

ONLINE BILL PAY QUICK REFERENCE GUIDE

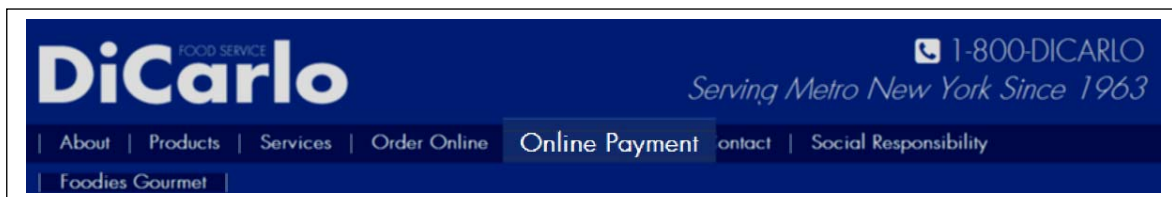
Thank you for enrolling in the DiCarlo Food Service On-line Payment Program. By enrolling in this service, you will have the ability to:

- Receive an email notification when your bill is ready
- Securely view your summary bill online
- Make one time, future dated or recurring payments
- Pay multiple accounts within one enrollment

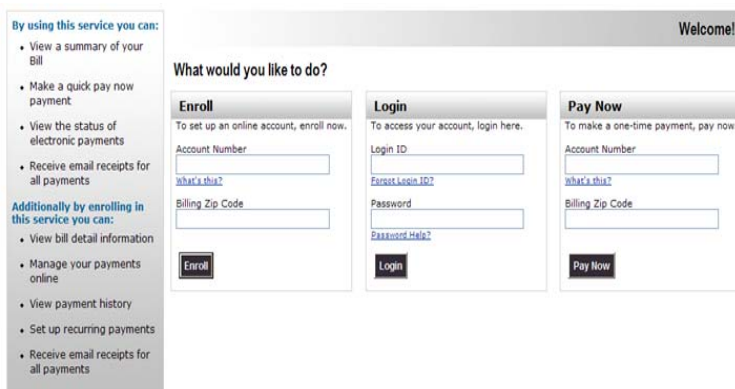
Enrollment Process

1. Go to <http://www.dicarlofood.com/>

- Click on the ONLINE PAYMENT link



2. Press the Enrollment button to begin

A screenshot of the DiCarlo online payment enrollment page. The page has a 'Welcome!' message in the top right. Below it is a section titled 'What would you like to do?' with three columns: 'Enroll', 'Login', and 'Pay Now'. The 'Enroll' column has a description 'To set up an online account, enroll now.' and fields for 'Account Number' and 'Billing Zip Code', with an 'Enroll' button below. The 'Login' column has a description 'To access your account, login here.' and fields for 'Login ID' and 'Password', with a 'Login' button below. The 'Pay Now' column has a description 'To make a one-time payment, pay now.' and fields for 'Account Number' and 'Billing Zip Code', with a 'Pay Now' button below. On the left side of the page, there is a sidebar with the heading 'By using this service you can:' followed by a list of benefits, and 'Additionally by enrolling in this service you can:' followed by another list of benefits.

To enroll, you will need:

- Your account number
- Your insert billing zip code
 - Both numbers are located on your bill

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3. Validate your account number

By using this service you can:

- View a summary of your Bill
- Make a quick pay now payment
- View the status of electronic payments
- Receive email receipts for all payments

Additionally by enrolling in this service you can:

- View bill detail information
- Manage your payments online
- View payment history
- Set up recurring payments
- Receive email receipts for all payments

Welcome!

What would you like to do?

Enroll

To set up an online account, enroll now.

Account Number
100006
[What's this?](#)

Billing Zip Code
55555

Enroll

Login

To access your account, login here.

Login ID

[Forgot Login ID?](#)

Password

[Password Help?](#)

Login

Pay Now

To make a one-time payment, pay now.

Account Number

[What's this?](#)

Billing Zip Code

Pay Now

You can obtain your account number and zip code from your DiCarlo Food Service bill

1. Enter your account number
 - Your account number must include all characters (i.e., hyphens)
2. Enter the billing zip code
3. Press Validate Account

4. Now you begin the enrollment process, it's just 4 easy steps:

- Contact information
- Account creation
- Payment information
- Activation

Step 1: Contact Information

Validate Your Account

* Please enter this information to verify your identity.

