Port
of Seattle®

Contents

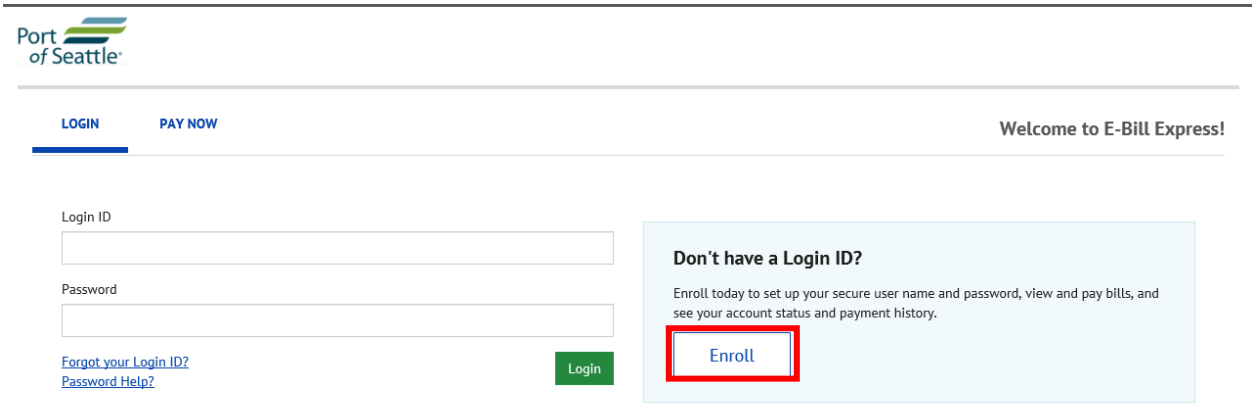
Welcome! 3
Enroll (Logon as a User) 3
To Unenroll 8
Enrolled User's Settings 9
Payment Account Options 11
Enrolled User Change Password 12
Login (Login as an Enrolled User) 13
Enrolled User's Recurring Payments 20
Enrolled User – Multiple Users Sharing Same Account 25
Enrolled User – One Logon to Access Multiple Accounts 31
Pay Now (Logon as a Guest) 34
Cancel a pending/processing payment 41

Welcome!

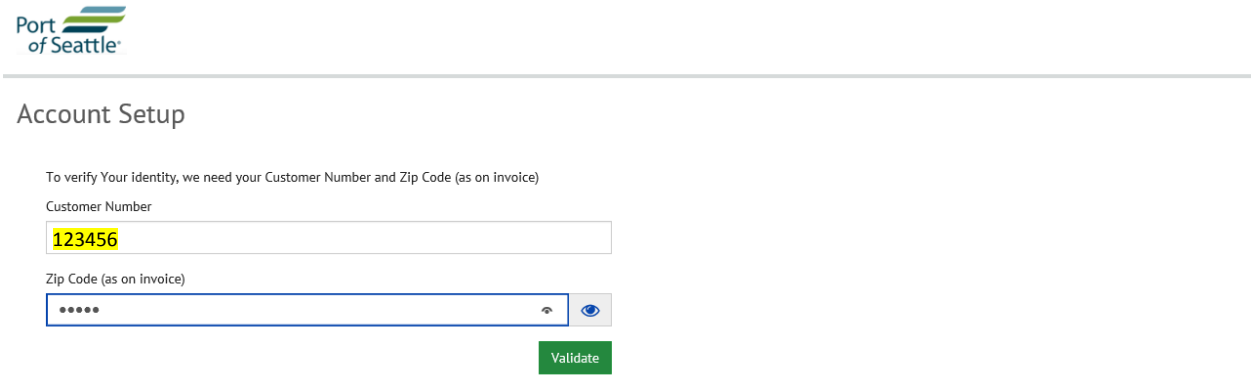
The Port of Seattle welcomes you to E-Bill Express where you can logon to view and pay bills online. You can read the terms of service at here – http://www.portseattle.org/Pages/privacy.aspx
As a reminder, you will no longer receive paper invoice/statement from the Port of Seattle once you enroll as a user.

Enroll (Logon as a User)

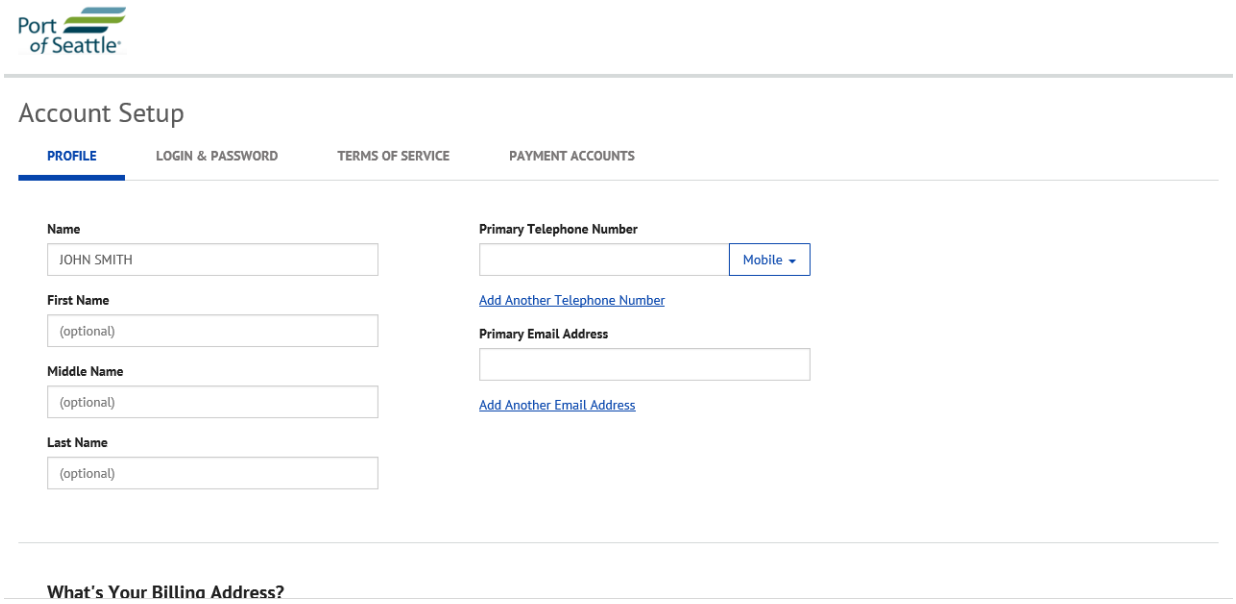
1. Click **Enroll**



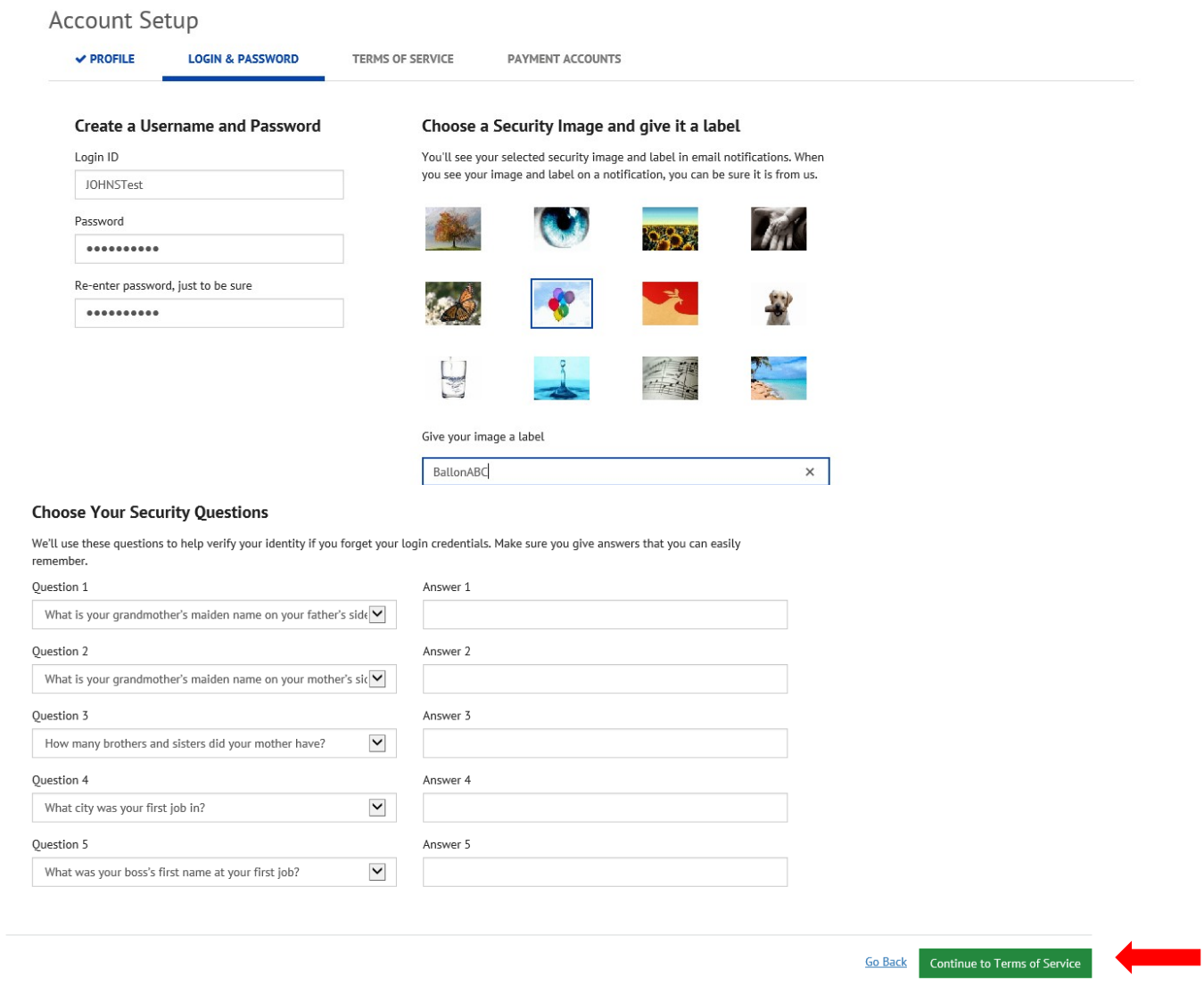
2. Enter your **customer number** and **zip code** shown exactly as it shown on your paper invoice/statement for validation



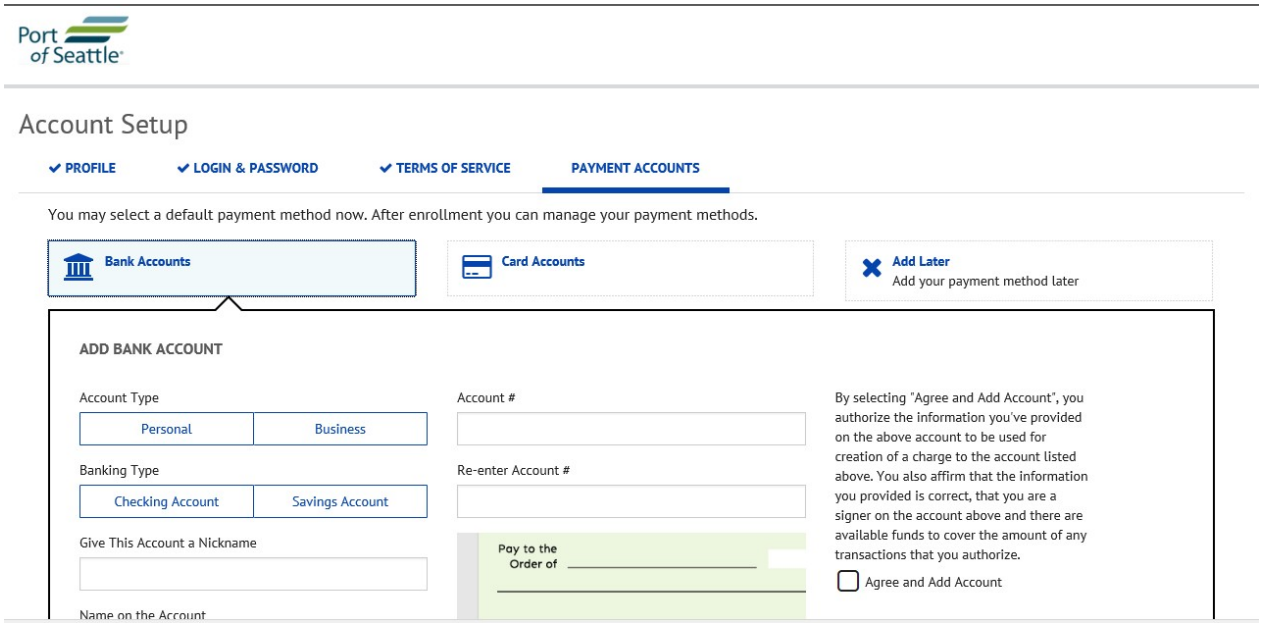
3. Complete the required fields indicated on your Profile



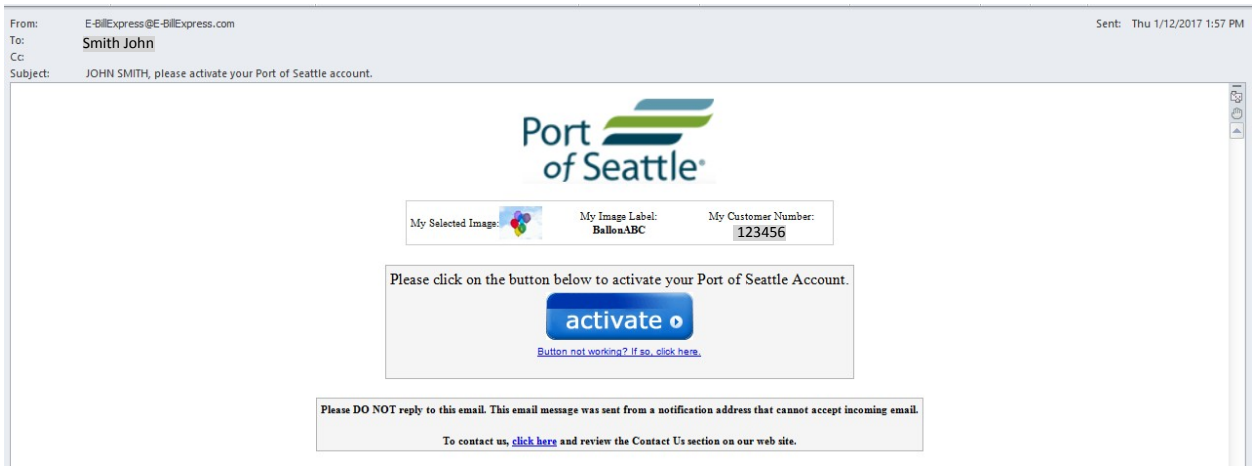
5. Choose **Login ID**, **Password**, select **security image** and **label**, select **security questions** and fill in answers.
6. Click '**Continue to Term of Service**'
7. Check on **terms of service**.



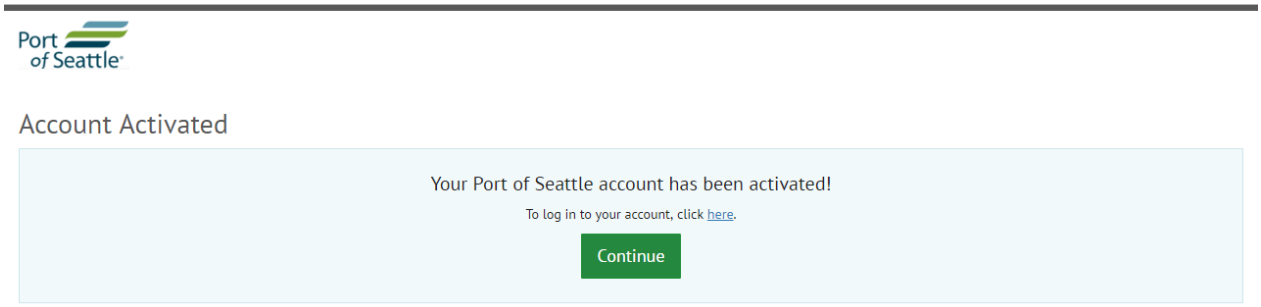
9. Add **payment accounts** (bank or card)
   Or skip this step to add account later



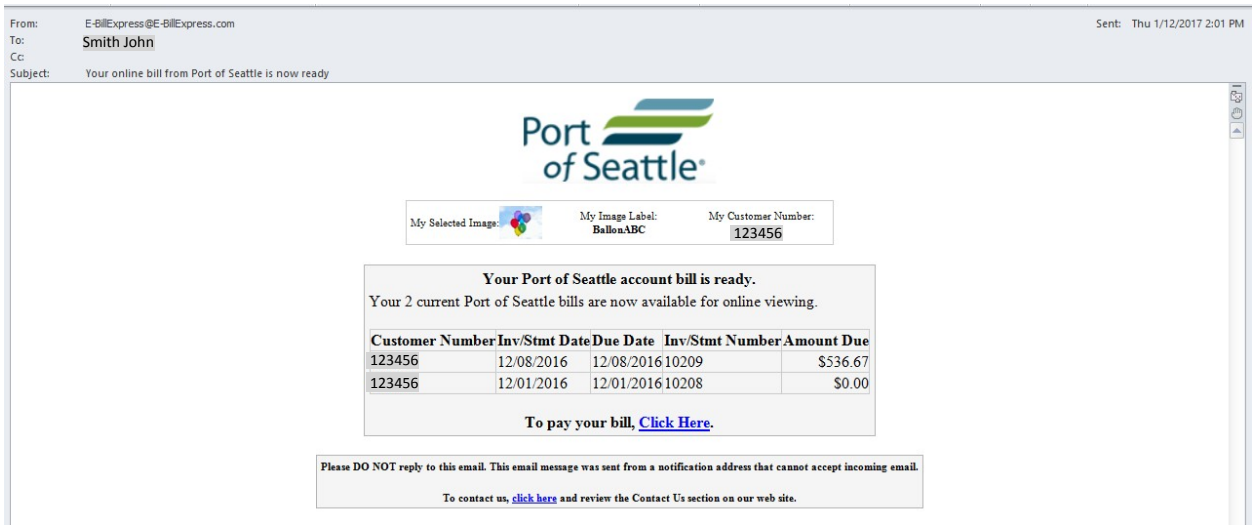
10. Receive an email to activate your account. Click '**Activate'**



