bendmailing services

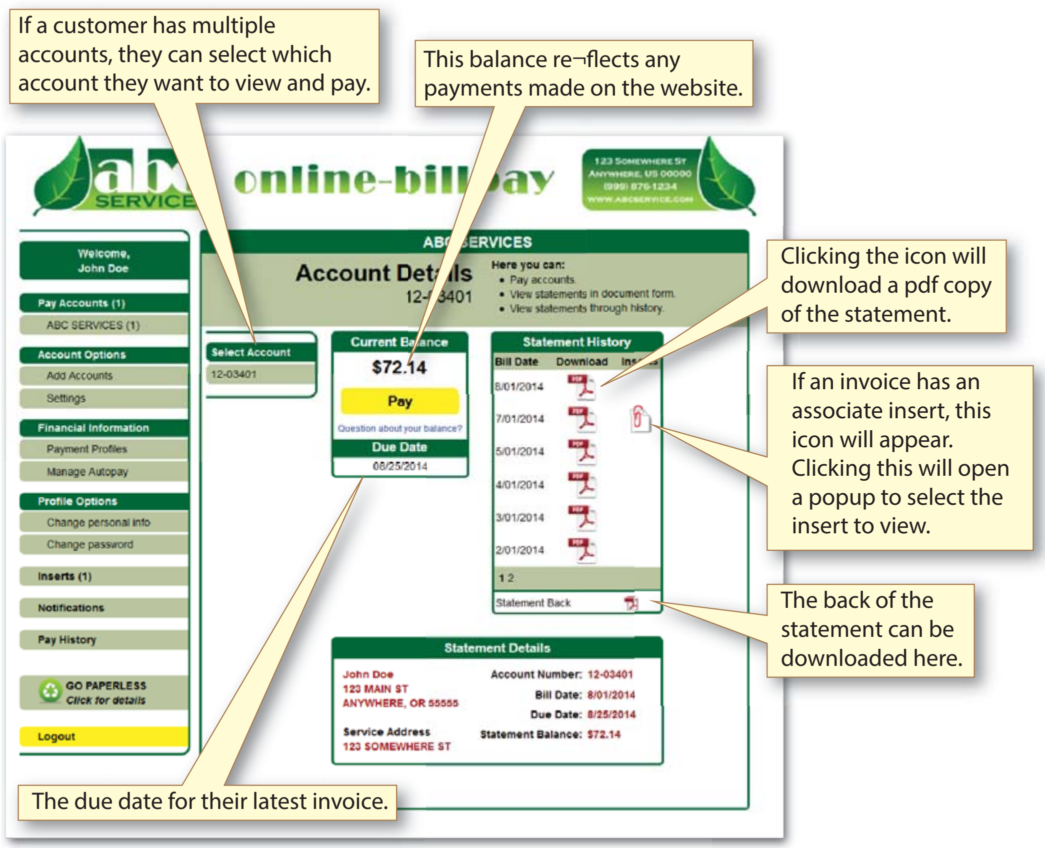
Customer Help Guide

Welcome Page

Once logged in, the customer will be greeted by this welcome page. The left sidebar displays the site menu for easy navigation. The top bar contains the logout button that will take the customer back to the homepage. There is also a timer built into the site so that after thirty minutes of inactivity, the user will be sent back to the home page and forced to re-login. This helps protect the customer's personal information in the case that they forget to log off.

