

Customer payment options

Whether your customers pay by phone or online, it's simple.

1. On their first online visit or call, they will validate themselves against your customer database which is loaded in PSN
2. They can then add information to their profile and make their first payment
3. For any visit or call after that, they simply make a payment

Importantly, we have live operator assistance should they need help. You can simply refer calls you may get to us.

Here's how it works...

Online payments

Validation process...

Customer will go to your website and click on a payment link which takes them to this PSN page

1. Customer should select **Register** the first time they go online to make a payment or view a bill

PSN - Your Complete PAYMENT, BILLING & CO...

PSN
Payment Service Network, Inc.

Indicates required field.

If you are a registered customer please login
Email Address:
Password:
Click here if you forgot your password.

LOG IN

If you are a new customer please
Register and make future payments easier.

Register

If you choose not to continue

Cancel

Welcome to Payment Service Network!
To make a payment or, if applicable, to view your bills...

Previously registered with PSN?
Simply fill in your email address and password.

First-time user?
Click the Register button and follow the prompts.

PSN was selected by your business as its online payment processor. PSN maintains the highest level of security as evidenced by its Level 1 PCI certification.

PSN is best viewed with the most current version of Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, and Macintosh Safari Browsers.

Sales and Support
1.866.917.7368

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Secured by thawte

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Online payments

Validation process...

2. Customer will enter their:

- Utility Customer Account Number
- First Name (optional)
- Last Name

HELP: Their name should be entered as it is listed on their bill

- Select "Search"

The screenshot shows a web browser window with the PSN logo and the text "Payment Service Network, Inc." at the top left. The main content area is titled "Authentication for Your Name Appears Here (RT xxxxx)". It contains two sets of input fields. The first set, highlighted with a red box, includes "Account Number:", "First Name:", and "Last Name:" fields. Below this is an "OR" separator. The second set includes "Account Number:" and "Business Name:" fields. At the bottom of the form are "Search" and "Cancel" buttons. To the right of the form is a "Welcome to Your Name Appears Here Online Payment Center Powered by PSN" section. This section includes a "What can you do here?" list with items like "Pay by Checking/Savings Account, VISA, MasterCard or Discover", "Set up Auto-Pay", "View your bills", "Opt out of paper bills", "View payment history", "Print receipts", and "Change your payment profile". Below this is a "Locate your account..." section with instructions: "Look on your bill for your account number and enter it along with your name. Then click Search." and a "HELP:" note: "If you can't find your account number, please contact your business to ask them to provide your account number." At the bottom of the page, there is a "Secured by thawte" logo with the date "2012-12-04" and a footer with the text "Home | About Us | Solutions | Careers | Contact Us", "Please send comments about this website to Webmaster", and "Copyright and disclaimer © Copyright 2012:12:119, Payment Service Network Inc."

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Online payments

Validation process...

3. Customer info will appear at the bottom of the screen; if correct, they should click "Select"

PSN then authenticates and your customer is validated

PSN - Your Complete PAYMENT, BILLING & CO...

PSN
Payment Service Network, Inc.

Authentication for Your Name Appears Here
(RTxxxxx)

Account Number:
First Name:
Last Name:
--- OR ---
Account Number:
Business Name:

Welcome to Your Name Appears Here **Online Payment Center Powered by PSN**

What can you do here?

- Pay by Checking/Savings Account, VISA, MasterCard or Discover
- Set up Auto-Pay
- View your bills
- Opt out of paper bills
- View payment history
- Print receipts
- Change your payment profile

Locate your account...
Look on your bill for your account number and enter it along with your name. Then click Search.

HELP: If you can't find your account number, please contact your business to ask them to provide your account number.

1 Customers Found

Customer ID	First Name	Last Name	Address	City	State	Zip	
1234567	Jane	Doe	123 Main Street	Anywhere	WI	12345	Select

Done Internet | Protected Mode: Off 125%

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Online payments

Customer Profile Setup

1. Customer will now create their profile by providing:

- Email address
- Password
- Secret question

This information is their login info to make future payments just a 3-step process.

PSN - Your Complete PAYMENT, BILLING & CO...

PSN
Payment Service Network, Inc.

Sales and Support
1.866.917.7368

MAKE A PAYMENT PSN SOLUTIONS CLIENT LOGIN CONTACT US ABOUT US

Profile Setup

Indicates required field.

