

USBayadCenter.com

User's Manual

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I. Introduction

US Bayad Center is a service that allows individuals to pay their Philippines Bills from the U.S. It is an online bill payment system offered in partnership with CIS Bayad Center, Inc. (a Meralco subsidiary), the Philippines' pioneer in bill payment collection.

II. Registration

To register, click on browser and go to <http://www.usbayadcenter.com>.

For first time users, registration is required.

- On the left navigation menu, click on Register.

The screenshot shows a registration form titled "Register" with the following fields and requirements:

Field	Requirement
Username:	Required (*)
Password:	Required (*)
Re-enter password:	Required (*)
Email:	Required (*)
First Name:	Required (*)
Last Name:	Required (*)
Address:	Required (*)
City:	Required (*)
State:	Required (*)
Zip Code:	Required (*)
Tel Num:	Required (*)
Mobile Num:	Optional

At the bottom of the form, there is a "Submit" button and a link to "Back to login page".

- Be sure to fill in all required fields indicated by '*'.
- Note that username should be unique. An error message will pop-up if username selected is already in use.

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- Ensure e-mail address is correct. An e-mail will be sent to the e-mail address provided with instructions to activate the account
- Verify all information provided are correct and click "Submit"
- Activate the registration upon receipt of the confirmation email.



- Check to make sure that the email did not end up in the Spam/Junk mailbox. The email should come from csr@usbayadcenter.com. Below is an example of the email message:

Username: joeboxer
Password: *****
Email: joeboxer@yahoo.com
First Name: Jose
Last Name: Bernal
Address: 588 Ygnacio Road
City: Vallejo
State: CA
Zip Code: 94557
Tel Num: 7075551234
Mobile Num: 7075551234

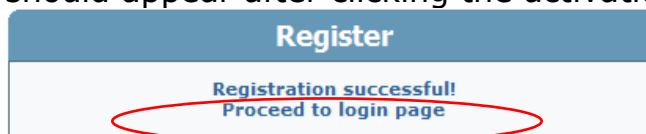
- The activation link in the email should look like this:

You have registered as a user at <https://www.usbayadcenter.com/v1/register.php>

Click this link to confirm your account and finish the registration:
<https://www.usbayadcenter.com/v1/register.php?a=activate&u=cms9sv65ixv0axN0vQ%3D%3D&code=3102e877ec9d4b613993b724f15c0900>

(If you are unable to click on the link, copy and paste it into your browser window.)

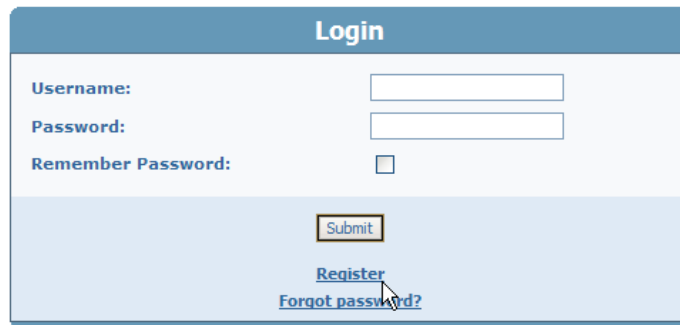
- A message saying that the registration was successful should appear after clicking the activation link



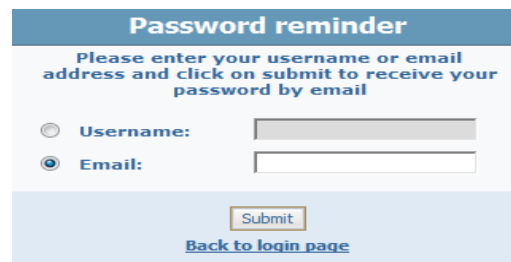
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III. Logging In

Upon successful completion of the registration process, click on "Proceed to login page".



