

Instructions for First Time Users

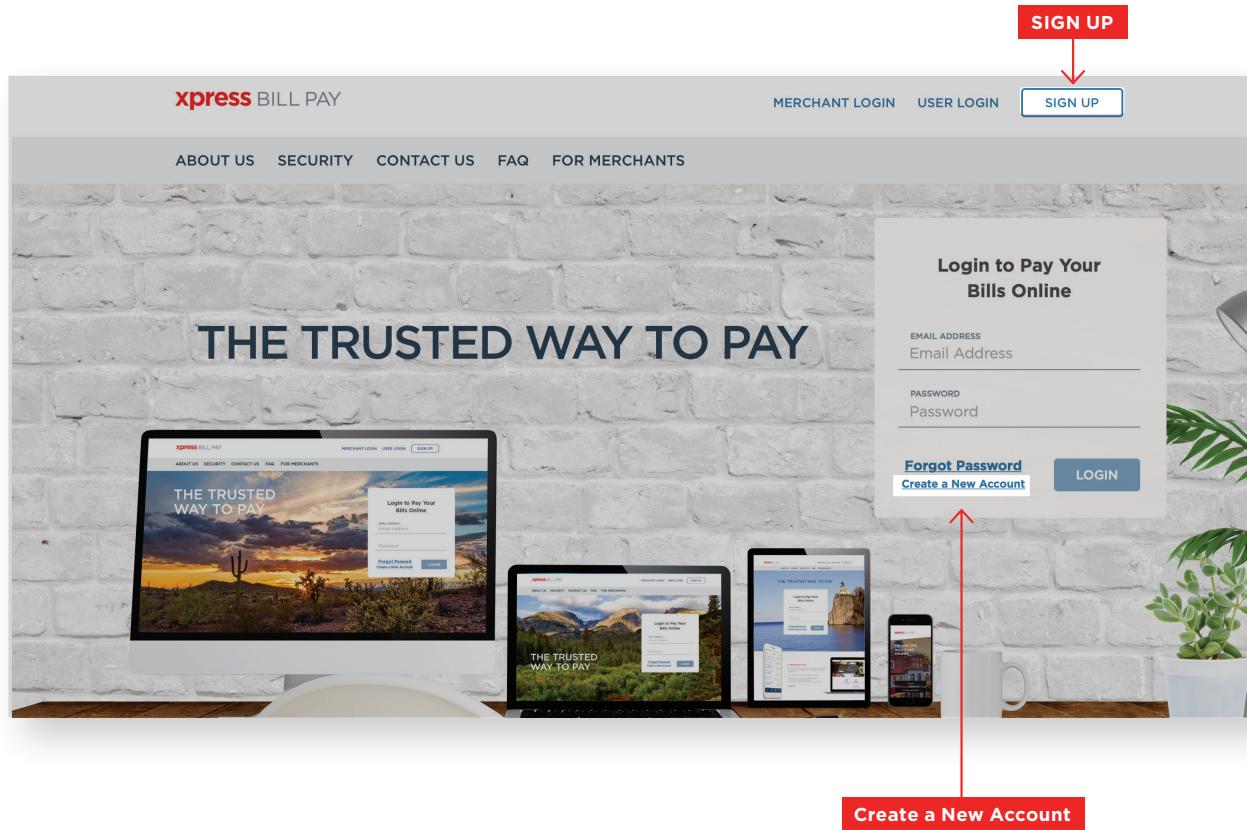
STEP 1: Go to www.xpressbillpay.com

You probably arrived here via a link from your billing organization's website. Perhaps you are here because you received a mailer with your bill informing you that this new service is available to facilitate the payment of a bill online.

Whatever the reason, this instruction set is designed to help you create a secure login, link a bill for

display each time you log in, and walk you through the payment process. Other features are available, including Auto Pay, bill history, payment history, etc. These additional features are covered in other documents.

