 Total Balance: (\$25.72)</p> <p>Manage Profile Change Password Log out</p> <hr/> <p>Pay Now</p> <hr/> <p>Billing Information</p> <p>Current Bill Account History Payment History Usage History</p> <hr/> <p>Services</p> <p>Request New Service Transfer Service Terminate Service Request a Service Call</p>	<p>Service Address 6216 Anystreet, Anytown, AR Loc:1997 Status: Current</p> <hr/> <p>Recent Bill</p> <table border="1"> <tr><td>Due Date</td><td>08/31/12</td></tr> <tr><td>Last Payment Date</td><td>08/10/12</td></tr> <tr><td>Bill Status</td><td>Paid</td></tr> <tr><td>Current Bill</td><td></td></tr> <tr><td>Amount Due (Un-Posted)</td><td>\$0.00</td></tr> <tr><td>Total Balance</td><td>\$0.00</td></tr> </table> <p>View Bill Pay Now</p> <hr/> <p>Billing History</p> <table border="1"> <tr><td>04/18/11</td><td>\$177.88</td></tr> <tr><td>03/18/11</td><td>\$131.83</td></tr> <tr><td>01/19/11</td><td>\$93.36</td></tr> </table> <p>View Detailed History</p> <hr/> <p>Customer Support</p> <p>Need Help? We are only a click away. Use the customer support link below to submit your questions or concerns. We will respond to your request as soon as possible. Request Customer Support</p>	Due Date	08/31/12	Last Payment Date	08/10/12	Bill Status	Paid	Current Bill		Amount Due (Un-Posted)	\$0.00	Total Balance	\$0.00	04/18/11	\$177.88	03/18/11	\$131.83	01/19/11	\$93.36	<p>Billing Options</p> <table border="1"> <tr><td>Auto Pay</td><td>None</td></tr> <tr><td>Printed Bill</td><td>Yes</td></tr> <tr><td>Email Bill</td><td>No</td></tr> <tr><td>Email Notices</td><td>No</td></tr> </table> <p>Edit</p> <hr/> <p>Payment History</p> <table border="1"> <tr><td>08/10/12</td><td>Online-Credit Card</td><td>\$3.00</td></tr> <tr><td>07/18/12</td><td>Online-Credit Card</td><td>\$3.00</td></tr> <tr><td>07/18/12</td><td>Online-Check</td><td>\$2.00</td></tr> </table> <p>View Detailed History</p> <hr/> <p>Broadcast Messages</p> <table border="1"> <thead> <tr><th>Priority</th><th>Note</th></tr> </thead> <tbody> <tr><td>Normal</td><td>Offices will be closed Friday through Monday for New Years. Offices will Re-open Tuesday.</td></tr> </tbody> </table>	Auto Pay	None	Printed Bill	Yes	Email Bill	No	Email Notices	No	08/10/12	Online-Credit Card	\$3.00	07/18/12	Online-Credit Card	\$3.00	07/18/12	Online-Check	\$2.00	Priority	Note	Normal	Offices will be closed Friday through Monday for New Years. Offices will Re-open Tuesday.	<p>Follow Us On f RSS t</p> <hr/> <p>Billing Graph</p> <table border="1"> <caption>Billed Amounts by Month</caption> <thead> <tr><th>Month</th><th>Billed Amounts</th></tr> </thead> <tbody> <tr><td>Jan-11</td><td>90</td></tr> <tr><td>Mar-11</td><td>130</td></tr> <tr><td>Apr-11</td><td>170</td></tr> </tbody> </table>	Month	Billed Amounts	Jan-11	90	Mar-11	130	Apr-11	170
Due Date	08/31/12																																																	
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The section on the left-hand side of the page displays **Customer Information** and the **Action Links**. This section is visible on all pages in CWP.

The **Home Page** shows the following information:

- Profile
- Recent Bill
- Billing History
- Customer Support
- Billing Options
- Payment History
- Broadcast Messages

2.1 Home – Profile

The **Profile** section displays the customer's Account Number, Mailing Address, Primary Phone Number, and Account Balance. Here is an example of the **Profile** Section:



The **Manage Profile** link is used to view or change the customer's

- Mailing Address
- Billing Options
- Auto Payment Options
- Contact Information

More information about **Manage Profile** is found in Section 3.1 on page 12.

The **Change Password** link allows the customer to change their password. More information is found in section 3.2 on page 18.

The **Log Out** link is used to disconnect from CWP.

2.2 Home – Recent Bill

The Home Page's **Recent Bill** section displays information about the most recent bill and payment for the selected location. This is an example of the **Recent Bill** section:

Recent Bill	
Due Date	08/31/12
Last Payment Date	08/10/12
Bill Status	Paid
Current Bill	
Amount Due (Un-Posted)	\$0.00
<hr/>	
Total Balance	\$0.00
View Bill	Pay Now

The most recent bill's **Bill Status** is Un-Paid until the bill is paid, then the status changes to Paid.

When the billing system has transactions waiting to be posted, **Account Due (Un-Posted)** displays the amount to be posted to the account.

