

# Xpress Bill Pay™

## Instructions For First Time Users

- 1 Go to [www.xpressbillpay.com](http://www.xpressbillpay.com)

Merchant Login

**Xpress Bill Pay™**  
Innovative Internet Payment Systems

About Us   Security   Frequently Asked Questions   Contact Us

**▶ New to Xpress Bill Pay?**  
Register, and Start Paying Your Bills Now!  
[Go >>](#)

**▶ Registered User Login**

Email Address:

Password:  
 [Login >>](#)  
[Forgot your password?](#)

**Xpress Bill Pay** provides *Fast, Secure* and *Convenient* online bill payment solutions. Now you can manage your entire bill payment process online anytime, anywhere you have Internet availability.

- ▶ **Fast** – no envelopes, stamps or hassles, bills are paid in minutes
- ▶ **Secure** – we use the same high level of security as the leading online banking and financial service sites
- ▶ **Convenient** – email reminders tell you when bills arrive, are due and paid - you can also set auto pay and not worry about them again

✓ **World class bill payment solutions with world class customer service!**  
**Xpress Bill Pay's goal is to become the one-stop shop to manage all of your online bill payment needs.**

[Extend my bill](#) with [billfloat.](#)

McAfee SECURE™  
TESTED DAILY 21-MAY

VISA       
**PCI Compliance Information**

**Save Time and Money using Xpress Bill Pay for your company!**

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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 "Go" button under "New to Xpress Bill Pay?" on our main Home Page. You will be presented with the following screen.

# 2 Set Up New Account Information



**New Account Setup**

*Have you already setup an account?*

⚠ *Need to update your email address?* Don't create a new account! Simply login to your current account, click "My Information" and update your email login.

⚠ *Forgot your password?* Don't create a new account! Click [HERE](#) to have your password sent to you.

**\* Denotes a required field.**

First Name: \*  Last Name: \*

Address: \*  City: \*

State: \*  Zip: \*

Phone: \*

Email Address: \*   
(Your e-mail address will be your Login ID)

Confirm Email: \*   
(You can change your Login ID at any time by clicking "My Information")

Create a Password: \*  Confirm Password: \*

(5 Character minimum)

**Notice:** Your personal information or e-mail address will **NOT** be sold or rented to third parties for marketing purposes without your permission.

**Terms and Conditions:**  
Please read the Privacy Policy and Terms & Conditions by clicking below. They contain important information concerning the privacy and security of your information. You must agree to the Privacy Policy and Terms & Conditions to continue.

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

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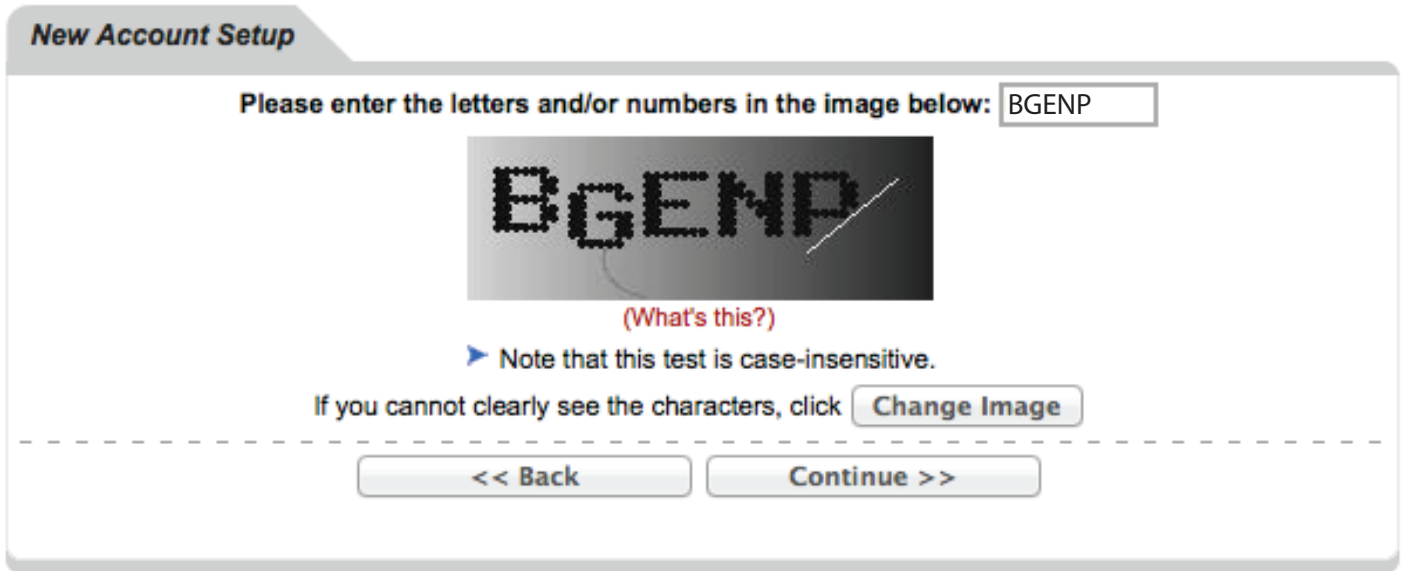
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Fill in the form with all of the required information. Read the term and conditions, and the privacy policy. Select the box indicating that you have read and agree to the terms and conditions and privacy policy.

