FAQ

Q: Do I need any special hardware or software to sign up for this E-Bill Express payment service?
A: No special hardware or software is required to use this service. You will only need Web access and your browser.

Please note that some older browsers use 40-bit encryption. For the highest level of security available, we suggest you use 128-bit encryption to access the site.

Q: After enrolling in this presentment and payment service, when can I start paying my bills?
A: After you complete and submit the enrollment form and respond to the activation email, we will start your service immediately. You can then access the service to pay a current bill or view past bills. You should begin receiving an E-Bill notification within a month or so, depending upon the billing cycle.

Q: What if I forget my password?
A: The initial screen provides the ability for you to have your password emailed the email address used when you enrolled.

Q: How am I billed for this service?
A: There is no cost for enrolling in and using this payment site. See the service Terms and Conditions for complete details.

Q: How do I cancel this payment service?
A: To cancel logging in and clicking un-enroll or you may contact our customer care department. Click the "Contact Us" hyperlink on the web page for contact information.

Q: Where can I find my account number?
A: You can find your account number on a recent paper bill.

Q: If an account is in a name other than my own, can I still sign up for E-Bill payment service?
A: Yes, but please be sure to use the correct account number as it appears on the monthly paper bill.

Q: Will I receive a reminder that I have an E-Bill ready for viewing and paying?
A: You will receive an e-mail notification reminding you that an E-Bill has been presented and is ready for payment.

Q: How long does it take to receive a new E-Bill?
A: Once you enroll your most recent bill is available immediately.

Q: Will I still receive a paper copy of the bill upon delivery of product?
A: Yes.

Q: Can I store or view paid E-Bills?
A: You can view paid E-Bills by looking at "Search and Pay my Bills." E-Bills will be available for a period of time, typically six to twelve months. You can always use your browser's print function to print the bill if you want to keep long-term records.

Q: When is the money for the payment drawn from my bank account?
A: The funds for the payment are debited from your account on the scheduled payment date. Keep in mind that you should always have funds available to cover the payment on that date.

Q: How far in advance of the due date should I schedule my payments?
A: We suggest you schedule your payment for at least 3 business days before the actual payment due date.

Q: Can I make a payment greater than my regular monthly payment amount?
A: Yes

Q: The amount for an E-Bill seems incorrect. What should I do?
A: If you have questions about an E-Bill, please contact the customer care department for additional information.

Wismettac Online Payment

Setup and Navigation Guide

Welcome to Wismettac Asian Foods online payment system!

You will need “Customer Account Number” and “Customer Party Number” to create your online payment login account.

To obtain Customer Party Number/Password please send email request to onlinepay@wismettacusa.com and provide:

- Customer Name
- Customer Account Number

Note - If you have multiple accounts refer to Topic #4. Also refer to

Quick Reference guide on last page

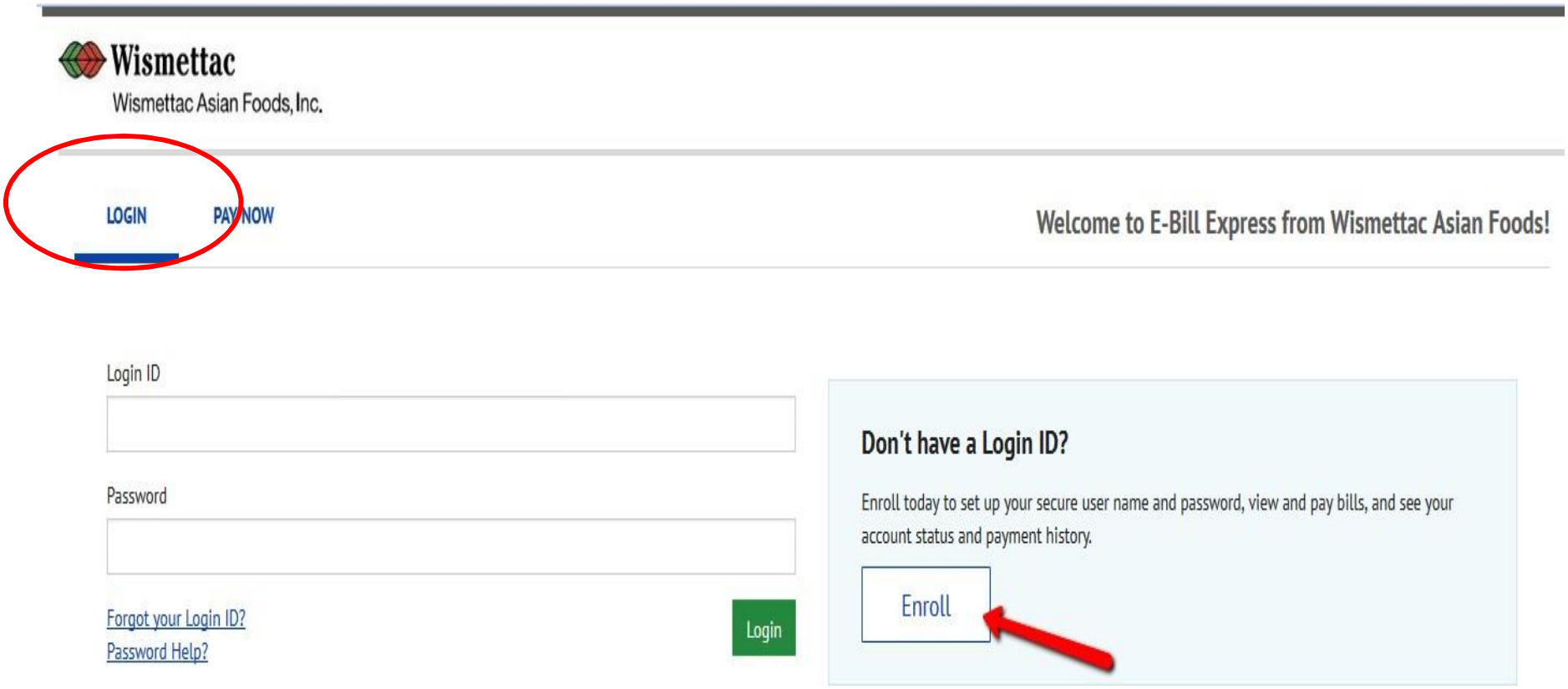
Wismettac

Topics

How to:

1. Create Your Account
2. Pay Invoice
3. Use Credit Memos
4. Pay or Link Multiple Accounts
5. Setup Auto-pay / Recurring payment
6. Pay In Advance / Cash On Delivery

1. Create Your Account



https://ww2.e-billexpress.com/ebpp/WismettacUSA/

Wismettac

Wismettac Asian Foods, Inc.

Account Setup

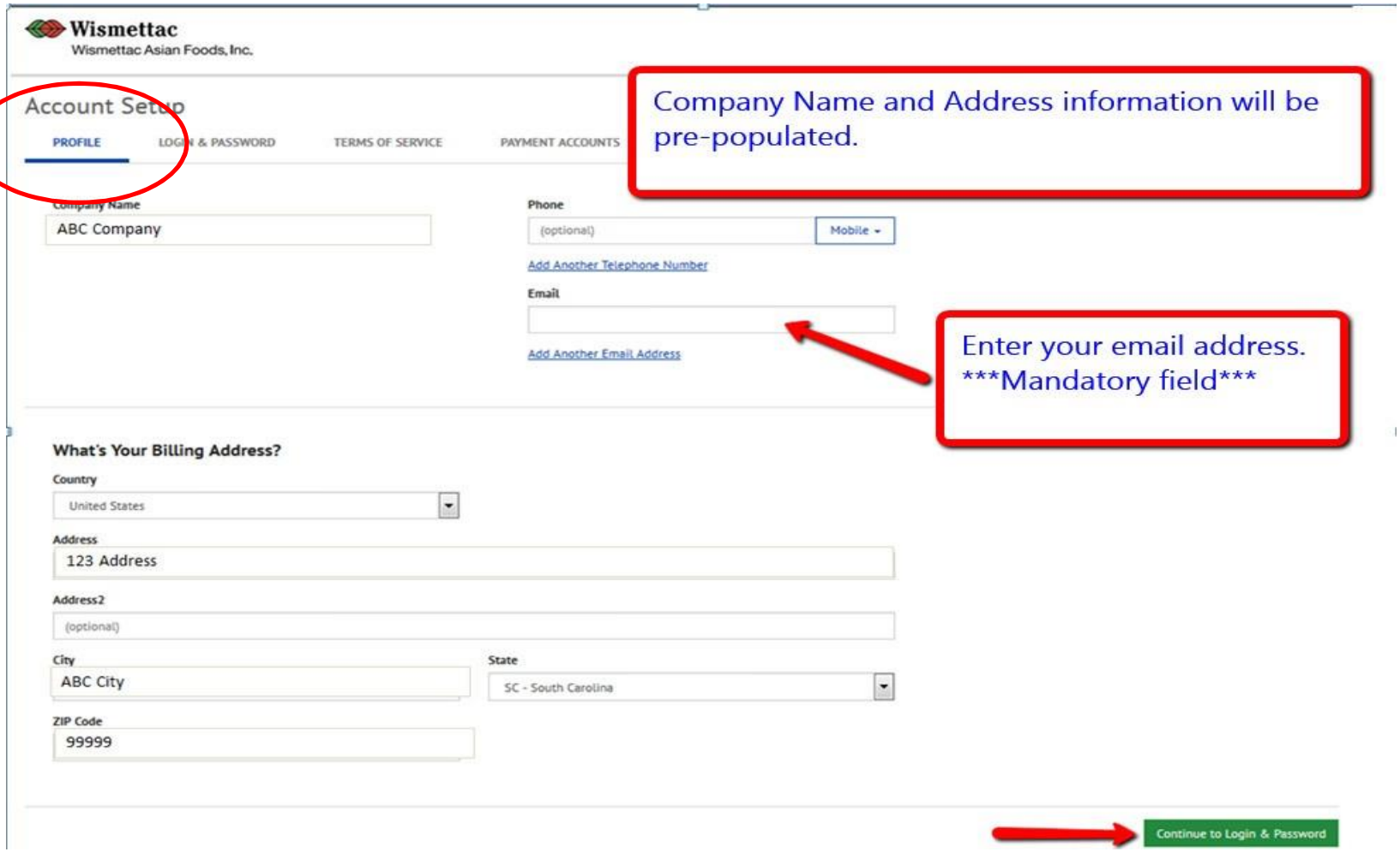
To verify Your identity, we need your Account Number and Customer Party Number

