

How Customers Will...

- Pay Online/Mobile
 - One-Time
 - Auto-Pay
 - Quick Pay
- Pay by Phone
- View Bills
- Additional Profile Settings



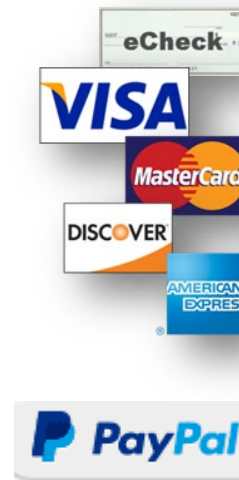
Customer payment options

Payment Service Network (PSN) provides electronic payment and billing services.

*In a nutshell, customers can **pay**:*

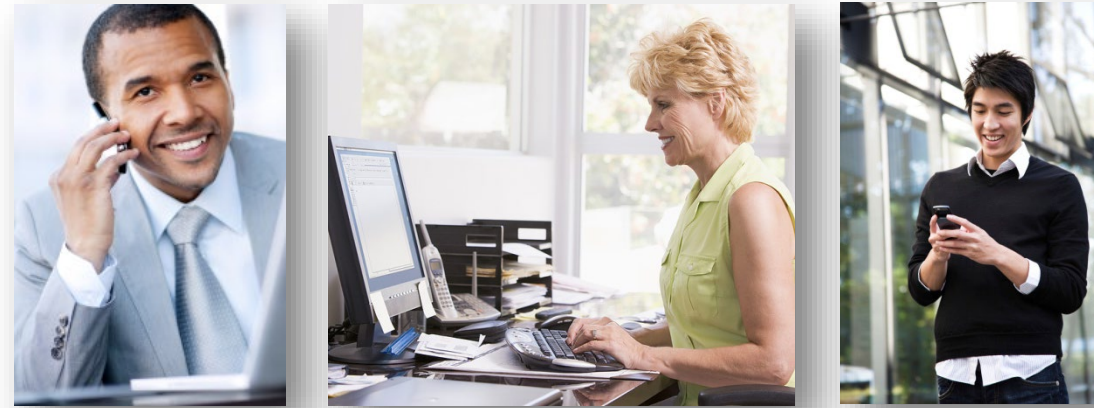


- Online
- By smart phone or tablet
- Call an automated system



- eCheck
- eSavings
- VISA
- MasterCard
- Discover
- American Express
- PayPal

How customers make payments



In this training, you will learn how a customer makes a payment online/mobile and by a phone call. You will also learn how they setup payment methods, view their bills and more.

Let's start with online payments...

Online/Mobile Payments

Customer Registration Step 1 of 4

Step 1

Customer should select Register Now the first time they go online to make a payment or view a statement

On future visits, the customer will simply provide their email address and password that they set up when they registered.

The screenshot shows the PSN login and registration page. At the top left is the PSN logo with the tagline 'an Invoice Cloud Service'. To the right, it says 'Welcome to our secure payment portal.' Below this, there are two main sections separated by a vertical line. The left section is for existing users, titled 'Already have an account? Please log in'. It contains input fields for 'Email' and 'Password', a 'LOG IN' button, and a 'Forgot password?' link. The right section is for new users, titled 'Don't have an account? Create an account'. It features two buttons: 'REGISTER NOW' (dark blue) and 'QUICK PAY' (teal). Below these buttons, it lists benefits of registration: 'By registering for our payment service, you can:' followed by a bulleted list: 'Make payments in 3, quick steps', 'View electronic payment history', 'View eBills', 'View balance due', 'Manage multiple billing accounts', 'Set up Auto-Pay, recurring payments', 'Save payment methods', and 'And more'. A central circle with the word 'OR' is positioned between the two sections.

Note: Customers can link from your website

Online/Mobile Payments

Customer Registration Step 2 of 4

Step 2

Customer will enter their:

- Utility Account Number
- First and Last Name
- Select "Search"

OR

- Utility Account Number
- Business Name
- Select "Search"

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



Please locate your account

Account Number:*

Account Number must be a minimum of 3 alpha-numeric characters

First Name:

Last Name:*

--- OR ---

Account Number:*

Account Number must be a minimum of 3 alpha-numeric characters

Business Name:*

SEARCH

Welcome

Credit Card payments are limited to a \$10,000 maximum To utilize the search function... Fill in at least one field and click "Search." You can partially enter information in any of the fields and it will search based on that criteria. Entering additional information will narrow the results.

What can you do here?

- Pay by checking/ savings/ credit card
 - Checking/Savings are free.
 - Credit/Debit are free.
- Pay by PayPal / PayPal Credit / Venmo
- Set up Auto-Pay
- View your bills
- Opt out of paper bills
- View payment history
- Print receipts
- Change your payment profile

Need help?

If you can't find your account, please contact **Demo City** MN Utilit **608-442-** ask them to provide your account information **5100**

If you would prefer to pay by our automated phone system, call 877-885-7968.

If you are experiencing difficulty with the system, please contact Payment Service Network Customer Support at 866-917-7368.

Online/Mobile Payments

Customer Registration Step 3 of 4

Step 3

Customer info will appear at the bottom of the screen; if correct, they would click “Register and make a payment.”

HELP: If customer receives an error message, have them reenter their name and account number. If another error message appears, the customer’s location may not yet be accepting online payments.



Please locate your account

Required response*

Utility Account Number:

First Name:

Last Name:

Address:

--- OR ---

Utility Account Number:

Business Name:

Address:

SEARCH

Customer ID	Name	Address	City	State	Zip	Balance Due	
						\$171.53	Register and make a payment

1 Customers Found

Welcome

Credit Card payments are limited to a \$10,000 maximum To utilize the search function... Fill in at least one field and click "Search." You can partially enter information in any of the fields and it will search based on that criteria. Entering additional information will narrow the results.

