

Instructions for First Time Users

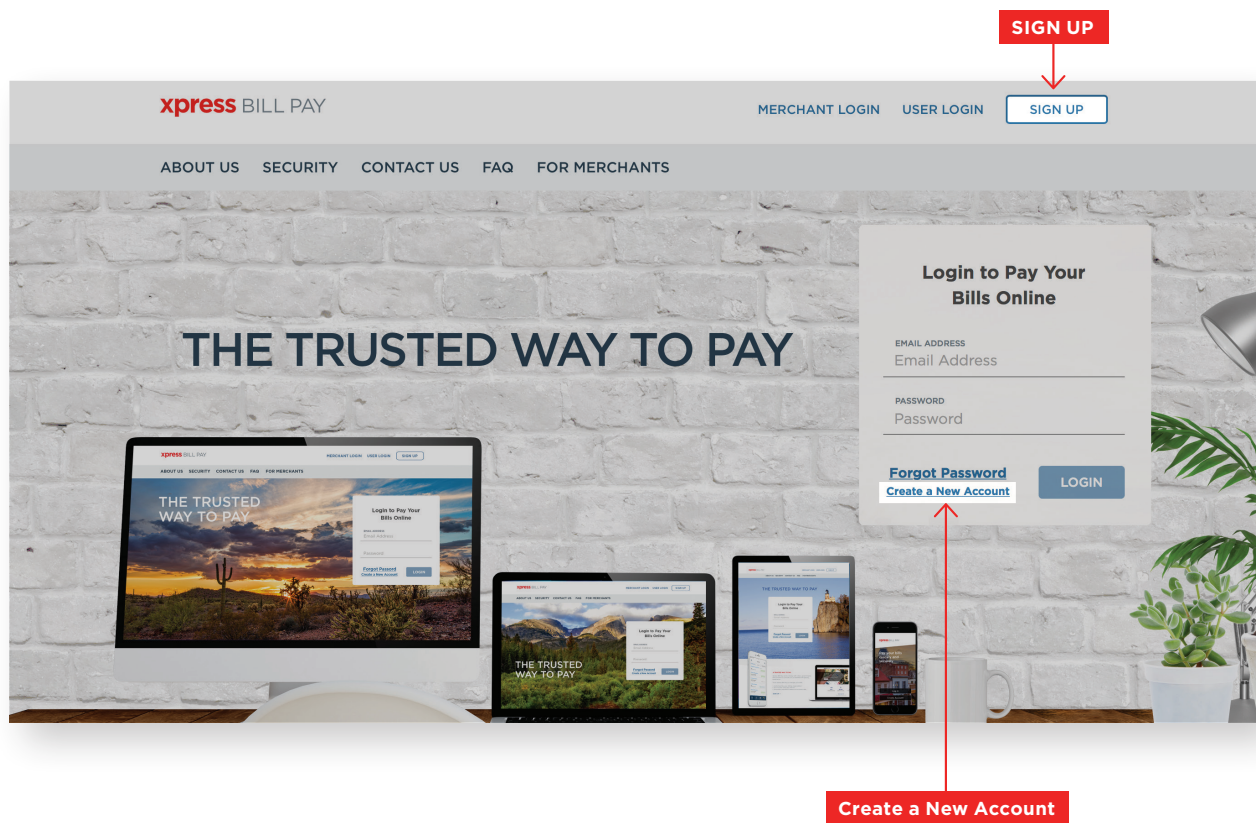
STEP 1: Go to www.xpressbillpay.com

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.

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
jondoe@gmail.com

CREATE A PASSWORD
Create a password

CONFIRM YOUR PASSWORD
Confirm your password

Please enter a password that:

- is at least 7 characters long
- contains at least one alpha character
- contains at least one number
- does not contain any spaces
- is less than 30 characters long

☒ I'm not a robot

reCAPTCHA
Privacy - Terms

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.

