



## Processing a Bill Payment with a Missing Bill Stub Form

There will be times when a customer comes in to pay a bill and they don't have a bill stub.

For example, to establish new service or if they have a prepaid electric company. Or they may just know their account number and don't have a current bill stub with them.

Take the missing bill stub form. Have the customer fill out their name, address, city, state, and zip code, a contact phone number to reach that customer, the name of the bill company or utility they wish to pay, the amount they wish to pay, and the customer must know their account number.

When that form is filled out, go to your Fidelity Express terminal, locate the function buttons to the right of the screen. Select the button next to bill pay.

Select F2 for 'Payment'.

Key in your clerk ID and press 'Enter'.

The bills will be grouped alphabetically. Select your biller by the first letter.

Select the bill company you wish to pay in this submenu.

Take the customer's hand written Missing Bill Stub Form. The bottom of the piece of paper should be to the right hand side with the handwriting face-up when you put it into the scanner.

The scanner will take a photograph of the document.

Every time you use a missing bill form, you'll get a bad scan message. Press F4 for 'Manual Entry'.

Key in the account number and press 'Enter'.

The screen will prompt you to key in that account number a second time.

The next screen will ask for the customer's payment amount. (Enter the amount and press the green key, 'Enter'.)

The machine will make a short communication and print a receipt at the end of the transaction.

Look at the receipt and look for the 'Collect' line that will tell you exactly how much cash to collect from your customer.

Return the receipt and the missing bill stub form to your customer.

**FIDELITY EXPRESS** MISSING BILL STUB/ DEPOSIT/ ADVANCE PAY FORM  
Fill out completely/ Llène completamente

Customer Name/ Nombre del Cliente	Phone Number/ Número Telefono
Address/ Direccion	City, State, Zip/ Ciudad, Estado,Codigo Postal
Bill Company/ Nombre de la Compania	Account Number/ Número Cuenta
Payment Amount/ Cantidad Pagada	To ensure proper credit, complete every field CASH-ONLY

To view a video of this guide, [click here](#).

If you have questions, please call our Help Desk at 800.621.8030.