

EBILL REFERENCE GUIDE

May 28, 2024

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Overview

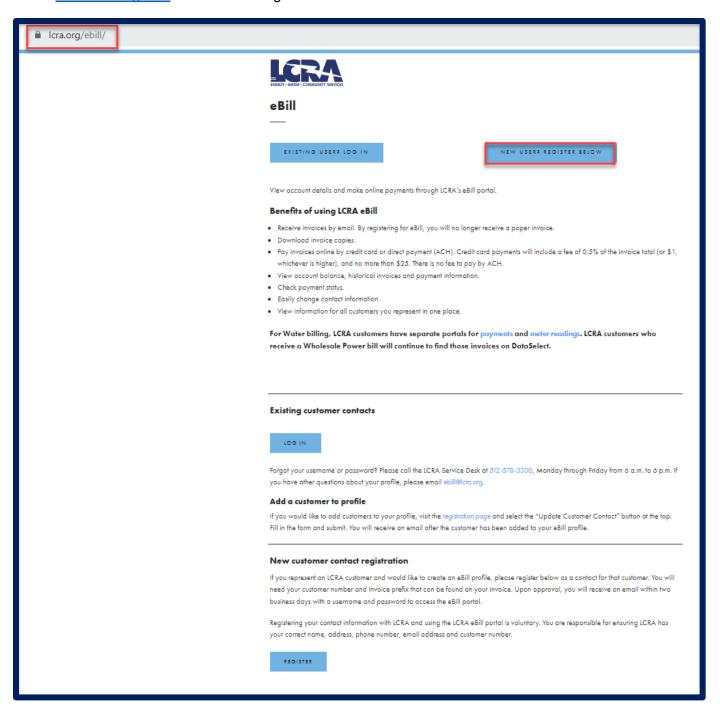
eBill is an online portal where LCRA customers can view and pay invoices with a credit/debit card or by direct payment (ACH).

eBill process summary:

- The contact person for an LCRA customer registers for eBill at www.lcra.org/ebill. The contact person will need their customer number and invoice prefix, which can be found on their invoice, to complete the registration form.
- The customer contact receives an email that their registration has been received and is being reviewed.
- The customer contact receives an email with login information and a link to the eBill portal.
- The customer contact receives an email notifying them that they have an invoice ready to be viewed and/or paid. The email contains a link to eBill and a PDF of the invoice.
- When the customer contact logs into eBill, they can view and download invoices, make
 payments, see credits, send messages to Billing, change their contact information, and change
 their password.
- Customer contacts who manage multiple LCRA customers can add customers to their profile at www.lcra.org/ebill.

Registration Process

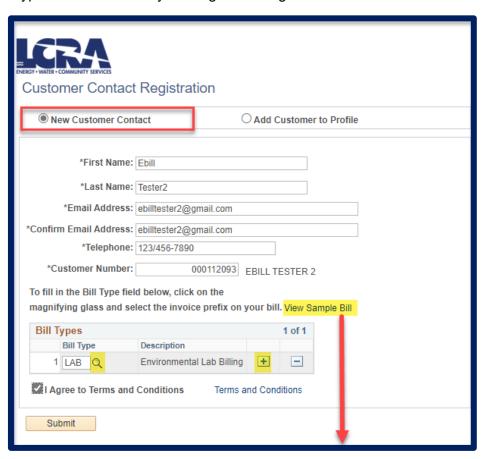
Visit www.lcra.org/ebill and click the Register button.

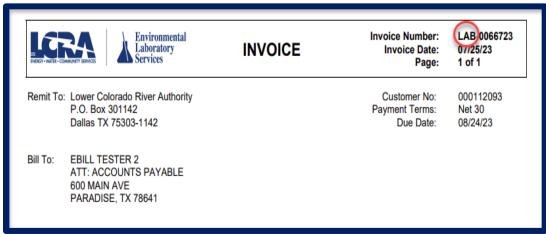


Registration page

Complete the registration form with your name, email address and phone number. You will need your customer number and invoice prefix, which can be found on your bill.

To fill in the Bill Type, click on the magnifying glass and select the invoice prefix on your bill. Multiple Bill Types can be added by clicking the "+" sign.







If you select the incorrect Bill Type, email LCRA Billing at ebill@lcra.org.

Registration emails

Once the registration form has been submitted, you will receive a notification email within 48 hours. If you do not receive an email registration notification, please email LCRA Billing at ebill@lcra.org.