The **Total Balance** displays the account balance including the amount in payment arrangements.

Click the **View Bill** link to display a PDF of the most recent bill.

2.3 Home – Billing History

The Home Page's **Billing History** section displays the last three (3) bill transactions from the customer's Account History for the selected location. This is an example of the **Billing History** section:

Billing History	
04/18/11	\$177.88
03/18/11	\$131.83
01/19/11	\$93.36
View Detailed History	

To see more Billing History click the **View Detailed History** link or select **Account History** from the Menu Bar or Action Link.

2.4 Home – Billing Options

The Home Page's **Billing Options** section displays the Auto Pay and Bill Delivery settings. This is an example of the **Billing Options** section:

Billing Options	
Auto Pay	None
Printed Bill	Yes
Email Bill	No
Email Notices	No
Edit	

To change the **Billing Options**, click the **Edit** link or click the Action Link **Manage Profile**.

More Information about **Manage Profile** is found in section 3.1 on page 12.

2.5 Home – Payment History

The Home Page's **Payment History** section displays the last three (3) payment transactions from the customer's account history for the selected location. This is an example of the **Payment History** section:

Payment History		
08/10/12	Online-Credit Card	\$3.00
07/18/12	Online-Credit Card	\$3.00
07/18/12	Online-Check	\$2.00
View Detailed History		

To see more history, click the **View Detailed History** link or select **Payment History** from the Action Link or the Menu Bar.

2.6 Home – Broadcast Messages

The Home Page's **Broadcast Messages** section displays important messages from the billing company. These messages may be a general message to all customers or a message specific to a customer's account only. This is an example of the **Broadcast Message** section:

Broadcast Messages

Priority	Note
Normal	Offices will be closed Friday through Monday for New Years. Offices will Re-open Tuesday.

Customers should call the billing office when a message requests specific customer information.

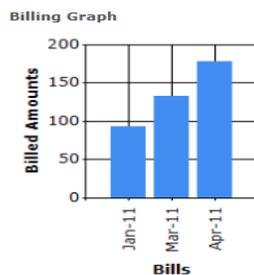
2.7 Home – Customer Support

The Home Page's **Customer Support** section provides a quick link for contacting the billing company. Click the **Request Customer Support** link to open the **Contact Us** page to send an Email to the billing company.

More information about the **Contact Us** page is found in section 2.9 on page 11.

2.8 Home - Billing Graph

The Home Page's **Billing Graph** section displays the billed amounts for the last three (3) bills. This is an example of the **Billing Graph** section:



To see a graph of more than the last three (3) bills, click on Account History from the Menu Bar or the Action Links.

2.9 Contact Us

The **Contact Us** page allows the customer to send an Email to the billing company. This is an example of the **Contact Us** page:

Contact Us

Name

Email
e.g.(user@domain.com)

Description Request

This form is intended for general requests and questions.

For time sensitive requests, please call Customer Service.

(Max 1000 Characters)

Follow these steps to contact the billing company:

1. Type or change the **Name** as needed (this is automatically entered from CWP).
2. Type or change the **Email** as needed (this is automatically entered from CWP).
3. Type the reason for contacting the billing company in the **Description Request** field.
4. Click the **Send** button to send the email to the billing company.
 - Click the **Cancel** button to stop the Email.

3: Profile

The information linked to the customer is called the **Profile**. This information originates from the billing system. The customer adds to the information by registering to use CWP. The billing company's policies and procedures will determine which information the customer may add or change.

3.1 Profile – Manage Profile

The **Manage Profile** page displays customer information for the account. The billing company determines which information the customer is allowed to change. This is an example of the **Manage Profile** page:

Mailing Address		
		Change Address
Address Line 1	40 S MAIN	
Line 2		
Line 3		
City, State, ZipCode	THISTOWN, AR 12221	
Country	United States of America	
Bill Delivery Method		
		Change Bill Delivery Method
Receive Physical Bill	Yes The post office will deliver your bill	
Receive Electronic Bill	No Bills or Notices will not be sent by email	
Auto Payment		
		Change Auto Payment Method
Pay bill automatically using	No auto payment option is currently setup	
Contact Information		
		Change Contact Information
Email Address	email@address.com	
Phone Type Phone Number		
Home	555 - 501-7558	
Mobile	555 - 765-1244 123	
Work	878 - 222-33333	

The link on the right-hand side of the page opens the **Change Page** for the section. The **Change Page** links are:

- Profile – Mailing Address (section 3.1.1)
- Profile – Bill Delivery (section 3.1.2)
- Profile – Auto Payment (section 3.1.3)
- Profile – Contact Information (section 3.1.4)

Missing links indicate the billing company has disabled the edit feature for the section(s).