Profile Setup for Your Name Appears Here (RT:xxxxx)

Thank you Customer Name found your profile.
In order to continue your payment process, please enter the following information

Email Address:

Confirm Email Address:

Password:

Confirm Password:

Secret Question:

Your Answer:

Continue Cancel

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Online payments

Customer Profile Setup

2. If you participate in eBills, customers are asked if they would like to opt out of paper bills.

That's it. Your customer is now ready to make a payment, set up Auto-Pay, view bills, if applicable, and more.

PSN - Your Complete PAYMENT, BILLING & CO...

My Profile Payment Methods Pay Bills View Bills Support

Demo Site Signup Process Final Step: Go Paperless

Current Profile:
Current User ID

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
View Messages

You will automatically receive your Company Name Appears Here **(RT xxxxx) bill electronically.**
You have the option to go paperless and not receive paper bills through the mail.

By going paperless, you will:

- Receive an email when your statement is ready for viewing
- Know that your notices won't get lost in the mail
- Reduce paper clutter
- Help reduce costs at Rochelle Municipal Utilities and be green-friendly by eliminating paper bills

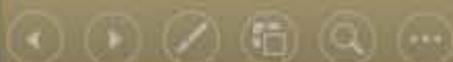
Yes, I want to go Paperless No thanks

VERY IMPORTANT: Please copy and paste our email address, CustomerService@PaymentServiceNetwork.com, in your email address book to make sure bill notices and payment confirmations are not blocked or marked as spam.

Security Privacy Policy Contact Us Log Off

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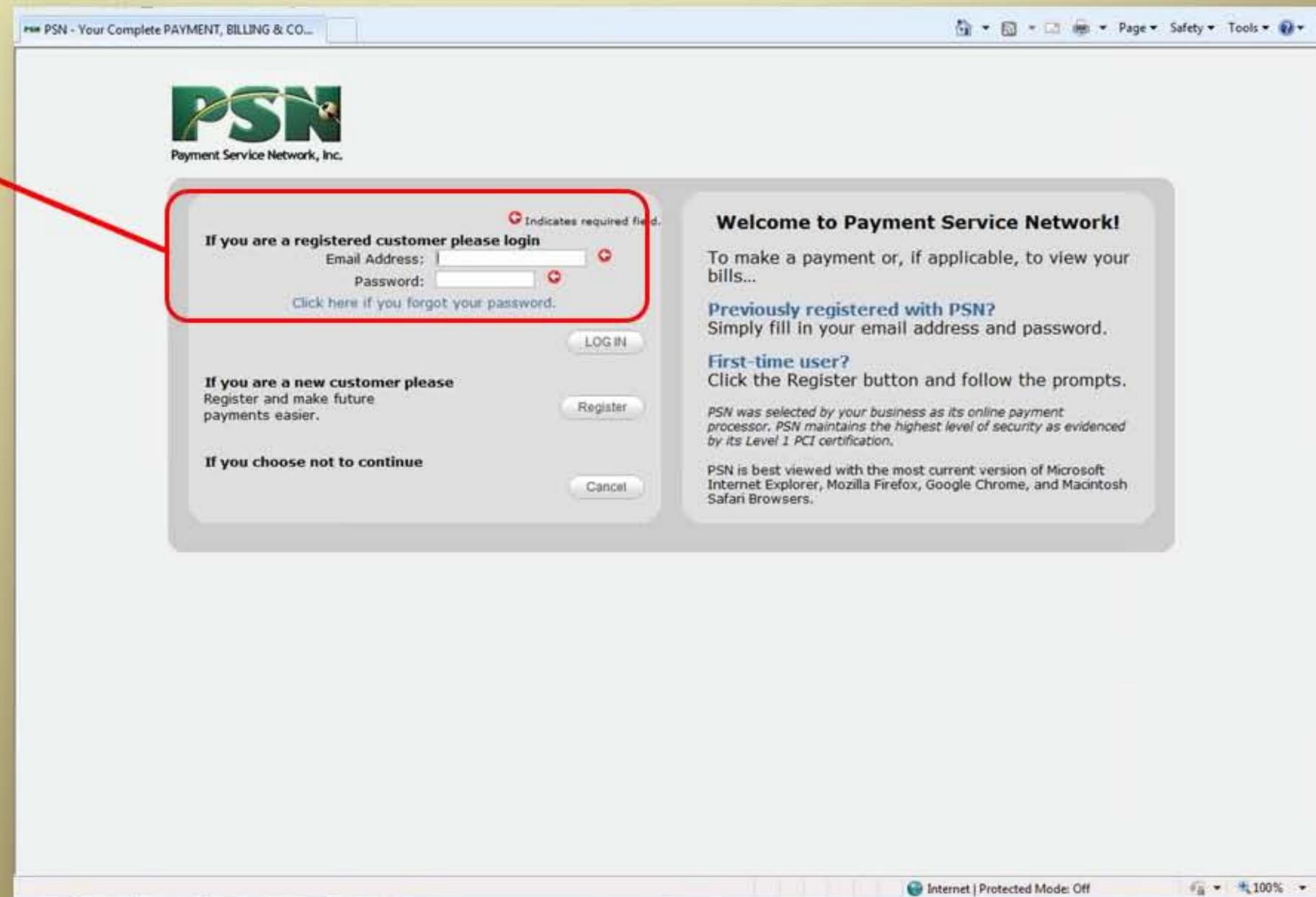
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Online payments

