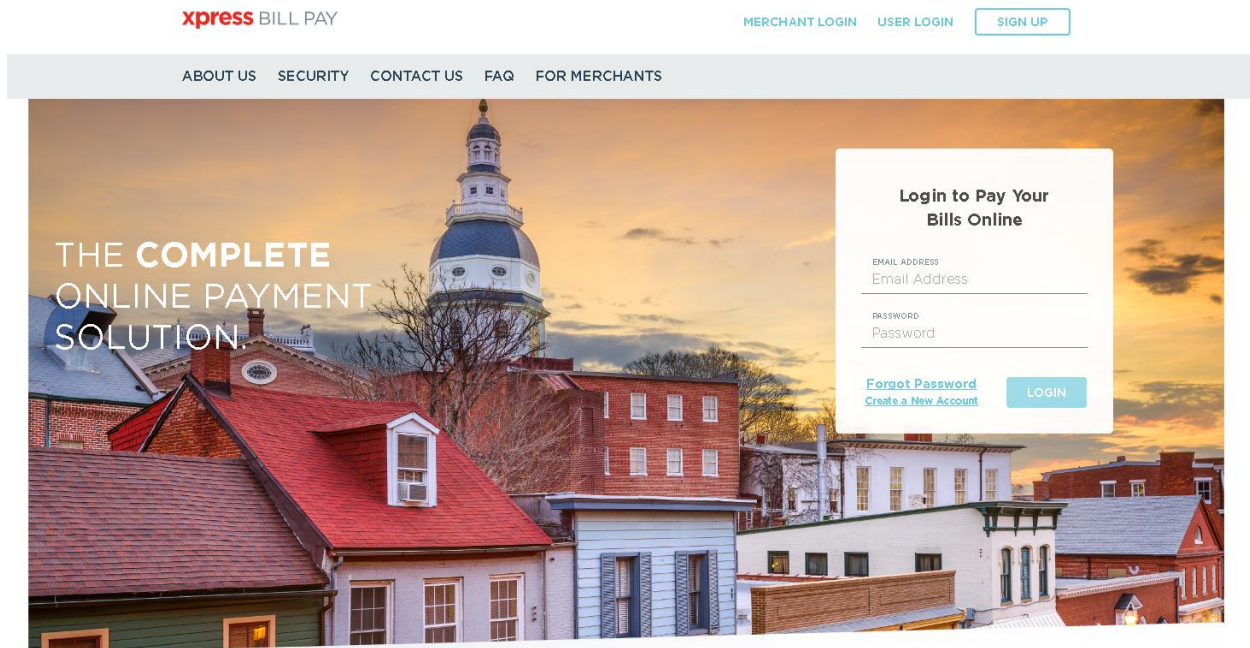


xpress BILL PAY

Instructions for First Time Users

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.

2. Set Up New Account Information

xpress BILL PAY

MERCHANT LOGIN USER LOGIN SIGN UP

ABOUT US SECURITY CONTACT US FAQ FOR MERCHANTS

THE COMPLETE
ONLINE PAYMENT
SOLUTION.

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

EMAIL
johndoe@email.com

PASSWORD

STRENGTH: **STRONG**

☐ I'm not a robot

Already a Member?
[LOGIN](#)

NEXT

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.

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

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”**

3. Secure Verification

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:

johndoe@email.com

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

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.

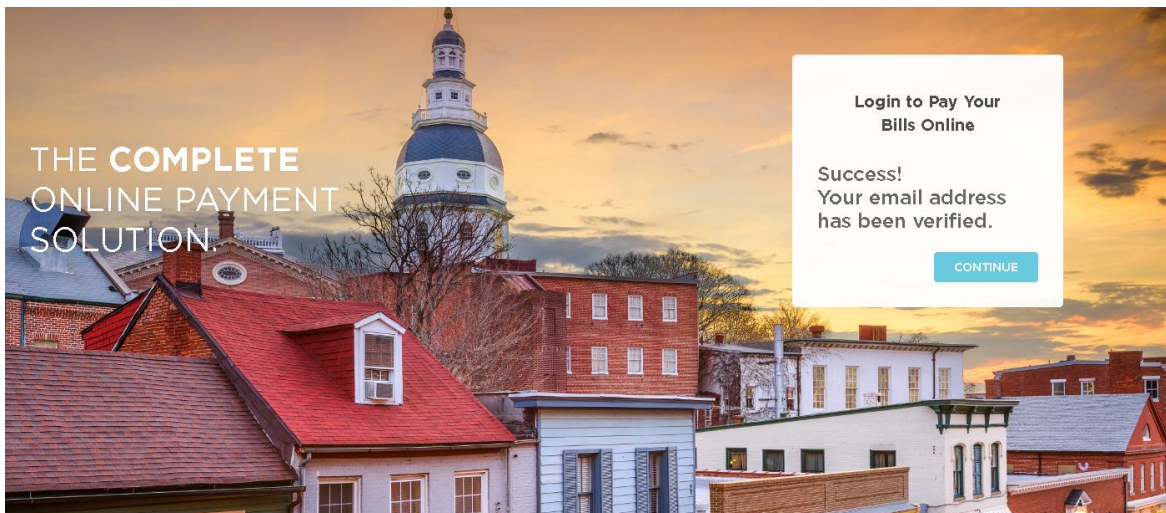
xpress BILL PAY

Verify Email Address

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

Verify Email

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.



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.

Add New Bill

Step 1 of 3

Find your billing organization:

Search



City of Anytown
Anytown, AZ

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**”.

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.

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

John Doe

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 <div>PAY</div> Set up Auto Pay |

[+ Add New Bill](#)

Utility Signup

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.

7. Cart Checkout

Bill Cart

Cart Contents

City of Anytown

Utility

123 ANY STREET
ANYTOWN AZ 85253

Remove | Edit Amount

Remove All | Add More Bills to the Cart

ACCOUNT #:

12345

DUE:

6/20/2016

AMOUNT:

\$36.77

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.

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.

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.



Payment Checkout

Checkout

Payment Options

Select Pay Method

Use a different credit/debit card

Use a different bank account

Bank Account

Account Type

Bank Name

Routing Number

Account Number

Billing Address

First Name

Last Name

Address

City

State

ZIP

Contact

Phone Number

Email Address

Save for future use

Receipt Options

Email

john.doe@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.

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

Checkout

Payment Options

Select Pay Method

Use a different credit/debit card

Use a different bank account

Bank Account

Account Type

Bank Name

Routing Number

Account Number

Billing Address

First Name

Last Name

Address

City

State

ZIP

Contact

Phone Number

Email Address

Save for future use

Receipt Options

Email

john.doe@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.

When billing information is entered completely and everything appears to be correct, click the “**Submit Payment**” option.

9.

Payment Receipt

[« 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 Confirmation Number: 1234 Transaction Number: 1234PT Pay Method: Visa *****1111 | \$36.77 |
| Total | \$1.00 |

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

[Pay Another Bill](#)

With a successful payment, the above screen is displayed. If the payment is unsuccessful for any reason, the green SUCCESS! message will not display. 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.