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Online/Mobile Payments

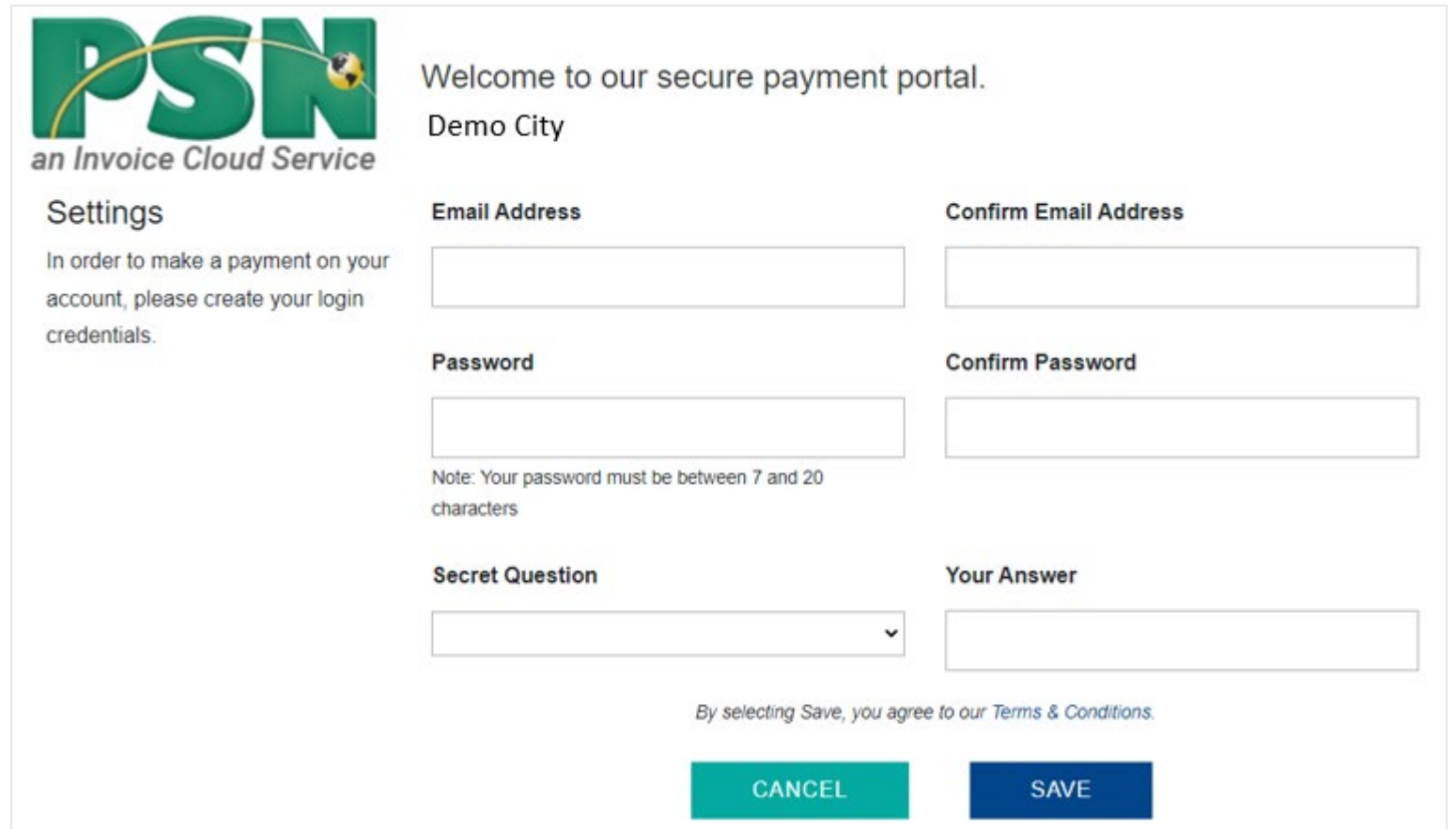
Customer Registration Step 4 of 4

Step 4

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.



The screenshot shows a registration form for PSN (an Invoice Cloud Service). The form is titled "Settings" and includes a welcome message: "Welcome to our secure payment portal. Demo City". The form fields are:

- Email Address**: A text input field.
- Confirm Email Address**: A text input field.
- Password**: A text input field.
- Confirm Password**: A text input field.
- Secret Question**: A dropdown menu.
- Your Answer**: A text input field.

Below the fields, there is a note: "Note: Your password must be between 7 and 20 characters". At the bottom of the form, there is a disclaimer: "By selecting Save, you agree to our Terms & Conditions." and two buttons: "CANCEL" (teal) and "SAVE" (blue).

Now your customer can view their bill and make a payment.

Online/Mobile Payments

Quick Site Overview

When your customer logs into the payment portal, this is how they can navigate the site.

The screenshot displays the PSN payment portal interface. At the top left is the PSN logo with the tagline "an Invoice Cloud Service". To the right of the logo are links for "Demo PSN", "Messages", and "Log Out". Below these are four dropdown menus: "PAYMENTS", "BILLS", "SETTINGS", and "SUPPORT". The main content area is titled "Payment Options" and shows a "BALANCE" of "\$138.89" with a question mark icon and the text "last updated 3/27/2023". Below the balance are two buttons: "MAKE ONE-TIME PAYMENT" and "MANAGE AUTO-PAY". At the bottom left, there is a link "PAY MULTIPLE BILLS" and the text "It's easy to combine multiple billing accounts". On the right side, a white box contains a list of navigation options: "Active Auto-Pays", "Recent Payments", "View Bills", and "Payment Methods". A blue callout box with the text "Frequently used navigation options" has an arrow pointing to the "Payment Methods" option.

Payments:

- Make a Payment
- Manage Auto-Pay
- Payment Activity
- Manage Payment Methods

Bills:

- View Bills
- Opt-out of Paper Bills

Settings:

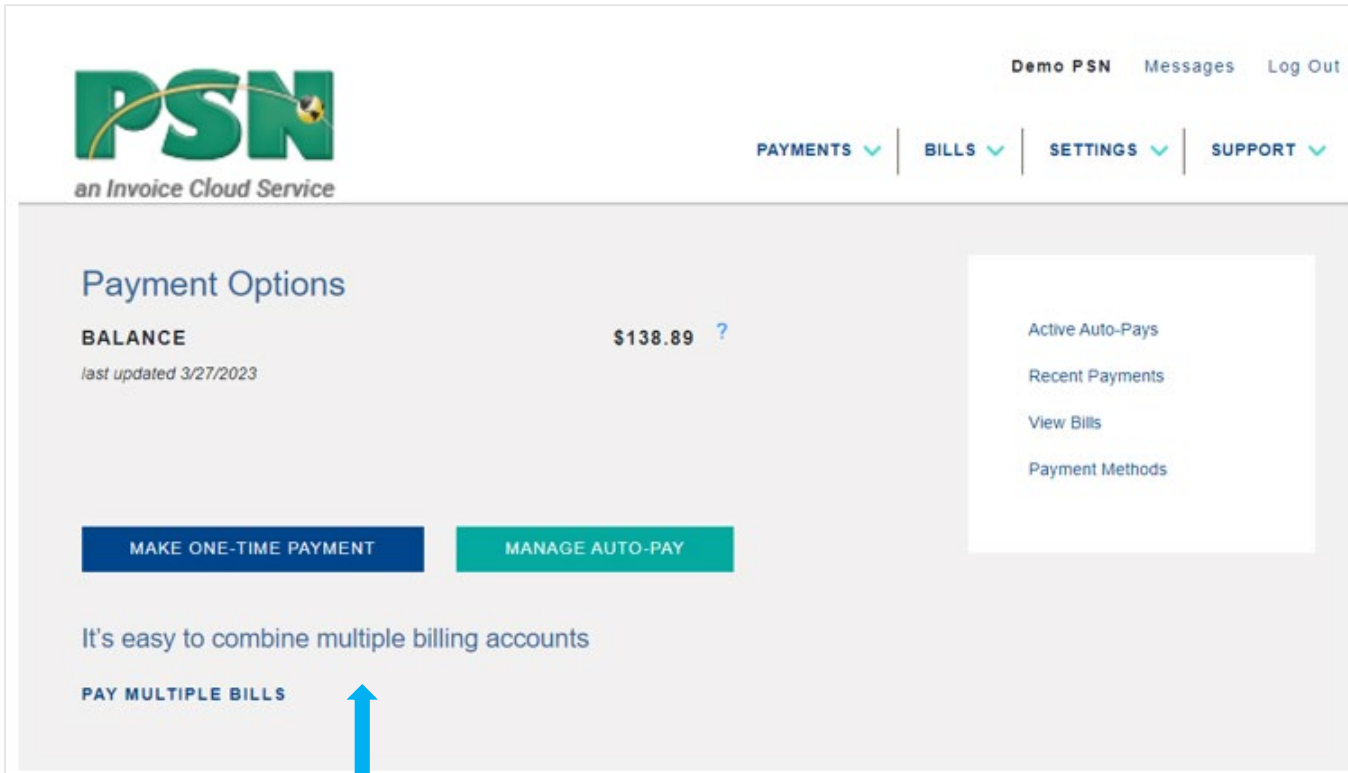
- View Personal Info
- Contact Preferences
- Login Info
- Combine Multiple Contract Numbers

Support:

- PSN CSR Number
- Submit a Question
- FAQs
- Download Mobile App

Online/Mobile Payments

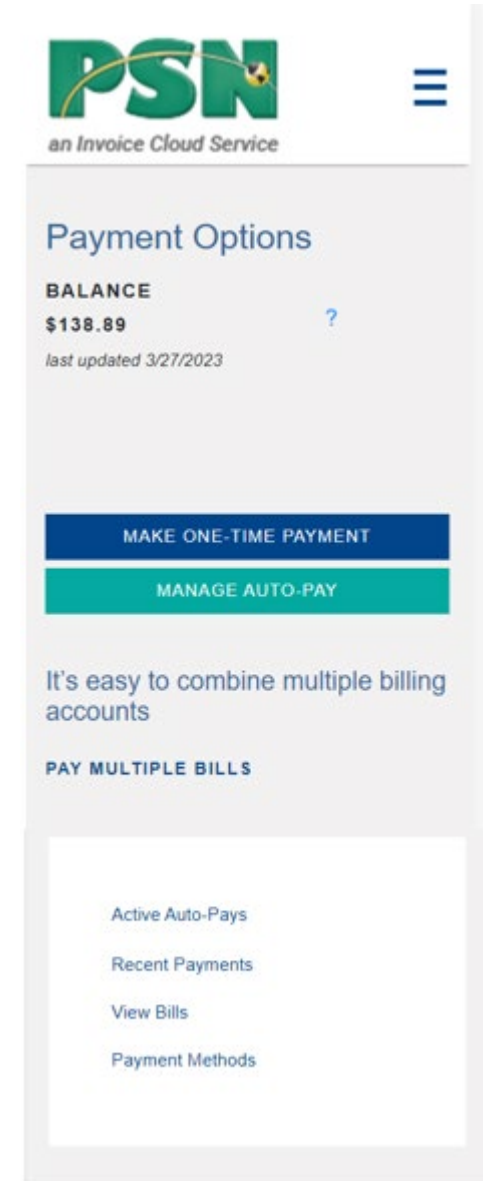
Make One-Time Payment Step 1 of 3



The desktop view of the PSN Payment Options page features a header with the PSN logo and navigation links for Demo PSN, Messages, and Log Out. Below the header is a navigation bar with tabs for PAYMENTS, BILLS, SETTINGS, and SUPPORT. The main content area displays the 'Payment Options' section, including a BALANCE of \$138.89 (last updated 3/27/2023). Two prominent buttons are visible: 'MAKE ONE-TIME PAYMENT' in blue and 'MANAGE AUTO-PAY' in green. Below these buttons, there is a text prompt 'It's easy to combine multiple billing accounts' and a link 'PAY MULTIPLE BILLS'. A white sidebar menu on the right contains links for 'Active Auto-Pays', 'Recent Payments', 'View Bills', and 'Payment Methods'.

Customer selects "Make One-Time Payment"

Note: PSN web pages are optimized and automatically adapt to any mobile or tablet device, allowing payers easy navigate on mobile devices.



The mobile view of the PSN Payment Options page is shown in a vertical orientation. It features the PSN logo and a hamburger menu icon in the top right corner. The 'Payment Options' section displays the BALANCE as \$138.89 (last updated 3/27/2023). Two large, prominent buttons are visible: 'MAKE ONE-TIME PAYMENT' in blue and 'MANAGE AUTO-PAY' in green. Below these buttons, there is a text prompt 'It's easy to combine multiple billing accounts' and a link 'PAY MULTIPLE BILLS'. A white sidebar menu on the right contains links for 'Active Auto-Pays', 'Recent Payments', 'View Bills', and 'Payment Methods'.

Online/Mobile Payments

Make One-Time Payment Step 2 of 3



PAYMENTS ▾ | BILLS ▾ | METERS ▾ | SETTINGS ▾ | SUPPORT ▾

Payment Information

Company Name:
PSN Demo (Utility)

Company Phone:
6089999999

Customer Name:
JILL MOUSE

Make a Payment

Please add a payment method below.

Payment Methods

Available Methods:* [ADD NEW](#)

Payment Details

Email:

Description:*

Balance 10/25/2022: \$51.13

For a more current balance, call PSN Demo (Utility) at 6089999999. Payments can take up to 48 hours to post.

Payment:* \$

Convenience Fee: \$5.90 ?

Total Charge: \$0.00

Payment Date:*

CANCEL

CONTINUE

Payment Methods:

- Customer can select saved payment methods
- Or the customer can click "Add New" to add a new payment method

Payment Information:

- Enter the payment amount
- Enter date of the payment
- Select "Continue"

Online/Mobile Payments

Make One-Time Payment Step 3 of 3



PAYMENTS ▾

BILLS ▾

METERS ▾

SETTINGS ▾

SUPPORT ▾

Payment Information

Company Name:

PSN Demo (Utility)

Company Phone:

6089999999

Customer Name:

Jill Mouse

Customer ID:

60022900002

Verify Your Payment

Please review for accuracy and submit. Your payment cannot be processed until submitted.

Payment From: JILL Mouse

From: Check Account ending in 1111

Bank Name: JPMORGAN CHASE BANK, NA

Routing Number: 021000021

Payment Date: 4/25/2023 ?

Pay: PSN Demo (Utility)

Payment Amount: \$51.13

Payment Fee: \$5.90

Total Payment: \$57.03

By clicking submit, I agree to the [Terms & Conditions](#) that apply.

BACK

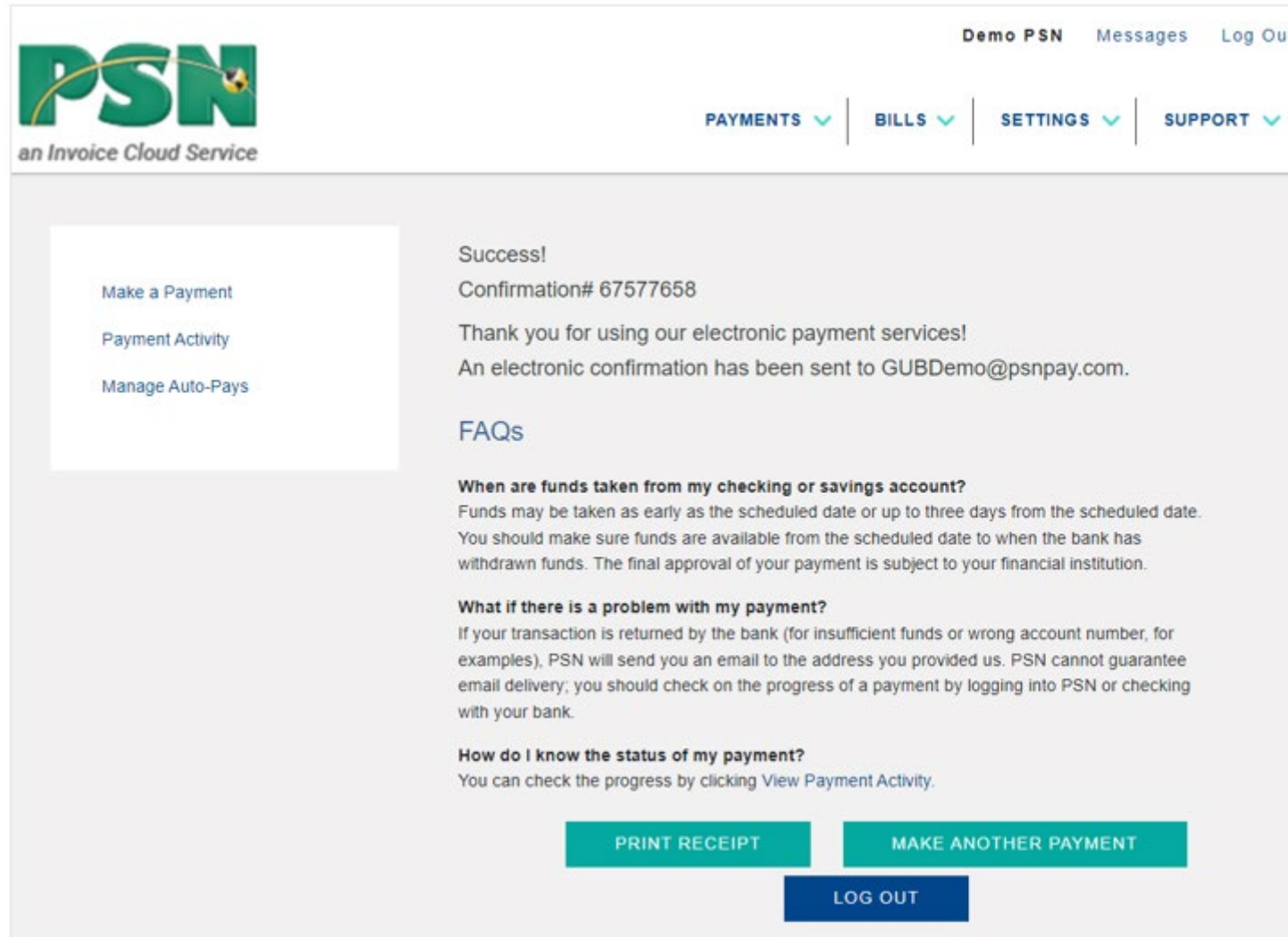
CANCEL

SUBMIT PAYMENT

Confirm payment details and select "Submit Payment"

Online/Mobile Payments

Make One-Time Payment Confirmation



The screenshot shows the PSN (Payment Service Network) interface. At the top left is the PSN logo with the tagline "an Invoice Cloud Service". To the right are links for "Demo PSN", "Messages", and "Log Out". Below these are navigation menus for "PAYMENTS", "BILLS", "SETTINGS", and "SUPPORT", each with a dropdown arrow. On the left side of the main content area, there is a white box containing three links: "Make a Payment", "Payment Activity", and "Manage Auto-Pays". The main content area displays a success message: "Success! Confirmation# 67577658". Below this is a thank-you message: "Thank you for using our electronic payment services! An electronic confirmation has been sent to GUBDemo@psnpay.com." There is also a section for "FAQs" with three questions: "When are funds taken from my checking or savings account?", "What if there is a problem with my payment?", and "How do I know the status of my payment?". At the bottom of the page are three buttons: "PRINT RECEIPT", "MAKE ANOTHER PAYMENT", and "LOG OUT".

