

We wanted you to be aware that the Town of Alma has a new Utility online payment option as well as payment provider. Xpress Bill Pay is the premier local government and service district payment provider.

The switch was made to provide you with many new and enhanced features like full bill presentation, paperless billing, billing history, auto pay, stored payment info, email notifications, and many more.

*You will be directed to the Xpress Bill Pay website when you click "Online Payments" when logging onto the town's website at www.townofalma.com/wordpress or you can access Xpress Bill Pay at <https://xpressbillpay.com/#/?org=alma10455>. **You should visit the site to establish an online account and link your utility bill. If you have auto pay currently set by the Town, you may have an unpaid balance on your utility bill. Please contact the Town of Alma to verify your account balance.***

We know you will love the new features. A First Time Users' Manual is attached to this document with instructions for setting up your new Xpress Bill Pay account and making a payment. If you have any questions, you can reach Xpress Bill Pay via email at support@xpressbillpay.com or via telephone at 385-218-0343.

We look forward to serving you!

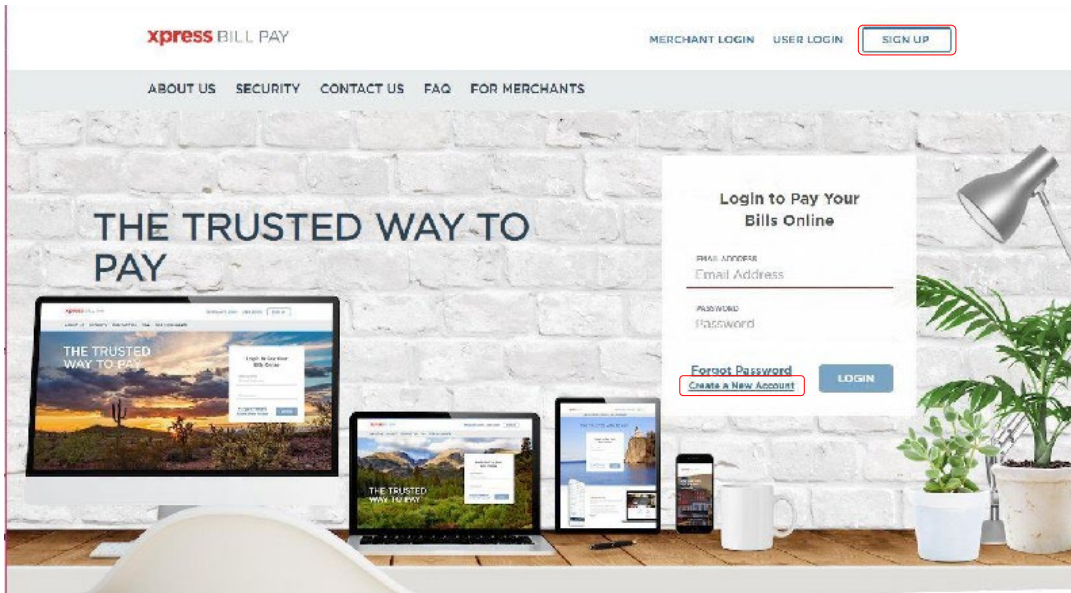
Setting Up a New Account

First, go to www.xpressbillpay.com.

Make sure Private Browsing Mode is off.

The website does not work outside of the US and Canada for security reasons.