Account Number: Billing Zip Code:

Validate Account

Based on the information above, we will populate the information we know from your records below. Please fill in the remaining fields as necessary.

Your Name and Billing Address

	Name	Tenant #1
Prefix	Street Address	5700 Cleveland Street, Ste 10
First Name	Address Line 2	
Middle Name	City	Babylon
Last Name	State	NY
Suffix	Zip Code	11702

Contact Information

Telephone Number <small>(800) 435-2200</small>	<input type="text"/>	Ext:	<input type="text"/>
Cellphone Number <small>(800) 435-2200</small>	<input type="text"/>		
E-mail Address 1	<input type="text"/>		<small>E-mail address where all communication gets sent</small>
Re-Enter E-mail Address 1	<input type="text"/>		
E-mail Address 2	<input type="text"/>		<small>Second e-mail address, if you supply one</small>
E-mail Address 3	<input type="text"/>		<small>Third e-mail address, if you supply one</small>

Back
Continue to Step 2


2. Enter name if it differs from your bill

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3. Contact information
 - Telephone number
 - Email address (entered twice to ensure accuracy)
 - Two additional email addresses can be entered, these recipients will receive copies of all email notifications sent
4. Continue to Step 2 – Create your account

Step 2: Create account

Your Login ID	
Login ID <small>(max 21 characters)</small> <input type="text"/> *	Select a Login ID for your account. This name will protect your account by ensuring that only you have access to your information.
Password <small>(max 12 characters)</small> <input type="password"/> *	Select a password for your account. Keep this a secret, and only you will be able to access your account.
Re-Enter Password <input type="password"/> *	Enter the same password, to make sure there are no typing errors.

Your Security											
<div style="border: 1px solid #ccc; padding: 5px;"> <p>1) My Selected Image *</p> <div style="text-align: center;">  </div> <div style="display: flex; justify-content: center; gap: 10px; margin: 5px 0;"> Previous Next </div> <p>My Image Label: <input type="text"/> (at least 6 characters)</p> </div>	<p>What is my selected image for?</p> <p>Use this feature to scroll through our images and pick a personal favorite. The image you choose will appear in select notification messages that you receive, so you can be sure that the notification is a message that you can trust.</p> <p>The "My Image Label" phrase works the same way: you enter a phrase that will appear with the image on select notifications.</p>										
<div style="border: 1px solid #ccc; padding: 5px;"> <p>2) Security Questions & Answers *</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">What is your grandmother's maiden name on your father's side?</td> <td style="width: 20%;"><input type="text"/></td> </tr> <tr> <td>What is your grandmother's maiden name on your mother's side?</td> <td><input type="text"/></td> </tr> <tr> <td>How many brothers and sisters did your mother have?</td> <td><input type="text"/></td> </tr> <tr> <td>What city was your first job in?</td> <td><input type="text"/></td> </tr> <tr> <td>What was your boss's first name at your first job?</td> <td><input type="text"/></td> </tr> </table> </div>	What is your grandmother's maiden name on your father's side?	<input type="text"/>	What is your grandmother's maiden name on your mother's side?	<input type="text"/>	How many brothers and sisters did your mother have?	<input type="text"/>	What city was your first job in?	<input type="text"/>	What was your boss's first name at your first job?	<input type="text"/>	<p>Please provide answers to five (5) distinct questions in the space provided. These answers will be saved with your user profile and be used for security purposes later. Please make sure you give answers that you can easily remember later. Security question responses are case sensitive.</p>
What is your grandmother's maiden name on your father's side?	<input type="text"/>										
What is your grandmother's maiden name on your mother's side?	<input type="text"/>										
How many brothers and sisters did your mother have?	<input type="text"/>										
What city was your first job in?	<input type="text"/>										
What was your boss's first name at your first job?	<input type="text"/>										

When setting your security questions and answers please keep the following in mind:

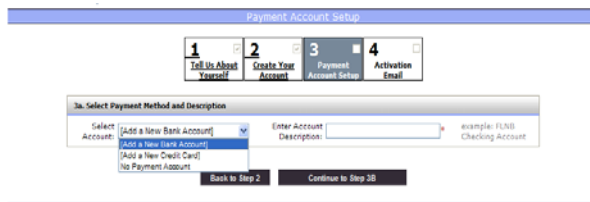
- Choose questions that can be easily answered
- Make sure that the correct question is chosen when providing an answer
- Answers must be typed in when they appear after setup as they do when answering them during the enrollment process
- Try not to use punctuations
- Try not to abbreviate the answers
- Keep a copy of the questions and answers in a safe place if you need to refer back to them

