Navigating eBill

Berkeley
UNIVERSITY OF CALIFORNIA

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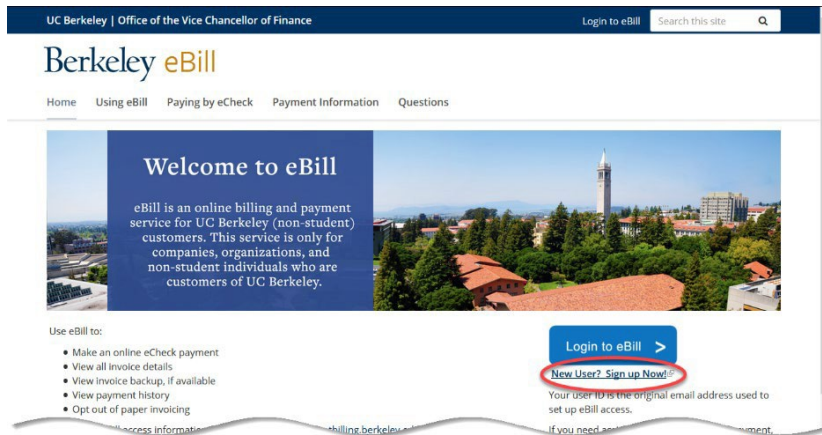
EBill is a secure and convenient way to check your account status, issue payment, and communicate with the eBill team. This guide will familiarize you with many of the features of the eBill system.

Getting Started

To sign up for eBill, go to https://ebill.berkeley.edu and select the link labeled **New User? Sign up Now!**.

With your Customer ID number in hand, complete the **eBill Online Access Request** form. Please allow up to five (5) business days for account activation. Once activated, we will email your login credentials.
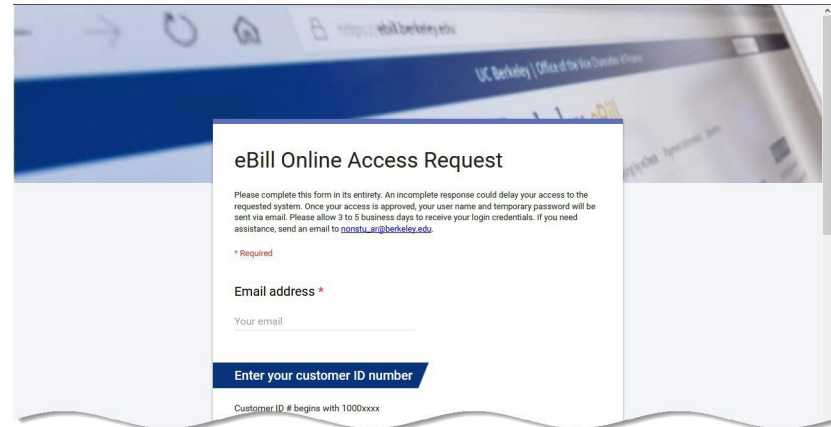
https://ebill.berkeley.edu. Select the button labeled **Login to eBill**.
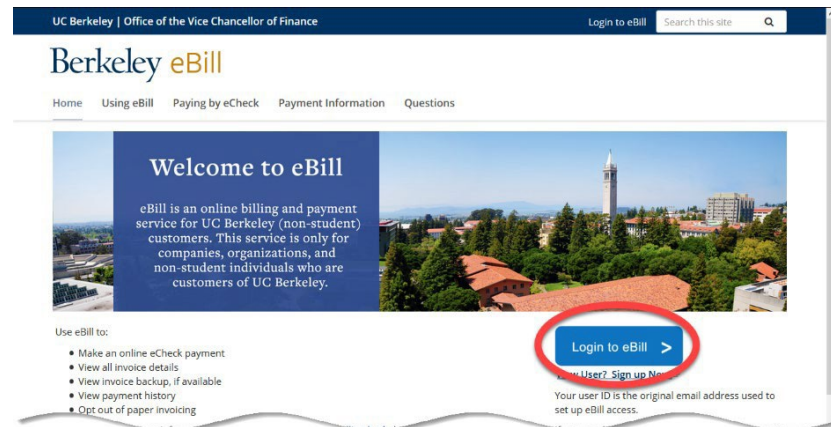
Then, enter your User ID and temporary password. Click the **Sign On** button.

You will be asked to change your temporary password.