11. You will see an "Account Activated" notification

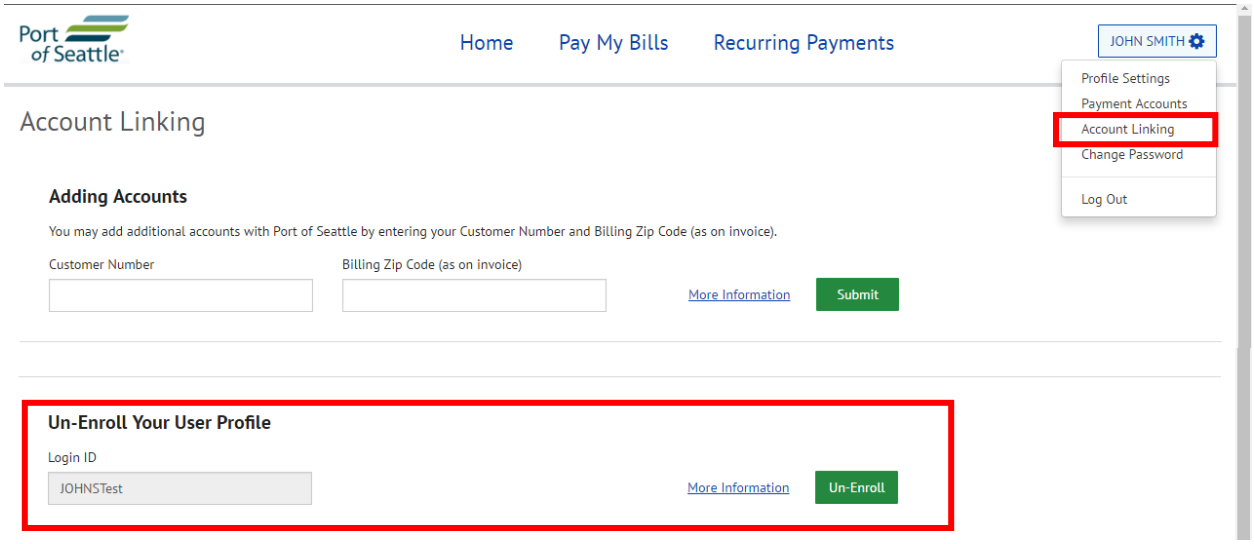


12. You will now receive an email about your account and bills when they are ready to view



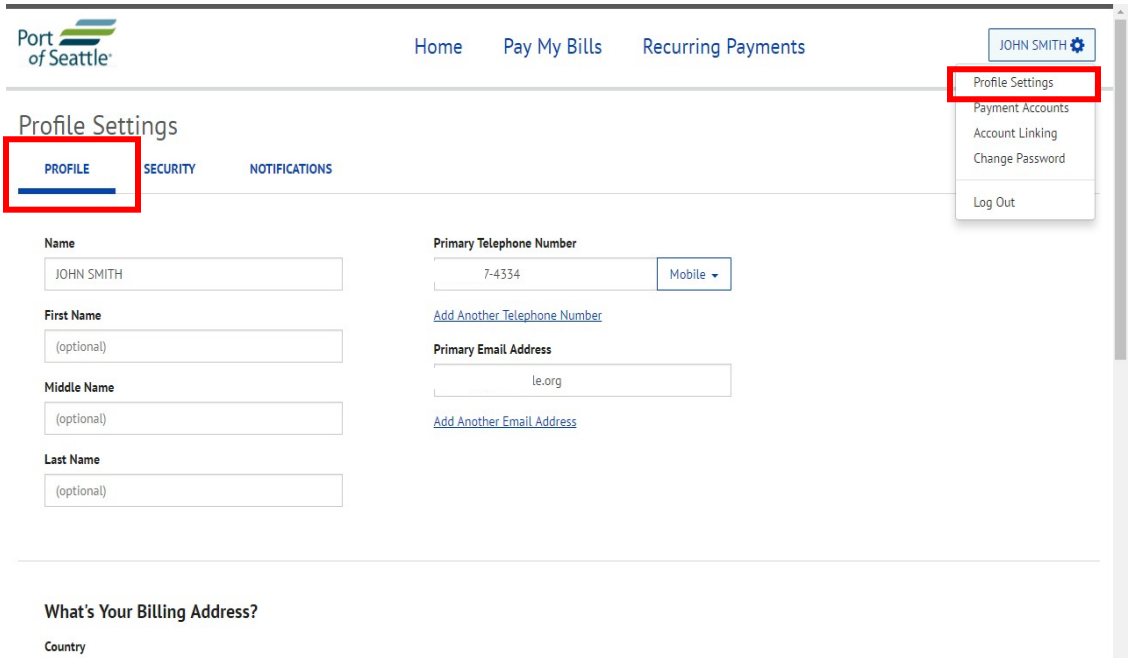
To Unenroll

13. To unenroll, Login to your account, under your user's setting, select **Account Linking**, scroll to the bottom of the page, you can enter your **Login ID** and submit "**un-enroll**"

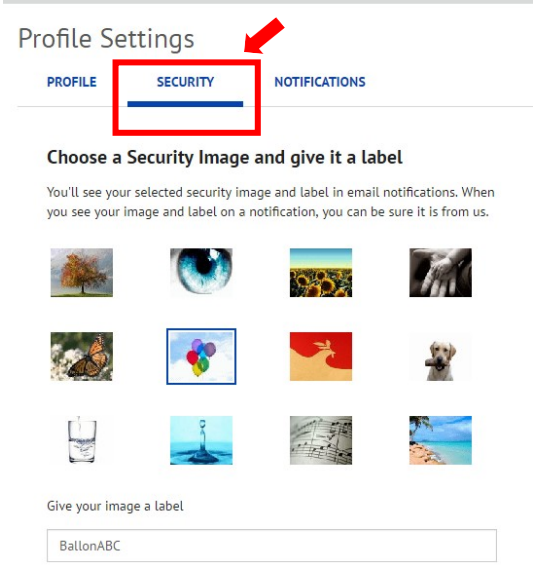


Enrolled User's Settings

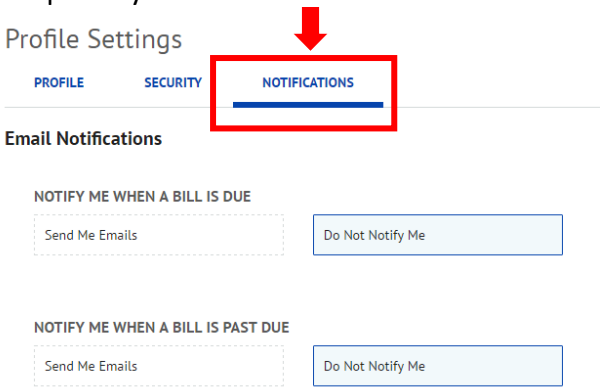
1. Click the 'gear' icon by your user name to access your profile settings



2. To update your security image and security questions click the '**Security'** tab

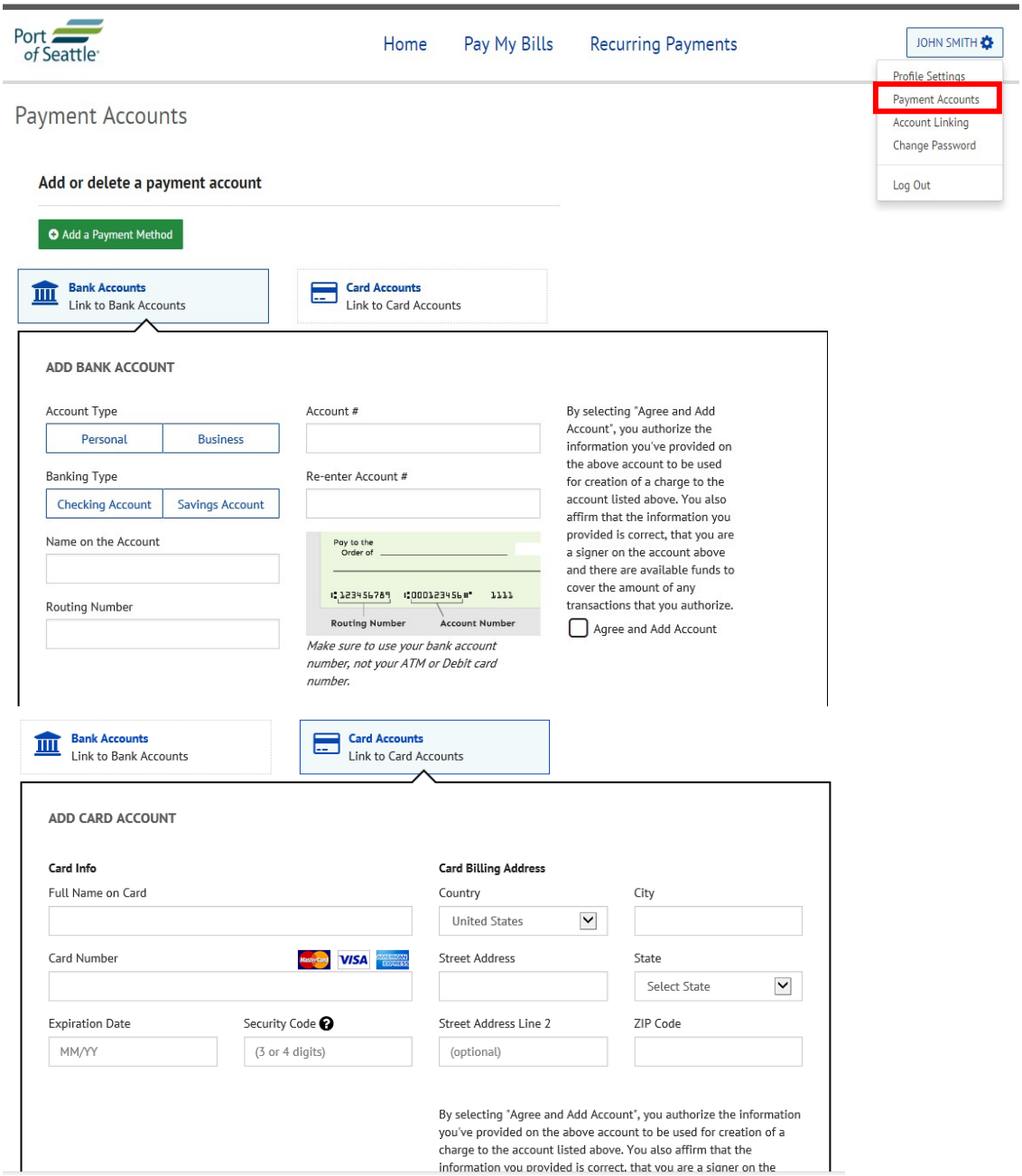


3. To update your email notification choices click the '**Notifications**' tab



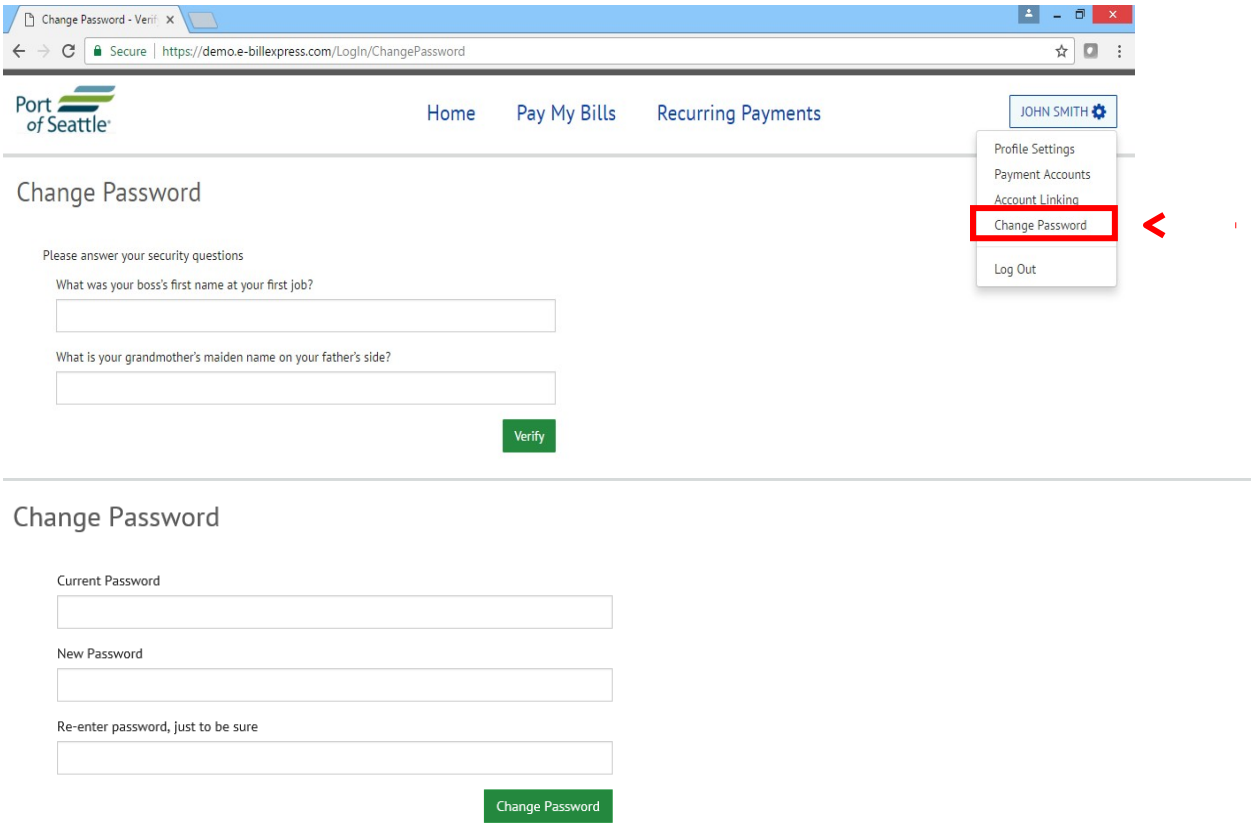
Payment Account Options

4. Add or delete payment accounts (bank or card accounts), click the '**Payment Accounts'** option from the list



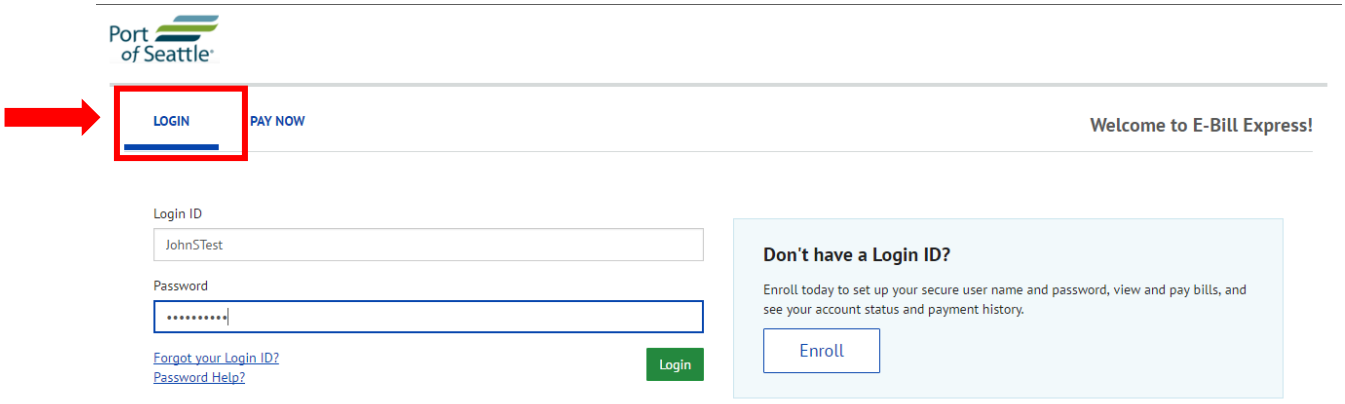
Enrolled User Change Password

6. To change your password, click the '**Change Password**' option from the list and answer your security questions

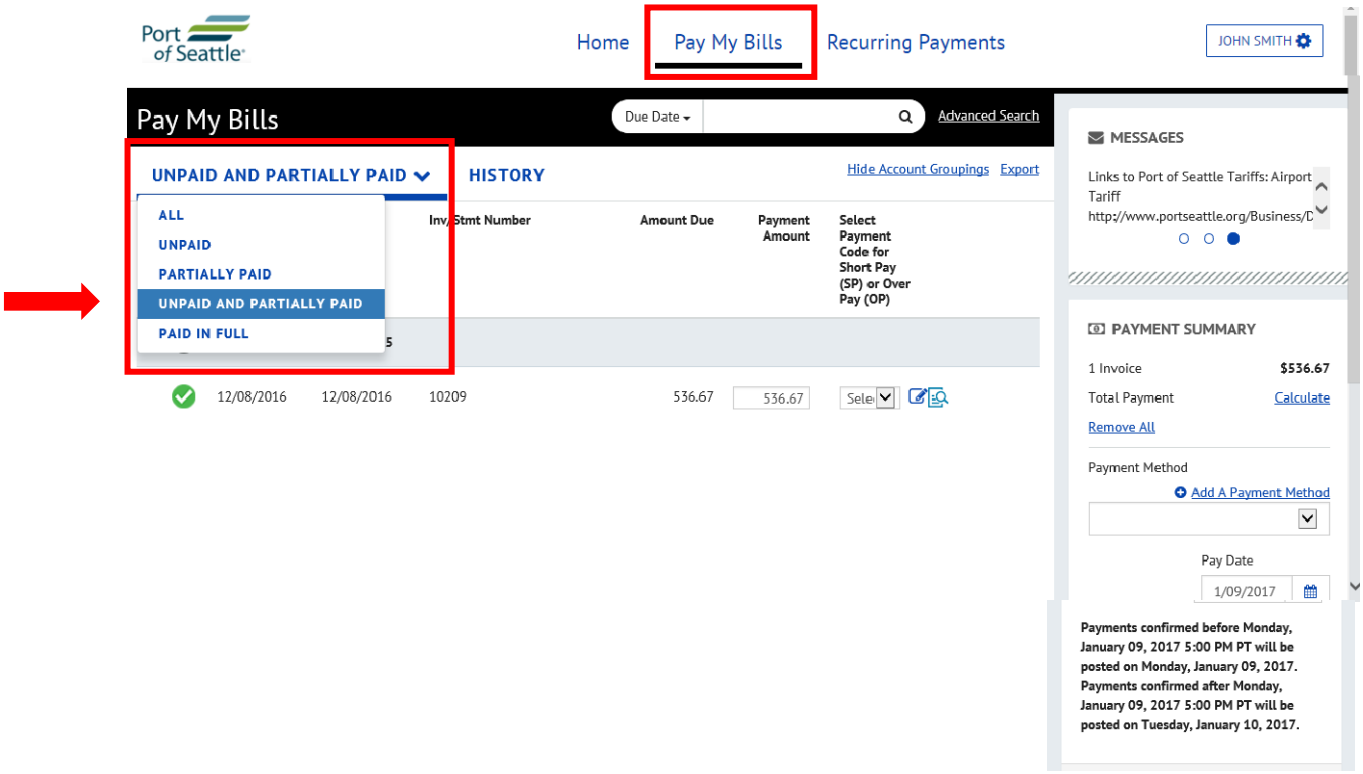


Login (Login as an Enrolled User)

