

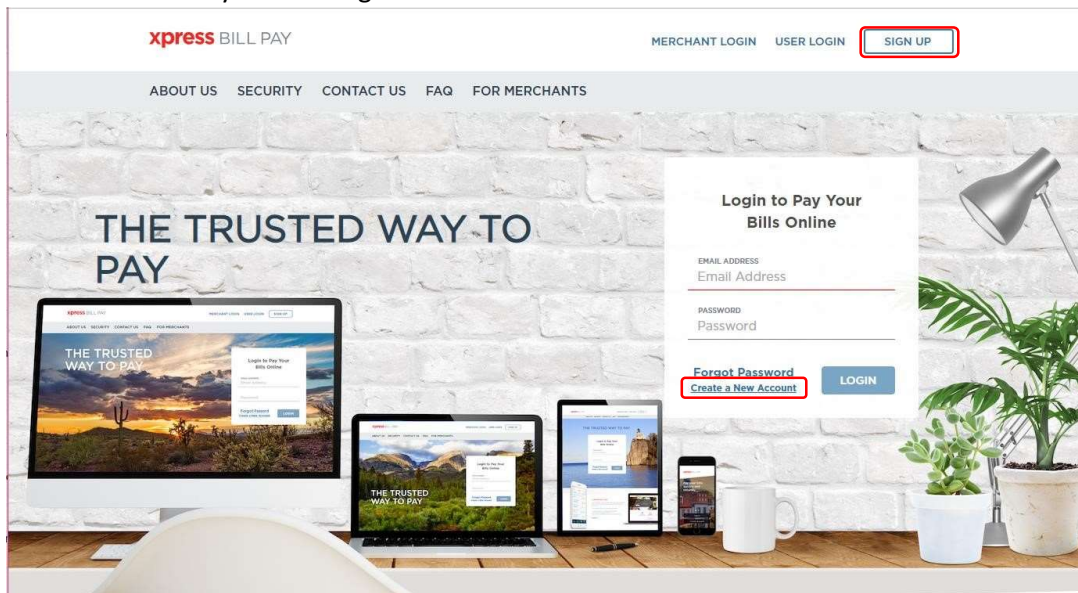
## Setting Up a New Account

First, go to [www.xpressbillpay.com](http://www.xpressbillpay.com).

Make sure Private Browsing Mode is off.

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

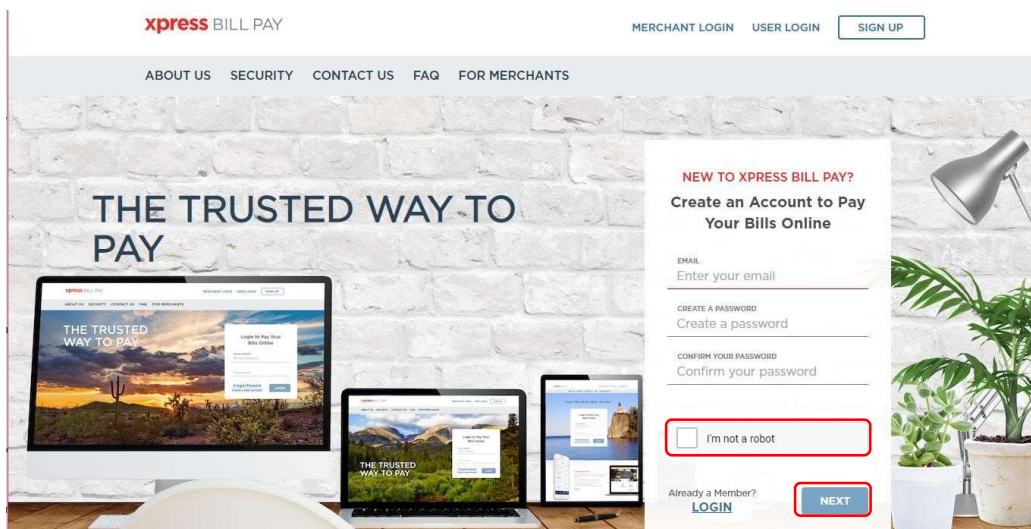
Select the **Sign Up** button in the upper right-hand corner of the screen, or click on **Create a New Account** under the login area. If you already use Xpress Bill Pay for a different organization, you do not need to create a new account. You can add additional bills to your existing account.



