

## Customer Experience

Lastly in this document is a guide showing you what it is like to use PayStar from the customer's perspective. The functions available to paying customers include:

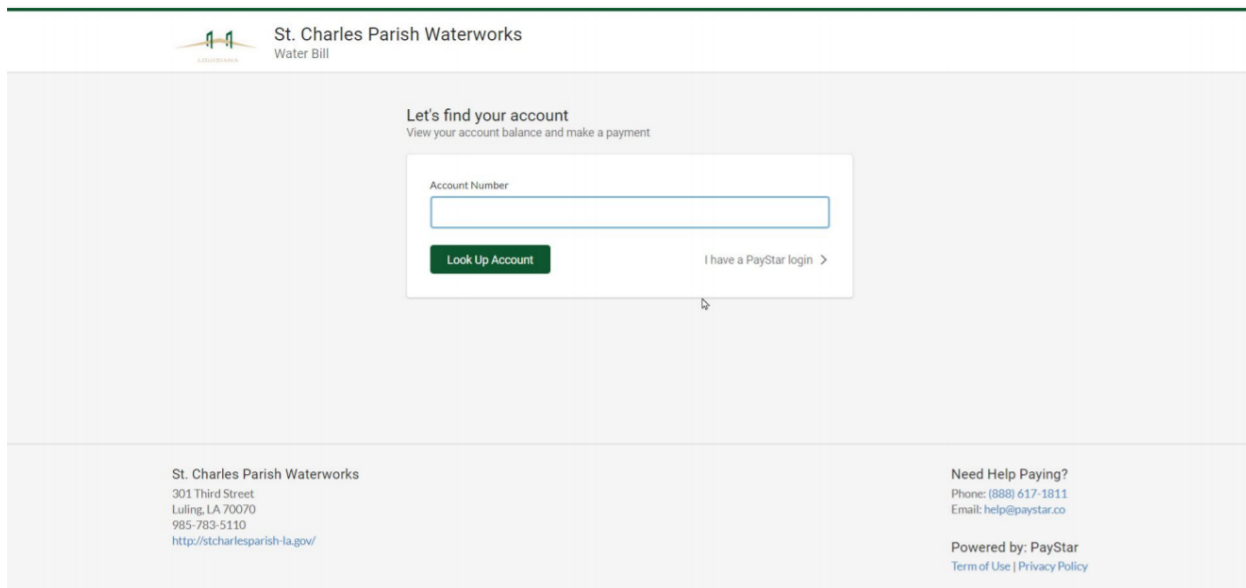
- Quickpay
- Registered User
  - Wallet
  - Bill Reminders

### QuickPay

The first feature for the customer to use is the QuickPay option. Here it is possible for a customer to search their account number to find their payment balance and make a payment, all in just a few clicks! The process for making a payment via QuickPay is detailed below.

### Account Search

The first step is to search for the account. Enter the numbers of the account in the box located under "Account Number". Then click "Look Up Account".

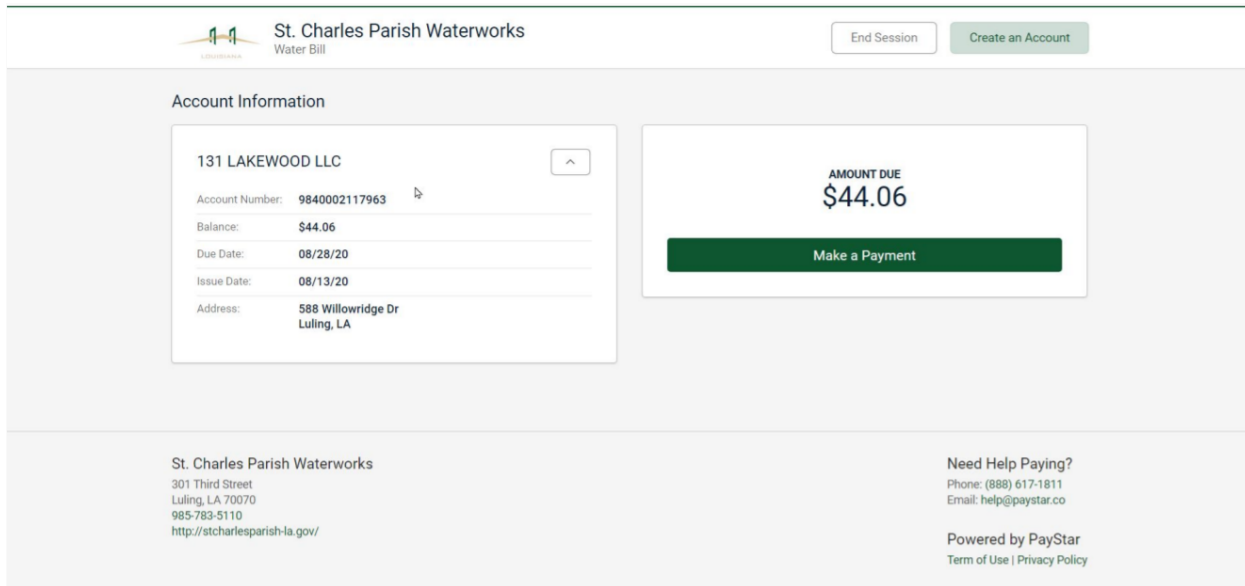


The screenshot shows the PayStar interface for St. Charles Parish Waterworks. At the top left, there is a logo for St. Charles Parish Waterworks and the text "Water Bill". The main heading is "Let's find your account" with a sub-heading "View your account balance and make a payment". Below this is a form with a text input field labeled "Account Number" and a green button labeled "Look Up Account". To the right of the button is a link that says "I have a PayStar login >". At the bottom of the page, there is contact information for St. Charles Parish Waterworks and a "Need Help Paying?" section with phone and email details. The footer also mentions "Powered by: PayStar" and links to "Term of Use" and "Privacy Policy".