3.1.1 Profile – Mailing Address

The **Mailing Address** page allows the customer to change the address of where their bill is mailed. The mailing address is required even if the customer has requested to receive an electronic bill through Email. This is an example of the **Mailing Address** page:

Mailing Address

Address Line 1 •

Line 2

Line 3

Country ▾ •

City •

State ▾ •

Zip Code •

I agree to the [Terms and Conditions](#) on this site. •

• Mandatory Information

Follow these steps to change the Mailing Address:

1. Type the Street Address or P.O. Box in the **Address Line 1** field.
2. Type any Additional Address Information in **Address Line 2 & 3** field.
3. Select the Address Country from the **Country** drop-down list.
4. Type the Address City in the **City** field.
5. Select the Address State from the **State** drop-down list.
6. Type the Address Zip Code in the **Zip Code** field.
7. Select the **“I agree to the Terms and Conditions”** check box.
8. Click the **Save** button to update the Mailing Address.
 - Click the **Cancel** button to continue without saving the information.

A confirmation message is displayed if the Mailing Address is successfully updated.

3.1.2 Profile – Bill Delivery

The **Bill Delivery Method** page allows the customer to select how they will receive their bill. They may select to receive a **Physical Bill** or an **Electronic Bill**. At least one (1) method must be selected to save any changes. This is an example of the **Bill Delivery Method** page:

Bill Delivery Method

Select how you would like to receive your bills and notices.

- Receive Physical Bill ? The post office will deliver your bill
- Receive Electronic Bill ? Bills or Notices will be sent by email
- I agree to the [Terms and Conditions](#) on this site. •

Save

Cancel

Note: The E-Bill Module is required for customers to opt out of receiving a Physical Bill.

Follow these steps to change the **Bill Delivery**:

1. Receive a Physical Bill
 - When checked, the bill is printed and mailed via the Postal Service.
 - When unchecked, the bill is not printed or mailed out.
2. Receive Electronic Bill
 - When checked, a bill notification or an Email with the attached bill is sent to the Email address in CWP.
 - When unchecked, a bill notification or Email is not sent via Email.
3. Check the “**I Agree to the Terms and Conditions**” check box.
4. Click the **Save** button to update the Bill Delivery Method.
 - Click the **Cancel** button to continue without saving the information.

A confirmation message is displayed if the Bill Delivery Method is successfully updated.

3.1.3 Profile – Auto Payment

The **Auto Payment Option** page allows the customer to setup their account for a bank draft or cancel an existing bank draft. The billing company will automatically draft the customer's bank account for the payment of their utility bill and reduces the risk of receiving late fees. This is an example of the **Auto Payment Option** page:

Payment Options

Auto Pay Type ▼ •

Bank Account Type ▼ •

Bank Routing No ▼ •

Account No

Change Account No •

Set the Maximum payment or Fixed payment amount.

Auto Pay Option ▼

I agree to the [Terms and Conditions](#) on this site. •

• Mandatory Information

Note: The ACH Bank Draft Module is required for Draft Auto Payments. The Credit Card Module is required for Credit Card Auto Payments.

Follow these steps to setup a Bank Draft:

1. Select Draft from the **Auto Pay Type** drop-down list.
2. Select Checking or Savings from the **Bank Account Type** drop-down list.
3. Select the Bank Name from the **Bank Routing No.** drop-down list.
 - This list is from the billing company. If a bank is not in the list, it will need to be added to the utility billing software.
4. Click the **Change Account** button to display the **Change Account No** field.
 - For security purposes, only the last four (4) digits are displayed, when the setup is complete.
5. Type the Account Number in the **Change Account No** field. This is account where the draft will be drawn.

6. Select the desired **Auto Pay Option** from the drop-down list. This gives the customer additional control over the amount to be drafted from their account. The options are:
 - **None:** This allows the full bill amount to be drafted.
 - **Maximum Amount:** This allows the customer to set the maximum amount to be drafted from their account.
 - **Fixed Amount:** This allows the customer to set the amount to be drafted each month.
7. Check the **“I agree to the Terms and Conditions”** checkbox.
8. Click the **Save** button to update the Auto Payment Method.

Follow these steps to stop Auto Payments:

1. Click the **Manage Profile** link.
2. Click the **Change Auto Payment Method** link.
3. Click the **Disenroll** button to stop the auto payment.
4. A confirmation window will display, click **OK** to stop the Auto Payments.

A confirmation message will display if the Disenrollment is successful.

3.1.4 Profile – Contact Information

The **Contact Information** page allows the customer to change how they are contacted. The customer may change their Email Address and/or Add or Change Phone Numbers. The following actions may be combined before saving. This is an example of the **Contact Information** page:

Contact Information

Email Address *

Email address used for bills and notices. Re-register to change portal login.

Confirm Email *

Phone Type (Primary)

Phone No () * * Ext: [Add](#) [Cancel](#)

Type	Number	Ext.	Primary	Edit	Delete
Home	555-501-7558		<input checked="" type="radio"/>	Edit	Delete
Mobile	555-765-1244	123	<input type="radio"/>	Edit	Delete
Work	878-222-33333		<input type="radio"/>	Edit	Delete

I agree to the [Terms and Conditions](#) of this site. *

* Mandatory Information

Follow these steps to change the Email Address:

1. Type the new Email Address in the **Email Address** field.
2. Retype the new Email Address in the **Confirm Email** field.
3. Check the “**I Agree to the Terms and Conditions**” checkbox.
4. Click the **Save** button to update the Email Address.

