Xpress Bill Pay™

Instructions For First Time Users

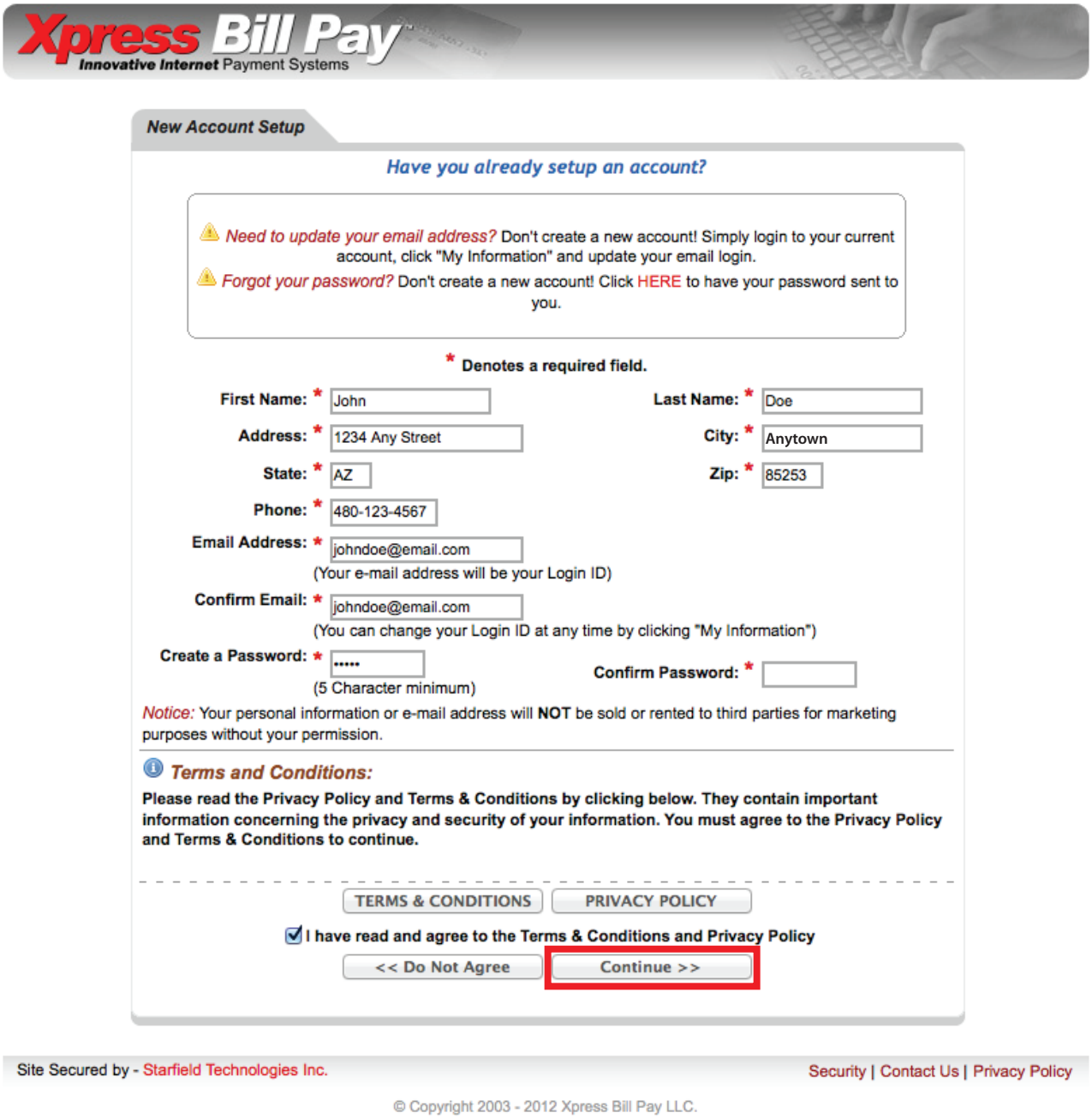
1 Go to www.xpressbillpay.com

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

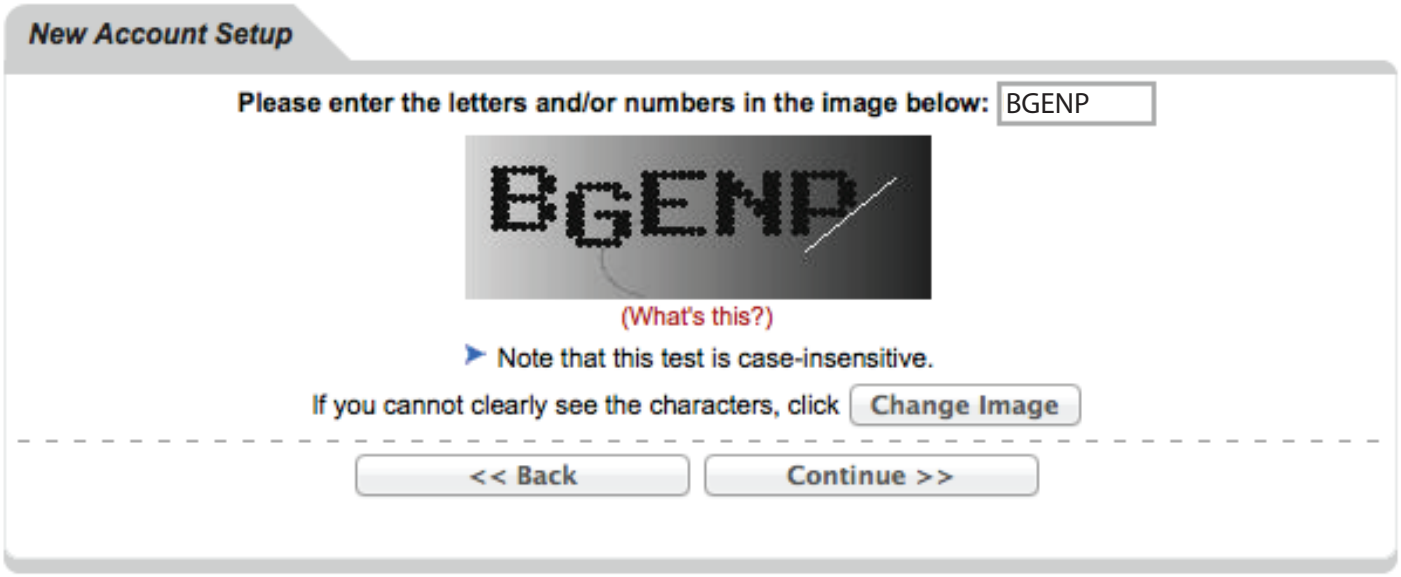
2 Set Up New Account Information