Returning Customers

The next time your customer logs into make a payment or view their bill, they simply enter the login information they previously set up (email address and password).



The screenshot shows the PSN login page in a browser window. The browser title is "PSN - Your Complete PAYMENT, BILLING & CO...". The PSN logo is at the top left. The main content area is a light gray box with the following sections:

- If you are a registered customer please login**
 - Indicates required field.
 - Email Address:
 - Password:
 - [Click here if you forgot your password.](#)
 - LOG IN button
- If you are a new customer please**
 - Register and make future payments easier.
 - Register button
- If you choose not to continue**
 - Cancel button

On the right side of the gray box, there is a "Welcome to Payment Service Network!" section with instructions for returning and first-time users, and a note about PCI certification. At the bottom of the browser window, the status bar shows "Internet | Protected Mode: Off" and "100%".

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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, a list of benefits for going paperless is provided: receiving email notifications, ensuring notices aren't lost, reducing paper clutter, and helping reduce costs. Two buttons are present: 'Yes, I want to go Paperless' and 'No thanks...'. A 'VERY IMPORTANT' notice instructs 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 and a contact email.

My Profile | Payment Methods | Pay Bills | View Bills | Support

Demo Site Signup Process Final Step: Go Paperless

Current Profile: Jane Doe
Current User ID: jane_doe@testaccountpsn.com

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 | View Messages

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.

By going paperless, you will:

- Receive an email when your statement is ready for viewing
- Know that your notices won't get lost in the mail
- Reduce paper clutter
- Help reduce costs at Your City and be green-friendly by eliminating paper bills

Yes, I want to go Paperless | No thanks...

VERY IMPORTANT: Please copy and paste our email address, CustomerService@PaymentServiceNetwork.com, in your email address book to make sure bill notices and payment confirmations are not blocked or marked as spam.

Security | Privacy Policy | Contact Us | Log Off

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

Online bills

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	View Bill	N/A
02/24/2010	\$94.13	\$69.60	\$94.13	View Bill	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](#)