1. Create login credentials
 - Telephone number
 - Password
 - Entered twice to ensure accuracy
2. Choose and label security image

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- Image and label will appear in all email correspondence
3. Choose and answer security questions
 - These questions will be asked sporadically when changing information added at enrollment, such as password and payment instruments
 4. Review and agree to the Terms and Conditions
 5. Click on Continue to Step 3

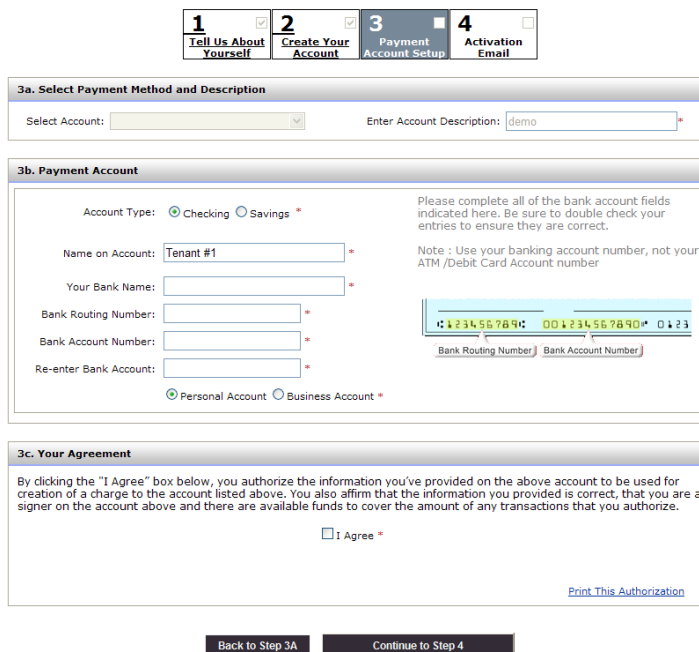
Step 3: Payment account setup



The screenshot shows the 'Payment Account Setup' interface. At the top, there are four numbered steps: 1. Tell Us About Yourself, 2. Create Your Account, 3. Payment Account Setup (highlighted), and 4. Activation Email. Below this, section '3a. Select Payment Method and Description' contains a 'Select Account:' dropdown menu with options: 'Add a New Bank Account', 'Add a New Credit Card', and 'No Payment Account'. To the right is an 'Enter Account Description:' text field with the example 'FNUB Checking Account'. At the bottom are two buttons: 'Back to Step 2' and 'Continue to Step 3B'.

6. Review Choose bank account or credit card
7. Enter a description of the account being stored
8. Press Continue to Step 3B

Adding a bank account



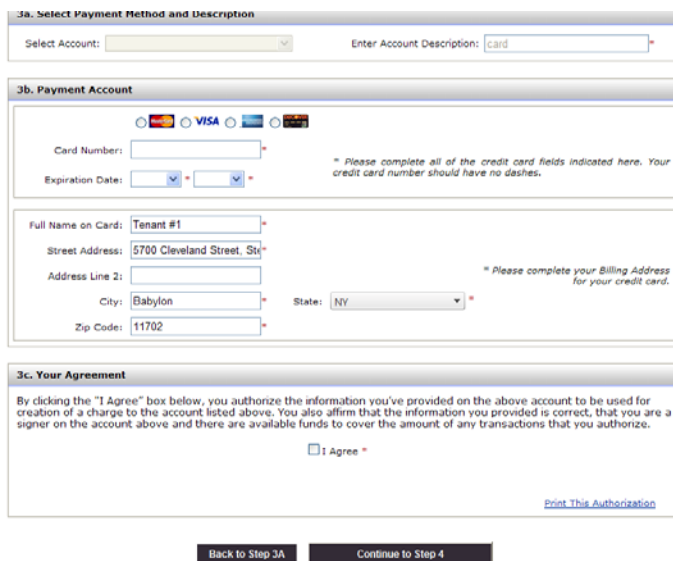
The screenshot shows the 'Payment Account Setup' interface. At the top, there are four numbered steps: 1. Tell Us About Yourself, 2. Create Your Account (highlighted), 3. Payment Account Setup, and 4. Activation Email. Below this, section '3a. Select Payment Method and Description' contains a 'Select Account:' dropdown menu and an 'Enter Account Description:' text field with the value 'demo'. Section '3b. Payment Account' contains several fields: 'Account Type' with radio buttons for 'Checking' (selected) and 'Savings'; 'Name on Account:' with the value 'Tenant #1'; 'Your Bank Name:', 'Bank Routing Number:', 'Bank Account Number:', and 'Re-enter Bank Account:' (all empty). To the right of these fields is a note: 'Please complete all of the bank account fields indicated here. Be sure to double check your entries to ensure they are correct. Note : Use your banking account number, not your ATM /Debit Card Account number'. Below the note is a graphic showing a routing and account number: '123456789012345678901234' with '1234567890' highlighted as the Bank Routing Number and '0012345678901234' as the Bank Account Number. At the bottom of section 3b are radio buttons for 'Personal Account' (selected) and 'Business Account'. Section '3c. Your Agreement' contains a paragraph of text and an 'I Agree' checkbox. At the bottom right of section 3c is a link 'Print This Authorization'. At the very bottom are two buttons: 'Back to Step 3A' and 'Continue to Step 4'.