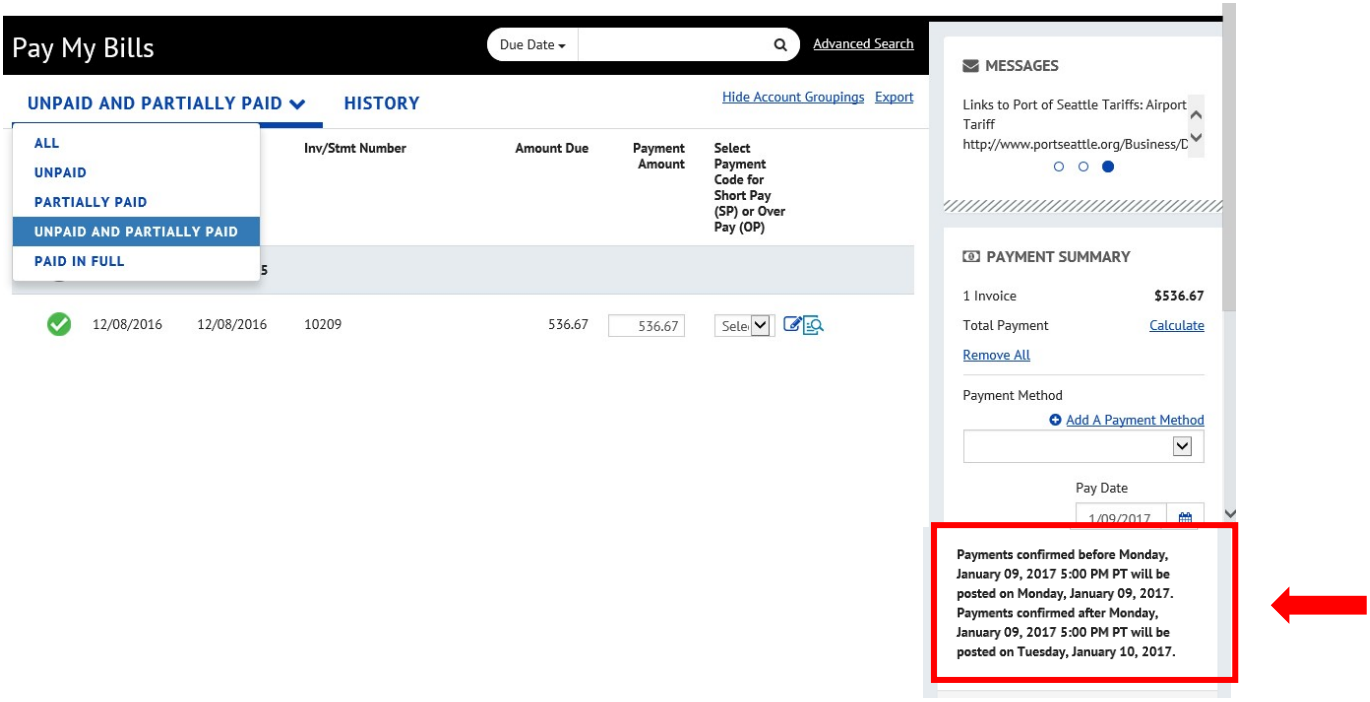
1. Click "LOGIN" to access site as an enrolled user with Login ID and password



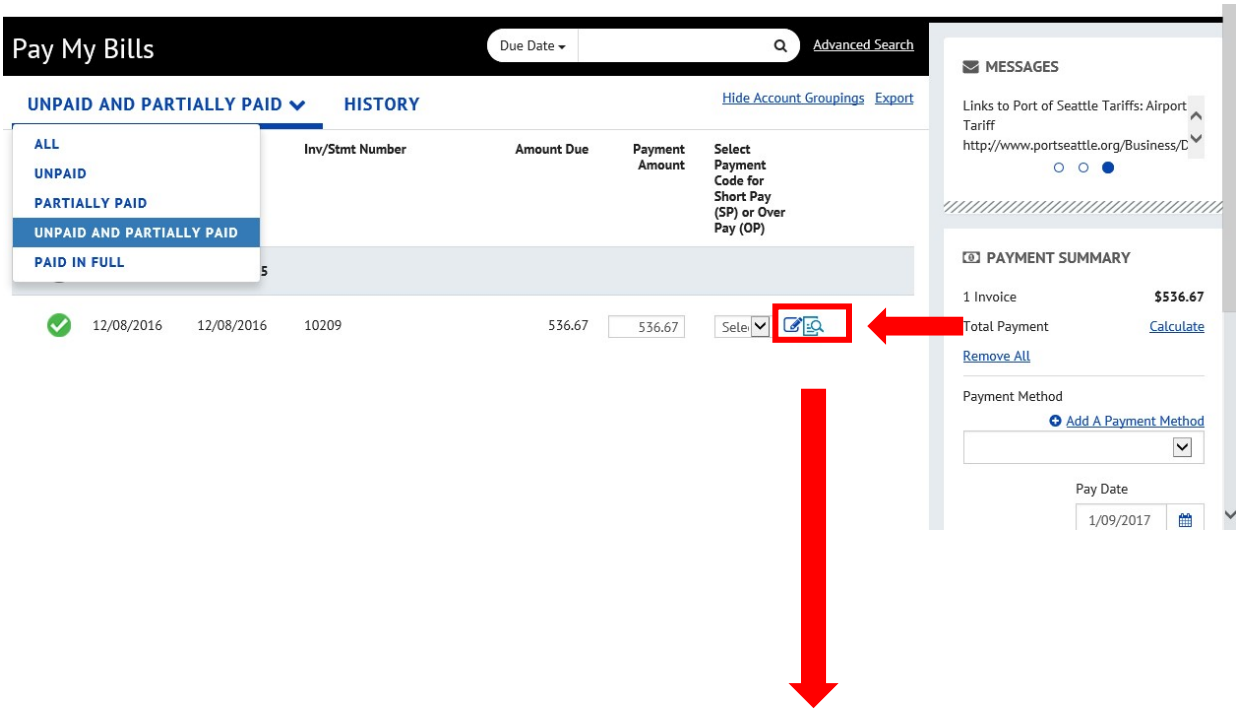
2. On the "**Pay My Bills**" tab, you can use the Drop down menu allows you to sort the listing of invoices/statements by its payment status



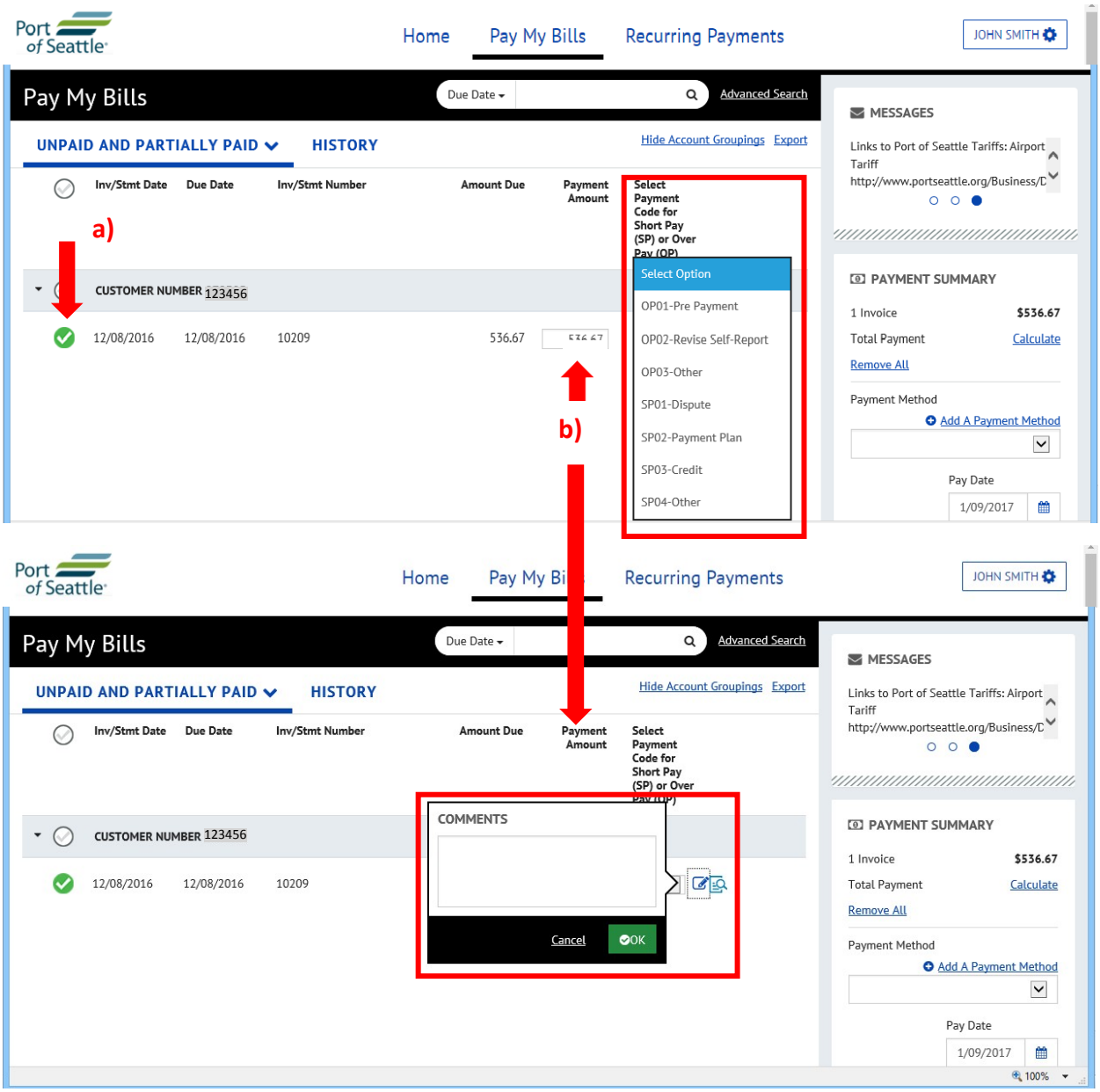
3. On the "**Pay My Bills**" tab, Payment cut off time for transactions are shown at the bottom of the payment summary



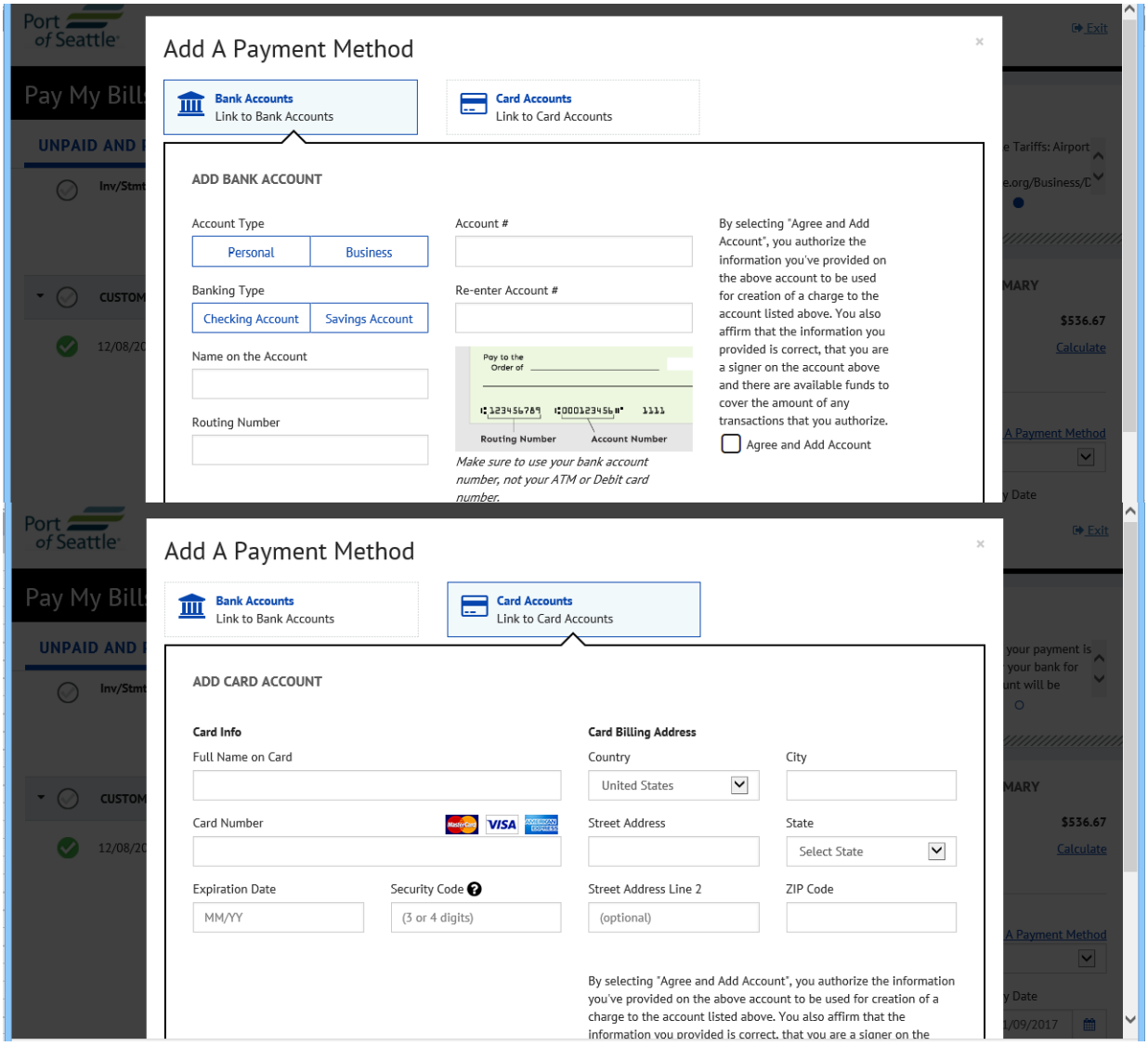
4. On the "**Pay My Bills**" tab, Click this icon to view invoice/statement detail (see below)

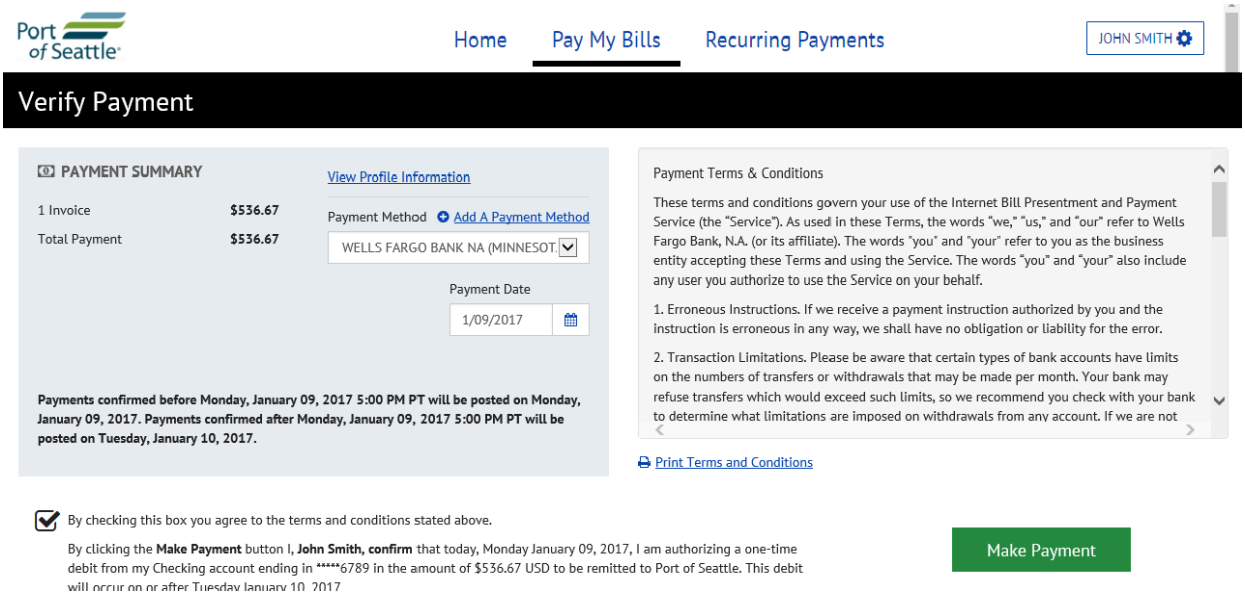


5. Make a payment on your invoice/statement
    a. Select the invoice/statement you want to make a payment (green check mark)
    b. If payment amount is different from amount due, (i) select over/short payment code and (ii) enter comments for your reason of over/short pay