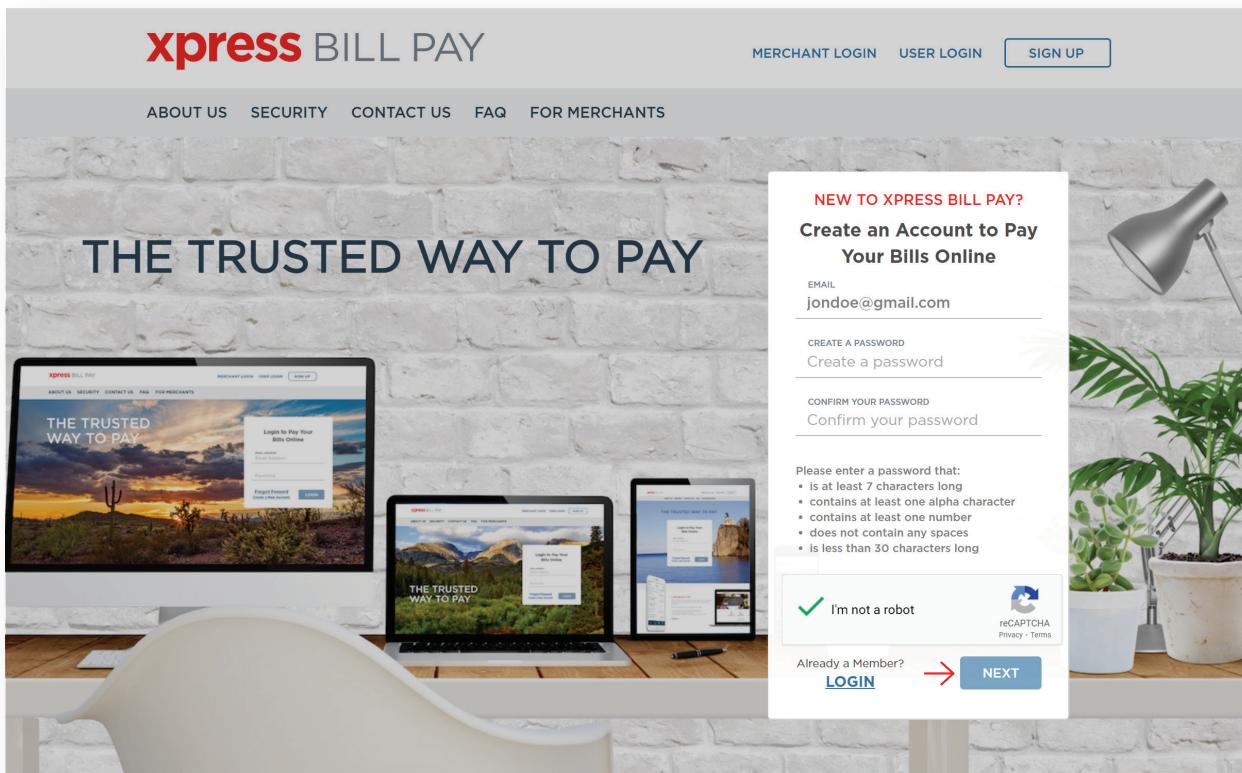
Let's begin at our home page by selecting the "**SIGN UP**" button at the top of the screen or "**Create a New Account**" from the login box.



CONTINUE TO STEP 2

STEP 2: Set Up New Account Information

Fill in the email address and password fields and click “**NEXT.**” Certain browsers require verification that you are not a robot. If your browser requires this, an “I’m not a robot” step will show here as well.



Fill in the form with all of the required information. Read the Terms and Conditions and the Privacy Policy. Select the box indicating that you have read and agree to the terms and conditions and privacy policy. When completed, select “**NEXT.**”

ACCOUNT TYPE
Personal

FIRST NAME
John

LAST NAME
Doe

PHONE
(123) 456-7891

CITY
Anytown

ADDRESS
123 Any Street

STATE/PROVINCE
Arizona

ZIP/POSTAL CODE
85253

Terms and Conditions:
Please read the Terms & Conditions and Privacy Policy. They contain important information concerning the privacy and security of your information. You must agree to the Terms & Conditions and Privacy Policy to continue.