A confirmation message is displayed if the Email Address is successfully updated.

Follow these steps to Add a Phone Number:

1. Select the type of phone number from the **Phone Type** drop-down list. Each Phone Type may be used once. If the Phone Type exists, change the Phone Type then add a new number or change the phone number.
2. If the new phone number is the first contact number for the customer, check **Primary** to make it the primary contact number.
3. Type the phone number beginning with Area Code in the **Phone No.** field.
4. If an extension is necessary, type it in the **Ext:** field.
5. Click the **Add** link to add the new phone number to the phone list.
 - Click the **Cancel** link to stop adding a new phone number.
6. Check the “**I Agree to the Terms and Conditions**” checkbox.
7. Click the **Save** button to add the phone number.

A confirmation message is displayed if the Phone Number is added.

Follow these steps to Change a Phone Number:

1. Click the **Edit** link on the phone number to be changed. This displays the phone number in the fields for editing.
2. Make the necessary changes to the information.
3. Click the **Update** link to place the changes in the phone number list.
 - a. Click the **Cancel** link to stop the changes to the selected number.
4. Check the “**I Agree to the Terms and Conditions**” checkbox.
5. Click the **Save** button to update the phone number.

A confirmation message is displayed if the phone number is updated.

Follow these steps to Delete a Phone Number:

1. Click the **Delete** link on the phone number to be deleted.
2. A confirmation message is displayed. Click the **Ok** button to confirm the deletion.
3. Check the **“I Agree to the Terms and Conditions”** checkbox.
4. Click the **Save** button to save the deletion.

3.2 Change Password

The **Change Password** page allows the customer to change their password for CWP. This is an example of the **Change Password** page:

Change Password

Provide your current password to change your sign-in account password

Your Current Password

New Password

Confirm New Password

Follow these steps to change the Password:

1. Type the Existing Password in the **Your Current Password** field.
2. Type the New Password in the **New Password** field.
 - a. **Note: The Password is case sensitive.**
3. Retype the New Password in the **Confirm Password** field.
 - a. **Note: The Password must match exactly.**
4. Click the **Submit** button to change the Password.
 - a. **Note: The Cancel button will not function once Submit is clicked.**

A confirmation message is displayed if the Password is successfully updated.

4: Payment

4.1 Make Payment

The **Make Payment** page is the starting point for customer payments. This is an example of the **Make Payment** page:

Make Payment

Payment Information

Loc: 1933 - 3650 Anystreet, Anytown, Arkansas

Due Date	Bill Status	Current Due	Total Balance
04/01/11	Paid	\$2,857.91	\$2,857.91

Total Payable Amount **\$2,857.91**

Select Payment Mode

Payment Method :

Payment Amount \$:

I agree to the [Terms and Conditions](#) of this site.

The **Make Payment** page displays the total amount due for the selected address. The customer enters the amount of the payment.

Follow these steps to make a payment:

1. Select the **Payment Method** from the drop-down list. The standard payment methods are Credit Card and E-Check. Only the payment methods accepted by the billing company are listed.
2. Type the Amount of the payment in the **Payment Amount** field.
3. Check the "**I Agree to the Terms and Conditions**" checkbox.
4. Click the **Next** button to display the Confirmation Page.

4.2 Payment Confirmation

The **Payment Confirmation** page displays the total payment amount which the customer will be assessed and allows the customer to continue or cancel the transaction. This page displays the **Payment Mode, Payment Amount, Service Fee and Taxes (if applicable), and Total Payment**. The total payment is the amount to be applied to the customer's payment method.

4.2.1 Credit Card Confirmation

This is an example of the **Credit Card Confirmation** page:

Make Payment - Confirm Payment

Payment Information

Loc: 1997 - 6216 Anystreet, Anytown, Arkansas

Due Date	Bill Status	Current Due	Total Balance
10/28/11	Paid	\$0.00	\$0.00

Total Payable Amount **\$26.25**

Review Payment Details

Payment Mode :	Credit Card
Payment Amount :	\$40.00
Service Fee :	\$2.00
Service Tax :	\$0.00

Total Payment : \$42.00

Check box to fill in credit card/e-check billing address with information we have on file.

Credit Card information is collected on a secure payment page, which is hosted by the payment processor.

Click the checkbox to fill-in the card billing address with information stored on file on the secure payment page.

When the **Confirm** button is clicked, the customer is directed to the secure payment page to enter their Credit Card information and submit their payment for authorization.