- Enter the Username and Password in the appropriate fields and click on "Submit"
- If for some reason the system displays the message "Invalid Login", click on "Forgot password"



- Enter either a username or email address that was previously registered to USBC and click "Submit"
- An email will be sent to the previously registered email address with the username and a temporary password. Be sure to change the temporary password after logging in.

```
Password reminder
You asked to remind your username and password at
https://www.usbayadcenter.com/v1/remind.php
Username: joeboxer
Password: 1c628lxxkj
```

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Click on "Submit" to go to "My Account" page

Logged on as rolanbautista [Log out](#) [Change password](#) [Advanced search](#)

My Account

	Username	Email	First Name	Last Name	Address	City	Zip Code	State	Mobile Num	Tel Num
Edit	joeboxer	joeboxer@yahoo.com	Jose	Bernal	508 Ignacio Road	Vallejo	94557	CA	7075551234	707555123

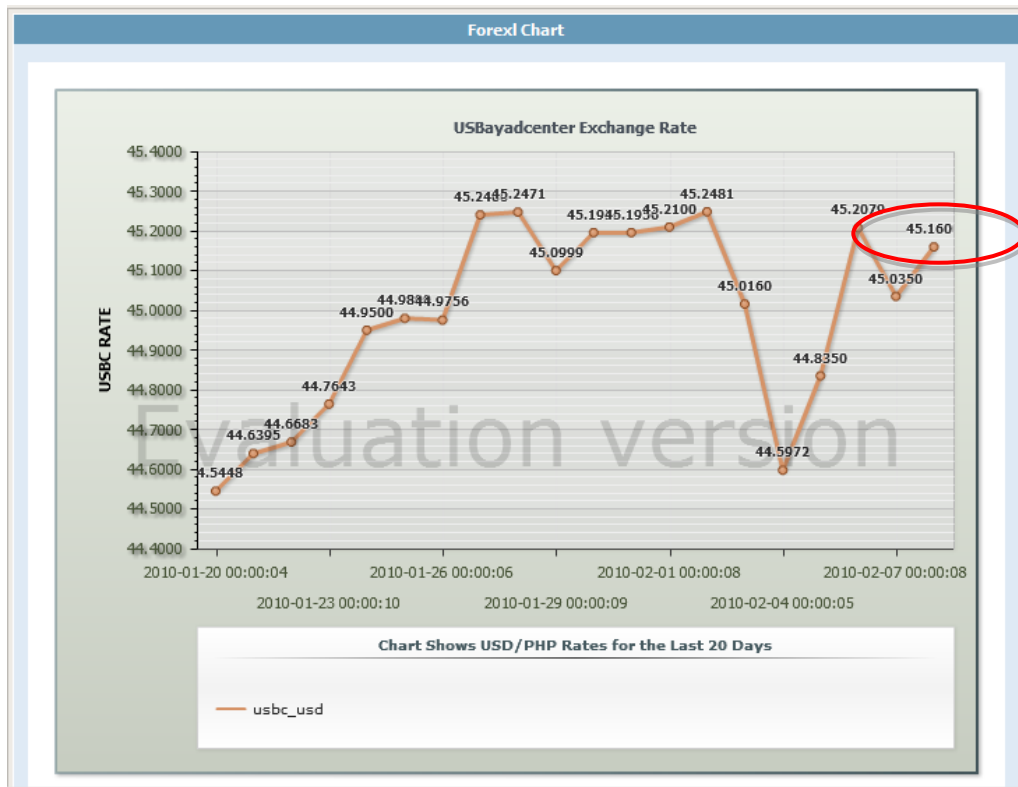
[Home Page](#)
[My Account](#)
[Exchange Rate Chart](#)
Step 1 - My Bills
[Bavantel Pavors](#)
[Manila Water Pavors](#)
[Maynilad Pavors](#)
[Heralco Pavors](#)
[PLDT Pavors](#)
[SSS Contribution](#)
[SSS Real Estate Loan](#)
[SSS Short Term Loan](#)
[Step 2 - Input Amounts](#)
[Step 3 - Pay Now](#)
[Step 4 - Completed Orders](#)
Misc. Transaction Info
[Pending Transactions](#)
[Failed CC Transactions](#)

On this page, the following tasks can be performed:

- Manage account profile (i.e. password change)
- View the exchange rate
- Set up Payors
- View transaction states
 - Pending Transactions
 - Partial Transactions
 - Failed Transactions
 - Refunded Transactions

IV. Exchange Rate Chart

View past and current exchange rates on this page by pointing the mouse on the right most value on the chart.



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V. Billers

US BayadCenter is authorized to accept payments from the following list of Billers: Meralco, Bayantel, Maynilad, Manila Water, PLDT, SSS Contribuiton, SSS Short Term Loans, and SSS Real Estate Loans. Please make sure to provide all **required information**, otherwise payment(s) may be rejected.