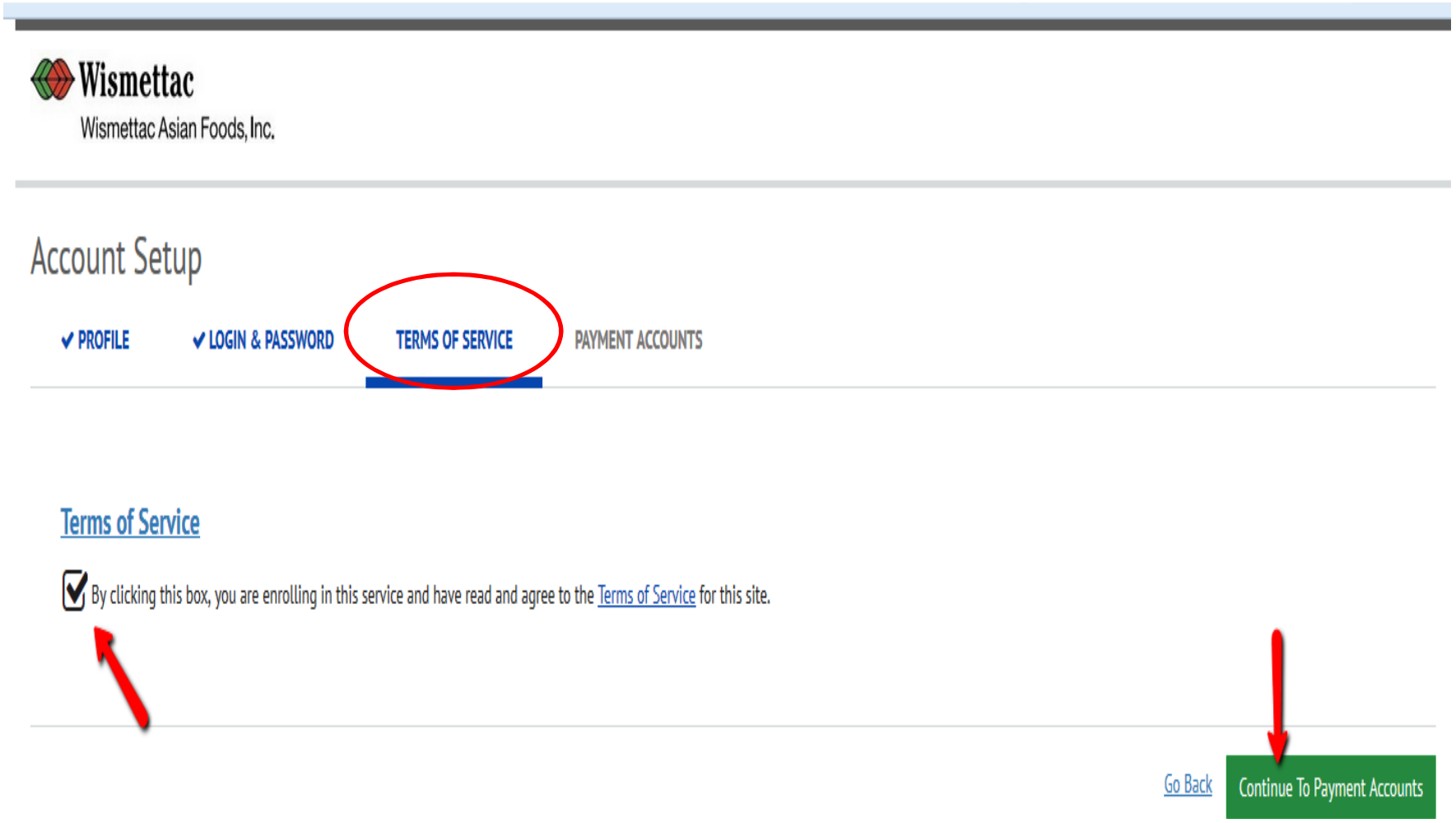
Account Number

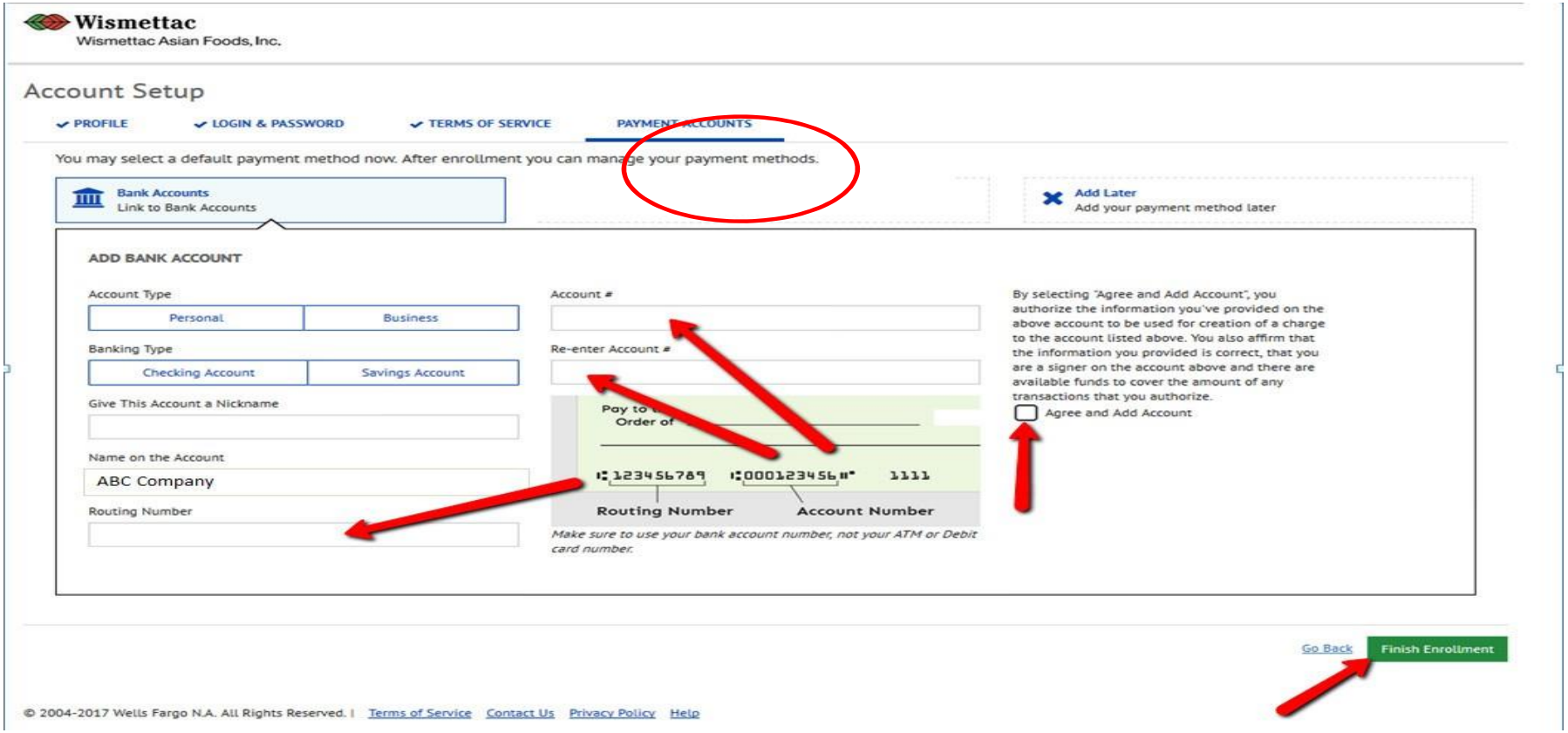
Customer Party Number

Will be provided to customer

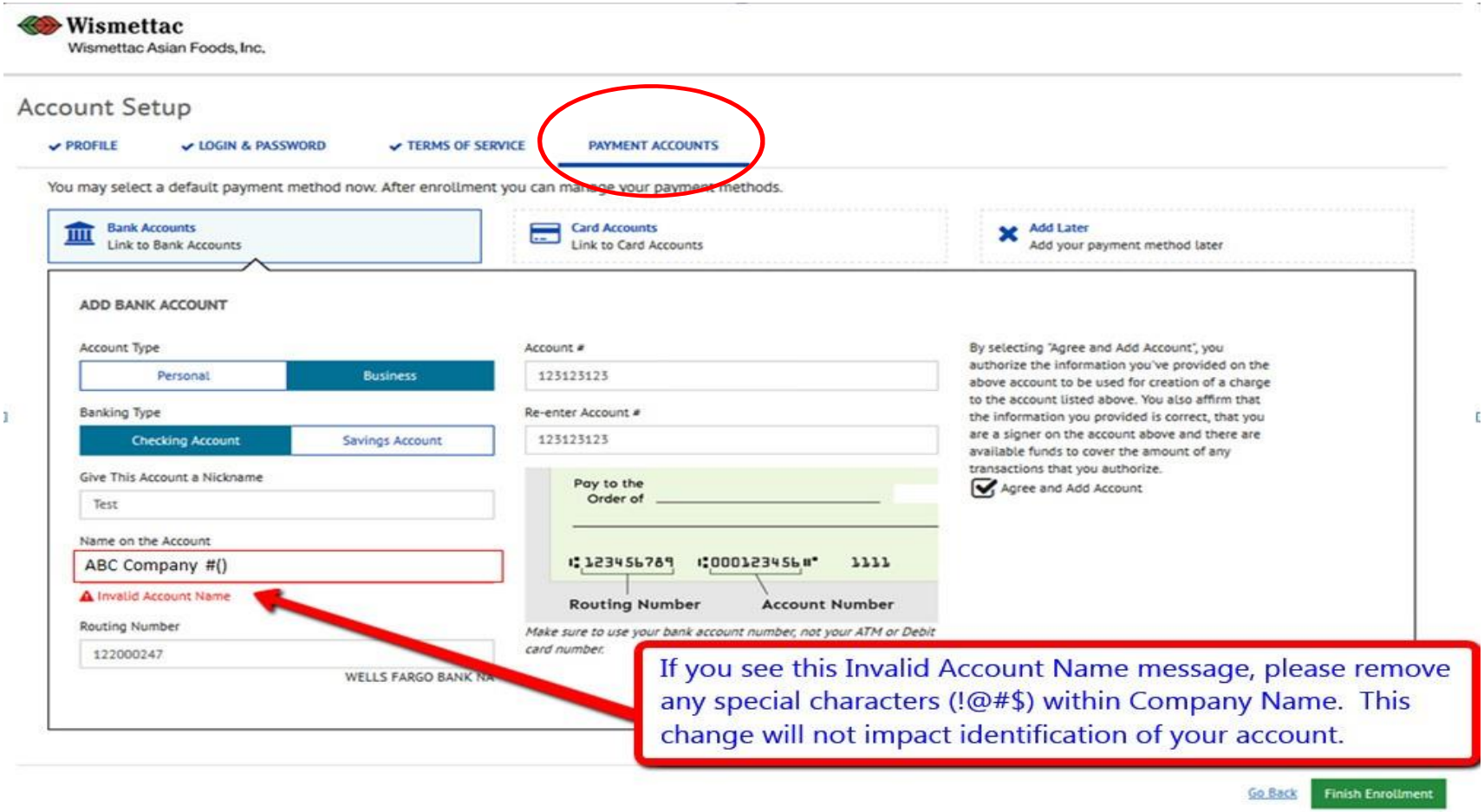
Validate

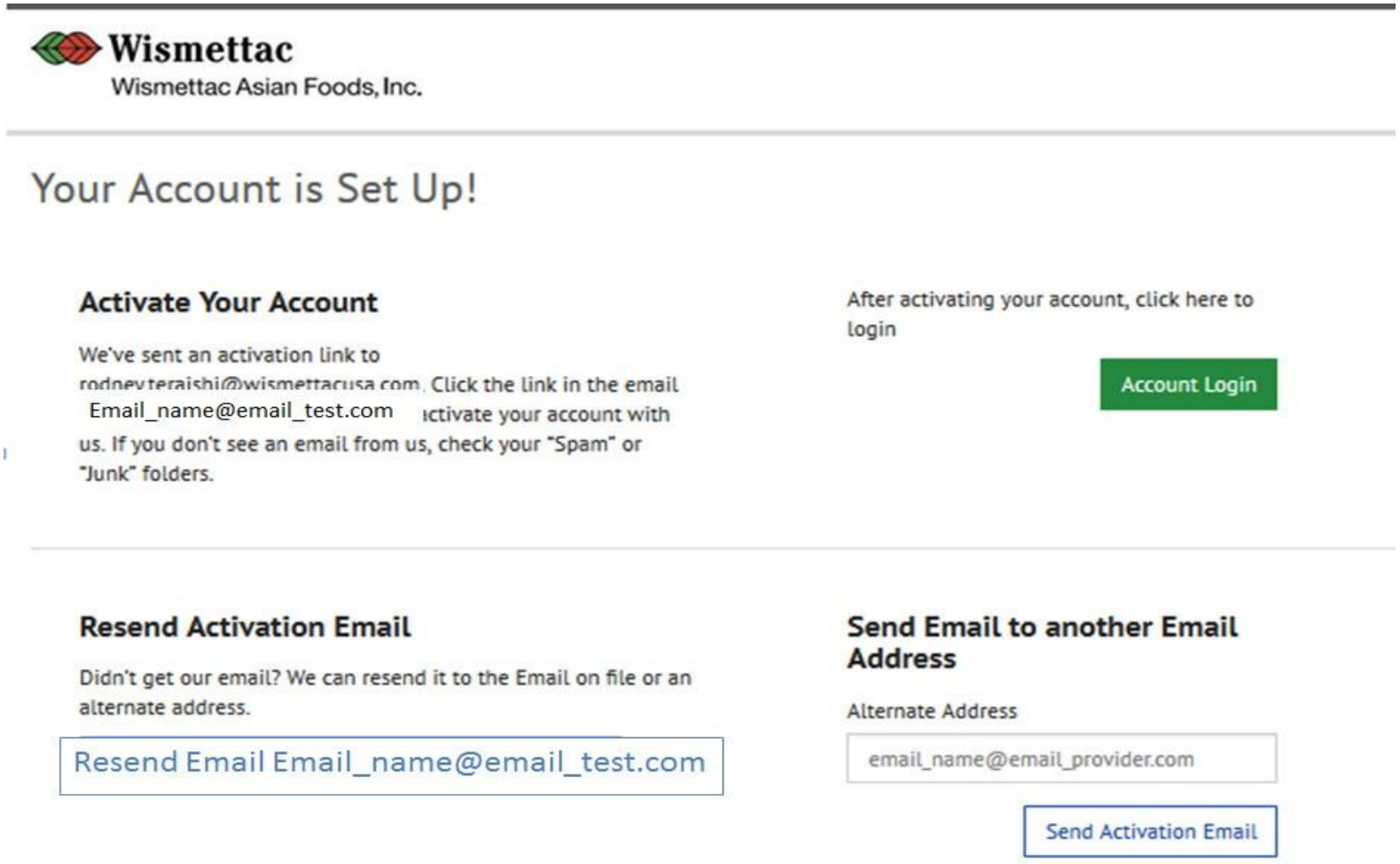

Wismettac
Wismettac Asian Foods, Inc.
Account Setup
PROFILE
LOGIN & PASSWORD
TERMS OF SERVICE
PAYMENT ACCOUNTS
Company Name and Address information will be pre-populated.
Company Name
ABC Company
Phone
(optional)
Mobile
Add Another Telephone Number
Email
Add Another Email Address
Enter your email address.
Mandatory field
What's Your Billing Address?
Country
United States
Address
123 Address
Address2
(optional)
City
ABC City
State
SC - South Carolina
ZIP Code
99999
Continue to Login & Password


Wismettac
Wismettac Asian Foods, Inc.
Account Setup
✔ PROFILE
✔ LOGIN & PASSWORD
TERMS OF SERVICE
PAYMENT ACCOUNTS
Terms of Service
By clicking this box, you are enrolling in this service and have read and agree to the Terms of Service for this site.
Go Back
Continue To Payment Accounts



>>> Once data entry is finished, email notification will be sent to complete enrollment.


Wismettac
Wismettac Asian Foods, Inc.
Account Setup
PROFILE
LOGIN & PASSWORD
TERMS OF SERVICE
PAYMENT ACCOUNTS
You may select a default payment method now. After enrollment you can manage your payment methods.
Bank Accounts
Link to Bank Accounts
Card Accounts
Link to Card Accounts
Add Later
Add your payment method later
ADD BANK ACCOUNT
Account Type
Personal
Business
Banking Type
Checking Account
Savings Account
Give This Account a Nickname
Test
Name on the Account
ABC Company #()
Invalid Account Name
Routing Number
122000247
WELLS FARGO BANK NA
Account #
123123123
Re-enter Account #
123123123
Pay to the Order of
Routing Number
Account Number
Make sure to use your bank account number, not your ATM or Debit card number.
By selecting "Agree and Add Account", you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.
Agree and Add Account
If you see this Invalid Account Name message, please remove any special characters (!@#$) within Company Name. This change will not impact identification of your account.
Go Back
Finish Enrollment


Wismettac
Wismettac Asian Foods, Inc.
Your Account is Set Up!
Activate Your Account
We've sent an activation link to rodney.teraishi@wismettacusa.com. Click the link in the email Email_name@email_test.com ictivate your account with us. If you don't see an email from us, check your "Spam" or "Junk" folders.
After activating your account, click here to login
Account Login
Resend Activation Email
Didn't get our email? We can resend it to the Email on file or an alternate address.
Resend Email Email_name@email_test.com
Send Email to another Email Address
Alternate Address
email_name@email_provider.com
Send Activation Email

From: E-BillExpress@E-BillExpress.com

To: Youremail@address.com

Cc:

Subject: ABC Company , please activate your Wismettac Asian Foods, Inc. account.

Wismettac

Wismettac Asian Foods, Inc.

My Selected Image:	My Image Label: **eyeball**	My Customer Number: **2145**

Please click on the button below to activate your Wismettac Asian Foods, Inc. Account.

activate ›

Button not working? If so, click here.

Please DO NOT reply to this email. This email message was sent from a notification address that cannot accept incoming email.

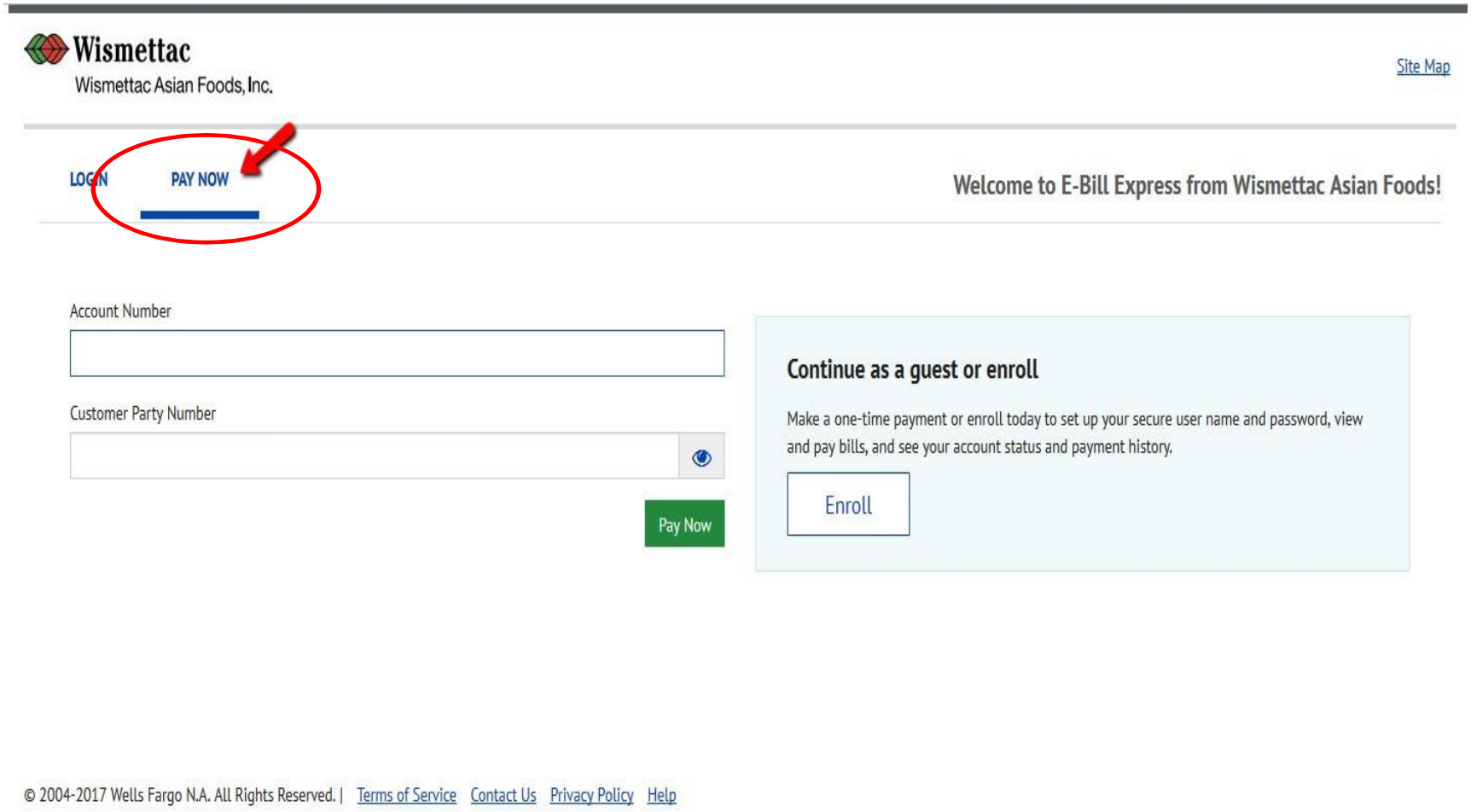
To contact us, click here and review the Contact Us section on our web site.

