

Instructions for First Time Users

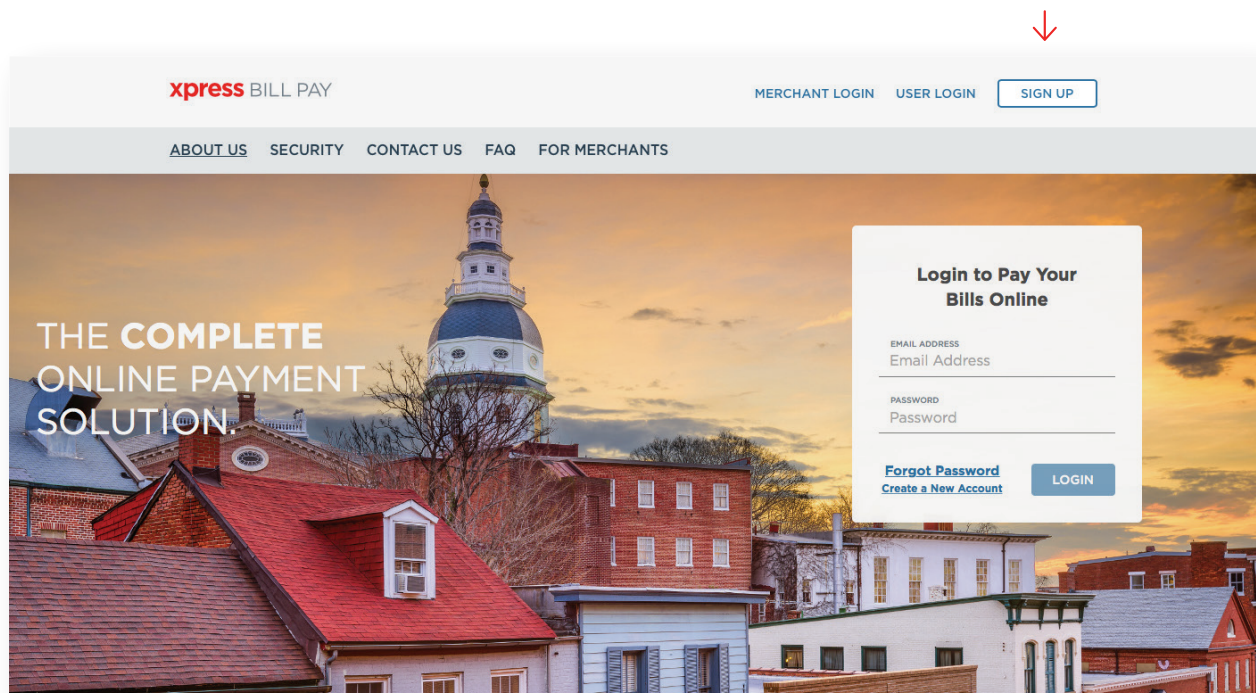
STEP 1: Go to www.xpressbillpay.com

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 process. 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, clicking in the box **“I’m not a robot”** and follow the instructions as prompted. Select **“NEXT”** to continue.

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

EMAIL
janedoe@email.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
(480) 123-4567

ADDRESS
1234 Any Street

CITY
AZ

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

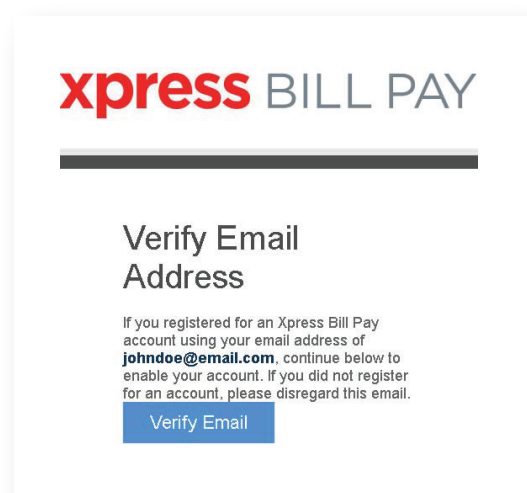
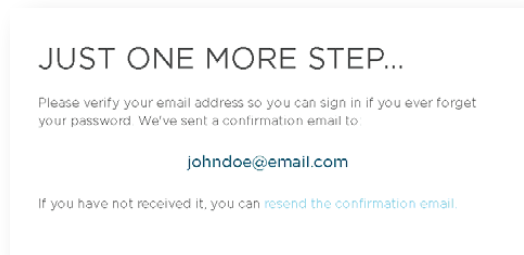
[NEXT](#)