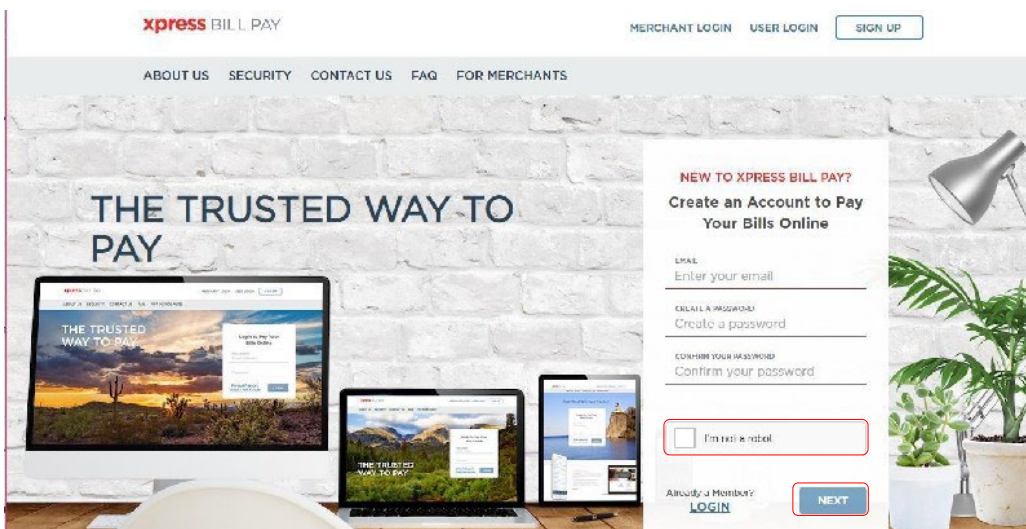
Select the **Sign Up** button in the upper right-hand corner of the screen, or click on **Create a New Account** under the login area. If you already use Xpress Bill Pay for a different organization, you do not need to create a new account. You can add additional bills to your existing account.



Enter a valid email address, and create a password, that is at least 8 characters long and contains at least 1 uppercase letter, at least 1 lowercase letter, and contains at least 1 special character. Enter the password again for confirmation.

Click the **I'm Not a Robot** box. If the Captcha test pops up, follow the instructions stated. You may need to cycle through a few sets of pictures before the system allows you to proceed.

Click **Next**.



Fill out the information for your account, and check the **Terms and Conditions** box. Click **Next**.

The registration form includes the following fields:

- ACCOUNT TYPE: Personal (dropdown)
- FIRST NAME: * Enter Name
- LAST NAME: * Enter Name
- PHONE: * Enter 10 Digit Phone Number
- ADDRESS: * Enter Address
- CITY: * Enter City
- STATE/PROVINCE: * Choose State (dropdown)
- ZIP/POSTAL CODE: * Enter Zip/Postal Code

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 button

A verification email will be sent to the email address you used to create your Xpress Bill Pay account.

If you do not receive the verification email in your inbox, make sure to check your junk or spam folder. We also recommend adding no-reply@xpressbillpay.com to your contacts or safe email list.

xpress BILL PAY

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:

testingstuff@test.com [Edit](#)

If you have not received it, you can resend the confirmation email.

Verify Email button

Log into your email and select the **Verify Email** button inside the email, which will redirect you to the login screen, where you will see a **Success** message. Click **Continue**.

xpress BILL PAY | MERCHANT LOGIN | USER LOGIN | SIGN UP

ABOUT US | SECURITY | CONTACT US | FAQ | FOR MERCHANTS

THE TRUSTED WAY TO PAY

Login to Pay Your Bills Online

Success!
Your email address has been verified.

CONTINUE button

Adding Your Account

Under the **Add Account** option, enter your billing organization (the city or utility company your bill is from). Some organizations may be listed underneath the search box, based on your zip code. If you see your organization listed, click on it. Otherwise, enter the organization name, city, State, or zip code, and click **Search**. This will pull up a list of possible organizations. Click on the organization to proceed.

Add New Account Step 1 of 3

Find your billing organization:

Xpress Bill Pay

Billing organizations founded as search (0):

- Xpress Bill Pay, Provo, UT

Next, you need to enter the account number and last name or business name on the bill, and click **Locate Account**. If you are a tenant, you may need to enter your landlord’s last name.

Add New Account Step 2 of 3

Enter the following information as it appears on your Xpress Bill Pay bill.

Bill type A/R
 Monthly Billing
 Utility Test

Account Number

Last Name or Business Name

You may be asked for additional information on the bill, and to select **Take over payment** or **Add me as a payer**. This means that your account number is already linked to another online account, such as in cases of landlord/tenant accounts. Tenants should select **Add me as a payer**, and new owners should select **Take over payment**.

Add New Account Step 3 of 3

Utility Account # 2625101 for City of Steamboat Springs

This account already has a payer. You can add yourself as an additional payer or take over payments from the previous owner.