Enter a valid email address, and create a password, at least 8 characters long, contain at least 1 uppercase letter, contains at least 1 lowercase letter, contains at least 1. 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**.

ACCOUNT TYPE  
Personal

FIRST NAME  
\* Enter Name

LAST NAME  
\* Enter Name

PHONE  
\* Enter 10 Digit Phone Number

ADDRESS  
\* Enter Address

CITY  
\* Enter City

STATE/PROVINCE  
\* Choose State

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

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](mailto: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 Address

If you registered for an Xpress Bill Pay account using your email address of [gobblespud@gmail.com](mailto:gobblespud@gmail.com) continue below to enable your account. If you did not register for an account, please disregard this email.

Verify Email

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

### 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 ACCOUNT   ACCOUNTS   AUTO PAYS   PENDING PAYMENTS   XPRESS WALLET   HISTORY

**Add New Account**   Step 1 of 3

Find your billing organization:

Xpress Bill Pay   Search

Billing organizations founded as search (1):

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 ACCOUNT   ACCOUNTS   AUTO PAYS   XPRESS WALLET   HISTORY

**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   11

Last Name or Business Name   Lehi City

Back   Locate Account

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 # 2.6251.01 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.

Take over payment   Add me as a payer

Enter the following information to verify the account

Service street address as it appears on the current bill

Enter street address

Amount due on the current bill

Enter amount due

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

Back   Opt in for Paperless   Add Account

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.

ADD ACCOUNT      ACCOUNTS      AUTO PAYS      XPRESS WALLET      HISTORY

**Add New Account**      Step 3 of 3

Utility Test Account # .11 for Xpress Bill Pay

**BILLING ADDRESS**  
Doe, Jane  
P.O. BOX 617  
Provo Ut 89835-0617,

**SERVICE ADDRESS**  
887 EDGEWOOD AVENUE

< Back      Add Account

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).

ADD ACCOUNT      ACCOUNTS      AUTO PAYS      XPRESS WALLET      HISTORY

**Add New Account**      Step 3 of 3

**YOU HAVE SUCCESSFULLY ADDED YOUR ACCOUNT!**  
Now that Utility Account # 25.2030.0.5 for Lehi City has been added, would you like to set up auto pay now?

Not Now      Set up Auto Pay

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.

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

**xpress BILL PAY**

**Xpress Bill Pay**  
5252 N Edgewood Drive, Ste 225  
Provo, UT 84604  
800-768-7295  
Monday - Friday 8:00 AM - 5:00 PM

Auto Pay (Off)      Edit

Enter a nickname

Remove Account

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**.

The screenshot shows the '1. Schedule' step of the auto pay setup. At the top, there are five tabs: '1. Schedule' (highlighted with a red box), '2. Amount', '3. Method', '4. Notifications', and '5. Summary'. The main content area is titled 'PAYMENT SCHEDULE' and includes the xpress BILL PAY logo and 'Account #: 11'. There are two radio button options: 'Based on Due Date (Recommended)' (selected) and 'Based on Calendar Date'. The 'Based on Due Date' option has a dropdown menu set to '0' days before the bill due date. The 'Based on Calendar Date' option has a dropdown menu set to '1st' day of the month. Below this is a 'PAYMENT FREQUENCY' section with five radio button options: 'Monthly (Pay every 1 month after start date)', 'Bi-Monthly (Pay every 2 months after start date)', 'Quarterly (Pay every 3 months after start date)', 'Semi-annually (Pay every 6 months after start date)', and 'Annually (Pay every 12 months after start date)'. At the bottom, there is an 'END AUTO PAY' section with two radio button options: 'Continue until I cancel' (selected) and 'Continue until [calendar icon]'. A note below states: 'An optional "End Date" can be specified if you are planning on discontinuing your service. Otherwise, leave the "Continue until I cancel" option selected.' At the bottom right, there are 'Close' and 'Next >' buttons.

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**.

The screenshot shows the '2. Amount' step of the auto pay setup. At the top, there are five tabs: '1. Schedule', '2. Amount' (highlighted with a red box), '3. Method', '4. Notifications', and '5. Summary'. The main content area is titled 'PAYMENT AMOUNT' and includes the xpress BILL PAY logo and 'Account #: 11'. There are two radio button options: 'Pay Full Bill Amount' (selected) and 'Pay Set Amount'. The 'Pay Full Bill Amount' option has a 'Safety Limit' toggle switch and an 'Enter Limit Amount' input field. The 'Pay Set Amount' option has an 'Enter Set Amount' input field. At the bottom left, there is a '< Back' button. At the bottom right, there are 'Cancel' and 'Next >' buttons.



