

Request Access to Bill Pay Mastercard Connect Application

Before you begin

- Users must have a registered Mastercard Connect account to order the application.
- Users have requested access to Bill Pay Mastercard Connect application via Mastercard Connect.
- Users requiring access to Creditor Service Provider and Sender information must request both roles.

About this task

Follow the procedure below to access the Bill Pay Mastercard Connect application.

Procedure

1. Navigate to <https://www.mastercardconnect.com/>
2. To log in, enter your **User ID** and **password**, or **PIN** and **SecurID** into the appropriate sections of the Sign In box.
3. Click **Sign In**.
4. Click **Store**.
5. Select the Application checkbox, under the Item type **menu**.
6. On the **Store window**, either search for Bill Pay using the Search box, or select Bill Pay from the Business capability filters.
7. Click **Request** on the Bill Pay application file.
8. Select the checkbox next to the required user role.
9. To view the role description, click the Information icon. When the user role is selected, Select Data displays below the user role name.
10. Click **Select Data**.
11. Select the applicable **Creditor ID** or **CID** box to select all Creditor IDs under the CID.
12. Click **Add** to continue.
13. Click **Place Order**.

NOTE: When the order is placed an order Confirmation message is displayed. An email is also sent to the user's registered email address

The order is sent to your company's Security Administrator for approval. When the Security Administrator approves the order, they send it to Mastercard for final approval. If you do not have a SecurID token, one will be issued to you before you can use the application.

Bill Pay application displays under My Items a status as Access Pending.

What to do next

Track your order from Mastercard Connect, by clicking the link on the application card under **My Items**. You will also receive an email upon order completion.

Requirements

Senders must support the following:

- Review Creditor information within Bill Pay Mastercard Connect application to ensure validity and accuracy of data input.
- Support Creditor batch file interface, which contains Creditor information in the Bill Pay Mastercard Connect application.
- Make changes to Bill Pay user interfaces (that is, desktop and mobile apps) to integrate incremental Creditor information coming from Bill Pay Automated Creditor Download batch file into payee setup processes.
- Review manual processes, for example, review daily update reports in the RPPS Bill Pay Mastercard Connect application (for United States Region Bill Pay Customers) and the Bill Pay Mastercard Connect application.

Creditor Service Providers must support the following:

- Support onboarding and manage Creditor information in the Bill Pay Mastercard Connect application.
- Provide incremental Creditor information in the Bill Pay Mastercard Connect application to support bill payment capabilities. Examples of incremental data include:
 - Enhanced Creditor service area information including a combination of city names, states, and ZIP codes.
 - E-bill terms and conditions.
 - Debtor authentication method
 - Supported payment information
 - Contact information.

Bill Pay Mastercard Connect Application User Interface

This section provides a sample view of what Bill Pay Customers can expect to see when using the Bill Pay Mastercard Connect application for onboarding or managing their profile.

Custom Dashboard

The product provides a Bill Pay Customer dashboard based on the user role and privileges.

Creditor View

List of Creditors on Bill Pay. This list can be sorted and filtered, with the ability to search for a Creditor. The Creditors, and corresponding information, available to be viewed is based on the Bill Pay Customer type. Creditor Service Providers can only see the Creditors that they manage, whereas Debtor Service Providers can view all Creditors. The view can be further customised based on the role of the user.

Creditor Profile

Creditor Service Providers can add Creditors, manage existing Creditors, or delete Creditors. The request to add, update, or delete goes through a review process and typically takes a business day to take effect.

Creditor Service Provider Profile

Creditor Service Providers can view their profile. For any changes to their profile (For example, change in card payment or contacts), Creditor Service Providers can work with Mastercard to implement the change in their profile.

Sender Profile

Senders can view their profile. For any changes to their profile, Debtor Service Providers can work with Mastercard to implement the change in their profile.

For further details on the Bill Pay Mastercard Connect application, refer to the Bill Pay Mastercard Connect Application User Guide, which is available in Mastercard Connect