

The E-Bill Website is a payment portal. It is not the billing system for the community but rather a site to make an online payment. Monthly statements are calculated and generated at the community using the communities' billing system.

Whenever a resident or family member has a question or concern about their current balance due the Community is the first point of contact

All resident's statements are uploaded each month to E-Bill Express which means that the statements are "stored" in E-Bill Express.

The E-Bill site reflects only payments made on the website. When a payment is made via check at the community it is not reflected on those statements already loaded until further action by residents.

A recent update to the E-Bill Site has introduced a formula to calculate any balance not marked as paid on the site.

We apologize for any concern or confusion this might have caused you. Residents and their family may disregard this new "Amount due" on the E-Bill Express site. It does not reflect their actual amount due. Please refer to your most recent statement for the current balance due.

There is an option to mark statements as "paid" on the site. This will eliminate the calculated total for anyone who wishes to do so. Below are the steps for this process.

Byron Park

Home Pay My Bills Auto Pay

Pay My Bills

Date Due [Advanced Search](#)

UNPAID ALL HISTORY [Hide Account Groupings](#) [Export](#)

Statement Date	Date Due	Unit	Amount Due	Payment Amount	
RESIDENT NUMBER <input type="text"/>					
<input type="checkbox"/>	2/01/2016	2/01/2016	-2,314.87	0.00	<input type="button" value="E"/> <input type="button" value="P"/>
<input checked="" type="checkbox"/>	11/01/2015	11/01/2015	6,465.00	6,465.00	<input type="button" value="E"/> <input checked="" type="button" value="P"/>
<input type="checkbox"/>	10/01/2015	10/01/2015	6,455.00	6,455.00	<input type="button" value="E"/> <input type="button" value="P"/>
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

To mark a statement as paid. Select that statement by checking the circle to the left of the statement date. Then select the blue icon to the far right on the same line. This will make the statement as "paid".

Confirm Hide bill as Paid

Please confirm this action for the 1 selected bill.

Amount Due Payment Amount

This window will pop up. Click on continue.