1.Meralco

“Meralco” SAMPLE BILL

Required BILL INFORMATION by USBC:

- 1) Customer Name
- 2) Service Address
- 3) Bill Date
- 4) Due Date

NOTE:

Payments can be accepted up to six (6) days after the due date.

- 5) Service ID Number (SIN)
- 6) Meralco Reference Number (MRN)
- 7) Amount

The image shows a sample Meralco electricity bill with several key areas highlighted by red circles and numbered annotations:

- #1:** Circled around the "Service Address" field in the "Service Info" section.
- #2:** Circled around the "Service ID Number" field in the "Service Info" section.
- #3:** Circled around the "Bill Date" field in the "Billing Info" section.
- #4:** Circled around the "Due Date" field in the "Billing Info" section.
- #5:** Circled around the "Service ID No. (SIN)" field in the "For authorized collecting agents" section.
- #6:** Circled around the "Meralco Reference No." field in the "For authorized collecting agents" section.
- #7:** Circled around the "Total Amount" field in the "For authorized collecting agents" section.

The bill itself includes the following information:

- Service Info:** Service ID Number: 579220801-9, Rate: Residential.
- Billing Info:** Bill Date: 20 APR 2009, Billing Period: 15 MAR 2009 to 20 APR 2009, Due Date: 29 APR 2009, Total kWh: 458, Total Current Amount: ₱ 4,930.30.
- Billing Summary Table:**

BILL SUBGROUP	SUBTOTAL	PERCENTAGE
Generation	2,396.53	48.6%
Transmission	404.35	8.2%
System Loss	386.05	7.8%
Distribution (Meralco)	1,124.50	22.8%
Subsidies	65.94	1.3%
Government Taxes	474.30	9.6%
Universal Charges	18.63	0.4%
Other Charges	-0.00	0.0%
Total	4,930.30	100.0%

The bill also features a cartoon character of a water tap and a bar chart showing monthly electricity consumption.

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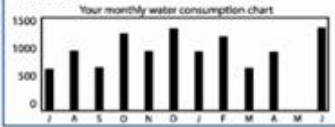
3. Maynilad

"Maynilad" SAMPLE BILL

Required BILL INFORMATION by USBC:

- 1) Customer Name
- 2) Service Address
- 3) CAN (Customer Account Number)
- 4) Bill Amount

5) Amount to Pay – accepts
over / under payment

 MWSS Compound, Katipunan Road, Balra, G.C. VAT TIN 005-393-442-0000 Permit No. 0107-15-0000-CBA-NR SOA # 0000000000		STATEMENT OF ACCOUNT	
Service Infor #3 Contract Acct No: 12345678 #1 Account Name: CUSTOMER NAME Service Address: SERVICE ADDRESS #2 Rate Class : Business Area :		Billing Period PAYMENT DUE DATE #4 TOTAL AMOUNT DUE	
Paalala mula sa Maynilad Para malwasan ang pagkakatapos ng sakit na dulot ng mikrobyo (germs), ugalling maghugas ng kamay: <ul style="list-style-type: none"> Bago kumain, magluto o humawak ng pagkain Pagkatapos gumamit ng banyo o magtapon ng basura Bago at matapos maglinis ng sugat o mag-alaga ng may sakit Para sa karagdagang impormasyon tungkol sa benepisyo ng tubig, bumisita sa www.mayniladwater.com.ph .		Billing Summary Basic charge FCDA/STM Environmental charge Sewer charge Pre-payment adjustment Maintenance service charge Total current charges before taxes VAT Payment Incentive Adjustment Total current charges Previous unpaid amount (please pay immediately)	
For machine validation This will serve as acknowledgment receipt when machine validated		TOTAL AMOUNT DUE metering information Seq. No. : Pres. Rdg : MRU No. : Prev. Rdg : Meter No. : Cons. (cum): Your monthly water consumption chart 	
OFFICIAL RECEIPT VAT TIN 005-393-442-0000 Description Net Amt VAT Total Amt Off No. Date Contract Acct. No. : 54405268 NORTHERN POLICE DIST O LO BO TANIGUE ST DAGAT DAGATAN			
Description WB - Water Bill, GD - Guaranty Deposit, Misc - Responder Fee, Connection Fee, Metering Charge			
Contract Account No. 12345678 Account Name: CUSTOMER NAME Service Address: SERVICE ADDRESS		Rate Classification: Bill Period: Total Amount Due:	


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4. Manila Water

“Manila Water” SAMPLE BILL

Required BILL INFORMATION by USBC:

- 1) Customer Name
- 2) Service Address
- 3) CAN (Customer Account Number)
- 4) Bill Amount
- 5) Amount to Pay – accepts
over / under payment

 Manila Water Company, Inc. MWSS concessionaire for the East Zone 489 Katipunan Road, Balara 1105 Quezon City, Philippines TIN : 005-038-428-000 VAT	<i>Nangangalaga sa Kinabukasan</i>	
#1 CUSTOMER NAME	Business Area : Pasig MRU Sequence : 104875 / 4500	
#2 SERVICE ADDRESS	METER INFORMATION Meter No. : 15019484 Brand : ELSTER Size : 4 15MM Batch/Page No. : 0415-03243	
#3 Contract Account No. : 12345678 Business Partner No. : 000658276		
Mahal naming KATUBIG, Nais po naming ipaalam na ang inyong bayarin sa tubig para sa buwan ng Abril ay P1,331.70. Maaari po lamang na bayaran ito bago mag-Abril 23, 2009 upang maiwasang maputulan ng serbisyo ng tubig. Maraming Salamat po!	Consumption: Minimum Current Charges: P 71.09 Previous Unpaid Amount: P 747.61 #4 Total Amount Due: P 1,331.70 Pay Before: 23APR-09	
 Manila Water Company, Inc. MWSS concessionaire for the East Zone 489 Katipunan Road, Balara 1105 Quezon City, Philippines TIN : 005-038-428-000 VAT	CUSTOMER NAME SERVICE ADDRESS Contract Account No. : 12345678 Business Partner No. : 000658276 Business Area : Pasig	Billing Period : 13MAR09 TO 14APR09 Due Date : 23APR09 Amount Due : P1,331.70 Reference No.: 3206514699 

002892

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5.PLDT

"PLDT" SAMPLE BILL

Required BILL INFORMATION by USBC:

- 1)Customer Name
- 2)Service Address
- 3)Account Number
- 4)Bill Amount

Next 2 items does not appear on
the bill:

- 5) Telephone Number "123-4567890"
(include 3 digit area code)
- 6) Amount to Pay – accepts
over / under payment for
ACTIVE accounts

The image shows two sample PLDT bills. The top bill is a 'STATEMENT OF ACCOUNT' for a customer named 'PLDT' with account number 734567890. It includes a table of charges and a total amount due of 1,800.00. The bottom bill is a 'PAYMENT STUB' for the same customer, showing the account number, invoice number, and amount due. Red circles highlight the following information on both bills:

- #1: CUSTOMER NAME
- #2: SERVICE ADDRESS
- #3: ACCOUNT NUMBER
- #4: AMOUNT DUE
- CUSTOMER NAME
- SERVICE ADDRESS
- ACCOUNT NO.
- INVOICE NO.
- AMOUNT DUE

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6.SSS Contribution

“SSS Contribution Payment” FORM

Required BILL INFORMATION by USBC:

- 1) SSS Number
- 2) Payor's Name
- 3) Applicable Period (FROM and TO) <- 2 entries
- 4) Monthly Contribution (EQUAL AMOUNTS per guideline)
For "Self Employed" and "Voluntary" minimum = Php 104
For OFW minimum = Php 520
- 5) TOTAL AMOUNT =
TOTAL Monthly Contribution +
Flexifund Contribution

Flexifund Contribution ← ONLY FOR OFW members paying the maximum monthly contribution amount of Php1560.
Flexifund min = Php200
Flexifund max = Php999,999

Does Not appear on the bill:

- 6) "Payor Type"
 1. OFW
 2. SELF EMPLOYED
 3. VOLUNTARY

The form is titled "RS-5 CONTRIBUTIONS PAYMENT RETURN" and includes fields for SSS Number, Payor's Name, Applicable Period, Monthly Contribution, and Total Amount. It also features a table for the Applicable Period (Month and Year) and Social Security Contribution, and a section for INSTRUCTIONS. Annotations #1 to #5 highlight specific areas: #1 points to the SSS Number field, #2 points to the Payor's Name field, #3 points to the Applicable Period table, #4 points to the Social Security Contribution table, and #5 points to the TOTAL REMITTANCE field.