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.

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

**xpress BILL PAY**

Xpress Bill Pay  
 5252 N Edgewood Drive, Ste 225  
 Provo, UT 84604  
 800-768-7295  
 Monday - Friday 8:00 AM - 5:00 PM

Auto Pay (Off) **Edit**

Enter a nickname

Remove Account

## 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.

ADD ACCOUNT   ACCOUNTS   AUTO PAYS   PENDING PAYMENTS   XPRESS WALLET   HISTORY

**xpress BILL PAY**

Xpress Bill Pay  
 5252 N Edgewood Drive, Ste 225  
 Provo, UT 84604  
 800-768-7295  
 Monday - Friday 8:00 AM - 5:00 PM

Auto Pay (Off) **Edit**

Enter a nickname

Remove Account

Western Heritage Days September 8 at Chamber Building.  
 Have your bill paid automatically each month with Xpress Bill Pay's hassle-free Auto Pay feature.

Description	Read Date	Prev Reading	Present Reading	Total Usage
WA	8/29/2018	7,692,320	7,757,370	65,050

Previous Payment Date: 8/2/2018  
 Previous Payment Amount: \$146.58

**Account Information**

Account Number: .11  
 Account Type: Utility Test  
 Due Date: 11/25/2018  
 Billing Period End: 10/31/2018

**Amount Due:**  
**\$155.37**

**MAKE A PAYMENT \$155.37**

Pay custom amount

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

« Back to Bills

### Bill Cart

Cart Contents

<b>Xpress Bill Pay</b> Utility Test 887 EDGEWOOD AVENUE Provo Ut 89835 Remove   Full Amount	ACCOUNT #: 11	DUE: 11/25/2018	AMOUNT: 155.37
---	------------------	--------------------	-------------------

Remove All | Add More Bills to the Cart

Cart Summary

Total Amount:  
**\$155.37**

PAY NOW  
 SCHEDULE PAYMENT ON

**Proceed to Checkout**

Then, enter a payment method. Once the payment method is entered, it will be encrypted and stored in the **Xpress Wallet** for future use. Then, click **Review and Confirm**.

Accepted Pay Method(s)  
MasterCard VISA Discover

### Select Pay Method

Select Pay Method

#### Add New Payment Method

CONFIRM Cancel

Select Payment Type  
Bank Account (Recommended)

\* Choose Type \* Choose Category

Routing Number  
\* Enter Routing Number

Account Number  
\* Enter Account Number

Verify Account Number  
\* Re-Enter Account Number

Need help?