4.2.2 Confirm E-Check

This is an example of an **E-Check Confirmation** page:

Make Payment - Confirm Payment

Payment Information

Loc: 1933 - 3650 Anystreet, Anytown, Arkansas

Due Date	Bill Status	Current Due	Total Balance
04/01/11	Paid	\$2,857.91	\$2,857.91

Total Payable Amount **\$2,857.91**

Review Payment Details

Payment Mode : E-Check	
Payment Amount :	\$1.00
Service Fee :	\$0.75
Service Tax :	\$0.00

Total Payment : \$1.75

Name on Account: *

Address Line 1: *

Address Line 2:

Address Line 3:

Bank Name: *

Routing No: *

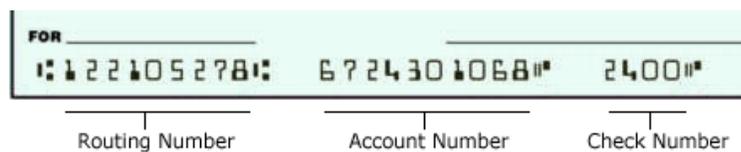
Bank Account No: *

Check No:

Follow these steps to confirm the E-Check payment:

1. Type the customer's name in the **Name on Account** field.
2. Type the address information in the **Address Line 1** field.
3. If necessary, type additional information in the **Address Line 2&3** fields.
4. Type the name of the banking institution in the **Bank Name** field.
5. Type the ABA Bank Routing Number in the **Routing No.** field.
6. Type the checking account number in the **Bank Account No.** field.
7. Type the check number (optional as some processors require this) in the **Check No** field.
8. Click the **Confirm** button to submit the information for authorization.

This is an example of an ABA Bank Routing Number and Account Number found on a check:



4.2.3 Transaction Result

If the payment is authorized (Credit Card or E-Check), the **Transaction Result Success** page is displayed. This page allows the customer to view and print a receipt. This is an example of the **Transaction Result Success** page:

Transaction Result (Success)

Transaction completed successfully. If an email address was supplied, you will receive a copy of the receipt.

[View Receipt](#)

5: Billing Information

5.1 Current Bill

The **Current Bill** page allows the customer to view their bill and begin the payment process. This is an example of a **Single Location Current Bill**:

Current Bill

Address

Total Payable Amount **\$2,857.91**

Loc: 1933 - 3650 Anystreet, Anytown, Arkansas

Due Date	Bill Status	Current Due	Total Balance		
04/01/11	Paid	\$2,857.91	\$2,857.91	View Bill	Pay Bill

Total Payable Amount **\$2,857.91**

When more than one (1) address is connected to the account, select the **All** option in the address list.

Address

All

3650 Anystreet, Anytown, AR Loc:1933 Status: Current

3650 Anystreet, Anytown, AR Loc:1934 Status: Current

3650 Anystreet, Anytown, AR Loc:1937 Status: Current

3650 Anystreet, Anytown, AR Loc:1940 Status: Current

When there is more than one (1) address connected to the account and the **All** option is selected, all locations and their balance due are displayed. The **Total Payable Amount** is displayed at the bottom of the list. This is an example of a **Multi-Location Current Bill**:

Current Bill

Address

Total Payable Amount **\$36,742.97**

Loc: 1934 - 3650 Anystreet, Anytown, Arkansas

Due Date	Bill Status	Current Due	Total Balance		
04/01/11	Paid	\$2,877.79	\$2,877.79	View Bill	Pay Bill

Loc: 1933 - 3650 Anystreet, Anytown, Arkansas

Due Date	Bill Status	Current Due	Total Balance		
04/01/11	Paid	\$2,857.91	\$2,857.91	View Bill	Pay Bill

Loc: 1937 - 3650 Anystreet, Anytown, Arkansas

Due Date	Bill Status	Current Due	Total Balance		
04/01/11	Un-Paid	\$19,388.90	\$19,388.90	View Bill	Pay Bill

Loc: 1940 - 3650 Anystreet, Anytown, Arkansas

Due Date	Bill Status	Current Due	Total Balance		
04/01/11	Paid	\$11,618.37	\$11,618.37	View Bill	Pay Bill

Total Payable Amount **\$36,742.97**

Click the **View Bill** link to display a PDF of the most recent bill.

Click the **Pay Bill** link to begin the payment process. **Currently payments are only made to one (1) location at a time.**

5.2 Account History

The **Account History** page allows the customer to view or print the transaction history for a date range on their account. This is an example of the **Account History** page:

Account History

Service Address

Account History

From Date  

Through Date  

Transaction Type

Account History Result 165 Records | [Print Result](#)

Date	Type	Amount	Balance	Reference	Reason
08/10/12	Open Applied	\$0.00	(\$37.97)	Applied Credits	
08/10/12	Payment	(\$3.00)	(\$37.97)		Online-Credit Card
08/10/12	Service Fee	\$2.00	(\$34.97)	OCC - Service Fee	
07/18/12	Open Applied	\$0.00	(\$36.97)	Applied Credits	
07/18/12	Payment	(\$3.00)	(\$36.97)		Online-Credit Card
07/18/12	Service Fee	\$2.00	(\$33.97)	OCC - Service Fee	
07/18/12	Open Applied	\$0.00	(\$35.97)	Applied	