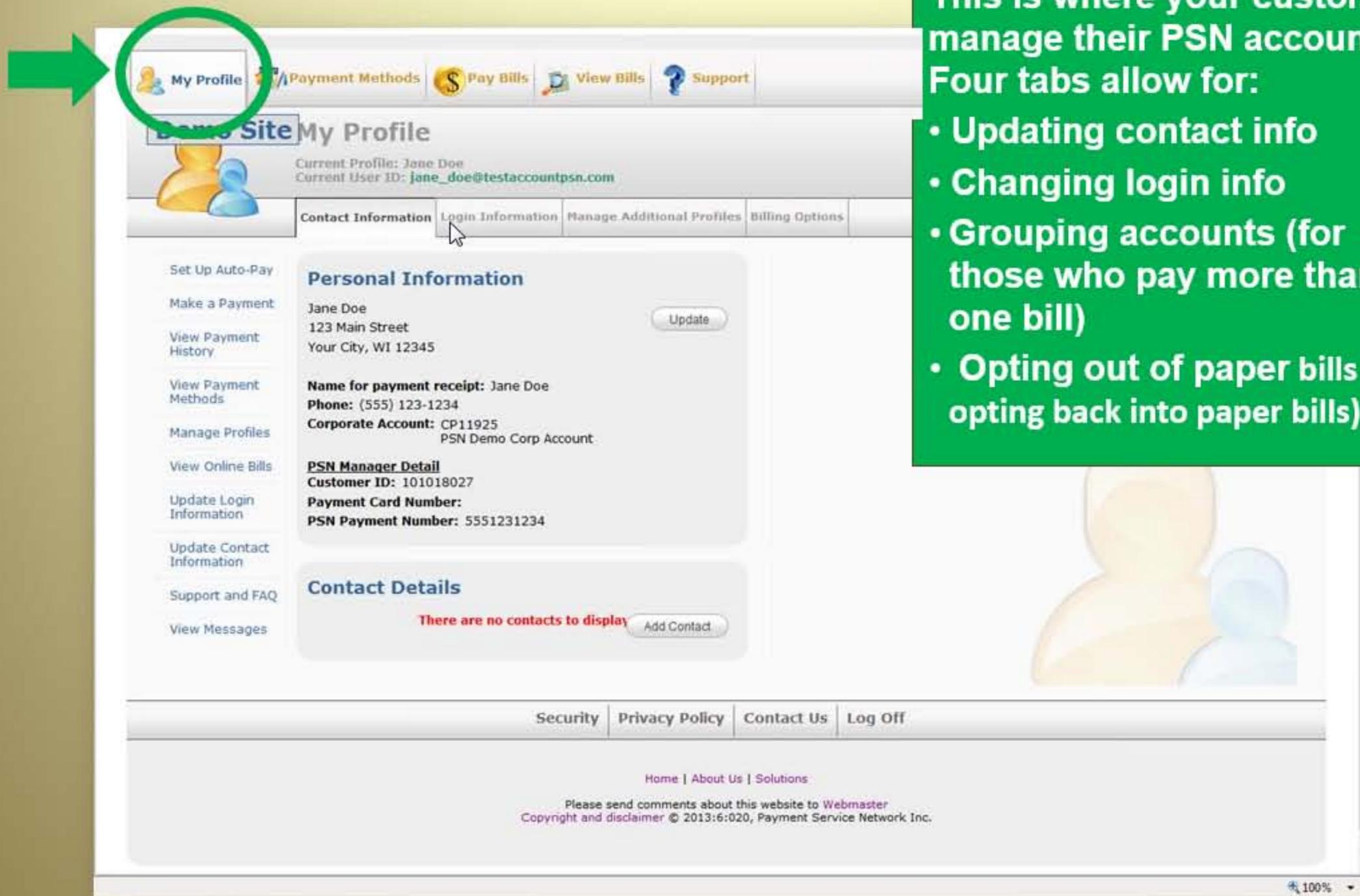
Service Request for Your City

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](#)

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. The footer contains links for 'Security', 'Privacy Policy', 'Contact Us', and 'Log Off', along with a copyright notice for 2013:6:020, Payment Service Network Inc.

Managing Payment Methods

Payment Methods Pay Bills View Bills Support Log Off

Demo Site Set up or Change Checking or Credit Card Info

Current Profile: Jane Doe
Current User ID: jane_doe@testaccountpsn.com

Available Payment Methods Add New Payment Methods

Account Type	Account Number	Account Nickname	Exp. Date	Bank Name	Add New Delete
CHECK		CU	N/A	DANE COUNTY CREDIT UNION	