Enter the following information to verify the account:

Service street address as it appears on the current bill

Amount due on the current bill

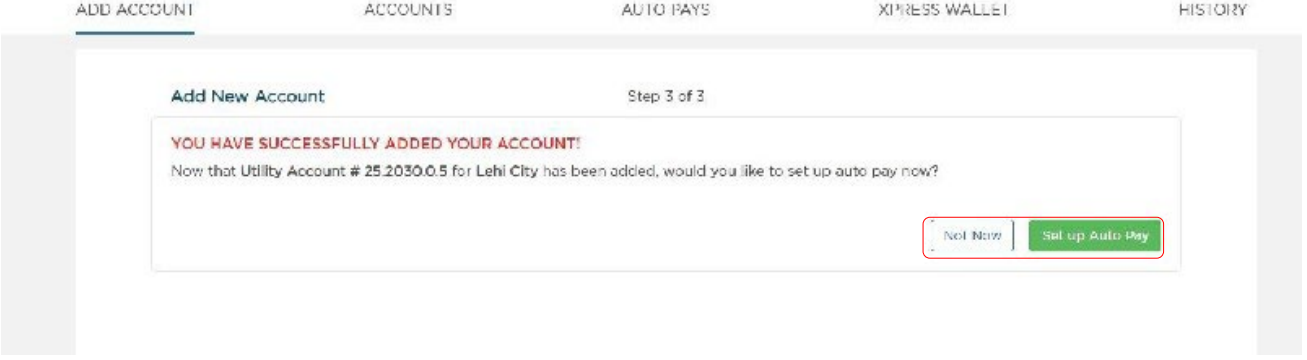
The existing payer will be notified that you are being added as a payer on this account.

Opt in for Paperless

The information for the specified account will populate. If the information is correct, click the green **Add Account** button. This will link the bill to your account to view and pay.



You will also be asked if you want to set up Auto Pay, or you can click **Not Now** (you can still set it up at a later time).



Once your bill is linked, it will be listed under the **Accounts** tab on the top menu bar.

Auto Pay Setup

To set up Auto Pay, click on the Auto Pay toggle on the **Accounts** page. You can also click on the **Auto Pays** tab, and set it up from that screen.



Part 1 of the Auto Pay setup is **Schedule**. On this screen, you can select the Auto Pay to run based on the due date (0-5 days before the due date). Having the Auto Pay run based on the due date can help ensure there are no accidental late payments.

You can also schedule the Auto Pay to run on a set day each month by clicking the **Based on a Calendar Date** option. This option can be scheduled to run monthly, bi-monthly, quarterly, semi-annually, or annually, after the start date.

You can also set up an end date for the Auto Pay (optional). Click **Next**.

Part 2 of the Auto Pay setup is **Amount**. Here you can select **Pay Full Bill Amount**, which will pay the full amount due on the bill each time the Auto Pay runs. You can also set a Safety Limit amount. The Auto Pay will never run for more than the Safety Limit amount.

You can also select **Pay Set Amount**, if you want to pay the same amount each month. When this option is selected, the Auto Pay will run for that amount each month, even if no bill is due. Click **Next**.

Part 3 of the Auto Pay setup is **Method**. This is where you specify your payment method for your Auto Pay. You can pay by bank account or debit/credit card.

Hit the drop-down box labelled **Primary Payment Method** and select either **Add Primary Payment Method** or select a previously saved payment method. You can also set up backup payment methods. Please note that credit/debit cards will need to be updated when you receive a new card for any reason, such as a new expiration date.

Step 4 of the Auto Pay setup is **Notifications**. This allows you to set up your notification preferences. To turn off/on specific notifications, click on the toggle buttons. You can also enter an additional email here if you need the Auto Pay notifications to go to multiple email addresses.