Your new password must be a minimum of eight characters long, have at least one upper case letter, lower case letter, and number. Also, it must include at least one special character, such as an exclamation point, ampersand, pound symbol, or asterisk. Your password cannot contain spaces.

Enter your new password twice – once in the **New Password** field and again in the **Confirm Password** field. When you are done, click the **Change Password** button.

You would receive a message if your password were successfully changed. Rejected passwords most likely did not meet all the rules requirements. Repeat the steps with a different password until it is accepted.

Once you login with your new password, you start at the eBill home page.

Quick Pay

A pop-up box asks you to confirm this payment. Select **OK** to continue.
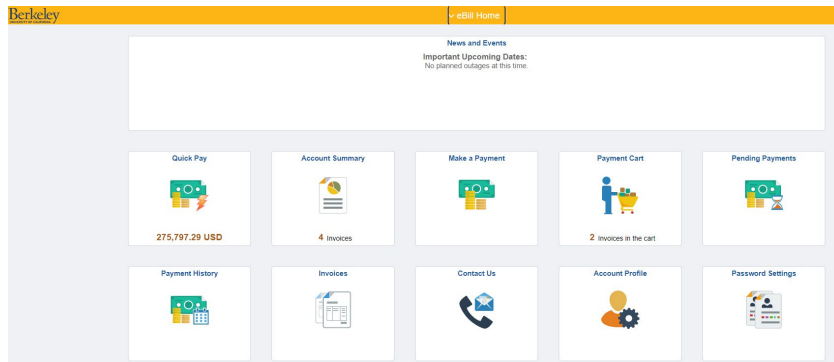

We've designed **Quick Pay** with simplicity in mind: to pay all your invoices with a single eCheck.

Select the **Quick Pay** tile. This takes you to a page with the **Electronic Check Terms and Conditions**. If you agree to these terms, use your mouse and click the **I Agree** toggle switch. This moves the switch from No to Yes and confirms your acceptance of the terms.

Then, select the orange **Submit Payment** button.
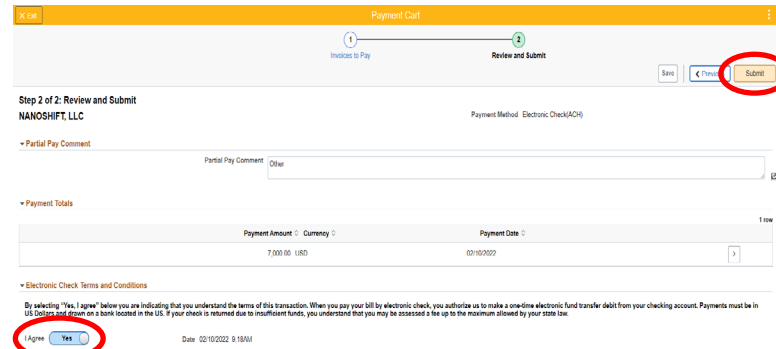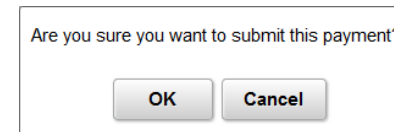
Now complete the billing information and payment details page. The billing information section should already be pre-populated with your billing details. Please update any missing or incorrect information. Fields marked with an asterisk are required.

In the Payment details section, enter your routing number, bank account number, and check number. From the **Account Type** pull-down menu, please indicate if the bank account is a checking or savings account.

Once the page is complete, click the **Process payment** button.

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Fields marked with * are required.

Payment Details

Amount: 8003.82

Billing Information

Routing Number *   Account Number *   Type *
121042882   9876543210   Checking ▼

First Name *   Last Name *
Oski   Bear

Billing Address *
252527 Piedmont Ave

City *   State *   Zip *
Berkeley   California ▼   94720

Phone
510-555-1212

Email *
obear@berkeley.edu   (?)

✓ I'm not a robot   reCAPTCHA
                         Privacy - Terms

Process Payment   Cancel

Account Summary

eBill Home

News and Events

Annoucements:
Effective February 10, 2022, Bluefin Payment Systems will be processing our eBill ACH payments. The payment portal will look different, and the email confirmation will be sent from noreply@payconex.com. We anticipate processing time to remain the same, and you will continue to see UC Berkeley as the payee on your bank statement. If you have any questions, please send an email to nonstu_ar@berkeley.edu.

Important Upcoming Dates:
eBill Outage. eBill will be unavailable on 2/10/2022 from 5-7 PM.