If the registration is approved, you will receive an email with login information and a link to the eBill portal.

From: LCRA Ebill Management < ebill@lcra.org>

Date: July 27, 2023 at 1:36:32 PM CDT

To: ebilltester2@gmail.com

Subject: Your new LCRA customer contact profile is now available.

Your new LCRA customer contact profile is now available.

To begin using your online eBill account, please follow these steps:

- 1. Go to https://custtst.lcra.org.
- 2. Enter your username: EB01163 and initial password:)quwsrg17509RQ
- 3. After logging in, we highly recommend you change your password.

You may log in any time to review or update your contact information.

Need help?

Passwords: Call the LCRA Service Desk at 512-578-3300 Monday through Friday between 6 a.m. and 6 p.m. Questions about your profile or the eBill application: Email LCRA Billing at ebill@lcra.org.



Note: The username (EB0XXX) is autogenerated and it cannot be changed.

If the registration is denied, you will receive an email.

From: bill@lcra.org
Date: August 16, 2023 at 12:18:20 PM CDT
To: ebilltester4@gmailt.com
Subject: Your request to create an online LCRA customer contact profile

We are unable to fulfill your recent request to create an online LCRA customer contact profile because your request does not meet the criteria at this time. If you have questions, please email LCRA Billing at ebill@lcra.org

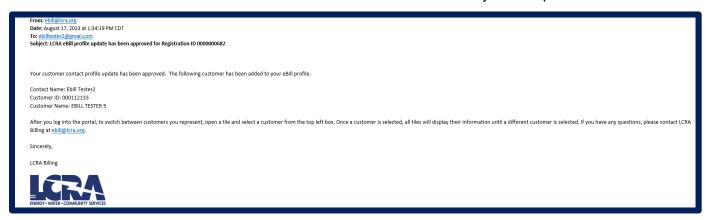


Adding a customer to a profile

Additional customers can be added to a profile from the <u>registration page</u>. This is helpful for management companies that pay bills for several customers. If multiple customer contacts are needed, email LCRA Billing at ebill@lcra.org.



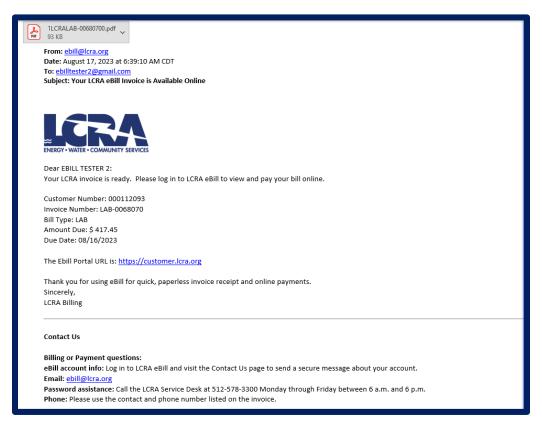
You will receive an email that the additional customer has been added to your eBill profile.



Customer Portal

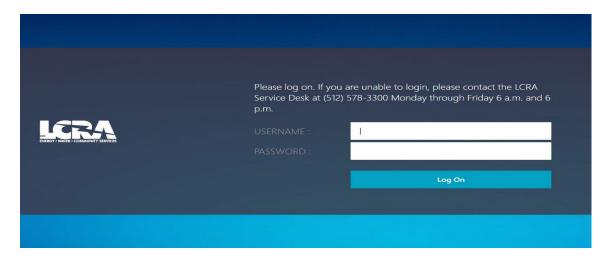
Invoice notification email

Once registered, you will receive an email notification every time an invoice is generated by the LCRA Billing department. The email will contain a link to the portal and a PDF of the invoice.



Login page

When you click on the link in the email or the Log In button on www.lcra.org/ebill, you will be directed to a login page. Please note: there is no "Forgot Username" or "Forgot Password" functionality on the login page. Please contact the LCRA Service Desk at 512-578-3300 if you need help with your username or password. It is recommended that you save the username and change the password upon first logging in.