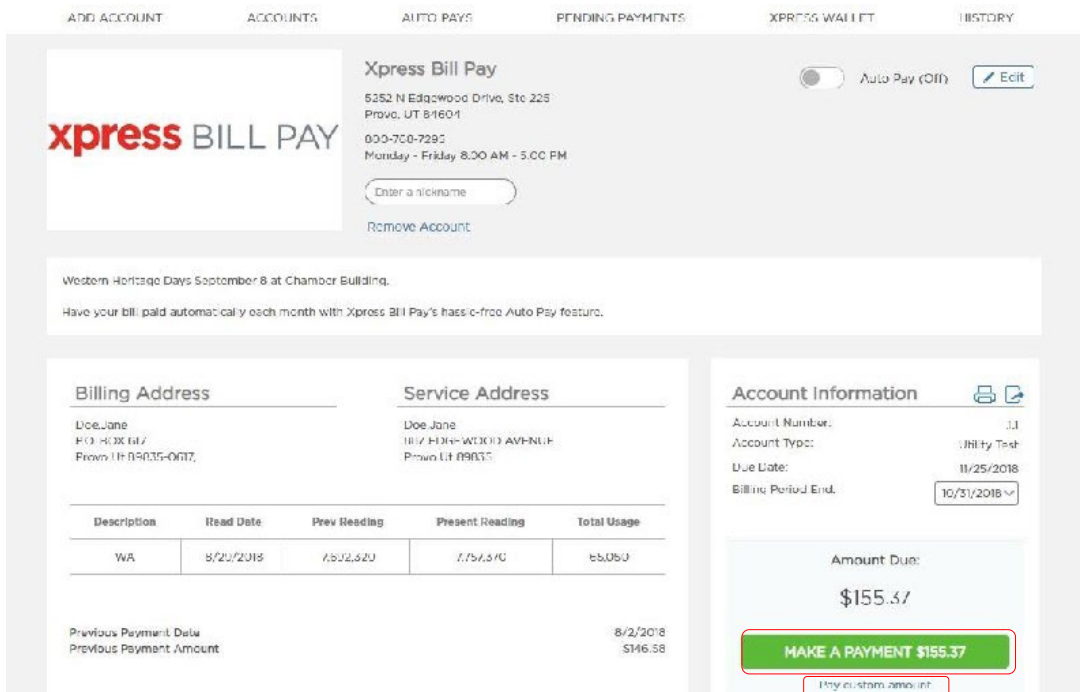
Part 5 is the **Summary**. Verify that the information is correct, then click **Save Changes**. Your Auto Pay will now be active, and run until you cancel it, or until the specified Auto Pay end date is reached. Please note that after 3 consecutive failed credit card payments, or one failed eCheck payment, the Auto Pay will automatically disable.

Once your Auto Pay is set up, you can edit any of your settings by clicking on the “Auto Pay” tab on the menu bar, and then select **Edit**. You can also disable the Auto Pay at any time.

