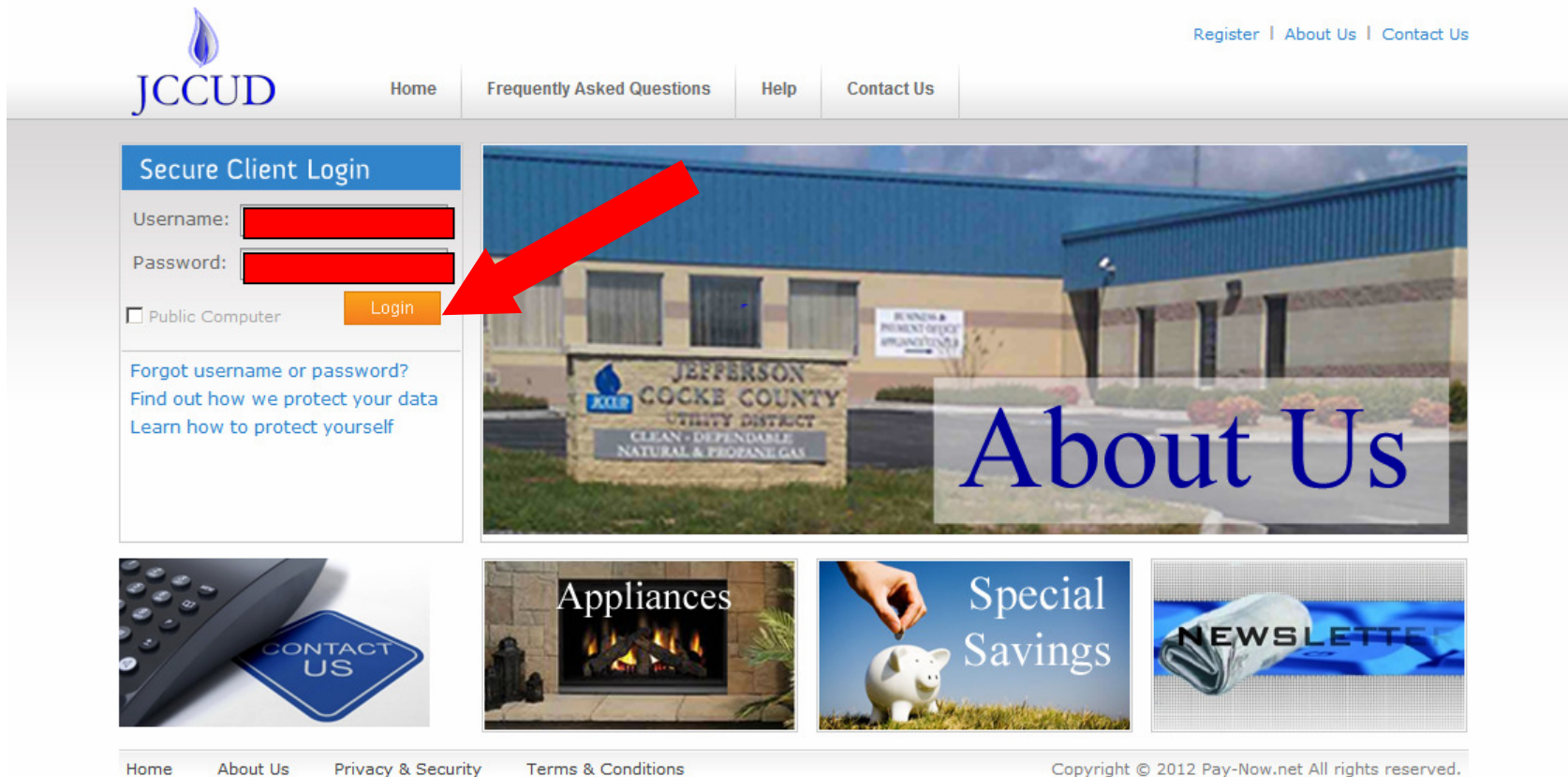




**Q: How Do I Make  
An Online Payment?**

## Payment Instructions

1. From our website at [www.jccud.com](http://www.jccud.com), click on the “PAY YOUR BILL ONLINE” button.
2. You will be redirected to the E-Billing portion of our website.
  - a. Enter your Username (Chosen during activation)
  - b. Enter your Password (Chosen during activation)
  - c. Click on the “Login” button



The screenshot displays the JCCUD website interface. At the top left is the JCCUD logo, a blue flame icon above the text 'JCCUD'. To the right of the logo is a navigation menu with links for 'Home', 'Frequently Asked Questions', 'Help', and 'Contact Us'. Further right, there are links for 'Register | About Us | Contact Us'. Below the navigation is a 'Secure Client Login' form. The form includes fields for 'Username:' and 'Password:', both of which are redacted with black boxes. Below these fields is a checkbox labeled 'Public Computer' and an orange 'Login' button. A large red arrow points from the 'Login' button towards the 'About Us' banner. The banner features a photograph of a building with a sign that reads 'JEFFERSON COCKE COUNTY UTILITY DISTRICT CLEAN - DEPENDABLE NATURAL & PROPANE GAS'. Overlaid on the right side of the banner is the text 'About Us' in a large, blue, serif font. Below the banner are four promotional tiles: 'CONTACT US' with a keyboard icon, 'Appliances' with a fireplace icon, 'Special Savings' with a piggy bank icon, and 'NEWSLETTE' with a rolled-up document icon. At the bottom of the page is a footer with links for 'Home', 'About Us', 'Privacy & Security', and 'Terms & Conditions', followed by the copyright notice 'Copyright © 2012 Pay-Now.net All rights reserved.'