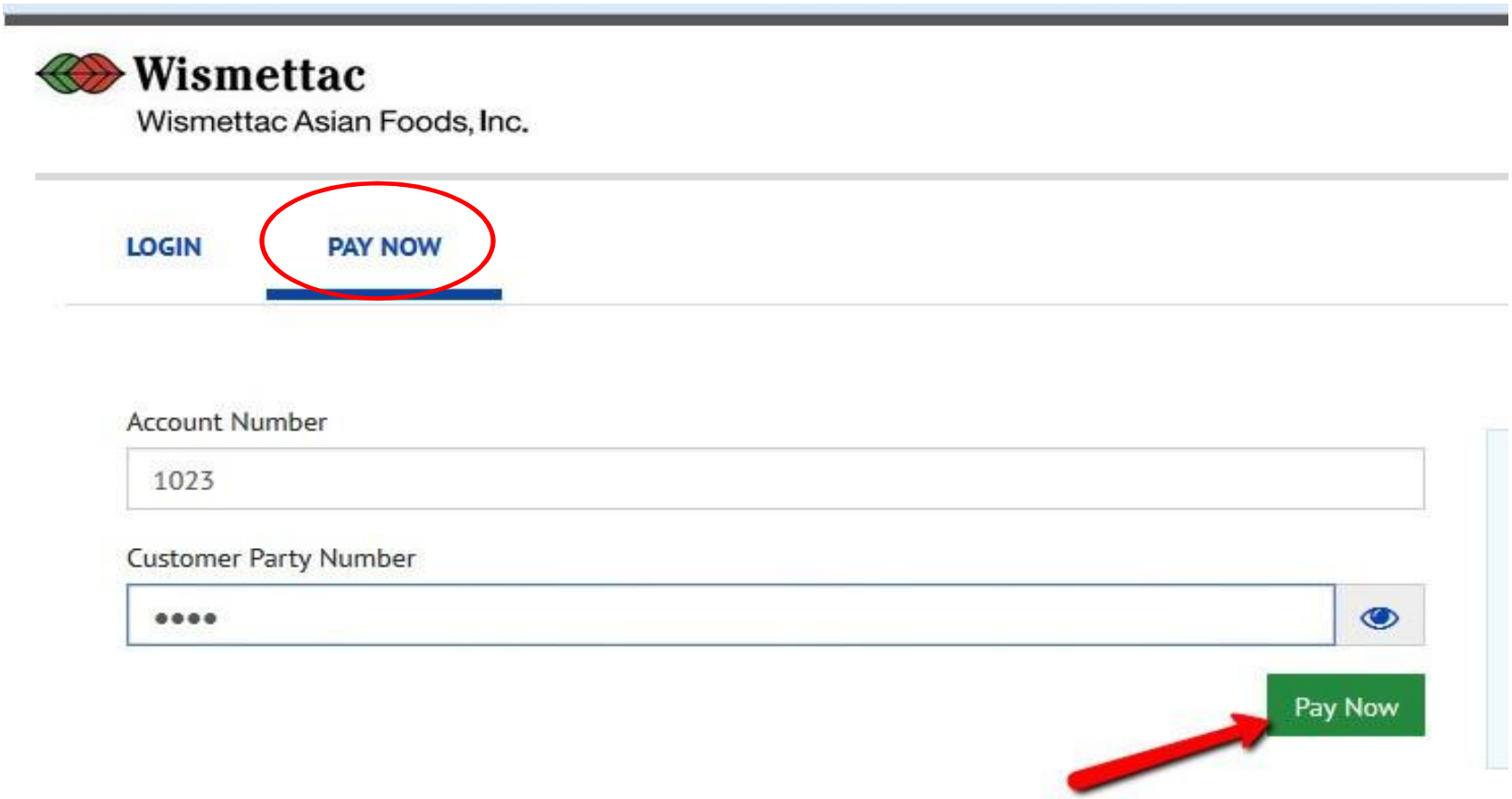
Wismettac

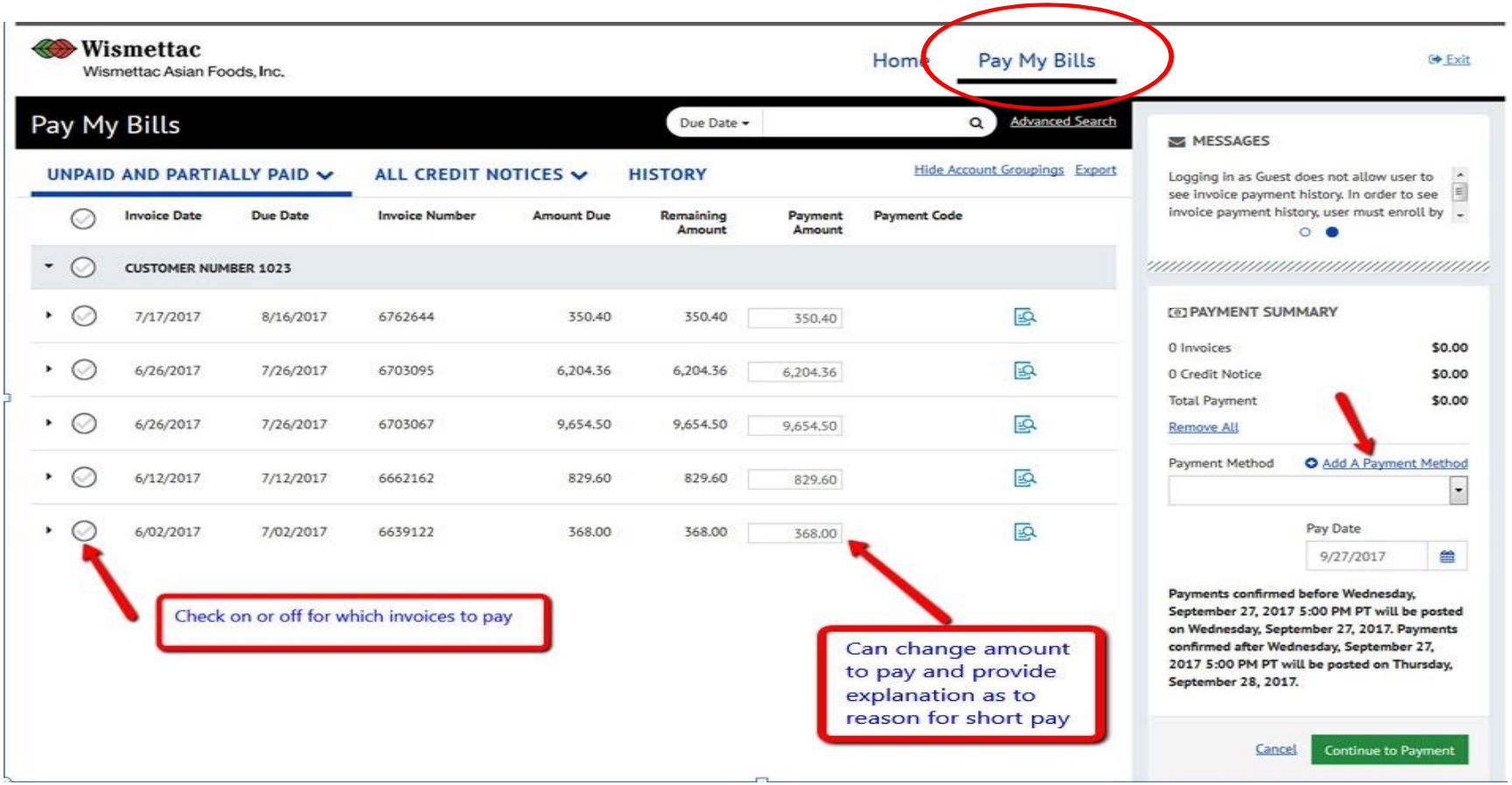
Wismettac Asian Foods, Inc.

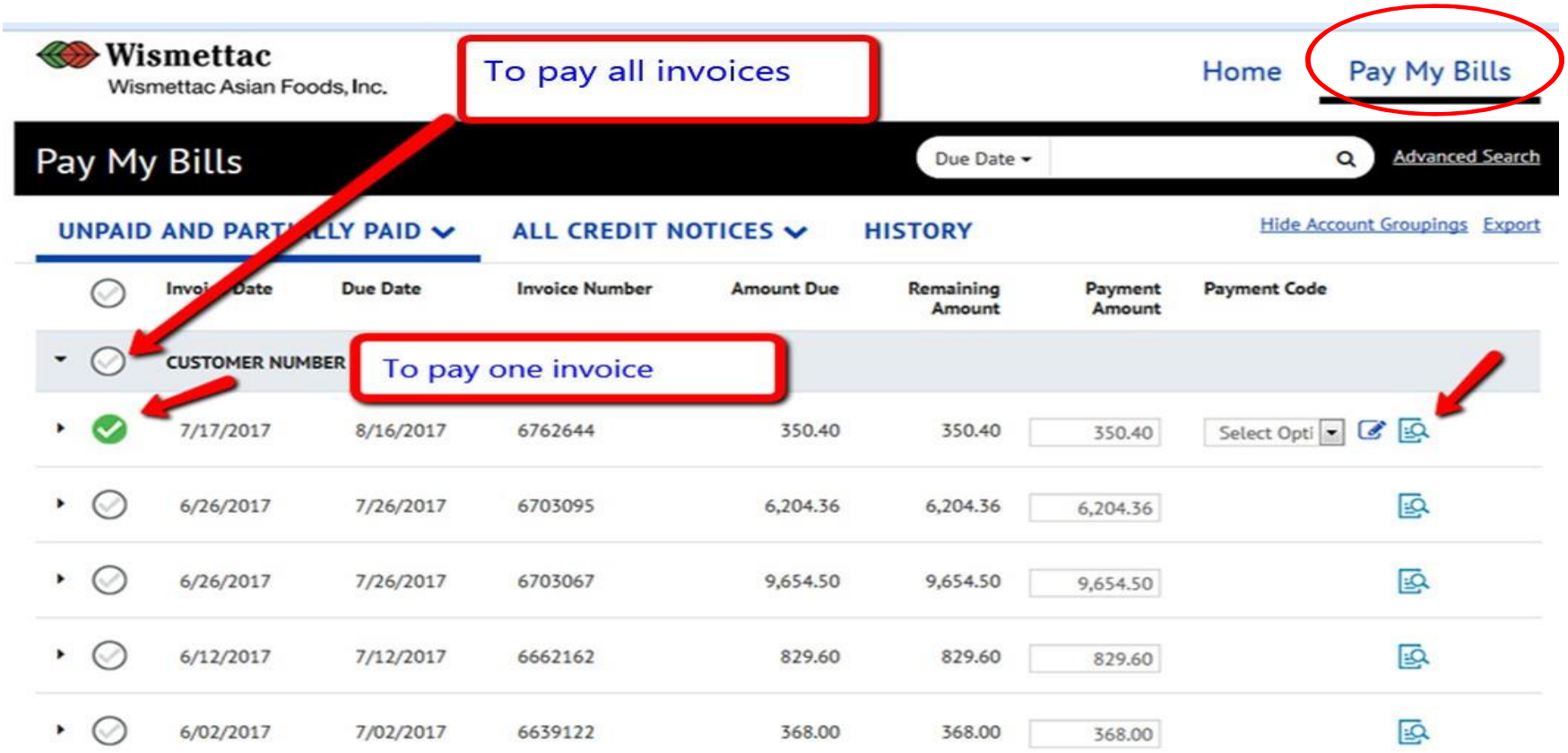
Your Wismettac Asian Foods, Inc. account has been activated!