NOTE: payments should comply to the following due dates

SELF-EMPLOYED / VOLUNTARY		OFW MEMBERS			
Applicable Period	Due Date	Applicable Period	Due Date	Applicable Period	Due Date
January to December	20 th of the succeeding month or quarter	January to September	December 31 of the same year	October to December	January 31 of the succeeding year

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7.SSS Real Estate Loan

“SSS REAL ESTATE LOAN” SAMPLE BILL

Required BILL INFORMATION

by USBC:

- 1) Borrower's Loan Account Number
- 2) Borrower's SSS Number
- 3) Borrower's Full Name:
- 4) Amount
- 5) Payment Type
 - 1. Real Estate Loan
 - 2. Fire Insurance
 - 3. Mortgage Redemption Insurance
 - 4. Rental on Acquired Asset
 - 5. Payment to Redemption Price/ Acquired Asset

6) Payor Type"

- 1. OFW
- 2. SELF EMPLOYED
- 3. VOLUNTARY

NOTE: "PAYOR TYPE" does not appear on the bill.

The image shows a sample SSS Real Estate Loan Payment Return bill. It is a form with several sections. On the left side, there are two rows of boxes for entering the loan account number and the borrower's SSS number, both circled in red and labeled #1 and #2 respectively. Below these are fields for the borrower's name and address. In the center, there is a section for 'TYPE OF PAYMENT' with five radio button options: 1. REAL ESTATE LOAN, 2. FIRE INSURANCE PAYMENT, 3. MORTGAGE REDEMPTION INSURANCE PAYMENT, 4. RENTAL ON ACQUIRED ASSET, and 5. PAYMENT TO REDEMPTION PRICE/ACQUIRED ASSET. This section is circled in red and labeled #5. On the right side, there is a section for 'PAYMENT MADE IN' with options for CHECK/PMO, BANK, and CASH. The 'AMOUNT' field is circled in red and labeled #4. At the bottom, there is a field for 'PAYOR'S PRINTED NAME' circled in red and labeled #3, and a 'SIGNATURE' line. The bill also includes a table for 'THIS IS YOUR OFFICIAL RECEIPT WHEN VALIDATED' with columns for SERIAL, FOR NUMBER, DATE, and FELLER'S INITIAL. At the bottom, there is an 'IMPORTANT!' section with instructions and a list of 5 points.

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8.SSS Short Term Loan

“SSS SHORT TERM LOAN” SAMPLE BILL

Required BILL INFORMATION by USBC:

- 1) Employee's SSS Number
- 2) Amount

Does Not appear on the bill:

- 3) Employee's Full Name
- 4) "Payor Type"
 1. OFW
 2. SELF EMPLOYED
 3. VOLUNTARY

NOTE:

1. Payment Type defaults to "SALARY"
2. Applicable Month = Current Month/Year

SSS FORM ML-1 (Rev. 03/06) (This is your official receipt when validated)

Republic of the Philippines
SOCIAL SECURITY SYSTEM
 MONTHLY - SALARY/CALAMITY/EDUCATIONAL/
 EMERGENCY/STOCK INVESTMENT LOAN
PAYMENT RETURN
 (To be submitted in 3 copies)

EMPLOYER ID NUMBER	EMPLOYEE'S NUMBER
	#1 1234567890
EMPLOYER'S REGISTERED NAME & ADDRESS	

(FOR SSS USE ONLY - Do not alter or change amount printed in this box)	ENTER TYPE OF PAYMENT BELOW (Salary/Calamity/Educational/Emergency/Stock Investment Loan):
Amount due per collection list P	PAYMENT TYPE APPLICABLE MONTH
Prior periods Penalty	SALARY Current Month / Year
Prior periods over payment	Enter total amount collected per collection list P
Prior periods under payment	Add : Penalty P
#2 Please pay on or before	Less: Over Payment P
NET DUE P	Add : Under Payment P
INSTRUCTIONS	Total Amount Remitted P

1. Pay your monthly amortization on the following schedule:
 Employer - on or before the 5th calendar day following the applicable month.
 Self-Employed/Voluntary Member - on or before the last working day of the applicable month.

2. Always indicate your ID or SS number along with your name and address.

3. Use this form exclusively for your SALARY/CALAMITY/EDUCATIONAL/EMERGENCY/STOCK INVESTMENT LOAN payments.

4. Always support this form with the SSS official pre-printed collection list to ensure proper posting of payments. If the employers do not receive the list, please notify the respective SSS office.

5. Leave employer ID No. blank if individual payment.

PAYMENT MADE IN: (All checks & postal money orders must be made payable to Social Security System.)

