

Instructions for First Time Users

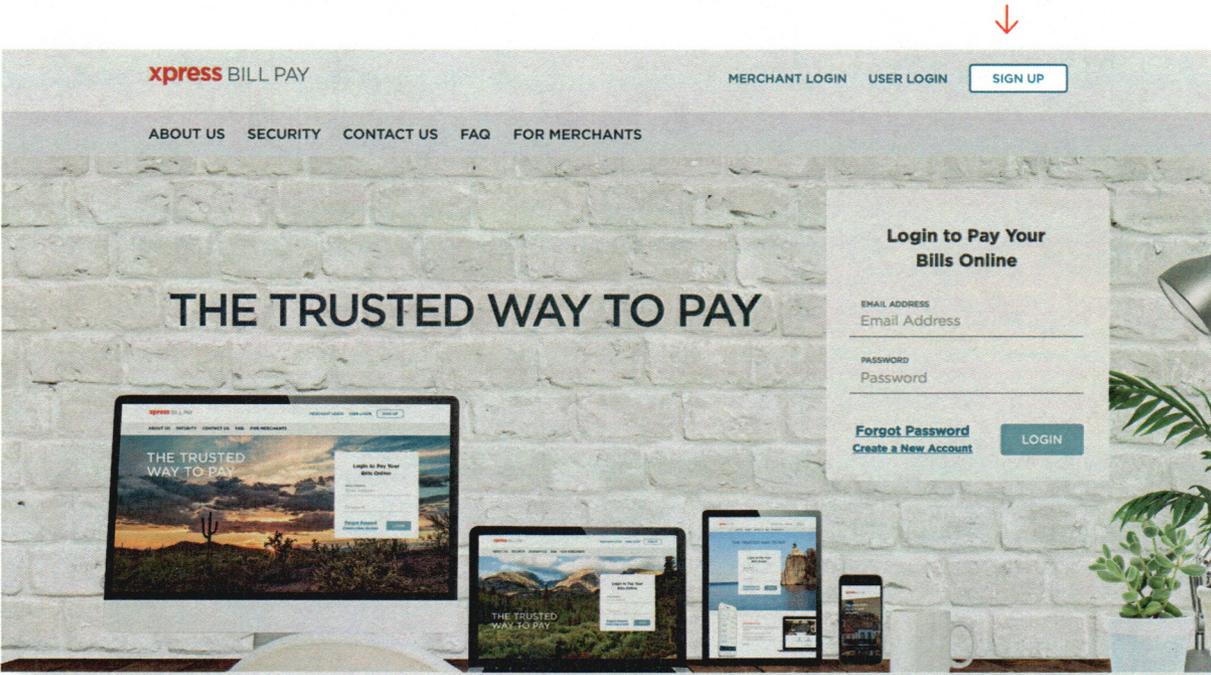
STEP 1: Go to www.xpressbillpay.com

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.

