E-Bill Express User Instructions
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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

![Login form]

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

![Account Setup]

To verify your identity, we need your Customer Number and Zip Code (as on Invoice)

Customer Number: 123456

Zip Code (as on Invoice): ******

Validate
3. Complete the required fields indicated on your Profile

<table>
<thead>
<tr>
<th>Account Setup</th>
<th>PROFILE</th>
<th>LOGIN &amp; PASSWORD</th>
<th>TERMS OF SERVICE</th>
<th>PAYMENT ACCOUNTS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Name</td>
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<td></td>
<td>JOHN SMITH</td>
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<tr>
<td></td>
<td>First Name</td>
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<td>Middle Name</td>
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<td>Last Name</td>
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<tr>
<td></td>
<td>Primary Telephone Number</td>
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<td></td>
<td>Primary Email Address</td>
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</tbody>
</table>

What’s Your Billing Address?
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

Confirmation
Thank You! Your payment has been made.

Customer's Address
You have been provided a confirmation number. Please save this page for your records.

Payment Terms & Conditions
These terms and conditions govern your use of the Internet Bill Presentment and Payment Service (the "Service"). As used in these Terms, the words "we," "us," and "our" refer to Wells Fargo Bank N.A. (or its affiliate). The words "you" and "your" refer to you as the business entity accepting these Terms and using the Service. The words "you" and "your" also include any user you authorize to use the Service on your behalf.

1. Error Correction. If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.

2. Transaction Limitations. Please be aware that certain types of bank accounts have limits on the numbers of transfers or withdrawals that may be made per month. Your bank may refuse transfers which exceed such limits, so we recommend you check with your bank to determine what limitations are imposed on withdrawals from any account. If we are not
8. Receive 2\textsuperscript{nd} email confirmation for your payment being posted

![Email confirmation]

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.)

9. View your account history for your payment made

![Account history]

Last updated: 09/21/2017
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

Recurring Payment Message

Recurring Payments will begin following the first billing cycle after you have set up the Recurring Payment (which could be up to 30 days). Continue to pay as usual until you receive an email notifying you the Recurring Payments are being processed.
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 x\textsuperscript{th} 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

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.
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 2\textsuperscript{nd} user can share access to the 1\textsuperscript{st} 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”
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 2\textsuperscript{nd} email confirmation for your payment being posted

![Email Confirmation]

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.)

8. View your account history for your payment made

![Account History]

Last updated: 09/21/2017
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.