When completed select "Continue".


# 3

## Secure Verification



**New Account Setup**

Please enter the letters and/or numbers in the image below:



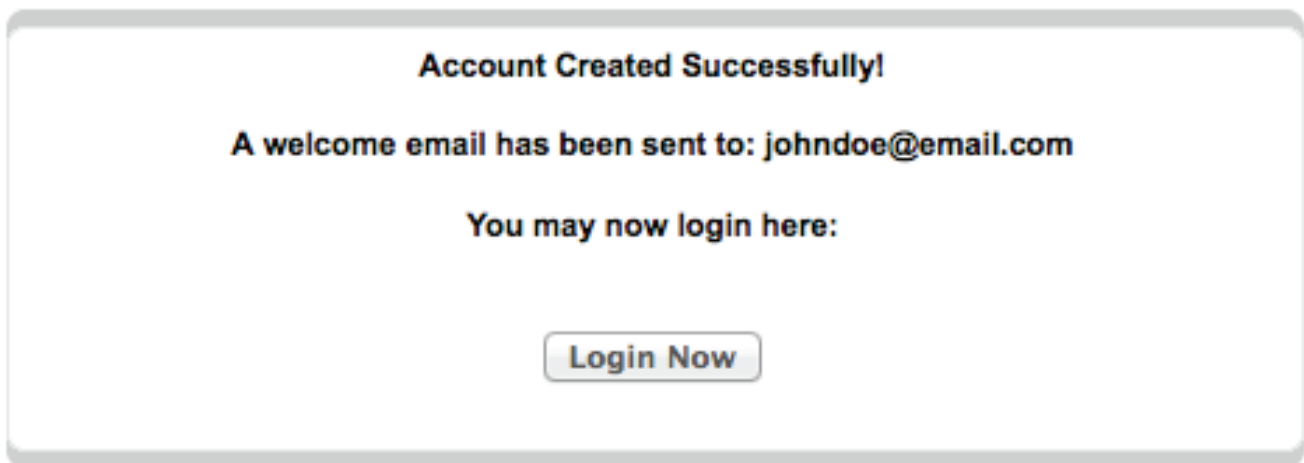
(What's this?)

► Note that this test is case-insensitive.

If you cannot clearly see the characters, click

---

The above secure verification screen is required to create an account. Enter the information seen in the graphic as displayed in the box provided. The information is not case sensitive. If you have difficulty in seeing any of the information in the graphic, select the “change image” button and you will be provided a new image. If you continue with difficulty seeing this screen please call 1-800-766-2350 for technical support. Once you have entered the information, please select “Continue”.



**Account Created Successfully!**

**A welcome email has been sent to: johndoe@email.com**

**You may now login here:**

With the successful creation of a new account you are presented with the above screen for first time login. When you come back for future visits you need only enter your username/email address on the main page under “Registered User Login”.

Once logged in for the first time, you’re presented with the following screen.

# 4

## Locate Billing Organization

**Xpress Bill Pay**  
Innovative Internet Payment Systems

**Navigation**

- Home
- Add New eBills
- View Xpress Cart
- Xpress Cart Checkout
- Xpress Wallet
- Auto Pays
- Auto Pay Schedule
- Transaction History
- eBill History
- Edit Contact Information
- Help
- Contact Us

**Search for an eBill Provider by Name**

<< Back

Below are organizations that are close to the zip code you entered. If you do not see your organization here, try searching by name.

**Select your Billing Organization**

Organization	City	State	Zip
<b>▶ SELECT</b> City of Anytown	Anytown	AZ	<b>85253</b>

**Search Billing Organizations**

Enter the name, city, state or zip code of the organization:

**\* Can't find the company you are looking for?**  
**View all organizations or make a request for your organization.**

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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 each billed account.

Select your city or billing organization from the list of organizations on the page.

# 5

## Locate eBill

**Locate eBill Information**

**Step 1:** Enter your *City of Anytown* Account Number as it appears on your bill.

Account Number: \*

**Step 2:** Enter the Paper Statement's "Billing" Last Name or Company Name.

Last or Company Name: \*

**Step 3:** Opt in for Paperless eBill on this account.

Opt In:

Enter the requested information on the locate 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. You can also elect to have your paper bill eliminated if you select the paperless billing option. Select "Locate Account".