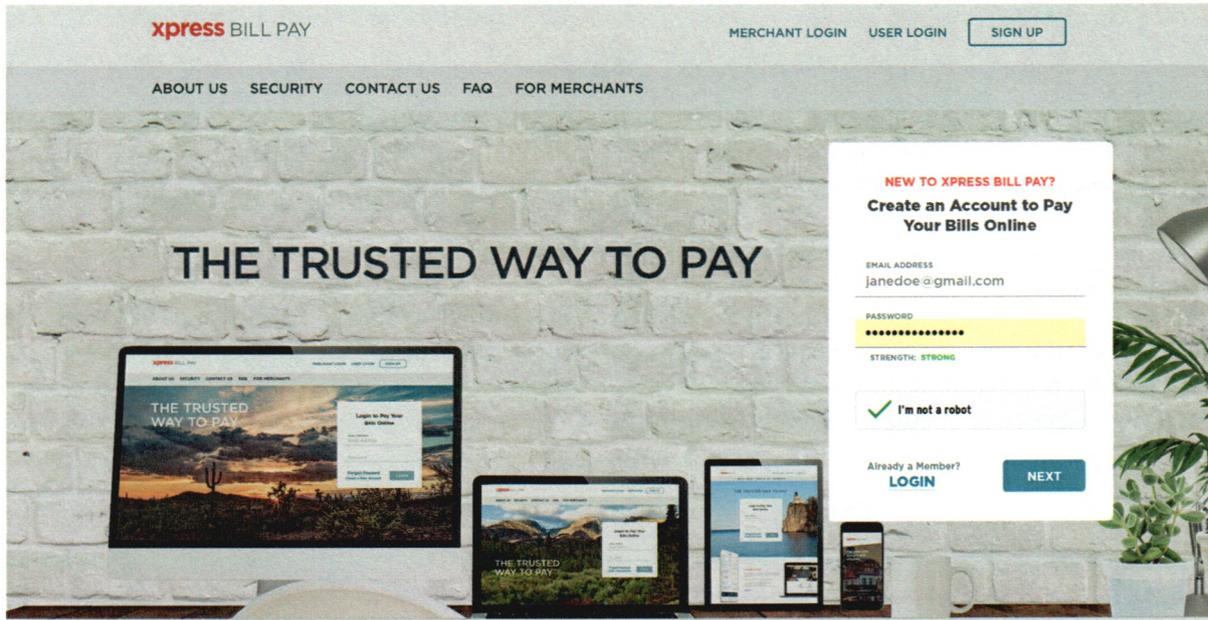


CONTINUE TO STEP 2



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.



Fill in the form with all of the required information. Read the terms and conditions and the privacy policy, then select the box indicating that you have read and agree with them. When completed, select "NEXT."

ACCOUNT TYPE
Personal

FIRST NAME
John

LAST NAME
Doe

PHONE
(480) 123-4567

ADDRESS
1234 Any Street

CITY
AZ

STATE/TERRITORY
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.

JUST ONE MORE STEP...

Please verify your email address so you can sign in if you ever forget your password. We've sent a confirmation email to:

john.doe@email.com

If you have not received it, you can [resend the confirmation email](#).

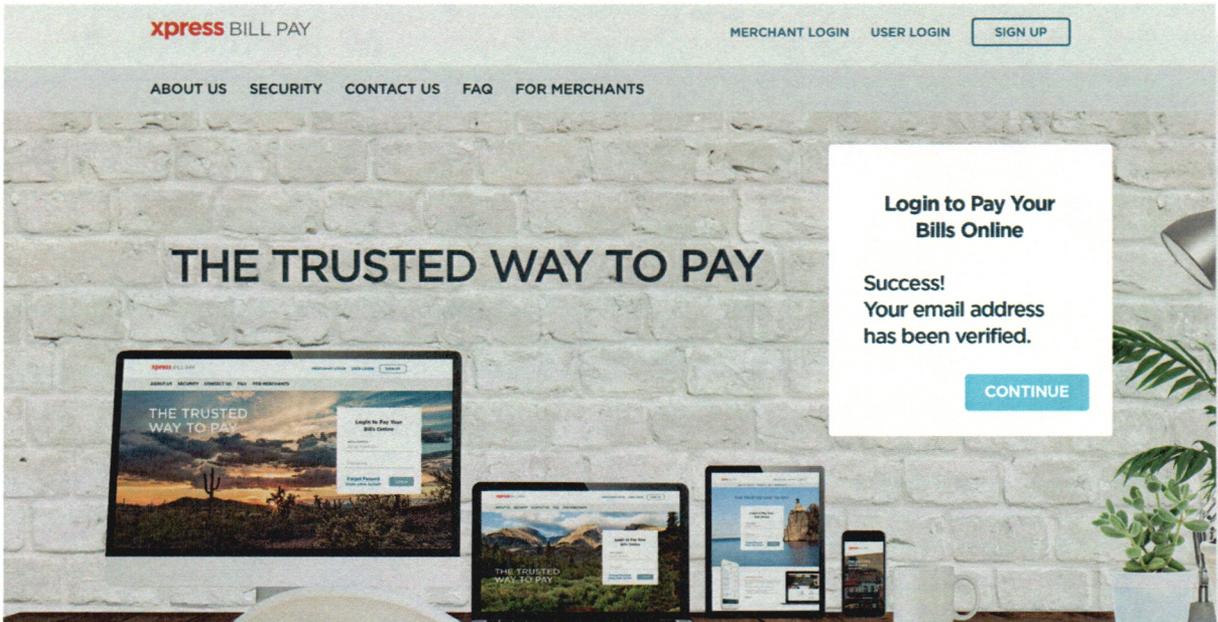


xpress BILL PAY

Verify Email Address

If you registered for an Xpress Bill Pay account using your email address of **john.doe@email.com**, continue below to enable your account. If you did not register for an account, please disregard this email.

Verify Email



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."



STEP 5: Locate Bill

The screenshot shows a web form titled "Add New Bill" at "Step 2 of 3". The instructions say: "Enter the following information as it appears on your City of Anytown bill:". The form includes a "Bill Type" dropdown menu set to "Utility". Below it are two input fields: "Account Number" with the value "123456" and "Last Name or Business Name" with the value "Doe". There is a checkbox labeled "Opt in for Paperless eBill on this account" which is currently unchecked. At the bottom left is a "< Back" link, and at the bottom right is a "Locate Bill" button. Two red arrows on the right side of the form point to the "Account Number" and "Last Name or Business Name" fields.