## Account Information

This should pull up the customer's "Account Information". This includes account number, balance, and due/issue dates of the bill as well as the physical address of the account holder. It is possible for you to select what of this information you want to present to the customer.

To make a payment, select the green "Make a Payment" option.



St. Charles Parish Waterworks Water Bill

End Session Create an Account

### Account Information

131 LAKEWOOD LLC

Account Number: 9840002117963

Balance: \$44.06

Due Date: 08/28/20

Issue Date: 08/13/20

Address: 588 Willowridge Dr  
Luling, LA

AMOUNT DUE  
**\$44.06**

Make a Payment

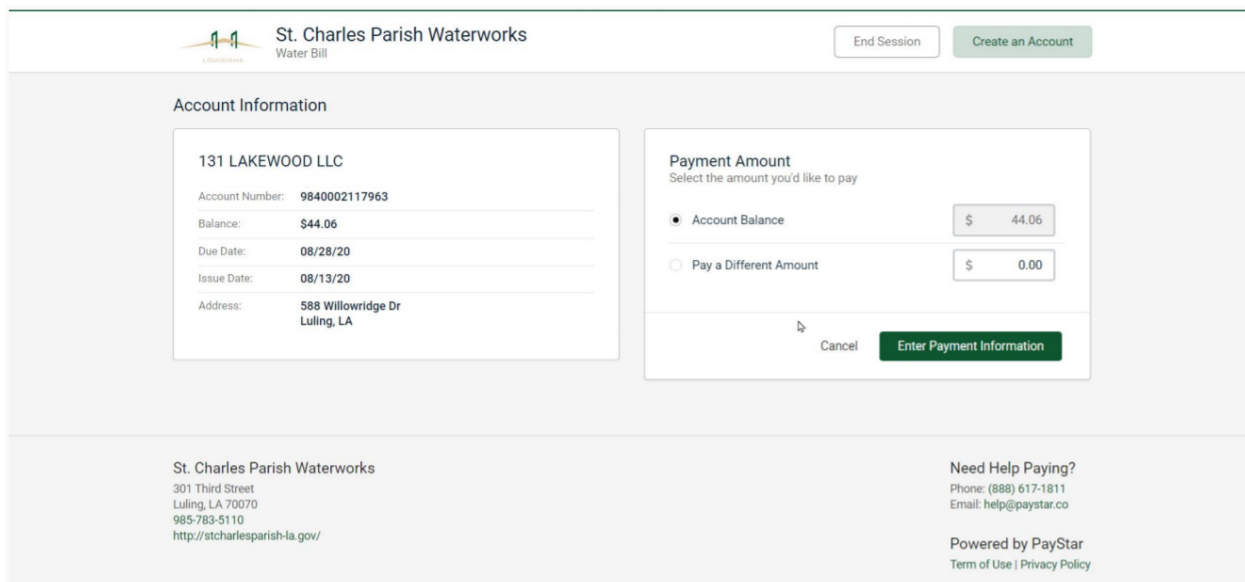
St. Charles Parish Waterworks  
301 Third Street  
Luling, LA 70070  
985-783-5110  
<http://stcharlesparish-la.gov/>

Need Help Paying?  
Phone: (888) 617-1811  
Email: [help@paystar.co](mailto:help@paystar.co)

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Term of Use | Privacy Policy

## Payment Amount

This brings the customer to the *Payment Amount* page in which customers are presented with the option to pay the full *Account Balance* or select to *Pay a Different Amount*. This can be helpful for customers who pay their bills in phases or who want to pay more for carryover to the next bill.