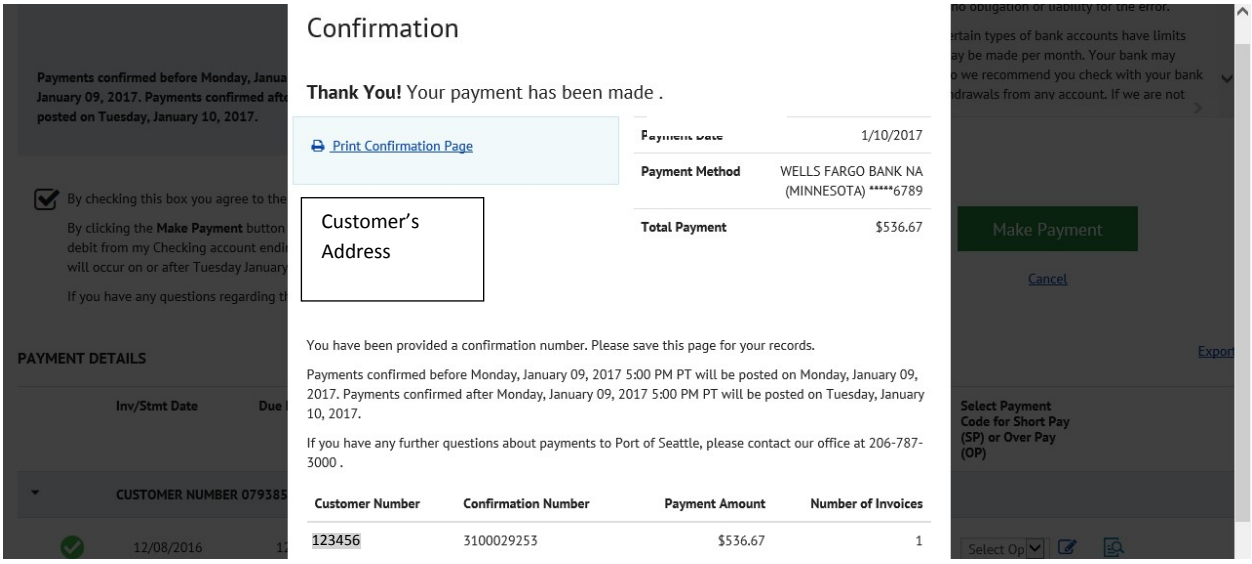


6. Payment method by bank accounts (e-check) or card accounts (credit or debit)

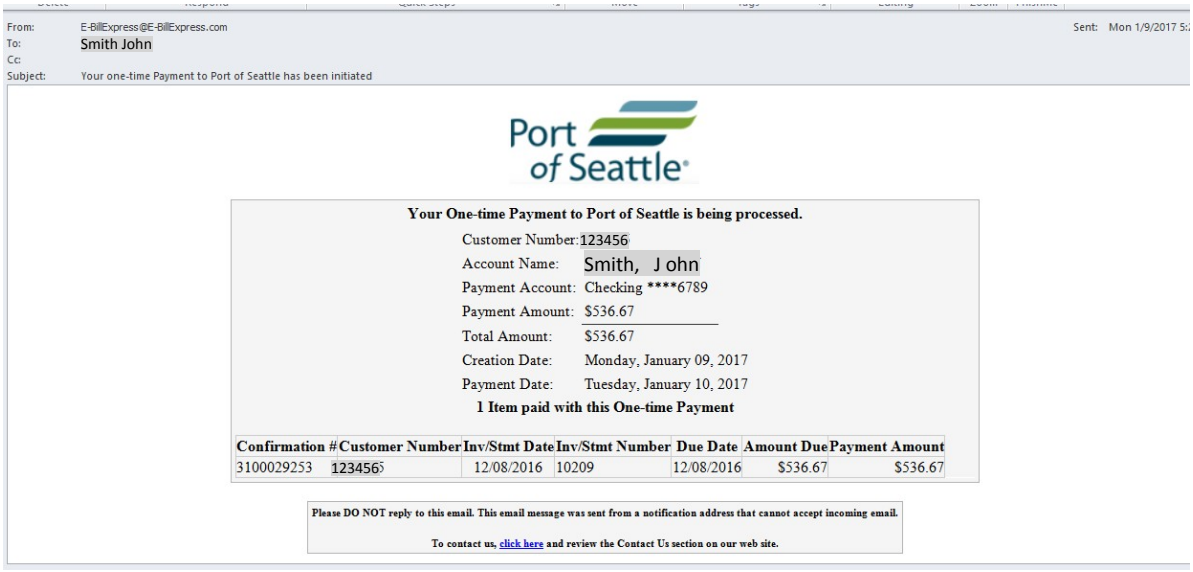




7. Receive 1st email confirmation for your payment being processed



8. Receive 2nd email confirmation for your payment being posted



From: E-BillExpress@E-BillExpress.com
To: Smith John
Cc:
Subject: Your one-time Payment to Port of Seattle has been initiated
Sent: Mon 1/9/2017 5:

Port of Seattle

Your One-time Payment to Port of Seattle is being processed.

Customer Number: 123456
Account Name: Smith, J ohn
Payment Account: Checking ****6789
Payment Amount: $536.67
Total Amount: $536.67
Creation Date: Monday, January 09, 2017
Payment Date: Tuesday, January 10, 2017

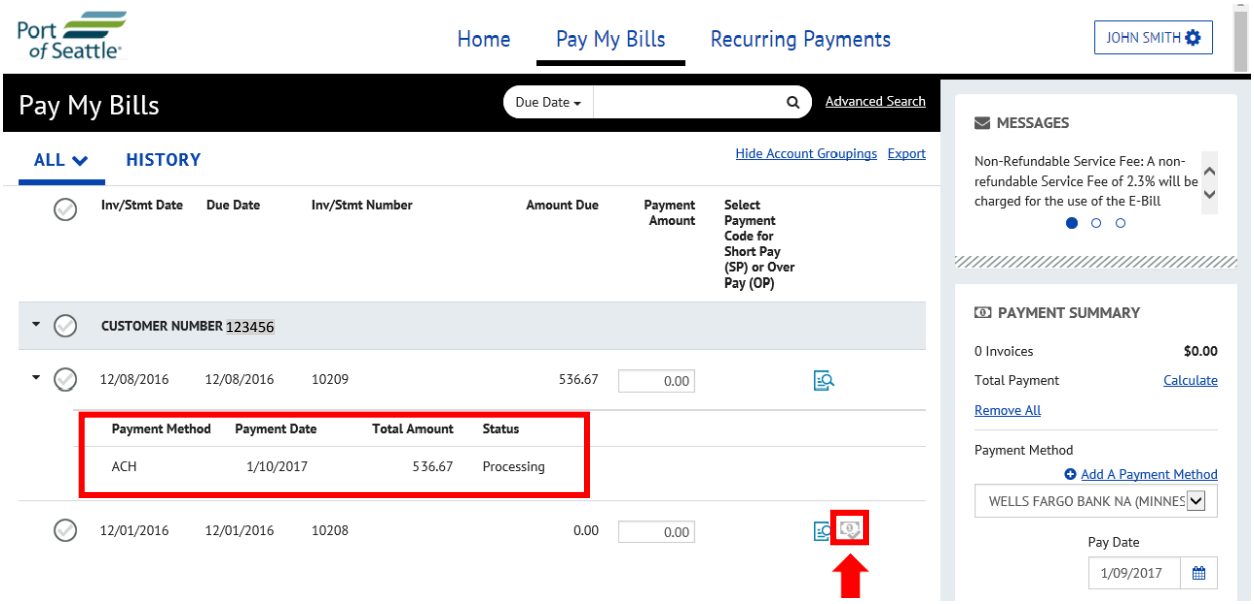
1 Item paid with this One-time Payment

Confirmation #	Customer Number	Inv/Stmt Date	Inv/Stmt Number	Due Date	Amount Due	Payment Amount
3100029253	123456	12/08/2016	10209	12/08/2016	$536.67	$536.67

Please DO NOT reply to this email. This email message was sent from a notification address that cannot accept incoming email.

To contact us, click here and review the Contact Us section on our web site.

9. View your account history for your payment made



Port of Seattle | Home | Pay My Bills | Recurring Payments | JOHN SMITH

Pay My Bills | Due Date | Advanced Search

ALL | HISTORY | Hide Account Groupings | Export

Inv/Stmt Date	Due Date	Inv/Stmt Number	Amount Due	Payment Amount	Select Payment Code for Short Pay (SP) or Over Pay (OP)
CUSTOMER NUMBER 123456					
12/08/2016	12/08/2016	10209	536.67	0.00	

Payment Method	Payment Date	Total Amount	Status
ACH	1/10/2017	536.67	Processing

12/01/2016	12/01/2016	10208	0.00	0.00	

MESSAGES

Non-Refundable Service Fee: A non-refundable Service Fee of 2.3% will be charged for the use of the E-Bill

PAYMENT SUMMARY

0 Invoices $0.00
Total Payment Calculate
Remove All

Payment Method
Add A Payment Method
WELLS FARGO BANK NA (MINNES

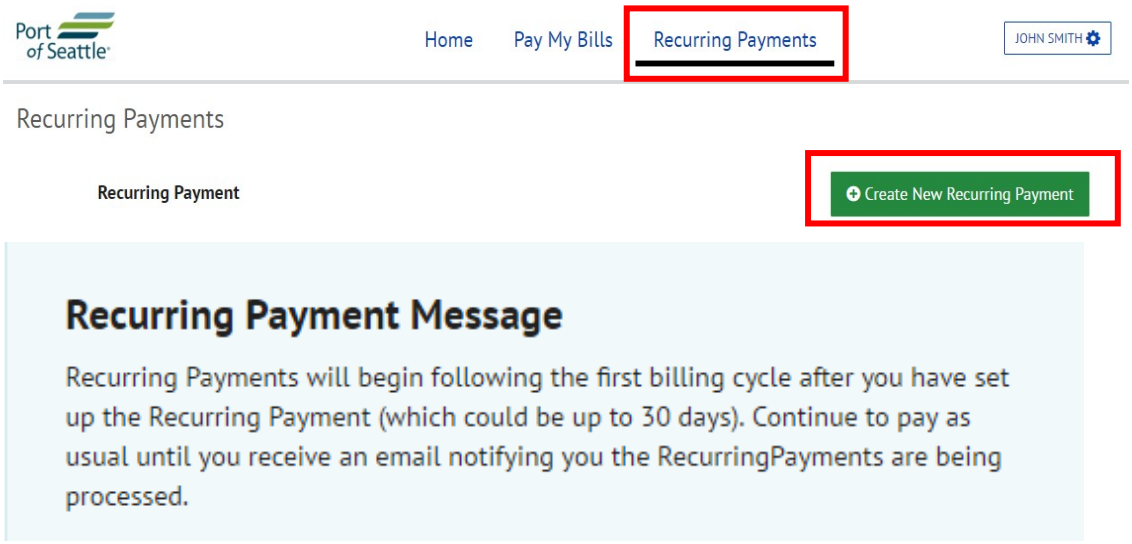
Pay Date
1/09/2017

Note: This icon represents payment made to the Port of Seattle outside of E-Bill Express (e.g. check in the mail, ACH or wire transfer etc.)

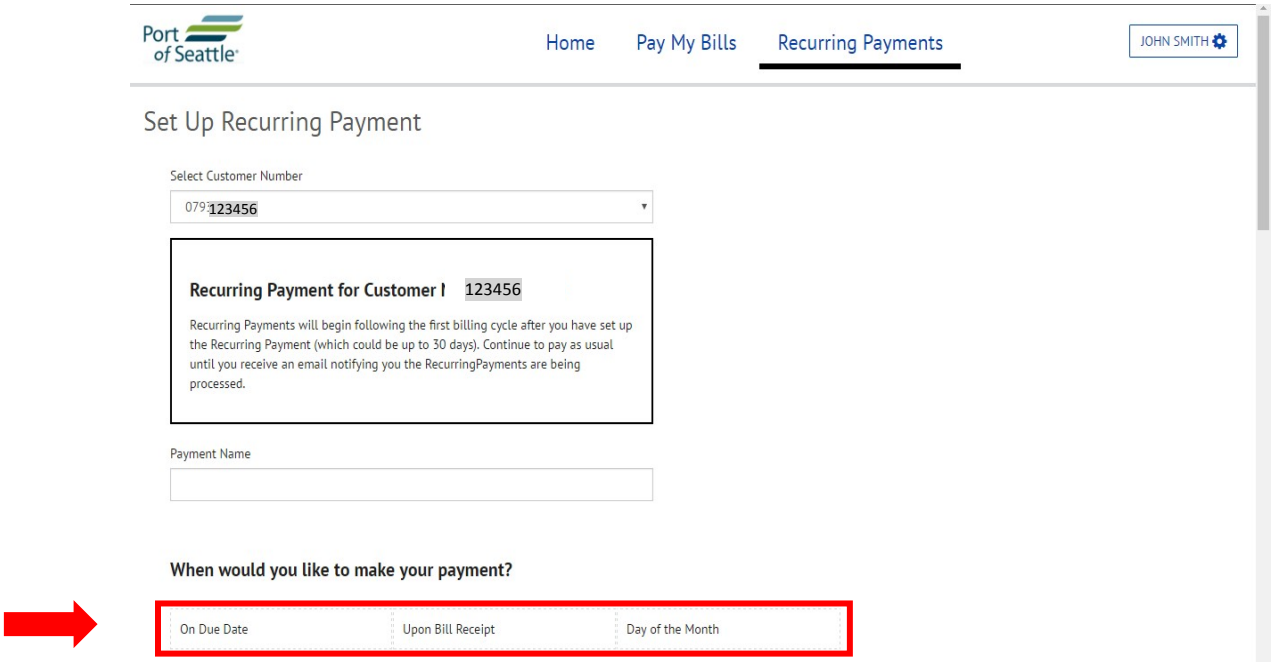
Enrolled User's Recurring Payments

1. You can set up recurring payments by clicking the '**Recurring Payments**' tab

2. Click the '**Create New Recurring Payment**' button



4. Select one of the three timing setting:
    a. On due date = payment will be processed on the date identified in the bill as the Due Date
    b. Upon bill receipt = payment will be processed on the morning of the next business day after the invoice was received
    c. Day of the Month = payment will be processed on the specific date of the month of the user's choice



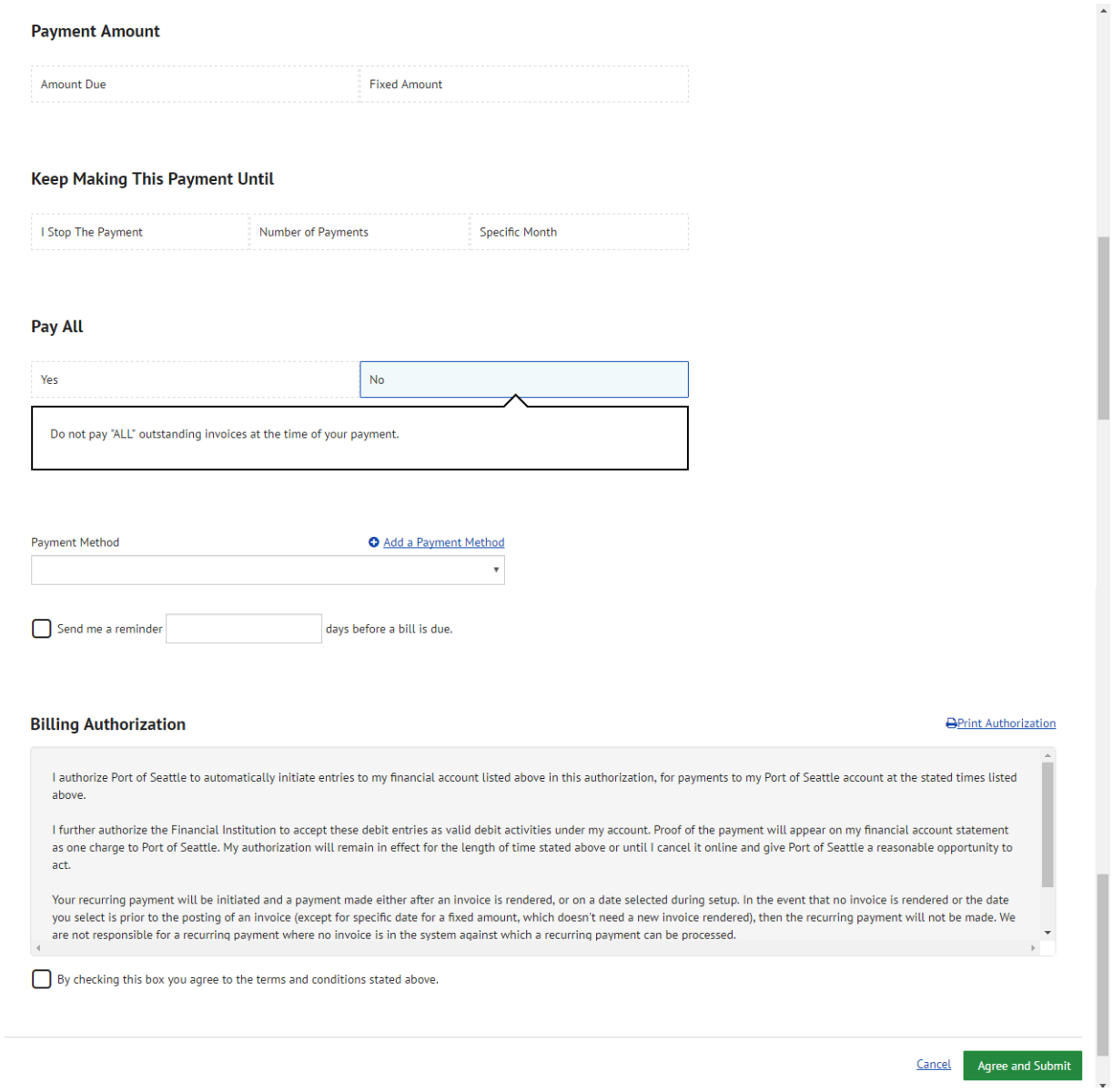
6. Choose your '**Payment Amount**' by selecting one of the two amount settings:
    a. Amount due
    b. Fixed amount at your choice ($X)

7. Choose to '**Keep Making This Payment Until**' by selecting one of the three settings:
    a. Stop the payment = continue until it is cancelled
    b. Number of payments = Stop after xth number of payments specified
    c. Specific Month = Stop at a specific month and year at your choice