I have read and agree to the Terms & Conditions and Privacy Policy

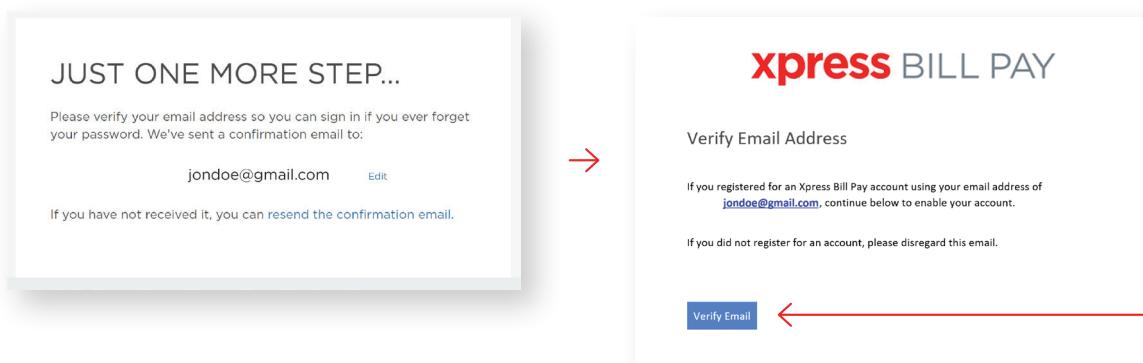
NEXT

CONTINUE TO STEP 3

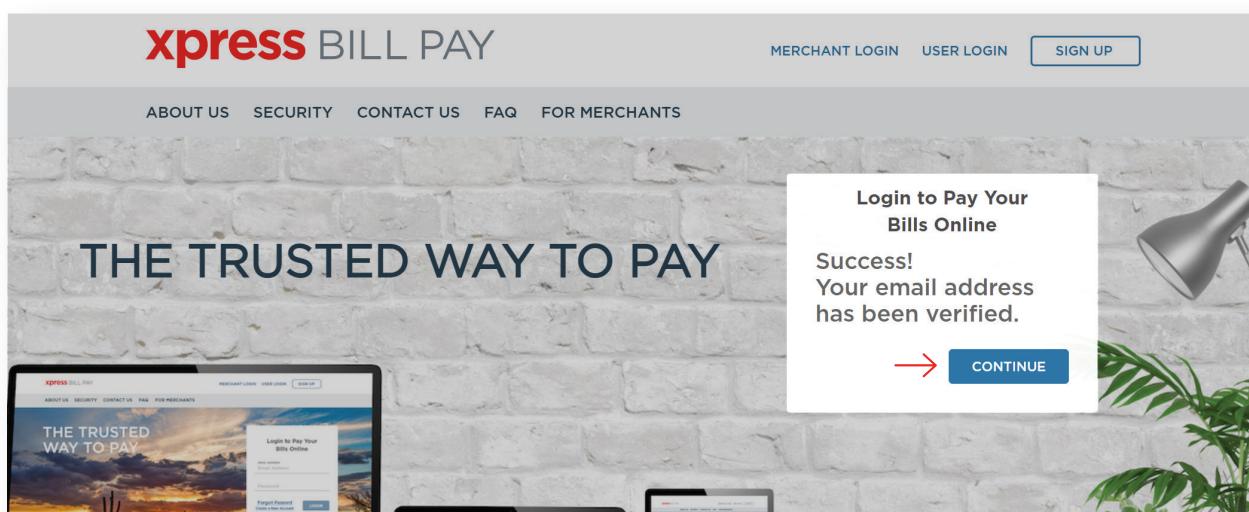


STEP 3: Secure Verification

Next, you will need to verify your email address. Please log into your email account and open the email with the following subject line, "Verify email address for Xpress Bill Pay" from noreply@xpressbillpay.com.



After opening the email, click the
"Verify Email" button.



After clicking the "Verify Email" button, you will be automatically redirected to the screen above.
 Please click "**CONTINUE**" to log in to your new Xpress Bill Pay account.

CONTINUE TO STEP 4

STEP 4: Receive Text Messages

After your email address is verified, you will see a pop-up window titled **“Receive Text Messages.”** If you would like to start receiving text messages regarding your account, please enter in your mobile number and select **“Save Mobile Number.”** By opting in, you will receive messages regarding your statements, payments, and Auto Pays (if applicable), as an additional option along with email notifications. You can edit your notification preferences in your Account Settings.

Receive Text Messages

To start receiving text message notifications, enter your mobile number below. Standard message and data rates may apply.

Mobile Number:

Never Ask Me Again

STEP 5: Locate Billing Organization

Xpress Bill Pay allows you to view and pay multiple bills to multiple billing organizations with an easy-to-use interface. In order to do so, you will need to link each bill to the Xpress Bill Pay login you just created. The following steps will need to be repeated for each bill you'd like to view and pay online.

Add New Account Step 1 of 3

Find your billing organization:

 City of Anytown
Anytown, AZ

Once you see your organization, select to continue.

Select your city or billing organization from the list of organizations on the page.

If your organization is not listed, type the name in the field below **“Find your billing organization”** and select **“Search.”**

CONTINUE TO STEP 6

STEP 6: Locate Account

Enter the requested information on the “**Add New Account**” screen. You are required to enter your billing account number and the last name or business name exactly as it appears on the bill that you have previously received. Then, select “**Locate Account**.”