1. Enter banking information

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- Name on account
 - Bank routing number
 - Bank account number
 - Entered twice for accuracy
2. Read and agree the information contained in box 3c.
 3. Press Continue to Step





Adding a credit card



3a. Select Payment Method and Description

Select Account: Enter Account Description:

3b. Payment Account

Card Number: * Please complete all of the credit card fields indicated here. Your credit card number should have no dashes.

Expiration Date: -

Full Name on Card:

Street Address: * Please complete your Billing Address for your credit card.

Address Line 2:

City: State:

Zip Code:

3c. Your Agreement

By clicking the "I Agree" box below, you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.

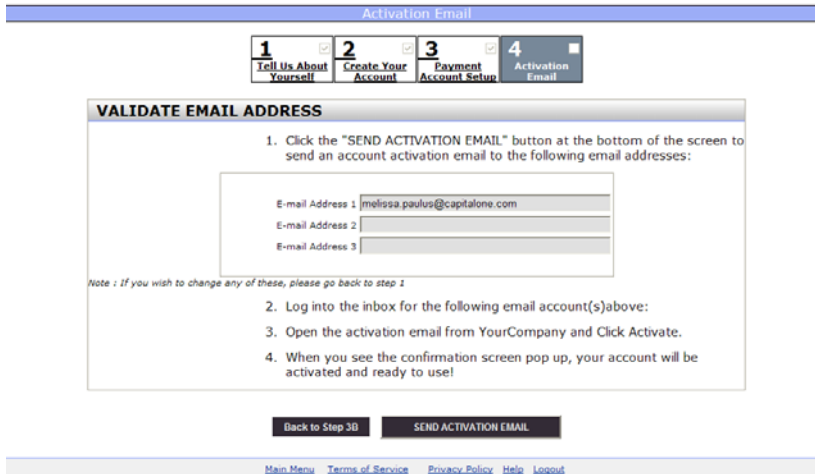
I Agree *

[Print This Authorization](#)

4. Choose card type
5. Enter card number
6. Enter expiration date
7. Enter the billing address, if different from the bill to address
8. Read and agree the information contained in box 3c.
9. Press Continue to Step 4

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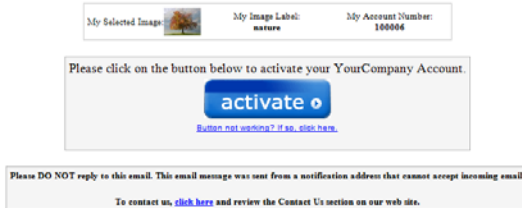
Step 4: Validate Email Address



An email will be sent to up to three recipients to activate the online payment account

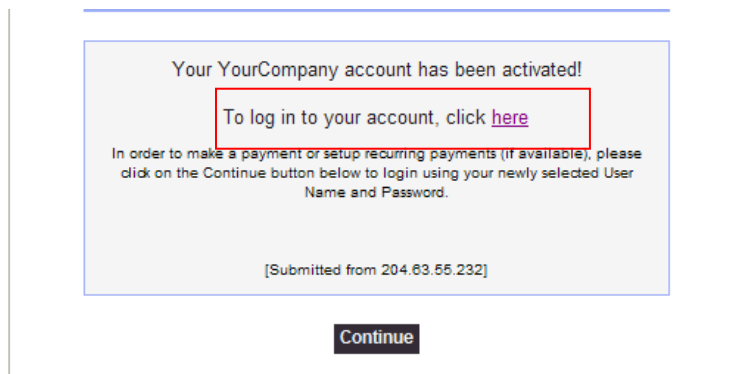
- Verify your email address
- Press the Send Activation Email button
- An email will be immediately sent to the recipients to activate your account