24 Months

5.2.1 Change Dates

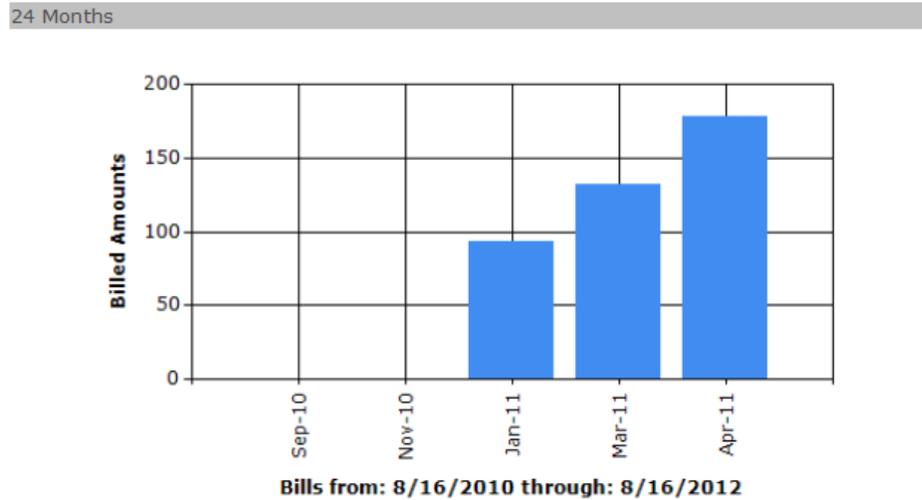
The billing company sets the default number of months of history to display.

Follow these steps to change which transactions dates are displayed;

1. Type the date in the **From Date** field or click the calendar icon and select a date.
2. Type the date in the **Through Date** field or click the calendar icon and select a date.
 - a. The current date is the default for this field.
3. Click the **Search** button to display the transactions which in the date range.

5.2.2 Billed Graph

The Account History page displays a graph of the **Billed Amounts** for the customer below the transactions. This is an example of the **Billed Amounts** graph:



5.2.3 Transaction Type

The **Transaction Type** drop-down list allows the customer to filter the transaction display to a specific transaction type.

- To see all transaction types, choose **Select All**. This is the default selection.
- To see only a specific transaction type, choose the desired type from the drop-down list.

5.2.4 Print Transactions

The **Print Result** link allows the customer to get a hardcopy of their transactions from their printer. Click the **Print Result** link select the desired printer.

5.2.5 Copy Transactions

If the customer is using Internet Explorer, the **Copy to Clipboard** button is displayed. This allows the data to be copy and pasted into another application.

Customers not using Internet Explorer are able to copy the data by highlighting the transactions and pressing Ctrl+C to copy.

5.3 Payment History

The **Payment History** page allows the customer to view or print the payment transactions for a date range on their account. This is an example of the **Payment History** page:

Payment History

Service Address ▼

Payment History

From Date  

Through Date  

Payment Method ▼ 

Payment History Result 16 Records | [Print Result](#)

Date	Amount	Payment Type
08/10/12	\$3.00	Online-Credit Card
07/18/12	\$3.00	Online-Credit Card
07/18/12	\$2.00	Online-Check
07/18/12	\$5.75	Online-Check
07/18/12	\$1.75	Online-Check

16 Payments \$54.25

5.3.1 Change Dates

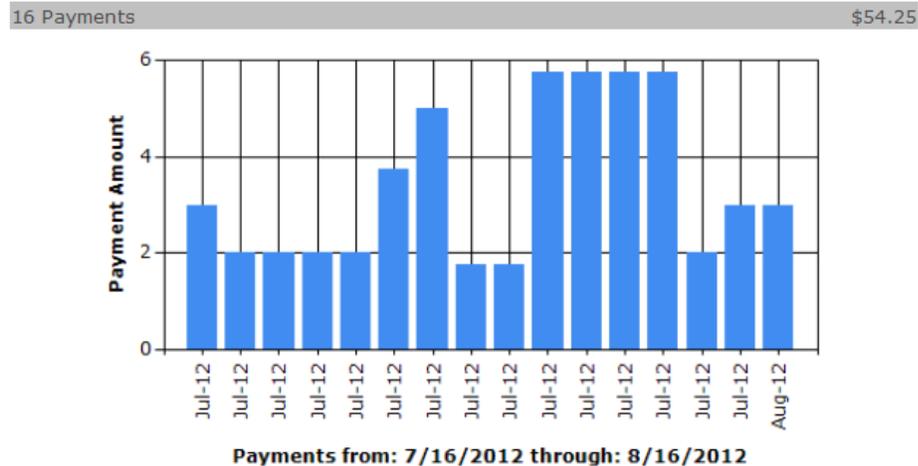
The billing company sets the default number of months of history to display.

Follow these steps to change which transactions dates are displayed;

1. Type the date in the **From Date** field or click the calendar icon and select a date.
2. Type the date in the **Through Date** field or click the calendar icon and select a date.
 - The current date is the default for this field.
3. Click the **Search** button to display the transactions which in the date range.

5.3.2 Payment Graph

The Payment History page displays a graph of the **Payment Amounts** for the customer below the transactions. This is an example of the **Payment Amounts** graph:



5.3.3 Payment Method

The **Payment Method** drop-down list allows the customer to filter the transaction display to a specific transaction type.