8. Add a '**Payment Method**' or select from the drop down box of saved payment accounts

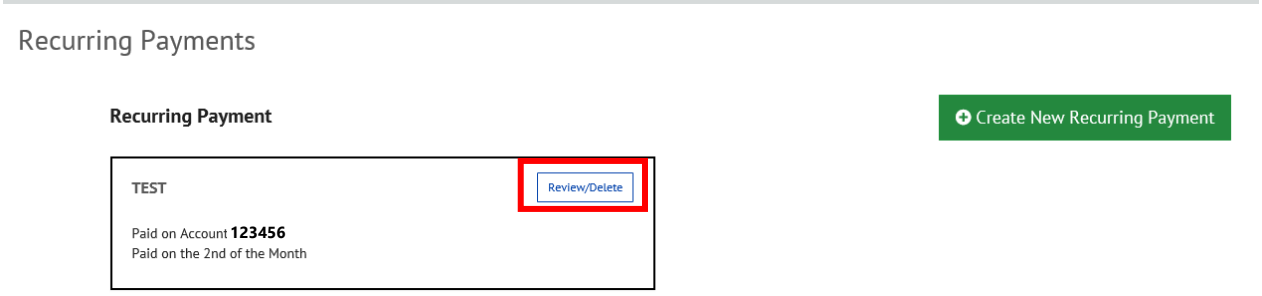
9. You can elect for getting a reminder email before a bill is due

10. Check the box to authorize recurring payments, click **Agree and Submit**


Payment Amount
Amount Due
Fixed Amount
Keep Making This Payment Until
I Stop The Payment
Number of Payments
Specific Month
Pay All
Yes
No
Do not pay "ALL" outstanding invoices at the time of your payment.
Payment Method
Add a Payment Method
Send me a reminder
days before a bill is due.
Billing Authorization
Print Authorization
I authorize Port of Seattle to automatically initiate entries to my financial account listed above in this authorization, for payments to my Port of Seattle account at the stated times listed above.
I further authorize the Financial Institution to accept these debit entries as valid debit activities under my account. Proof of the payment will appear on my financial account statement as one charge to Port of Seattle. My authorization will remain in effect for the length of time stated above or until I cancel it online and give Port of Seattle a reasonable opportunity to act.
Your recurring payment will be initiated and a payment made either after an invoice is rendered, or on a date selected during setup. In the event that no invoice is rendered or the date you select is prior to the posting of an invoice (except for specific date for a fixed amount, which doesn't need a new invoice rendered), then the recurring payment will not be made. We are not responsible for a recurring payment where no invoice is in the system against which a recurring payment can be processed.
By checking this box you agree to the terms and conditions stated above.
Cancel
Agree and Submit

12. You can view the recurring payment setup under '**Recurring Payments**' menu bar

13. You can update or delete existing recurring payment.



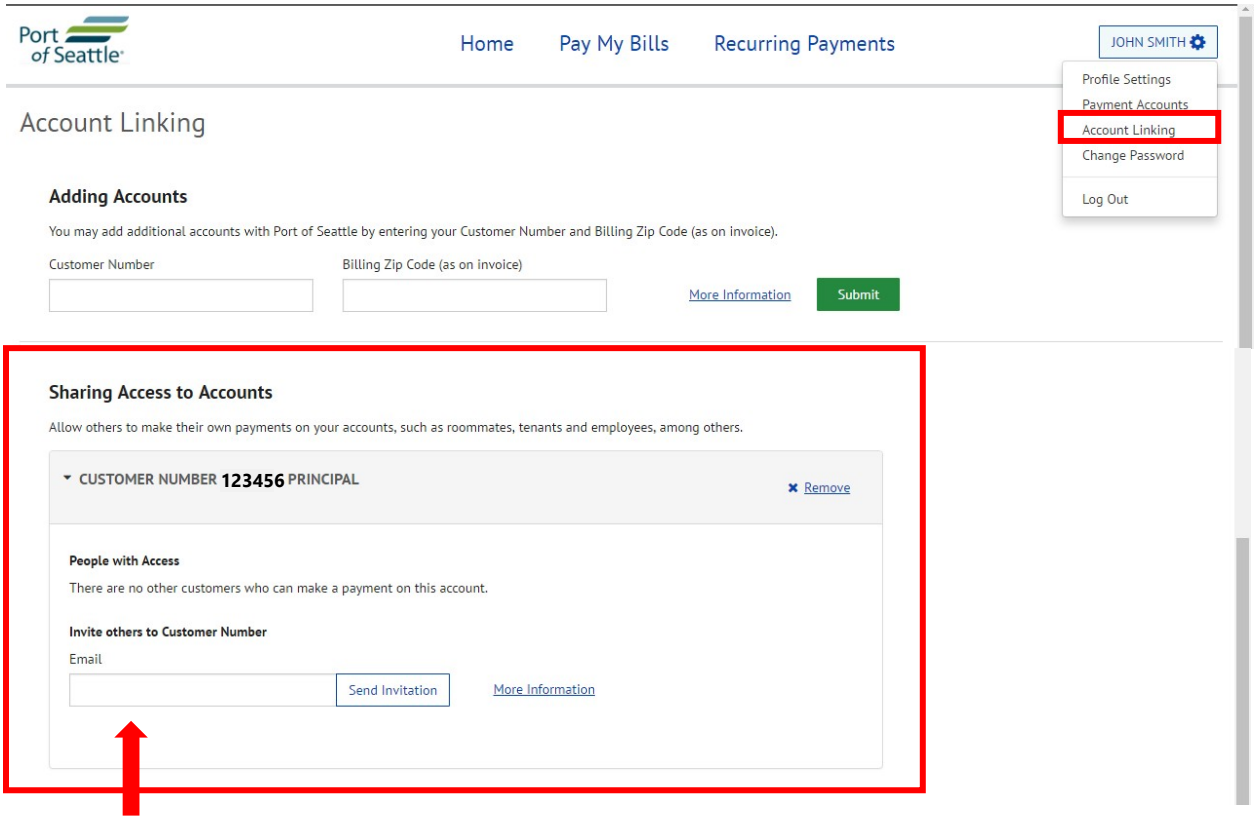
Enrolled User – Multiple Users Sharing Same Account

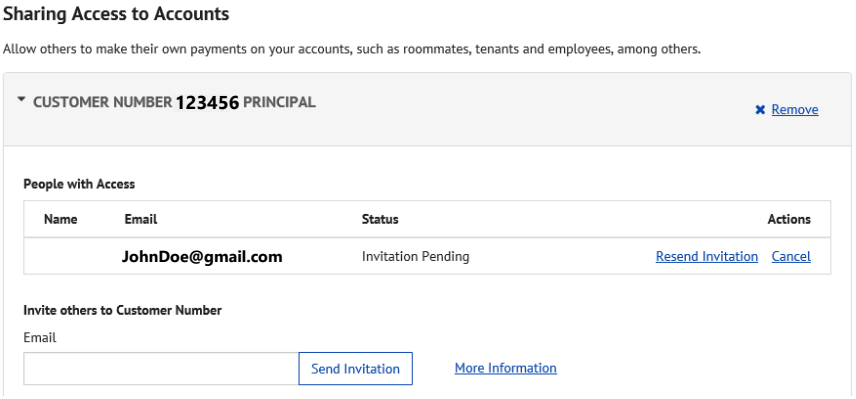
As the Customer Number "Principal", you have the ability to send invitations (via email) to other to share your Customer Number (i.e. co-workers in the same company).

Your invitees will be able to setup their own separate and confidential payment accounts to make payments from. Everyone sharing the Customer Number will be able to see all payment activity but will not be able to see secure and private information (i.e. individual payment accounts and financial information).

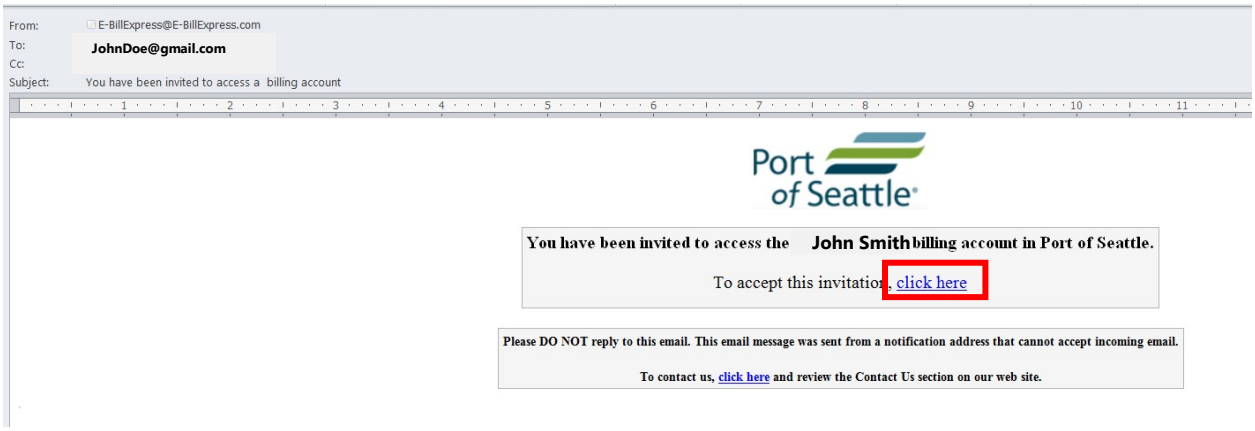
1. Click the '**Account Linking**' option from the list

2. Enter the email of the person you want to invite to view your account's bills and make payments



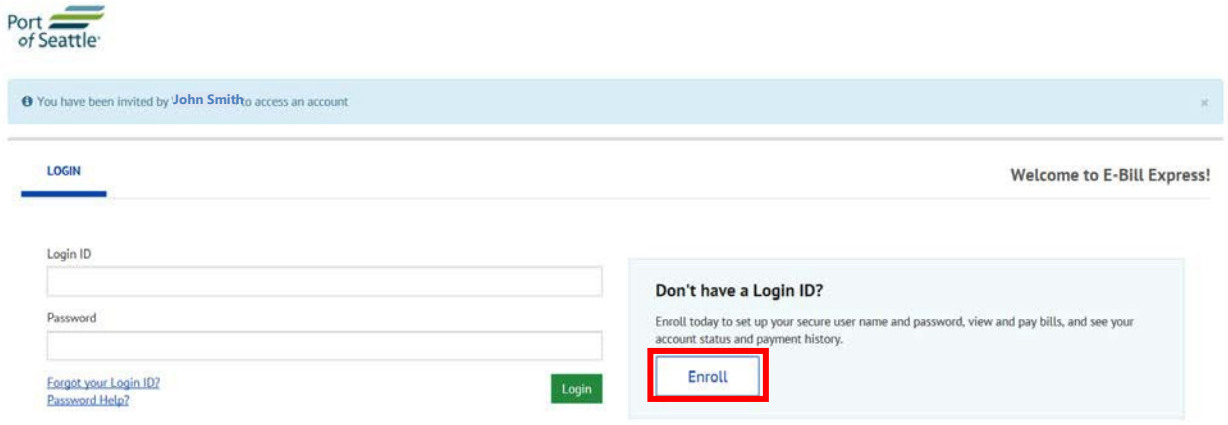


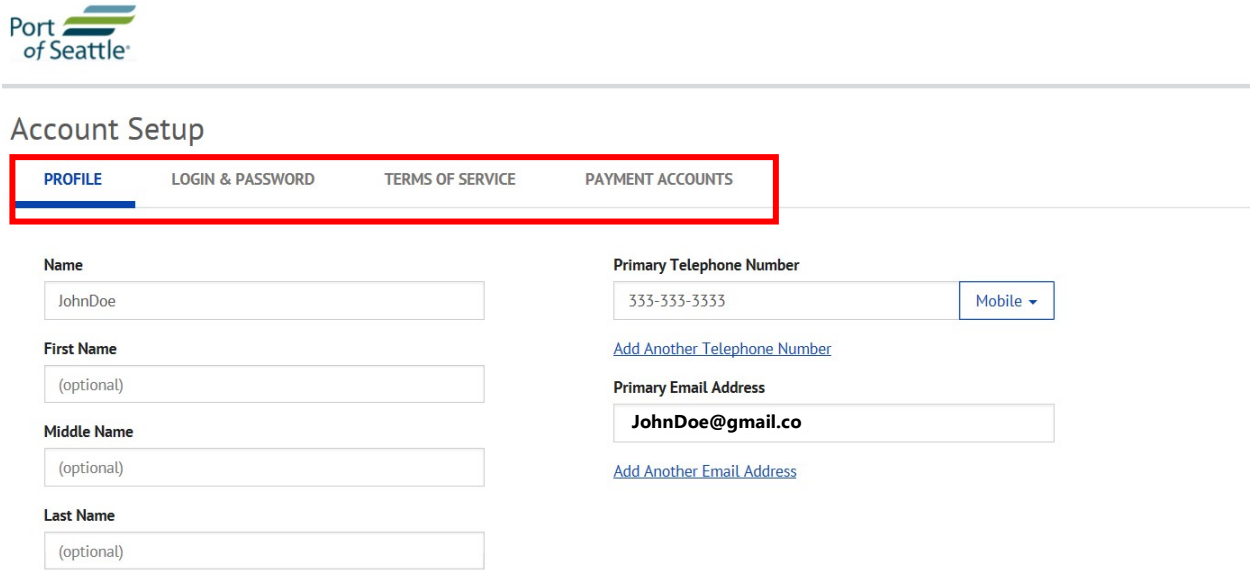
Invitee: Follow the instruction on your email. Accept the invitation via the "You have been invited to a billing account" email that has been sent out to the email address

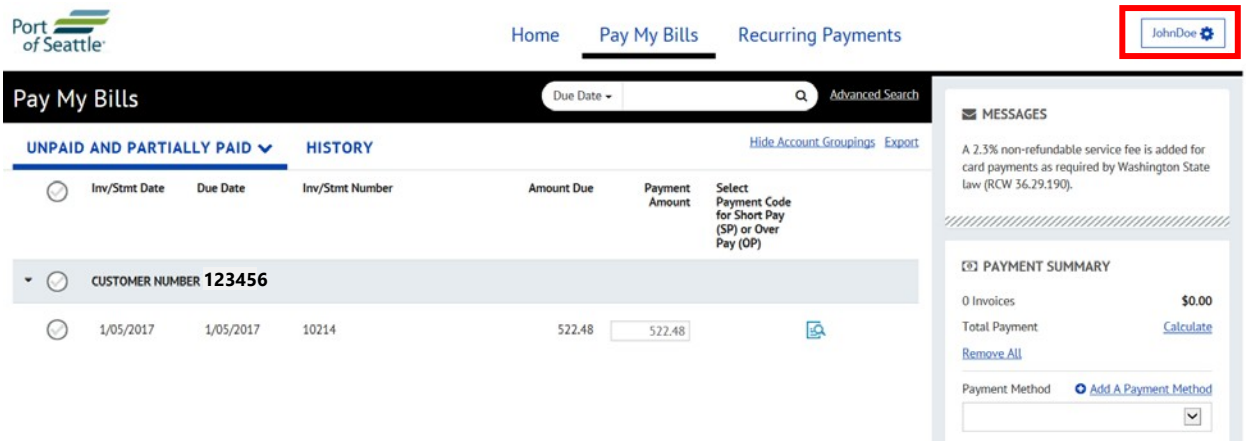


1. Click '**Enroll'** to the invited account.

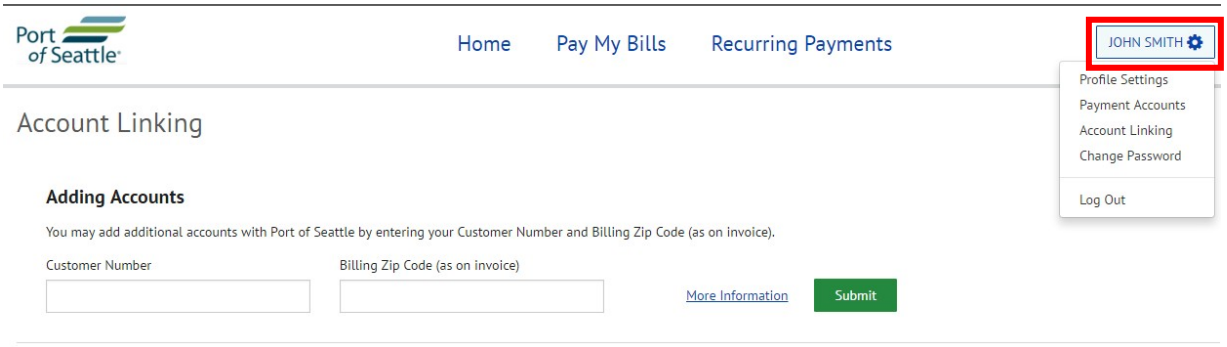
2. Complete the enrollment steps (Profile, Login & Password, Terms of Service and Payment accounts) (refer to the enrollment instruction).





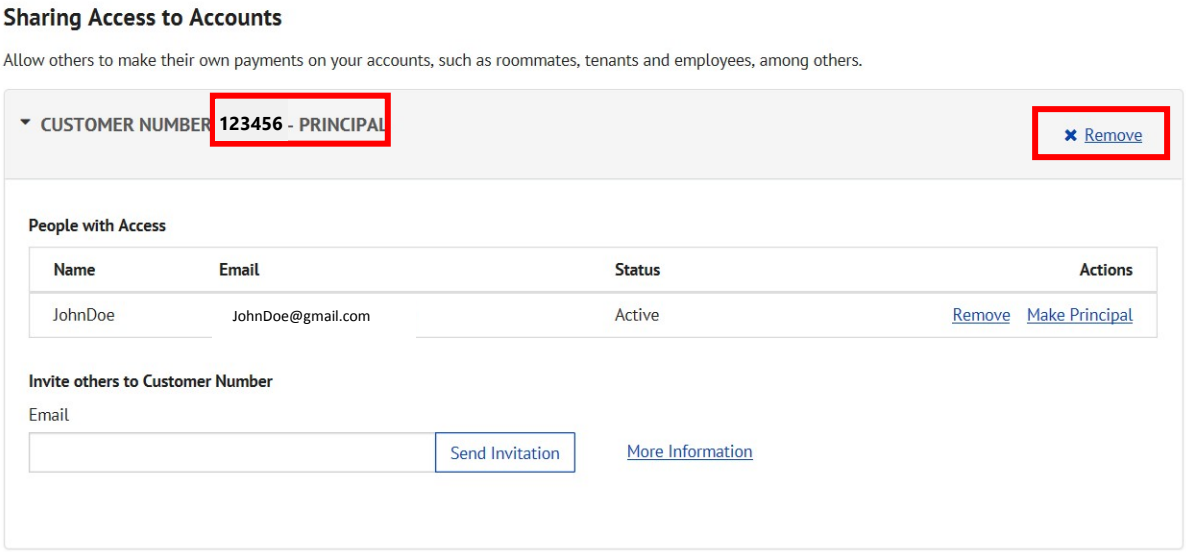


Once enrolled, the 2nd user can share access to the 1st user account.