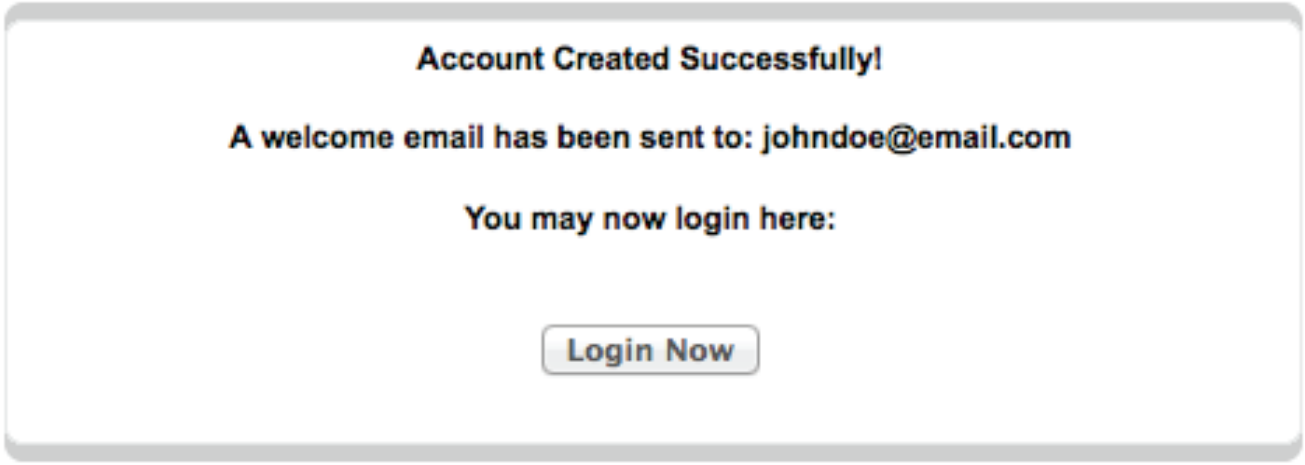
Fill in the form with all of the required information. Read the term and conditions, and the privacy policy. Select the box indicating that you have read and agree to the terms and conditions and privacy policy.