Check/PMO: Bank _____, Check No. _____, Date _____

Cash: **P** _____

CERTIFIED CORRECT: _____ (SIGNATURE OVER PRINTED NAME)

Official Designation: _____

VI. Setting up Biller / Payor Information

To set up Biller / Payor information,

- Click on the Billers list on Step 1 – My Bills (*Figure 1*).



Figure 1

- Click “Add new” to add a new biller.



Figure 3

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Bayantel Payors, Add new record

Account Number	<input type="text" value="987654321"/> *
Bayantel Tel Number	<input type="text" value="9162345"/> *
Acct First Name	<input type="text" value="Sonny"/> *
Acct Last Name	<input type="text" value="Calaveras"/> *
Acct Address	<input type="text" value="123 Talpalon Drive, Paranaque"/>

* - Required field

- Be sure to enter all the required fields marked with " * "
- Always check for accuracy
- Click on the "Save" button to save the information
- Once all Payors have been entered, click on the "Back to list" button to return to the main page.
- Once data has been added to the database, subsequent clicks on the Billers link will display all previous entries

Logged on as rolanbautista [Log out](#) [Change password](#) [Advanced search](#)

expand all

- > Home Page
- > My Account
- > Exchange Rate Chart
- ▣ Step 1 - My Payors
- > Step 2 - Input Amounts
- > Step 3 - Pay Now
- > View Completed Trans.

Other Transaction States

Account Management

Search for:

Any field

Contains

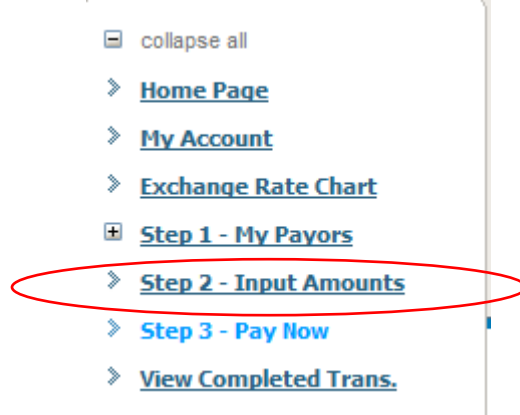
Input Amounts											
Delete selected											
		Amount Due Php	Order No.	Due Date	Exchange Rate	Amount In USD	First Name	Last Name	Biller Acct Num	Biller	Status
Edit	<input type="checkbox"/>	P0.00	162	0/0/0000	46.1300	\$0.00	sonny	calaveras	987654321	Bayantel	INIT
Edit	<input type="checkbox"/>	P0.00	162	0/0/0000	46.1300	\$0.00	bernado	carpio	89001289871	Meralco	INIT
Edit	<input type="checkbox"/>	P0.00	162	0/0/0000	46.1300	\$0.00	sonny	calaveras	1234567890	PLDT	INIT
Total: P0						Total: \$0.00			Count 3		

- Do the same thing for the other Billers.
- If an error occurs while entering payors information, edit by clicking "Edit". Don't forget to click save after updating the information.

VII. Making Payments

Two steps are needed to make payments.

o Step 2 – Input Amounts



Click on Step 2 – Input amounts on the left navigation menu to enter amounts to be paid per payor.

Note that different billers have different requirement when it comes to paying the amount due.

1. Meralco - USBC only accepts exact payments
2. Bayantel – USBC only accepts exact payments
3. Maynilad - USBC only accepts exact payments
4. Manila Water – USBC only accepts exact payments
5. PLDT - USBC only accepts exact payments
6. SSS Contribution Loan – total amount is the sum of total monthly contribution plus flexifund contribution
7. SSS Real Estate Loan – consist of the following payment types:
 - a. Real Estate Loan
 - b. Fire Insurance
 - c. Mortgage Redemption Insurance
 - d. Rental on Acquired Asset
 - e. Payment to Redemption Price / Acquired Asset
8. SSS Short Term Loan – amount to pay should be equal to the amortization amount
9. Enter the amount to pay in Peso (PHP).
10. Enter the due date. Verify the amount and date and click save.