Homepage

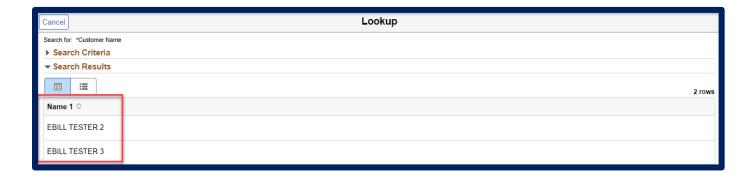
Once logged in, you will see a homepage with tiles to make a payment, view your account summary, view invoices, view pending payments and payment history, change your contact information and password, and contact us.



Switching between customers

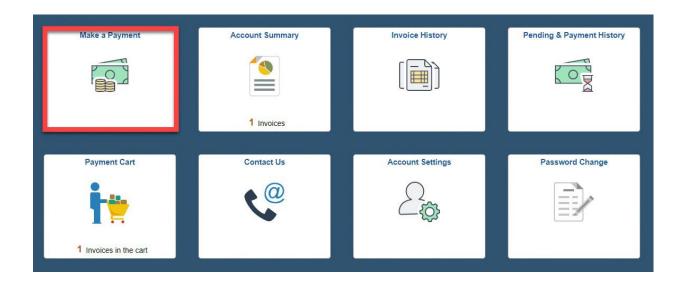
After selecting any tile on the homepage, you can switch between customers linked to your profile by clicking the magnifying glass in the top left corner of the page. All tiles will then display information for that customer.





Make a Payment tile

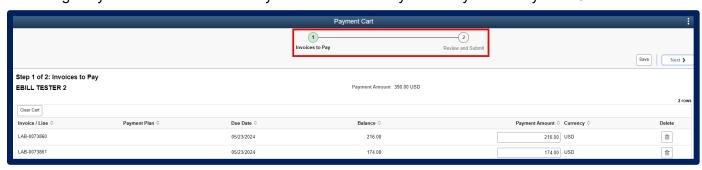
Make a payment by clicking on the Make a Payment tile on the homepage.



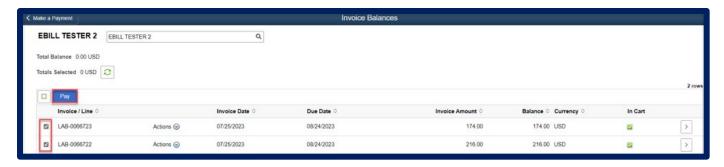
There are options to "Pay Total Balance", "Pay Past Due" or "Select Invoices".



Selecting "Pay Total Balances" and "Pay Past Due" will take you directly to the Payment Cart.

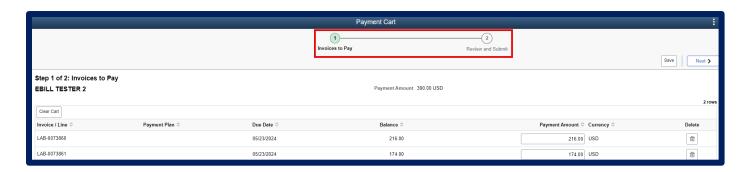


Click on "Select Invoices" for the option to select which invoices to pay.

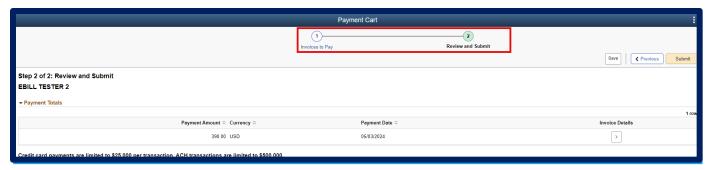


After selecting the appropriate invoices, click "Pay" to go to the Payment Cart. To make a payment, follow the prompts at the top of the page.

Number 1 lists the invoices selected for payment.

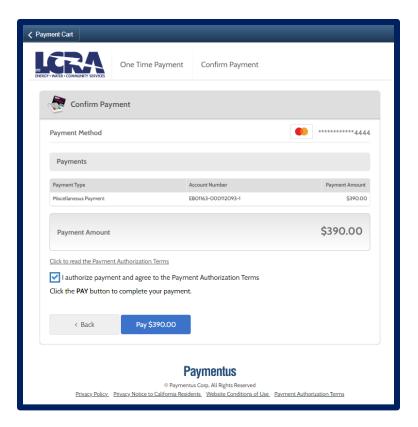


Number 2 Credit card payments are limited to \$25,000 per transaction. ACH payments are limited to \$500,000 per transaction.