- To see all payment methods, select **All** from the drop-down list. This is selected by default.
- To see a specific payment method, select the specific method from the drop-down list.

5.3.4 Print Result

The **Print Result** link allows the customer to get a hardcopy of their transactions from their printer. Click the **Print Result** link select the desired printer.

5.3.5 Copy Transactions

If the customer is using Internet Explorer, the **Copy to Clipboard** button is displayed. This allows the data to be copy and pasted into another application.

Customers not using Internet Explorer are able to copy the data by highlighting the transactions and pressing Ctrl+C to copy.

5.4 Usage History

The **Usage History** page allows the customer to view or print the usage for a date range for their account. This is an example of the **Usage History** page:

Usage History

Service Address

Usage History

From Date  

Through Date  

Select a Service Type

Usage History Result 5 Records | [Print Result](#)

Date	Amount	Usage	Units	Service Type
04/18/11	\$8.90	50	CCF	WATER CHARGES
03/18/11	\$2.07	44	CCF	WATER CHARGES
01/19/11	\$0.00	9	CCF	WATER CHARGES
11/17/10	\$0.00	6	CCF	WATER CHARGES
09/22/10	\$0.00	61	CCF	WATER CHARGES

5.4.1 Change Dates

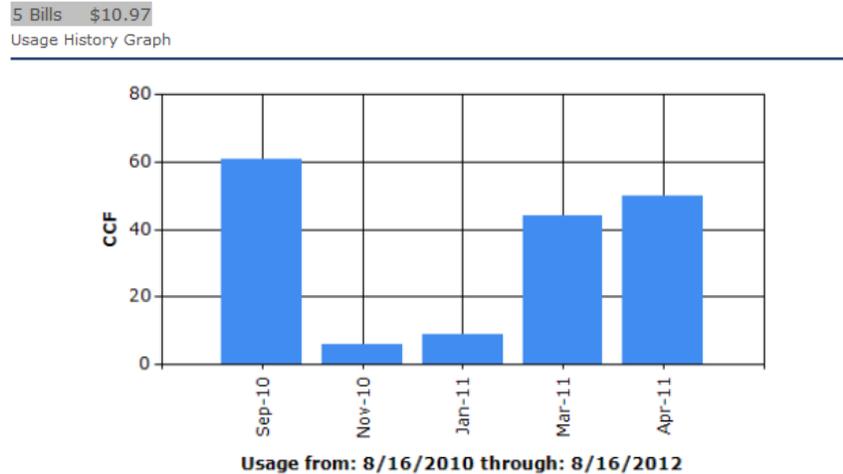
The billing company sets the default number of months of history to display.

Follow these steps to change which transactions dates are displayed;

1. Type the date in the **From Date** field or click the calendar icon and select a date.
2. Type the date in the **Through Date** field or click the calendar icon and select a date.
 - The current date is the default for this field.
3. Click the **Search** button to display the transactions which in the date range.

5.4.2 Usage Graph

The Usage History page displays a graph of the **Usage** for the customer below the transactions. This is an example of the **Usage** graph:



5.4.2 Select a Service Type

The **Select a Service Type** drop-down list allows the customer to select the metered service to view. If only one (1) service exists for a location, the drop-down list is unavailable.

5.4.3 Print Transactions

The **Print Result** link allows the customer to get a hardcopy of their transactions from their printer. Click the **Print Result** link select the desired printer.

5.4.4 Copy Transactions

If the customer is using Internet Explorer, the **Copy to Clipboard** button is displayed. This allows the data to be copy and pasted into another application.

Customers not using Internet Explorer are able to copy the data by highlighting the transactions and pressing Ctrl+C to copy.

6: Service Requests

6.1 Request New Service

The **Request New Service** page allows the customer to request the additional service which is not currently being billed at their location. The request sends information entered in a form via Email to the billing company for processing. This is an example of the **Request New Service** page:

Request New Service

New Service Address

Renting Location

Street Number

Street Name

Building Number

Unit Number

City

State

Zip Code

Contact Information

Contact Name

Phone Number (Day Time)

Email

Question and Comments
(Include Start Date)

I agree to the [Terms and Conditions](#) on this site.

• Mandatory Information

Follow these steps to **Request New Service**:

1. Check the **Renting Location** checkbox, if the customer is not the owner of the address.
2. Type the Address Number in the **Street Number** field.
3. Type the Street Name in the **Street Name** field.
4. Type the **Building Number** and/or **Unit Number** if necessary.
5. Type the Name of the City in the **City** field.
6. Select the State from the **State** drop-down list.
7. Type the City Zip Code in the **Zip Code** field.
8. Type the Name of the Contact in the **Contact Name** field.
9. Type the Phone Number of the Contact in the **Phone Number** field.
10. Type the Email Address of the Contact in the **Email Address** field.
11. Type the Service needing to be added with the Start Date and any additional information in the **Questions or Comments** field.
12. Check the **"I Agree to the Terms and Conditions"** check box.
13. Click the **Submit Request** to send the information to the billing company.
 - Click the **Clear** button to clear the fields and start over.
 - Click the **Cancel** button to stop the request.