PSN
an Invoice Cloud Service

Demo PSN Messages Log Out

PAYMENTS ▾ | BILLS ▾ | SETTINGS ▾ | SUPPORT ▾

Make a Payment
Payment Activity
Manage Auto-Pays

Success!
Confirmation# 67577658

Thank you for using our electronic payment services!
An electronic confirmation has been sent to GUBDemo@psnpay.com.

FAQs

When are funds taken from my checking or savings account?
Funds may be taken as early as the scheduled date or up to three days from the scheduled date. You should make sure funds are available from the scheduled date to when the bank has withdrawn funds. The final approval of your payment is subject to your financial institution.

What if there is a problem with my payment?
If your transaction is returned by the bank (for insufficient funds or wrong account number, for examples), PSN will send you an email to the address you provided us. PSN cannot guarantee email delivery; you should check on the progress of a payment by logging into PSN or checking with your bank.

How do I know the status of my payment?
You can check the progress by clicking View Payment Activity.

PRINT RECEIPT MAKE ANOTHER PAYMENT
LOG OUT

Online/Mobile Payments

Set up Auto-Pay Step 1 of 4

The screenshot shows the PSN (an Invoice Cloud Service) user interface. At the top left is the PSN logo with the tagline 'an Invoice Cloud Service'. At the top right are links for 'Demo PSN', 'Messages', and 'Log Out'. Below the logo is a navigation menu with 'PAYMENTS', 'BILLS', 'SETTINGS', and 'SUPPORT', each with a dropdown arrow. The main content area is titled 'Payment Options' and displays a 'BALANCE' of '\$138.89' with a question mark icon and a note 'last updated 3/27/2023'. Below the balance are two buttons: 'MAKE ONE-TIME PAYMENT' (dark blue) and 'MANAGE AUTO-PAY' (teal). To the right of the main content is a white sidebar menu with the following items: 'Active Auto-Pays', 'Recent Payments', 'View Bills', and 'Payment Methods'. Below the buttons, there is a text prompt 'It's easy to combine multiple billing accounts' and a link 'PAY MULTIPLE BILLS'.

Customer selects "Manage Auto-Pay"

Online/Mobile Payments

Set up Auto-Pay Step 2 of 4

The screenshot shows the PSN user interface. At the top right, there are links for 'Demo PSN', 'Messages', and 'Log Out'. Below these are navigation menus for 'PAYMENTS', 'BILLS', 'SETTINGS', and 'SUPPORT', each with a dropdown arrow. On the left, the PSN logo is displayed with the tagline 'an Invoice Cloud Service'. The main content area is titled 'Auto-Pays' with the subtitle 'Set up automatic recurring payments'. Below this is a section for 'Active Auto-Pay Items' which contains the text 'No results to display' and a prominent blue button labeled 'ADD AUTO-PAY'. On the right side of the main content area, there is a 'Frequently Asked Questions' section with two entries: 'What does Full Balance in the Amount column mean?' and 'How do I stop my Auto-Pays?'. The first entry explains that the payment will be the current balance due. The second entry instructs the user to click 'Cancel' and then 'Confirm Cancellation' on the next page.

Customer selects "Add Auto-Pay"

Note: Customer can also change an existing Auto-Pay, such as changing a payment method or the date of the payment.

Online/Mobile Payments

Set up Auto-Pay Step 3 of 4

Payment Methods:

- Customer can select saved payment methods
- Or the customer can click "Add New" to add a new payment method

Billing Information:

- Customer selects the Payment Frequency, for example, Pay on Bill due date, monthly, quarterly, etc., and the day of the month
- Select the start date of the auto-pay
- There is an optional end date which would be the last date of the payment will be made (*not recommended for utility and other ongoing payments*)

Payment Details:

- Customer payment details are provided for review

Payment Information:

- Enter the payment amount
- Select "Continue"

PSN
an Invoice Cloud Service

Demo PSN Messages Log Out

PAYMENTS | BILLS | SETTINGS | SUPPORT

Payment Information

Company Name:
Demo City

Company Phone:
608.442.5100

Customer Name:
Demo PSN

Add New Auto-Payment

Please add a payment method below.

Payment Methods

Available Methods: ASSOCIATED BANK... (****) ADD NEW

Billing Information

Do not set up Auto-Pay to run less than 3 days prior to the actual bill due date; the most current balance may not be available.

Payment Date: Pay on Bill Due Date

Start Date: 04/10/2023

End Date:

Your next payment will occur on: Next Bill Due Date

Auto-Pays will run until manually cancelled unless End Date is specified.

IMPORTANT: If the balance you owe exceeds the maximum payment limit of \$30,000.00, we will have to process more than one payment on your behalf. Convenience fees will be added to each payment.

Payment Details

Email: GUBDemo@psnpay.com

Description: Utility Payment

Balance 3/27/2023: \$138.89

For a more current balance, call City of Plymouth MN Utility at 763-509-5333. Payments can take up to 48 hours to post.

Payment: Pay balance in full

Total Charge: Full Balance

CANCEL CONTINUE

Online/Mobile Payments

Set up Auto-Pay Step 4 of 4

Demo PSN Messages Log Out

PSN
an Invoice Cloud Service

PAYMENTS ▾ | BILLS ▾ | SETTINGS ▾ | SUPPORT ▾

Payment Information

Company Name:
Demo City

Company Phone:
608.442.5100

Customer Name:
Psn Demo

Customer ID:
133713-001

Verify Your Payment

Please review for accuracy and submit. Your payment cannot be processed until submitted.

Payment From:	Demo
From:	Check Account ending in 3456
Bank Name:	ASSOCIATED BANK GREEN BAY
Routing Number:	075900575
Payment Date:	4/20/2023 ? 12:00:00 AM
Pay:	Demo City Utility
Payment Amount:	Full Balance

IMPORTANT: Is the start date at least 3 days prior to your next due date? If not, [click here](#) for more info.

Scheduled Date:	Bill Due Date
Auto-Pay to start on:	4/10/2023
Auto-Pay to end on:	[None] ?
First payment will be on:	4/20/2023 12:00:00 AM

By clicking submit, I agree to the [Terms & Conditions](#) that apply.

BACK CANCEL SUBMIT PAYMENT

Confirm auto-pay details and select "Submit Payment" to activate auto-pay

Online/Mobile Payments

Set up Auto-Pay Confirmation

The screenshot shows the PSN (an Invoice Cloud Service) user interface. At the top right, there are links for "Demo PSN", "Messages", and "Log Out". Below these are navigation menus for "PAYMENTS", "BILLS", "SETTINGS", and "SUPPORT", each with a dropdown arrow. On the left side, there is a sidebar with three options: "Make a Payment", "Payment Activity", and "Manage Auto-Pays". The main content area displays a success message: "Success! Your Auto-Pay has been set up. You will receive emails about three days prior to your scheduled date. Make sure you have funds available. Thank you for using our electronic payment services! An electronic confirmation has been sent to GUBDemo@psnpay.com." Below this message is an "FAQs" section with two questions: "When are funds taken for Auto-Pay?" and "Can I change or stop my Auto-Pay?". At the bottom of the page, there are two buttons: "MAKE ANOTHER PAYMENT" and "LOG OUT".

Verification that Auto-Pay has been set up

Also, a confirmation email is sent to the customer.

