

Instructions for First Time Users

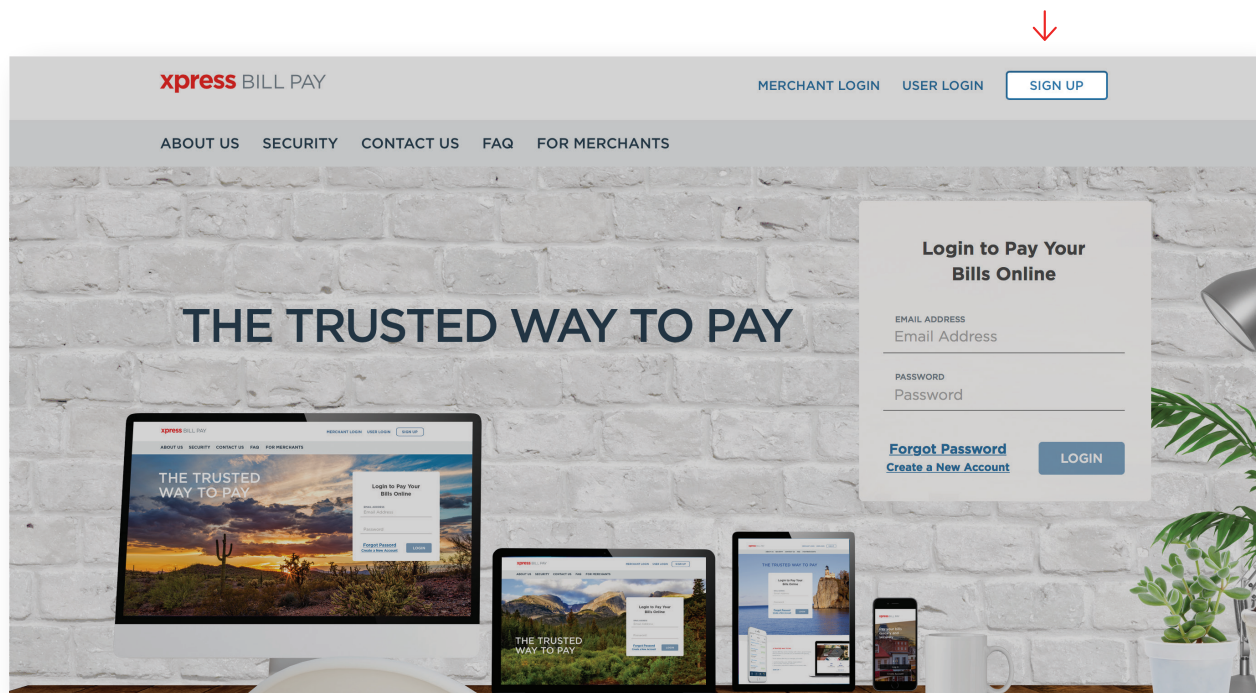
STEP 1: Go to www.xpressbillpay.com

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 login, and walk you through the payment pro-

cess. Other features are available, including auto pay, bill history, payment history, etc. These additional features are covered in other documents.

Let's begin by selecting the **"SIGN UP"** button at the top of the screen on our main Home Page. You will be presented with the following screen.



CONTINUE TO STEP 2



STEP 2: Set Up New Account Information

Fill in the **email address** and **password** fields, click in the box **“I’m not a robot”** and follow the instructions as prompted. Select **“NEXT”** to continue.

xpress BILL PAY MERCHANT LOGIN USER LOGIN [SIGN UP](#)

[ABOUT US](#) [SECURITY](#) [CONTACT US](#) [FAQ](#) [FOR MERCHANTS](#)

THE TRUSTED WAY TO PAY

NEW TO XPRESS BILL PAY?
Create an Account to Pay Your Bills Online

EMAIL ADDRESS
johndoe@gmail.com

PASSWORD
••••••••

STRENGTH: **STRONG**

☒ I'm not a robot

Already a Member? [LOGIN](#) [NEXT](#)



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

ADDRESS
123 Any Street

CITY
Anytown

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](#)