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

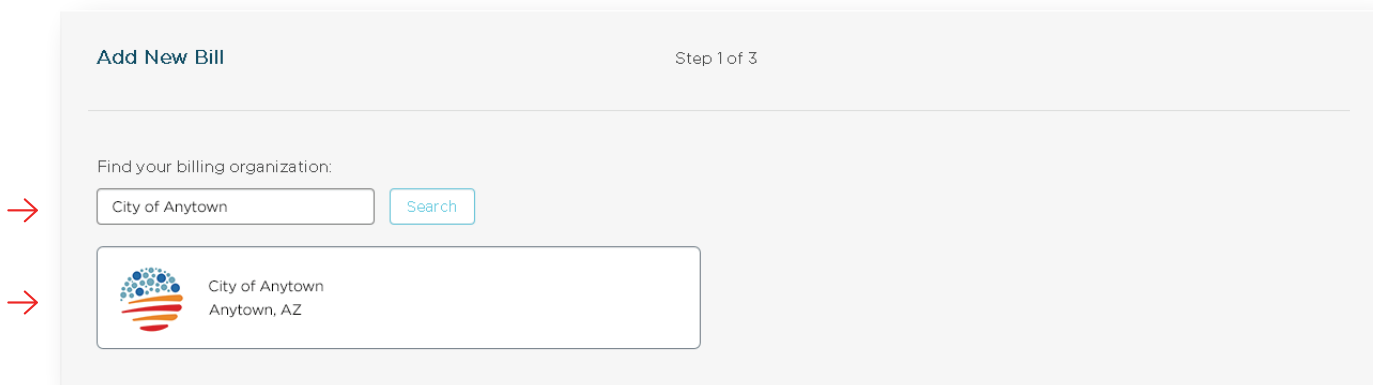


STEP 4: Locate Billing Organization

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 bill.

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 Bill" with a progress indicator "Step 1 of 3". Below the title, there is a section labeled "Find your billing organization:". This section contains a text input field with the placeholder text "City of Anytown" and a blue "Search" button. Below the input field, there is a list of search results. The first result is highlighted with a blue border and contains a logo (a stylized American flag) and the text "City of Anytown" and "Anytown, AZ". Two red arrows are pointing to the search field and the search results list respectively.

CONTINUE TO STEP 5



STEP 5: Locate Bill

Add New Bill 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

☐ Opt in for Paperless eBill on this account

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

Enter the requested information on the locate bill 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. You can also elect to have your paper bill eliminated if you check the box **“Opt in for Paperless eBill on this account.”** Select **“Locate Bill.”**



Add New Bill Step 3 of 3

Utility Account # 12345 for City of Anytown

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

Is this your account information?

[< Back](#) [Add New Bill](#)

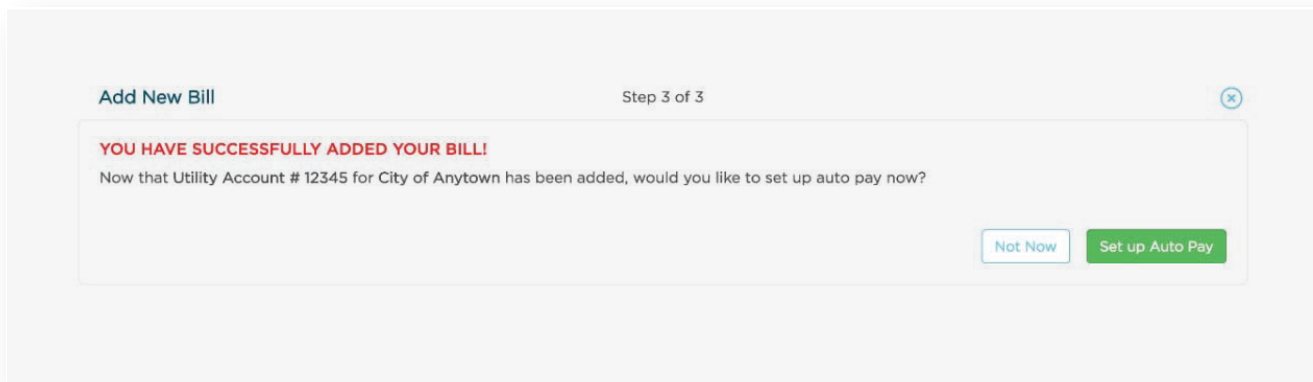
When the account is located, the information concerning the account is displayed.

