

# Online bills

The first time your customer logs into their eBill, they will be asked if they want to opt-out of receiving paper bills.

The screenshot shows a web portal interface for online bill management. At the top, there is a navigation bar with links for 'My Profile', 'Payment Methods', 'Pay Bills', 'View Bills', and 'Support'. Below this is a header section titled 'Demo Site Signup Process Final Step: Go Paperless'. The current user profile is identified as 'Jane Doe' with the email 'jane\_doe@testaccountpsn.com'. A sidebar on the left contains various user management options such as 'Set Up Auto-Pay', 'Make a Payment', 'View Payment History', 'View Payment Methods', 'Manage Profiles', 'View Online Bills', 'Update Login Information', 'Update Contact Information', 'Support and FAQ', and 'View Messages'. The main content area features a heading: 'You will automatically receive your Your City (RT111) bill electronically. You have the option to go paperless and not receive paper bills through the mail.' Below this, it lists benefits of going paperless: receiving email notifications, avoiding lost mail, reducing paper clutter, and helping reduce costs. Two buttons are provided: 'Yes, I want to go Paperless' and 'No thanks...'. A 'VERY IMPORTANT' notice asks users to add 'CustomerService@PaymentServiceNetwork.com' to their email address book. To the right of the text is an illustration of a tree growing from a globe. At the bottom of the page, there are links for 'Security', 'Privacy Policy', 'Contact Us', and 'Log Off'. A footer contains a copyright notice for 2013:6:020, Payment Service Network Inc.

Once they register on PSN, it takes 24-48 hours for the bill to post.

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The screenshot shows a user interface for a 'Demo Site Bill Dashboard'. At the top, there are navigation links: 'My Profile', 'Payment Methods', 'Pay Bills', 'View Bills', 'Support', and 'Log Off'. The current profile is 'Jane Doe' with user ID 'janedoe@psnpay.com'. The dashboard includes a 'Billing Overview' section with a 'Total Balance Due: \$208.02' and a 'Billing History' table. Below these are sections for 'Go Paperless' and 'Service Request for Your City'. Callout boxes highlight key features: 'If you provide PSN with balances due, they will display here.' (pointing to the balance), 'Up to 24 months of bills can be viewed. When they click on View Bill, a PDF of their bill appears.' (pointing to the 'View Bill' links in the history table), 'Another opportunity to opt out of paper bills.' (pointing to the 'Go Paperless' section), and 'Customers can make service requests to you.' (pointing to the 'Service Request' section).

**My Profile** **Payment Methods** **Pay Bills** **View Bills** **Support** **Log Off**

## Demo Site Bill Dashboard

Current Profile: Jane Doe  
Current User ID: janedoe@psnpay.com

**Dashboard** **Make a Payment** **Billing History** **Service Requests** **Usage Charts**

Set Up Auto-Pay  
Make a Payment  
View Payment History  
View Payment Methods  
Manage Profiles  
View Online Bills  
Update Login Information

### Billing Overview

**Total Balance Due: \$208.02**  
If you think the balance is not accurate, call Your City at 608.442.5100. Payments can take up to 48 hours to post.

[Setup Auto-Pay](#) [Make Payment](#)

### Billing History

Due Date	Current Amount	Past Due	Total Amt Due	Bills	Last Viewed
03/24/2010	\$118.99	\$94.13	\$118.99	<a href="#">View Bill</a>	N/A
02/24/2010	\$94.13	\$69.60	\$94.13	<a href="#">View Bill</a>	N/A

[View Billing History](#)

### Go Paperless [Learn More](#)

Currently, you are receiving paper and online bills. Please help us trim costs while making your life less cluttered. Opt-out of paper bills. We send you an email each time you have a new bill. You can always opt back in to receive paper bills. Please give it a try.

Yes, I will opt out of getting paper bills

[Click here to submit your opt-out request](#)

### Service Request for Your City

If this is an emergency, please call Your City immediately  
Phone: 608.442.5100

Otherwise, please click below and give a detailed description of the problem along with your name, address and the best way to contact you.