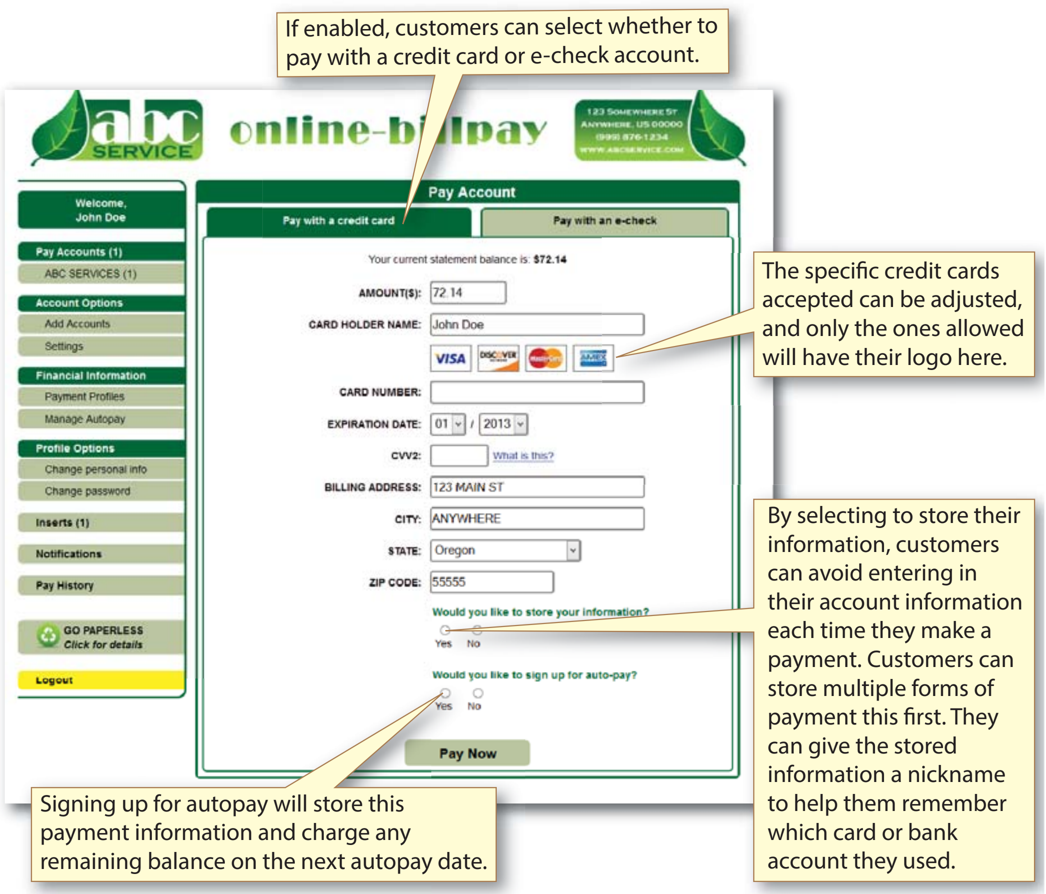
Accounts

Clicking the pay accounts button, or any of the company names under it, will bring you to the Accounts Details page. Here you can use the dropdown list to select the account you wish to view. You can see you statement balance, your current balance, and twenty-four months of statement history from this screen. Clicking the download icon will download the customer’s statement in PDF form. Clicking statement back will download a copy of the backside of the statement. When the customer is ready to make a payment, they would click the Pay Account button.



Pay Account

The Pay Account page is the primary place a customer goes to make a payment. Here they can select whether to pay their balance with a credit card or e-check account. They are given the option to store the information, in which case they would not need to renter the same information on the next visit. They also have the option to sign up for autopay, so they do not have to worry about making future payments. If the customer has already made a payment in the last 24 hours, a popup box will remind them of this to prevent double payments on their side.



