

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
john.doe@email.com

PASSWORD
XXXXXXXXXX

TRUST US - 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.

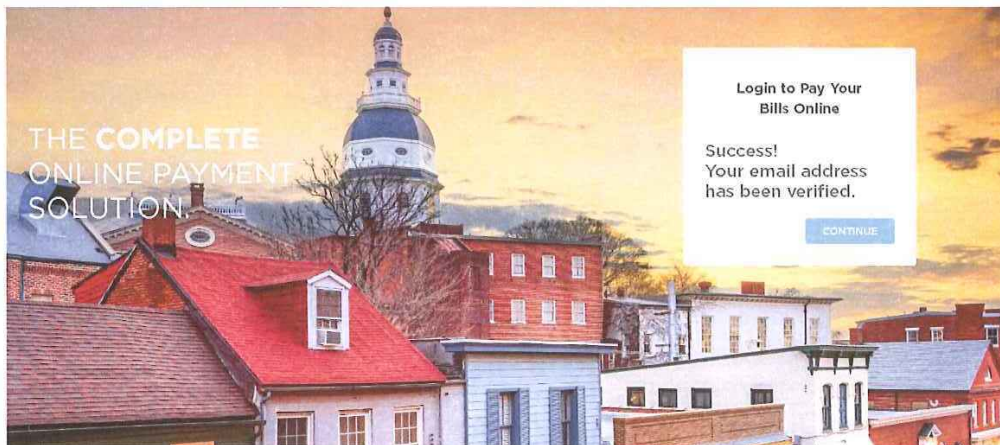
xpress BILL PAY

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:

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

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

BILLING ORGANIZATION

City of Anytown
Account #: 12345
Utility
View Bill

TOTAL DUE DATE

\$36.77 P.L. 014
Mon Jun 20, 2016

PAY
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

[+ 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 authorizing us to pay the above amounts.

8. Payment Checkout

The screenshot shows a web form titled "Checkout" with a sub-header "Select Pay Method". The form is divided into several sections:

- Bank Account:** Includes fields for Account Type (dropdown), Bank Name, Bank of America (checkbox), Routing Number (text), and Account Number (text).
- Billing Address:** Includes fields for First Name, Last Name, Address, City/Zip, State, and Country (dropdown).
- Contact:** Includes fields for Phone Number and Email Address.
- Payment Summary:** Shows "Payment Amount: \$36.77" and "Statement Total: \$36.72".
- Buttons:** A green "Submit Payment" button is located at the bottom right of the form.
- Receipt Options:** A section at the bottom with a "Print" button and a "Download Receipt" link.

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.

This screenshot is similar to the one above, but with the following differences:

- The "Account Type" dropdown is set to "Checking".
- The "Routing Number" field contains the value "95".
- The "Payment Summary" section shows "Payment Amount: \$36.77" and "Statement Total: \$36.77".
- The "Submit Payment" button is highlighted in green.

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	\$36.77
Confirmation Number: 1234	
Transaction Number: 1234PT	
Pay Method: Visa *****1111	
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.