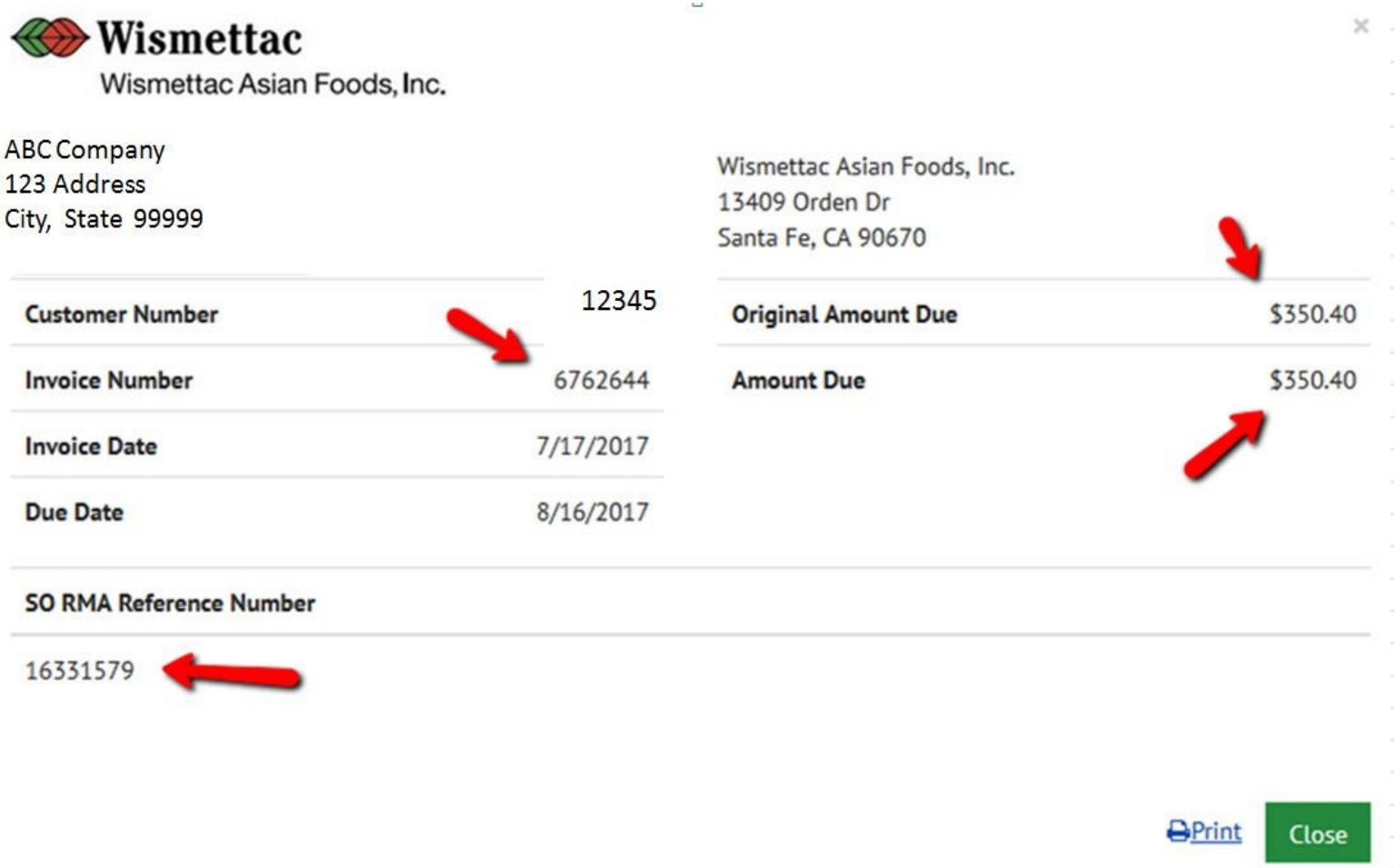
2. Pay Invoice

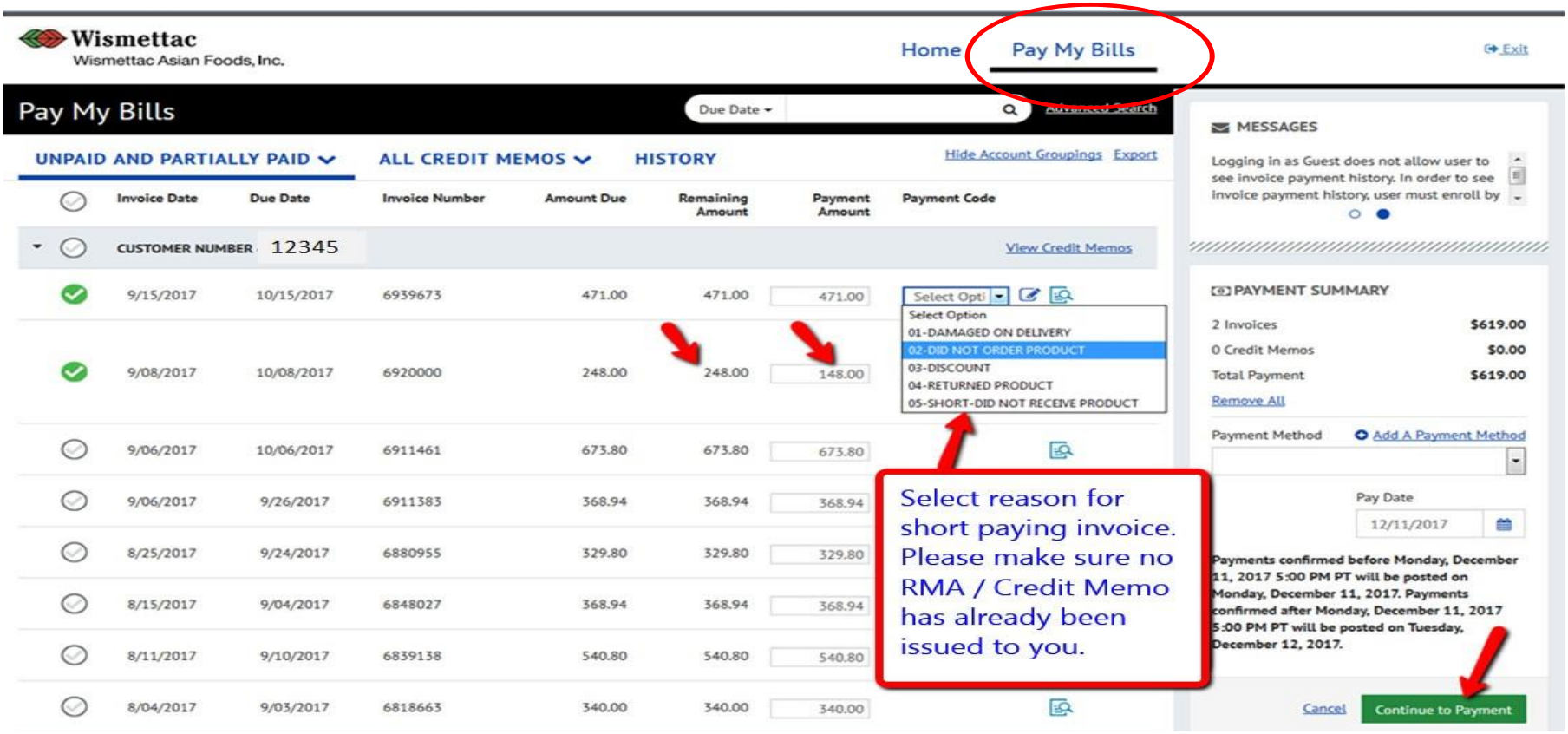


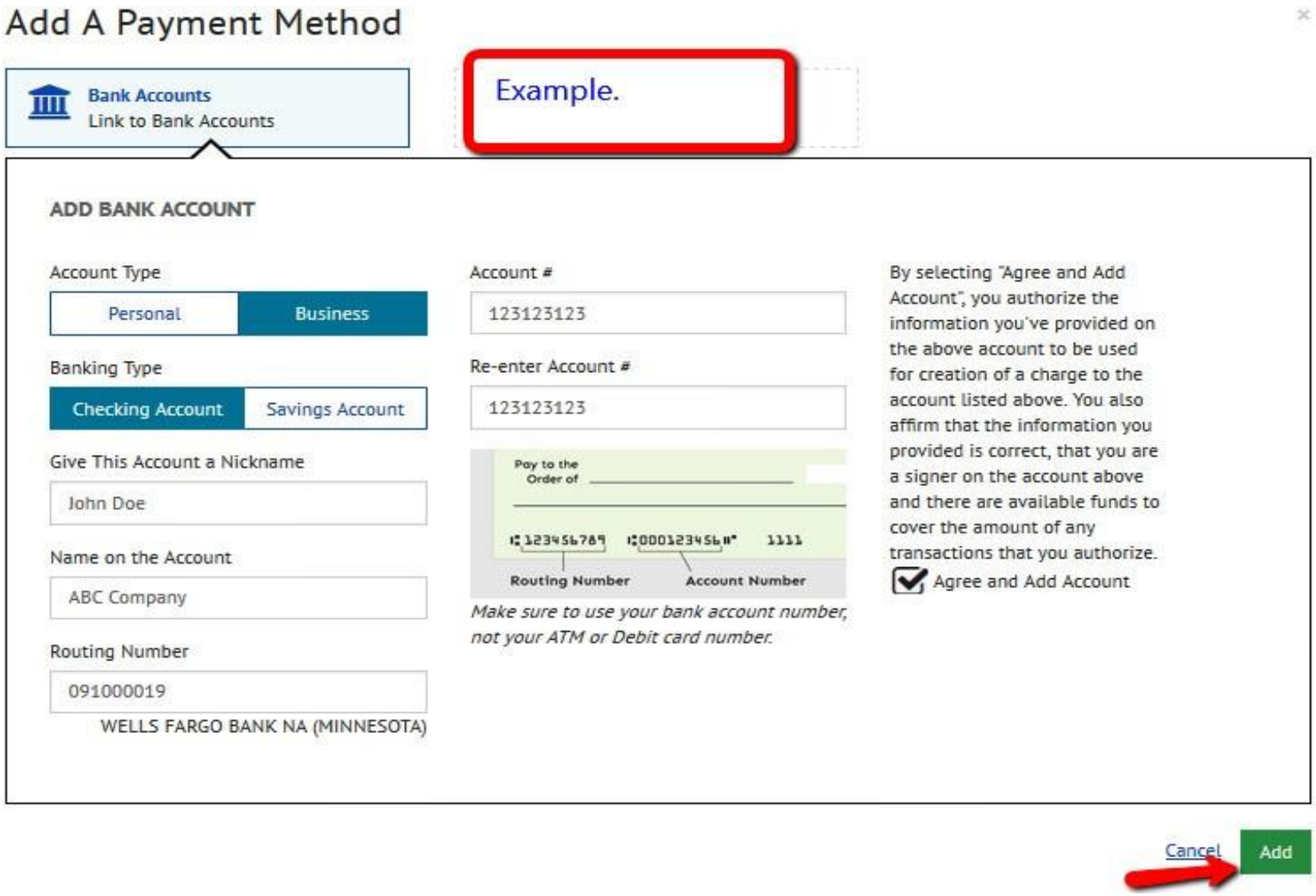

Wismettac
Wismettac Asian Foods, Inc.
LOGIN
PAY NOW
Account Number
1023
Customer Party Number
Pay Now

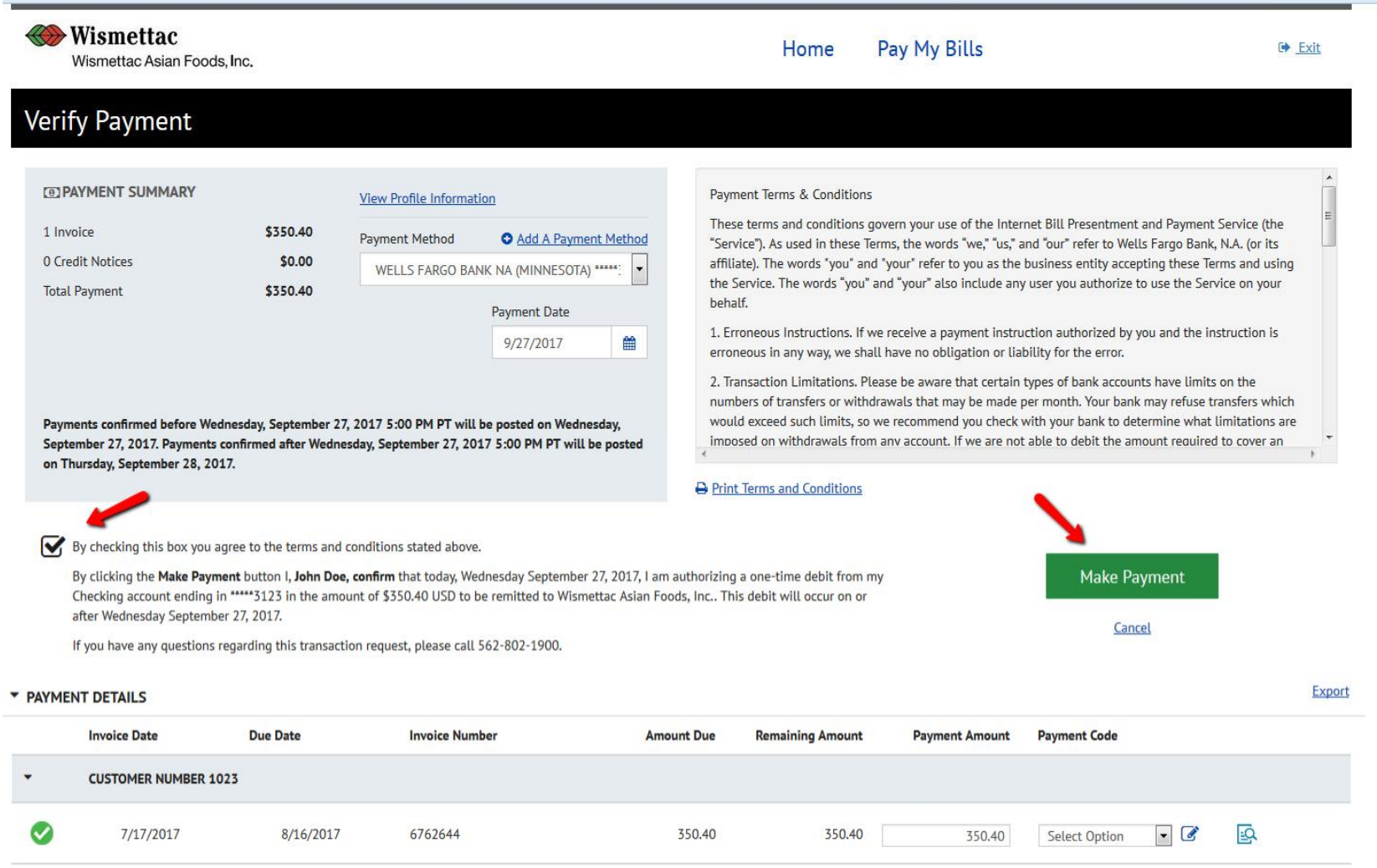

Wismettac
Wismettac Asian Foods, Inc.
Home
Pay My Bills
Exit
Pay My Bills
Due Date
Advanced Search
UNPAID AND PARTIALLY PAID
ALL CREDIT NOTICES
HISTORY
Hide Account Groupings
Export
Invoice Date
Due Date
Invoice Number
Amount Due
Remaining Amount
Payment Amount
Payment Code
CUSTOMER NUMBER 1023
7/17/2017 8/16/2017 6762644 350.40 350.40 350.40
6/26/2017 7/26/2017 6703095 6,204.36 6,204.36 6,204.36
6/26/2017 7/26/2017 6703067 9,654.50 9,654.50 9,654.50
6/12/2017 7/12/2017 6662162 829.60 829.60 829.60
6/02/2017 7/02/2017 6639122 368.00 368.00 368.00
Check on or off for which invoices to pay
Can change amount to pay and provide explanation as to reason for short pay
MESSAGES
Logging in as Guest does not allow user to see invoice payment history. In order to see invoice payment history, user must enroll by
PAYMENT SUMMARY
0 Invoices $0.00
0 Credit Notice $0.00
Total Payment $0.00
Remove All
Payment Method
Add A Payment Method
Pay Date
9/27/2017
Payments confirmed before Wednesday, September 27, 2017 5:00 PM PT will be posted on Wednesday, September 27, 2017. Payments confirmed after Wednesday, September 27, 2017 5:00 PM PT will be posted on Thursday, September 28, 2017.
Cancel
Continue to Payment


Wismettac
Wismettac Asian Foods, Inc.
To pay all invoices
Home
Pay My Bills
Pay My Bills
Due Date
Advanced Search
UNPAID AND PARTIALLY PAID
ALL CREDIT NOTICES
HISTORY
Hide Account Groupings
Export
Invoice Date
Due Date
Invoice Number
Amount Due
Remaining Amount
Payment Amount
Payment Code
CUSTOMER NUMBER
To pay one invoice
7/17/2017 8/16/2017 6762644 350.40 350.40 350.40 Select Opti
6/26/2017 7/26/2017 6703095 6,204.36 6,204.36 6,204.36
6/26/2017 7/26/2017 6703067 9,654.50 9,654.50 9,654.50
6/12/2017 7/12/2017 6662162 829.60 829.60 829.60
6/02/2017 7/02/2017 6639122 368.00 368.00 368.00


Wismettac
Wismettac Asian Foods, Inc.
ABC Company
123 Address
City, State 99999
Wismettac Asian Foods, Inc.
13409 Orden Dr
Santa Fe, CA 90670
Customer Number
12345
Invoice Number
6762644
Invoice Date
7/17/2017
Due Date
8/16/2017
Original Amount Due
$350.40
Amount Due
$350.40
SO RMA Reference Number
16331579
Print
Close