**Confirm Your Account Information**

Utility Account # 12345 for *City of Anytown*

<b>Billing Address</b>	<b>Service Address</b>
Doe, John 1234 Any Street Anytown, AZ 85253	1234 Any Street Anytown, AZ 85253

-----

*Is this your account information?*

When the account is located, the information concerning the account is displayed. Select "Yes" if the account information matches. Select "No" 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 eBills

The account was added successfully! Would you like to configure Auto Payments on this account?









No

Setup 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 click "Setup Auto Pay" if not click "No" and you will be taken back to the "Manage My eBills" main page. You will be able to set up an auto pay at any time.

**Manage My eBills**

*Welcome Back, John Doe!*

<a href="#">View/Pay eBills</a>	 View current bill details and/or pay your bill.
<a href="#">Xpress Wallet</a>	 Store payment information for convenience.
<a href="#">Auto Pays</a>	 Setup automatic payments for your bills.
<a href="#">Paperless Billing</a>	 Change your paperless billing options.
<a href="#">View Past eBills</a>	 View and/or print previous bills.
<a href="#">Add New eBills</a>	 Xpress Bill Pay allows you to manage multiple bills from multiple companies using just one login. Click "Add New e-bills" or Click the organization name in the list under "Billing Organizations Near You" found on this page and follow the steps for each account.
<a href="#">Remove Accounts</a>	 Use this when you close an account with a billing organization.
<a href="#">Request Utility Service</a>	 Request utility service for a new address (participating organizations only).

**Click to Add Billing Organizations Near You:**

- ▶ Town of Paradise Valley, AZ
- ▶ Town of Cave Creek, AZ
- ▶ City of El Mirage, AZ
- ▶ Town of Buckeye, AZ
- ▶ Town of Wickenburg, AZ
- ▶ City of Eloy, AZ


If you have other billed accounts that you want to link, select "Add New eBills" and follow the previous steps.

To begin paying a bill select "View/Pay eBills" a representation of the city bill similar to the one on the next page will be presented.



# 7

## Pay This Bill




**Xpress Bill Pay**  
Innovative Internet Payment Systems

**Navigation**


- Home
- Add New eBills
- View Xpress Cart
- Xpress Cart Checkout
- Xpress Wallet
- Auto Pays
- Auto Pay Schedule
- Transaction History
- eBill History
- Edit Contact Information
- Help
- Contact Us

Logout

Current eBill for Account#12345

<< Back Printer Format 

The information displayed here is provided by the City of Anytown. If there is a discrepancy, please contact the City of Anytown. Please note that this bill is only displaying payments made on or after 02/01/2013. Payments made directly to the City of Anytown may or may not be displayed here.



**City of Anytown**  
1234 E 500 N  
Anytown, AZ 85253  
480-123-3456  
Monday - Friday 8:00am - 5:00pm Office Closed from 12:00 noon to 1:00 pm

<< Prev Bill Select Bill Period: 01/31/2013 Pay this Bill >>


<b>Billing Address</b> JOHN DOE 1234 ANY STREET ANYTOWN, AZ 85253	<b>Service Address</b> 1234 ANY STREET ANYTOWN, AZ 85253	<table border="1"><thead><tr><th colspan="2">Account Information</th></tr></thead><tbody><tr><td>Billing Period:</td><td>01/31/2013</td></tr><tr><td>Due Date:</td><td>01/25/2013</td></tr><tr><td>Account #:</td><td>12345</td></tr></tbody></table>	Account Information		Billing Period:	01/31/2013	Due Date:	01/25/2013	Account #:	12345
Account Information										
Billing Period:	01/31/2013									
Due Date:	01/25/2013									
Account #:	12345									

Description	Read Date	Prev Reading	Present Reading	Total Usage
SW	00/00/0000	0	0	0

<b>Previous Payment Date:</b>	12/28/2012
<b>Previous Payment Amount:</b>	\$83.27

Total Charges	
SEWER:	\$83.27
FIRE:	\$40.00
<b>Statement Charges:</b>	<b>\$123.27</b>

**Total Amount Due: \$123.27**

 See the enclosed flyer regarding the new Fire Service Fee

Pay this Bill >>

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You are presented with a complete representation of your bill. In this example the bill for a city utility is displayed. To pay the bill select "Pay this Bill".

# 8

## Xpress Cart

Step 1 Xpress Cart    Step 2 Cart Checkout    Step 3 Confirmation

- ▶ The "Item Amount" can be changed if it appears in a red box.
- ▶ The "Quantity" can be changed if it appears in a red box.
- ▶ Make sure to click "Update" to save your changes.

Remove	Acnt/Part#	Item	Quantity	Item Amount	Extended Amount
	12345	Utility	1	\$ 123.27	\$123.27
<input type="button" value="Empty Cart"/>		<b>TOTAL:</b>			\$123.27

If this is the only bill that you want to pay select "Continue" if there are additional bills with this same organization, select "Add More Items". Because each organization maintains the merchant account that is required to accept electronic payments, you cannot add bills for different organizations to the same cart.