6.2 Transfer Service Request

The **Transfer Service Request** page allows the customer to request a transfer of service from one address to another address. This sends the information entered in the form via Email to the billing company for processing. This is an example of the **Transfer Service Request**:

Transfer Service

Service Address

Do you own the location?

Street Number

Street Name

Building Number Unit Number

City

State

Zip Code

Date of Transfer

Check to Change Address

Address 1

Address 2

Address 3

City

State

Zip Code

Phone Number (Day Time)

Question or Comments

(Max 1000 Characters)

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Mandatory Information

Follow these steps to **Request a Transfer of Service**:

1. Check the **Do You Own the Location** checkbox, if the customer is the owner of the property.
2. Type the Address Number of the new address in the **Street Number** field.
3. Type the Name of the Street of the new address in the **Street Name** field.
4. Type the **Building Number** and/or **Unit Number** if necessary.
5. Type the City Name of the new address in the **City** field.
6. Select the State of the new address in the **Address** drop-down list.
7. Type the Zip Code of the new address in the **Zip Code** field.
8. Type the Date of the Planned Move-Out Date in the **Transfer Date** field.
 - This is set to the current date by default.
9. Click the **Check to Change Address** checkbox to display the customer's current mailing address in the provided fields.
 - When checked, update the new address information in the provided fields.
10. Type any Questions or Comments in the **Questions or Comments** field.
11. Check the "**I Agree to the Terms and Conditions**" check box.
12. Click the **Submit Request** button to send the information to the billing company.
 - Click the **Clear** button to clear the fields and start over.
 - Click the **Cancel** button to stop the request.

6.3 Terminate Service Request

The **Terminate Service Request** page allows the customer to request a move-out or a final bill. This request sends information entered in the form via Email to the billing company for processing. This is an example of the **Terminate Service Request** page:

Terminate Service

Service Address 6216 Anystreet, Anytown, AR Loc:1997 Status: Current ▼

Current Mailing Address

Check to Change Address

Address 1 40 S MAIN ●

Address 2 ●

Address 3 ●

Country United States of America ●

City THISTOWN ●

State Arkansas ●

Zip Code 12221 ●

Termination Date 8/16/2012 ●

Phone Number (Day Time) ●

Question or Comments ●

(Max 1000 Characters)

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● Mandatory Information

Follow these steps to **Request Service Termination**:

1. Check the **Check to Change Address** checkbox to display the customer's current mailing address in the provided fields.
2. Type the date of the Planned Move-Out Date in the **Termination Date** field.
 - This is set to the current date by default.
3. Type the phone number of the contact in the **Phone Number** field.
4. Type any Questions or Comments in the **Questions or Comments** field.
5. Check the **"I Agree to the Terms and Conditions"** check box.
6. Click the **Submit Request** button to send the information to the billing company.
 - Click the **Clear** button to clear the form and start over.
 - Click the **Cancel** button to stop the request.

6.4 Request Service Call

The **Request Service Call** page allows the customer to request a technician to visit their address to check on an issue. The request sends information entered in the form via Email to the billing company for processing. This is an example of the **Request Service Call** page:

Request a Service Call

Address 6216 Anystreet, Anytown, AR Loc:1997 Status: Current

Contact Information

Contact Name

Phone Number (Day Time)

Email

Reason for Request

(Max 1000 Characters)

I agree to the [Terms and Conditions](#) on this site.

Mandatory Information

Follow these steps to **Request a Service Call**:

1. Type the Name of the Contact in the **Contact Name** field.
2. Type the Contact's Phone Number in the **Phone Number** field.
3. Type the Contact's Email Address in the **Email** field.
4. Type the Reason for the Service Call in the **Reason for Request** field.
5. Check the **"I Agree to the Terms and Conditions"** checkbox.
6. Click the **Submit Request** button to send the information to the billing company.
 - Click the **Clear** button to clear the form and start over.
 - Click the **Cancel** button to stop the request.

7: Index

A

Account History · 26

Auto Payment · 15

B

Bank Draft · 15

Billing Information

 Current Bill · 24

 Multiple Location · 25

 Single Location · 24

C

Change

 Email Address · 17

H

Home Page · 6

 Billing Graph · 10

 Billing History · 8

 Billing Options · 9

 Broadcast Messages · 10

 Contact Customer Support · 10

 Payment History · 9

 Profile · 7

 Recent Bill · 8

L

Login · 3

M

Manage Profile · 12

 Auto Payment · 15

 Bill Delivery · 14

 Change Mailing Address · 13

 Contact Information · 16

P

Password

- Change Password · 19

- Forgot Password · 5

Payment

- Make Payment · 20

- Payment Confirmation · 21

- Transaction Result · 23

Payment Confirmation

- Confirm E-Check · 22

- Credit Card Confirmation · 21

R

- Registration · 2

S

Service Requests · 32

- Request New Service · 32

- Request Service Call · 37

- Terminate Service Request · 36

- Transfer Service Request · 34

U

- Usage History · 30