When completed select "Continue".

3 Secure Verification



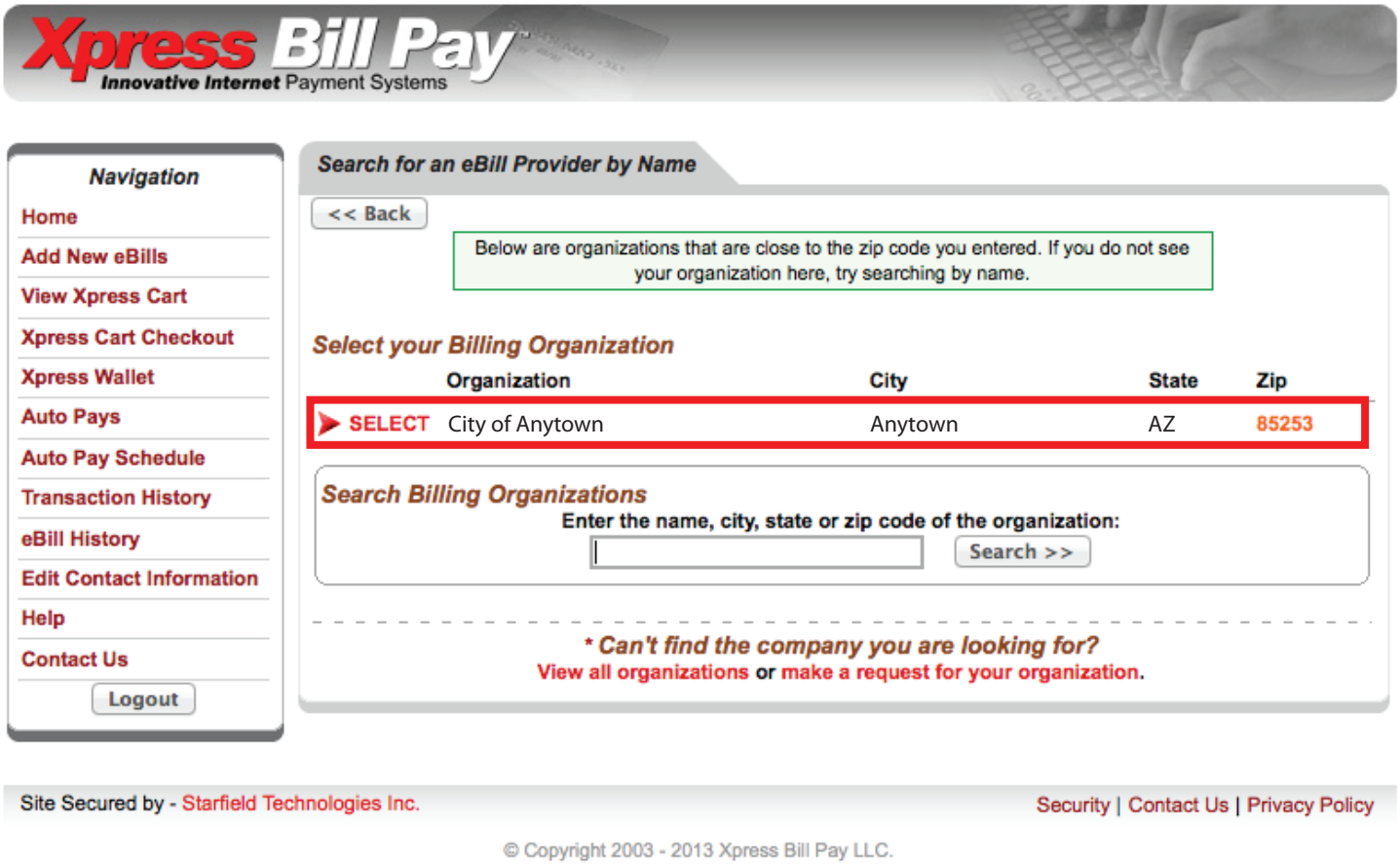
The above secure verification screen is required to create an account. Enter the information seen in the graphic as displayed in the box provided. The information is not case sensitive. If you have difficulty in seeing any of the information in the graphic, select the "change image" button and you will 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".