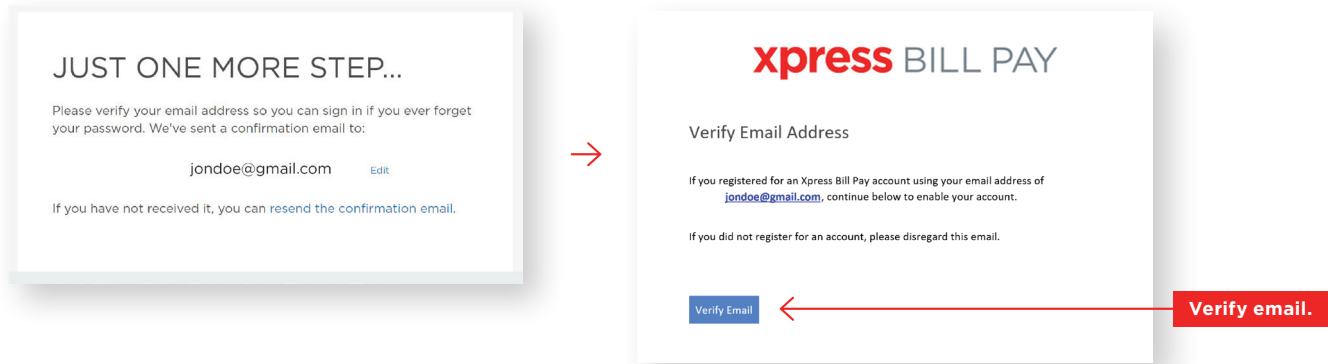
☒ I have read and agree to the Terms & Conditions and Privacy Policy

NEXT

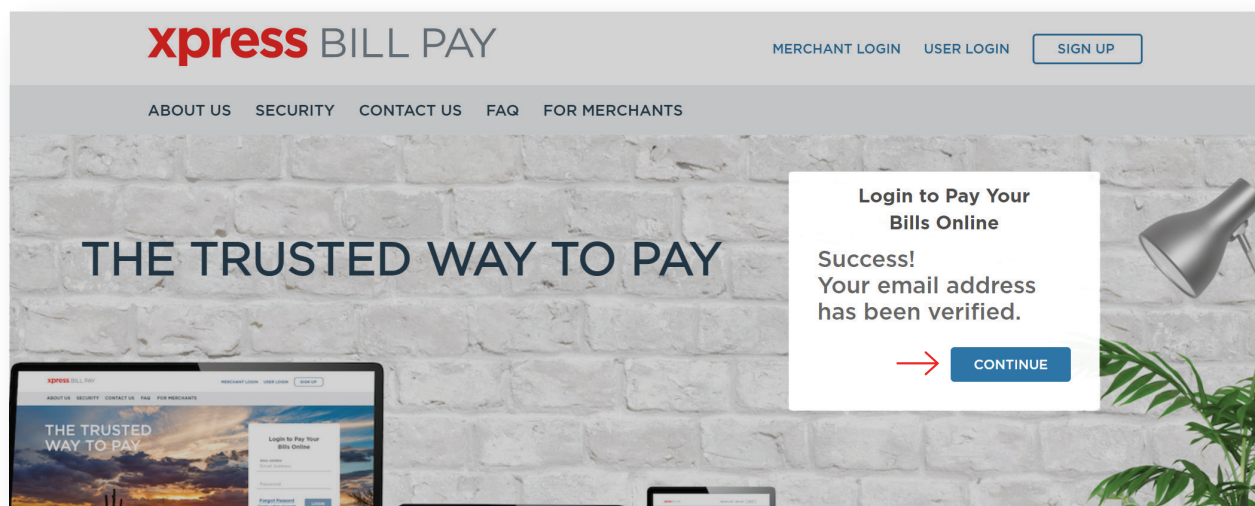
CONTINUE TO STEP 3

STEP 3: Secure Verification

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.



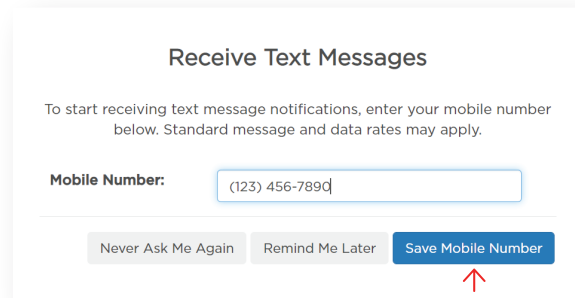
After clicking the “Verify Email” button, you will be automatically redirected to the screen above. Please click **“CONTINUE”** to log in to your new Xpress Bill Pay account.