When you select "Continue" you are taken to the cart checkout screen. You can select which type of payment that you would like to use. There are several options including an electronic funds transfer from checking or savings, or Credit/Debit card.

If the organization that you are paying accepts both forms of payment, you can choose by selecting the radio button next to "Payment Method" at the top of the screen.

Step 1 Xpress Cart    Step 2 Cart Checkout    Step 3 Confirmation

**Order Subtotal: \$123.27**

**Payment Method**

eCheck/Electronic Fund Transfer (EFT):

Credit/Debit/Check Card:

**Billing Information**

\* Denotes a required field.

First/Company Name: \*

Last Name:

Street Address: \*

City: \*     State: \*     Zip: \*

Phone:

E-Mail:  (enter if you want a payment receipt)

**Please Note:** The billing name and address must match the mailing address of the Credit Card or Bank Account.



# 9

## Payment Methods

**Banking Account Information**

**Checking Account**

⑆ 2000 ⑆ 0 24 ⑆ 8 7884 884 ⑆ 7884

Bank Routing Number      Bank Account Number

Verify your information. Make sure you DO NOT include the check number in your account number entry.

Account Type: \*  Checking  Savings      Personal or Business: \*  Personal  Business

Routing Number: \* ⑆ [ ] ⑆      Verify Routing Number: \* ⑆ [ ] ⑆

**Notice1:** DO NOT use the Routing Number from your deposit slip! You must use the number from your check.

**Notice2:** Personal bank accounts list the routing number first and account number second. Business accounts will list account number first and the routing number second.

Account Number: \* [ ] ⑆      Verify Account Number: \* [ ] ⑆

Bank Name: \* [ ]

Save this payment information.

**EFT TERMS AND CONDITIONS** [Printer Format](#)

By submitting this form I declare that I am authorized to conduct transactions for the bank account listed above. I authorize the bank to debit that bank account for payment(s) of the indicated Anytown City billing account.

I understand that Anytown City will post this transaction on the account listed above as a

<< Back      I AGREE -> Continue >>

Enter the required information on the payment 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 card make certain that you verify the billing address. An incorrect address can cause delay or decline of the card.

**Billing Information**

\* Denotes a required field.

First/Company Name: \* [ John ]

Last Name: [ Doe ]

Street Address: \* [ 1234 Any Street ]

City: \* [ Anytown ]      State: \* [ AZ ]      Zip: \* [ 85253 ]




Phone: [ 480-123-4567 ]

E-Mail: [ johndoe@email.com ] (enter if you want a payment receipt)

**Please Note:** The billing name and address must match the mailing address of the Credit Card or Bank Account.

**Credit Card Information**

The City of Anytown accepts the following credit cards:

Enter credit card information below:

Credit Card Number: \* [ ]      Expiration: \* [ Month ] [ Year ]

CCV Number: \* [ ]

Save this payment information.

<< Back      **Continue >>**

When billing information is entered completely select "Continue".

# 10

## Complete Payment


Step 1 Xpress Cart   Step 2 Cart Checkout   Step 3 Confirmation

**Review & Confirm Your Order**

Items	Totals
Utility	\$123.27

Total Payment Amount: **\$123.27**

Billing Name: **John Doe**  
Billing Address: **1234 Any Street**  
Anytown, AZ 85253  
Billing Phone: **480-123-4567**  
Account/Reference Number(s): 12345

Payment Type: **Credit/Debit/ATM Card**   
Card Type: **Visa**  
Card Number: **XXXX-XXXX-XXXX-5660**  
Expiration: **03 / 2015**

Only Click the Complete Payment Button ONCE.

Check the amount that you intend to pay, the account numbers, etc. and select "Complete Payment". If any of the information is incorrect select "Step 2" to go back to the checkout screen.



### City of Anytown

1234 E 500 N  
Anytown, AZ 85253  
480-123-3456

Transaction detail for payment to *City of Anytown*      Date: 05/22/2012 - 9:50:26 AM

Transaction Number: 15446996PT  
Visa — XXXX-XXXX-XXXX-3688  
Status: *Successful*

Description	Reference #	Amt per Item	# Items	Total Amt
UTILITY	12345	\$123.27	1	<b>\$123.27</b>

**Billing Information**  
John Doe  
1234 Any Street  
Anytown, AZ 85253  
480-123-4567  
johndoe@email.com

**Total Paid:** **\$123.27**

|

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With a successful payment the above screen is displayed. If the payment is unsuccessful for any reason, the green background will be red and a failed transaction reason will be displayed. "Print" the receipt for your records and select "Close". You will be returned to the "Manage My eBills" home page.