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 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: * 12345

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

Last or Company Name: * Doe

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 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*

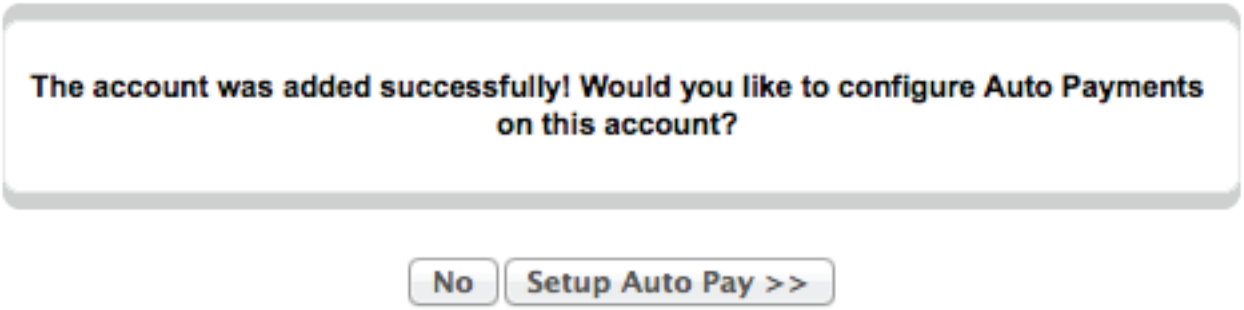
Billing Address	Service Address
Doe, John 1234 Any Street Anytown, AZ 85253	1234 Any Street Anytown, AZ 85253

Is this your account information?