Add Accounts

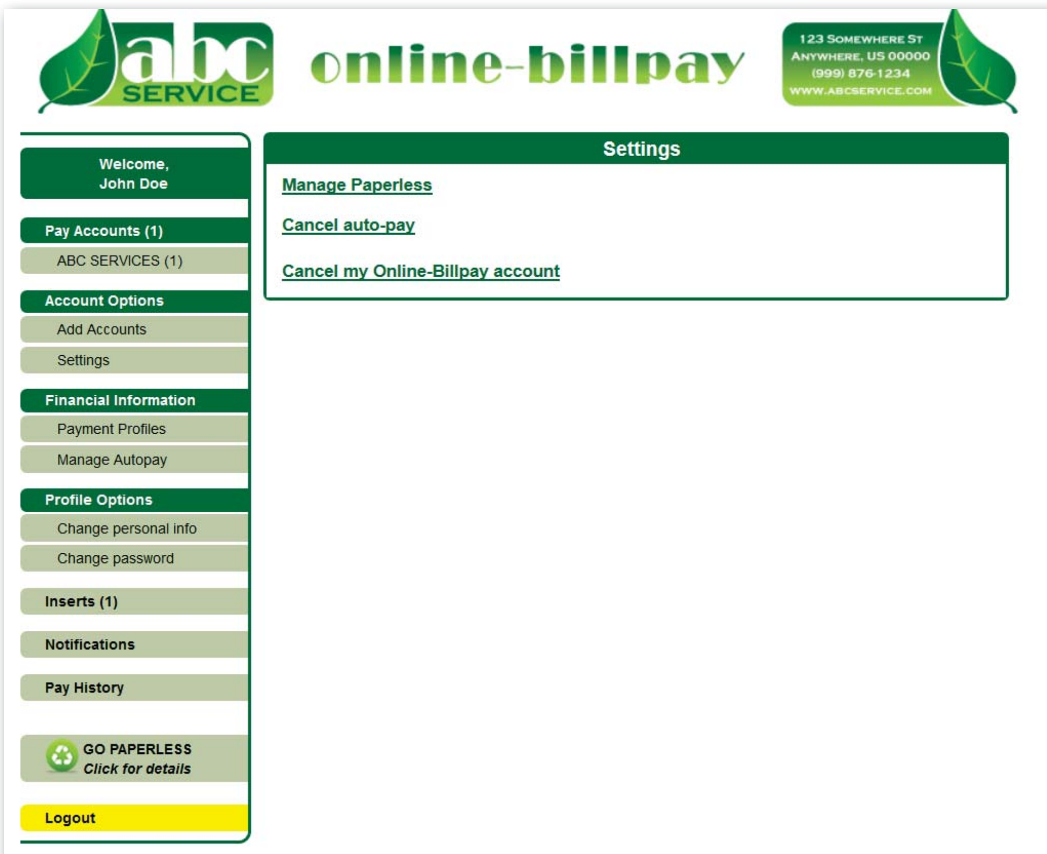
The Add Accounts feature lets a customer add multiple accounts onto their profile. This is useful for a customer with multiple different accounts as they would now only have to remember one username and password. In addition, the customer only needs to enter their card/account information once in order for it to be used to pay each of those accounts. This also works with multiple companies, so a customer can add both their water bill and garbage bill onto the same profile, with participating utilities.

This will list any accounts that match the customer's name and service address. To add, check the box next to the accounts and click add to profile.

If an account is not in the list, then the customer can enter in the account information here, using the account number and identification number of the new account.

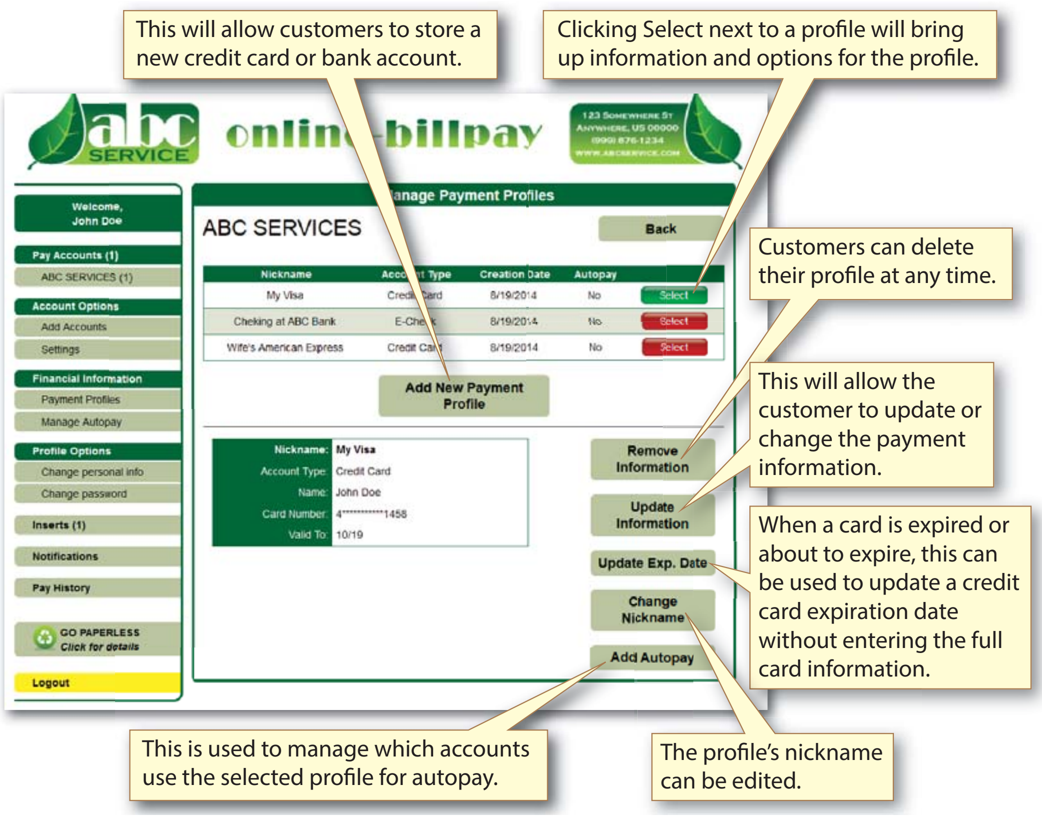
Settings

On the Settings page you can remove yourself from autopay or cancel your online-billpay account, or adjust your paperless settings. Canceling your online-billpay account will unregister the account, allowing the user to reregister at a later date if they decide to return. If you have multiple accounts under one login, you can choose to only remove specific accounts.