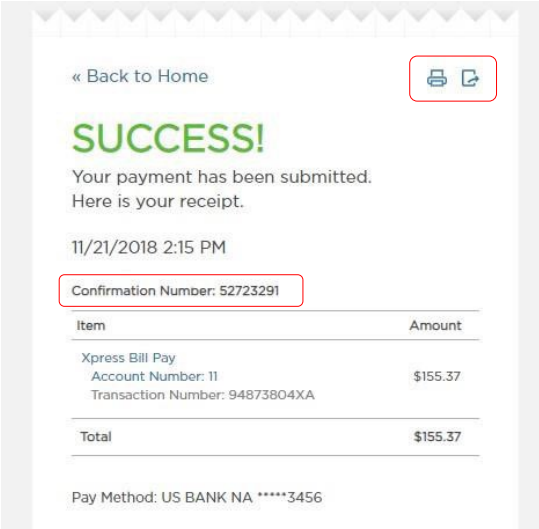


Making a Payment

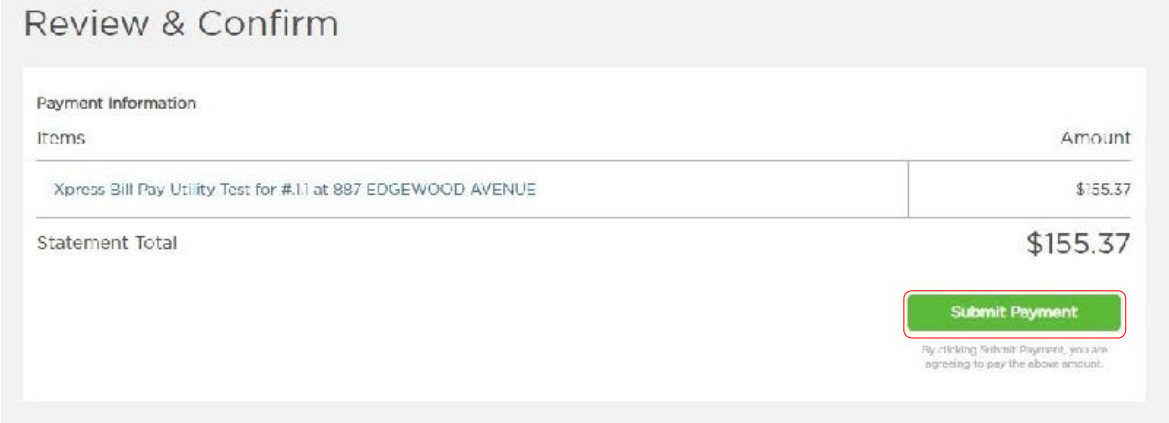
To make a payment, click on the green **Make a Payment** button. You can also click **Pay Custom Amount** if you want to make a payment for more or less than what is due on your bill. Please note that if you choose not to pay your full bill amount, you may be susceptible to late fees from your billing organization.



On the next screen, click **Proceed to Checkout**.



One-Time Future Payments
Click **Submit Payment**.



If your payment is successful, you will see a receipt page with a confirmation number. You can print or download this receipt for your records by clicking on the **Print** or **Download** icons in the top corner of the receipt. Payments made on Xpress Bill Pay are also kept on file under the **History** tab.

To schedule a one-time future payment, simply click on the **Schedule Payment On** option, rather than the **Pay Now**, and select a date for your payment. Then proceed with payment as noted above. Please note that if you schedule your future payment for a date after your due date, you may be subject to late fees.

Bill Cart

Cart Contents

Xpress Bill Pay Utility Test 887 EDGEWOOD AVENUE Provo UT 84605	ACCOUNT #: 11	DUE: 11/25/2018	AMOUNT: 155.37
---	------------------	--------------------	-------------------

Review | Full Amount

Remove All | Add More Bills to the Cart

Cart Summary

Total Amount:
\$155.37

PAY NOW

SCHEDULE PAYMENT ON
Nov 22, 2018

Proceed to Checkout

Scheduled!

You have a pending one-time payment.

Payment will be processed on: 11/28/2018
BETH BROOKS
Confirmation Number: 52913114

Item	Amount
Xpress Bill Pay Account Number: 11	\$155.37
Total	\$155.37

The pending payment receipt says **Scheduled**. You will receive notice on the date the payment processes via your email address.

Once your payment is scheduled, a **Pending Payments** tab will appear on the main menu bar, which will show any pending payments, and allow you to **Pay Now**, **Edit**, or **Delete** your pending payments.

ADD ACCOUNT ACCOUNTS AUTO PAYS **PENDING PAYMENTS** XPRESS WALLET HISTORY

Pending One-Time Payments

	SCHEDULED DATE	AMOUNT	PAYMENT METHOD	
Xpress Bill Pay Account #: T1 Util by Test	11/28/2018	\$155.37	Bank ****3456	<input type="button" value="PAY NOW"/> <input type="button" value="BILL"/> <input type="button" value="DETAILS"/>

To schedule another payment, add an ACCOUNT to the cart and checkout with a future date.

To view or setup recurring payments, visit the AUTO PAYS tab.

Linking Additional Accounts

You can add additional bills to your account, as long as the organization is contracted with Xpress Bill Pay. The **Nickname** box near the top of the account page is an optional feature which allows you to nickname different accounts to help keep track of multiple bills. You can also remove the account from this page by clicking **Remove Account**.

City of Anytown

123 ANY STREET
ANYTOWN, AZ 85253
800-123-4567
Customerservice@anytown.com
Monday - Friday 8:00 AM - 4:30 PM

Auto Pay (Off)

Paperless (Off)

City Logo

To add additional bills, go to the **Add Account** tab.

