

# Xpress Bill Pay™

## Instructions For First Time Users

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

[Admin Login](#)



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

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

**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.

**PCI Compliance Information**

**▶ Registered User Login**

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

- 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

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

**✔ 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.*

[Admin Login](#)

[f](#) [t](#) [g+](#) [i](#) [p](#) [in](#)   **PayItGreen** Good for the Environment. Good for You.   **GOODWAY VERIFIED & SECURED** World Security   **SECURITYMETRICS** PCI Certified

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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.

<b>First Name:</b> *	<input type="text" value="John"/>	<b>Last Name:</b> *	<input type="text" value="Doe"/>
<b>Address:</b> *	<input type="text" value="1234 Any Street"/>	<b>City:</b> *	<input type="text" value="Anytown"/>
<b>State:</b> *	<input type="text" value="AZ"/>	<b>Zip:</b> *	<input type="text" value="85253"/>
<b>Phone:</b> *	<input type="text" value="480-123-4576"/>		
<b>Email Address:</b> *	<input type="text" value="johndoe@email.com"/>		
<small>(Your e-mail address will be your Login ID)</small>			
<b>Confirm Email:</b> *	<input type="text" value="johndoe@email.com"/>		
<small>(You can change your Login ID at any time by clicking "My Information")</small>			
<b>Create a Password:</b> *	<input type="password" value="*****"/>	<b>Confirm Password:</b> *	<input type="password" value="*****"/>

**The password must:**

- be between 7 - 30 characters long
- contain at least one alpha character
- contain at least one number
- not contain any spaces

Please check the box below and follow any instructions.  
[\(What's this?\)](#)

I'm not a robot

reCAPTCHA  
[Privacy](#) - [Terms](#)

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**Terms and Conditions:**

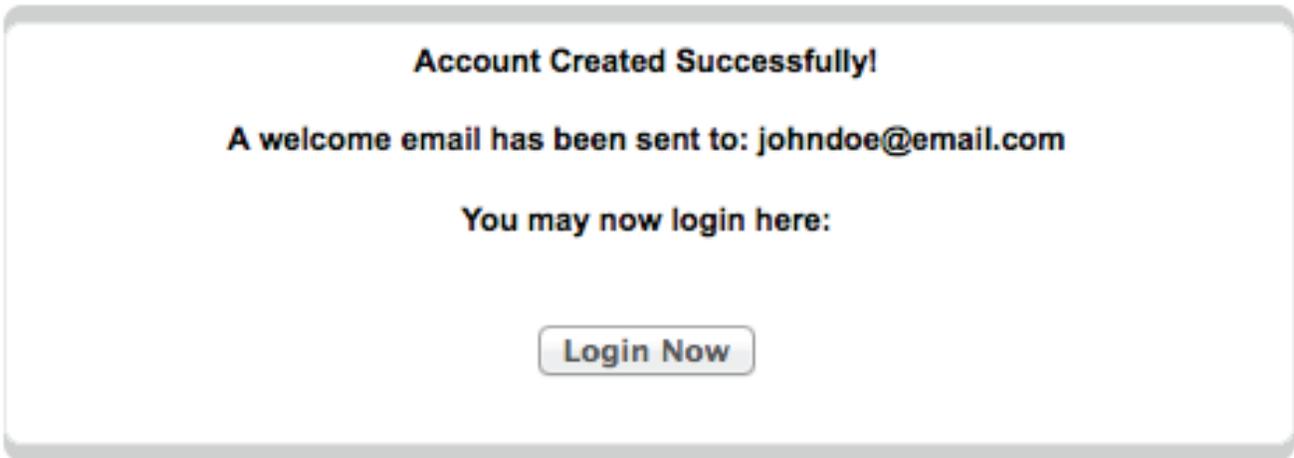
Please read the [Privacy Policy](#) and [Terms & Conditions](#) by clicking below. They contain important information concerning the privacy and security of your information. You must agree to the [Privacy Policy](#) and [Terms & Conditions](#) to continue.

I have read and agree to the [Terms & Conditions](#) and [Privacy Policy](#)

Fill in the form with all of the required information. For security you will need to click the reCAPTCHA box next to the phrase "I'm not a robot"; you may need to enter further text to verify. If you have difficulty in seeing any of the information in the graphic, select the refresh button below the graphic 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. Next 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 and then click "Continue".

# 3

## Locate Billing Organization



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.

**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

**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
▶ SELECT	City of Anytown	Anytown	AZ	85253
▶ SELECT	Town of Paradise Valley	Paradise Valley	AZ	85253

**Search Billing Organizations**

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

Search >>

**\* Can't find the company you are looking for?  
Make a request for your 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.