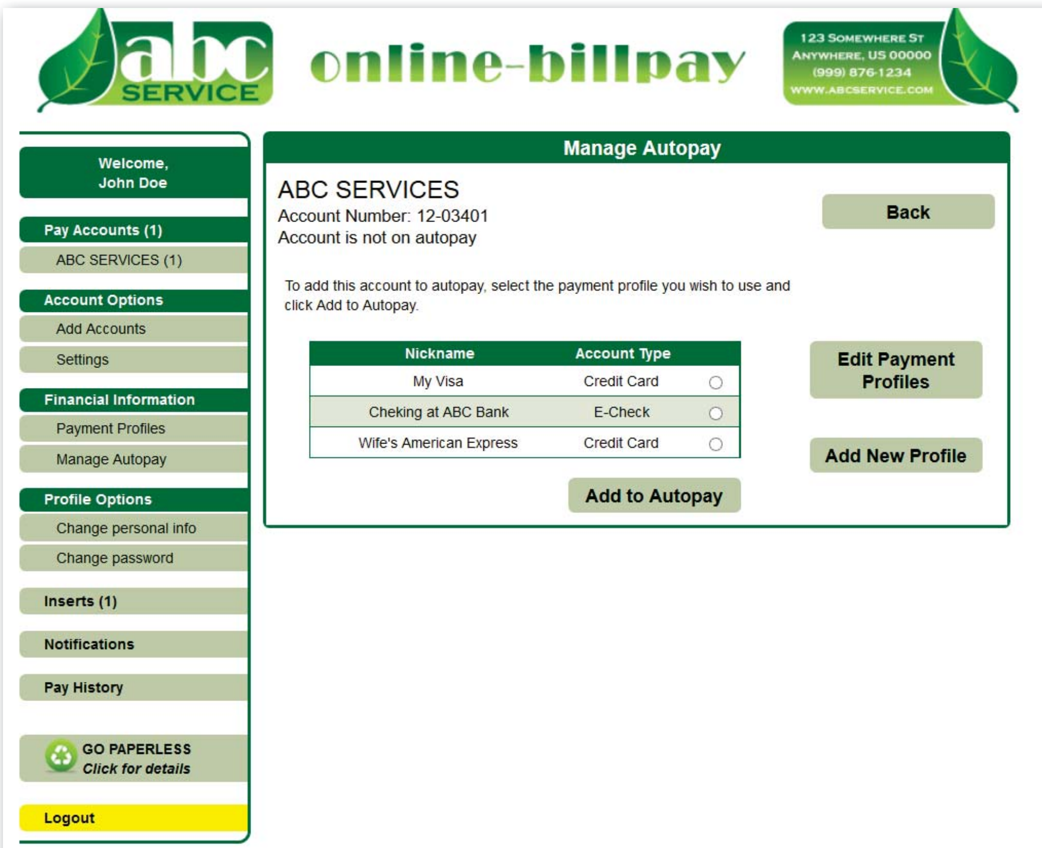
Payment Profiles

The payment profiles page allows customers to manage their stored payment information. Each payment profile stores a credit card or bank account information, allowing the customer to easily make a payment. Each profile is given a nickname by the customer, to make it easy for them to distinguish the different profiles. When they first reach the page, the customer needs to select which service provider they want to manage the profiles for, and click Search. This is will bring up a list of all profiles stored under the selected company



Manage Autopay

The Manage Autopay allows customers to select which payment profile is used for autopay. To start, the customer should select which account they wish to manage autopay for, and click Search. This will bring up the list of profiles the customer can use for autopay. To select which profile is being used for autopay, the customer should click the radio button next to the profile, and then click Change Profile. Until the customer selects Change Profile, the change has not been saved.