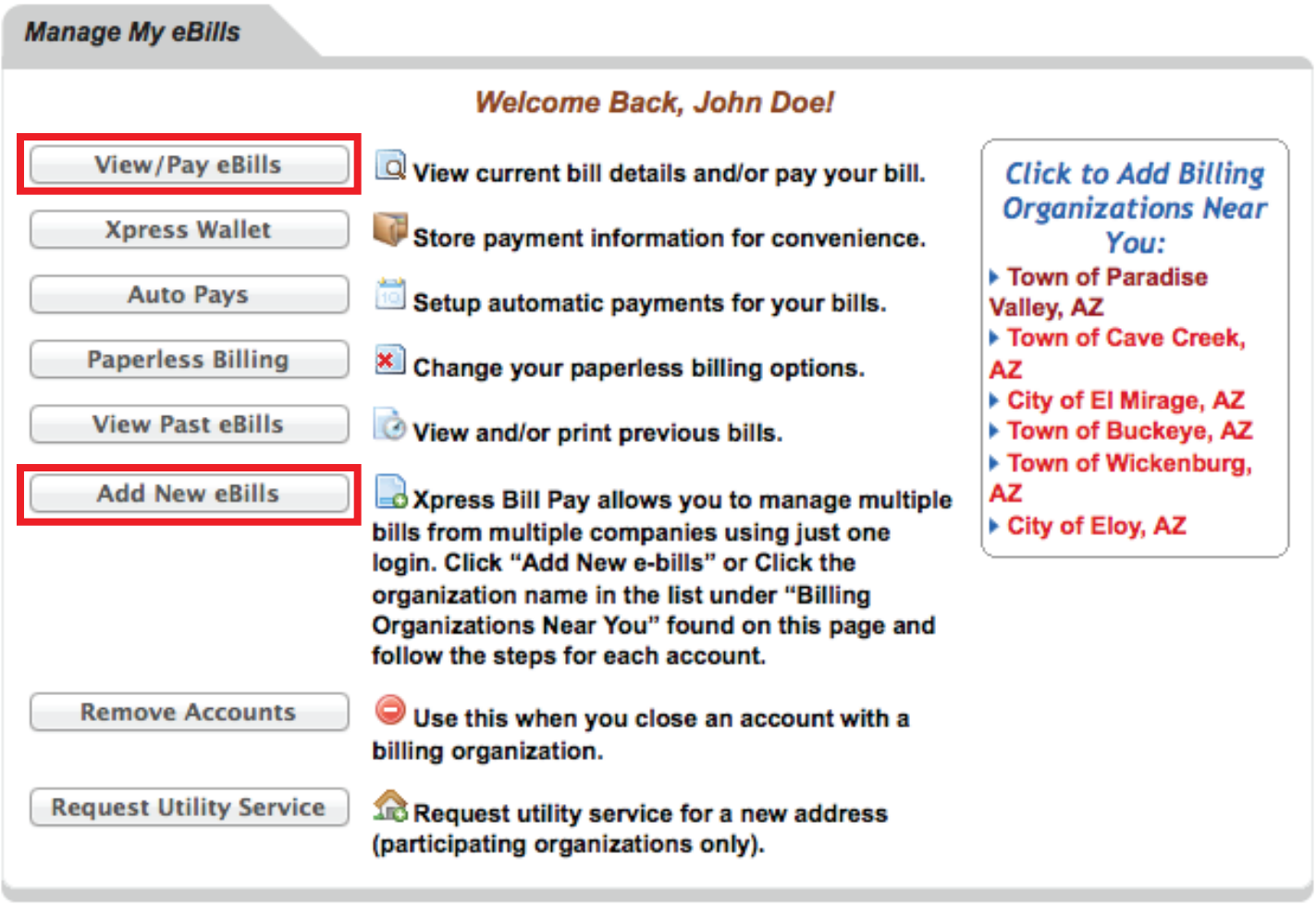
<< No Yes >>

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.

