

Credit Card Errors

It is great to be able to pay with a credit card online. However there are circumstances where your clients may get an error. The errors are usually caused because of misspelled or missing information. All of the errors are listed on the webpage under REGISTRATION FAILURE (See Below)

There is only website to make a payment online it is www.ub-pay.com (Do Not Provide your system username and password). We have found the biggest problem being the Municipal Code is not correct in its entry and that is due to the Capitalization of words if you have a municipal code of GreytownMN456 the G & MN must be in capital letters to work correctly.

The person who's name is on the utility bill it must match the name for registration. You cannot have William Davis and try to set up your account with Bill Davis or a relation with a different name cannot enter a name different than the original owner.

Another failure may be due to a failure of the credit cards with error 1503 which means that the card has not been approved for this type of transaction. This happens with some government assistance cards. If that should happen have the customers call the issuing bank to allow this transaction.

Last there is a parameter in your browser call > ALLOW POPUPS this must be allowed and whether your using Internet Explorer, Chrome or Fire Fox, if you google Allow popups it will give you directions on how to allow popups.

Online credit card Instruction

Member Registration:

Member registration requires a **Municipality Code**, which is provided by your utility. This code has to match upper and lower case exactly to be accepted. The **First Name, Last Name, Account #** has to match exactly what is on your utility bill card.

You can use any **Username** you make up or **Password** you create, but please write them down so you will not lose or forget them.

Registration Failure:

If you have an error in registration there can only be a couple of reasons

1. The information was misspelled or case sensitive
2. In creating this Member Registration you must allow popup in your browser (Chrome/Internet Explorer) Normally you will see a yellow bar across the top of the screen asking you to allow this popup or it could be on the bottom of the screen to allow. If you are having problem finding it, go to your browser help and ask for popup control. That should give you instructions to allow popup.

Special Browser failure may be caused by a Security Failure

Microsoft Internet Explorer

Open Internet Explorer

From the menu bar, click Tools > Internet Options > Advanced tab Scroll down to Security category, manually check the option boxes for Use TLS 1.0, Use TLS 1.1 and Use TLS 1.2 then click OK. Close your browser and restart Internet Explorer

Google Chrome

Open Google Chrome

Click Alt F and select Settings, Scroll down and select Show advanced settings. Scroll down to the Network section and click on Change proxy settings. Select the Advanced tab, Scroll down to Security category, manually check the option boxes for Use TLS 1.0, Use TLS 1.1 and Use TLS 1.2 Click OK. Close your browser and restart Google Chrome

Mozilla Firefox

Open Firefox

In the address bar, type <about:config> and press Enter. In the Search field, enter [tls](#). Find and double-click the entry for [security.tls.version.min](#). Set the integer value to 3 to force protocol of TLS 1.3 Click OK. Close your browser and restart Mozilla Firefox

Please call us if you need assistance 800-657-0880