Wismettac
Wismettac Asian Foods, Inc.
Home
Pay My Bills
Exit
Pay My Bills
Due Date
Advanced Search
UNPAID AND PARTIALLY PAID
ALL CREDIT MEMOS
HISTORY
Hide Account Groupings
Export
Invoice Date
Due Date
Invoice Number
Amount Due
Remaining Amount
Payment Amount
Payment Code
CUSTOMER NUMBER 12345
View Credit Memos
9/15/2017 10/15/2017 6939673 471.00 471.00 471.00 Select Opti
9/08/2017 10/08/2017 6920000 248.00 248.00 148.00
9/06/2017 10/06/2017 6911461 673.80 673.80 673.80
9/06/2017 9/26/2017 6911383 368.94 368.94 368.94
8/25/2017 9/24/2017 6880955 329.80 329.80 329.80
8/15/2017 9/04/2017 6848027 368.94 368.94 368.94
8/11/2017 9/10/2017 6839138 540.80 540.80 540.80
8/04/2017 9/03/2017 6818663 340.00 340.00 340.00
Select Option
01-DAMAGED ON DELIVERY
02-DID NOT ORDER PRODUCT
03-DISCOUNT
04-RETURNED PRODUCT
05-SHORT-DID NOT RECEIVE PRODUCT
Select reason for short paying invoice. Please make sure no RMA / Credit Memo has already been issued to you.
MESSAGES
Logging in as Guest does not allow user to see invoice payment history. In order to see invoice payment history, user must enroll by
PAYMENT SUMMARY
2 Invoices $619.00
0 Credit Memos $0.00
Total Payment $619.00
Remove All
Payment Method
Add A Payment Method
Pay Date
12/11/2017
Payments confirmed before Monday, December 11, 2017 5:00 PM PT will be posted on Monday, December 11, 2017. Payments confirmed after Monday, December 11, 2017 5:00 PM PT will be posted on Tuesday, December 12, 2017.
Cancel
Continue to Payment


Add A Payment Method
Bank Accounts
Link to Bank Accounts
Example.
ADD BANK ACCOUNT
Account Type
Personal
Business
Banking Type
Checking Account
Savings Account
Give This Account a Nickname
John Doe
Name on the Account
ABC Company
Routing Number
091000019
WELLS FARGO BANK NA (MINNESOTA)
Account #
123123123
Re-enter Account #
123123123
Pay to the Order of
Routing Number
Account Number
Make sure to use your bank account number, not your ATM or Debit card number.
By selecting "Agree and Add Account", you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.
Agree and Add Account
Cancel
Add


Wismettac
Wismettac Asian Foods, Inc.
Home
Pay My Bills
Exit
Verify Payment
PAYMENT SUMMARY
1 Invoice $350.40
0 Credit Notices $0.00
Total Payment $350.40
View Profile Information
Payment Method
Add A Payment Method
WELLS FARGO BANK NA (MINNESOTA) *****
Payment Date
9/27/2017
Payments confirmed before Wednesday, September 27, 2017 5:00 PM PT will be posted on Wednesday, September 27, 2017. Payments confirmed after Wednesday, September 27, 2017 5:00 PM PT will be posted on Thursday, September 28, 2017.
Payment Terms & Conditions
These terms and conditions govern your use of the Internet Bill Presentment and Payment Service (the "Service"). As used in these Terms, the words "we," "us," and "our" refer to Wells Fargo Bank, N.A. (or its affiliate). The words "you" and "your" refer to you as the business entity accepting these Terms and using the Service. The words "you" and "your" also include any user you authorize to use the Service on your behalf.
1. Erroneous Instructions. If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.
2. Transaction Limitations. Please be aware that certain types of bank accounts have limits on the numbers of transfers or withdrawals that may be made per month. Your bank may refuse transfers which would exceed such limits, so we recommend you check with your bank to determine what limitations are
Print Terms and Conditions
By checking this box you agree to the terms and conditions stated above.
By clicking the Make Payment button I, John Doe, confirm that today, Wednesday September 27, 2017, I am authorizing a one-time debit from my Checking account ending in *****3123 in the amount of $350.40 USD to be remitted to Wismettac Asian Foods, Inc.. This debit will occur on or after Wednesday September 27, 2017.
If you have any questions regarding this transaction request, please call 562-802-1900.
Make Payment
Cancel
PAYMENT DETAILS
Export
Invoice Date
Due Date
Invoice Number
Amount Due
Remaining Amount
Payment Amount
Payment Code
CUSTOMER NUMBER 1023
7/17/2017
8/16/2017
6762644
350.40
350.40
350.40
Select Option

Confirmation

Thank You! Your payment has been made.

Print Confirmation Page

ABC Company

Payment Date	9/27/201
Payment Method	WELLS FARGO BANK N (MINNESOTA) *****312
Total Payment	$350.4

You have been provided a confirmation number. Please save this page for your records.

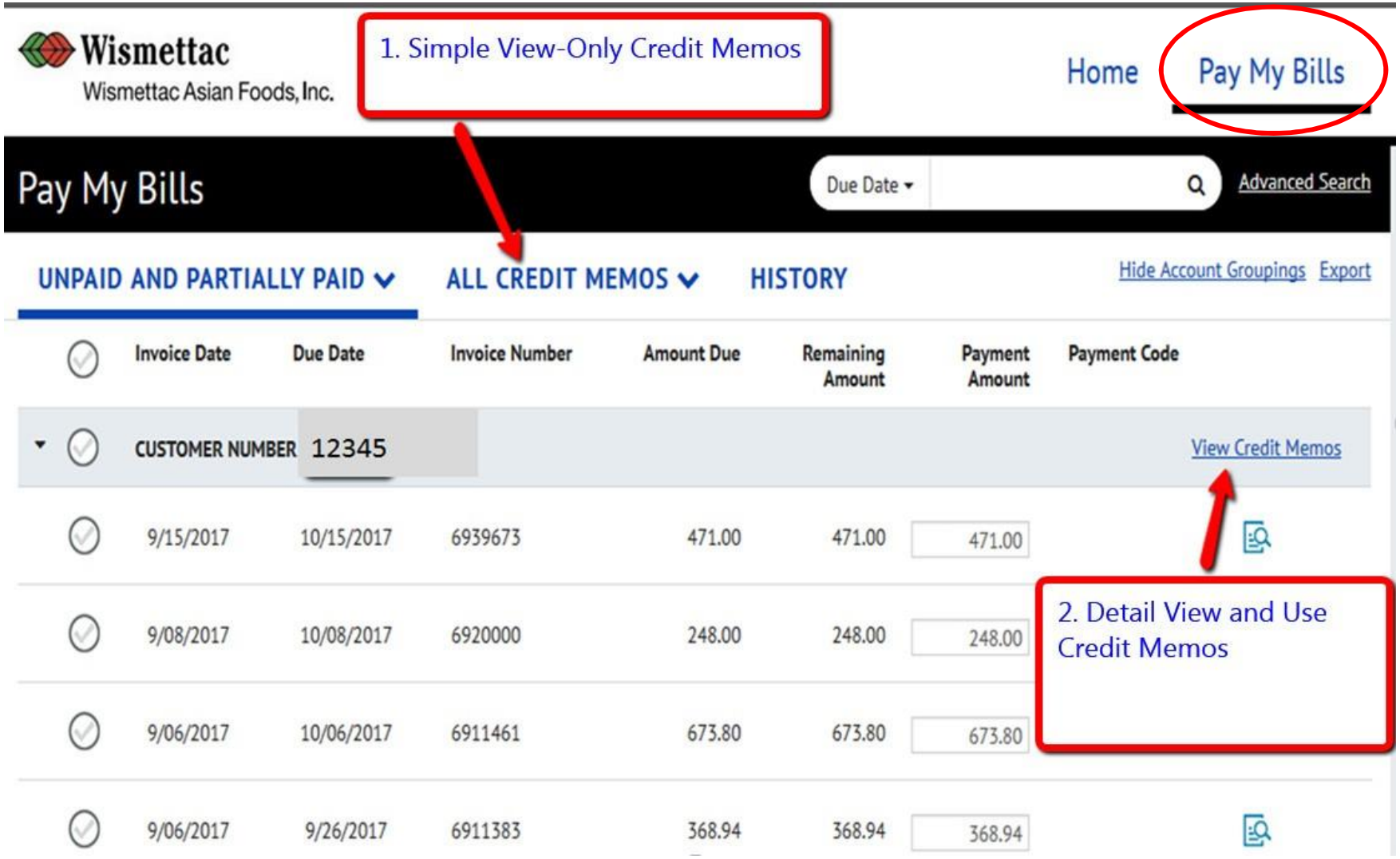
Payments confirmed before Wednesday, September 27, 2017 5:00 PM PT will be posted on Wednesday, September 27, 2017. Payments confirmed after Wednesday, September 27, 2017 5:00 PM PT will be post on Thursday, September 28, 2017.

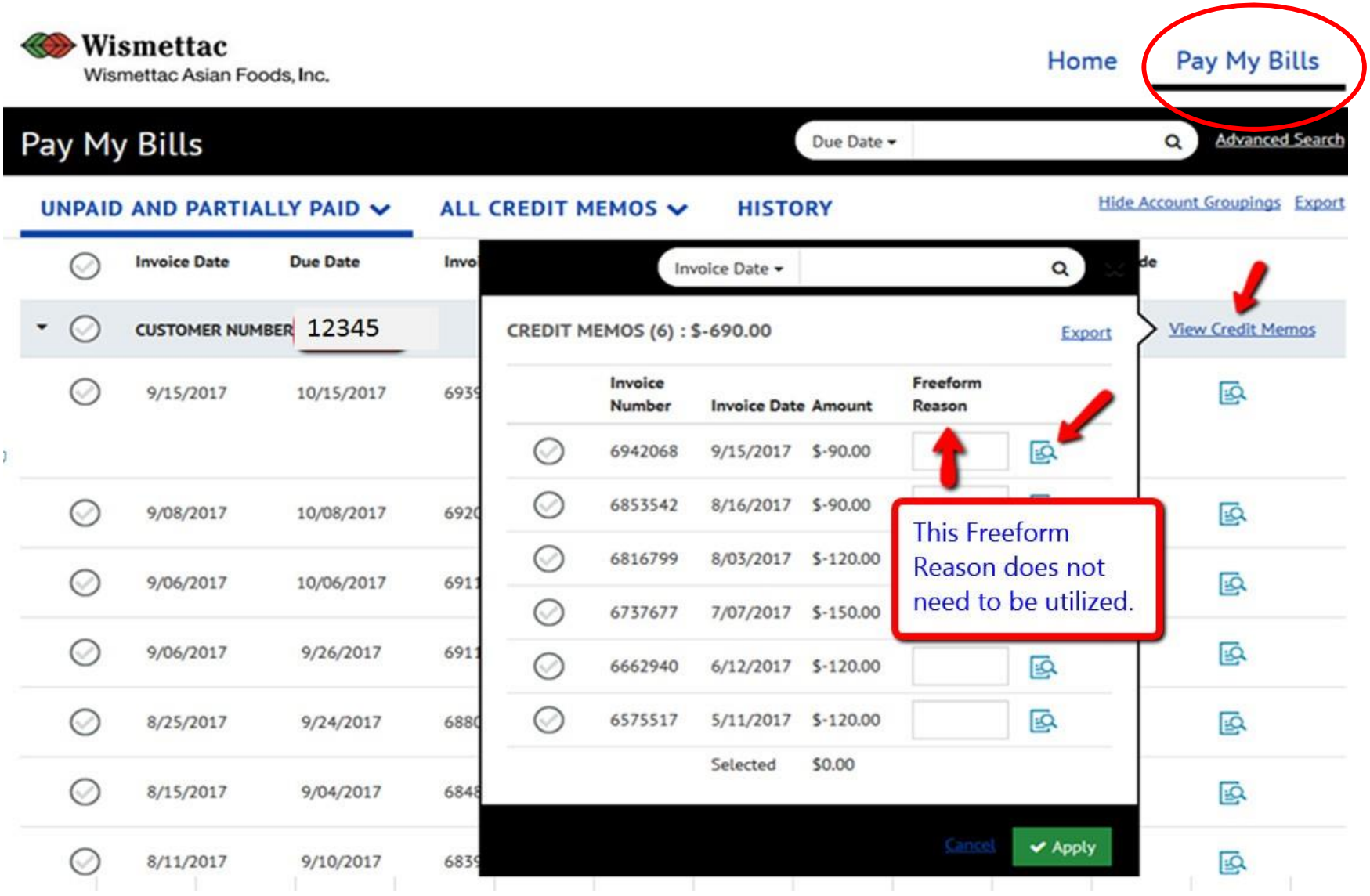
If you have any further questions about payments to Wismettac Asian Foods, Inc., please contact our off at (562) 802-1900 .

Customer Number	Confirmation Number	Payment Amount	Invoic
1023	3100045525	$350.40	

Enroll With Your Current Information Return to Pay My Bills Log Ou

3. Use Credit Memos




Wismettac
Wismettac Asian Foods, Inc.
Home
Pay My Bills
Pay My Bills
Due Date
Advanced Search
UNPAID AND PARTIALLY PAID
ALL CREDIT MEMOS
HISTORY
Hide Account Groupings
Export
Invoice Date
Due Date
CUSTOMER NUMBER 12345
9/15/2017 10/15/2017
9/08/2017 10/08/2017
9/06/2017 10/06/2017
9/06/2017 9/26/2017
8/25/2017 9/24/2017
8/15/2017 9/04/2017
8/11/2017 9/10/2017
Invoice Date
CREDIT MEMOS (6) : $-690.00
Export
View Credit Memos
Invoice Number
Invoice Date
Amount
Freeform Reason
6942068 9/15/2017 $-90.00
6853542 8/16/2017 $-90.00
6816799 8/03/2017 $-120.00
6737677 7/07/2017 $-150.00
6662940 6/12/2017 $-120.00
6575517 5/11/2017 $-120.00
Selected $0.00
This Freeform Reason does not need to be utilized.
Cancel
Apply

Wismettac Asian Foods, Inc.