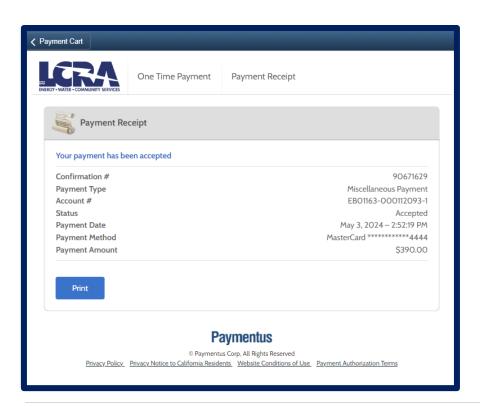


Click "Submit", and the system will redirect you to a Paymentus page to enter your payment information.

Select "I authorize payment and agree to the Payment Authorization Terms" then click the "Pay" button.



A payment receipt will display.



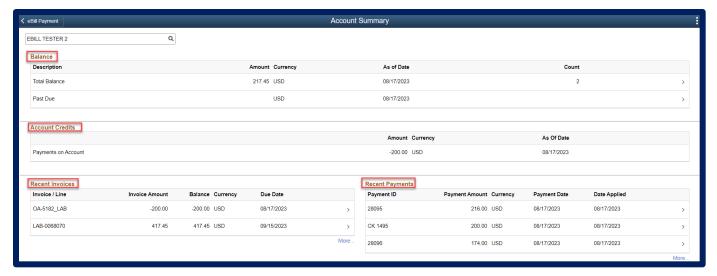
After payment is submitted and accepted, you will receive a confirmation email.



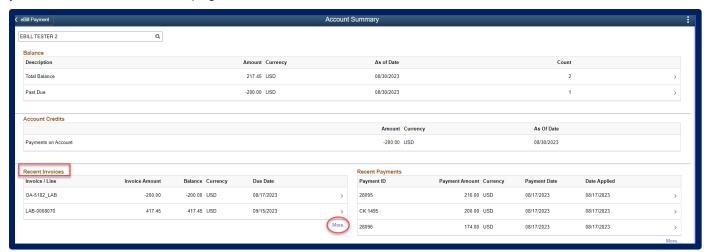
Account Summary tile

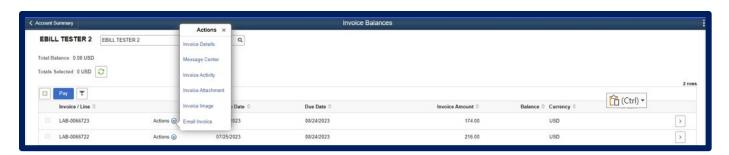
Click on the Account Summary tile from the homepage to see the balance on the account, past due balance, credits, recent invoices and recent payments.





To download invoices or select invoices for payment, click "More" under "Recent Invoices". This will take you to the Invoice Balances page.





Click on "Actions" to email an invoice, view an invoice and attachments, if applicable, and send a message to LCRA Billing.



Invoice History tile

To see six months of invoices, click the Invoice History tile from the homepage.





Click "Action" to email the invoice, view an invoice image or attachment, see invoice activity, message LCRA Billing, and view invoice details.



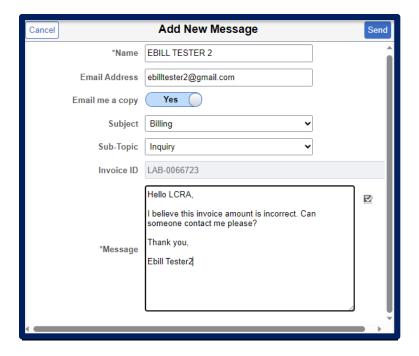
Invoice details

"Invoice Details" provides the details of the line items in an invoice.



Send LCRA Billing a message

Send a message to LCRA Billing about a specific invoice by selecting "Message Center".



Invoice Activity

"Invoice Activity" provides the status of an invoice.



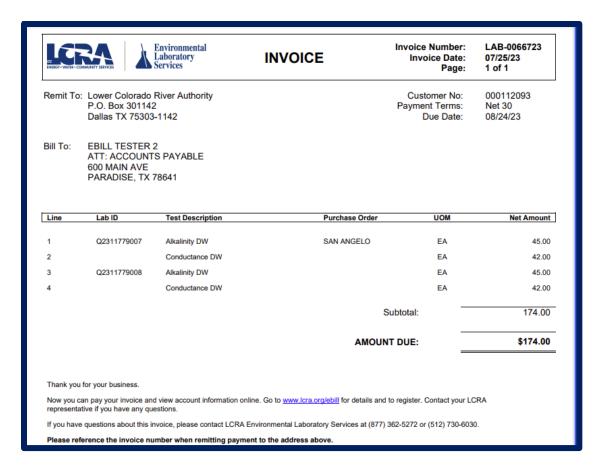
Invoice Attachment

"Invoice Attachment" will download the invoice which allows you to attach it to an email.