Activation email



Click on **activate** and you will be brought to the activation page

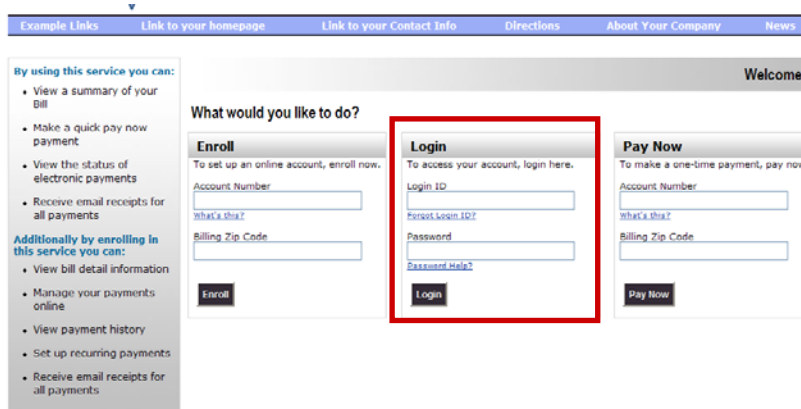
Step 5: Activate Your Account



Click **here** to log in

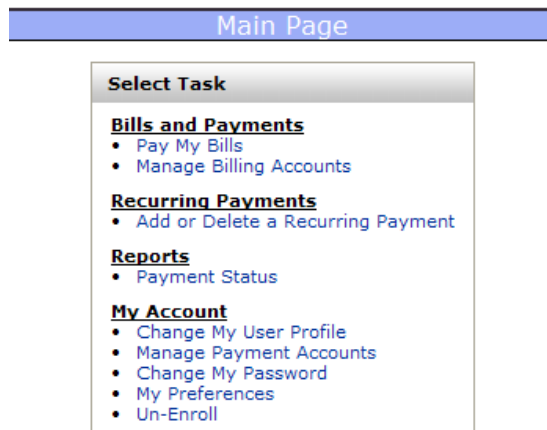
Please DO NOT reply to this email. This email message was sent from a notification address that cannot accept incoming email.

Step 6: First time log in



Log in to Business Name’s Electronic Bill Presentment and Payment site using the credentials created at enrollment

Main Menu

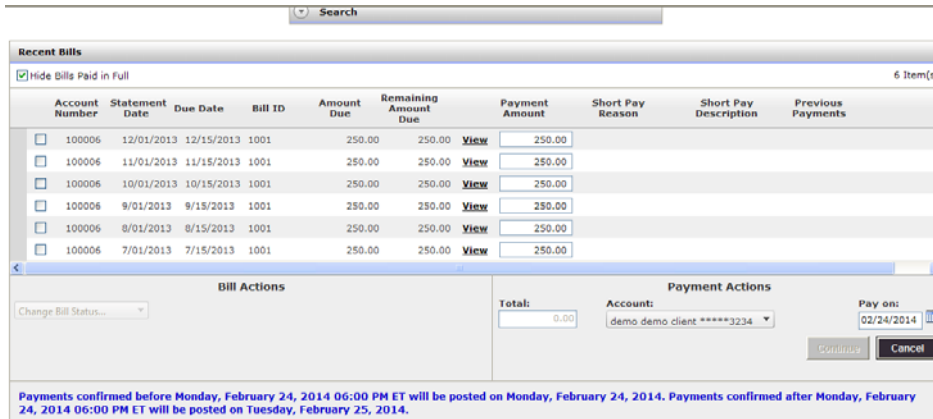


This is the main menu. From here you can access the following functionalities:

- Bills and Payments
 - View a summary of your rent bill
 - Make a payment
- Add multiple accounts to one enrollment
 - Pay invoices for multiple accounts through one enrollment
- Recurring Payments
 - Set up and delete recurring payments
- My Account
 - Maintain information used at enrollment (i.e. password, account number)

Make a Payment

Step 1: Create payment



Recent Bills

Hide Bills Paid in Full 6 Item(s)