Select **“Add New Bill”** 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 Bills



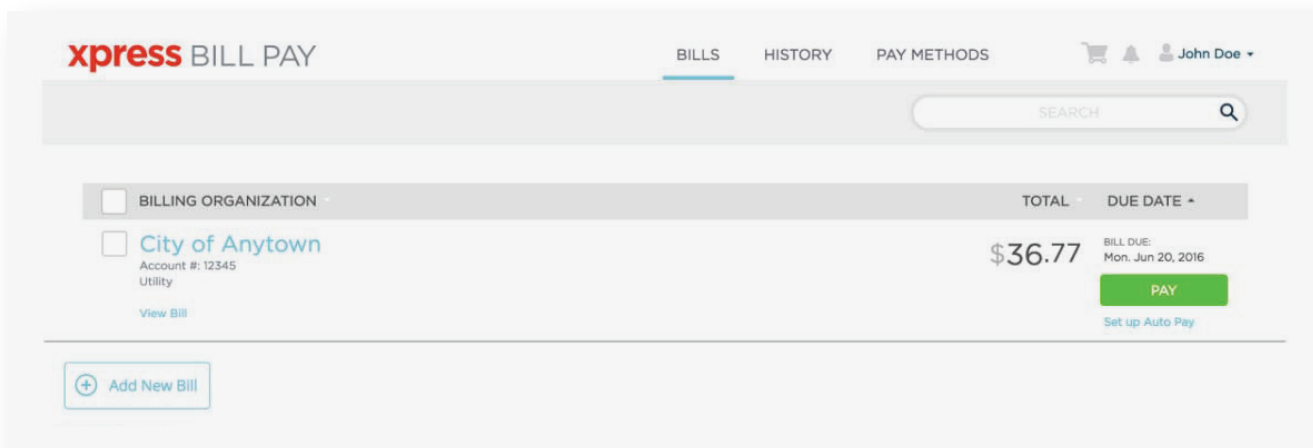
Add New Bill Step 3 of 3

YOU HAVE SUCCESSFULLY ADDED YOUR BILL!

Now that Utility Account # 12345 for City of Anytown 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 bill 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 the **“Bills”** main page. You will be able to set up an auto pay at any time.



xpress BILL PAY

[BILLS](#) [HISTORY](#) [PAY METHODS](#)

SEARCH

BILLING ORGANIZATION	TOTAL	DUE DATE
<input type="checkbox"/> City of Anytown Account #: 12345 Utility View Bill	\$36.77	BILL DUE: Mon, Jun 20, 2016 PAY Set up Auto Pay

[+ Add New Bill](#)

If you have other organizations that you want to link, select **“Add New Bill”** 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



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

[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

Select Pay Method
☐ Use a different credit/debit card
☐ Use a different bank account

Billing Information
John Doe
123 Any Street
Anytown, AZ 85253
[Edit](#)

Receipt Options
Email: johndoe@email.com
[+ Add New Email](#)

Payment Details

Payment Amount:
\$36.77

Billing Details

Item	Amount
Anytown Utility for #12345 at 123 Any Street	\$36.77
Statement Total	\$36.77

[Submit Payment](#)

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

If the billing organization that you are paying accepts both forms of payment, you can choose by selecting the radio button below **“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

Checkout

Payment Options

Select Pay Method

☐ Use a different credit/debit card

☒ Use a different bank account

Bank Account

Account Type

Checking

Personal

Bank Name

Zions Bank

Routing Number

124000054

Need help?

Account Number

123456

Billing Address

First Name

John

Last Name

Doe

Address

123 Any Street

City

Anytown

State

Arizona

ZIP

85253

Contact

Phone Number

(123) 456-7891

Email Address

john.doe@email.com

☐ Save for future use

Payment Details

Payment Amount:

\$36.77

Billing Details

Item	Amount
Anytown Utility for #12345 at 123 Any Street	\$36.77

Statement Total \$36.77

Submit Payment

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

Receipt Options

Email

john.doe@email.com

+ Add New Email

Credit/debit Card

Checkout

Payment Options

Select Pay Method

☒ Use a different credit/debit card

☐ Use a different bank account

Credit/Debit Card

Card Information

Card Number

4111111111111111

Security Code

123

Need help?

Name on Card

John Doe

Expire Month

2

Expire Year

2017

Billing Address

First Name

John

Last Name

Doe

Address

123 Any Street

City

Anytown

State

Arizona

ZIP

85253

Contact

Phone Number

(123) 456-7891

Email Address

john.doe@email.com

☐ Save for future use

Payment Details

Payment Amount:

\$36.77

Billing Details

Item	Amount
Brigham City Fiber Optic for #410020687 at Property Assessment #: 20687	\$36.67

Statement Total \$36.77

Submit Payment

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

Receipt Options

Email

john.doe@email.com

+ Add New Email

If you elect to pay with an **electronic funds transfer 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.

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.



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CONTINUE TO STEP 9

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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 **ERROR** in red lettering. You may print the receipt for your records by clicking the printer image in the upper right. You may select **“Back to Home”** to be returned to the **“Bills”** 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](#)