



Quick Reference Guide

Log In

Open your web browser and go to **memobillpay.com**:

Enter a valid *USERNAME* and *PASSWORD*.

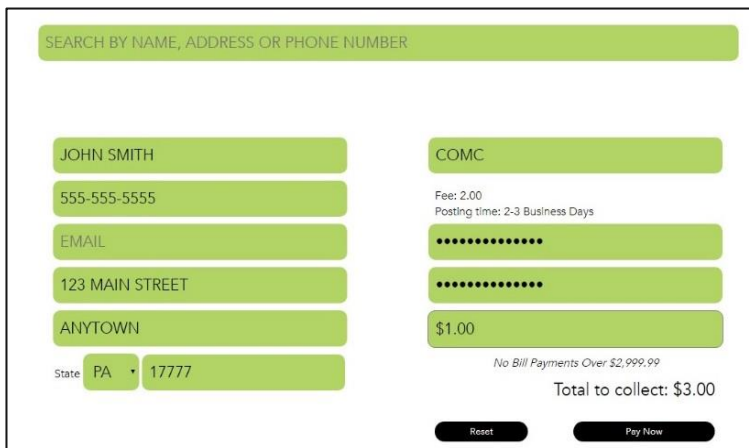
Once logged in, the **Search Dashboard** will appear.



Start a Payment

To process a bill payment and you know the name of the customer, enter the customer name, address or email address in the **search** field at the top of the screen.

Otherwise, begin filling in the customer information into the green boxes on the screen. **Please Note: The customer name, address & telephone number are required fields for each payment.**



Find a Biller and Complete the Payment

The bill pay platform provides access to 30,000 billers. To find the correct biller, type in the first 3-4 letters of the Biller Name, as it is listed on the customer invoice. A list of all billers with that name will appear. Select the correct biller and complete account number and payment information and select **“Pay Now”** to complete the transaction.



Print Receipt and Complete Transaction

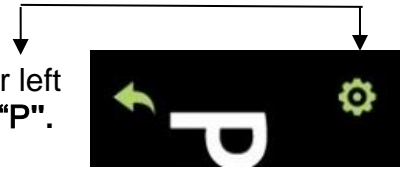
When you hit **“Pay Now”**, the payment is successful, a screen will appear for you to print the customer receipt.

Please Note: When printing customer receipts, ensure that two copies of the receipt are printed. Keep one copy of each bill payment receipt at your agent location for 90-days in the event that there is a problem with the payment posting or if the payment is rejected.

Void a Payment

To process a void request:

Select the circular icon in the upper left corner just to the right of the letter "P".



Click on Voidable Transactions button to view all transactions eligible to be voided, as not all transactions can be voided.

Type	Receipt#	Biller	Cash	Proc	Agent	Date	Time	Clerk
A	144590395	COMCAST	1.00	1.00	1.00	02/15/2019	09:40:23	memo
Deposit Amt			2.00					
Totals			1.00	1.00	1.00			

Click on the transaction that needs to be voided and highlight. Then click the void button at the bottom right of the screen.

Once the transaction is voided, the words Void Successful! Will appear at the bottom of the screen in red.

Type	Receipt#	Biller	Cash	Proc	Agent	Date	Time	Clerk
Deposit Amt			0.00					
Totals			0.00	0.00	0.00			

Void Successful!

When the transaction is successfully voided, a window will open to allow you to print a transaction for the customer.

Reporting

To view reports, select the reporting icon and choose the type of report you want to run. Note: Only certain users have access to Reports:

Select the type of report that you want to run.

Type	Receipt#	Biller	Cash	Proc	Agent	Date	Time	Clerk
V	144590395	COMCAST	0.00	0.00	0.00	02/15/2019	09:40:23	memo
Deposit Amt			0.00					
Totals			0.00	0.00	0.00			

If choosing a date range report, select the start and end date of the report.

If you are selecting a specific user, use the drop down bar to select the user's report. The report information will become available at the bottom of the page.

Print full detail reports or summary reports by clicking on the "Print" box at the bottom left of the screen.

