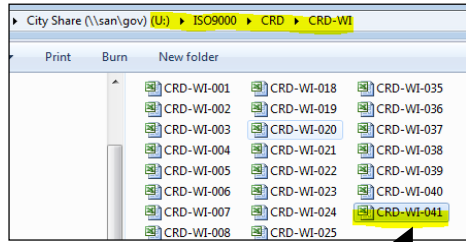
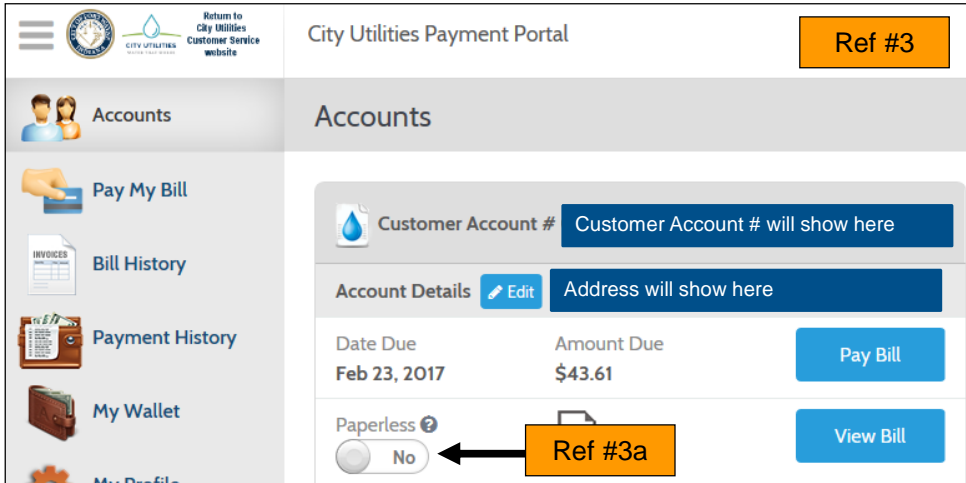


Customer Relations Department (CRD)		
Process I.D.: Signing Up for Paperless Billing (aka eBilling) on Paymentus Customer Portal		
	TQC	
	WORK	
	VERIFY	
	DELAY	
	MOVE	
	NOTE	
1	If customer is not registered on the Paymentus Customer Portal, follow CRD-WI-041: Registering an Account on Paymentus Customer Portal located at U:\ISO9000\CRD\CRD-WI\CRD-WI-041 and at www.cityoffortwayne.org/utilities under "City Utilities News" (See Ref #1)	
	Note: Signing up for eBilling is located on Page 3 in Step 5: Step 2	
2	If customer is already registered on the Paymentus Customer Portal, have them login	

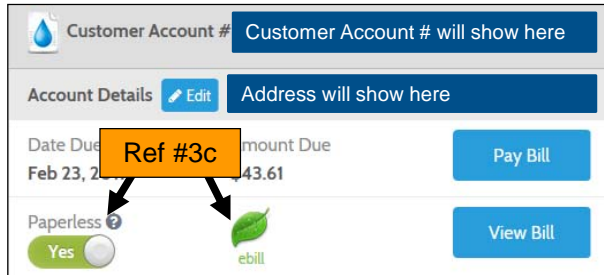
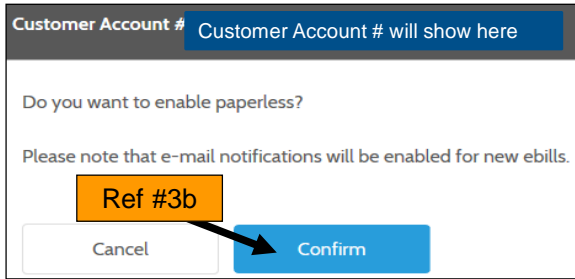


Ref #1



Ref #3

3	Once logged into the website, all of the accounts tied to their login will be listed (See Ref#3)	
	a) To sign up for Paperless billing (aka eBilling), click on the word "No" under "Paperless" (See Ref #3)	
	b) Click on "Confirm" to enable paperless billing (See Ref# 3b)	
	c) The word "No" changes to "Yes" and turns green as well as a green leaf with "ebill" under it appears (See Ref #3c)	



Page 1 of 1

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CRD-WI-042

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