Add New Account Step 2 of 3

Enter the following information as it appears on your City of Anytown bill:

Bill Type Utility

Account Number

Last Name or Business Name

Enter Information

Locate Account

When the account is located, the information concerning the account is displayed. Please verify that your information is correct.

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET HISTORY

Add New Account Step 3 of 3

Utility Account # 12345 for City of Anytown

BILLING ADDRESS
DOE, JON
123 ANY STREET
ANYTOWN, AZ 85253

SERVICE ADDRESS
123 ANY STREET
ANYTOWN, AZ 85253

Verify information

Paperless Option Opt in for Paperless

Add Account

Back

If you would like to opt in for paperless billing, check the box labeled “**Opt in for Paperless**.” By checking this box, you will not receive paper statements via mail.

Add New Account Step 3 of 3

Utility Account # 12345 for City of Anytown

This account already has a payer. You can add yourself as an additional payer or take over payments from the previous owner.

Add me as a payer

Take over payment

Enter the following information to verify the account

Service street address as it appears on the current bill

Amount due on the current bill

The existing payer will be notified that you are being added as a payer on this account.

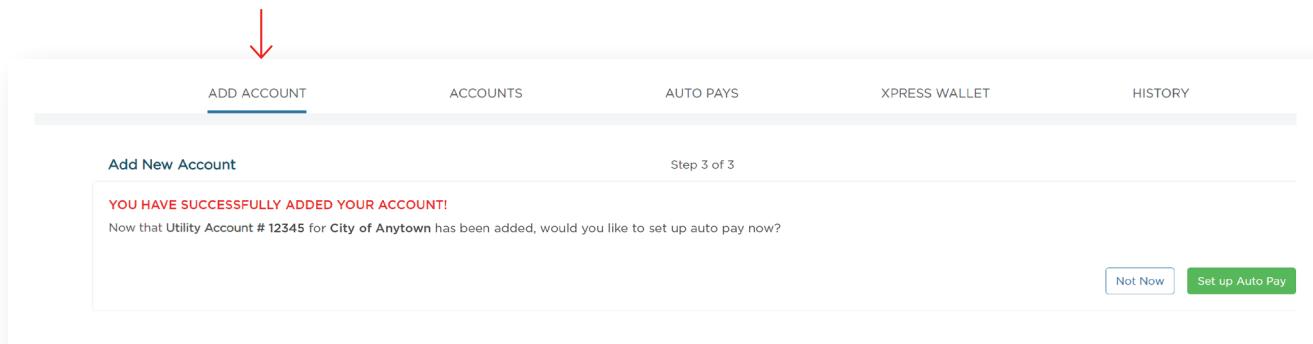
If the account information matches, select “**Add Account**.” If the account information does not match, select “**Back**.”

If the account already has a payer, (or in other words, if another Xpress Bill Pay user is linked to the same billing account you are attempting to add) the following window will appear. This typically happens in a landlord/tenant relationship, or if the previous owner did not unlink the account. You can either take over the payment, or add yourself as a payer. In both scenarios, the previous payer will be notified. If you are unsure how to proceed, please contact your billing organization or landlord.

