

What the Customers See

When they Register for eBill/ePay Online

This is intended to show you some of the screens that customers will see when they register and go online to make payments.

When they first get to the ePayment website they will see something like this:

Sign In

New to City of Progress, TX eCommerce? **OR** **Used City of Progress, TX eCom**

If you want to sign in, you'll need to register first.

Registration is **fast & easy!**

Sign in with your User ID and Pas

User ID

Password

[Forgot your username?](#)

[Forgot your password?](#)

To register they just need to click that Register button and fill in the following information:

Registration: Enter Information

All of the fields are REQUIRED.

Create Your eCommerce User ID

Example: johnd71033 (Don't use your email address)

Your First Name and Last Name

or

Your Business Name

Important: To complete registration, enter a valid email address that you can check immediately.

Email address

Re-enter email address

Password (must be at least 6 characters long)

Re-enter password

Security Question

Your Answer

You will be asked for the answer to your security question if you forget your password.

[Continue ->](#)

After they have entered their information they will get a confirmation email that they have to use within 24 hours or they will need to restart their registration (their username will be erased so they can try again to use the same username as before).

Once they get logged in they will see something like this:

Select an option:

View & Pay Bills

Pay Other Items

Log Out

If they want to JUST pay their bill and not view it they click the “Pay Other Items” option:

Document Type: Utility Bill

Account #: *

Amount:

Convenience Fee: \$0.00

Make Payment

Clear Form

Main Menu

Calculate Fee

At this point they just enter their Account # and amount, then click Make Payment:

Fill out the form below to make your credit card payment (all **bold** fields are required). **Electronic payment**

This payment will appear on your statement as **PAYPAL *USTI EPAY**.

Any convenience fee is non-refundable.

Payment Information

Payment Type:



Amount Due: \$100.00

Convenience Fee: \$3.35

Total Amount: \$103.35

I accept the convenience fee of \$3.35.

Make Payment

Clear Form

This will take them to the payment information area where they can choose to use Visa/MasterCard/Amex/Discover or they can use PayPal to sign in to their PayPal

account and pay that way. Even if they choose Visa, etc it will still be processed by PayPal but it does not require them to have a PayPal account.

They will then be taken to a confirmation screen with their payment confirmation number.

This method is where typos can be introduced – if a customer types in the wrong account number and it gets rejected by you they will have to go back to the “Pay Other Items” button and click on the “Payment List” button to fix their payment and try again (or just delete it).

If they want to attach a UB account to their profile they click on “View & Pay Bills”:



At this point they need to “Add an Account”:

A screenshot of a web form titled "Add Account to User Profile". The form has a blue header with the title and a note: "All of the fields are REQUIRED." Below the header, there are three main sections: "Select Bill Type" with a dropdown menu showing "Water/Sewer Bill", "Account #" with a text input field, and "PIN #" with a text input field. Below the PIN field, there is a note: "Just below organizations return address". At the bottom of the form, there is a "Continue ->" button.

It is very important that the customer enters the exact account number as printed on the bill.

Example if it has a zero (0) as the first number in the account then you must enter the zero (0) and if it has a dash (-) anywhere in the account number you must enter the dash (-) or it will be rejected.