Locate your bill the same way you added your first account. When you have multiple bills linked, the main page after logging into your account will show a list of all your linked bills. To view your bill details from this page, click on the **View Bill**, button. Note that you can proceed to the payment screen from this page as well by clicking the green **Pay** button.

You can also get to Auto Pay setup from this page by clicking **Set up Auto Pay**.

ADD ACCOUNT **ACCOUNTS** AUTO PAYS XPRESS WALLET HISTORY

SEARCH

	DUE DATE	AMOUNT DUE	
<input type="checkbox"/> SELECT ALL I ehi City 1 Total Account ▾ Account #: 2,513,016 Utility <input type="button" value="View Bill"/> <input type="button" value="Set up Auto Pay"/>	5/25/2017	\$0.00	<input type="button" value="PAY"/>
Xpress Bill Pay 1 Total Account ▾ Account #: T1 Utility Test <input type="button" value="View Bill"/> <input type="button" value="Set up Auto Pay"/>	11/25/2018	\$155.37	<input type="button" value="PAY"/>

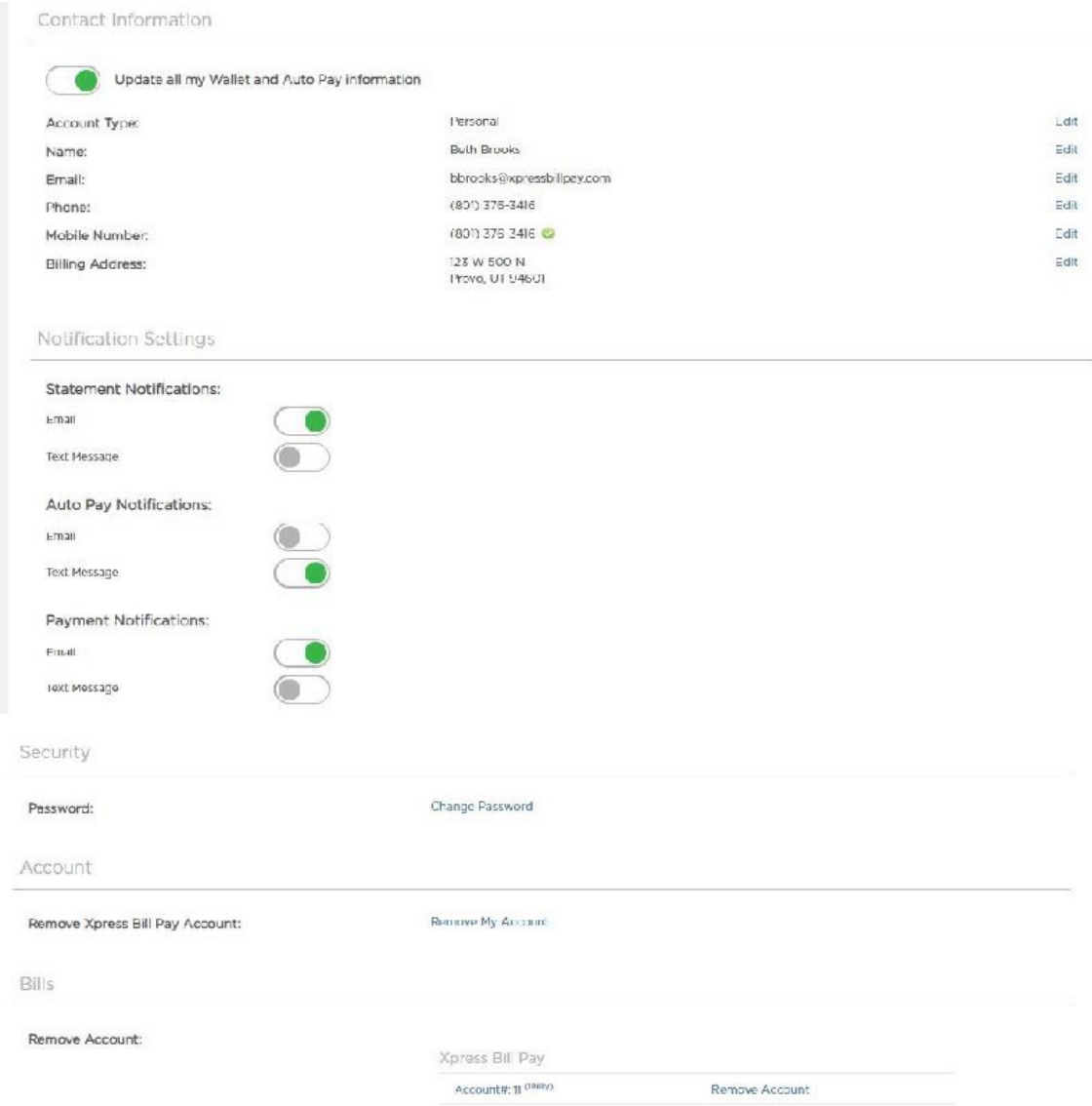
Account Settings

To access the **Account Settings**, click on your name in the top right corner, next to the person icon. Then click **Account Settings** from the drop-down.



In your **Account Settings**, you can update your email, phone number, and address.