Customer Info

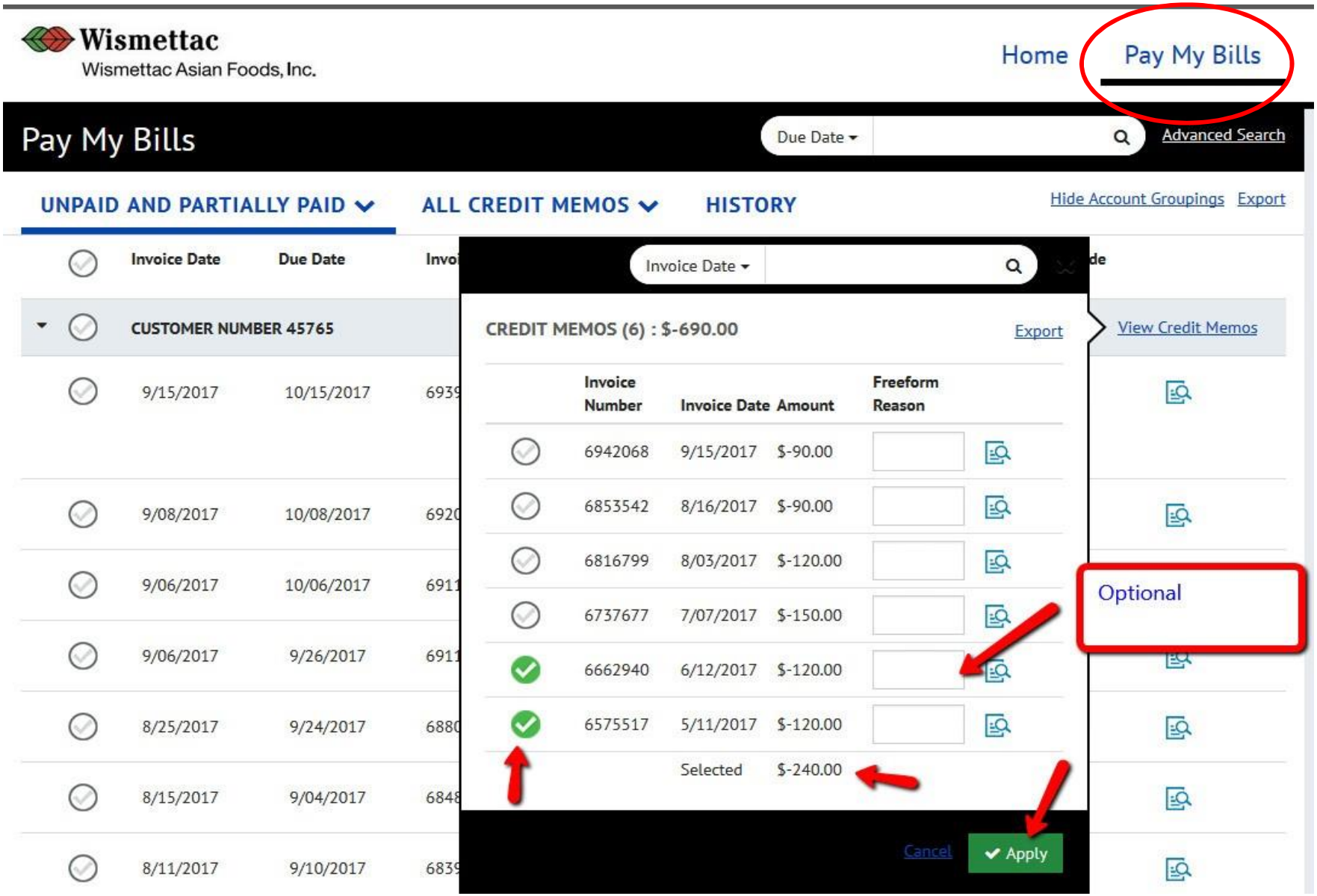
Wismettac Asian Foods, Inc.
13409 Orden Dr
Santa Fe, CA 90670

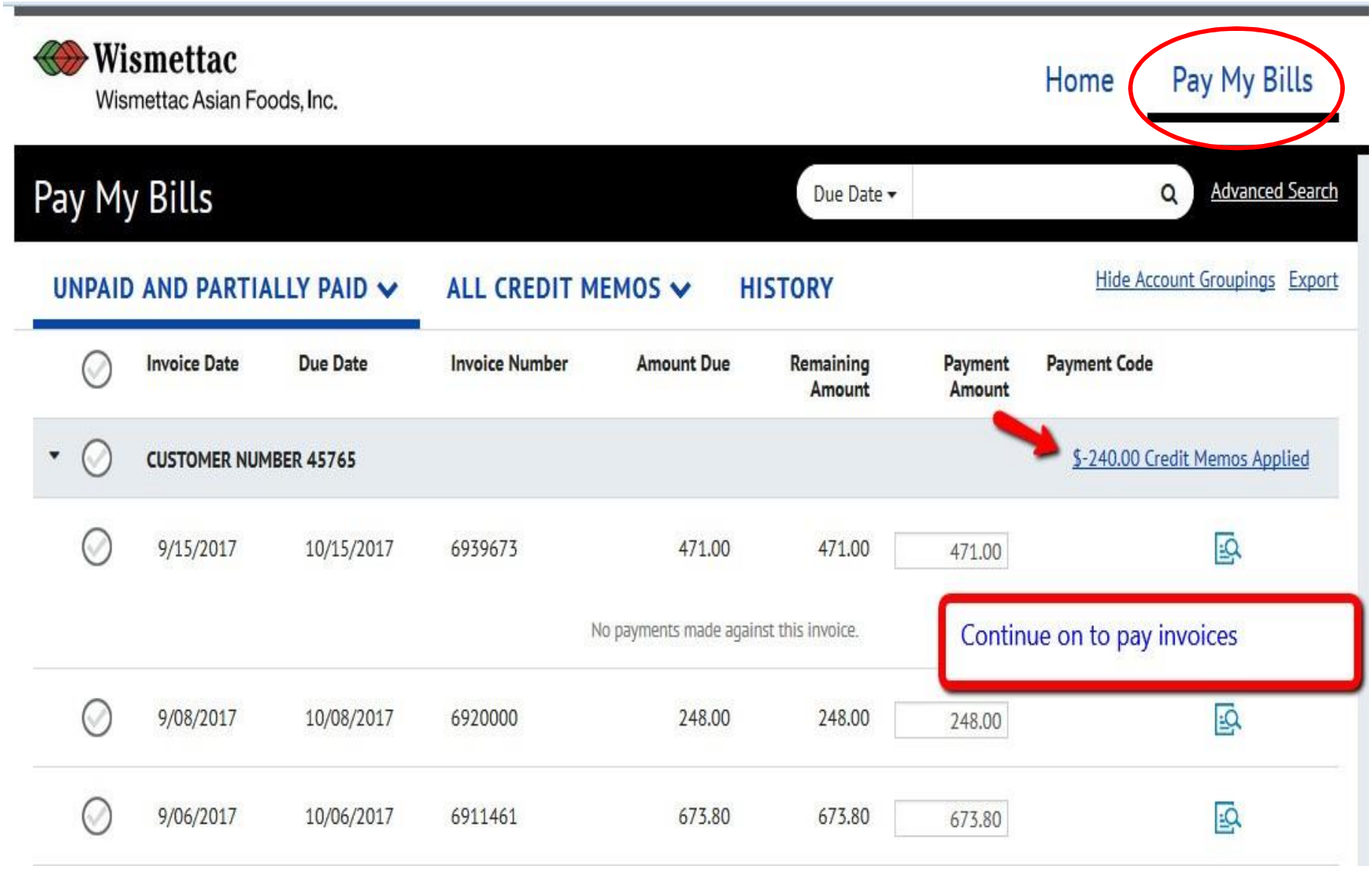
Customer Number	12345	**Original Amount Due**	$-90.00
Invoice Number	6942068	**Amount Due**	$-90.00
Invoice Date	9/15/2017		
Due Date	9/15/2017		

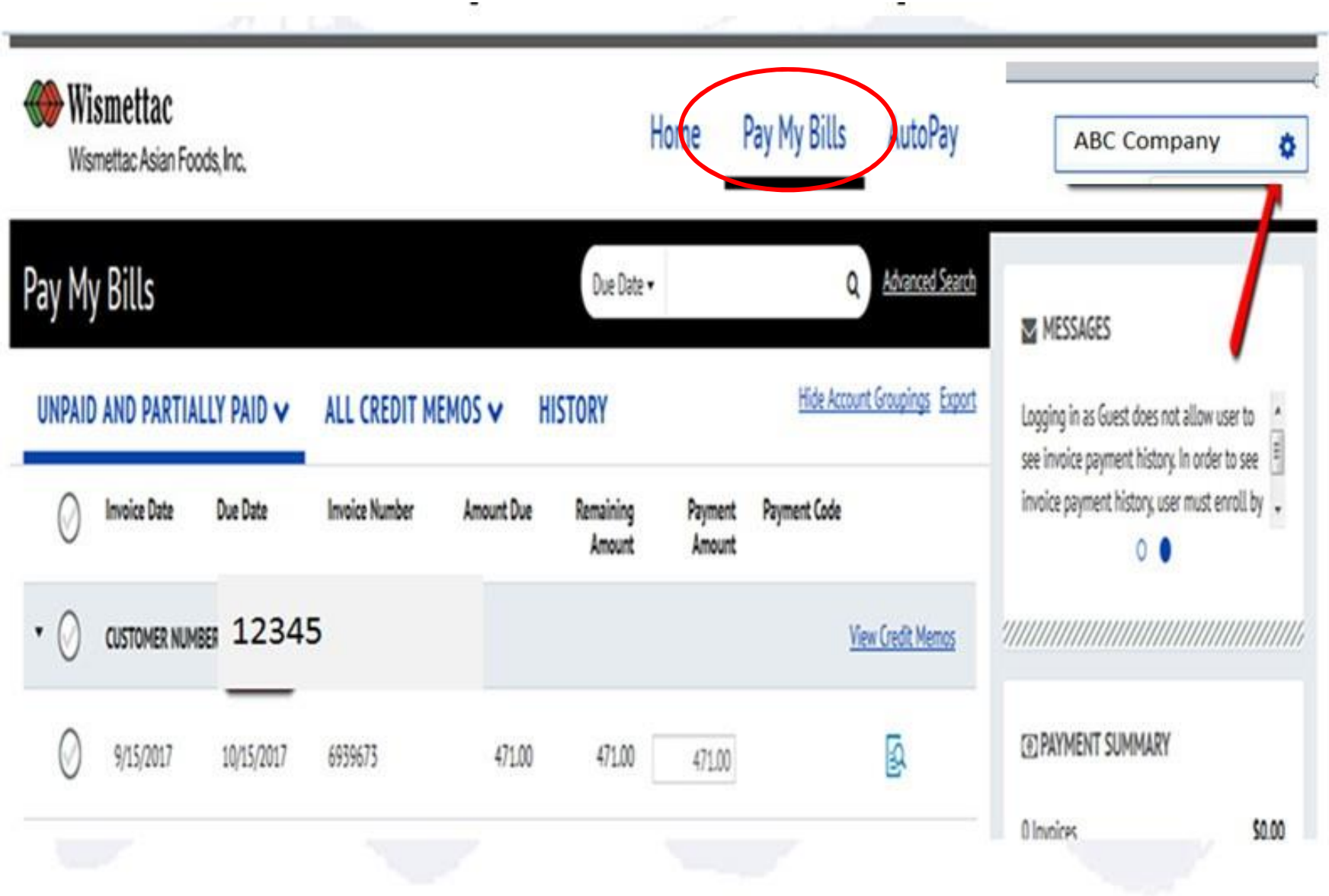
Pay Terms	**Cust PO Number**	**SO RMA Reference Number**
Immediate	135648	857746

Please allow 5 business days to resolve any remaining Amount Due balance on invoice.