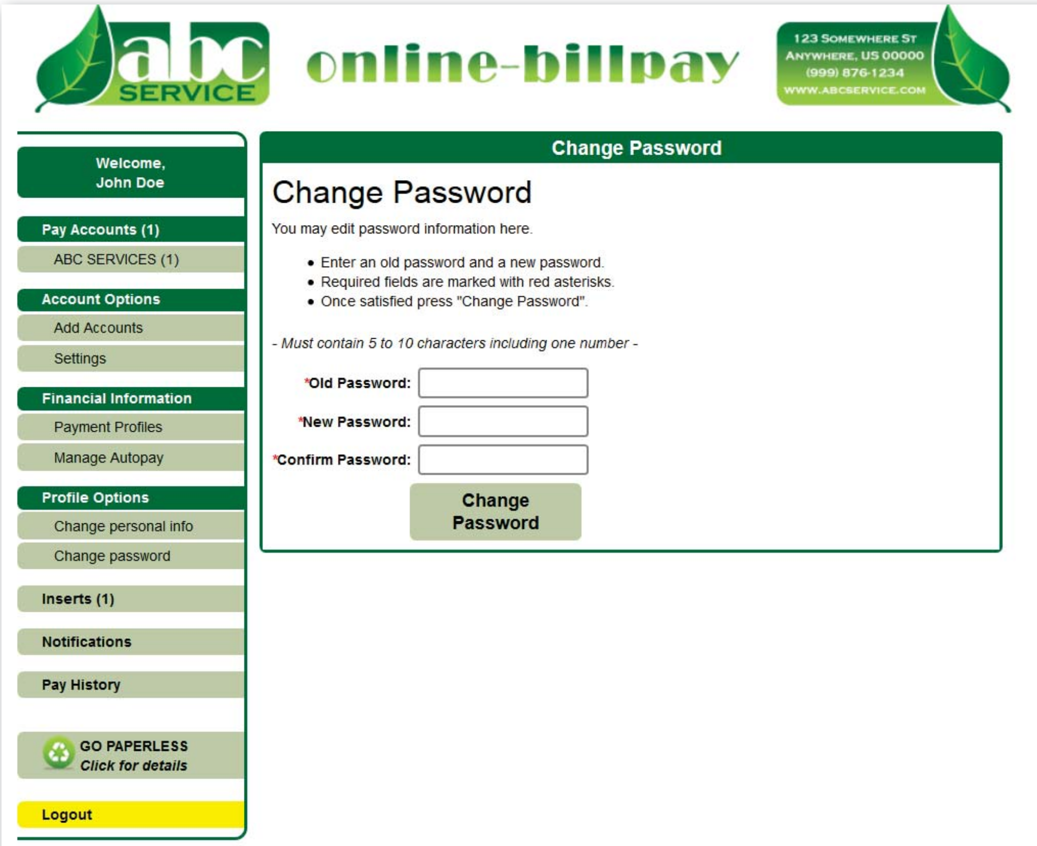


Change Personal Info

This page allows the user to change their personal information as presented on the site. Every time they go to make a payment, their name, address, city, state, and zip will auto populate those fields. It is also the place where the user can change the email address that will receive site notifications, such as when a new bill is ready to be viewed online

