



Online Billing Frequently Asked Questions

How do I enroll and what information do I need?

To enroll, please visit <https://ww2.e-billexpress.com/ebpp/UFP/> and click on the “Enroll” button. This will take you to the Enrollment page, where you will be asked to provide basic contact information, choose your security settings, and enter the basic financial information that you will use to pay your bill. You will need a valid email address and a copy of a recent billing statement which provides your account number.

How much does it cost to enroll?

Nothing. It is completely free to enroll in the service.

What methods of payments can I use to pay my bill?

You can pay your bill using a credit or debit card, or you can have funds drawn directly from your checking or savings account.

Will I have access to my past bills?

Yes. We provide access to 6-12 months of your billing history on our website.

Can I save my bills to my computer?

Yes. When viewing your bill online, you will have the option to download a copy of the bill and save it to your computer. You will also have the ability to print a copy of your bill if you want to save a hard copy for your records.

Will I get a reminder when my bill is due?

Yes. You will receive an email when your bill is available for viewing and ready for payment.

Will I get confirmation when my payment is received?

Yes. You will receive an email when your payment has been received.

Do I need any special hardware or software to sign up?

No. You will only need web access and your browser.

Who can I contact with questions regarding my account or payments?

Please contact your sales representative or sales coordinator.

Is this service secure?

Yes. The service is designed to maintain the privacy and security of your financial information. We use industry recognized security safeguards including SSL encryption, firewall technology and intrusion detection systems.

Will my information be shared with anyone?

No. All information is stored in a secured environment to prevent unauthorized access to your personal and financial data. We will not distribute your personal information for marketing and solicitation purposes.



**Sign up today!
It's free, easy,
& secure.**

View current and past bills:

Access past bills and payments online, with the option to print or save to your computer.

Never miss a payment:

Receive an email as soon as your bill is available to view online. Don't worry about not having a bill arrive in the mail to remind you to pay.

Avoid late fees:

Set up a recurring payment and automatically deduct the payment from your bank account on the same day of every month.

Ready to sign up?

Visit <https://ww2.e-billexpress.com/ebpp/UFP/>

E-Bill Express Quick Reference



WELLS
FARGO

Enrolling in E-Bill Express

1. Access E-Bill Express through a link on the website or enter the URL into a browser (<https://ww2.e-billexpress.com/ebpp/UFP/>).
2. Click **'Enroll'**.

Enter information in required fields indicated by a red star (your UFP customer code and billing zip code, which can be obtained from your sales representative or AR coordinator). Click **'Continue to Login & Payment'**.
3. Choose Login ID, Password, select security image and label, select security questions and fill in answers, check on terms of service. Click **'Continue to Payment Accounts'**.
4. Select Default Payment Method tab and enter Payment Account information, check the I Agree box, if applicable. Click **'Finish Enrollment'**.
5. Go to your email account and open the email just sent to you. Click on the **'Activate'** button or hyperlink. NOTE: Your access is not activated until you click on the **'Activate'** button and you will not be able to make payments

Logging into E-Bill Express

1. After you activate, you may log in to pay your bill.
2. Enter your Login ID and Password in the designated fields. Click **'Login'**.
3. On the Home page, click **'Pay My Bills'** hyperlink on the top of the screen to pay certain bills.
4. Click the check box in the beginning of each row to select the bill you want to pay, enter or

change the Payment Amount, select the Payment Method on the right hand side of the screen, select the payment date. Click **'Continue to Payment'**.

5. Confirm payment information and, if applicable, check the box "By Checking this box..." agreeing to the Terms and Conditions. Click **'Make Payment'**.
6. The confirmation page will display. Click **'Return to Pay My Bills'** or **'Log Out'**
7. **Note:** To pay all open bills at once, click **'Continue to Payment'** on the **'Home'** page

Forgot Login ID

1. On the Welcome page, click on **'Forgot Login ID'** in the Login column.
2. Enter your account number and email address used during enrollment and click **'Send Login ID'**
3. An email will be sent to your email address with your login ID.

Forgot Password

1. On the Welcome page, click **'Password Help?'**
2. Enter your Login ID and email address used during enrollment and click **'Send My Password'**.
3. An email will be sent to you with a temporary password.
4. Enter your Login ID and copy and paste the temporary password from your email into the Password field on the Welcome page and click **'Login'**.

5. On the next page, paste the same temporary password into the **'Old Password'** field and enter a new password in the **'New Password'** fields.
6. Answer the security questions and click **'Submit'**

Locked Out

1. The password is case sensitive. If you enter your password incorrectly three times, the system will lock you out.
2. Click on **'Contact Us'** on the bottom of the Welcome page for contact information and ask your biller to unlock you. You do not have to change your password unless you cannot remember it.

Automatic Payment did not Initiate

1. A recurring payment will delete permanently if one of the following applies:
 - Automatic Payment expired per initial setup
 - User un-enrolled
 - Biller placed a 'Stop' on the account
 - Biller deleted the Automatic Payment
 - Biller deleted or disabled the User
2. Pay close attention to the very first Automatic Payment as it may not initiate until the following billing cycle depending on when the biller loaded the bill. You may have to pay the first one manually.