You can also update your notification preferences, and you can also change your password, remove your Xpress Bill Pay account (which deletes your online Xpress Bill Pay account entirely), or remove any of your bills (which removes only the specified bill from your account).



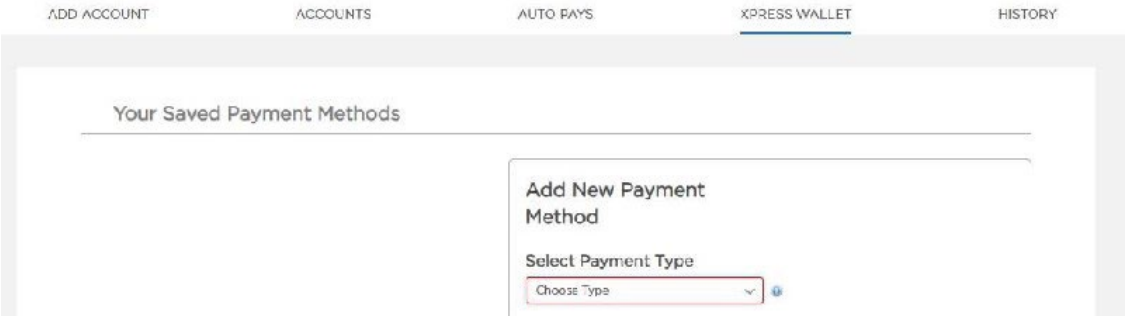
Note that this information is private to your Xpress Bill Pay account, and updating your information in your Account Settings does not notify the billing organization of any changes.

Xpress Wallet

The Xpress Wallet is a safe, secure storage for your saved payment methods. Once payment methods are entered and stored, they will be encrypted, and available to identify by the last four numbers of the card or bank account. Saving methods in your Xpress Wallet not only saves time when making future payments, it is safer than entering your payment method each time, as most credit card theft online happens at the point of entry.

You can edit any of your stored payment methods in the Xpress Wallet, and also delete any of your saved payment methods.

To save your payment method, first select the type from the drop-down menu and enter the required information. Once the form is filled out, click Save.