# 4

## Locate eBill

**Locate eBill Information**

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

Bill Type: \*  Utility

Account Number: \*

**Step 2:** Enter your last name or business name as it appears on your bill.

Last Name or Business Name: \*

Example: Jones  
Example: My Company

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

Opt In:

<< Back Locate Account >>

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 may 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

Billing Address	Service Address
DOE, JOHN 123 ANY STREET ANYTOWN, AZ 85253	123 ANY STREET ANYTOWN AZ 85253

-----

*Is this your account information?*

<< No Yes >>

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.

# 5

## 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!*

View/Pay eBills



View current bill details and/or pay your bill.

Xpress Wallet



Store payment information for security.

Auto Pays



Setup automatic payments for your bills.

Paperless Billing



Change your paperless billing options.

View Past eBills



View and/or print previous bills.

Add New eBills



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.

Remove Accounts



Use this when you close an account with a billing organization.

Request Utility Service



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**

If you have other organizations 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 bill similar to the one on the next page will be presented.

# 6

## Pay This Bill

**Xpress Bill Pay**  
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Current eBill for Account#12345

<< Back      Download PDF      Printer Format

The information displayed here is provided by City of Anytown. If there is a discrepancy, please contact City of Anytown. Please note that this bill is only displaying payments made on or after 07/01/2015. Payments made directly to 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 8:00 am - 5:00 pm

<< Prev Bill      Select Bill Period: 07/03/2015      **Pay this Bill >>**

Billing Address		Service Address		Account Information	
DOE, JOHN 1234 ANY STREET ANYTOWN, AZ 85253		1234 ANY STREET ANYTOWN AZ 85253		Billing Period End: 07/03/2015 Due Date: 7/14/2015 Account #: 12345	

Description	Read Date	Prev Reading	Present Reading	Total Usage
WATER	07/04/2015	60,159	60,259	100

Total Charges	
Statement Charges:	\$123.00
WATER	\$123.00
Statement Balance:	\$123.00

**Total Amount Due: \$123.00**

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

**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".

# 7

## Xpress Cart

Step 1 Xpress Cart    Step 2 Cart Checkout    Step 3 Confirmation

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

Del	Account #	Item	Quantity	Item Amount	Extended Amount
X	12345	Utility	1	\$ 123.00	\$123.00

Empty Cart    **TOTAL: \$123.00**

<< Add More Items    Update Cart    Continue >>

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

**Payment Method**

eCheck/Electronic Fund Transfer (EFT):

Credit/Debit/Check Card:

---

**Order Total: \$123.00**

**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 emailed to you.)

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

# 8

## Payment Methods

**Banking Account Information**

**Checking Account**

⑆ 0000 0000 ⑆ 8888 8888 ⑆ 8888

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 City of Anytown billing account.

I understand that City of Anytown will post this transaction on the account listed above as a pending transaction until funds are secured from the banking institution. I also understand that if City of Anytown is unable to secure funds from the bank account for this transaction for any reason, including but not limited to:

<< 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 be sure 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: [ 480-123-4576 ]

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

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

### Credit Card Information

▶ Town of Cave Creek 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".

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## Complete Payment

Step 1 Xpress Cart   Step 2 Cart Checkout   Step 3 Confirmation

### Review & Confirm Your Order

Items	Totals
Utility	\$123.00

Total Payment Amount: **\$123.00**

Billing Name: **John Doe**  
Billing Address: **1234 Any Street  
Anytown, AZ 85253**  
Billing Phone: **480-123-4576**  
Account/Reference Number(s): **12345**

---

Payment Type: **Credit/Debit/ATM Card**     
Card Type: **Visa**  
Card Number: **XXXX-XXXX-XXXX-1111**  
Expiration: **02 / 2018**

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<< Step 2   **Complete Payment >>**

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.



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

**XBP Confirmation Number: 12345**

Transaction detail for payment to **City of Anytown**.   Date: 07/01/2015 - 9:47:16 AM

Transaction Number: 12345678PT  
Visa — XXXX-XXXX-XXXX-1111  
Status: **Successful**

Account #	Item	Quantity	Item Amount
<b>12345</b>	Utility	1	\$123.00

**TOTAL: \$123.00**

**Billing Information**  
John Doe  
1234 Any Street  
Anytown, AZ 85253  
480-123-4576  
johndoe@email.com

Print | Close

Payment Service Provided By [www.xpressbillpay.com](http://www.xpressbillpay.com)

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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 the reason for the failed transaction will be displayed. Print or save the receipt for your records and select "Close". You will be returned to the "Manage My eBills" home page.