St. Charles Parish Waterworks Water Bill

End Session Create an Account

### Account Information

131 LAKEWOOD LLC

Account Number: 9840002117963

Balance: \$44.06

Due Date: 08/28/20

Issue Date: 08/13/20

Address: 588 Willowridge Dr  
Luling, LA

### Payment Amount

Select the amount you'd like to pay

Account Balance \$ 44.06

Pay a Different Amount \$ 0.00

Cancel Enter Payment Information

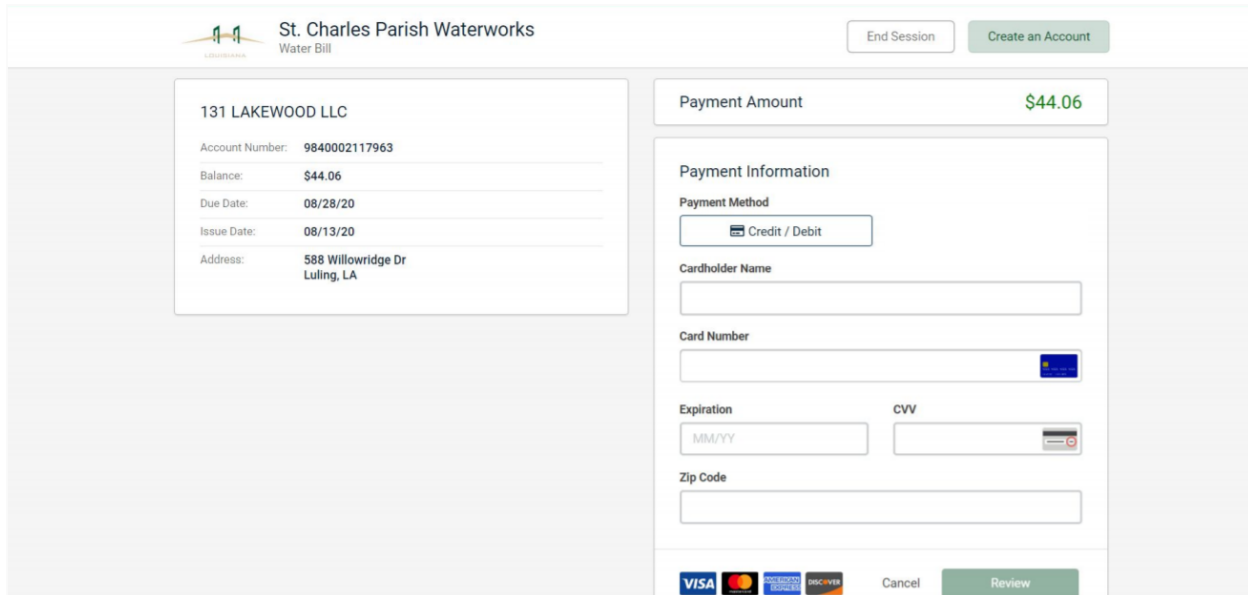
St. Charles Parish Waterworks  
301 Third Street  
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Need Help Paying?  
Phone: (888) 617-1811  
Email: [help@paystar.co](mailto:help@paystar.co)

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## Payment Information

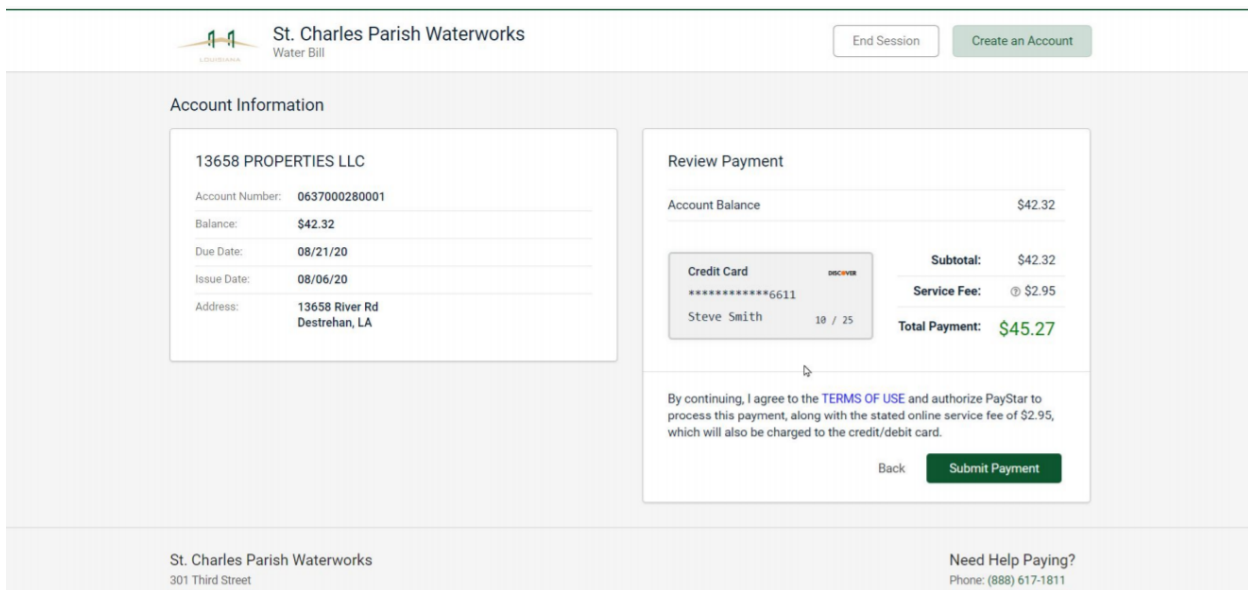
The *Payment Information Page* allows the customer to enter their credit/debit card information to make the payment.



The screenshot shows the 'Payment Information' page for a water bill. At the top, it says 'St. Charles Parish Waterworks Water Bill' with 'End Session' and 'Create an Account' buttons. The account information for '131 LAKEWOOD LLC' is displayed on the left, including account number, balance, due date, issue date, and address. The main section is titled 'Payment Information' and shows a 'Payment Amount' of \$44.06. Below this, there is a 'Payment Method' dropdown set to 'Credit / Debit'. Fields for 'Cardholder Name', 'Card Number', 'Expiration', 'CVV', and 'Zip Code' are provided. At the bottom, there are logos for VISA, Mastercard, American Express, and Discover, along with 'Cancel' and 'Review' buttons.

## Review Payment

The *Review Payment* page is the last step in the process. This is where the customer can review their information and where they will agree to the service fee and terms of use by clicking "Submit Payment".