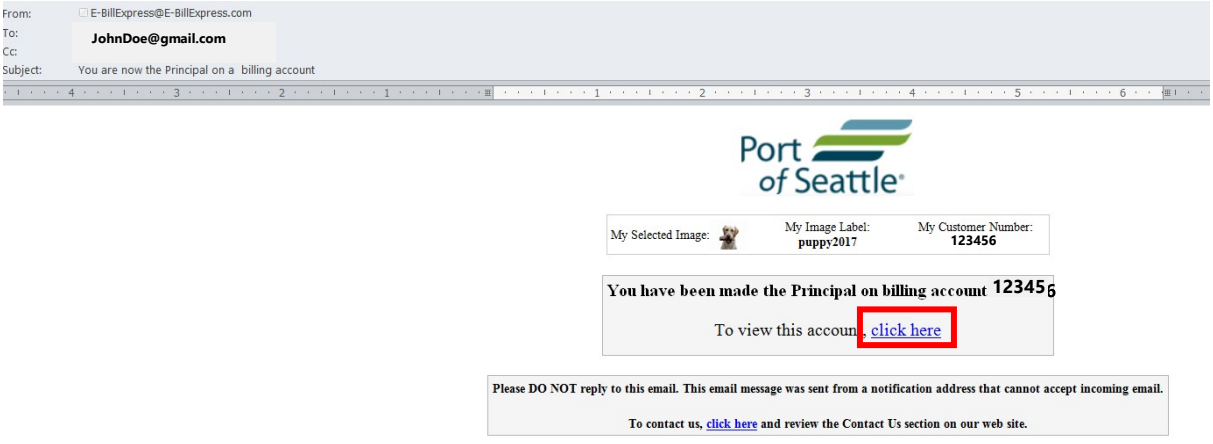


On the 1st user (principal user) account setting, he can view who has shared access to his account.

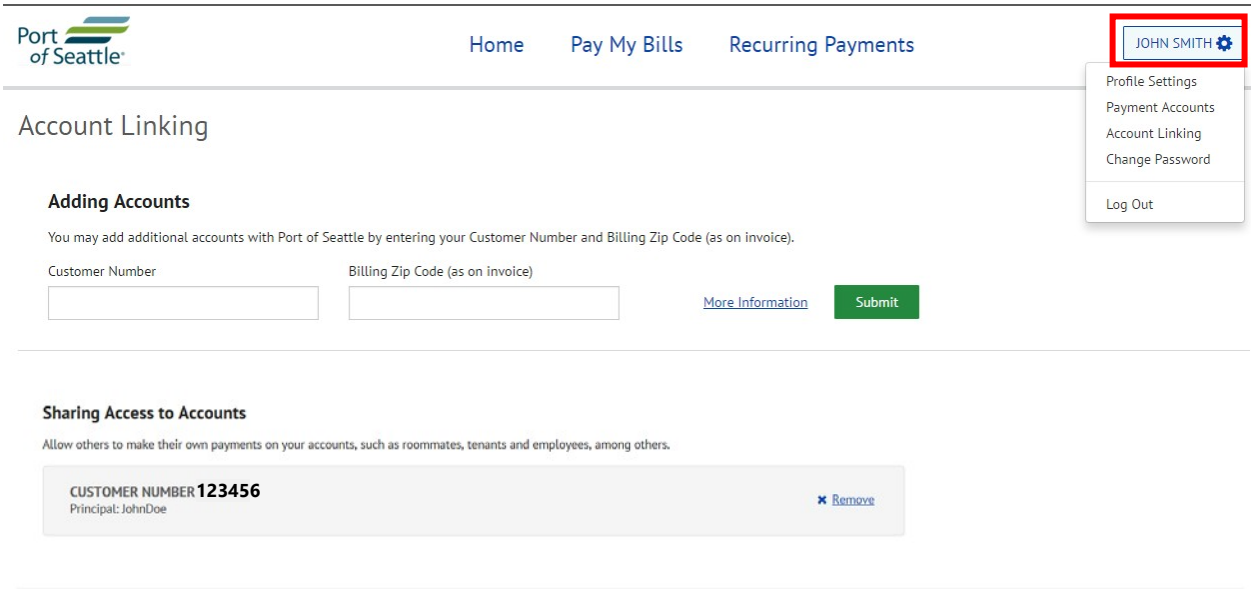
If the 1st user no longer wants to be the "principal user", he can assign the "principal role" to others who shared the account, e.g. 2nd user named JohnDoe, by click "make principal".



The 2nd user (JohnDoe) should receive an email being made as the "principal user" to the account



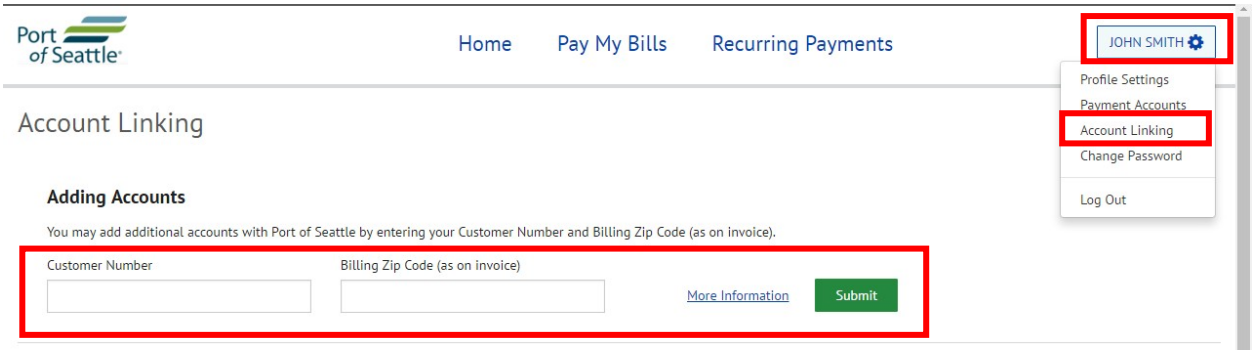
The 1st user is no longer the "principal user"



E-Bill Express: User's instructions

Enrolled User – One Logon to Access Multiple Accounts

Adding Accounts allows you to add additional accounts to your Login ID. All account bills or invoices will show under your Login ID, making paying your bills even easier. There is no need to set up separate logins if you have more than one account with us.

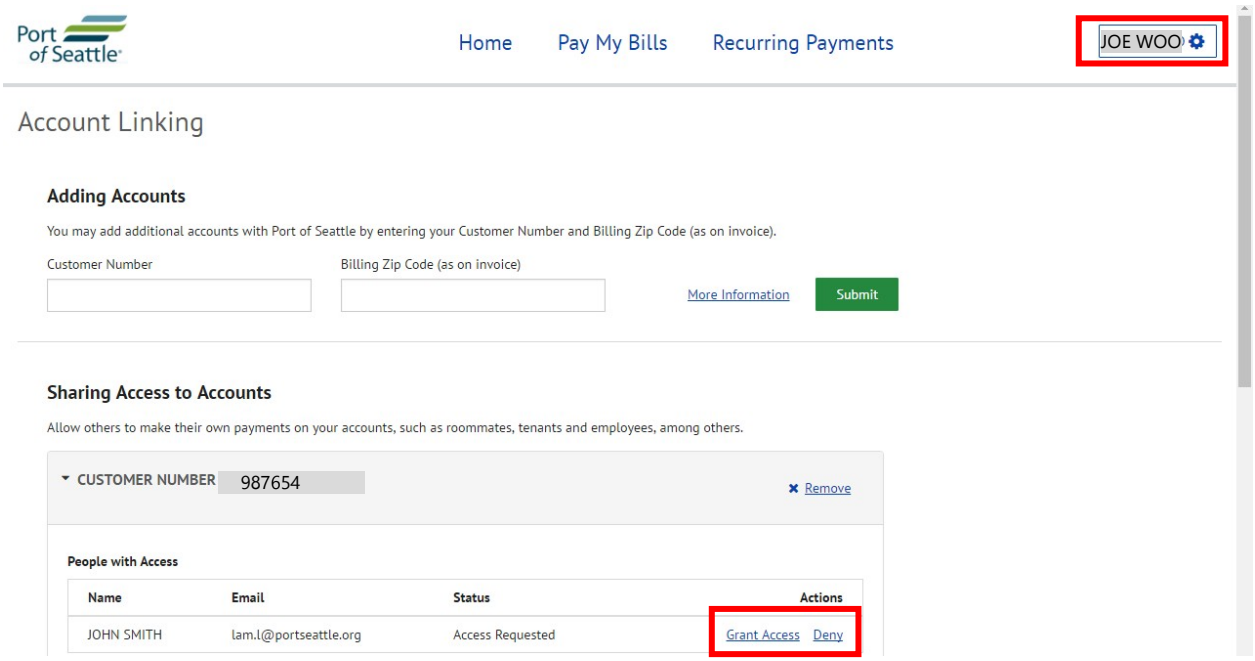


Enter the 2nd account "customer number" and "billing zip code", then click '**Submit'**.

(A) If the 2nd account has not been enrolled in E-Bill Express, you will see the green message bar (see below) stating the 2nd account is now linked with your 1st account. If you have more than 2 accounts with us, you can repeat the same step to join multiple accounts with one Login ID and password.

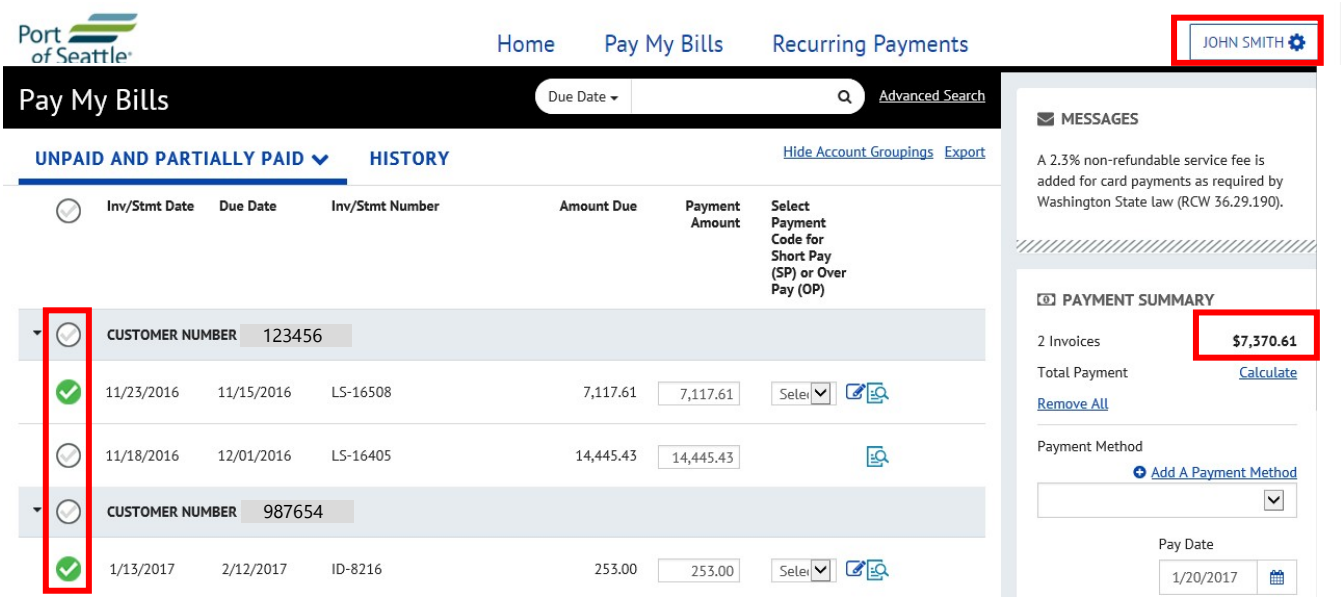
(B) If the 2nd account has already been enrolled by another user (e.g. co-worker for a commercial account), the enrolled 2nd account user will receive the following email, click the link, and logon to E-Bill Express.

The 2nd account user can decide whether to grant the 1st account user request or not.



Once "grant access", the 1st account user can see both 1st and 2nd account on one logon.

Click on the **check mark** next to the invoice(s)/statement(s) you want to payment for one single payment.

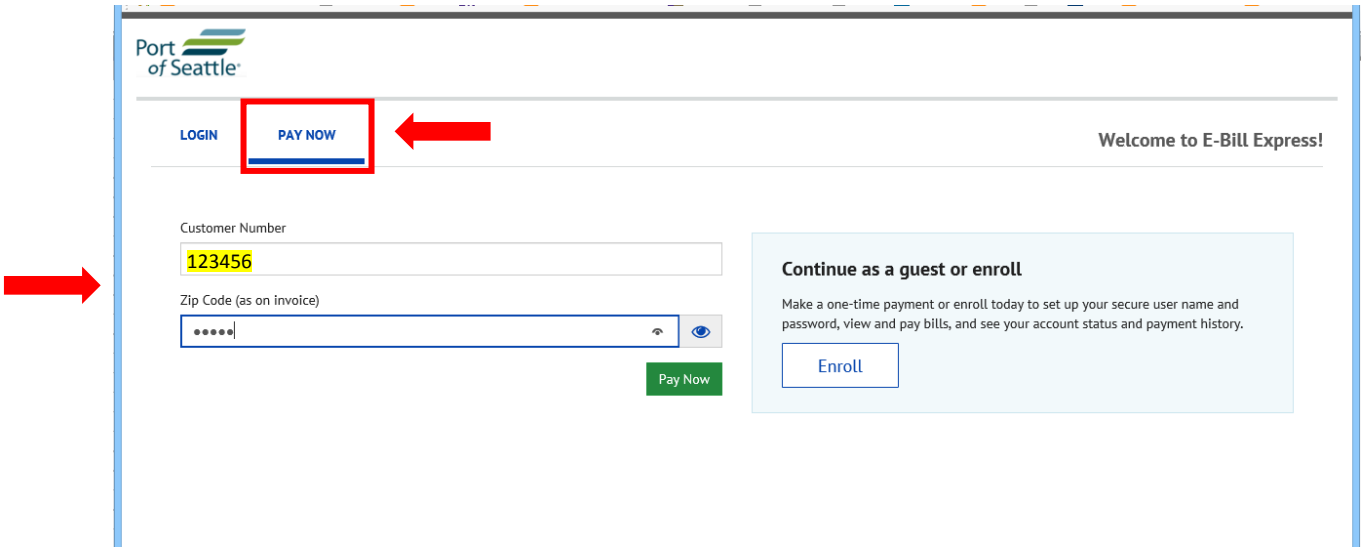


Pay Now (Logon as a Guest)

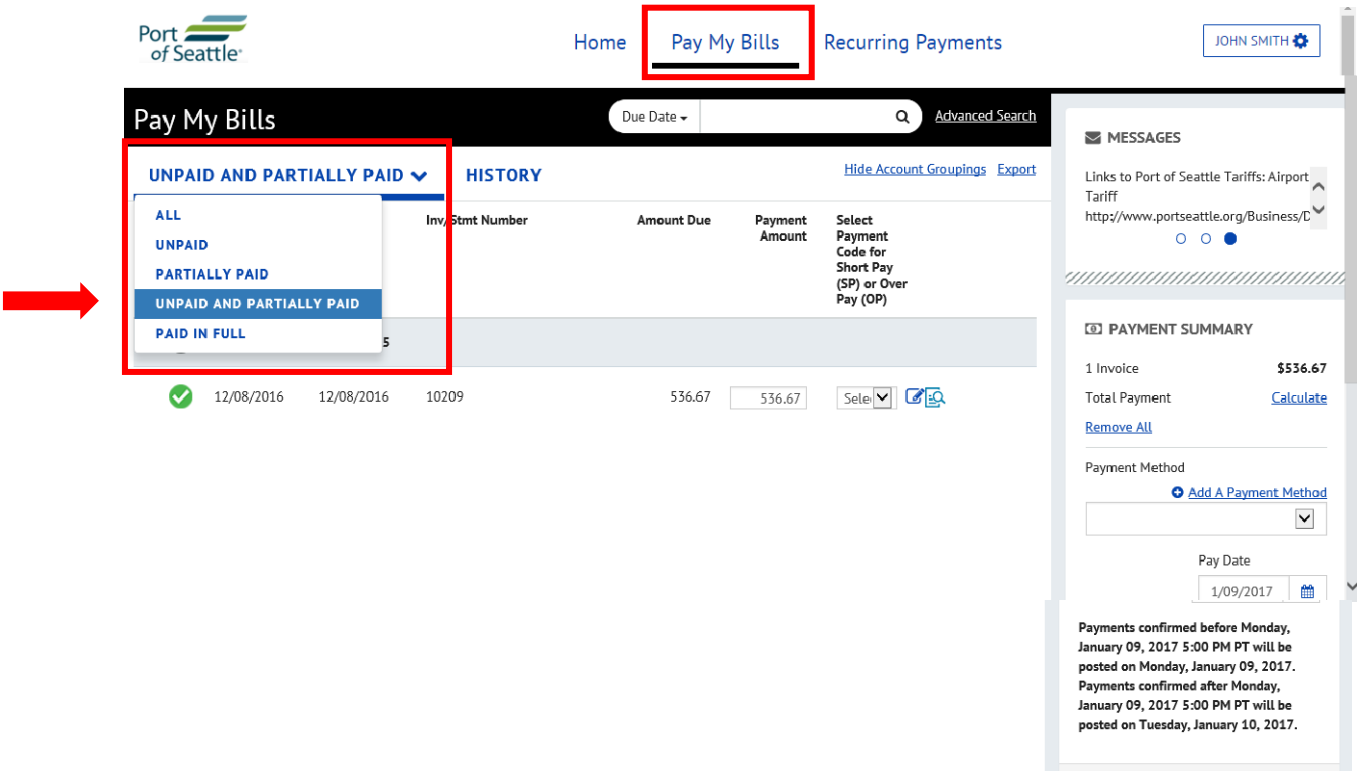
As a guest user, you will continue receive paper invoice/statement from the Port of Seattle.