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Input Amounts, Edit record [Transaction Idx: 525]

Amount Due Php	1245.00 *
Order No.	136
Session Id 1	136
Due Date	October 30 2009 *
Exchange Rate	46.3198
Amount In USD	\$26.88
First Name	sonny
Last Name	calaveras
Biller Acct Num	987654321
Biller	Bayantel
Status	INIT

* - Required field

11. To pay another Payor, click on back to list
12. You The summary of the Payors will be displayed

Input Amounts											
<input type="button" value="Delete selected"/>											
	<input type="checkbox"/>	Order No.	Amount Due Php	Due Date	Exchange Rate	Amount In USD	First Name	Last Name	Biller Acct Num	Biller	Status
Edit	<input type="checkbox"/>	136	\$1,245.00	10/30/2009	46.3198	\$26.88	sonny	calaveras	987654321	Bayantel	INIT
Edit	<input type="checkbox"/>	136	\$2,146.00	10/30/2009	46.3198	\$46.33	sonny	calaveras	1234567890	PLDT	INIT
Total: \$3,391.00			Total: \$73.21			Count 2					

13. Review entry and edit as appropriate

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o Step 3 – Pay Now

1. Click on Step 3 – Pay Now on the left navigation menu

- collapse all
- > [Home Page](#)
- > [My Account](#)
- > [Exchange Rate Chart](#)
- + [Step 1 - My Payors](#)
- > [Step 2 - Input Amounts](#)
- > [Step 3 - Pay Now](#)
- > [View Completed Trans.](#)

2. To review entries, point mouse on My transactions and the Payor summary will pop-up

The screenshot shows the USBayadCenter.com website interface. The left navigation menu is visible, with 'Step 3 - Pay Now' highlighted. A red circle highlights the 'Step 3 - Pay Now' link in the navigation menu, and another red circle highlights a 'Select Check Box to Pay' button. A red box with the number '3' is placed over the 'My Transactions' link, and another red box with the number '4' is placed over the 'Select Check Box to Pay' button. A pop-up window titled 'My Transactions' is displayed, showing a table of transactions.

Amount Due Php	Due Date	Exchange Rate	Amount In USD	Acct First Name	Acct Last Name	Billor Acct Num	Billor	Status	Order No.
P1245.00	10/30/2009	46.3198	\$26.88	sonny	calaveras	987654321	Bayantel	INIT	136
P2146.00	10/30/2009	46.3198	\$46.33	sonny	calaveras	1234567890	PLDT	INIT	136

3. Click on the check box to select
4. Click on the Select Box to Pay

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5. This takes the session directly to the USBC payment website. This site is secured by SSL. Enter credit card information here.

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Credit Card Information

Please fill in the required information

Credit Card Type	Visa
Credit Card Number	4012888888881881
Expiration Month	01
Expiration Year	2010
Card Code	123

Code not on card

Your order amount is: \$ 79.20
* indicates a required field

6. After entering credit card information, click on continue
7. This takes the session directly to the USBC payment website. This site is secured by SSL. Enter credit card information here.

USBayadCenter.com

Thank You for Using USBayadCenter.com. Your credit card order was Approve

This is your receipt. Please print this page for your records.

If you have any questions please call (415) 839-9479

Time: 10/30/09 11:29:00 PM

Account Number: 13-9258496957

Order Number: 10.174.1.95-124A94855A1-35705C90-79B94A54

T2P Order Number: 10.174.1.95-124A94855A1-35705C90-79B94A54-142

Name: US Bayad Center

Address: 4390 Alameda Street

State: CA

Zip Code: 94523

Amount: 10.00

[Click Here to Return to Order Entry Page](#)

8. To go back to the Order Entry page, click on the link

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VIII. Other Transaction States

1. Individual "Payor" Transaction States



- COMPLETE: * ALL information provided by the user is correct
* bill is paid within the specified due date
* bill is processed and fully paid
- PENDING: * bill is still being processed
- FAILED: * At least ONE of the information provided by the user is wrong
* bill is past the due date
* amount paid will be refunded
* Contact USBayadCenter customer service for a detailed explanation
- REFUNDED: * Payment refunded successfully.

2. OVER ALL TRANSACTION STATES – "Complete / Other transaction view




- PENDING: * at least 1 specified "payor" transaction is PENDING (waiting to be processed).
- COMPLETE: * ALL specified "payor" transactions were processed and COMPLETED successfully (**all specified bills were paid**).
- PARTIAL: * ALL specified "payor" transactions were processed BUT at least ONE bill failed (**at least 1 bill was not paid**).
- FAILED: * ALL specified "payor" transactions were processed and FAILED (**all specified bills were not paid**).