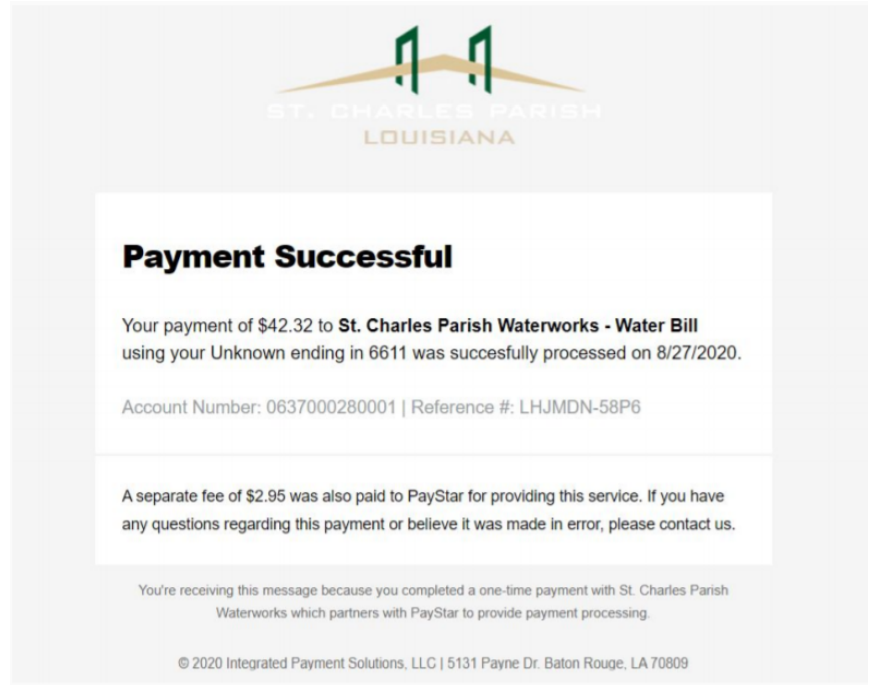


The screenshot shows the 'Review Payment' page for a water bill. At the top, it says 'St. Charles Parish Waterworks Water Bill' with 'End Session' and 'Create an Account' buttons. The account information for '13658 PROPERTIES LLC' is displayed on the left, including account number, balance, due date, issue date, and address. The main section is titled 'Review Payment' and shows the 'Account Balance' of \$42.32. Below this, there is a 'Credit Card' summary for Steve Smith, showing the card number, expiration date, and a 'Service Fee' of \$2.95. The 'Total Payment' is \$45.27. At the bottom, there is a disclaimer: 'By continuing, I agree to the TERMS OF USE and authorize PayStar to process this payment, along with the stated online service fee of \$2.95, which will also be charged to the credit/debit card.' Below the disclaimer are 'Back' and 'Submit Payment' buttons.



## Emailed Receipt

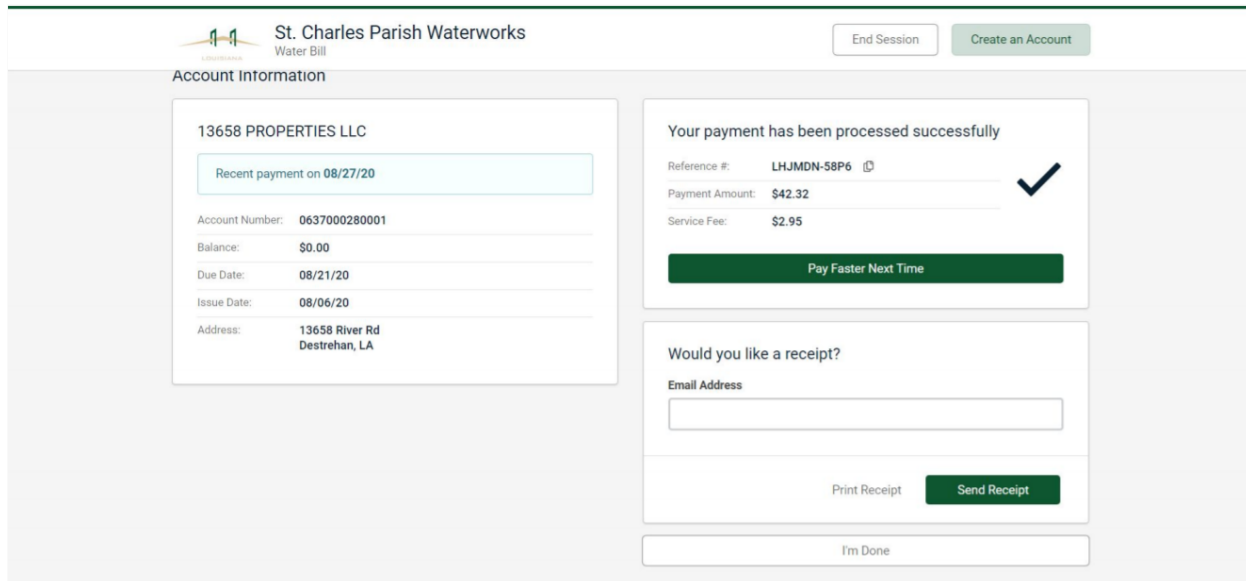
Finally, the emailed receipt is a simplified message which states that the payment was successful and indicates how much was paid, to whom the payment was made and when, the account and reference numbers, and details the service fee associated with the payment.



