

# How-to Guide



## Manage eBills

Loading eBills to the PSN system is simple. Depending on the interface between PSN and your software, loading eBills is either an automatic process or a simple manual process. Please check with your PSN administrator to find out which interface you have. Other than the steps to upload eBills, all other capabilities apply to both interfaces.

### To Upload eBills (if you are required to perform the manual process)

1. In the ACCOUNT MANAGEMENT tab, select Upload/Download Files.
2. Select the Upload Bill Files tab
3. Browse for your billing file and then click Upload.

NOTE: Your eBills will be uploaded in the evening and available online the next day.

### To Add Attachments (Bill Stuffers)

IMPORTANT: Attachments must be less than 1 MB and in a PDF format.

HINT: It is easiest to load eBills before loading the attachments (see NOTE below for “future” loading).

1. In QUICK LINKS, select View eBills.
2. If you are adding attachments to eBills that you have already loaded, select Upload File in that row.
3. Browse for your attachment and then click Upload. Return to the eBills list and the attachment will be viewable.
4. To verify the attachment loaded correctly, select View.

NOTE: To add attachments to bills not yet loaded or to be loaded well into the future, select the Future eBills tab in the “View eBills” section. Make sure to fill in the date field, this will be the due date for the next eBill that you will be loading

### To Delete eBills (We suggest maintaining only 2 years of eBills.)

1. Select View eBills in QUICK LINKS.
2. Select Delete eBills and follow the prompts.

### To View and Email eBills

1. In REPORTS, select View All Registered Customers
2. In the dropdown, select a filter or search for certain parameters.
3. Then click on eBills at the far right of the row of the eBill you want to view or email.
4. Select View Statement or Email Statement

### Still need assistance...

If you require additional help, please submit a TICKET by logging into the PSN Account Management Center; in QUICK LINKS, select “Submit/Monitor Tickets.” Your question will be addressed within one business day.