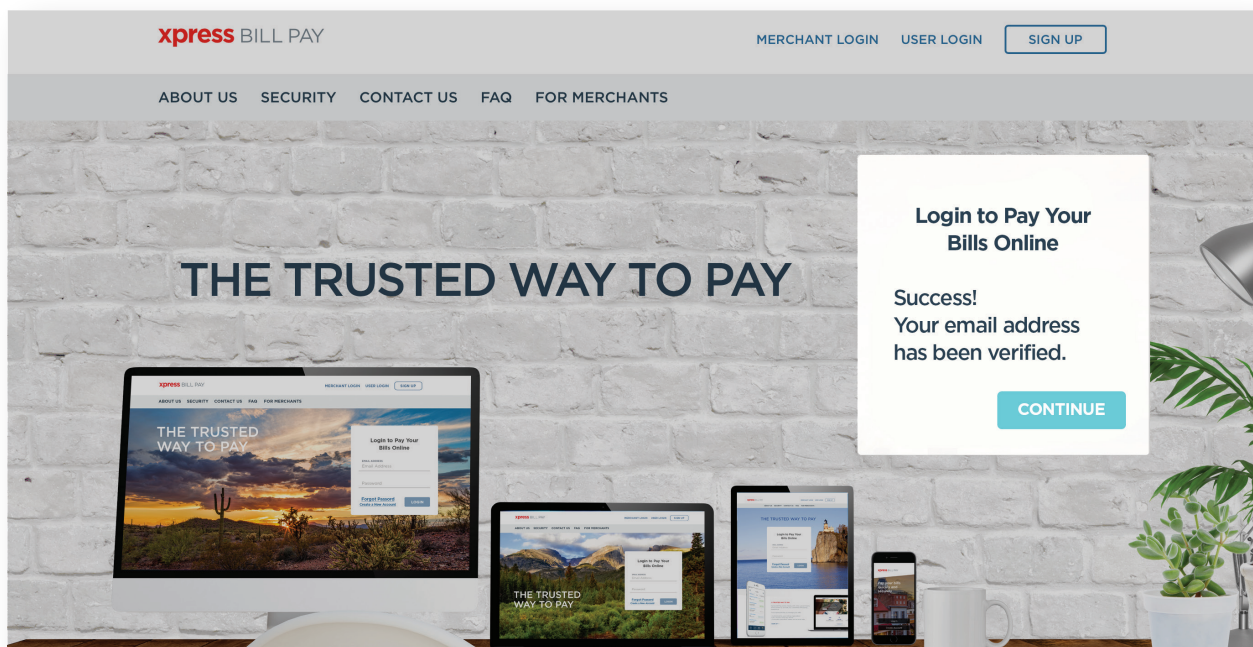
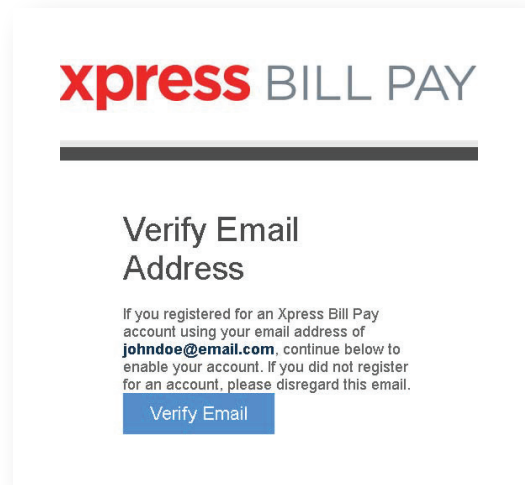
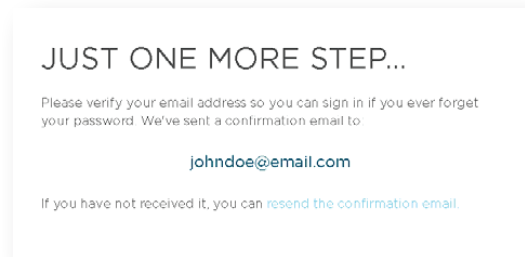
CONTINUE TO STEP 3



STEP 3: Secure Verification

You will receive a message that you need to **verify your email address**. Please log in to your email account and open the email “Verify email address for Xpress Bill Pay” from no-reply@xpressbillpay.com.

In the email, click the “**Verify Email**” option.



You will automatically be redirected to the screen below where you can click “**CONTINUE**” to log in.