Quick Pay	Account Summary	Make a Payment	Payment Cart	Pending Payments
197,316.85 **USD**	3 Invoices		1 Invoices in the cart	

Payment History	Invoices	Contact Us	Account Profile	Password Settings

For a quick snapshot of your account, including recent invoices, aging, and payments, visit the **Account Summary** page.

Select the **More** link to unveil additional lines. Or you can drill-down for more detail by selecting the line with your mouse.

Payment Results

First Name Bear   Payment Amount 200.00
Last Name   Oski   Payment Currency USD
Email   Payment Date 02/10/2022
Transaction ID 000000000261   Bank Account # 4100

Payment Method Electronic Check(ACH)

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We designed M**ake a Payment** with flexibility in mind: allowing users to select the invoice and amount they wish to pay today.

Users are offered a variety of payment choices.

- **Pay Total Balance** - Pay <u>all</u> the invoices on your account.
- **Pay Past Due** – Pay just the invoices in arrears.
- **Select Invoices** - Pick the specific invoice(s) that you wish to pay now.
- **Pay Last Statement** - Currently not applicable

Make a Payment

Pay Total Balance

Note: Instead of using **Pay Total Balance**, consider using **Quick Pay** instead. It accomplishes the same action in fewer steps.

If you do wish to use Pay Total Balance, start by selecting the green **Pay Total Balance** button.

This takes you to the **Payment Cart** page. Select the **Next** button.

Carefully read the Electronic Check Terms and Conditions. If you agree to these terms, click the **I Agree** toggle switch with your mouse. This changes the toggle from No to Yes.

Then, select the **Submit** button.

Now complete the billing information and payment details page. The billing information section should already be pre-populated with your billing details. Please update any missing or incorrect information. Fieldsmarked with an asterisk are required.

In the Payment details section, enter your routing number, bank account number, and check number. From the **Account Type** pull-down menu, please indicate if the bank account is a checking or savings account.

Once the page is complete, click the **Process Payment** button.

Are you sure you want to submit this payment?

OK   Cancel

EBill confirms if your payment was successful.

Payment Results

Payment Method	Electronic Check(ACH)		
First Name	Bear	Payment Amount	200.00
Last Name	Oski	Payment Currency	USD
Email		Payment Date	02/10/2022
Transaction ID	000000000261	Bank Account #	4100

Pay Past Due

If you wish to pay just the invoice(s) in arrears, select the **Pay Past Due** button.

Make a Payment

eBill Payment

TEST CUSTOMER

Pay by Balance

	Amount	Currency		Invoice Count	
Pay Total Balance	200.00	USD	ℹ	2	>
Pay Past Due	168.00	USD	ℹ	1	>

Pay by Invoice

Select Invoice(s)

Pay by Statement

Pay Last Statement

This brings up a payment cart with the invoice(s) that are past due. To pay all these invoices, click **Next**.

Payment Cart

× Exit   Next >

① Invoices to Pay — ② Review and Submit

Step 1 of 2: Invoices to Pay
TEST CUSTOMER

*Payment Method: Electronic Check   Payment Amount: 168.00 USD

1 row

Clear Cart

Invoice / Line ◇	Due Date ◇	Balance ◇	Payment Amount ◇	Currency ◇	Payment Date ◇	Delete
ZZ00000053	04/15/2019	168.00	168.00	USD	06 / 12 / 2019	🗑

Carefully read the Electronic Check Terms and Conditions. If you agree to these terms, click the **I Agree** toggle switch with your mouse. This changes the toggle from No to Yes.

Select the **Submit** button.

Payment Cart

× Exit   < Previous   Submit

① Invoices to Pay — ② Review and Submit

Step 2 of 2: Review and Submit
TEST CUSTOMER

Payment Method: Electronic Check

▼ Payment Totals

1 row

Payment Amount ◇	Currency ◇	Payment Date ◇	
168.00	USD	06/12/2019	>

▼ Electronic Check Terms and Conditions

By selecting "Yes, I agree" below you are indicating that you understand the terms of this transaction. When you pay your bill by electronic check, you authorize us to make a one-time electronic fund transfer debit from your checking account. Payments must be in US Dollars and drawn on a bank located in the US. If your check is returned due to insufficient funds, you understand that you may be assessed a fee up to the maximum allowed by your state law.

I Agree   No   Date 06/12/2019 10:39AM

A pop-up box asks you to confirm this payment. Select **OK** to continue.

Are you sure you want to submit this payment?