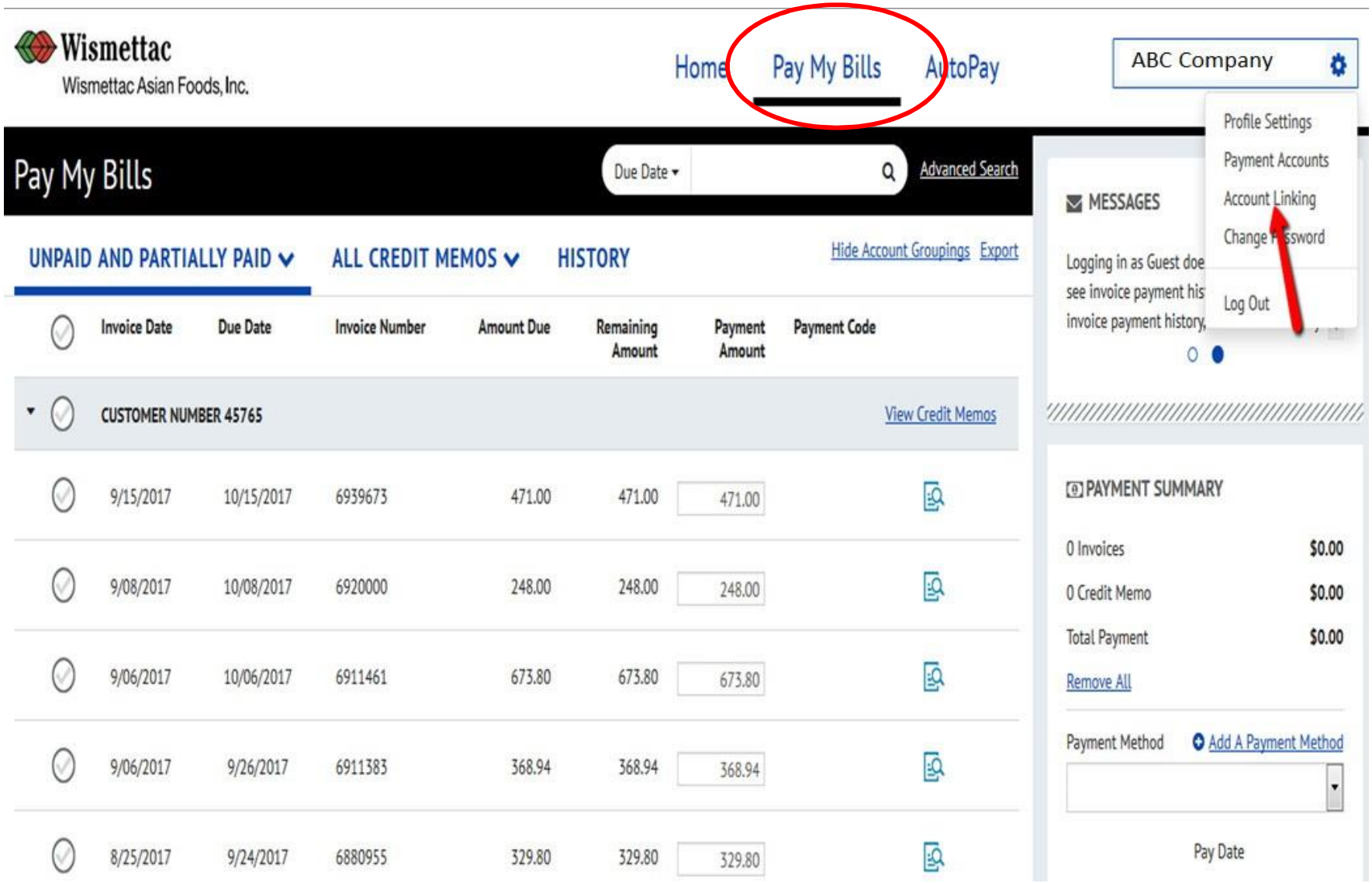
Print Close

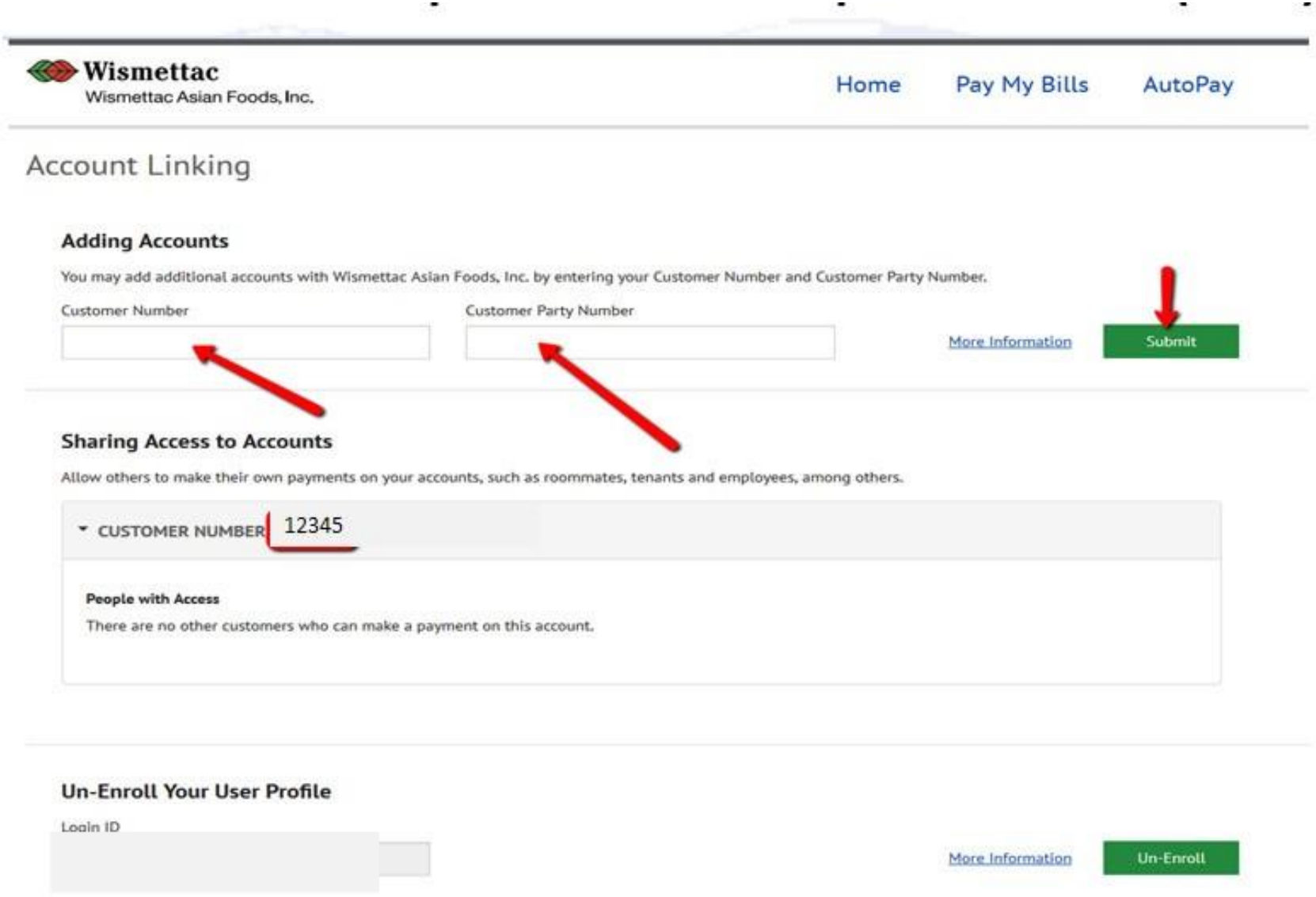

Wismettac
Wismettac Asian Foods, Inc.
Home
Pay My Bills
Pay My Bills
Due Date
Advanced Search
UNPAID AND PARTIALLY PAID
ALL CREDIT MEMOS
HISTORY
Hide Account Groupings
Export
Invoice Date
Due Date
CUSTOMER NUMBER 45765
9/15/2017
10/15/2017
9/08/2017
10/08/2017
9/06/2017
10/06/2017
9/06/2017
9/26/2017
8/25/2017
9/24/2017
8/15/2017
9/04/2017
8/11/2017
9/10/2017
Invoice Date
CREDIT MEMOS (6) : $-690.00
Export
View Credit Memos
Invoice Number
Invoice Date
Amount
Freeform Reason
6942068 9/15/2017 $-90.00
6853542 8/16/2017 $-90.00
6816799 8/03/2017 $-120.00
6737677 7/07/2017 $-150.00
6662940 6/12/2017 $-120.00
6575517 5/11/2017 $-120.00
Selected $-240.00
Optional
Cancel
Apply


Wismettac
Wismettac Asian Foods, Inc.
Home
Pay My Bills
Pay My Bills
Due Date
Advanced Search
UNPAID AND PARTIALLY PAID
ALL CREDIT MEMOS
HISTORY
Hide Account Groupings
Export
Invoice Date
Due Date
Invoice Number
Amount Due
Remaining Amount
Payment Amount
Payment Code
CUSTOMER NUMBER 45765
$-240.00 Credit Memos Applied
9/15/2017
10/15/2017
6939673
471.00
471.00
471.00
No payments made against this invoice.
Continue on to pay invoices
9/08/2017
10/08/2017
6920000
248.00
248.00
248.00
9/06/2017
10/06/2017
6911461
673.80
673.80
673.80

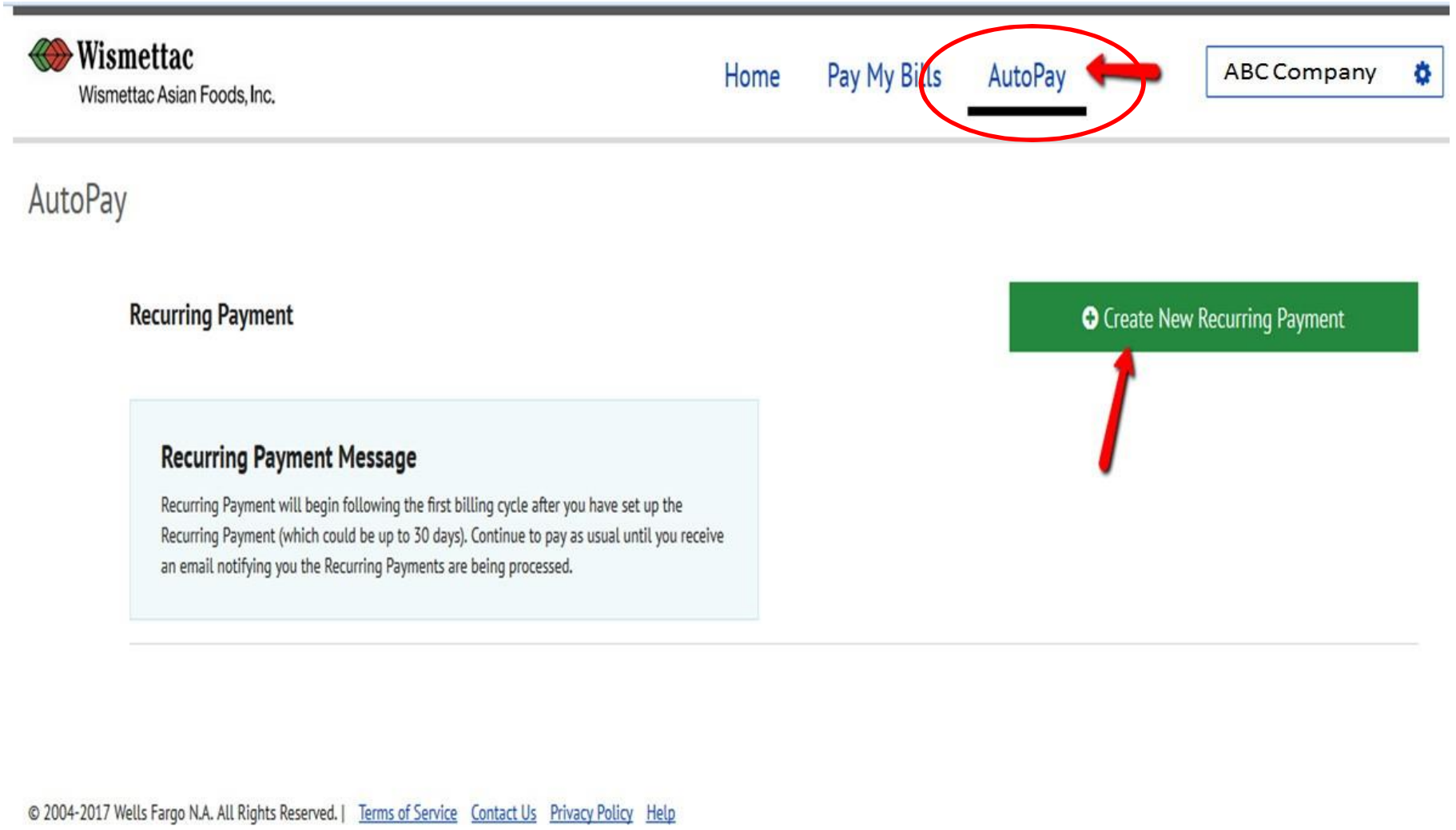

Wismettac
Wismettac Asian Foods, Inc.
Home
Pay My Bills
AutoPay
ABC Company
Pay My Bills
Due Date
Advanced Search
MESSAGES
UNPAID AND PARTIALLY PAID
ALL CREDIT MEMOS
HISTORY
Hide Account Groupings
Export
Logging in as Guest does not allow user to see invoice payment history. In order to see invoice payment history, user must enroll by
Invoice Date
Due Date
Invoice Number
Amount Due
Remaining Amount
Payment Amount
Payment Code
CUSTOMER NUMBER
12345
View Credit Memos
9/15/2017
10/15/2017
6939673
471.00
471.00
471.00
PAYMENT SUMMARY
0 Invoices
$0.00

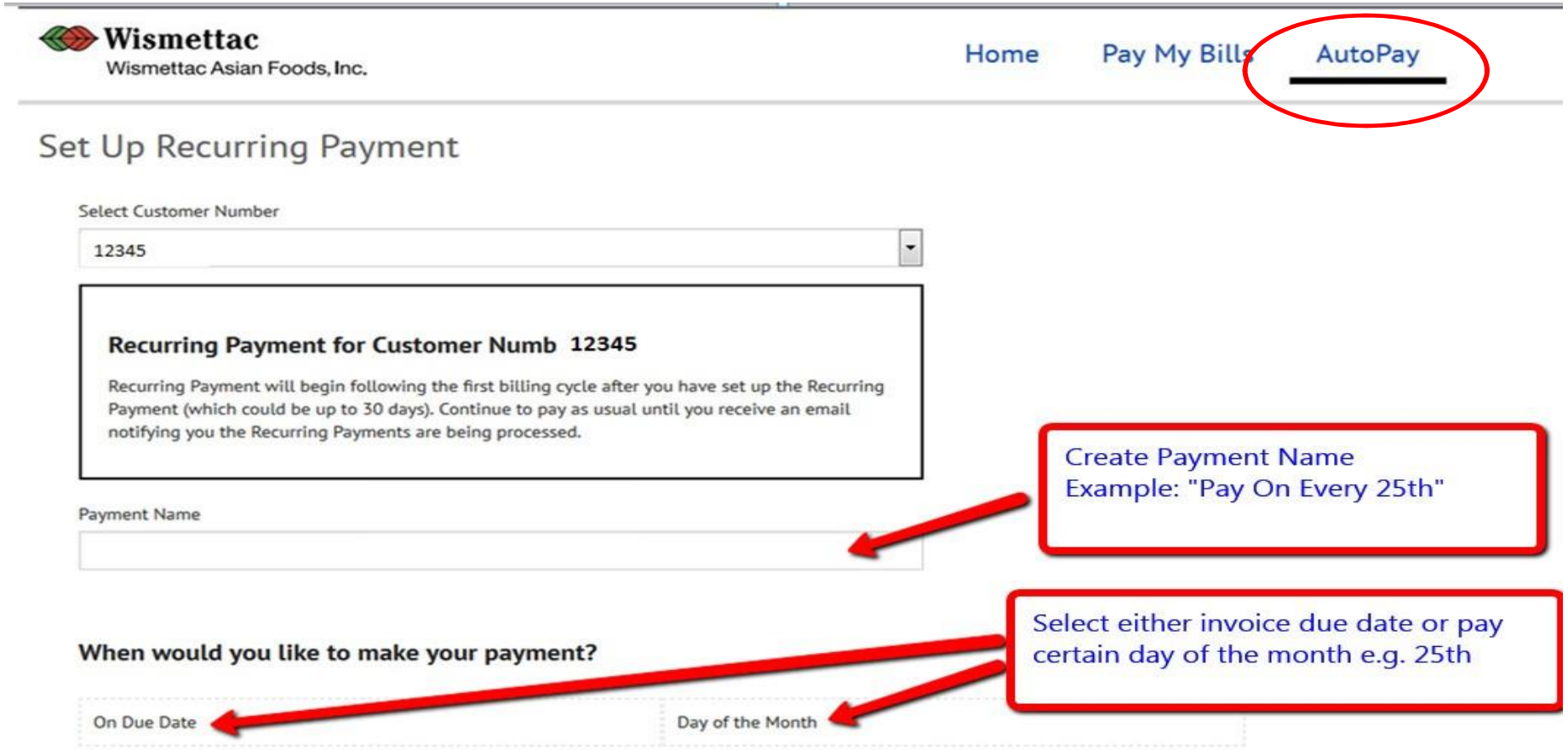
4. Pay or Link Multiple Accounts

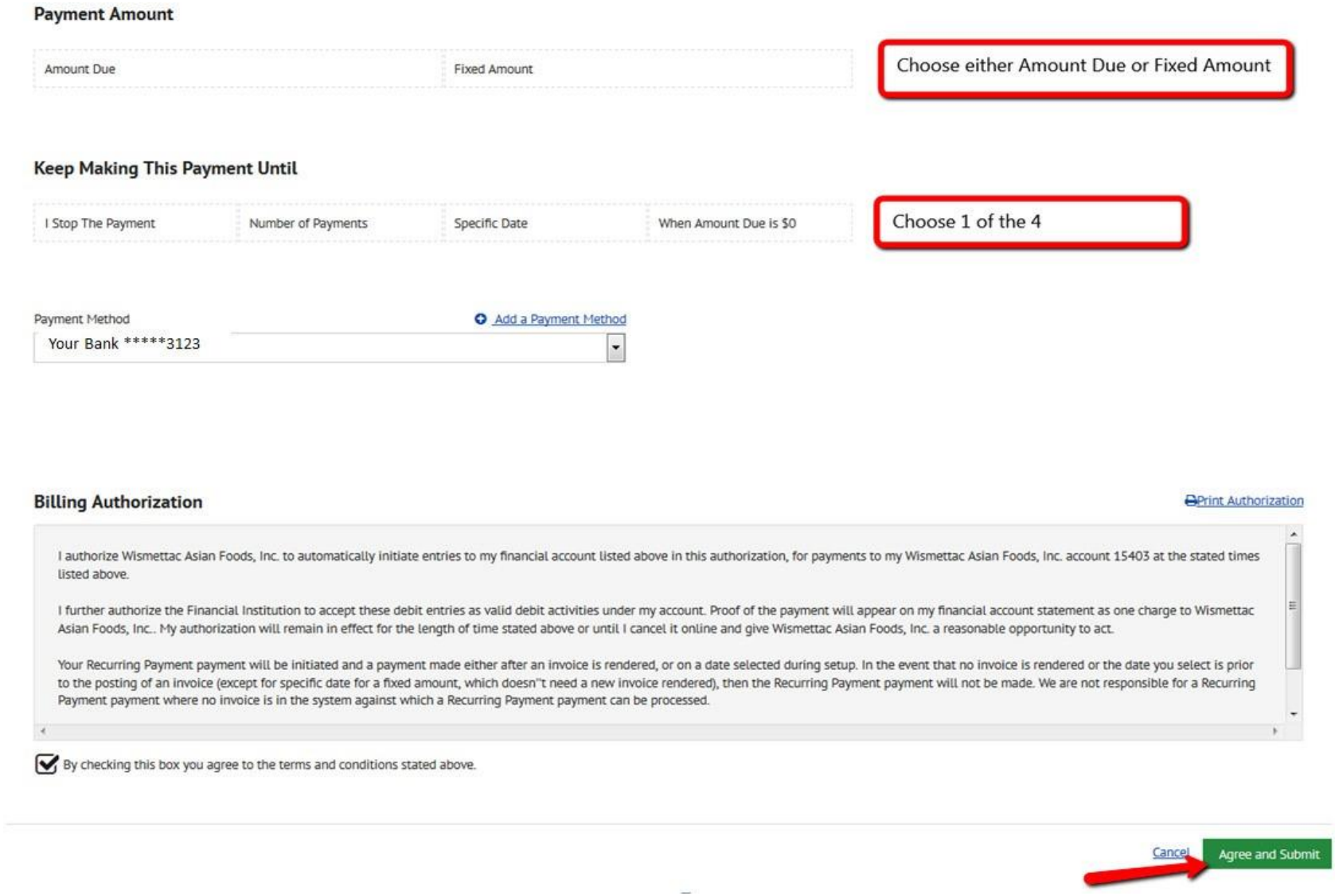



Wismettac
Wismettac Asian Foods, Inc.
Home
Pay My Bills
AutoPay
Account Linking
Adding Accounts
You may add additional accounts with Wismettac Asian Foods, Inc. by entering your Customer Number and Customer Party Number.
Customer Number
Customer Party Number
More Information
Submit
Sharing Access to Accounts
Allow others to make their own payments on your accounts, such as roommates, tenants and employees, among others.
CUSTOMER NUMBER
12345
People with Access
There are no other customers who can make a payment on this account.
Un-Enroll Your User Profile
Login ID
More Information
Un-Enroll