## Pay Faster Next Time

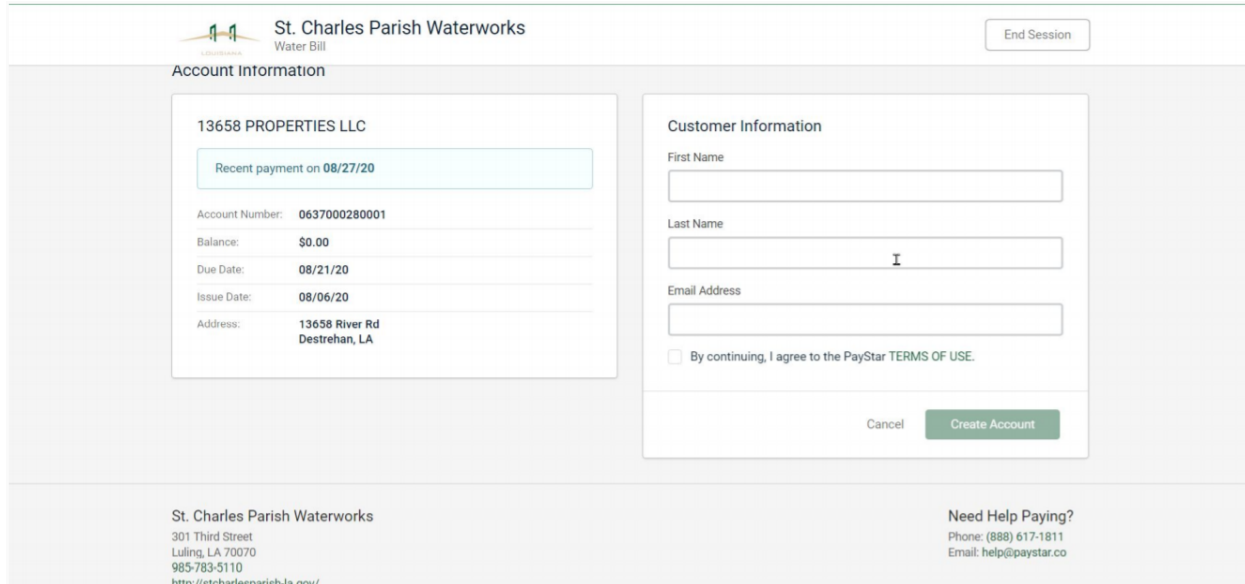
When the payment is successful, the customer can email themselves or print the receipt. It is also possible to select “Pay Faster Next Time”. This option allows customers to create a profile within the PayStar system that provides them access to new and updated features to make payments faster and easier. More details about this function are listed below.

Additionally, *Recent Payment* displays when the last payment was made and will be shown for 7 days.



## Registered User

When customers select the “Pay Faster Next Time” option (as indicated in the text and image above), this allows the customer to register their account within the system to save for future payments. This selection brings the customer to a page to insert their information including first and last name and email address. Then select “Create Account”.



St. Charles Parish Waterworks Water Bill

End Session

### Account Information

13658 PROPERTIES LLC

Recent payment on 08/27/20

Account Number: 0637000280001

Balance: \$0.00

Due Date: 08/21/20

Issue Date: 08/06/20

Address: 13658 River Rd  
Destrehan, LA

### Customer Information

First Name

Last Name

Email Address

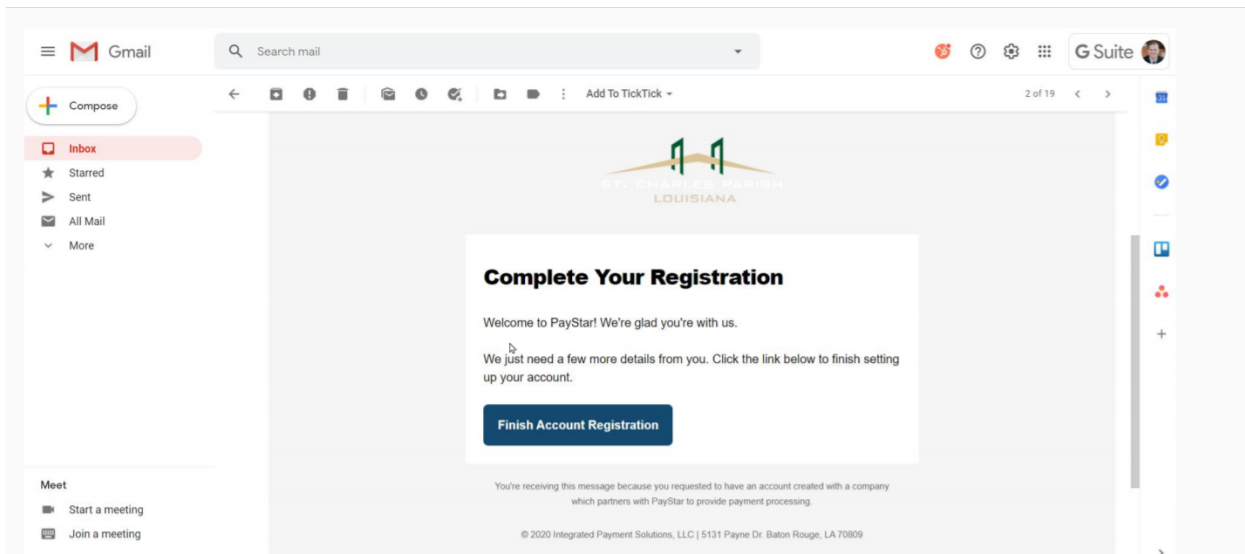
By continuing, I agree to the PayStar TERMS OF USE.