3. Click on the icon at the first of the line containing the statement you wish to view.

The screenshot shows a web browser window with the URL `http://jccud.pay-now.net/Main/main.aspx`. The page header includes the JCCUD logo and the text "JCCUD2012 Manage Account | Sign Out" next to a user profile icon. Below the header is a "User Home" section with a "View Payment History" link. A search bar contains "Look For: Account" and "Which: equals". Below the search bar is a table with the following data:

Account	Display Name	Create Date	Balance	Amount Due	DocDate	Pay
1234567890	Jane Doe	08/08/2012	0.29	\$0.29	8/8/2012	<input type="checkbox"/>

A red arrow points to a small icon in the first column of the table row. Below the table, it says "Showing 1 to 1 of 1 entries". The footer contains "Copyright © 2012 Pay-Now.net All rights reserved." and the browser status bar shows "Internet | Protected Mode: Off" and "100%".

4. Review your statement and click on “Pay Now” to pay the statement currently displayed.

**JCCUD** JCCUD 2012  
Manage Account | Sign Out

Statements Processing  
User Home >> Statements Processing

Go To Page:  Go Total Pages: 1

PDF Pay Now

**JEFFERSON COCKE COUNTY UTILITY DISTRICT**  
122 HWY 25 E  
NEWPORT, TN 37821

Office Hours: 7:30-4:30 Mon. - Thurs. 7:30-4:00 Friday  
Web Site: www.jccud.com

**JCCUD**  
Clean, Dependable  
Natural & Propane Gas

Customer Number	1234567890
Route & Location	900-59674-12
Customer Name	Jane Doe
Service Address	
Bill Date	8/08/12

Appliance	Amount
Invoice Number:	0.26
Sales Tax	0.03
Total Current Charges	0.29

MESSAGE

**TOTAL AMOUNT DUE: \$0.29**

Internet | Protected Mode: On

5. Fill in ALL fields on the left
  - a. Click "Save"

6. Fill in ALL fields on the right
  - a. Click "Pay Now"

JCCUD

JCCUD 2012  
Manage Account | Sign Out

Payments  
User Home >> Statements Processing >> Payments

**Make a Payment**  
Your privacy is important to us. We will not rent or sell your personal information.

**Update Success:** Your information was successfully saved. Thanks.

ACT #	NAME	DOC ID	DOC DATE	AMT DUE	PAY AMT
6289	CAROLYN RAMSEY	904472	08/08/2012	0.29	0.29

**BILLING ADDRESS**

FULL NAME: [REDACTED] required

ADDRESS 1: [REDACTED] required

ADDRESS 2: [REDACTED] (optional)

CITY: [REDACTED] required

STATE: [REDACTED]

ZIP CODE: [REDACTED]

PHONE #: [REDACTED] (xxx) xxx-xxxx

EMAIL ADDRESS: [REDACTED]

Save Cancel

**5**

**ENCRIPTED**  
128-bit SSL

**Make Secure Payment**  
enter payment information below and process payment

TOTAL TO PAY: **\$0.29**

PAYMENT TYPE: Visa

CARD #: [REDACTED]

EXPIRE DATE: [REDACTED]

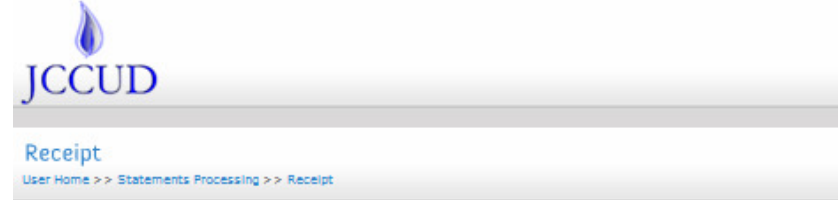
CVV CODE: [REDACTED]

PAY DATE: [REDACTED]

Pay Now Cancel

**6**

1. You will receive 1 of the following 2 codes (Declined (Shown on Left) or Approved (Shown on Right))



**Payment Receipt**  
Your privacy is important to us. We will not rent or sell your personal information.

TRANSACTION CODE: Declined  
COMMENTS: Declined

FULL NAME:  
ADDRESS:

ACCOUNT #:  
AMOUNT: 50.29  
N/A  
DATE PAID: 08/09/2012  
PAY INV ID:  
DISTRIBUTION:

Account #	Account Name	Doc Date	Amount	Amt Paid	Comment
1234567890	Jane Doe	08/08/2012	0.29	0.29	

**ENCRYPTED**  
128-bit SSL

OR

**Payment Receipt**  
Your privacy is important to us. We will not rent or sell your personal information.

TRANSACTION CODE: Approved ####  
COMMENTS: AP

FULL NAME:  
ADDRESS:

ACCOUNT #:  
AMOUNT: 50.29  
N/A  
DATE PAID: 08/09/2012  
PAY INV ID: 768  
DISTRIBUTION:

Account #	Account Name	Doc Date	Amount	Amt Paid	Comment
1234567890	Jane Doe	08/08/2012	0.29	0.29	

**ENCRYPTED**  
128-bit SSL

\*\*\*If payment was “Declined”, you may enter the payment again using an alternate payment method or pay your bill in office or via mail.

\*\*\*\*Please note that declined payment does not prevent disconnection.