#### Billing Information

First Name Last Name  
Billing Address City  
State ZIP  
Utah 94601

#### Contact Information

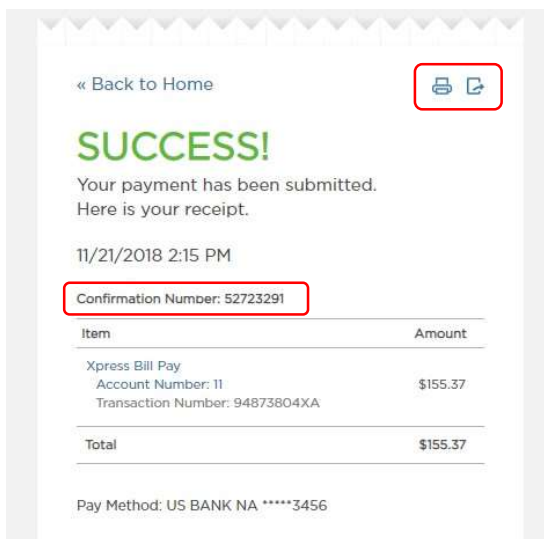
Phone Number Email Address

PCI Security Standards Council  
Payment Amount: \$155.37  
CONFIRM

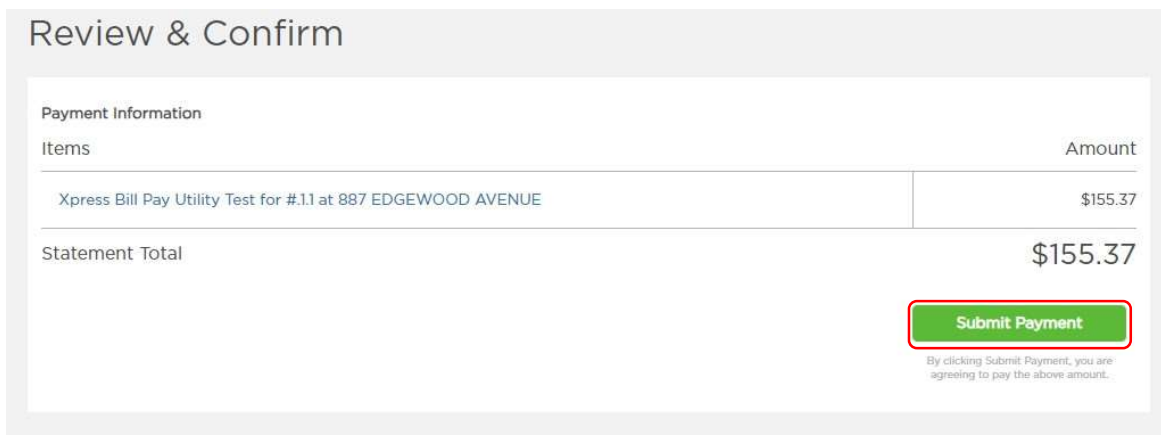
Payment Amount:  
**\$155.37**

**Review and Confirm**





**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 will be subject to late fees.

### Bill Cart

**Cart Contents**

Xpress Bill Pay  
Utility Test

887 EDGEWOOD AVENUE  
Provo UT 89835

Remove | Full Amount

---

Remove All | Add More Bills to the Cart

**Cart Summary**

ACCOUNT #: 11    DUE: 11/25/2018    AMOUNT: 155.37

**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
<b>Total</b>	<b>\$155.37</b>

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 #: 11 Utility Test	11/28/2018	\$155.37	Bank ****3456	<input type="button" value="PAY NOW"/> <input type="button" value="EDIT"/> <input type="button" value="DELETE"/>

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)

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**.

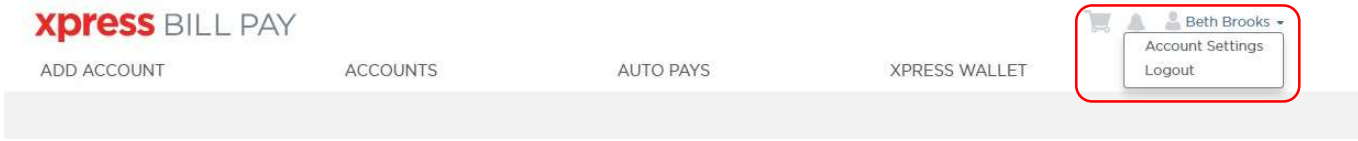
ADD ACCOUNT   **ACCOUNTS**   AUTO PAYS   XPRESS WALLET   HISTORY

SEARCH

<input type="checkbox"/> SELECT ALL		DUE DATE	AMOUNT DUE	
<input type="checkbox"/>	Lehi City			1 Total Account ▼
<input type="checkbox"/>	Account #: 25203005 Utility	5/25/2017	\$0.00	<input type="button" value="PAY"/>
	<input type="button" value="View Bill"/> <input type="button" value="Set up Auto Pay"/>			
<input type="checkbox"/>	Xpress Bill Pay			1 Total Account ▼
<input type="checkbox"/>	Account #: 11 Utility Test	11/25/2018	\$155.37	<input type="button" value="PAY"/>
	<input type="button" value="View Bill"/> <input type="button" value="Set up Auto 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 account entirely), or remove any of your bills (which removes only the specified bill from your account).

Contact Information

Update all my Wallet and Auto Pay Information

Account Type:	Personal	Edit
Name:	Beth Brooks	Edit
Email:	bbrooks@xpressbillpay.com	Edit
Phone:	(801) 376-3416	Edit
Mobile Number:	(801) 376-3416	Edit
Billing Address:	123 W 500 N Provo, UT 94601	Edit

Notification Settings

Statement Notifications:

Email

Text Message

Auto Pay Notifications:

Email

Text Message

Payment Notifications:

Email

Text Message

Security

Password: [Change Password](#)

Account

Remove Xpress Bill Pay Account: [Remove My Account](#)

Bills

Remove Account:

Xpress Bill Pay
Account#: 11 (00000)
<a href="#">Remove Account</a>

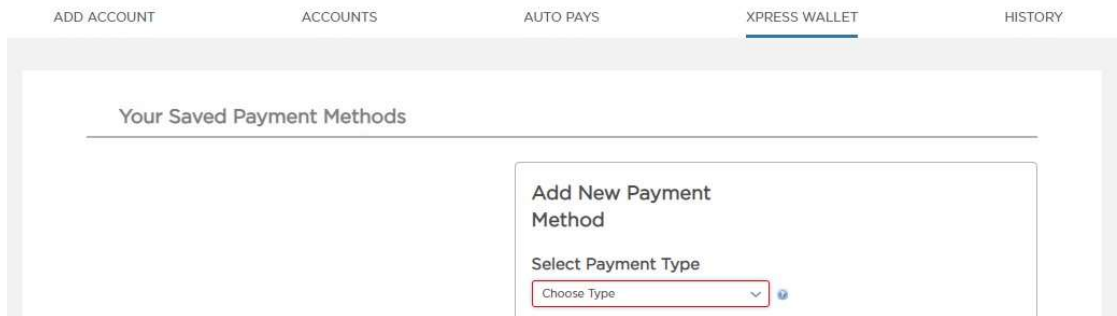
Note that this information is private to your Xpress Bill Pay account, and updating your information in your Account Settings does not notify the city/billing organization of any changes.

## 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**
SAVE x Cancel

**Select Payment Type**

Bank Account (Recommended) ?

\* Choose Type ?

\* Choose Category ?

Routing Number

\* Enter Routing Number

Account Number

\* Enter Account Number

Verify Account Number

\* Re-Enter Account Number

Need help?

**Billing Information**

First Name	Last Name
<input style="width: 95%;" type="text" value="Jane"/>	<input style="width: 95%;" type="text" value="Doe"/>
Address	City
<input style="width: 95%;" type="text" value="5252 Edgewood Drive"/>	<input style="width: 95%;" type="text" value="Provo"/>
State	ZIP
<input style="width: 95%;" type="text" value="Utah"/>	<input style="width: 95%;" type="text" value="94601"/>

**Contact Information**

Phone Number	Email Address
<input style="width: 95%;" type="text" value="(800) 720-6847"/>	<input style="width: 95%;" type="text" value="testing@test.com"/>

SAVE

PCI Compliant (Payment Card Industry) Verified Quarterly

**Add New Payment Method**
SAVE x Cancel

**Select Payment Type**

Credit/Debit Card ?

Card Number

\* Debit/Credit Card Number

Name on Card

\* Enter Name on Card

Expire Month

\* Month

Expire Year

\* Year

Security Code

\* Enter Security Code

Need help?

**Billing Information**

First Name	Last Name
<input style="width: 95%;" type="text" value="Jane"/>	<input style="width: 95%;" type="text" value="Doe"/>
Address	City
<input style="width: 95%;" type="text" value="5252 Edgewood Drive"/>	<input style="width: 95%;" type="text" value="Provo"/>
State	ZIP
<input style="width: 95%;" type="text" value="Utah"/>	<input style="width: 95%;" type="text" value="94601"/>

**Contact Information**

Phone Number	Email Address
<input style="width: 95%;" type="text" value="(800) 720-6847"/>	<input style="width: 95%;" type="text" value="testing@test.com"/>

SAVE

PCI Compliant (Payment Card Industry) Verified Quarterly

## History

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

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

### History

**Search Options**

Jump to Month:

View Range:

 to 

[Clear Options](#)

**Payments**   Bills/Statements

NAME	DATE	AMOUNT
Xpress Bill Pay Payment Voided for Checking ****3456 Account No#: 11 <a href="#">View Details</a>	Nov 21, 2018	\$0.00 <small>view receipt</small>

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.

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

### History

**Search Options**

Jump to Month:

View Range:

 to 

[Clear Options](#)

Payments   **Bills/Statements**

NAME	BILL DATE	DUE DATE	AMOUNT
Xpress Bill Pay Utility Test Account #: 11	Oct 31, 2018	Nov 25, 2018	\$155.37
Xpress Bill Pay Utility Test Account #: 11	Aug 31, 2018	Sep 15, 2018	\$155.37
Lehi City Utility Account #: 25203005	Apr 30, 2017	May 25, 2017	\$108.48



## 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](http://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.