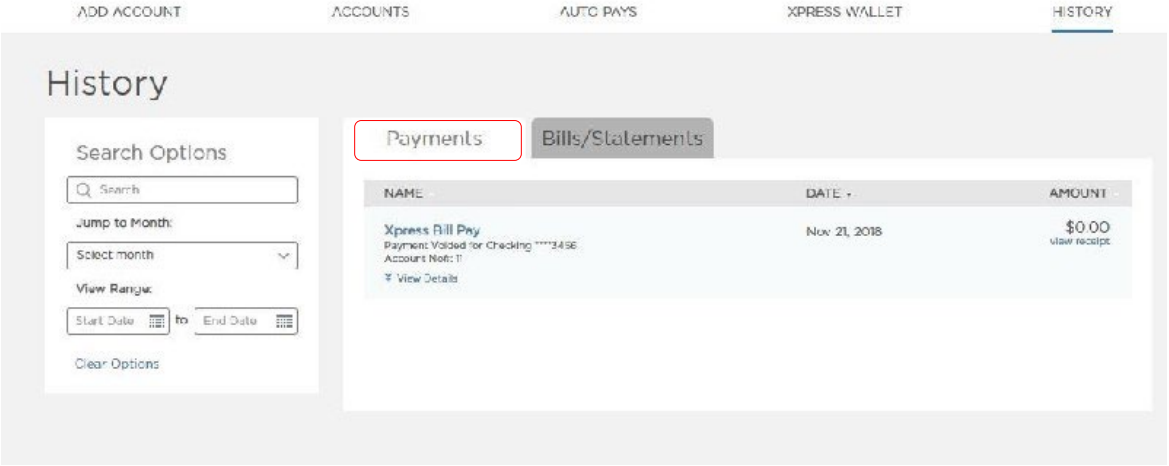


Add New Payment Method form for Bank Account. Includes fields for Select Payment Type (Bank Account), Routing Number, Account Number, Billing Information (Jane Doe, 5252 Edgewood Drive, Utah), and Contact Information ((800) 720-6847, testing@test.com).

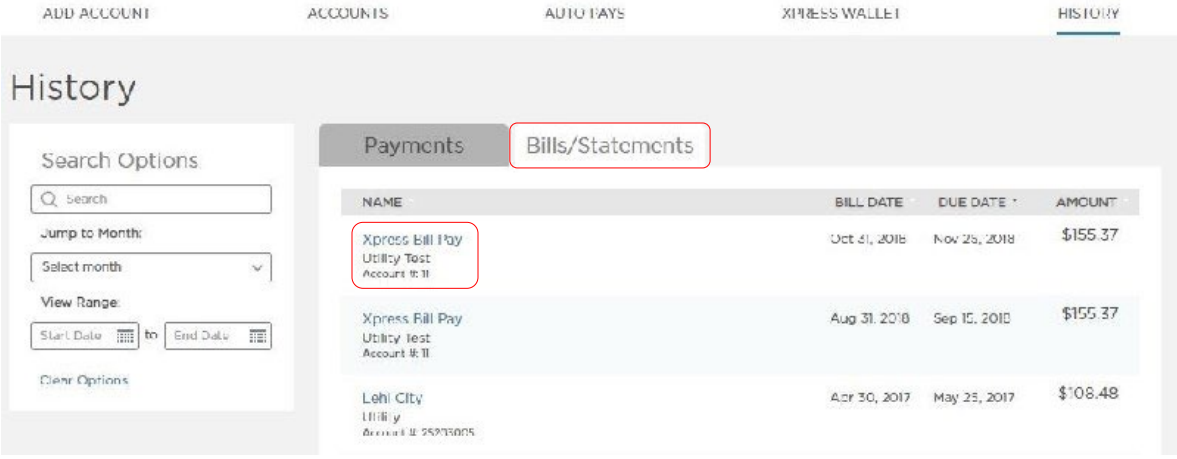
Add New Payment Method form for Credit/Debit Card. Includes fields for Select Payment Type (Credit/Debit Card), Card Number, Name on Card, Expire Month/Year, Security Code, Billing Information (Jane Doe, 5252 Edgewood Drive, Utah), and Contact Information ((800) 720-6847, testing@test.com).

History

Under the **History** tab, you can view past payments made on Xpress Bill Pay under the **Payments** tab.



You can also view up to 24 months of your **Bills/Statements** from the billing organization. To narrow your search, you can fill in a date range under the **Search Options**. Previous statements can be downloaded and printed by clicking on the organization name.



Support

Our Support team is happy to assist you with anything you may need.

support@xpressbillpay.com

Payment Center/Technical Support: 385-218-0343

When to Contact Xpress Bill Pay Support

- Help with account setup.
- Assistance with or questions about Auto Pay.
- Help making payments.
- You aren't receiving Xpress Bill Pay email notifications.
- Any questions navigating www.xpressbillpay.com.

When to Contact the Billing Organization

Xpress Bill Pay is a third-party payment company. You may need to contact the city or utility company directly. We can also transfer you to the organization, if you don't have their contact information.

- When cancelling your utility service.
- When updating your mailing or billing address.
- To add or remove a name from your utility account.
- When your bill is incorrect.
- To inquire regarding fees on your account.
- To request a refund or a void on a payment.