Online/Mobile Payments

How to Verify AutoPay is Active

The screenshot shows the PSN user interface. At the top left is the PSN logo with the tagline "an Invoice Cloud Service". To the right of the logo are navigation links: "Demo PSN", "Messages", and "Log Out". Below these are four dropdown menus: "PAYMENTS", "BILLS", "SETTINGS", and "SUPPORT". On the left side, there is a sidebar with three options: "Make a Payment", "Payment Activity", and "Manage Auto-Pays". The main content area displays a success message: "Success! Your Auto-Pay has been set up. You will receive emails about three days prior to your scheduled date. Make sure you have funds available. Thank you for using our electronic payment services! An electronic confirmation has been sent to GUBDemo@psnpay.com." Below the message are links for "FAQs", "When are funds taken for Auto-Pay?", and "Can I change or stop my Auto-Pay?". At the bottom, there are two buttons: "MAKE ANOTHER PAYMENT" and "LOG OUT".

The customer can **edit** and **cancel** their auto-pay by selecting "Manage Auto-Pays" on the "Payments" dropdown

The screenshot shows the "Active Auto-Pay Items" section. At the top left is the title "Active Auto-Pay Items" and at the top right is a blue button labeled "CHANGE AUTO-PAY". Below the title is a table with the following columns: Account Number, Business, Account ID, Type, Amount, Start, End, How Often, Next Pay, and Cancel Auto-Pay. The table contains one row of data.

Account Number	Business	Account ID	Type	Amount	Start	End	How Often	Next Pay	Cancel Auto-Pay
133713-001	Demo PSN	Rt1111	CHECK (2600)	Full Balance	1/20/2023	(None)	20th of the month	5/20/2023	Cancel

Customer can **view** the Active Auto-Pay Items by selecting Manage Auto Pay on the "Payments" dropdown

Online/Mobile Payments

Quick Pay Step 1 of 4

The screenshot shows the PSN payment portal interface. At the top left is the PSN logo with the tagline 'an Invoice Cloud Service'. To the right of the logo, it says 'Welcome to our secure payment portal.' Below this, there are two main sections: 'Please log in' and 'Create an account'. The 'Please log in' section includes fields for 'Email' and 'Password', a 'LOG IN' button, and a link for 'Forgot password?'. The 'Create an account' section has a 'REGISTER NOW' button and a 'QUICK PAY' button. Below the 'QUICK PAY' button, it lists benefits of registering for the payment service, such as making payments in 3 quick steps, viewing electronic payment history, and setting up Auto-Pay. A central 'OR' button separates the two sections.

Step 1

Customer will select "Quick Pay"

Quick Pay allows the customer to submit a payment without registration

Online/Mobile Payments

Quick Pay Step 2 of 4

Step 2


Customer will enter their:

- Utility Account Number (required)
- First and Last Name (required)
- Select "Search"

OR

- Utility Account Number (required)
- Business Name (required)
- Select "Search"

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



Account Number:*

Account Number must be a minimum of 3 alpha-numeric characters

First Name:

Last Name:*

--- OR ---

Account Number:*

Account Number must be a minimum of 3 alpha-numeric characters

Business Name:*

SEARCH

Welcome

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If you can't find your account, please contact **Demo City** MN Utilit **608-442-5100** ask them to provide your account information.

If you would prefer to pay by our automated phone system, call **877-885-7968**.

If you are experiencing difficulty with the system, please contact Payment Service Network Customer Support at **866-917-7368**.

Online/Mobile Payments

Quick Pay Step 3 of 4

Payment Information:

- Company Name, Customer's Name, and Customer ID is listed for review
- Customer can add an email to receive email payment confirmation

Payment Methods:

- Customer adds their payment method.

Payment Details:

- Customer payment details are listed for review


Payment Information:

- Enter the payment amount
- Select "Continue"

Make a Payment
Please add a payment method below.

Payment Information
Company Name: Demo City
Customer Name: PSN Demo
Customer ID: 103214-002
Receipt Email Address:

New Payment Methods

Accepted forms of payment:  **Now Accepting PayPal**

Account Type:

Billing Name:

Routing Number:

Account Number:

Confirm Account Number:

Routing Number Account Number
4000001464 00000129* 1000

Please **do not include** the following information in the Account Number field:

- Spaces
- Dashes
- Debit/ATM Card Number
- Check Number

This information will cause your transaction to be rejected by your bank.


Payment Details
Description:

Balance (as of 3/25/2023): \$171.53

For a more current balance, call City of Plymouth MN Utility at 763-509-5353. Payments can take up to 2 business days to post.

Payment:

Total Charge: \$171.53

I'm not a robot 

Online/Mobile Payments

Quick Pay Step 4 of 4

Final Step: Review and then click Submit Payment

Payee Information
Business Name: Demo City

Payer Information
Payment From: PSN Demo
Payment Description: Utility Payment

Payment Information
Customer ID: 103214-002
Account Name: PSN Demo
Address: Oak Street
Description: Utility Payment
Payment Date: 3/27/2023
Payment: \$171.53
Total Charge: \$171.53

Banking Details
Payment Type: CHECK
Billing Name: PSN
Bank Name: ASSOCIATED BANK GREEN BAY
Routing Number: 075900575
Account Number: *****3456

By clicking submit, I agree to the [Terms & Conditions](#) that apply.

CANCEL **CHANGE PAYMENT** **SUBMIT PAYMENT**

Confirm payment details and select "Submit Payment"

Online/Mobile Payments

Quick Pay Payment Confirmation

Thank You !

Your Payment has been submitted!

NOTE: Funds may be taken from your bank account as early as the scheduled payment date or up to three business days from the date you scheduled your payment. The final approval of your payment is subject to your financial institution.

[VIEW/PRINT RECEIPT](#)

[MAKE ANOTHER PAYMENT](#)

Your Confirmation Number is 53746652

The balance due may not reflect your payment for up to 2 business days.

[RETURN TO HOME PAGE](#)

That's it! An email receipt is emailed to the customer if they provided an email address



Automated phone payment (IVR)