CONTINUE TO STEP 7

STEP 7: Manage Accounts

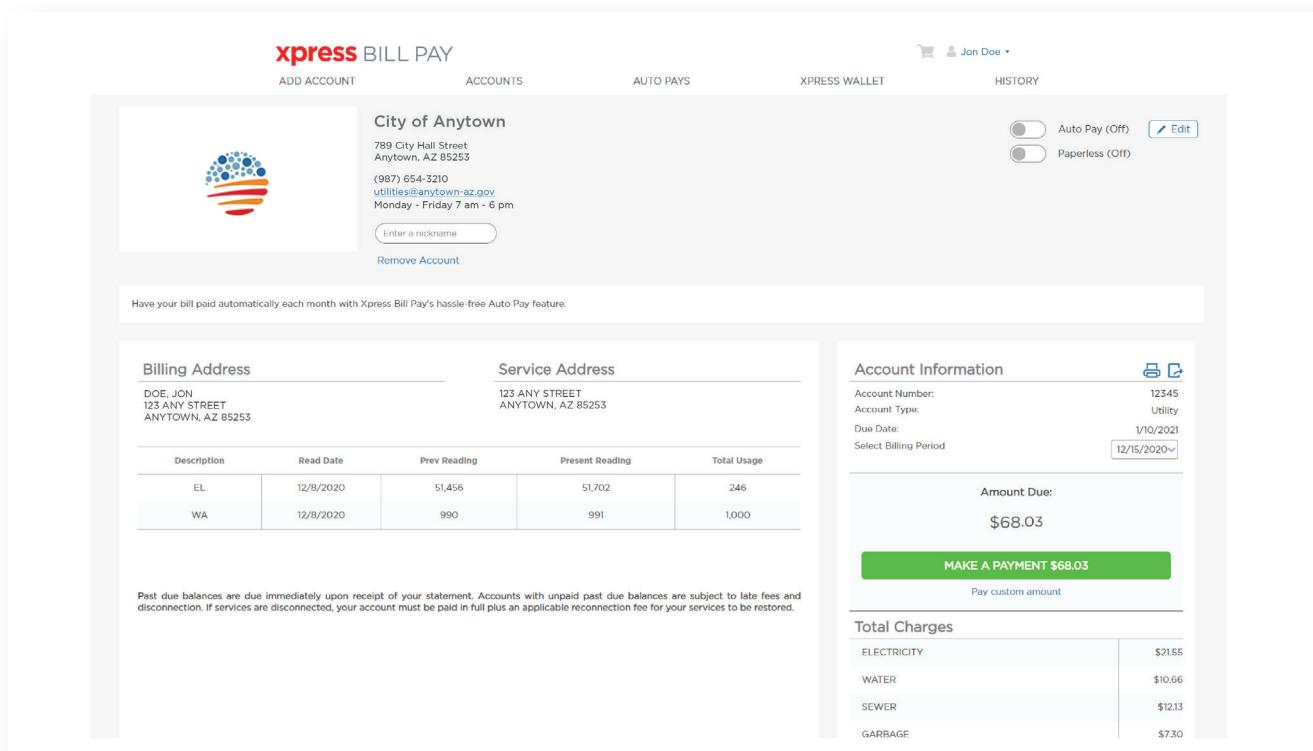
You have now successfully linked your first account to your new login. If you would like to set up an Auto Pay for this account at this time, select “**Set up Auto Pay**” and follow the step-by-step interface. If not, click, “**Not Now**,” and you will be taken to your main account page. You will always be able to set up an Auto Pay at a later time. If you would like to link additional bills to your Xpress Bill Pay login, simply click the “**ADD ACCOUNT**” option and repeat Steps 5-7 for each additional bill you’d like to add. As you add more accounts, they will all be listed on your “**ACCOUNTS**” page.



Add New Account Step 3 of 3

YOU HAVE SUCCESSFULLY ADDED YOUR ACCOUNT!

Now that Utility Account # 12345 for City of Anytown has been added, would you like to set up auto pay now?



xpress BILL PAY

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET HISTORY

City of Anytown

789 City Hall Street
Anytown, AZ 85253
(987) 654-3210
utilities@anytown-az.gov
Monday - Friday 7 am - 6 pm

Enter a nickname

Have your bill paid automatically each month with Xpress Bill Pay's hassle free Auto Pay feature.

Billing Address		Service Address		
DOE, JON 123 ANY STREET ANYTOWN, AZ 85253		123 ANY STREET ANYTOWN, AZ 85253		
Description	Read Date	Prev Reading	Present Reading	Total Usage
EL	12/8/2020	51,456	51,702	246
WA	12/8/2020	990	991	1,000

Past due balances are due immediately upon receipt of your statement. Accounts with unpaid past due balances are subject to late fees and disconnection. If services are disconnected, your account must be paid in full plus an applicable reconnection fee for your services to be restored.

Account Information	
Account Number:	12345
Account Type:	Utility
Due Date:	1/10/2021
Select Billing Period	12/15/2020~
Amount Due:	\$68.03
<input type="button" value="MAKE A PAYMENT \$68.03"/>	
Pay custom amount	

ELECTRICITY	\$21.55
WATER	\$10.66
SEWER	\$12.13
GARBAGE	\$7.30

The image above shows the online representation of your bill. To begin paying your bill, select, “**MAKE A PAYMENT**” and you will be taken through the cart checkout process.

CONTINUE TO STEP 8

STEP 8: Cart Checkout

If this is the only bill you would like to pay, select “**Proceed to Checkout**.” If there are additional bills you wish to pay, select “**Add More Bills to the Cart**.”