6 Manage eBills



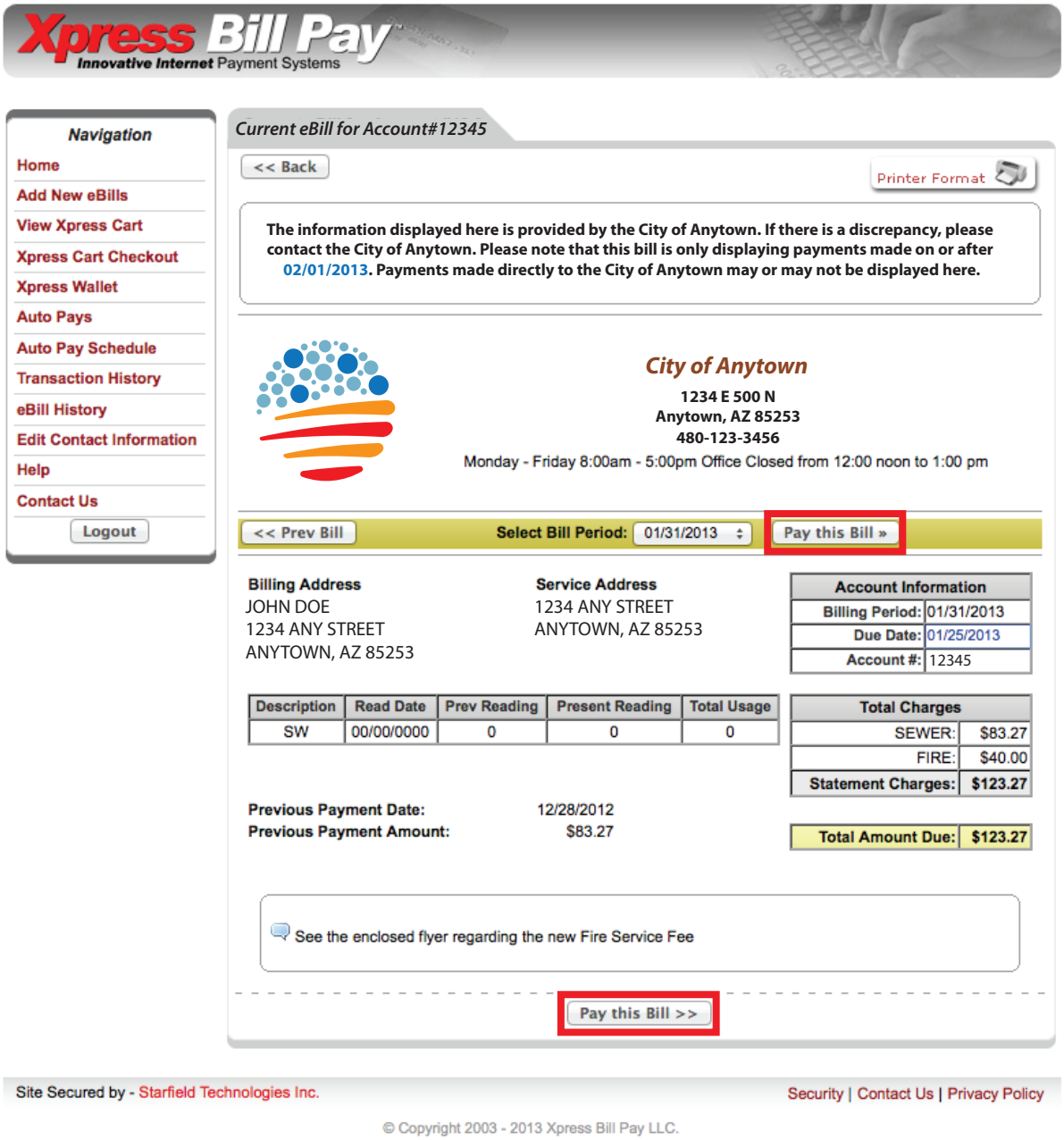
You have now successfully linked your first bill to your new login. If you would like to set up an auto pay for this account click "Setup Auto Pay" if not click "No" and you will be taken back to the "Manage My eBills" main page. You will be able to set up an auto pay at any time.



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



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
X	12345	Utility	1	$ 123.27	$123.27
Empty Cart				TOTAL:	$123.27

<< 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

Order Subtotal: $123.27

Payment Method

eCheck/Electronic Fund Transfer (EFT): ◉

Credit/Debit/Check Card: ○

Billing Information

* Denotes a required field.