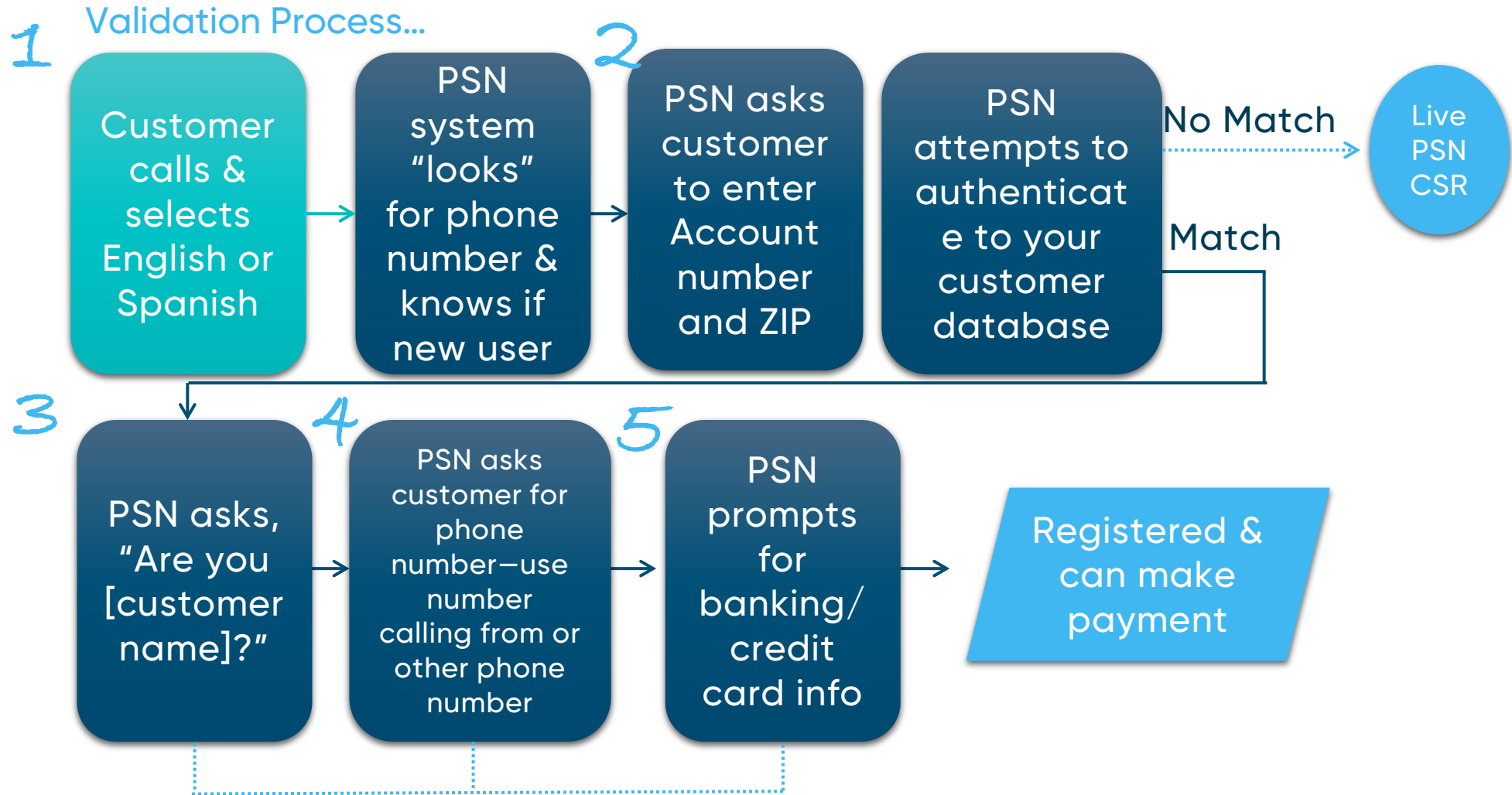
Customer will call PSN Toll Free Number

They can opt for English or Spanish

The first time they call, they will validate themselves. Then future calls are a quick process.

Automated phone payment (IVR)

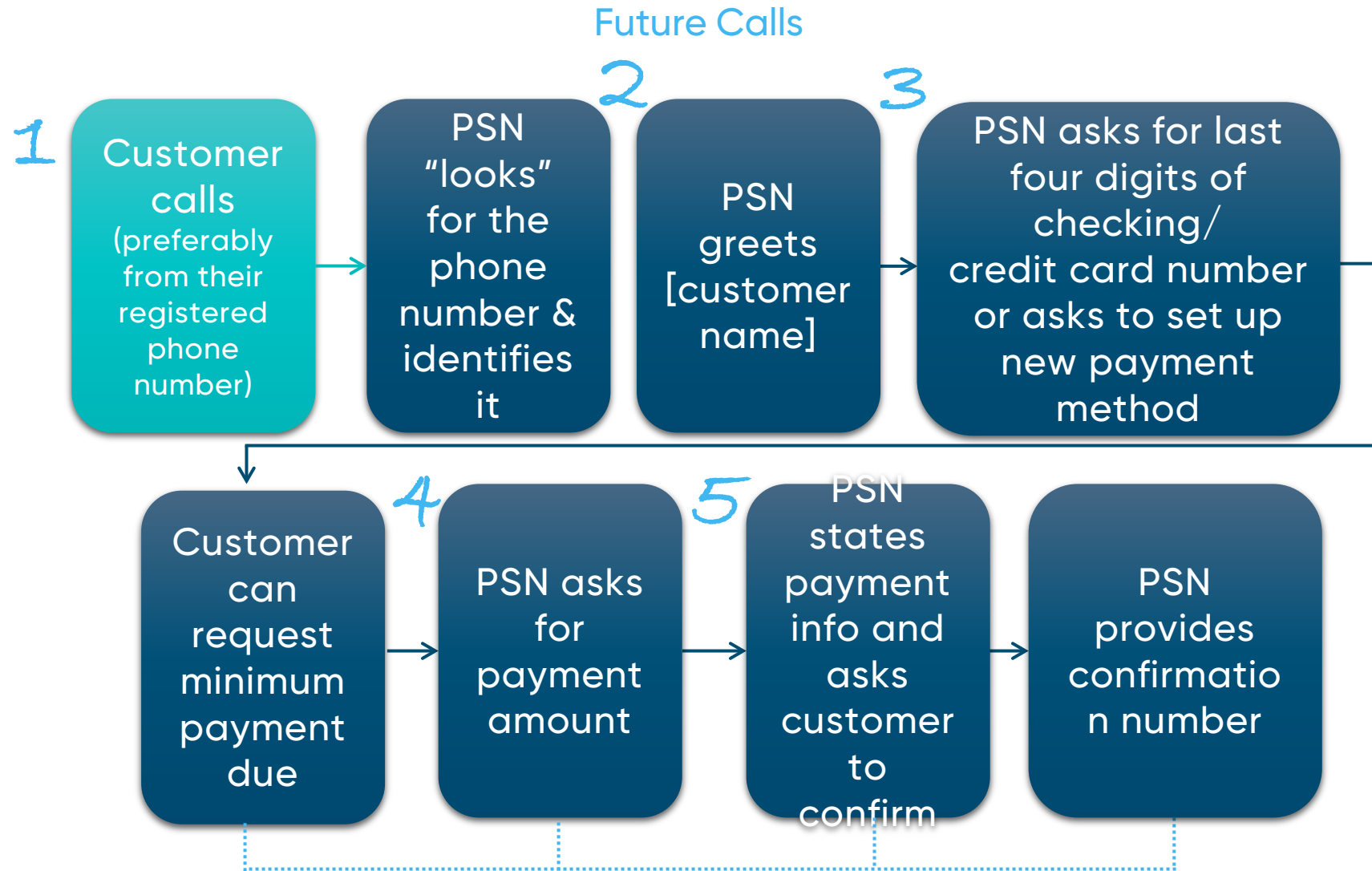
Registering



Your customer can reach a PSN CSR at anytime, Monday – Friday from 7 am – 7 pm CT

Automated phone payment (IVR)

Making a Payment on Subsequent Calls



Your customer can reach a PSN CSR at anytime, Monday – Friday from 7 am – 7 pm CT

eBills

Overview

Due Date	Bill Amount	Bills	Last Viewed
4/20/2023	\$138.89	View Statement	N/A
2/20/2023	\$124.71	View Statement	N/A
12/20/2022	\$120.77	View Statement	N/A

[VIEW HISTORY](#)

Frequently Asked Questions

Why can't I view my bill?
Turn off your pop-up blocker for this site.

Why don't I see all of my bills?
We only display bills you would have received in the last two years or from the time City of Plymouth MN Utility began using online bills.

Why don't I receive email notices?
Make sure your email is set to allow messages from PaymentServiceNetwork.com.

The customer can view the statement details by selecting the “Bills” dropdown and then selecting “View Statement”

Customer can:

- View statements
- View statement history
- Opt out of paper statements
 - [Go Paperless](#)

Last Viewed – date will be listed if customer has viewed statements using PSN portal

Note: *The customer will receive an email when a statement is available for viewing and payment*

eBills

Payer eBill email notices

New eBill Notice

Your requested bill from **PSN Demo** is ready for viewing.

Billing Information

Your utility statement for account ending in **xxxx**, is now ready for viewing.

[View Bill History](#) [Schedule or Make a Payment](#)

If the links above do not work:

1. Go to www.PaymentServiceNetwork.com and sign in
2. Click on the Online Statements tab to view your current and past bills
3. Click on the Payment tab to schedule or make a payment

This email has been sent to you because you have requested to receive your statements electronically. If you think you received this in error or you have questions on e-bills and payments, please contact our payment process provider:

Payment Service Network (PSN)
Customer Service: CustomerService@PaymentServiceNetwork.com

Please do not reply to this message. Use the email above to contact us.



THIS COMMUNICATION IS INTENDED ONLY FOR THE ADDRESSEE(S) AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED AND CONFIDENTIAL. YOU ARE HEREBY NOTIFIED THAT, IF YOU ARE NOT AN INTENDED RECIPIENT LISTED ABOVE, OR AN AUTHORIZED EMPLOYEE, OR AGENT OF AN ADDRESSEE OF THIS COMMUNICATION RESPONSIBLE FOR DELIVERING E-MAIL MESSAGES TO AN INTENDED RECIPIENT, ANY DISSEMINATION, DISTRIBUTION, OR REPRODUCTION OF THIS COMMUNICATION (INCLUDING ANY ATTACHMENTS HERETO) IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY A REPLY E-MAIL ADDRESSED TO THE SENDER AND PERMANENTLY DELETE THE ORIGINAL E-MAIL COMMUNICATION AND ANY ATTACHMENTS FROM ALL STORAGE DEVICES WITHOUT MAKING OR OTHERWISE RETAINING A COPY.