CONTINUE TO STEP 4



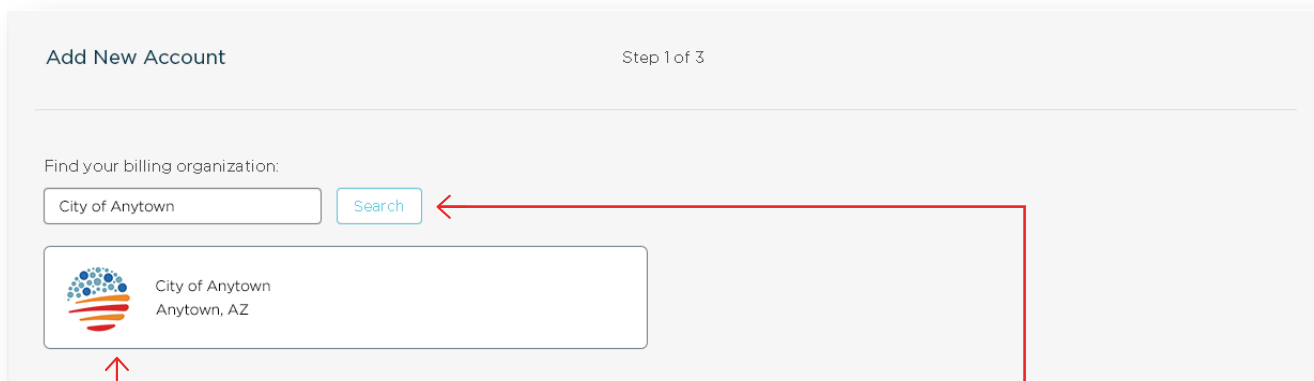
STEP 4: Receive Text Messages

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.



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.



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 5

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 ← Enter Information

Last Name or Business Name

← Back Locate Account ← 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

← Back Add Account ← Add Account

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.

Take over payment Add me as a payer ↑

Enter the following information to verify the account

Service street address as it appears on the current bill

Enter street address

Amount due on the current bill

Enter amount due

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 6



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 ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET HISTORY

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?

Not Now Set up Auto Pay

Set up Auto Pay

xpress BILL PAY Jon Doe

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

Auto Pay (Off) Edit
Paperless (Off)

Enter a nickname
Remove Account

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

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

Service Address
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

MAKE A PAYMENT \$68.03
Pay custom amount

Total Charges

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

Make a Payment

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 7

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
Remove | Full Amount

ACCOUNT #: 12345 DUE: 1/10/2021 AMOUNT: 68.03

Remove All | Add More Bills to the Cart

Add More Bills to the Cart

Cart Summary

Total Amount: \$68.03

☒ PAY NOW
☐ SCHEDULE PAYMENT ON

Proceed To Checkout

Proceed to Checkout

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

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.

« Back to Cart

Checkout

Payment Options

Accepted Pay Method(s)

☒ eCheck ☒ 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 8

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

Add New Payment Method

Select Payment Type

Bank Account (Recommended)

Routing Number

Account Number

Billing Information

First Name

Last Name

Billing Address

City

State

ZIP

Province

Contact Information

Phone Number

Email Address

Payment Amount: \$68.03

Review and Confirm

Confirm

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

CREDIT/DEBIT CARD

Checkout
Payment Options

Accepted Pay Method(s)

Select Pay Method

Add New Payment Method

Select Payment Type

Credit/Debit Card

Card Number

Name on Card

Expiry Month

Expiry Year

Security Code

Billing Information

First Name

Last Name

Billing Address

City

State

ZIP

Province

Contact Information

Phone Number

Email Address

Payment Amount: \$68.03

Review and Confirm

Confirm

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 9



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

Review the entered information, and if all is correct, select **“Submit Payment.”** If you need to edit some information, select, **“Back to Checkout”** in the top left-hand corner.

« 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		Payment Details		Edit
Billing Name:	Jon Doe	Payment Type:	Bank Account	
Billing Address:	123 Any Street Anytown, AZ 85253	Payment Nickname:	Home	
Billing Phone:	(234) 567-8901	Routing #:	****0021	
Account Number(s):	12345	Account #:	****4321	

Receipt Options Edit

Email: jondoe@gmail.com

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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 ←