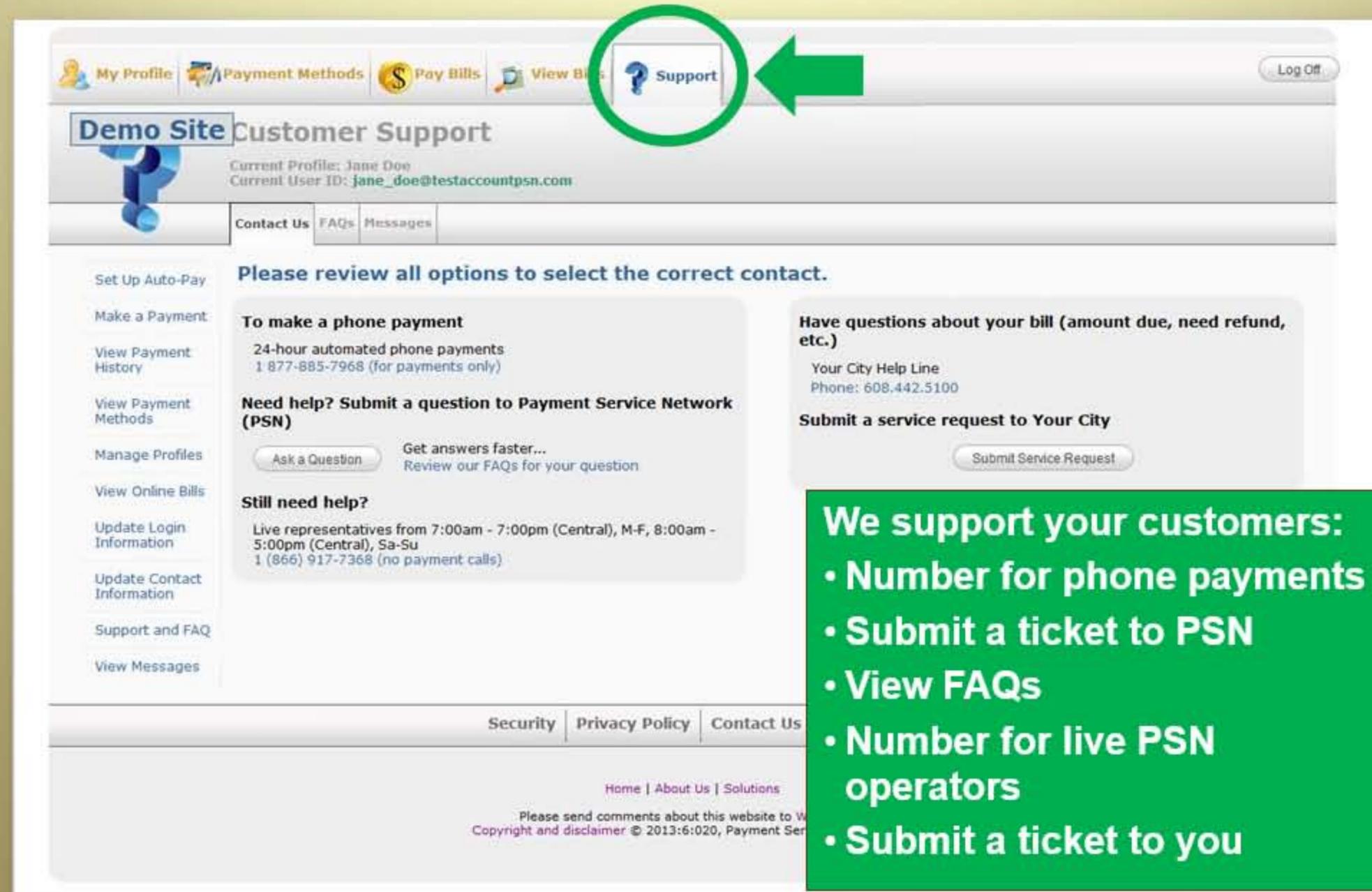
This is where your customers manage their payment methods:

- Add new checking, savings, credit card (as applicable)
- Delete accounts
- Change account numbers

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Support for your customers



The screenshot shows a customer support website interface. At the top, there is a navigation bar with links for 'My Profile', 'Payment Methods', 'Pay Bills', 'View Bills', and 'Support'. The 'Support' link is highlighted with a green circle and a green arrow pointing to it. Below the navigation bar, the page title is 'Demo Site Customer Support'. The current profile is 'Jane Doe' with user ID 'jane_doe@testaccountpsn.com'. There are tabs for 'Contact Us', 'FAQs', and 'Messages'. The main content area is titled 'Please review all options to select the correct contact.' and contains three sections: 'To make a phone payment' (24-hour automated phone payments, 1 877-885-7968), 'Need help? Submit a question to Payment Service Network (PSN)' (with an 'Ask a Question' button and 'Get answers faster... Review our FAQs for your question'), and 'Still need help?' (Live representatives from 7:00am - 7:00pm (Central), M-F, 8:00am - 5:00pm (Central), Sa-Su, 1 (866) 917-7368 (no payment calls)). On the right, there is a section for 'Have questions about your bill (amount due, need refund, etc.)' with 'Your City Help Line' (Phone: 608.442.5100) and a 'Submit a service request to Your City' button. A green box on the right side of the screenshot contains the text: 'We support your customers: • Number for phone payments • Submit a ticket to PSN • View FAQs • Number for live PSN operators • Submit a ticket to you'. The footer contains links for 'Security', 'Privacy Policy', and 'Contact Us', and a copyright notice for 2013.

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