

CUSTOMER~INITIATED~PAYMENT
How to Make a Payment

Each consumer (Payee) has two options when making their payment.

Touch Tone Telephone

To use the interactive voice response system (IVR) the Payee would dial

1 (800) 438-9926

After the IVR system greets the caller it will request a four digit access code. Each company is assigned a specific four digit number in order for the Electronic Lock Box system to give credit to the appropriate company.

Example: **3001#**

The Payee will be given a list of options to select from.

To make a payment select option 1.

The IVR system will ask the Payee for their account number as assigned by the company they are paying. Usually this is the account number printed on the bill sent to them from the company.

Example: **5653#**

The system will ask the Payee to enter their four digit password. Each Payee was provided a confidential password when they were established onto the Electronic Lock Box system. The Payee can change their password at anytime using the password change option located on the main selection menu.

When requested the Payee should enter their password.

Example: **5820**

The IVR system will ask the Payee for the total amount of payment they desire. The Payee must enter both dollars and cents. No decimal point is required.

Example: A payment of \$1,250.87 would be entered **125087#**

The system will read the amount back to the caller and request confirmation.

The IVR system will ask the Payee to enter a two digit month and the two digit day that they want payment withdrawn from their personal account and applied to their bill.

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A Payee can enter any date from today (if Payment is made prior to 12:00 PM each day) up to today's date next year.

Example February 9th would be entered: **02** (wait for the day request) **09**.

The Electronic Lock Box system will provide the Payee a confirmation number. This number should be recorded in the Payee's personal check register or other recordkeeping document.

The caller will be returned to the main selection menu. The Payee can select other options or simply press **9** and hang up.

Internet

To use the Internet, log onto your access provider and enter

<http://eps.mvpbanking.com>

A screen will appear requesting an access code, account number and password.

Each company is assigned a specific four digit number in order for the Electronic Lock Box system to give credit to the appropriate company.

Example: **3001**

The Payee must enter the account number as assigned by the company they are paying. Usually this is the account number printed on the bill sent to them from the company.

Example: **5653**

Each Payee was provided a confidential password when they were established onto the Electronic Lock Box system. The Payee can change their password at anytime using the password change option located on the main selection menu.

The Payee must enter their password.

Example: **5820**

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Then using the mouse the Payee should click on **Submit Form**.

Next a list of options will be presented to the Payee. To make a payment use the mouse and click on **Make a Payment**.

The Payee will be presented a screen that will request entry of the amount they want to pay and the date they want payment withdrawn from their account and applied to their bill.

The Payee should read the instructions on the screen and follow accordingly.

Once the desired payment posting date and amount are entered use the mouse and click on **Submit Payment**.

The Payee will then be presented with a screen that shows the payment information and a confirmation number. This number should be recorded in the Payee's personal check register or other record keeping document.

The Payee at this time can select other options shown on the screen or simply exit the **Electronic Lock Box** web site.

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How to Change or Cancel a Payment

A consumer (Payee) can change or cancel a Payment up to 12:00 PM EST the day before the payment is due or up to 12:00 PM EST of the date payment is due if the payment had been entered on the payment due date.

If the Payee needs to change or cancel a payment after the designated cut off time, they must contact the company that they paid, and ask for the company to return their payment.

To change or cancel a payment, follow the same steps that were originally taken to make the payment. When the system requests an amount simply enter the new desired amount or enter zero dollars and zero cents to cancel the payment.

Example: To change the payment amount enter the new amount.
 To cancel a payment - enter 0.00.

NOTE: A Payee cannot schedule a payment for a date in the future, then make another payment before that date.

Example: John makes a payment on March 1st and schedules the payment to be taken from his personal account on March 20th for \$175.00. If John makes another payment in March with a payment date of March 11th the new payment amount and posting date will simply overwrite and replace the payment that is currently scheduled for March 20th.

John can schedule a payment for March 10th , March 11th and then make another payment for March 20th.