« Back to Bills

Bill Cart

Cart Contents

City of Anytown
Utility
123 ANY STREET
ANYTOWN, AZ 85253

ACCOUNT #: 12345 DUE 1/10/2021 AMOUNT: **\$68.03**

Remove | Full Amount

Add More Bills to the Cart ←

Proceed To Checkout → **Proceed to Checkout**

When you select “**Proceed to Checkout**,” you will be able to choose which type of payment method you wish to use. You can pay using an electronic funds transfer from a checking or savings account, or using a credit/debit card. Note: Payment Method options may vary depending on which methods your billing organization accepts.

If you wish to schedule a one-time payment for a future date, select a date, and then select, “**Proceed to Checkout**.”

Total Amount: **\$68.03**

PAY NOW
 SCHEDULE PAYMENT ON **Dec 31, 2020**

Select a Date

Proceed To Checkout

« Back to Cart

Checkout

Payment Options

Accepted Pay Method(s)
Check Visa MasterCard Discover American Express

Select Pay Method

↓

Select Pay Method

Select Pay Method

Receipt Options

Email: jondoe@gmail.com

+ Add New Email

Payment Details

Payment Amount: **\$68.03**

Please select a pay method.

Review and Confirm

CONTINUE TO STEP 9

STEP 9: Cart Checkout: Payment Methods

After selecting “Add Payment Method” from the “**Select Pay Method**” drop-down, enter the information for each field.

BANK ACCOUNT

Checkout
Payment Options
Accepted Pay Method(s):
Select Pay Method
Select Payment Type
Bank Account (Recommended)
Checking Routing Number: 021000021 Account Number: 987654321
Billing Information
First Name: Jon Last Name: Doe
Address: 123 Any Street
City: Anytown State: AZ Zip: 85053
Contact Information
Phone Number: (234) 567-8901 Email Address: jondoe@mail.com
PCI Security Standards Council
PCI Compliant (Payment Card Industry Certified Security)

CREDIT/DEBIT CARD

Checkout
Payment Options
Accepted Pay Method(s):
Select Pay Method
Select Payment Type
Credit/Debit Card
Card Number: 4411111111111111 Name on Card: VISA
Card Expiry: 01/24 Security Code: 123
Billing Information
First Name: Jon Last Name: Doe
Address: 123 Any Street
City: Anytown State: AZ Zip: 85053
Contact Information
Phone Number: (234) 456-7890 Email Address: jondoe@mail.com
PCI Security Standards Council
PCI Compliant (Payment Card Industry Certified Security)

If you select to pay with a checking bank account, please be certain to enter the routing number from a check.

When paying with a credit or debit card, please be certain to verify the billing address.

Once all of the fields are completed, select “**Confirm.**”

When you add an email under the “**Contact Information**,” please note that a copy of your receipt will be sent to that email once your transaction is complete.

CONTINUE TO STEP 10

STEP 10: REVIEW & CONFIRM

Once your payment method has been selected and all fields are completed, select “**Review and Confirm.**”

Payment Details

Payment Amount:
\$68.03

↓

Review and Confirm

« Back to Checkout

Review & Confirm

Payment Information

Items	Amount
City of Anytown Utility for #12345 at 123 Any Street	\$68.03
Statement Total	\$68.03

→ **Submit Payment**

By clicking Submit Payment, you are agreeing to pay the above amount.

Billing Contact Information

Billing Name: Billing Address: Billing Phone: Account Number(s)	Jon Doe 123 Any Street Anytown, AZ 85255 (234) 567-8901 12345
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Payment Details

Payment Type: Payment Nickname: Routing #: Account #:	Bank Account Home *****0021 *****4321
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Receipt Options

Email	jondoe@gmail.com
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ABOUT US SECURITY JOBS FAQ CONTACT US PRIVACY POLICY FOR MERCHANTS

STEP 11: PAYMENT RECEIPT

With a successful payment, a green “**SUCCESS!**” message will display. If the payment is unsuccessful for any reason, you will receive a message stating why the payment was unsuccessful. You may print or download the receipt for your records by clicking the printer or download images in the upper right hand corner. You may also select “**Back to Home**” to be returned to the “**ACCOUNTS**” screen, or you can select “**Pay Another Bill.**”

« Back to Home ←

🖨️ ↴

SUCCESS!

Your payment has been submitted.
Here is your receipt.

12/23/2020 1:19 PM
JON DOE
Confirmation Number: 91445299

Item	Amount
City of Anytown Account Number: 12345 Transaction Number: 139357056XA	\$68.03
Total	\$68.03

Pay Method: ANY BANK NA*****4321

An email receipt was sent to jondoe@gmail.com.

Pay Another Bill ←