Change Password

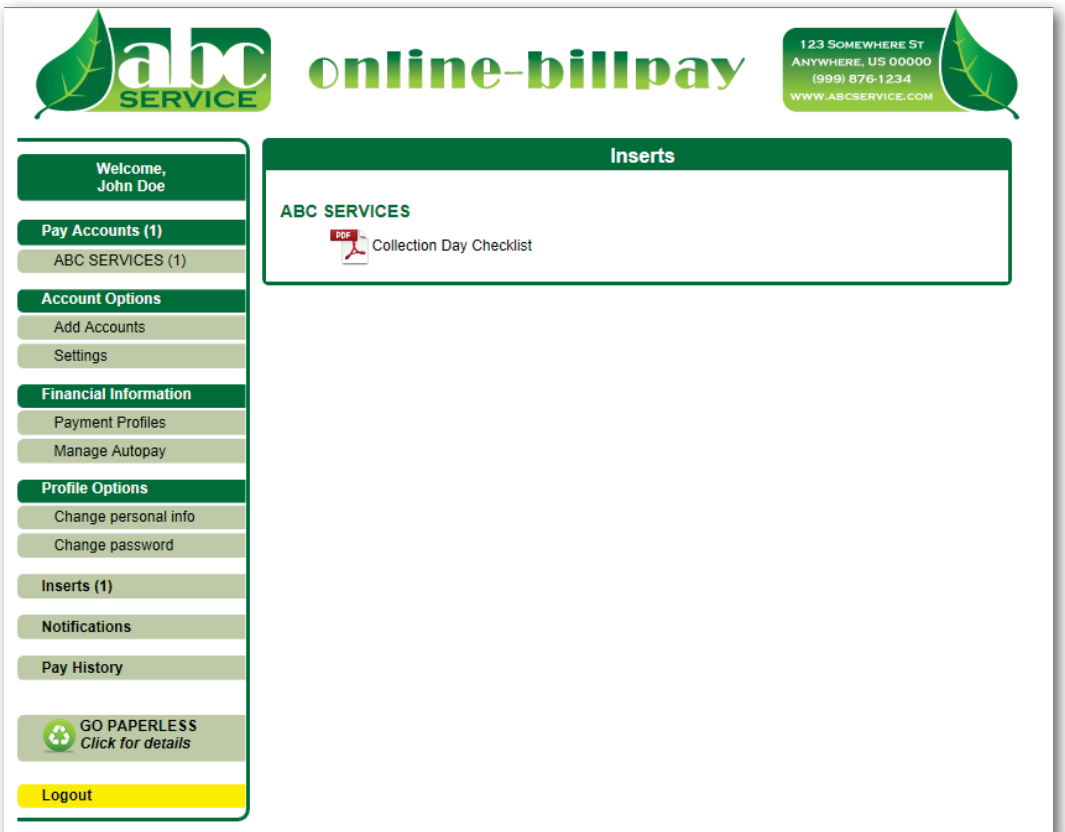
This page provides a simple interface for the customer to change their password. If the user forgets their password and can't login in to use this feature, there is a password recovery on the home screen.



Customers should click here if they forget their password. This will let them enter their email address to have an email sent to them with their username and a link to a page where they can choose a new password.