5. Setup Auto-pay / Recurring payment




Wismettac
Wismettac Asian Foods, Inc.
Home
Pay My Bills
AutoPay
Set Up Recurring Payment
Select Customer Number
12345
Recurring Payment for Customer Numb 12345
Recurring Payment will begin following the first billing cycle after you have set up the Recurring Payment (which could be up to 30 days). Continue to pay as usual until you receive an email notifying you the Recurring Payments are being processed.
Payment Name
Create Payment Name
Example: "Pay On Every 25th"
When would you like to make your payment?
Select either invoice due date or pay certain day of the month e.g. 25th
On Due Date
Day of the Month


Payment Amount
Amount Due
Fixed Amount
Choose either Amount Due or Fixed Amount
Keep Making This Payment Until
I Stop The Payment
Number of Payments
Specific Date
When Amount Due is $0
Choose 1 of the 4
Payment Method
Add a Payment Method
Your Bank *****3123
Billing Authorization
Print Authorization
I authorize Wismettac Asian Foods, Inc. to automatically initiate entries to my financial account listed above in this authorization, for payments to my Wismettac Asian Foods, Inc. account 15403 at the stated times listed above.
I further authorize the Financial Institution to accept these debit entries as valid debit activities under my account. Proof of the payment will appear on my financial account statement as one charge to Wismettac Asian Foods, Inc.. My authorization will remain in effect for the length of time stated above or until I cancel it online and give Wismettac Asian Foods, Inc. a reasonable opportunity to act.
Your Recurring Payment payment will be initiated and a payment made either after an invoice is rendered, or on a date selected during setup. In the event that no invoice is rendered or the date you select is prior to the posting of an invoice (except for specific date for a fixed amount, which doesn''t need a new invoice rendered), then the Recurring Payment payment will not be made. We are not responsible for a Recurring Payment payment where no invoice is in the system against which a Recurring Payment payment can be processed.
By checking this box you agree to the terms and conditions stated above.
Cancel
Agree and Submit

6. Pay In Advance / Cash On Delivery

Cash In Advance (CIA) and Cash On Delivery (COD) customers can pay in advance by utilizing the On-line payment system.

1. You will need account set-up to start.

   >>> Refer to Topic #1

2. When placing order at least one day in advance, obtain invoice total amount from your sales representative.

3. Payment must be made by 5 pm Pacific Time.

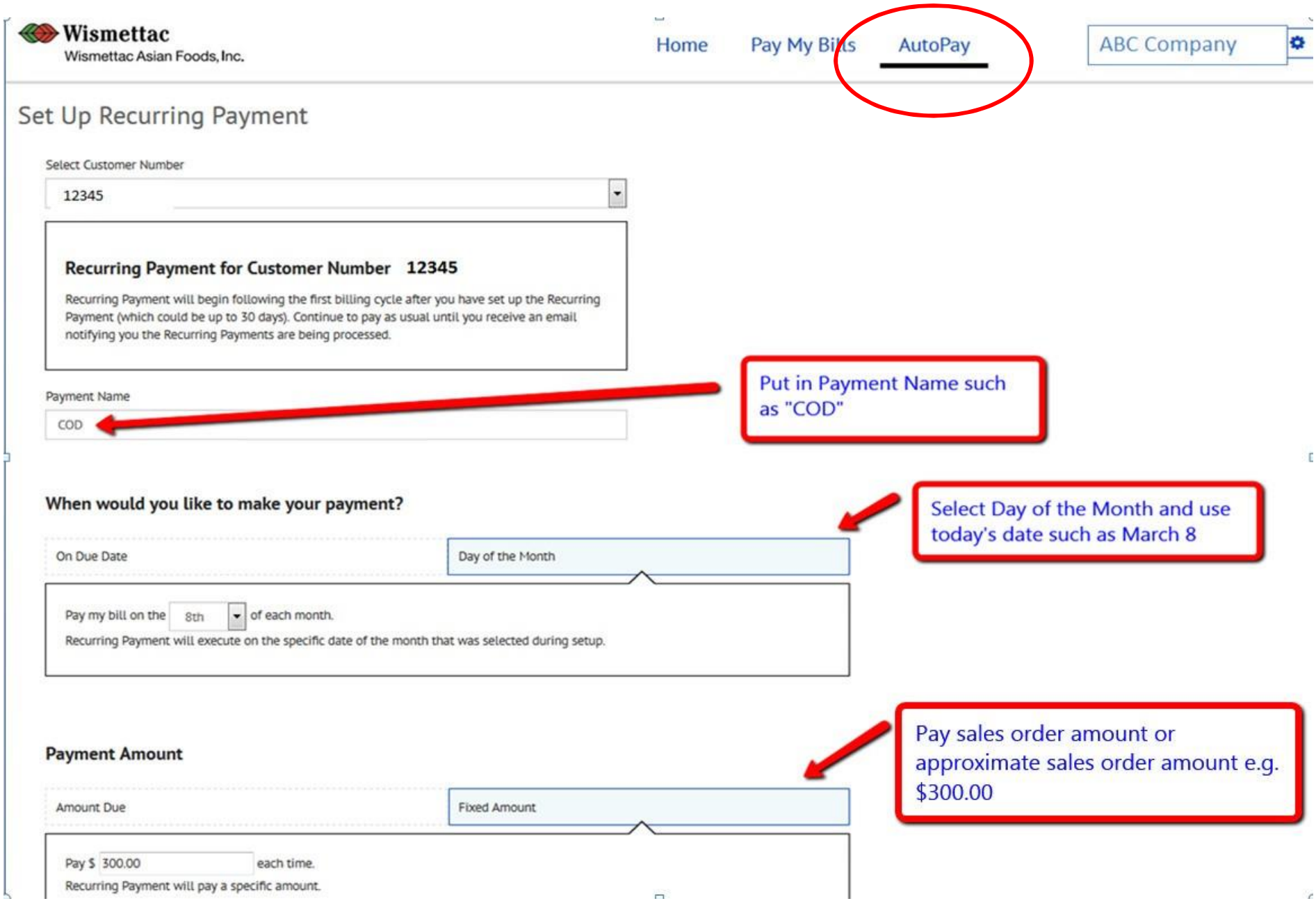
4. Log into On-line payment system and utilize "Auto-Pay" feature.

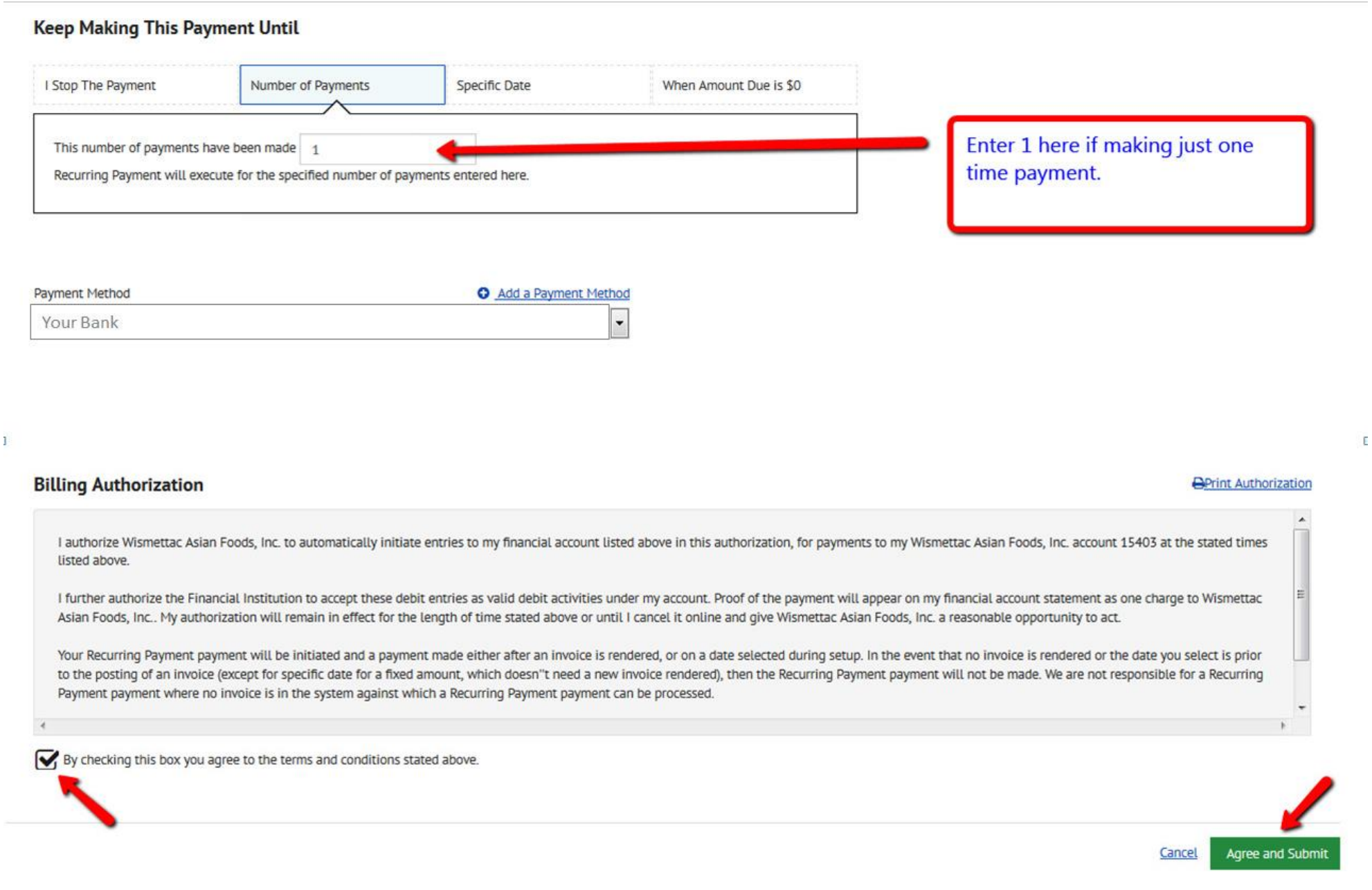
   >>> Refer to Topic #5

   >>> See next pages for step-by-step instructions

5. After payment is complete,

   - Forward payment e-mail confirmation to your sales representative, and/or
   - Show proof of payment to driver upon delivery


Wismettac
Wismettac Asian Foods, Inc.
Home
Pay My Bills
AutoPay
ABC Company
Set Up Recurring Payment
Select Customer Number
12345
Recurring Payment for Customer Number 12345
Recurring Payment will begin following the first billing cycle after you have set up the Recurring Payment (which could be up to 30 days). Continue to pay as usual until you receive an email notifying you the Recurring Payments are being processed.
Payment Name
COD
Put in Payment Name such as "COD"
When would you like to make your payment?
On Due Date
Day of the Month
Select Day of the Month and use today's date such as March 8
Pay my bill on the 8th of each month.
Recurring Payment will execute on the specific date of the month that was selected during setup.
Payment Amount
Amount Due
Fixed Amount
Pay sales order amount or approximate sales order amount e.g. $300.00
Pay $ 300.00 each time.
Recurring Payment will pay a specific amount.


Keep Making This Payment Until
I Stop The Payment
Number of Payments
Specific Date
When Amount Due is $0
This number of payments have been made
1
Recurring Payment will execute for the specified number of payments entered here.
Enter 1 here if making just one time payment.
Payment Method
Add a Payment Method
Your Bank
Billing Authorization
Print Authorization
I authorize Wismettac Asian Foods, Inc. to automatically initiate entries to my financial account listed above in this authorization, for payments to my Wismettac Asian Foods, Inc. account 15403 at the stated times listed above.
I further authorize the Financial Institution to accept these debit entries as valid debit activities under my account. Proof of the payment will appear on my financial account statement as one charge to Wismettac Asian Foods, Inc.. My authorization will remain in effect for the length of time stated above or until I cancel it online and give Wismettac Asian Foods, Inc. a reasonable opportunity to act.
Your Recurring Payment payment will be initiated and a payment made either after an invoice is rendered, or on a date selected during setup. In the event that no invoice is rendered or the date you select is prior to the posting of an invoice (except for specific date for a fixed amount, which doesn"t need a new invoice rendered), then the Recurring Payment payment will not be made. We are not responsible for a Recurring Payment payment where no invoice is in the system against which a Recurring Payment payment can be processed.
By checking this box you agree to the terms and conditions stated above.
Cancel
Agree and Submit

E-Bill Express Quick Reference Guide

E-Bill Express Quick Reference

Enrolling in E-Bill Express

1. Access E-Bill Express through a link on the website or enter the URL into a browser.
2. **Click 'Enroll'.**
3. Enter your account number and authentication code in the Enroll column. Click **'Validate'.**
4. Enter information in required fields indicated by a red star. Click **'Continue to Login & Payment'**.
5. Choose Login ID, Password, select security image and label, select security questions and fill in answers, check on terms of service. Click **'Continue to Billing and Payment'**.
6. Select Payment Method at the top of the page and click **'Continue to Step 3B'**.
7. Enter Payment Account information, check the I Agree box. Click **'Finish Enrollment'**.
8. Go to your email account and open the email just sent to you. Click on the **'Activate'** button or hyperlink. NOTE: Your access is not activated until you click on the **'Activate'** button and you will not be able to make payments

Logging into E-Bill Express

1. After you activate, you may log in to pay your bill.
2. Enter your Login ID and Password in the desinated fields. Click' **Login'.**
3. On the Home page, click **'Pay My Bills'** hyperlink on the top of the screen to pay certain bills.
4. Click the check box in the beginning of each row to select the bill you want to pay, enter or change the Payment Amount, select the Payment Method on the right hand side of the screen, select the payment date. Click **'Continue to Payment'.**
5. Confirm payment information and check the box "By Checking this box…" agreeing to the Terms and Conditions. Click **'Make Payment'**.
6. The confirmation page will display. Click **'Return to Pay My Bills'** or **'Log Out'**
7. **Note:** To pay all open bills at once, click **'Continue to Payment'** on the **'Home'** page

Forgot Login ID

1. On the Welcome page, click on **'Forgot Login ID'** in the Login column.
2. Enter your account number and email address used during enrollment and click **'Send Login ID'**
3. An email will be sent to your email address with your login ID.

Forgot Password

1. On the Welcome page, click **'Password Help?'**
2. Enter your Login ID and email address used during enrollment and click **'Send My Password'.**
3. An email will be sent to you with a temporary password.
4. Enter your Login ID and copy and paste the temporary password from your email into the Password field on the Welcome page and click **'Login'.**
5. On the next page, paste the same temporary password into the **'Old Password'** field and enter a new password in the **'New Password'** fields.
6. Answer the security questions and click **'Submit'**

Locked Out

1. The password is case sensitive. If you enter your password incorrectly three times, the system will lock you out.
2. Click on **'Contact Us'** on the bottom of the Welcome page for contact information and ask your biller to unlock you. You do not have to change your password unless you cannot remember it.

Recurring Payment did not Initiate

1. A recurring payment will delete permanently if one of the following applies:
    - Recurring Payment expired per initial setup
    - User un-enrolled
    - Biller placed a 'Stop' on the account
    - Biller deleted the Recurring Payment
    - Biller deleted or disabled the User
2. Pay close attention to the very first Recurring Payment as it may not initiate until the following billing cycle depending on when the biller loaded the bill. You may have to pay the first one manually.