[Click to request service](#)

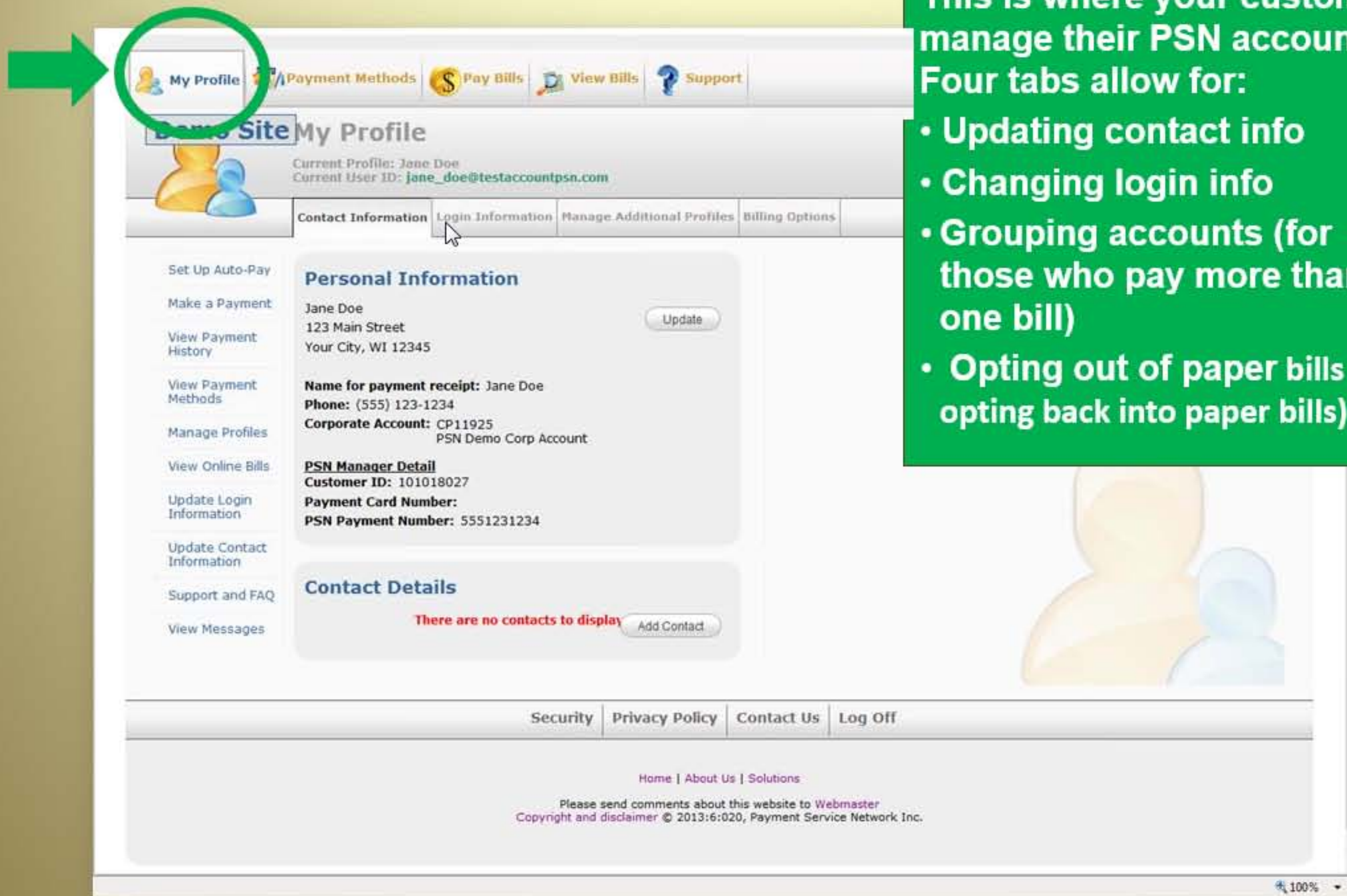
**Another opportunity to opt out of paper bills.**

**If you provide PSN with balances due, they will display here.**

**Up to 24 months of bills can be viewed. When they click on View Bill, a PDF of their bill appears.**

**Customers can make service requests to you.**

# Customer Profile



**This is where your customers manage their PSN accounts. Four tabs allow for:**

- Updating contact info
- Changing login info
- Grouping accounts (for those who pay more than one bill)
- Opting out of paper bills (or opting back into paper bills)

The screenshot shows the 'My Profile' page for Jane Doe. The navigation bar includes 'My Profile', 'Payment Methods', 'Pay Bills', 'View Bills', and 'Support'. The main content area is divided into 'Personal Information' and 'Contact Details'. The 'Personal Information' section includes fields for name, address, phone, and corporate account, with an 'Update' button. The 'Contact Details' section shows 'There are no contacts to display' and an 'Add Contact' button. A sidebar on the left contains various utility links like 'Set Up Auto-Pay', 'Make a Payment', and 'View Payment History'. The footer contains links for 'Security', 'Privacy Policy', 'Contact Us', and 'Log Off', along with a copyright notice for 2013.