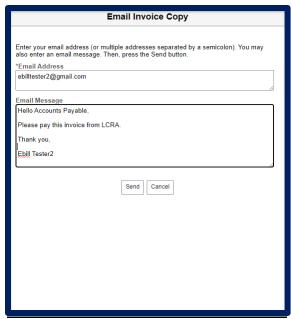
Download an invoice

Download an invoice by selecting "Invoice Image". If there are additional details in an attachment, click "Invoice Attachment" to view them.



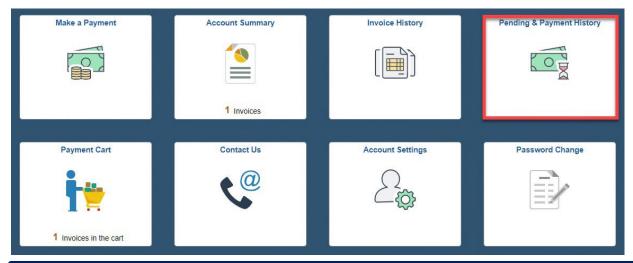
Email Invoice

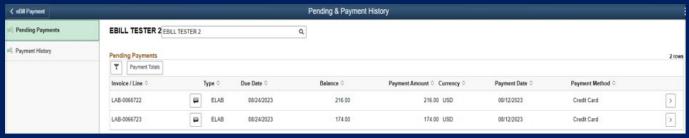
When "Email Invoice" is selected, this screen pops up.



Pending and Payment History tile

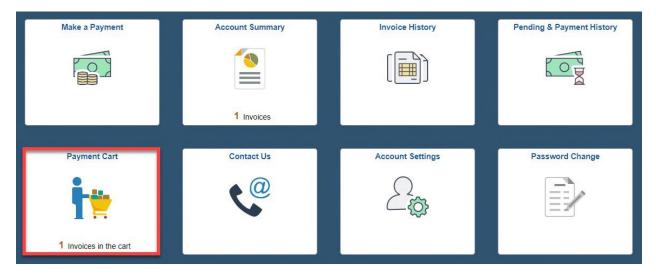
See six months of payment history by clicking on the Pending and Payment History tile from the homepage.





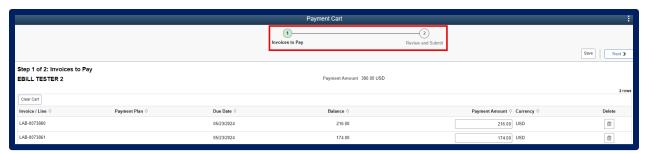
Payment Cart tile

Click on the Payment Cart tile from the homepage to go to the payment cart where a payment can be made for invoices that have been selected.

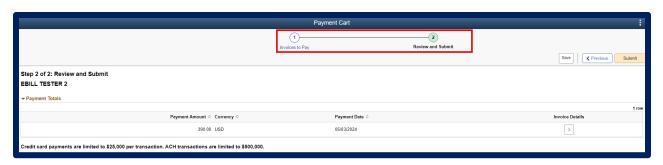


To make a payment, follow the prompts at the top of the page.

Number 1 lists the invoices selected for payment.

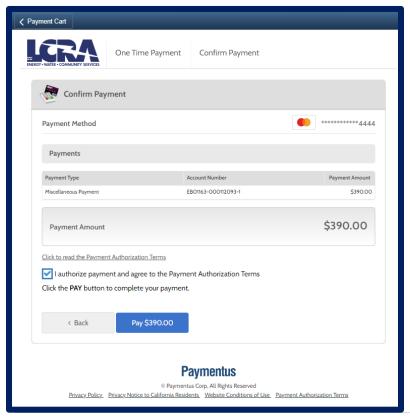


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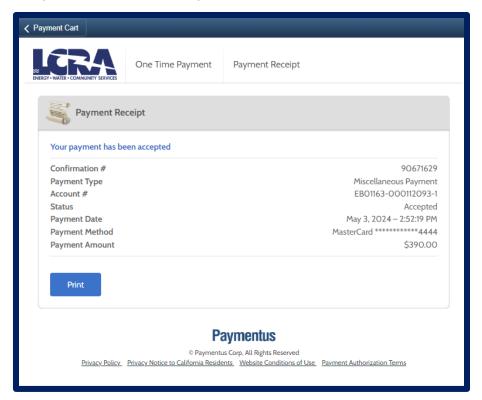


Click "Submit", and you will be redirected to a Paymentus page to enter payment information.

