

Speedpay

Next Gen Customer Experience

Western Union® Payments

9-10-2018

At a Glance:

Internet Changes

- **Main Menu removed**

To simplify your customers' experience, we removed the Main Menu you were using and replaced it with the new version. Your customers can start entering payment information right away.

- **Guest and Profile**

We've created a guest and a profile experience. Guest customers will continue to use previous credentials to make one-time payments. Customer who create profiles will have access to features such as pay by text, advanced notifications, and Autopay, if offered by the clients.

When a customer creates a profile, they will establish an email address and password as their credentials. We moved to a profile environment, an industry standard, to offer a more secure environment and more functionality to the customers who create a profile.

- **Advanced Notifications**

We are adding advanced notifications capabilities for customers who set up profiles. These customers will be able to select to receive various notifications about their bill via text and email.

- **One-click payments**

To provide a very fast payment experience, we are adding a one-click payment experience where your customer can make a payment using a payment method stored in their wallet in one quick click.

IVR

- **Text-to-Speech Engine**

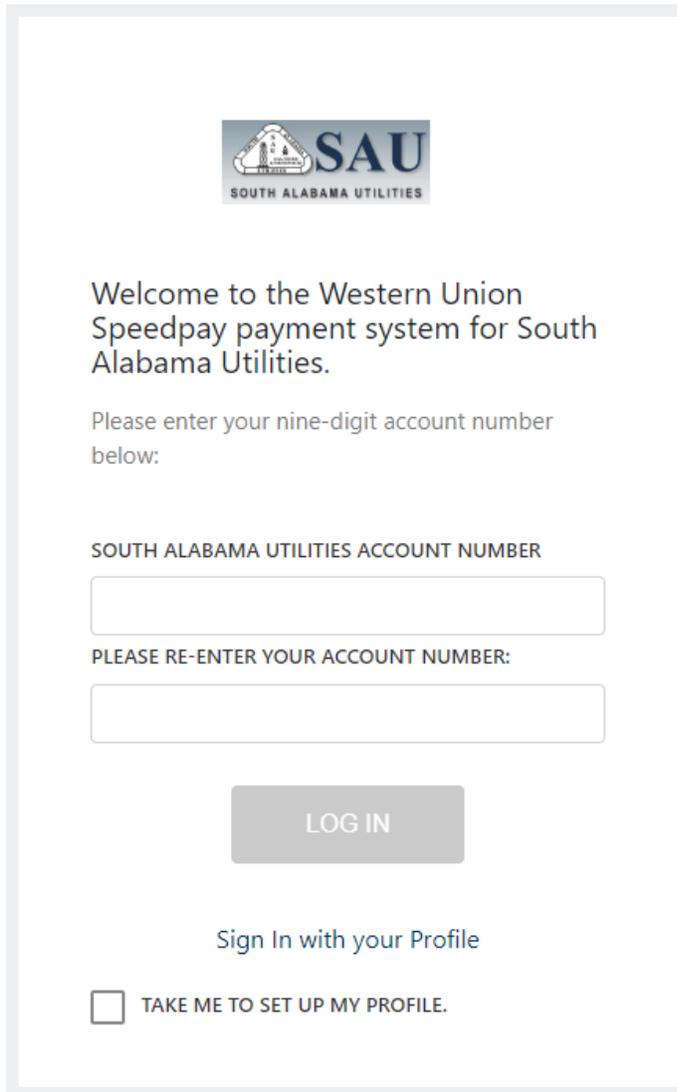
We are retiring the Speedpay voice talent and are using a human voice text-to speech engine. We can implement IVRs and make changes to existing ones much faster with this new engine.

Your Customer's Experience

Your customers will be able to use the Speedpay Customer Portal on a desktop, laptop, and mobile device seamlessly.

Log In

Customers log in to your Internet site.





Welcome to the Western Union
Speedpay payment system for South
Alabama Utilities.

Please enter your nine-digit account number
below:

SOUTH ALABAMA UTILITIES ACCOUNT NUMBER

PLEASE RE-ENTER YOUR ACCOUNT NUMBER:

[LOG IN](#)

[Sign In with your Profile](#)

TAKE ME TO SET UP MY PROFILE.

Profiles are discussed in the Profiles section below.

One Time Payment

The screen example below shows the payment screen. Email address is required.

Due to changes in PCI compliance, we have retired the ability of user data to be automatically populated by entering account numbers alone.

To regain this functionality, customers must first create a profile with a username and password for their choice. For more information on this, continue to the Profile section below.