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IX. eBill

eBill can improve bill payment process by allowing users to electronically receive bills and payment information using convenient, cost effective and a secure state-of-the-art technology.

Meralco is currently offers this service to its customers. To sign up for ebill service, follow the steps below.

- Go to <http://meralco.com.ph/>
- Click on the  button to sign up



The screenshot shows the Meralco website interface. At the top right is the Meralco logo with the tagline "may liwanag ang buhay". Below the logo are three main navigation categories: **CORPORATE** (About MERALCO, Corporate Governance, Investor Relations, Services & Distribution, Rates, Industry Developments, Suppliers), **CONSUMER** (Apply for Service, My MERALCO Bill, Payments, Time-Of-Use (TOU), Maintenance Schedule, Streetlights, Service FAQs), and **COMMUNITY** (About CSR, Community Sponsorship, Social Investment, Workplace Stewardship, Partners & Affiliations, Environmental Management, Awards & Citations). A secondary navigation bar includes NEWS and UPDATES, FEEDBACK, KURYENTE WATCH, DID YOU KNOW, CAREERS, and a Twitter icon. The main content area features several news items: "Report Illegal Connections Now.", "Know the electricity cost of your appliances. Try the MAC.", "Electricitips", "Want to save on your electric bills? Check out Time-Of-Use Rates", "Liwang Card", and "Meter Deposit Refund (MDR)". A large article titled "MERALCO and SMART partner to empower customers" is highlighted. To the right, there is a "Meralco Typhoon Watch" section with the slogan "Daig ng HANDA ang hindi." Below this is a login section for "E-Meralco Bill" with fields for Username and Password, a "Login" button, and a "Forgot your ID or Password?" link. A security badge from VeriSign is also present. At the bottom of the login section, there is a link "Don't have an E-Meralco Bill ID? Signing up is easy." with a "GO" button circled in red.

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- A pop-up Enrollment page, disclaimer, will appear
- Click on "I Agree"

Customer Services

Enrollment

Please Read Carefully

The contents of this website are confidential and exclusively owned by the Manila Electric Company (Meralco). Duplication, exhibition or reproduction of any information contained in this site for redistribution to third parties for any purpose or reason is strictly forbidden.

Meralco exerted every effort to ensure the security, accuracy, and completeness of this website. Meralco shall not be liable for actual, indirect, exemplary or consequential damages, including authorized availability of data brought about by accessing, copying, or displaying of information in this site. Likewise, it is the user's responsibility to validate any information before relying on the content. Changes may be included herein at any time, including but not limited to updates in customers' account.

The information you provided in this site shall be deemed to be non-confidential, and can be used by Meralco in its normal operations.

Other concerns: e-mail to: callcenter@meralco.com.ph
or call our Call Center at tel. no. 16211 or 631-11-11

- Enrollment validation page will appear
- Enter the information required and click on button

Customer Services

Enrollment

In order to enroll, please enter the information from any of your bills within the past 12 months.

Validation Information

Service ID No. 446027101 - 9 Help

Bill date May 26, 2000 Help

Amount Php 4397.70 Help

Other concerns: e-mail to: callcenter@meralco.com.ph
or call our Call Center at tel. no. 16211

This site is secured by VeriSign.

- Once enrolled, a notification will be sent to the email address provided during the registration.

Dear Mr./Ms.

Thank you for giving us the opportunity to serve you better.

As a service you requested, we are sending you information about your current electric bill:

Service ID Number
Account Name :
Service Address :
Total kWh consumed : 285
Amount : P 2,334.75
ATM/Phone Reference* :
Meralco Reference** :

May we remind you that this amount is due on October 9, 2009.

You can pay your bill at any of our collection offices near you or through the different payment options currently available. To view your actual bill or to know more about the other payment options available, you may visit our website at <http://www.meralco.com.ph>.

*This 16-digit number is used for ATM, Phonebanking, SMS and Online payment.

**If you do not have your Meralco bill on hand but wish to pay at Meralco Payment Offices, Bayad Centers or through our bank partners, you may provide this 26-digit number.

We will continue to send the Statement of Account (SOA) of your current bill to your current billing address.

Should you require further assistance, you may contact our Call Center at 1621-1 or 631-11-11.

USBayadCenter.com

X. Refund Policy

USBC will refund the amount of any unpaid bills (failed transaction) plus any corresponding pro-rated service charge.

For more details, please call Customer Service department at (415) 839 9479.