CONTINUE TO STEP 4

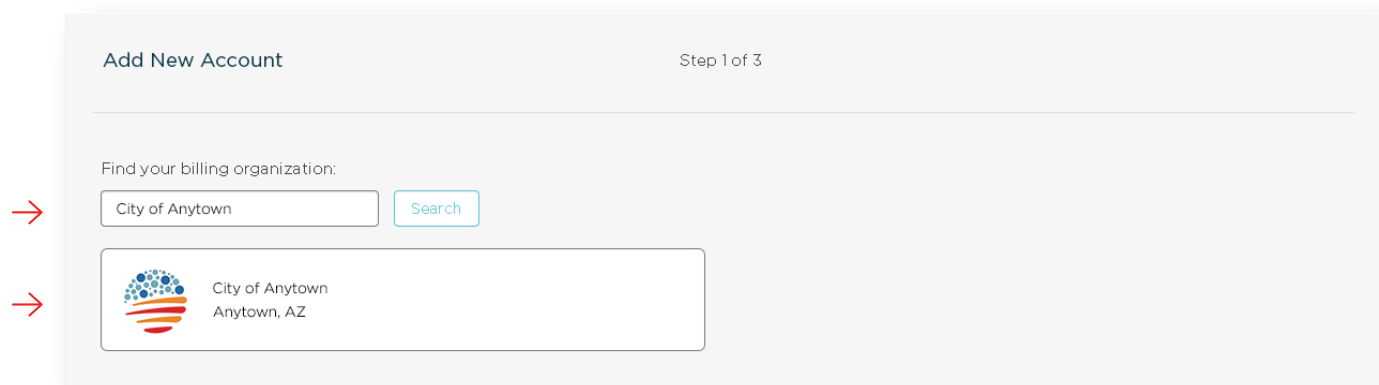


STEP 4: Locate Billing Organization

Xpress Bill Pay provides you the ability to view and pay bills to multiple billing organizations from an easy-to-use interface. You need to link your account with the billing organization to this new login you have created with Xpress Bill Pay. The following steps will need to be completed only once per account.

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.”**

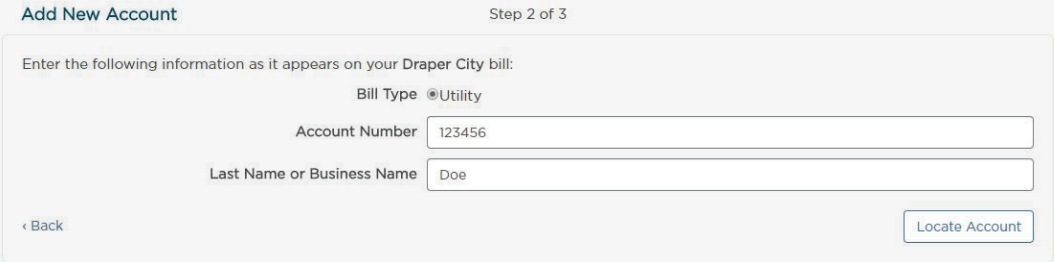


The screenshot shows a web interface titled "Add New Account" with a progress indicator "Step 1 of 3". Below the title, it says "Find your billing organization:". There is a text input field containing "City of Anytown" and a "Search" button. Below the input field, there is a list of results. The first result is highlighted with a red arrow pointing to it. The result shows a logo for "City of Anytown" and the text "Anytown, AZ".

CONTINUE TO STEP 5



STEP 5: Locate Account



Add New Account Step 2 of 3

Enter the following information as it appears on your **Draper City** bill:

Bill Type ☒ Utility

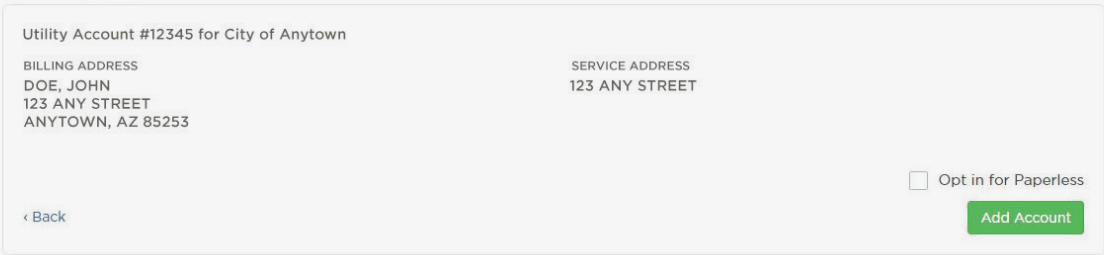
Account Number

Last Name or Business Name

[< Back](#) [Locate Account](#)



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



Add New Account Step 3 of 3

Utility Account #12345 for City of Anytown

BILLING ADDRESS	SERVICE ADDRESS
DOE, JOHN	123 ANY STREET
123 ANY STREET	
ANYTOWN, AZ 85253	

[< Back](#) ☐ Opt in for Paperless [Add Account](#)



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

Select **“Add New Account”** if the account information matches. Select **“Back”** if it does not. If you receive any other message when you perform the account search, reference the error and contact your billing organization if a bill is not found.

CONTINUE TO STEP 6



STEP 6: Manage Accounts

Add New Account

Step 3 of 3

YOU HAVE SUCCESSFULLY ADDED YOUR ACCOUNT!
Now that Utility Account # 138905.02 for South Valley Sewer District has been added, would you like to set up auto pay now?

Not Now

Set up Auto Pay

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, select **“Set up Auto Pay.”** If not, click, **“Not Now,”** and you will be taken back to your main account page. You will be able to set up an Auto Pay at any time. As you add more accounts, they will all be listed on your **“Accounts”** page.