Reminder eBill Notice

REMINDER: Your eBill from **PSN Demo** is about to be due.

Billing Information

NOTE: If you have already paid this eBill or you are setup for auto payment, please disregard this message.

Your utility eBill statement for account **xxxx**, is available for viewing.

[View eBill Statement](#) [View eBill History](#) [Schedule or Make a Payment](#)

NOTE: If you have already paid this eBill or you are setup for auto payment, please disregard this message.

If the links above do not work:

1. Go to www.PaymentServiceNetwork.com and sign in
2. Click on the Online Statements tab to view your current and past eBills
3. Click on the Payment tab to schedule or make a payment

This email has been sent to you because you have requested to receive your statements electronically. If you have questions about your eBill Statement please contact Forest Lawn Memorial Park.

If you think you received this in error or you have questions on using eBills and making payments, please contact our payment process provider:

Payment Service Network (PSN)
Customer Service: CustomerService@PaymentServiceNetwork.com

Please do not reply to this message. Use the email above to contact us.



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1

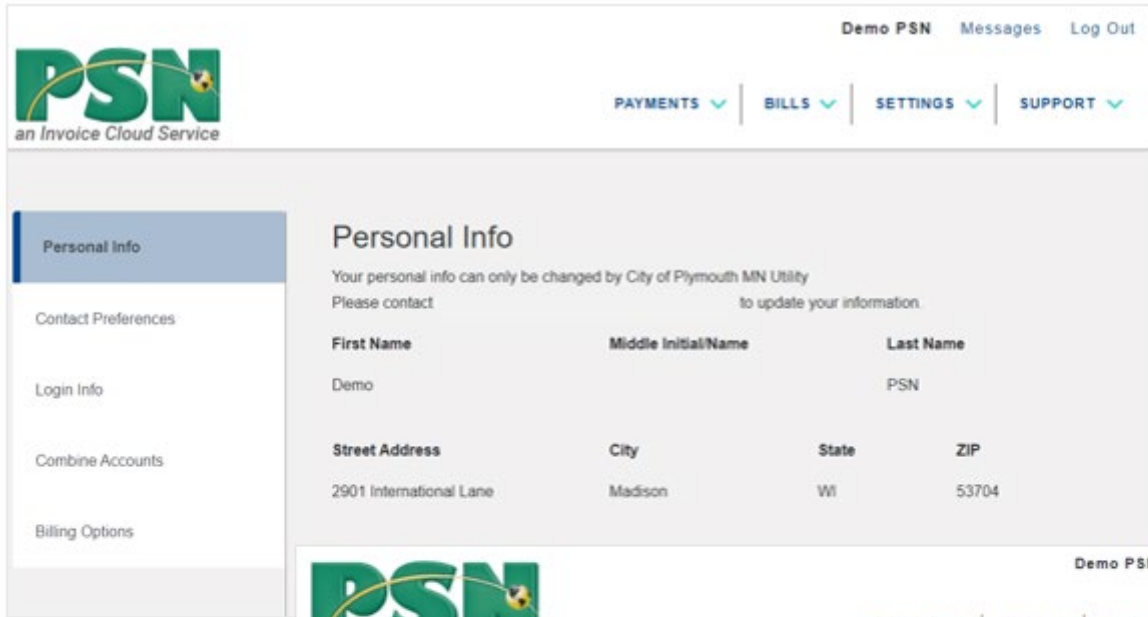
More features of the online portal

In addition to making payments and viewing statements online, our customers will be able to...

- Manage their payer profile
- Add, change or delete payment methods
- Find support resources

Here's how...

Customer Profile Settings

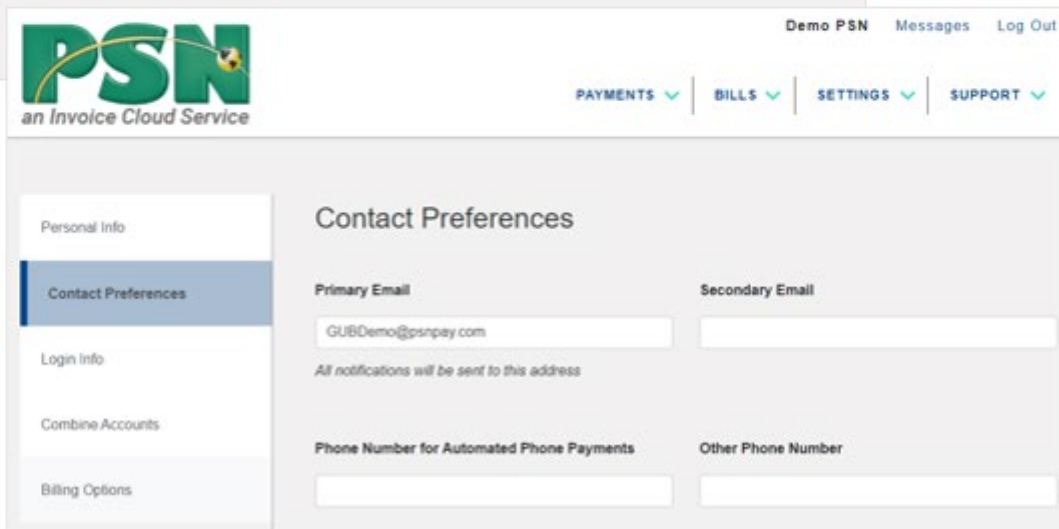


The screenshot shows the PSN Customer Profile Settings page for a user named 'Demo PSN'. The page is titled 'Personal Info' and includes a navigation menu on the left with options: Personal Info, Contact Preferences, Login Info, Combine Accounts, and Billing Options. The main content area displays the following information:

Personal Info
Your personal info can only be changed by City of Plymouth MN Utility
Please contact [redacted] to update your information.

First Name	Middle Initial/Name	Last Name
Demo		PSN

Street Address	City	State	ZIP
2901 International Lane	Madison	WI	53704



The screenshot shows the PSN Customer Profile Settings page for a user named 'Demo PSN', specifically the 'Contact Preferences' section. The page includes a navigation menu on the left with options: Personal Info, Contact Preferences, Login Info, Combine Accounts, and Billing Options. The main content area displays the following information:

Contact Preferences

Primary Email
GUBDemo@psnpay.com
All notifications will be sent to this address

Secondary Email

Phone Number for Automated Phone Payments

Other Phone Number

Profile Settings

This is where your customers view and manage their Customer Profile accounts (as permitted)

- View and update personal info
- Update contact preferences
- Change login info
- Manage multiple accounts

Customer Profile Settings

PSN
an Invoice Cloud Service

Demo PSN Messages Log Out

PAYMENTS ▾ | BILLS ▾ | SETTINGS ▾ | SUPPORT ▾

Personal Info

Contact Preferences

Login Info

Combine Accounts

Billing Options

Login Info

User ID (your primary email)
GUBDemo@psnpay.com [Change](#)

CHANGE PASSWORD

Secret Question
What was the last name of your favorite teacher? [Change](#)

Secret Answer
sallee [Change](#)

Customers can **easily** change/edit login info

Customer Profile Settings

Managing Multiple Accounts

The screenshot shows the PSN 'Combine Accounts' page. The top navigation bar includes 'Demo PSN', 'Messages', and 'Log Out'. Below the navigation are links for 'PAYMENTS', 'BILLS', 'SETTINGS', and 'SUPPORT'. On the left is a sidebar with menu items: 'Personal Info', 'Contact Preferences', 'Login Info', 'Combine Accounts' (highlighted), and 'Billing Options'. The main content area is titled 'Combine Accounts' and contains a table with the following data:

Account Name	Account Address	Account Number	Added	Status
City of				
PSN Demo	2901 International Lane Madison WI	133713-001		Active Primary

Below the table is a blue button labeled 'ADD ANOTHER ACCOUNT'.

If a customer has more than one account, they can “group” their accounts under one profile. They select “[Add Another Account.](#)” They can then pay on all accounts in one session; rather than having to login to each account to make a payment.