1. Click '**PAY NOW**' if you want to use this site without enrolling a user ID and password

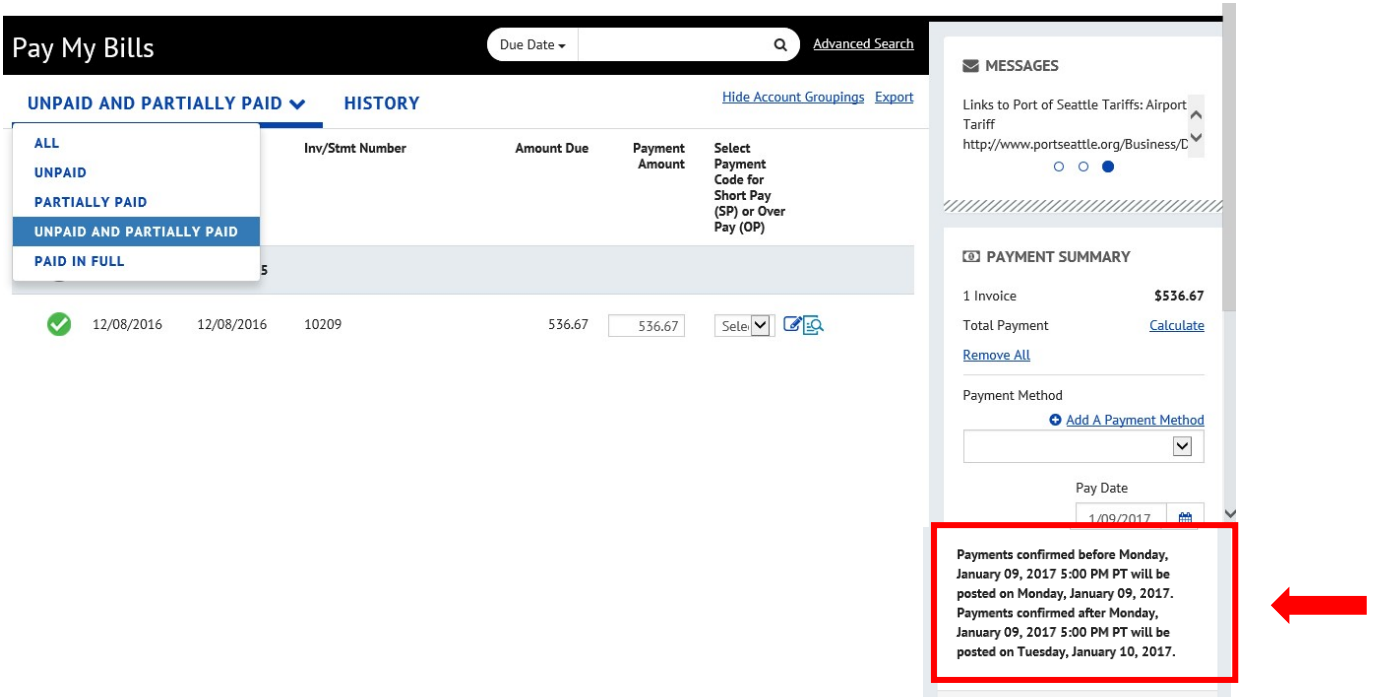
2. Enter your customer number and zip code shown exactly as it shown on your paper invoice/statement



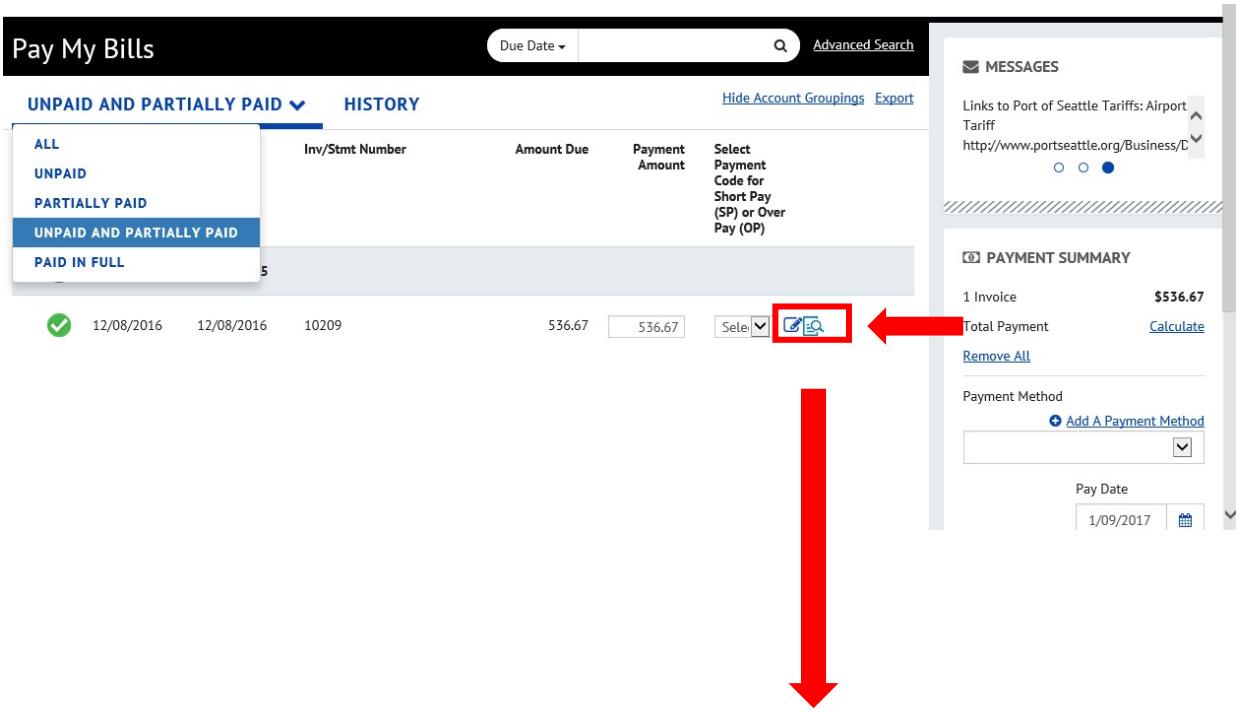
1. On the "**Pay My Bills**" tab, you can use the Drop down menu allows you to sort the listing of invoices/statements by its payment status



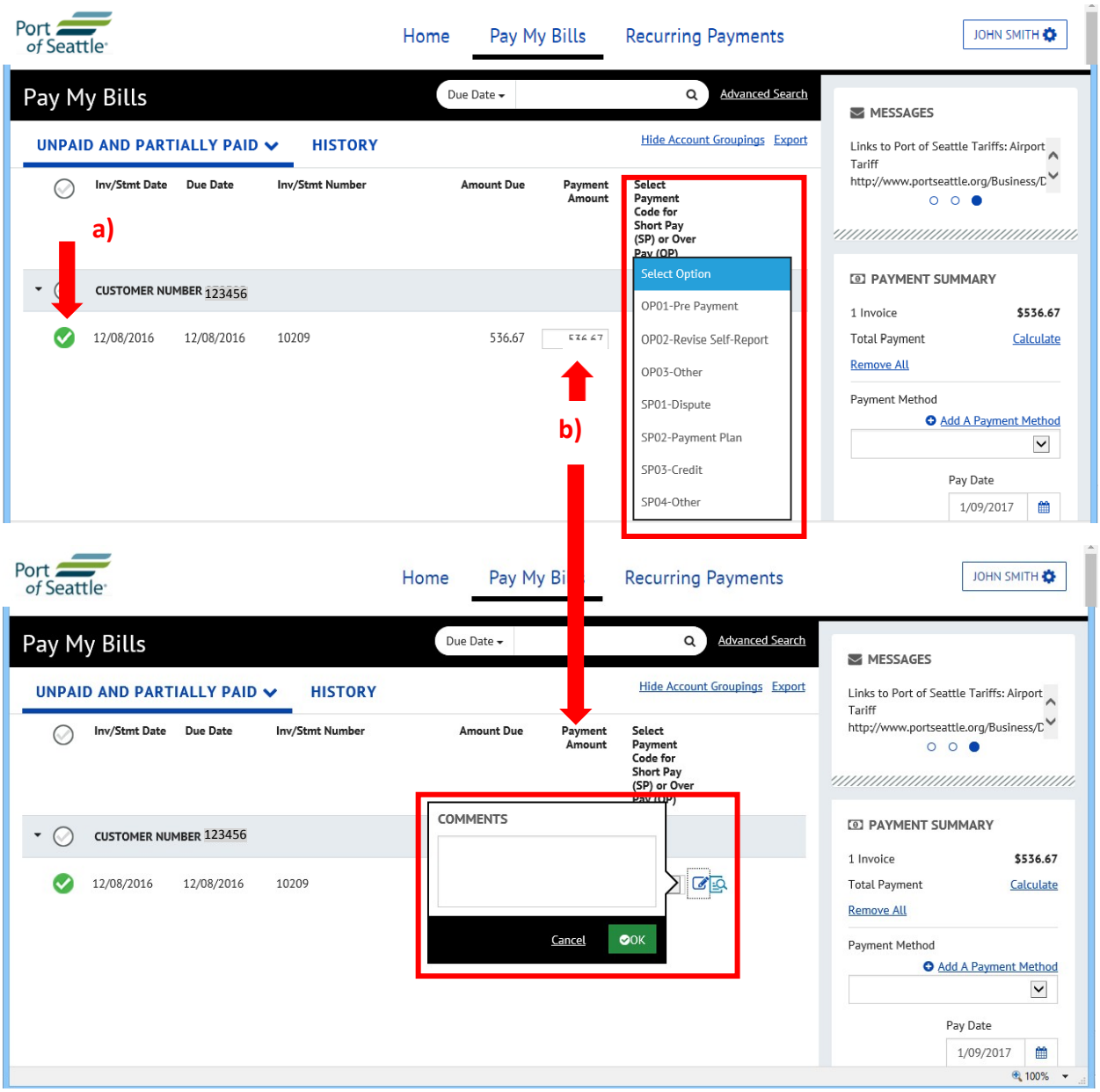
2. On the "**Pay My Bills**" tab, Payment cut off time for transactions are shown at the bottom of the payment summary



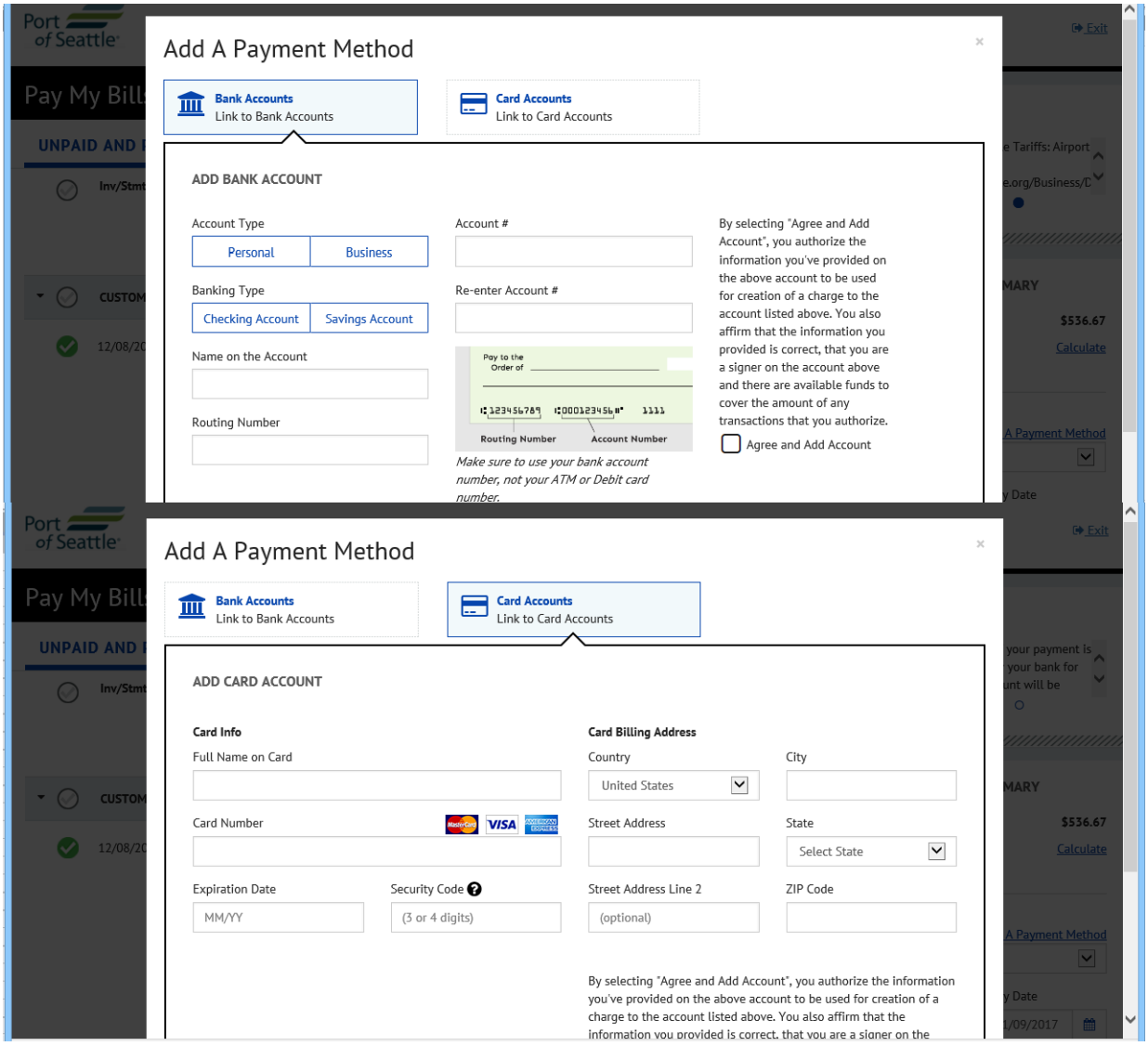
3. On the "**Pay My Bills**" tab, Click this icon to view invoice/statement detail (see below)

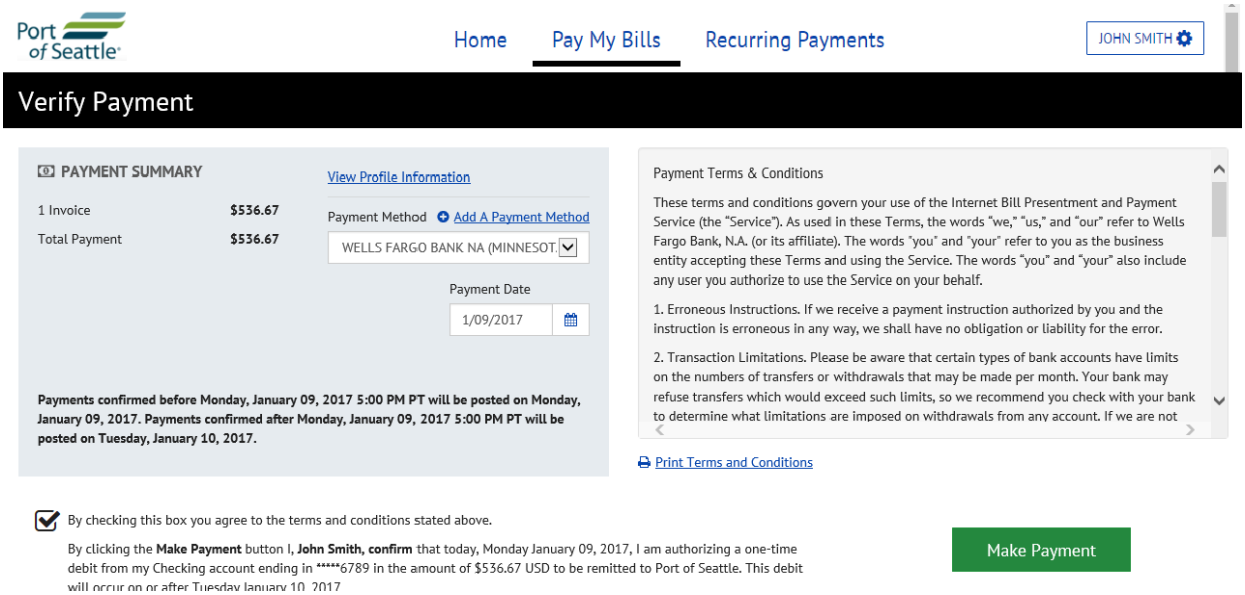


4. Make a payment on your invoice/statement
    a. Select the invoice/statement you want to make a payment (green check mark)
    b. If payment amount is different from amount due, (i) select over/short payment code and (ii) enter comments for your reason of over/short pay