PAY BILL

1 Personal Information ▼

All fields are required unless marked optional

 **FIRST NAME*** **LAST NAME***

SERVICE ADDRESS 1*

ZIP* **CITY*** **STATE***

[▼ Show Mailing Address](#)

 **EMAIL***

 **PHONE** **TYPE**

NEXT STEP

2 Payment Method

3 Payment Information

After the customer clicks or taps Next Step, the Payment Method window appears, as shown below. The customer either completes the bank account information or clicks Add New Check or Add New Card. If they log in with their profile they can access their wallet and select a payment method from the wallet.



PAY BILL

1

Personal Information



2

Payment Method



All fields are required unless marked optional

Your wallet items will be available after you login with your profile.



NEW BANK ACCOUNT

ROUTING NUMBER



ENTER ROUTING NUMBER

ACCOUNT TYPE

SELECT ACCOUNT TYPE



BANK ACCOUNT NUMBER



ENTER BANK ACCOUNT NUMBER

NAME ON ACCOUNT

KALKS LKASLKA

Save this payment method to my wallet.

Other Saved Payment Methods



Bank Account

ADD NEW CARD

BACK

NEXT STEP

3

Payment Information

The Card Entry page is shown below.



PAY BILL

1

Personal Information



2

Payment Method



All fields are required unless marked optional

Your wallet items will be available after you login with your profile.

NEW CARD

CARD NUMBER

CARD EXPIRATION DATE

ZIP CODE CW What is CVV?

NAME ON CARD

CARD BILLING ZIP

Save this payment method to my wallet.

Other Saved Payment Methods

Bank Account

[ADD NEW BANK](#)

[BACK](#)

[NEXT STEP](#)

3

Payment Information

The customer fills out the card information and clicks or taps OK.

The following window displays.

 **PAY BILL**

- 1 Personal Information >
- 2 Payment Method >
- 3 Payment Information v

All fields are required unless marked optional

PAYMENT DATE	<input type="text" value="09/11/2018"/>
PAYMENT AMOUNT	<input type="text" value="\$100.00"/>
FEE AMOUNT	\$3.95
TOTAL AMOUNT	\$103.95

[BACK](#) [REVIEW](#)

The customer clicks Review. The Authorize Payment window opens (shown below).



PAY BILL

Authorize Payment

You have requested to make a payment to your account with the following information.

Contact Information

NAME	Test Payment
SERVICE ADDRESS	Test Payment 199 South Alabama St New York, NY 10038
MAILING ADDRESS	Test Payment 199 South Alabama St New York, NY 10038
EMAIL ADDRESS	as@wu.com

Payment and Account Information

ACCOUNT NO.	*0501
PAYMENT DATE	09/11/2018
PAYMENT AMOUNT	\$100.00
CONVENIENCE FEE	\$3.95
TOTAL PAYMENT	\$103.95
BANK ACCOUNT NUMBER	*4631

You hereby authorize a payment debit entry to your Credit/Debit/Share Draft account. You understand that if the payment under this authorization is returned or otherwise dishonored, you will promptly remit the payment due plus any fees due under your account.

I have read and accept the Terms and Conditions & E-Sign Disclosure and Consent Notice.
Please review and retain a copy for your records.

[BACK](#)

[MAKE PAYMENT](#)

The customer clicks the checkbox to indicate that they accept the Terms and Conditions and then clicks or taps the Make Payment button.

The receipt displays.

 **PAY BILL**

Thank you for your payment. Save | Print

Your payment made on 09/11/2018 16:42:34 PM has been successfully submitted.
Your Western Union Speedpay (TM) Confirmation Number for this transaction is: 172350

ACCOUNT NO.	*0501
MERCHANT NAME	South Alabama Utilities
MERCHANT ADDRESS	8100 Joy Street Citronelle, AL 36522
PAYMENT DATE	09/11/2018
PAYMENT TYPE	ACH
<hr/>	
BANK ACCOUNT NUM	*4631
<hr/>	
PAYMENT AMOUNT	\$100.00
<hr/>	
FEE AMOUNT	\$3.95
TOTAL	\$103.95

Retain this information for your records. If you supplied an email address, a copy of your receipt will be sent on 09/11/2018.

If you need assistance, please contact us at 800-314-3828.

Terms and Conditions applicable to your payments.

[LOG OUT](#) [MAKE ANOTHER PAYMENT](#)

Customers then have the ability to save or print the receipt.