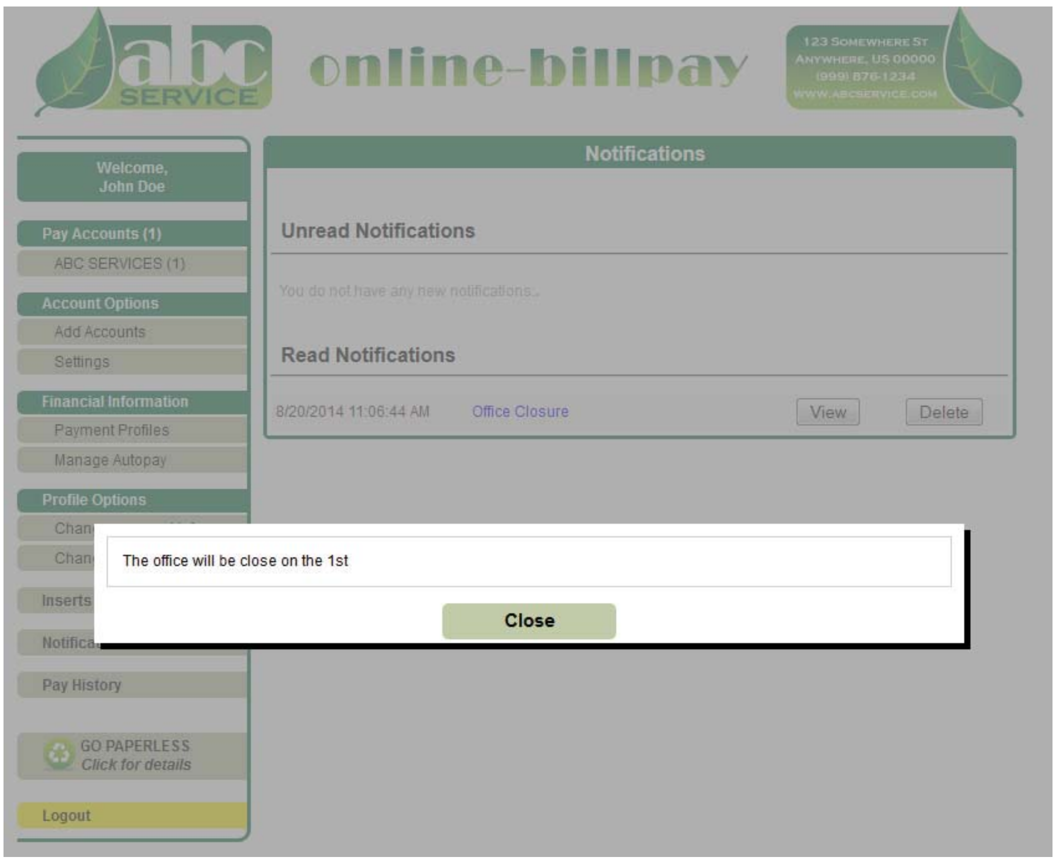
Inserts

Inserts let customers view pages that would regularly be included on their bill as an insert online. This is especially useful for customers who are paperless as they would not otherwise receive the insert. The inserts are displayed in PDF format and the customer is required to have Adobe Reader to view them.



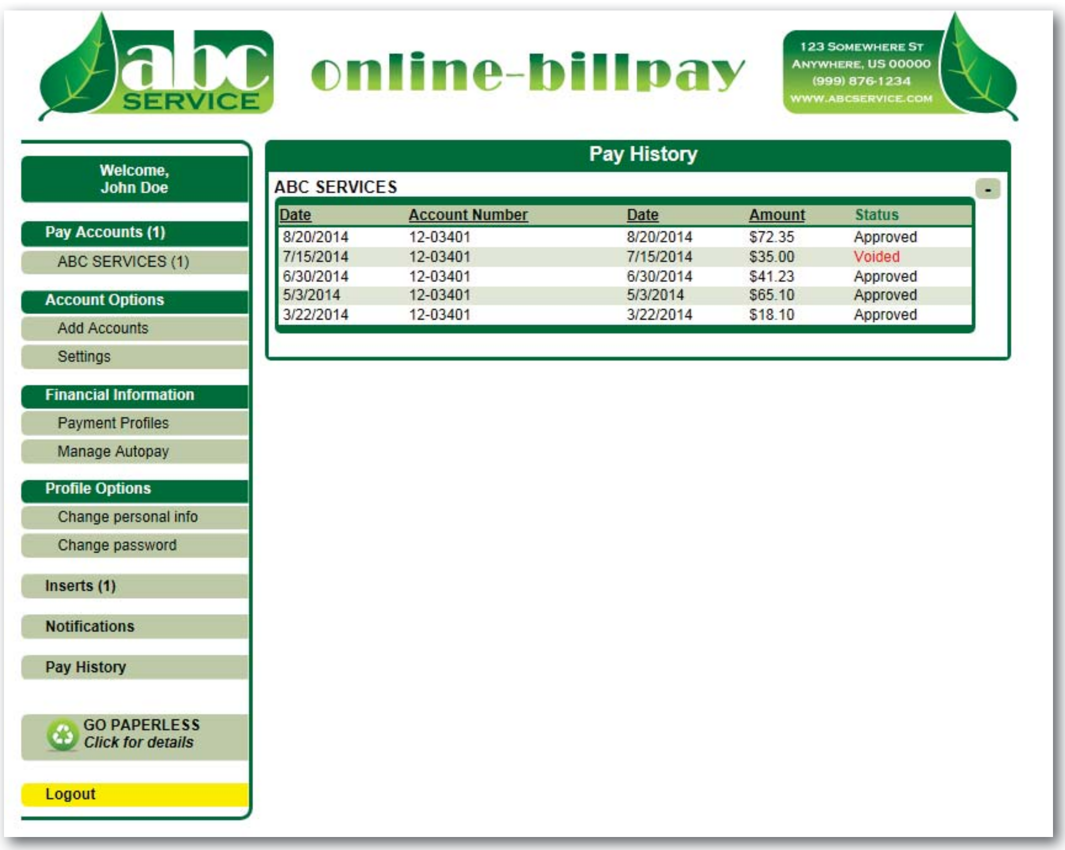
Notifications

This page will contain all the notifications created for this particular customer. Once a customer reads a notification, it moves from the Read to the Unread section. The customer can then choose to store the message or delete it. The notifications are created though the admin login.



Pay History

Pay History gives an overview of all payments made on the site. It will also display the status of the payment, whether it's been approved, refunded or voided.



Paperless

On the bottom of the left menu the paperless button is displayed. Paperless billing allows the customer to stop receiving a paper bill. This saves you money since you no longer have to send out a paper bill, as well as saves the environment by reducing paper waste. The customer can remove themselves from paperless by unchecking the box at any time. Customers can reach this page from the settings page.