Cancel Create Account

St. Charles Parish Waterworks  
301 Third Street  
Luling, LA 70070  
985-783-5110  
<http://otcshataparisih.la.gov/>

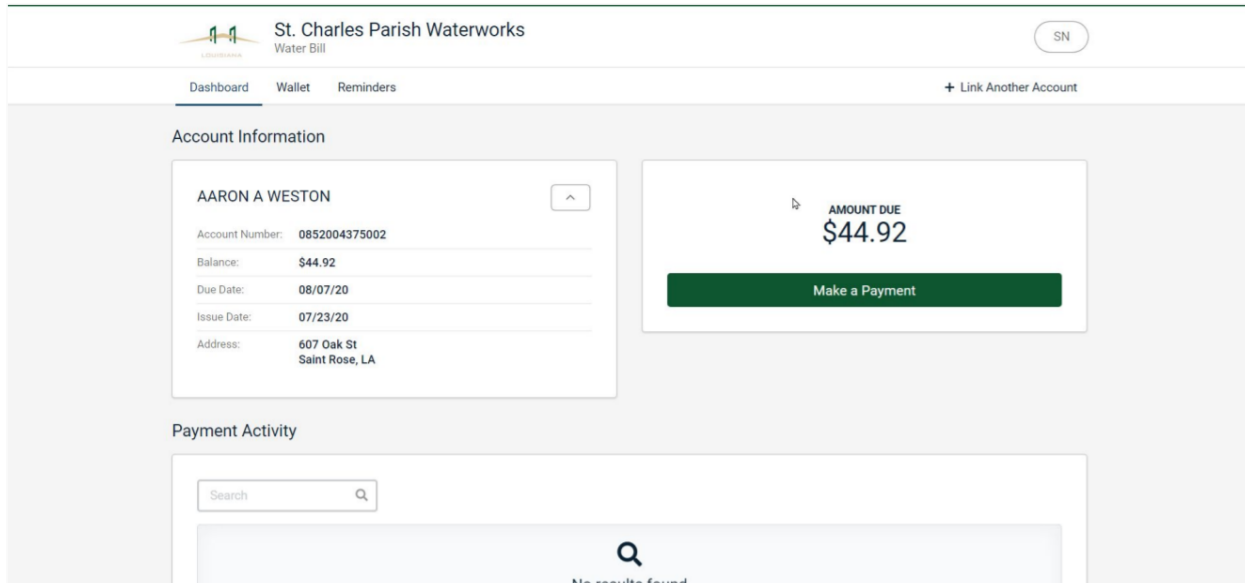
Need Help Paying?  
Phone: (888) 617-1811  
Email: [help@paystar.co](mailto:help@paystar.co)

This prompts an email to be sent to *Finish Account Registration*.



## Multiple Accounts Per Customer

Customers who become a registered user can then link accounts to their profile if, for instance, the customer owns multiple properties in which they pay a bill. They may select the “Link Another Account” option in the top right corner of the tab. This allows them to use the same payment method as well as view the balance(s) and *Payment Activity* (payment history) all in one place! It is still required that the customer complete separate payment transactions for each account.



St. Charles Parish Waterworks Water Bill

Dashboard Wallet Reminders + Link Another Account

Account Information

AARON A WESTON

Account Number: 0852004375002

Balance: \$44.92

Due Date: 08/07/20

Issue Date: 07/23/20

Address: 607 Oak St  
Saint Rose, LA

AMOUNT DUE  
\$44.92

Make a Payment

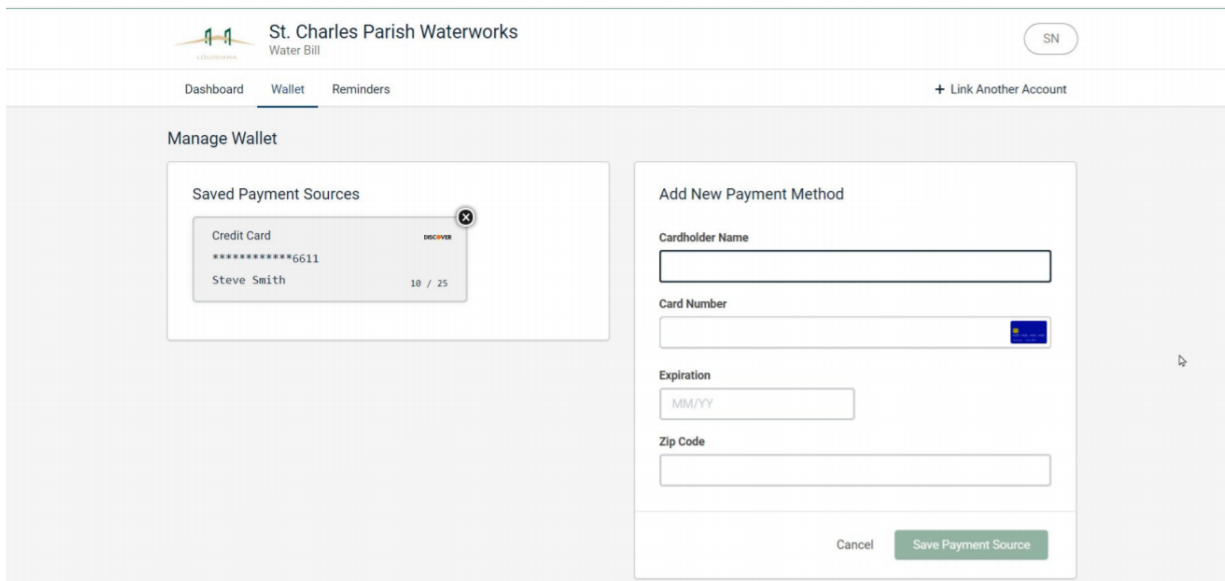
Payment Activity

Search

No results found

## Wallet

The *Wallet* function allows the customer to save payment methods for convenience by automatically inputting the information instead of manually for every payment. It is also possible to store multiple payment methods. To edit, simply delete and add a new payment method.