City Logo

City of Anytown
123 ANY STREET
ANYTOWN, AZ 85253
800-123-4567
Customerservice@anytown.com
Monday - Friday 8:00 AM - 4:30 PM

[Remove Account](#)

☐ Auto Pay (Off) [Edit](#)
☐ Paperless (Off)

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

Billing Address
DOE, JOHN
123 ANY STREET
ANYTOWN, AZ 85253

Previous Payment Date
Previous Payment Amount

Service Address
DOE, JOHN
123 ANY STREET
ANYTOWN, AZ 85253

12/7/2017
\$36.77

Account Information [Print](#) [Copy](#)
Account Number: #12345
Account Type: Utility
Due Date: 3/25/2018
Billing Period End: 2/28/2018

Amount Due:
\$36.77

PAY NOW \$36.77
[Pay custom amount](#)

If you have other organizations that you want to link, select **“Add Accounts”** and follow the previous steps. To begin paying a bill, select **“PAY”** and you will be taken to the cart checkout.

CONTINUE TO STEP 7

6

STEP 7: Cart Checkout

Bill Cart

Cart Contents

City of Anytown Utility 123 ANY STREET ANYTOWN AZ 85253 Remove Edit Amount	ACCOUNT #: 12345	DUE: 6/20/2016	AMOUNT: \$36.77
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[Remove All](#) | [Add More Bills to the Cart](#) ←

Cart Summary

Total Amount:
\$36.77

[Proceed to Checkout](#) ←

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

When you select **“Proceed to Checkout”** you will then be able to choose which type of **payment method** you wish to use. There are several options including an electronic funds transfer from a checking or savings account, or a Credit/Debit card.



Checkout

Payment Options

Accepted Pay Method(s)

MasterCard VISA Discover American Express

Select Pay Method

Select Pay Method

Receipt Options

Email john.doe@email.com + Add New Email

Payment Details

Payment Amount:
\$36.77

Please select a pay method.

[Review and Confirm](#)

If the billing organization that you are paying accepts both forms of payment, you can choose a previously saved method, add a new method, or delete an old one by selecting under **“Select Pay Method”** at the top of the screen.

CONTINUE TO STEP 8



STEP 8: Cart Checkout

Enter the information for each field on the “**Select Pay Method**” screen.

Bank Account

The screenshot shows the 'Checkout' screen with the 'Bank Account' payment method selected. The 'Payment Amount' is \$36.77. The 'Add New Payment Method' section shows 'Payment Type' set to 'Bank Account (Recommended)'. The 'Routing Number' is 104000054, and the 'Account Number' is 123456. The 'Billing Information' section shows 'First Name' as John, 'Last Name' as Doe, 'Address' as 123 Any Street, 'City' as Anytown, 'State' as Arizona, and 'ZIP' as 80253. The 'Contact Information' section shows 'Phone Number' as (123) 456-7891 and 'Email Address' as johndoe@email.com. The 'Payment Amount' is \$1.00. A 'Review and Confirm' button is visible.

If you elect to pay with a **bank account from checking**, please be certain that you enter the routing number from a check. The routing number from a deposit slip is **NOT** valid and the payment will be returned.

Credit/debit Card

The screenshot shows the 'Checkout' screen with the 'Credit/debit Card' payment method selected. The 'Payment Amount' is \$36.77. The 'Add New Payment Method' section shows 'Payment Type' set to 'Credit/Debit Card'. The 'Card Number' is 4321 1111 1111, and the 'Name on Card' is John Doe. The 'Expire Month' is 12, and the 'Expire Year' is 2019. The 'Security Code' is 123. The 'Billing Information' section shows 'First Name' as John, 'Last Name' as Doe, 'Address' as 123 Any Street, 'City' as Anytown, 'State' as Arizona, and 'ZIP' as 80253. The 'Contact Information' section shows 'Phone Number' as (123) 456-7891 and 'Email Address' as johndoe@email.com. The 'Payment Amount' is \$1.00. A 'Review and Confirm' button is visible.

When paying with a **credit or debit card**, be sure to verify the billing address. An incorrect address can cause delay or decline of the card.

CONTINUE TO STEP 9



STEP 9: 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 the receipt for your records by clicking the printer image in the upper right corner. You may select “**Back to Home**” to be returned to the “**Accounts**” screen.

[« Back to Home](#)

SUCCESS!

Your payment has been submitted.
Here is your receipt.

25 July 2016 @ 12:24PM

Item	Amount
Anytown Utility for #12345 at 123 Any Street	\$36.77
Confirmation Number: 1234 Transaction Number: 1234PT Pay Method: Visa *****1111	
Total	\$36.77

An email receipt was sent to johndoe@email.com.

[Pay Another Bill](#)