

ONLINE PAYMENTS

USER MANUAL

Go to Mi Factura on your web browser

www.mifactura.marcatel.com.mx

1

Log in

To navigate through Mi Factura you need your User and Password

If you do not have a user and password yet, you can create them by signing in, by clicking on "Nuevo Usuario"

*In order to register you will need your account number, which you can find in your bill, next to your address and information

Download your bills

In Mi Factura you can download your previous bills and make your payments



2

3

Pay Online

After clicking on "Pago En Línea", the list of bills with pending payments will be shown

Choose a bill and accept the terms and conditions to make available the payment methods options



Credit or Debit Card (Pago con Tarjeta)



1 Fill in your bank card information and click "Siguiente".

2 You will be redirected to your bank's website. Provide all the information required by your bank and wait for its confirmation. Afterwards click on "Continuar".

3 Your payment information will be shown. It is important to end this process by clicking on "Cerrar", otherwise, your payment will not be submitted and will remain as pending. After closing, verify that your payment has been registered by clicking on "Pago en Línea".

1 You must log in with your Pay Pal account.

2 After logging in, the payment information will be shown. You must click on "Continuar".

3 Next, the payment confirmation window will be revealed. Here, you will see your PayPal transaction number.

Note: In case of PayPal holding your payment in revision, you will be noticed about the motive of this procedure in the payment confirmation window. In this case you must wait from 24 to 48 hours for the payment to be effective and hence deleted from the list of pending bills. While your payment is in revision, the bill will appear as pending, but it will not be possible to pay it again. In the "Motivo" column, the motive of PayPal's revision will be shown.

Enjoy the ease of paying Online

Your personal data counts with the highest security standards. Only you have access to them, no one else does

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For more information:
01 800 077 0123

www.marcatel.com