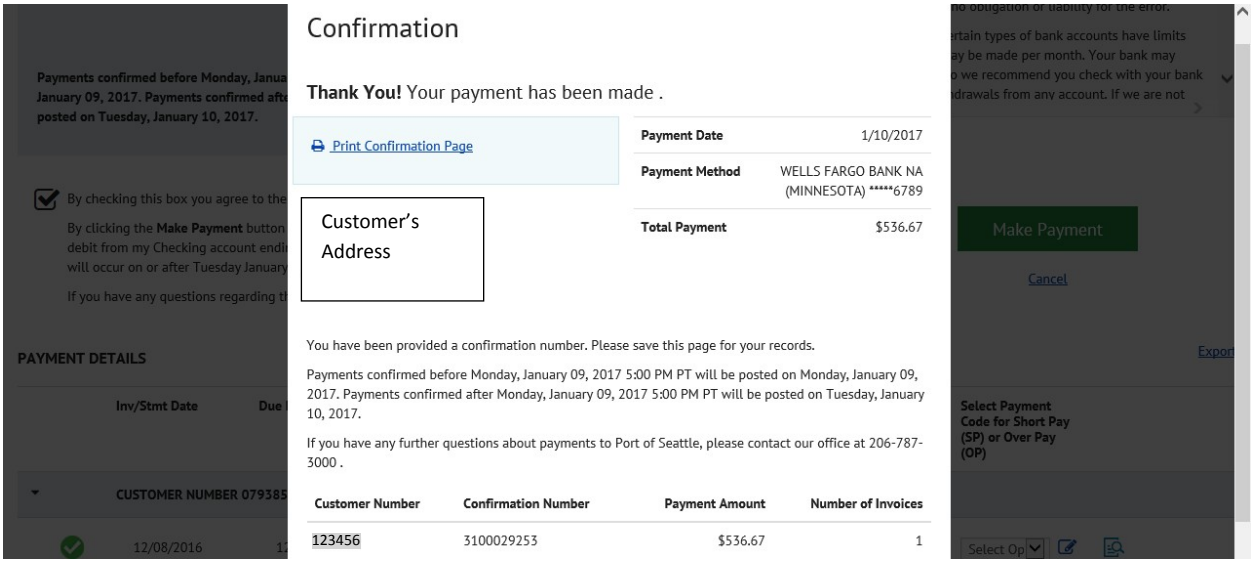


5. Payment method by bank accounts (e-check) or card accounts (credit or debit)

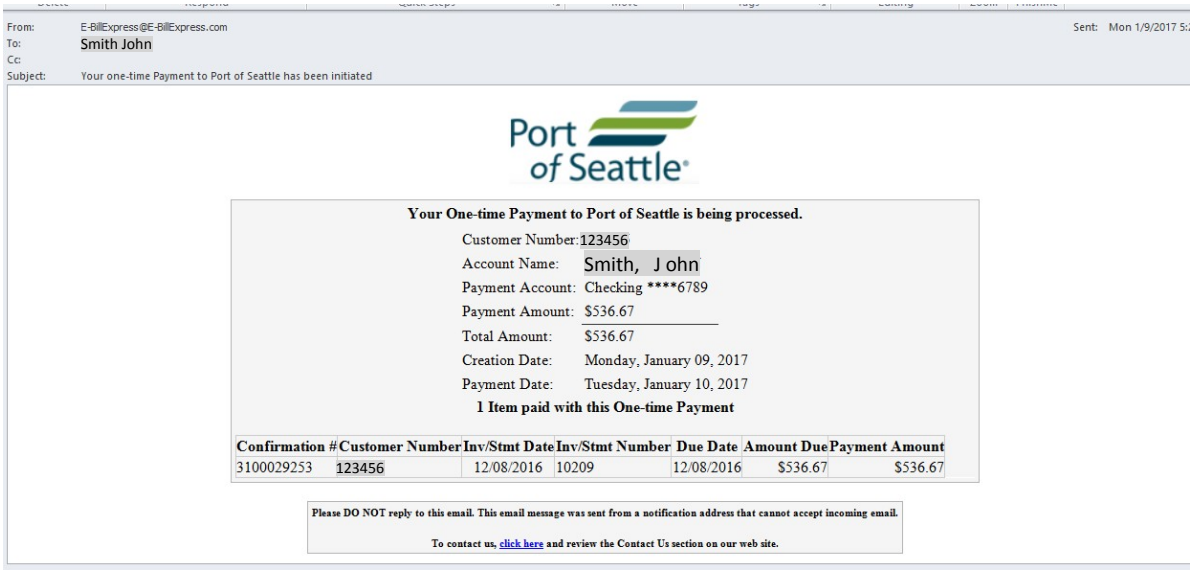




6. Receive 1st email confirmation for your payment being processed



7. Receive 2nd email confirmation for your payment being posted



From: E-BillExpress@E-BillExpress.com
To: Smith John
Cc:
Subject: Your one-time Payment to Port of Seattle has been initiated
Sent: Mon 1/9/2017 5:

Port of Seattle

Your One-time Payment to Port of Seattle is being processed.

Customer Number: 123456
Account Name: Smith, J ohn
Payment Account: Checking ****6789
Payment Amount: $536.67
Total Amount: $536.67
Creation Date: Monday, January 09, 2017
Payment Date: Tuesday, January 10, 2017

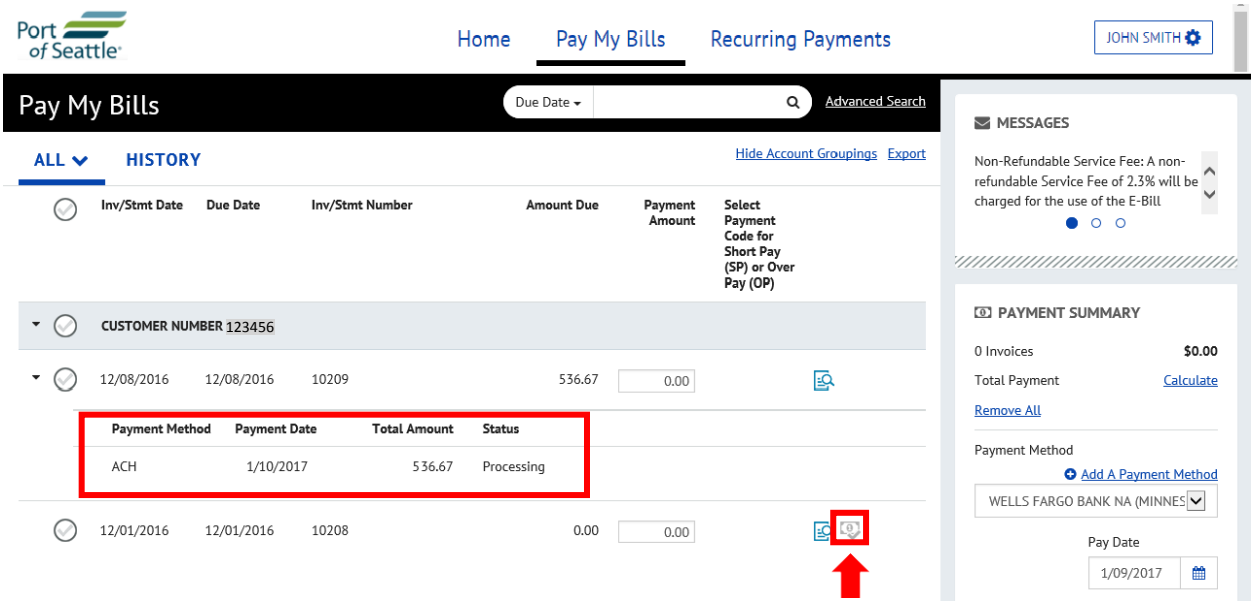
1 Item paid with this One-time Payment

Confirmation #	Customer Number	Inv/Stmt Date	Inv/Stmt Number	Due Date	Amount Due	Payment Amount
3100029253	123456	12/08/2016	10209	12/08/2016	$536.67	$536.67

Please DO NOT reply to this email. This email message was sent from a notification address that cannot accept incoming email.

To contact us, click here and review the Contact Us section on our web site.

8. View your account history for your payment made



Port of Seattle | Home | Pay My Bills | Recurring Payments | JOHN SMITH

Pay My Bills | Due Date | Advanced Search

ALL | HISTORY | Hide Account Groupings | Export

Inv/Stmt Date	Due Date	Inv/Stmt Number	Amount Due	Payment Amount	Select Payment Code for Short Pay (SP) or Over Pay (OP)
CUSTOMER NUMBER 123456					
12/08/2016	12/08/2016	10209	536.67	0.00	

Payment Method	Payment Date	Total Amount	Status
ACH	1/10/2017	536.67	Processing

12/01/2016	12/01/2016	10208	0.00	0.00	

MESSAGES

Non-Refundable Service Fee: A non-refundable Service Fee of 2.3% will be charged for the use of the E-Bill

PAYMENT SUMMARY

0 Invoices $0.00
Total Payment Calculate
Remove All

Payment Method
Add A Payment Method
WELLS FARGO BANK NA (MINNES

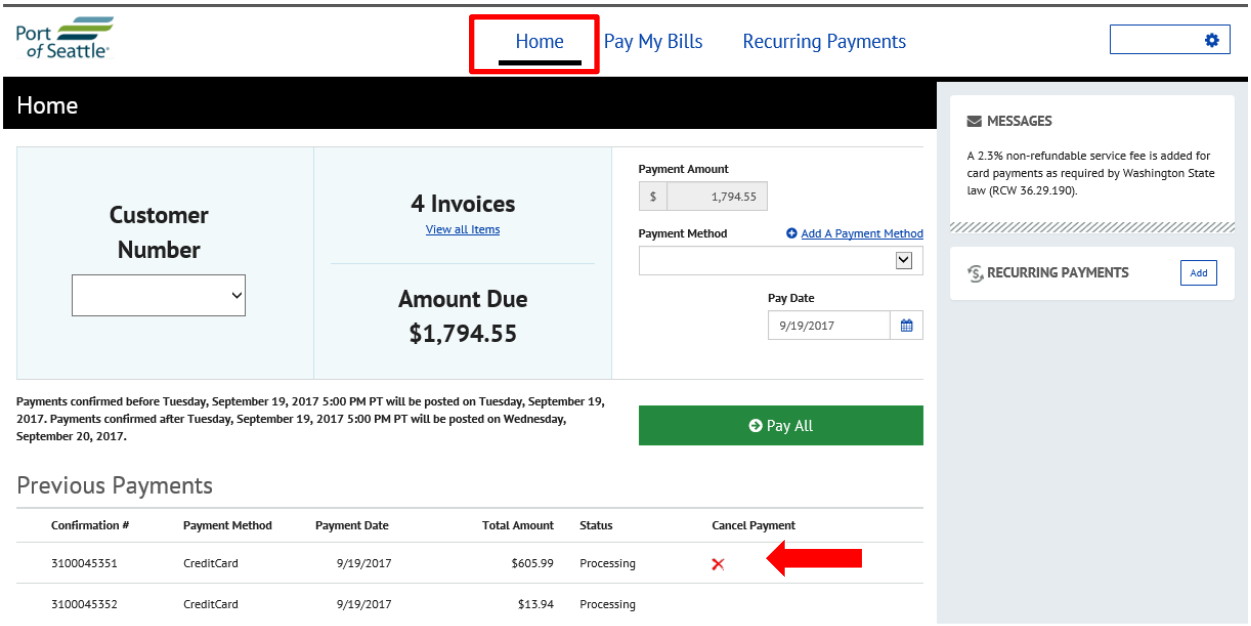
Pay Date
1/09/2017

Note: This icon represents payment made to the Port of Seattle outside of E-Bill Express (e.g. check in the mail, ACH or wire transfer etc.)

Cancel a pending/processing payment

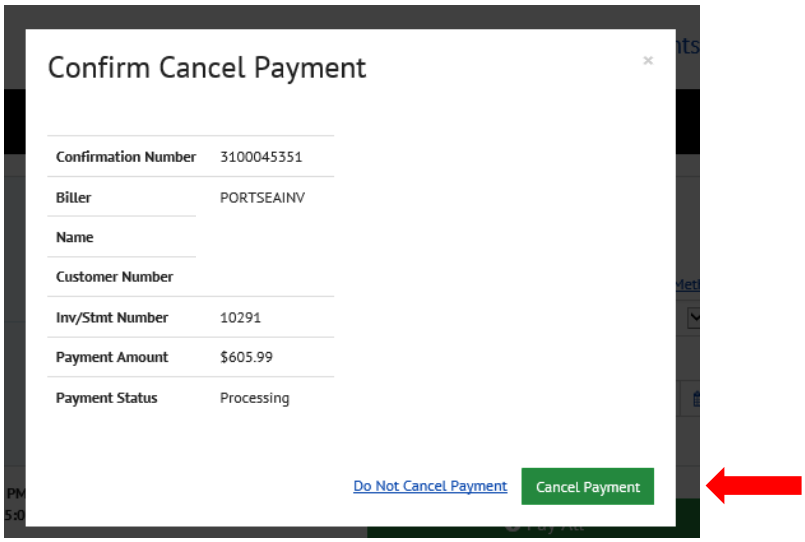
To cancel a pending/processing payment (both payment by card or bank account), i.e. the payment has not been processed by the financial institution (status not equal to "Paid"), an enrolled customer can initiate the cancellation.
If you logon as a "guest" using the "Pay Now" option, you could enroll, then log on as an "enrolled customer" to initiate the cancellation.
Once your payment is processed by the financial institution (status = Paid), you cannot initiate the cancellation.

1. Click **Home** tab
2. Scroll to the bottom of the page

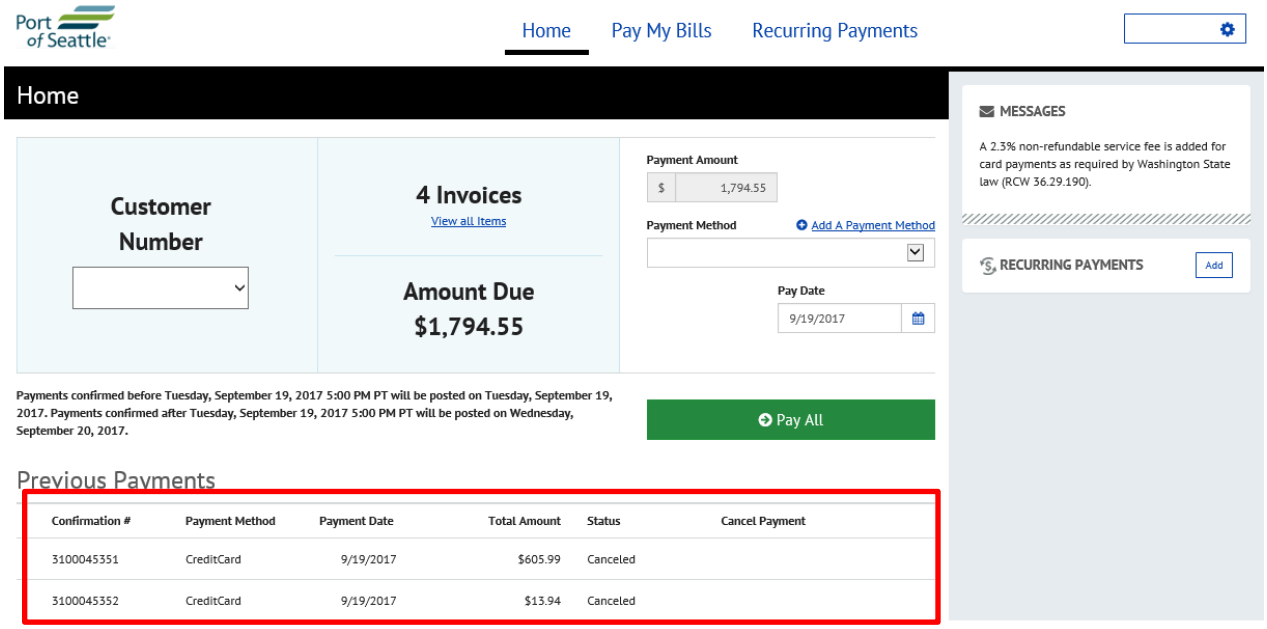


3. Click the red cross icon under 'Cancel Payment'

4. Click on the green button to confirm your cancellation of payment.

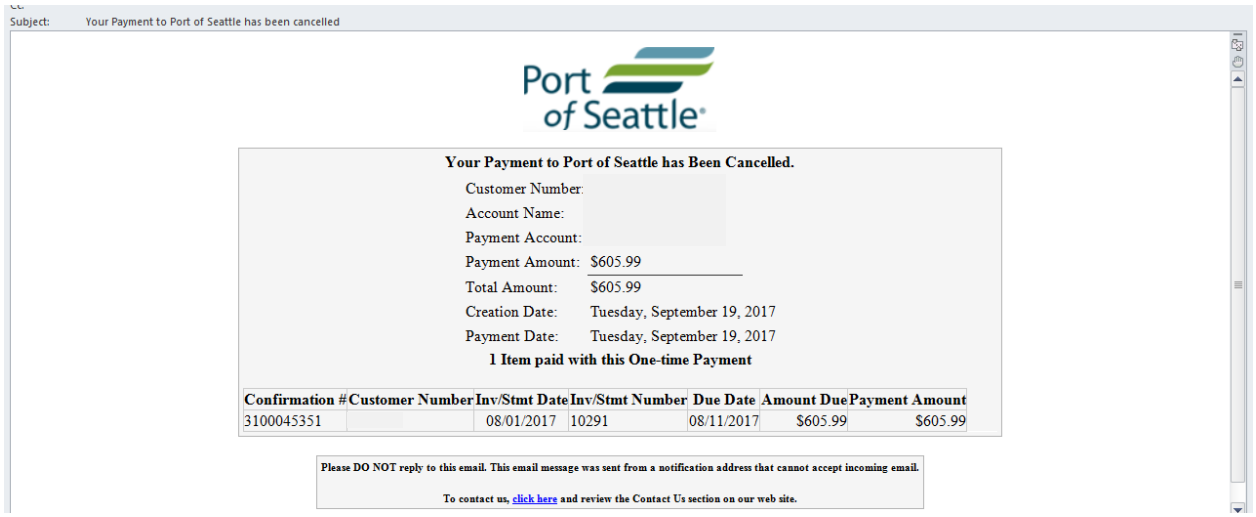


5. Your payment (and the related service fee if paid by credit card) is now canceled.



6. You will receive an email confirmation for your cancelled payment.

Note: You will not receive confirmation for the cancelled service fee but you can see it is cancelled at your "home" tab when you logon in E-Bill Express.



Subject: Your Payment to Port of Seattle has been cancelled

Your Payment to Port of Seattle has Been Cancelled.

Customer Number:
Account Name:
Payment Account:
Payment Amount: $605.99
Total Amount: $605.99
Creation Date: Tuesday, September 19, 2017
Payment Date: Tuesday, September 19, 2017

1 Item paid with this One-time Payment

Confirmation #	Customer Number	Inv/Stmt Date	Inv/Stmt Number	Due Date	Amount Due	Payment Amount
3100045351		08/01/2017	10291	08/11/2017	$605.99	$605.99

Please DO NOT reply to this email. This email message was sent from a notification address that cannot accept incoming email.

To contact us, click here and review the Contact Us section on our web site.