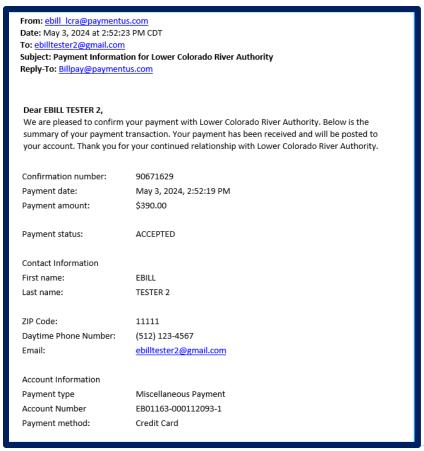
Select "I authorize payment and agree to the Payment Authorization Terms" then click the "Pay" button.



A payment receipt will display.

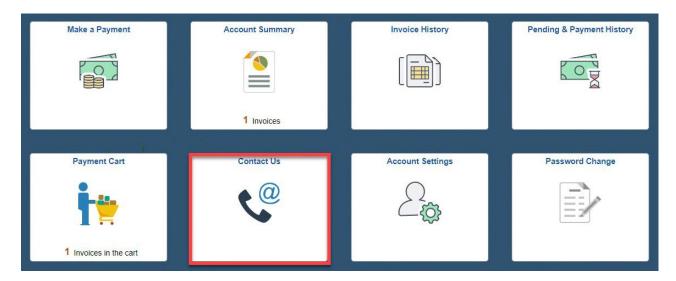


After payment is submitted and accepted, you will receive a confirmation email.



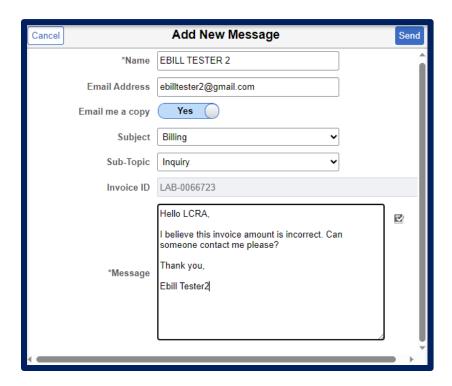
Contact Us tile

Send a message to LCRA Billing by clicking the Contact Us tile from the homepage.



After clicking "Add New Message", complete the form and click "Send". LCRA Billing will respond within two business days.



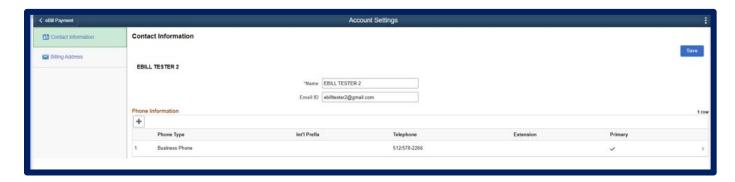


Account Settings tile

Change your contact information by clicking on the Account Settings tile on the homepage.

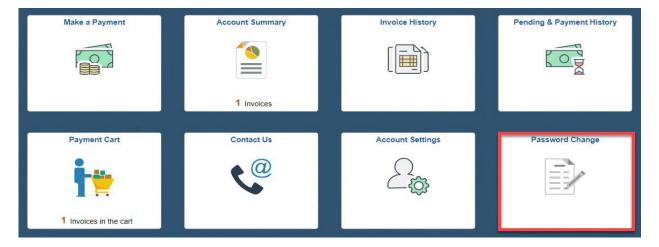


To update your email, phone and address, select the appropriate changes and click "Save".



Password Change tile

To change your password, click on the Password Change tile on the homepage.





Signing Out of eBill

To sign out of eBill, click "eBill Payment" until you reach the homepage then select the three dots in the upper right-hand corner and select "Sign Out".