First/Company Name: * John

Last Name: Doe

Street Address: * 1234 Any Street

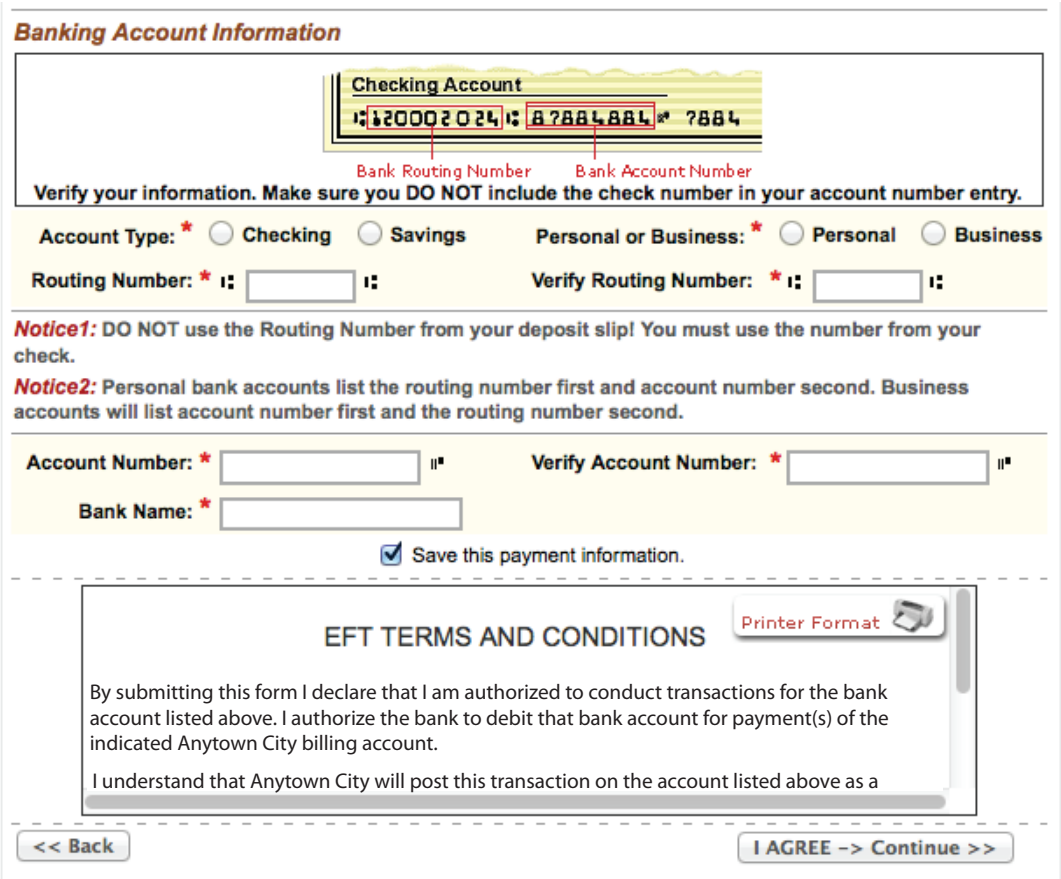
City: * Anytown State: * AZ Zip: * 85253

Phone: 480-123-4567

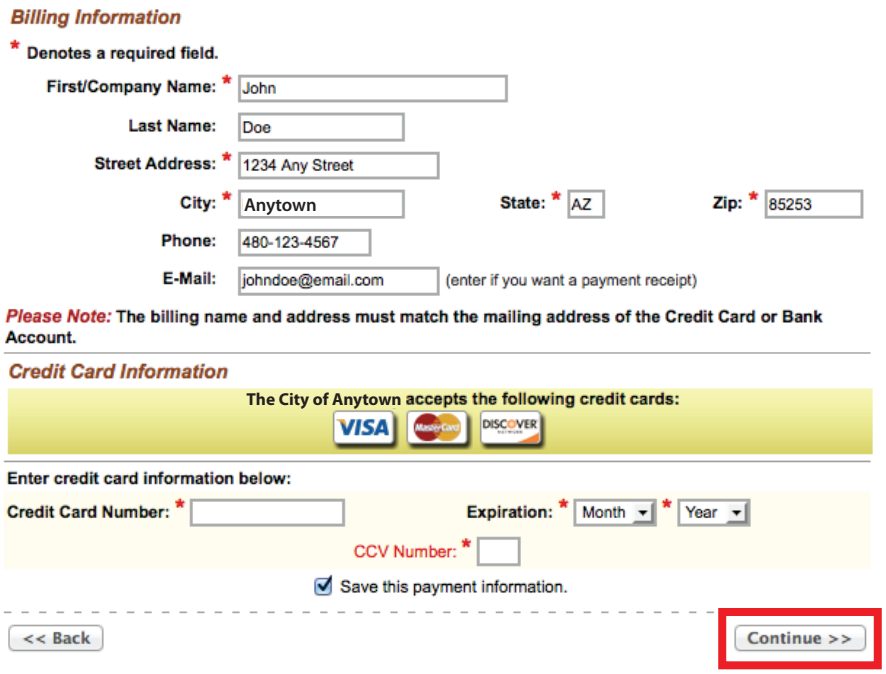
E-Mail: johndoe@email.com (enter if you want a payment receipt)

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

9 Payment Methods



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.



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**

<< 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 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	$123.27

Total Paid: $123.27

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

Print | Close

Payment Service Provided By *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 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.