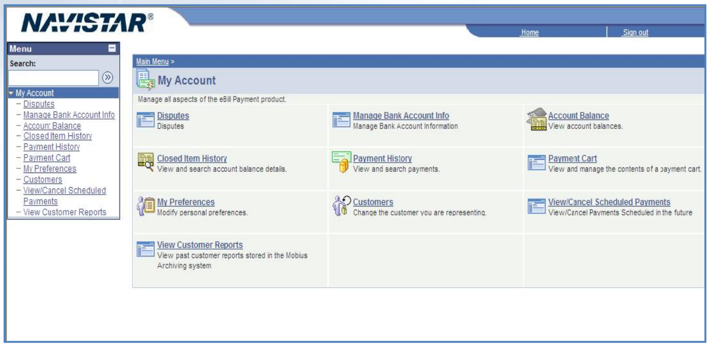
eBill Quick Reference Guide

OVERVIEW

Welcome! This guide contains quick step-by-step instructions and tips on primary components of eBill.



LOGGING ON

1. In the **User ID** field, type <your User ID>.
2. In the **Password** field**,** type *<your Password>.*
3. Click **Sign In** button.

NAVIGATION TIPS

1. Avoid using back and forward arrows on your browser. To navigate back and forward a page, use the blue hyperlinks scattered around the page (e.g. Return to Account Balance Summary) or links in the main menu.
2. Use Search to narrow down the item(s) that you are looking for.
3. Buttons to complete your activity (e.g. Save, Add to Payment Cart, etc.) are at the bottom of the page.
4. Use the scroll bars or minimize the menu to see more contents.

ADDING BANK ACCOUNT

1. From My Account, click **Manage Bank Account Info** link or icon.
2. In Manage Bank Account Info page, click **Insert New Bank** button.
3. In the **Beneficiary Bank, Routing Number** and **Bank Account #** fields, type new bank account information.
4. Click **Save** button.

Note: to delete a bank account, click next to the bank information row that you want to delete.

CHANGING CUSTOMER YOU ARE REPRESENTING

1. From My Account, click **Customers** link.
2. Click on the customer that you wish to represent. A confirmation will indicate which account you are representing.

VIEWING INVOICE DETAIL

1. Follow steps 1 and 2 above.
2. Click the Note Number that you would like to view.

DISPUTING AN INVOICE

1. From My Account, click **Disputes** link.
2. Check the note number(s) that you would like to dispute. **Note**: you can dispute multiple note numbers only if the dispute date, amount and reason are the same on all invoices.
3. In **Dispute Criteria** section, follow steps 4-7 to complete all required information.
4. In **Dispute Date** field, click to lookup and select the dispute date. Dispute date can be any time before the payment date.
5. In **Dispute Reason** field, click to lookup and select dispute reason.
6. In **Dispute Amount** field, type the amount of dispute.
7. Click **Apply** button. After you click Apply, all the information you entered will show in the **Dispute Detail** section for the note(s) you selected.
8. Click **Save** button.

SCHEDULING A PAYMENT

1. From My Account, click **Account Balance** link.
2. In Customer Account Summary, click the summary amount link (this will take you to the Account Balance Detail).
3. In Account Balance Detail, check the note(s) that you want to pay.
4. Click **Add to Payment Cart** button (this will take you to the Payment Cart page).
5. In Payment Cart page, review note number(s) that you want to pay and confirm each one by checking or un-checking.
6. Click **Update Cart** button.
7. Click **Save** button.
   (Once you save, **Make Payment** link will appear)
8. Click **Make Payment** link
   (this will take you to **Make Payment** page).
9. Click **Pay this Amount** button.
10. Click to lookup bank account #
    (this will take you to **Look Up Bank Account #** page).
11. Click the bank account number link you want to use
    (this will take you to Payment Verification page).
12. Click and select payment date.
13. Click **OK to Pay** button (**Note**: please allow one full business day for your payment to process and appear in your payment and closed item history)

SUPPORT CONTACT

For dealer password reset, please contact your local administrator. For other support and questions on eBill, please contact Customer Service at (800) 233-9121 x7181.

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