Account Number	Statement Date	Due Date	Bill ID	Amount Due	Remaining Amount Due	Payment Amount	Short Pay Reason	Short Pay Description	Previous Payments
<input type="checkbox"/> 100006	12/01/2013	12/15/2013	1001	250.00	250.00	View 250.00			
<input type="checkbox"/> 100006	11/01/2013	11/15/2013	1001	250.00	250.00	View 250.00			
<input type="checkbox"/> 100006	10/01/2013	10/15/2013	1001	250.00	250.00	View 250.00			
<input type="checkbox"/> 100006	9/01/2013	9/15/2013	1001	250.00	250.00	View 250.00			
<input type="checkbox"/> 100006	8/01/2013	8/15/2013	1001	250.00	250.00	View 250.00			
<input type="checkbox"/> 100006	7/01/2013	7/15/2013	1001	250.00	250.00	View 250.00			

Bill Actions **Payment Actions**

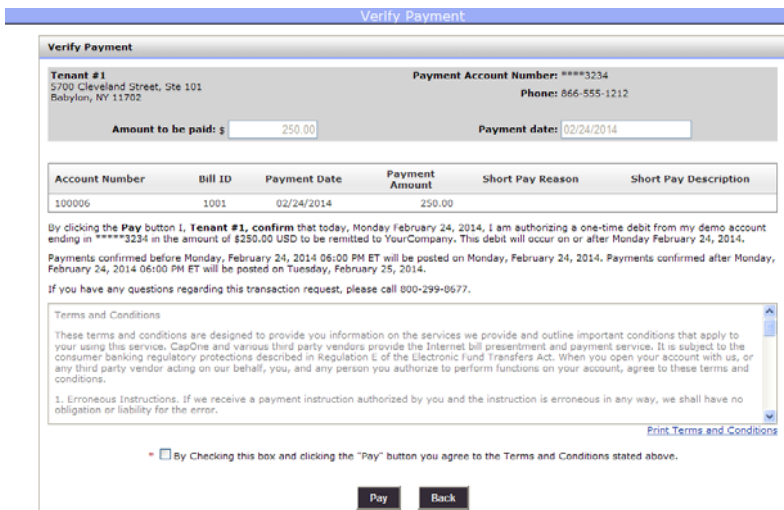
Change Bill Status:

Total: Account: Pay on:

Payments confirmed before Monday, February 24, 2014 06:00 PM ET will be posted on Monday, February 24, 2014. Payments confirmed after Monday, February 24, 2014 06:00 PM ET will be posted on Tuesday, February 25, 2014.

1. Click view to see a summary of your rent bill
2. Choose the bills you'd like to pay
3. Choose or enter your bank account
4. Choose the effective date
5. Press continue to proceed to next step

Step 2: Verify Payment



Verify Payment

Tenant #1
5700 Cleveland Street, Ste 101
Babylon, NY 11702

Payment Account Number: *****3234
Phone: 866-555-1212

Amount to be paid: \$ Payment date:

Account Number	Bill ID	Payment Date	Payment Amount	Short Pay Reason	Short Pay Description
100006	1001	02/24/2014	250.00		

By clicking the **Pay** button I, **Tenant #1**, confirm that today, Monday February 24, 2014, I am authorizing a one-time debit from my demo account ending in *****3234 in the amount of \$250.00 USD to be remitted to YourCompany. This debit will occur on or after Monday February 24, 2014. Payments confirmed before Monday, February 24, 2014 06:00 PM ET will be posted on Monday, February 24, 2014. Payments confirmed after Monday, February 24, 2014 06:00 PM ET will be posted on Tuesday, February 25, 2014.

If you have any questions regarding this transaction request, please call 800-299-8677.

Terms and Conditions

These terms and conditions are designed to provide you information on the services we provide and outline important conditions that apply to your using this service. CapOne and various third party vendors provide the Internet bill presentation and payment service. It is subject to the consumer banking regulatory protections described in Regulation E of the Electronic Fund Transfers Act. When you open your account with us, or any third party vendor acting on our behalf, you, and any person you authorize to perform functions on your account, agree to these terms and conditions.