St. Charles Parish Waterworks Water Bill

Dashboard **Wallet** Reminders + Link Another Account

Manage Wallet

Saved Payment Sources

Credit Card  
\*\*\*\*\*6611  
Steve Smith 10 / 25

Add New Payment Method

Cardholder Name

Card Number

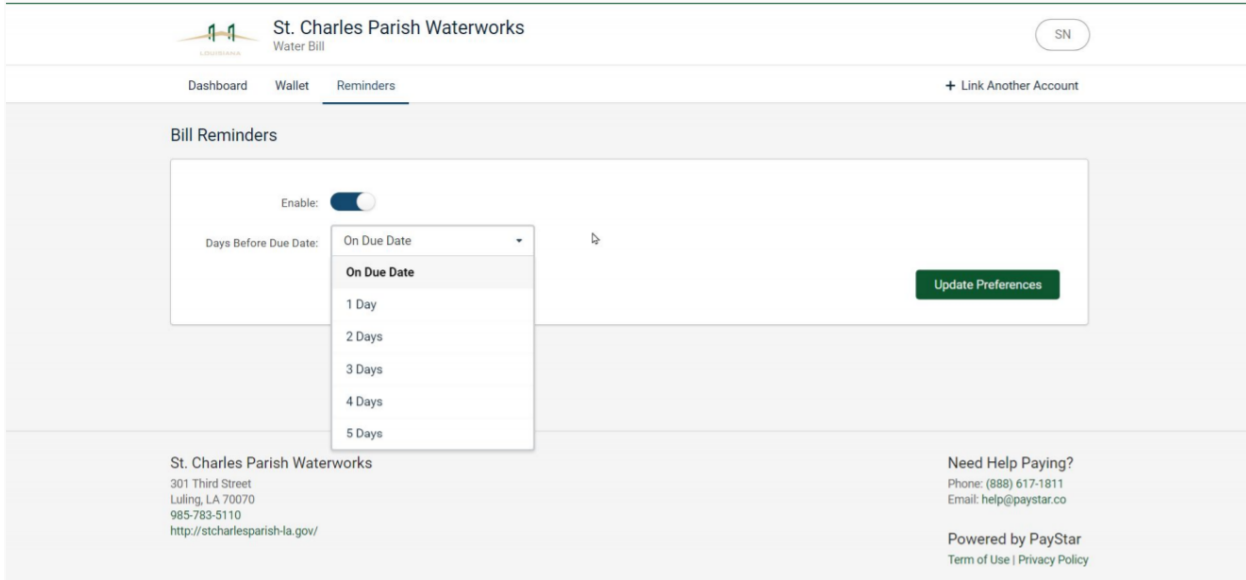
Expiration  
MM/YY

Zip Code

Cancel Save Payment Source

## Bill Reminders

*Bill Reminders* give the customers the ability to receive free email reminders when a bill is getting close to the due date. Customers have the ability to select to receive these emails from on the due date up to 5 days before the bill is due.



St. Charles Parish Waterworks  
Water Bill

Dashboard | Wallet | Reminders | + Link Another Account

Bill Reminders

Enable:

Days Before Due Date: On Due Date

- On Due Date
- 1 Day
- 2 Days
- 3 Days
- 4 Days
- 5 Days

Update Preferences

St. Charles Parish Waterworks  
301 Third Street  
Luling, LA 70070  
985-783-5110  
<http://stcharlesparish-la.gov/>

Need Help Paying?  
Phone: (888) 617-1811  
Email: [help@paystar.co](mailto:help@paystar.co)

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When a customer wants to receive Bill Reminders, the steps are as follows:

- 1) Receive email reminder
- 2) Click "Link" in email
- 3) Click "Pay Bill"
- 4) Skip payment (IF already have saved payment methods)
- 5) Click "Submit" on the *Review* screen

Payment Success!



## AutoPay

### Enroll in AutoPay

Once the AutoPay option is turned on for a Business Unit, a customer with an account can enroll in AutoPay from the Customer Portal.

On the Customer Portal Dashboard, the customer will see *Enroll in AutoPay* under the *Amount Due*. Click "Enroll in AutoPay". A modal will appear.

*If the customer does not have a Payment Source saved to their wallet, the modal will ask them to add a Payment Method before enrolling.*

The enrollment modal will ask the customer to choose a payment processing date, a payment method, and a maximum payment amount.

## Process Payment

The customer can choose to process their AutoPay payment up to 5 days before the due date. They can choose multiple options for processing payment date:

- **On Due Date** - If the customer chooses to process on the due date and the due date is on 1/21/2021, the automatic payment will process on 1/21/2021.
- **1 Day Before Due Date** - If the customer chooses to process 1 day before the due date and the due is on 1/21/2021, the automatic payment will process on 1/20/2021.
- **2 Days Before Due Date** - If the customer chooses to process 2 days before the due date and the due is on 1/21/2021, the automatic payment will process on 1/19/2021.
- **3 Days Before Due Date** - If the customer chooses to process 3 days before the due date and the due is on 1/21/2021, the automatic payment will process on 1/18/2021.
- **4 Days Before Due Date** - If the customer chooses to process 4 days before the due date and the due is on 1/21/2021, the automatic payment will process on 1/17/2021.
- **5 Days Before Due Date** - If the customer chooses to process 5 days before the due date and the due is on 1/21/2021, the automatic payment will process on 1/16/2021.

## Select Payment Method

If the customer has a payment method saved in their wallet, it will appear under *Select Payment Method*. They can choose to use a saved payment method or they may add a new one. The chosen method will be the one used to process automatic payments.

NOTE: A customer cannot remove a payment method from their wallet if it is being used for AutoPay. They must update their AutoPay payment method to a different payment method before removing the one that is currently in use.





## Maximum Payment Method

A customer can set a maximum amount that can be charged to their payment method. If the balance due is above the maximum amount set, the payment method will not be charged at all. The customer will need to pay their bill or amount owed by other means.