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."



The screenshot shows the "Add New Bill" form at "Step 3 of 3". It displays the located account information: "Utility Account # 12345 for City of Anytown". The "BILLING ADDRESS" is listed as "DOE, JOHN, 123 ANY STREET, ANYTOWN, AZ 85253". The "SERVICE ADDRESS" is listed as "123 ANY STREET". Below this information is the question "Is this your account information?". At the bottom left is a "< Back" link, and at the bottom right is a green "Add New Bill" button. A red arrow on the right side of the form points to the "Add New Bill" button.

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.

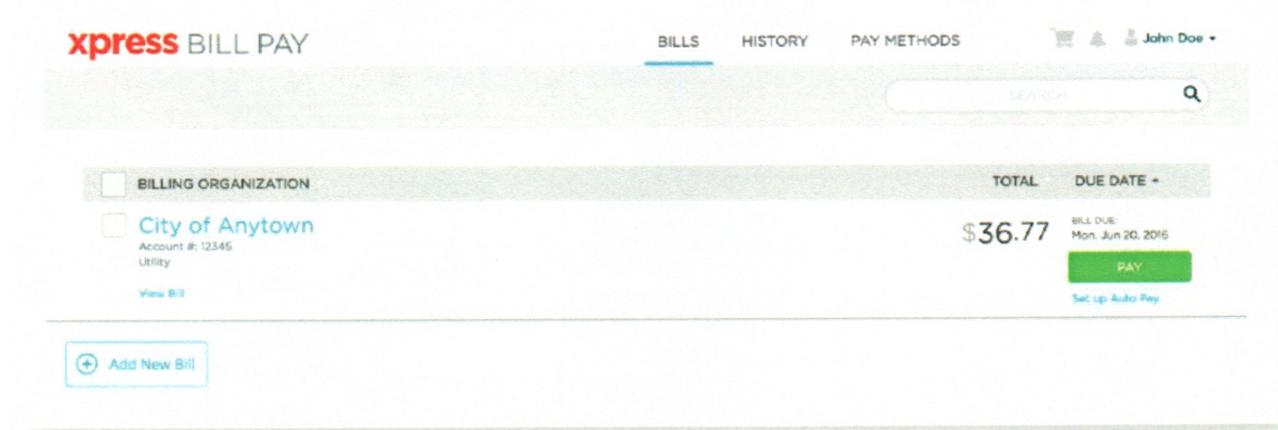
CONTINUE TO STEP 6



STEP 6: Manage Bills



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.



If you have other organizations that you want to link, select "Add Account" 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

ACCOUNT #: 12345 DUE: 6/20/2016 AMOUNT: \$36.77

123 ANY STREET
ANYTOWN AZ 85253

[Remove](#) | [Edit Amount](#)

[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 [Edit](#)
123 Any Street
Anytown, AZ 85253

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 Cancel

Account Type: Personal

Bank Name:

Routing Number: Need help?

Account Number:

Billing Address

First Name: Last Name:

Address: City:

State: ZIP:

Contact

Phone Number: Email Address:

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

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

Submit Payment

Receipt Options

Email:

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.

Credit/debit Card

Checkout
Payment Options

Select Pay Method
Use a different credit/debit card

Credit/Debit Card Cancel

Card Information

Card Number:

Security Code: Need help?

Name on Card:

Expire Month: Expire Year:

Billing Address

First Name: Last Name:

Address: City:

State: ZIP:

Contact

Phone Number: Email Address:

Save for future use

Use a different bank account

Payment Details

Payment Amount: **\$36.77**

Billing Details

Item	Amount
Bingham City Fiber Optic for #10020687 at Property Assessment #: 20687	\$36.77
Statement Total	\$36.77

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

Submit Payment

Receipt Options

Email:

Add New Email

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.



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.

The screenshot shows a payment receipt interface with a green border and a decorative top and bottom edge. At the top left is a link « Back to Home. At the top right are printer and share icons. The main heading is SUCCESS! in large green letters. Below it, a message states: "Your payment has been submitted. Here is your receipt." The date and time are 25 July 2016 @ 12:24PM. A table lists the payment details, including a utility bill for \$36.77 and a total of \$36.77. Below the table, it says "An email receipt was sent to johndoe@email.com." At the bottom is a link "Pay Another Bill".

« 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](#)