1. Erroneous Instructions. If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.

[Print Terms and Conditions](#)

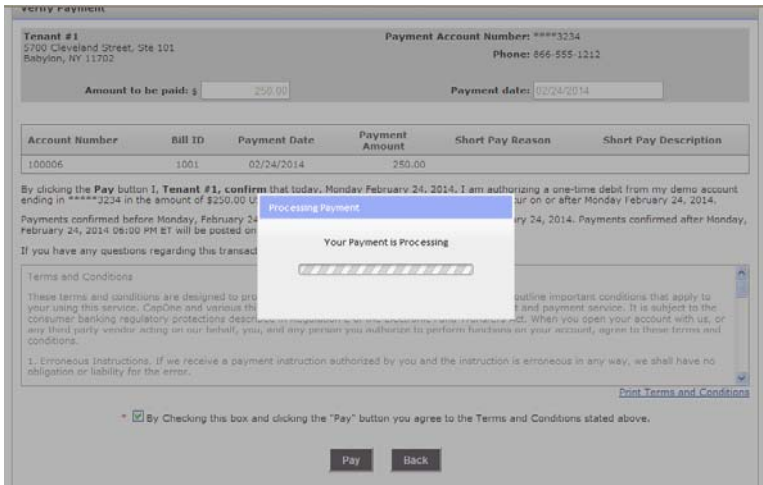
By Checking this box and clicking the "Pay" button you agree to the Terms and Conditions stated above.

Review information on screen

1. Check box to agree to the Terms and Conditions
2. Press Pay to continue with payment or Back to make changes

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Step 3: Payment Processing



Verify Payment

Tenant #1
5700 Cleveland Street, Ste 101
Babylon, NY 11702

Payment Account Number: ****3234
Phone: 866-555-1212

Amount to be paid: \$ 250.00
Payment date: 02/24/2014

Account Number	Bill ID	Payment Date	Payment Amount	Short Pay Reason	Short Pay Description
100006	1001	02/24/2014	250.00		

By clicking the **Pay** button I, **Tenant #1**, confirm that today, Monday February 24, 2014, I am authorizing a one-time debit from my demo account ending in ****3234 in the amount of \$250.00 on or after Monday February 24, 2014. Payments confirmed before Monday, February 24, 2014 06:00 PM ET will be posted on Monday, February 24, 2014 06:00 PM ET. Payments confirmed after Monday, February 24, 2014 06:00 PM ET will be posted on Tuesday, February 25, 2014.

If you have any questions regarding this transaction, please contact our office at 866-555-1212.

Terms and Conditions
These terms and conditions are designed to protect your use of this service. CapOne and various other consumer banking regulatory protections do not apply to this service. When you open your account with us, or any third party vendor acting on our behalf, you, and any person you authorize to perform functions on your account, agree to these terms and conditions.

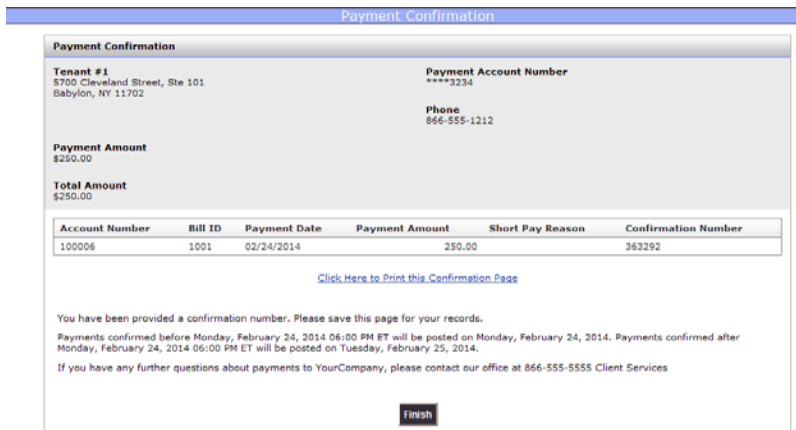
1. Erroneous Instructions. If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.

By Checking this box and clicking the "Pay" button you agree to the Terms and Conditions stated above.

Pay **Back**

This screen shows that the payment is processing, please do not cancel or press the back button

Step 4: Payment Confirmation



Payment Confirmation

Tenant #1
5700 Cleveland Street, Ste 101
Babylon, NY 11702

Payment Account Number
****3234

Phone
866-555-1212

Payment Amount
\$250.00

Total Amount
\$250.00

Account Number	Bill ID	Payment Date	Payment Amount	Short Pay Reason	Confirmation Number
100006	1001	02/24/2014	250.00		363292

[Click Here to Print this Confirmation Page](#)

You have been provided a confirmation number. Please save this page for your records.