This screenshot shows the 'Select an Option' dialog box that appears after clicking the 'ADD ANOTHER ACCOUNT' button. The dialog has a progress bar with three steps: 'Select an Option' (current), 'Locate New Company', and 'Locate Customer Acc...'. Below the progress bar, there are two radio button options: 'Add account from City of' and 'Add new Company'. At the bottom of the dialog are 'Cancel' and 'Next' buttons.

Managing Payment Methods

This is where your customers manage their payment methods

- Add new checking, savings, credit card or debit card
- Delete payment method
- Change account numbers or expiration dates

PSN
an Invoice Cloud Service

Demo PSN Messages Log Out

PAYMENTS | BILLS | SETTINGS | SUPPORT

Your Active Payment Methods

Type	Last 4	Nickname	Bank	Expires	Delete
VISA	*****1111	Add	N/A	12/2028	🗑️
Check	*****3456	Add	ASSOCIATED BANK GREEN BAY	N/A	🗑️

Add New Method

- Checking (no debit cards)
- Savings (no debit cards)
- VISA (credit or debit cards)
- MasterCard (credit or debit cards)
- Discover
- American Express

PSN
an Invoice Cloud Service

Demo PSN Messages Log Out

PAYMENTS | BILLS | SETTINGS | SUPPORT

Your Active Payment Methods

Type	Last 4	Nickname	Bank	Expires	Delete
VISA	*****1111	Add	N/A	12/2028	🗑️
Check	*****3456	Add	ASSOCIATED BANK GREEN BAY	N/A	🗑️

Add New Method

- Checking (no debit cards)
- Savings (no debit cards)
- VISA (credit or debit cards)
- MasterCard (credit or debit cards)
- Discover
- American Express

* Required response

Name on Card *

Account Nickname

Card Number *

Expiration Date *

Billing ZIP Code *

View Inactive Payment Methods

This is where your customers view their inactive payment methods

- Select “Payments” drop down and select “Payment Methods”

Your Active Payment Methods

Type	Last 4	Nickname	Bank	Expires	Delete
VISA	*****1111	Add	N/A	01/2027	
Check	*****5678	old	JPMORGAN CHASE BANK, NA	N/A	
Savings	*****3737	new	UNITED BANK	N/A	

Removed Payment Methods (PSN Managers Only)

Type	Last 4	Bank	Expires	Update ID	Update Date
VISA	1111	N/A	12/2026	mschatz	1/20/2023 1:33:57 PM
VISA	1111	N/A	01/2025	mschatz	1/20/2023 1:33:57 PM
VISA	1111	N/A	01/2024	mschatz	1/20/2023 1:33:57 PM
Savings	3736	UNITED BANK	N/A	mschatz	4/13/2022 10:25:50 AM

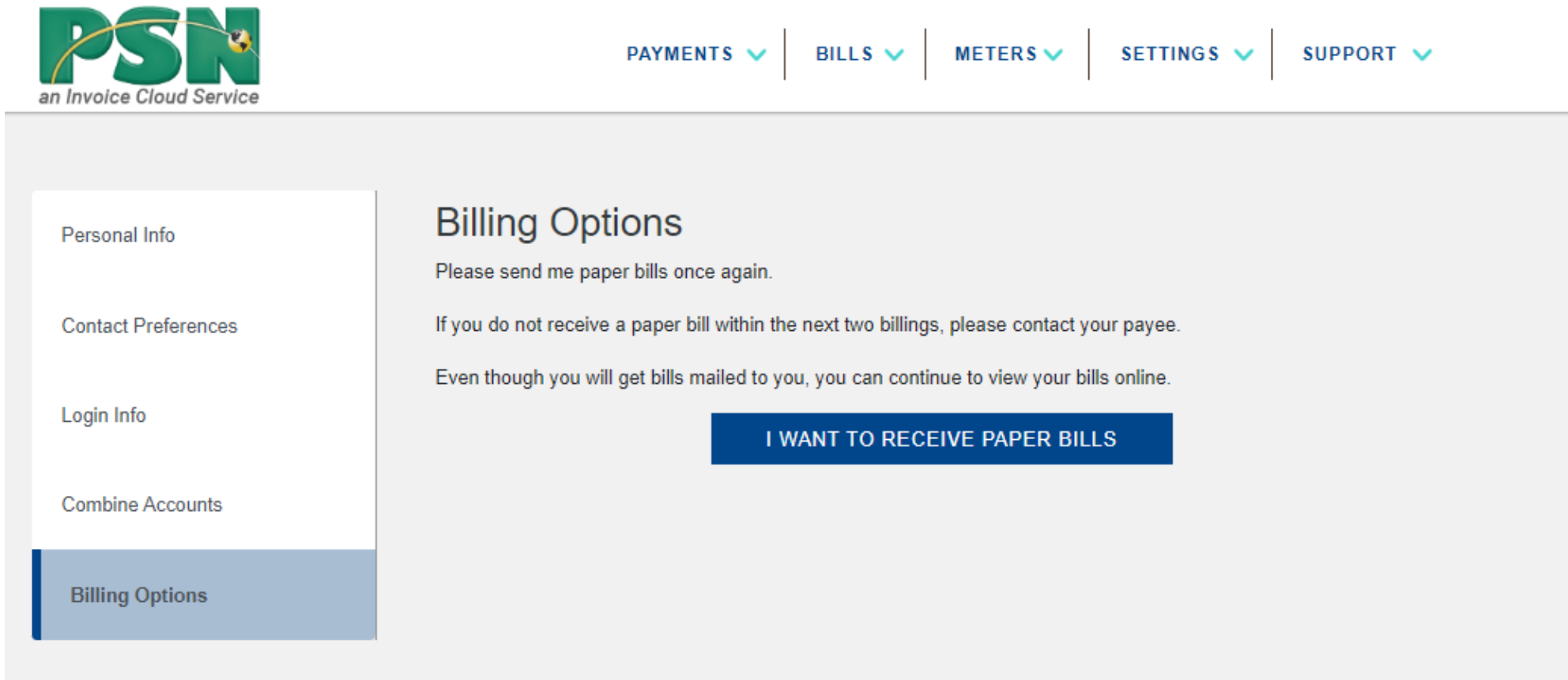
Add New Method

- Checking (no debit cards)
- Savings (no debit cards)
- VISA (credit or debit cards)
- MasterCard (credit or debit cards)
- Discover
- American Express

Go Paperless & Managing Paperless Options

This is where your customers can sign up for paperless or revert back to paper statements

- Select **"Settings"** dropdown and select **"Billing Options"**



The screenshot shows the PSN user interface. At the top left is the PSN logo with the tagline "an Invoice Cloud Service". To the right is a navigation menu with dropdown arrows for "PAYMENTS", "BILLS", "METERS", "SETTINGS", and "SUPPORT". The "SETTINGS" dropdown is open, showing a sidebar menu with options: "Personal Info", "Contact Preferences", "Login Info", "Combine Accounts", and "Billing Options" (which is highlighted). The main content area is titled "Billing Options" and contains the following text: "Please send me paper bills once again.", "If you do not receive a paper bill within the next two billings, please contact your payee.", and "Even though you will get bills mailed to you, you can continue to view your bills online." Below this text is a prominent blue button that reads "I WANT TO RECEIVE PAPER BILLS".

Online support for your customers

PSN
an Invoice Cloud Service

Demo PSN Messages Log Out

PAYMENTS | BILLS | SETTINGS | SUPPORT

Customer Support

Have questions about your bill, amount due, or need a refund?
Call City of

OR

SUBMIT YOUR QUESTION

Questions will be answered during business hours.

Have questions about using Payment Service Network services?
Call Payment Service Network at:

1-866-917-7368

7 AM to 7 PM CT, Monday-Friday

OR

SUBMIT YOUR QUESTION

Questions will be answered during business hours.

Frequently Asked Questions

- Payments
- Auto-Pay
- Online Bills
- Combining Accounts

More Ways To Pay

Mobile App
Download "PSN Payments"

Download on the App Store | GET IT ON Google Play

Phone
1877-885-7968

Customers can:

- Get the number for automated phone payments
- Submit a question to PSN
- FAQs
- Download the mobile app

Thank You!