## Terms of Use

To enroll in AutoPay a customer must review the *Paystar Automatic Payment Terms of Use*. Once the checkbox is clicked, they will be able to click “Enroll”.

## Manage AutoPay

Customers can manage their AutoPay settings from the Customer Portal Dashboard by clicking *Manage* in the navigation bar. A pop-up will appear? Customers can change their payment processing date, payment method, and maximum payment amount. To save updated Autopay settings, the customer must re-review the *Paystar Automatic Payment Terms of Use*. Once the checkbox is clicked, they will be able to click “Update Settings”.

## Cancel a Scheduled Payment

An automatic payment is **scheduled to be processed** two days before the processing date. Once scheduled, the customer has until midnight the day before processing to cancel the scheduled payment. For example:

- The payment due date is 1/21/21 and the customer has chosen the automatic payment to process on the due date.
- The customer receives an email on 1/19/21 at 10 AM that their payment has been scheduled to process on 1/21/21.
- The customer has until 1/20/21 at 11:59 PM to cancel the scheduled payment. If the customer does not cancel the scheduled payment by this time, the payment will process on 1/21/21 at 9 AM.

## Unenroll from AutoPay

Customers can unenroll from AutoPay from the Customer Portal Dashboard by clicking “Manage”. A pop-up will appear that is similar to the Enroll modal.

At the bottom-left of the AutoPay modal, there will be *Unenroll from AutoPay* in red text.

Click “Unenroll from AutoPay” and then click “Confirm” to unenroll.

*NOTE: Any payments already scheduled to be processed must be canceled manually. Unenrolling will not cancel previously scheduled payments.*



## Email Notifications

Customers who are enrolled in AutoPay will receive email notifications regarding their AutoPay settings and payments.

**AutoPay Enrolled** - You have enrolled in AutoPay.

**Upcoming AutoPay Payment** - Your payment has been scheduled.

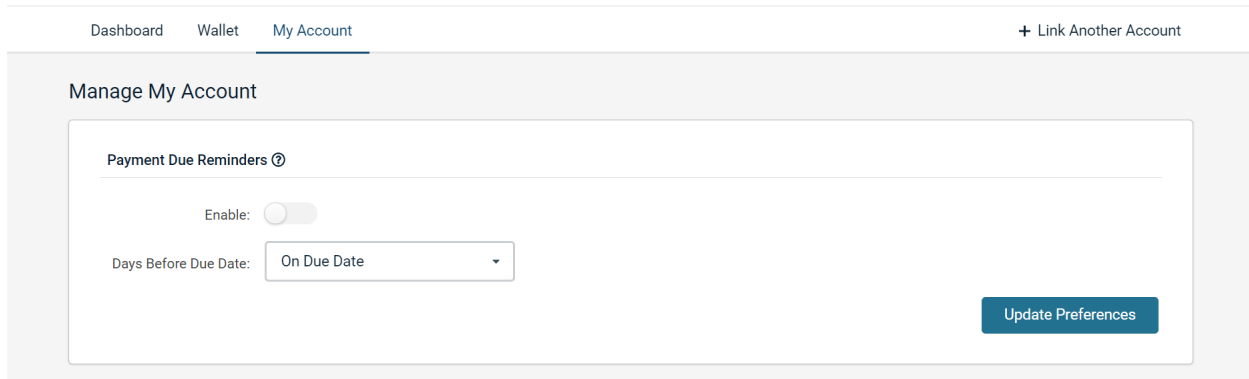
**AutoPay Scheduling Issue** - Your payment has not been scheduled.

**AutoPay Updated** - Your AutoPay settings have been updated.

**AutoPay Payment Canceled** - Your scheduled payment has been canceled.

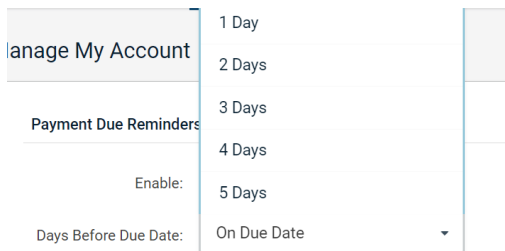
**AutoPay Canceled** - You have unenrolled from AutoPay.

## Bill Notifications



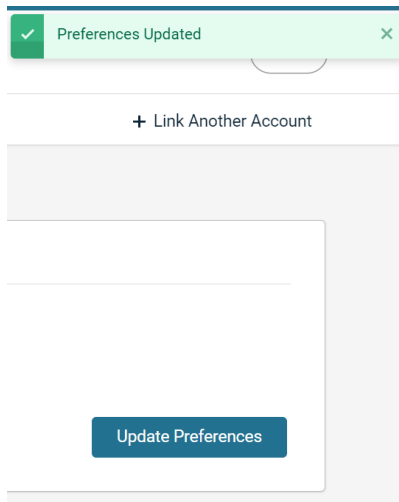
Bill Notifications is a feature that allows customers to send themselves an email when an upcoming payment is due. It is located under *My Account*.

Under the *Manage My Account* section, slide the *Enable* toggle. The customer can then select when they receive the notification from the dropdown menu.



The options *Days Before Due Date* are 1,2,3,4, or 5 days before or *On Due Date*. Once the preference is selected, click “Update Preferences”.

A green tag will appear on the top right when the preferences are successfully updated.



The customers receive the notification the evening after the day the bill was uploaded. The system sends an email at 9 PM the day after the files are uploaded. This is how the customers get the email notification that bills are up.