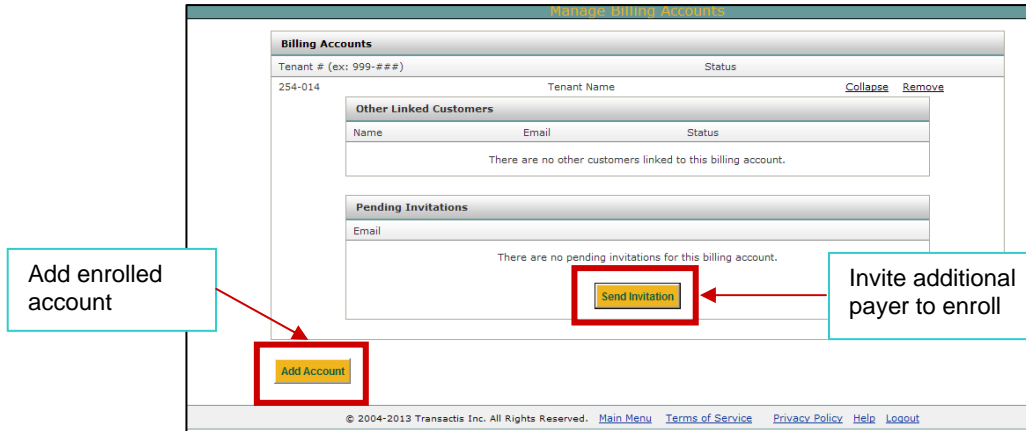
Payments confirmed before Monday, February 24, 2014 06:00 PM ET will be posted on Monday, February 24, 2014. Payments confirmed after Monday, February 24, 2014 06:00 PM ET will be posted on Tuesday, February 25, 2014.

If you have any further questions about payments to YourCompany, please contact our office at 866-555-1212 Client Services

Finish

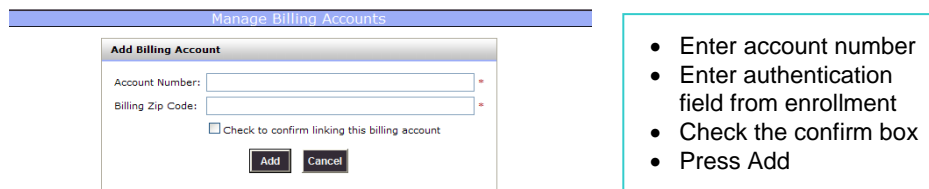
- This page can be printed as a confirmation of payment
- A payment receipt will be emailed sent to the enrolled email addresses

Account Management



This site provides the ability to link multiple accounts that are enrolled in our electronic payment system as well as link multiple users to one account (in the case of roommate split payments)

- To add multiple accounts to one enrollment
 - Enroll each account within eLockbox
 - From the main enrollment link the accounts



- The linked account enrollment will receive an email to approve or decline the account linkage request by signing into the account and pressing the approved or declined button
- For multiple user access, an email can be sent out from this site's lead user to all others to enroll in the system

Recurring Payments

Recurring Payments will begin following the first billing cycle after you have set up the Recurring Payment (which could be up to 60 days). Continue to pay as usual until you receive an email notifying you the Recurring Payments are being processed.

Recurring Payment Name:

Start On: **02/25/2014**

Pay this Bill: Upon Receipt On this date of each month *

Pay this Amount: Amount due Amount due up to a maximum of \$ * \$ each month

Pay from this Account:

Pay until: I tell you to stop This number of payments have been made: Stop on this specific month and year:

Email notification: Send me a reminder days before the bill is due to be paid NOTICE: Email notifications for Fixed Date Recurring Payments Only

You will receive an email notification when your recurring payment is setup or modified, when a bill is received, and when a bill is paid.

I authorize YourCompany to automatically initiate entries to my financial account listed above in this authorization, for payments to my YourCompany account at the stated times listed above.

I further authorize the Financial Institution to accept these debit entries as valid debit activities under my account. Proof of the payment will appear on my financial account statement as one charge to YourCompany. My authorization will remain in effect for the length of time stated above or until I cancel it online and give YourCompany a reasonable opportunity to act. Please print a copy of this authorization and retain for your records.

I Agree *

[Print This Authorization](#)

*Mandatory Fields

- Recurring payments can be set up using the Recurring Payment option from the main menu
- If multiple accounts are linked to one enrollment, one set of instructions must be created for each account