OK   Cancel

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Now complete the billing information and payment details page. The billing information section should already be pre-populated with your billing details. Please update any missing or incorrect information. Fieldsmarked with an asterisk are required.

In the Payment details section, enter your routing number, bank accountnumber, and check number. From the **Account Type** pull-down menu, please indicate if the bank account is a checking or savings account.

Once the page is complete, click the **Process Payment** button.

EBill confirms if your payment was successful.

Payment Method Electronic Check(ACH)

Payment Results

First Name	Bear	Payment Amount	200.00
Last Name	Oski	Payment Currency	USD
Email		Payment Date	02/10/2022
Transaction ID	000000000261	Bank Account #	4100

Select Invoice(s)

EBill gives you the option to pay just the invoice(s) you select. Click the button labeled **Select Invoice(s)**.

This page lists your invoices. Notice the **Action** menu in the second column. Select the drop-down arrow for additional options:

- **Invoice Details** – More detailed information about the invoice, such as a description, quantity, unit price, and tax amount.
- **Message Center** – Send a message to a member of the eBill team.
- **Invoice Activity** – View a history of the transaction.
- **Invoice Attachment** – View supporting documents relating to the transaction.
- **Invoice Image** – View a copy of the invoice.
- **Email Invoice** – Send a copy of the invoice to specific recipients.

Mark the invoice(s) that you wish to pay with a checkbox. Then click the **Pay** button.

From the Payment Cart, select the **Next** button.

Carefully read the Electronic Check Terms and Conditions. If you agree to these terms, click the **I Agree** toggle switch with your mouse. This changes the toggle from No to Yes.

Select the **Submit** button.

A pop-up box asks you to confirm this payment. Select **OK** to continue.

Now complete the billing information and payment details page. The billing information section should already be pre-populated with your billing details. Please update any missing or incorrect information. Fields marked with an asterisk are required.

In the Payment details section, enter your routing number, bank account number, and check number. From the **Account Type** pull-down menu, please indicate if the bank account is a checking or savings account.

Once the page is complete, click the **Process Payment** button.

Payment Method   Electronic Check(ACH)

Payment Results

First Name	Bear	Payment Amount	200.00
Last Name	Oski	Payment Currency	USD
Email		Payment Date	02/10/2022
Transaction ID	000000000261	Bank Account #	4100

EBill confirms if your payment was successful.

Payment Cart

The Payment Cart allows users to change the payment amount and/or payment date before submitting the eCheck for payment. Or, users can remove the payment from the cart completely using the Delete icon.

Pending Payments

Pending Payments lists the payments submitted within the last business day. For detailed information about a pending payment, select the line with your mouse.

Be aware that by the next business day, the payment line will disappear from the **Pending Payments** page and reappear on the **Payment History** page.
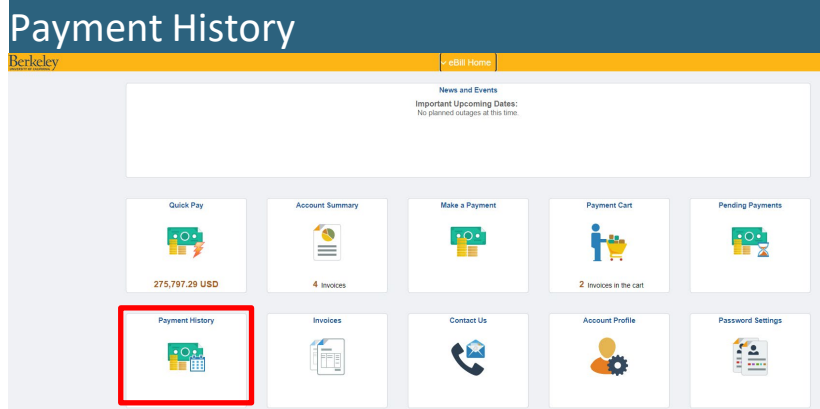
Payment History

Payment History lists your posted payments. For detailed information about one of these payments, select the arrow button at the end of the line.

Invoices

Invoices list the bills sent to you.
You may use the filter to find an invoice according to its date range, number, amount range, currency, and paid status.

Notice the **Actions** menu in the second column. Select the green arrow for the following options:

- **Invoice Details** – Provides detail about the line, such as a description, quantity, unit price, and tax amount.
- **Message Center** – Allows the user to send a message to the eBill team about the selected transaction.
- **Invoice Activity** – Lists the activity that occurred on this transaction.
- **Invoice Attachment** – View any supporting documents relating to this transaction.
- **Invoice Image** – View a copy of the actual invoice for this transaction.
- **Email Invoice** – Send a copy of the invoice to specific recipients.

For more information about a particular invoice, click the arrow at the end of the row.
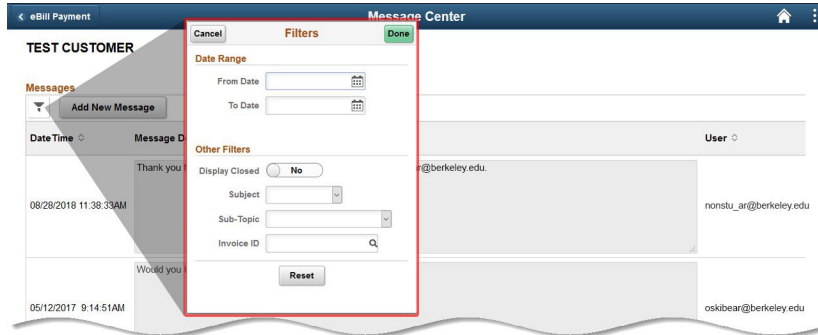
Contact Us

The **Contact Us** page is a convenient way to communicate with the eBill team. Upon landing on the page, a list of past messages appear.

For more detail about a specific message exchange, select the message with your mouse.

You can search for a message using the filter. Search by date, subject, sub-topic, and/or invoice ID.
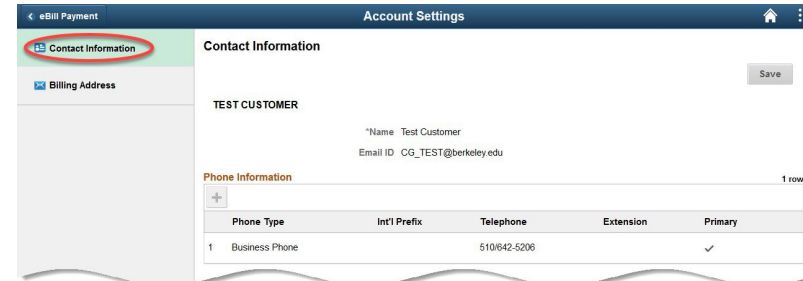

To send a message to our team, select the button labeled **Add New Message**. Then, compose the message and click the green **Save** button. Our response time is typically less than two (2) business days.
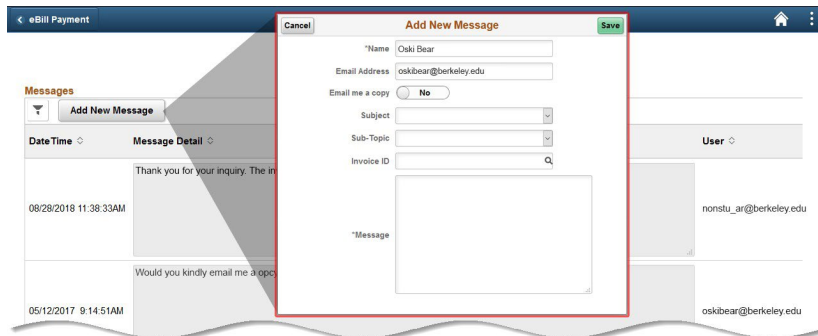
Account Settings
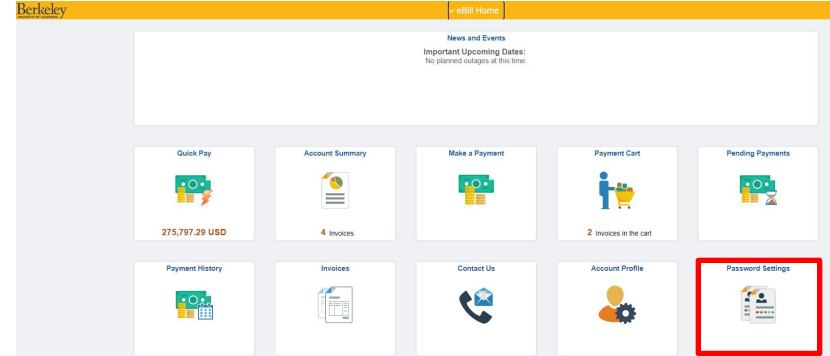
The **Password Settings** page displays the account holder's telephone number and billing address. Errors should be reported by accessing the **Contact Us** tile.