IntelliPay Billpay Application Documentation

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Introduction:

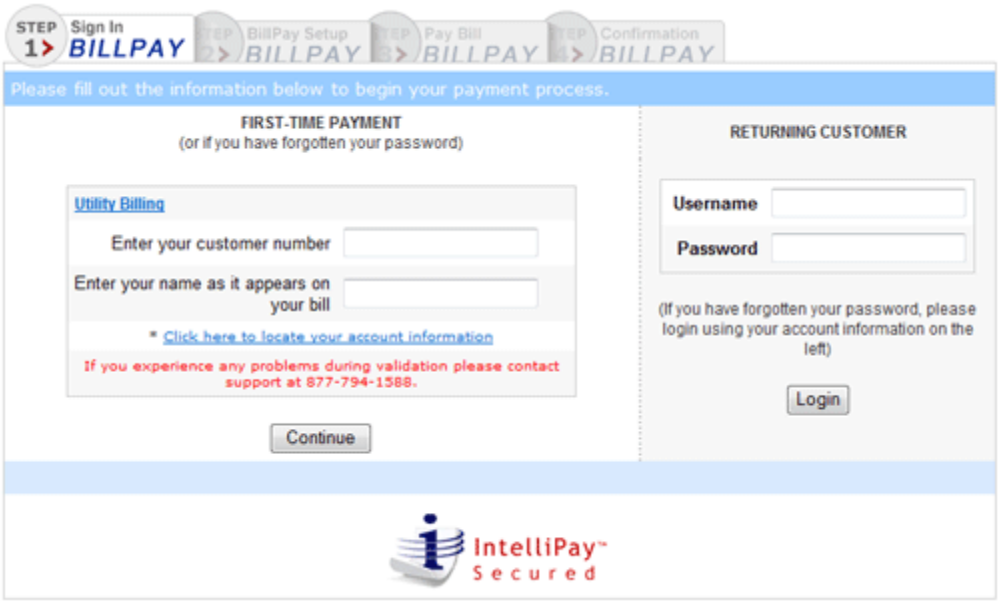
This application allows you to easily pay your bill online as well as see your previous payment history. You can also setup auto pay which will automatically pay your balance due on the day you select to pay.

First Time Payment: (With username and password)

This section of the documentation provides a step by step process of creating an account used to pay your bill.

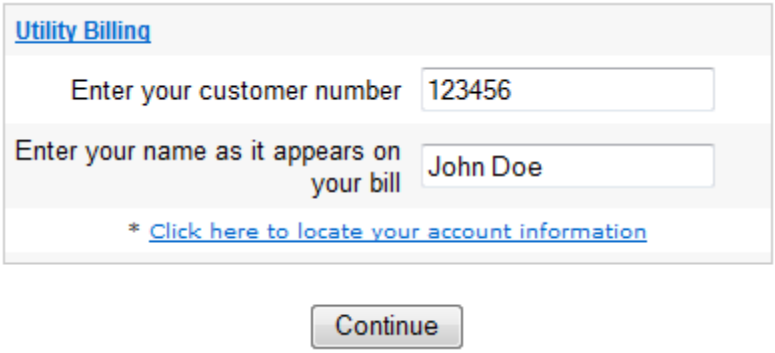
1. Open your web browser and go to the city's web site (www.sallisawok.org) and click on the Online Bill payment link or Pay Bill logo.

2. A screen similar to the one below will be displayed.



First time payment and returning customer site

3. Under the First Time Payment section enter your Customer Number and Name as it appears on the bill then click on the continue button.



Customer number and Name on the bill

This takes you to step 2 of the billpay application where you can select if you would like to pay by check or by credit card then enter your personal information such as: Address, City, State, Zip, Phone and E-Mail address.

NOTE: Some cities accept checks online in addition to credit card payments. To pay by check select that option from Payment Method list.

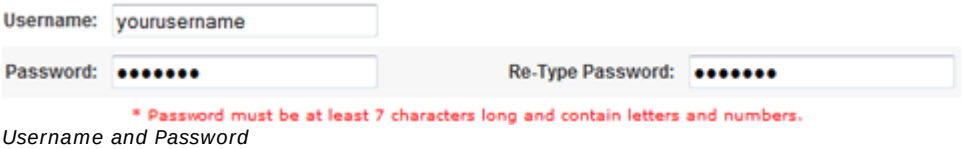
E-Mail Options

4. Enter your personal information and the settings options.

- Select the options of e-mails being sent out to you:
  - Send e-mail when bill is available - This sends an email notice letting you know your bill is available within the system.

- Send e-mail notification X days before the bill is due - This sends an email notification that the bill is due on a certain date.

- Check this box if you no longer want to receive paper statements - This stops the paper statements from being sent out via US Mail.(If available from city)



Username and Password

5. After entering personal information and settings options you would need to create a Username and a Password for your account. This allows easy access to the account for repeat payments, payment history and balance information. Once completed click the next button.

6. The next step is to enter personal payment information for the account. Enter credit card number, name on the card, type of card, exp and the card code.

Credit Card Information

7. If the payment method was check, enter the routing number, account number, name and the type of account.

Checking Account Information

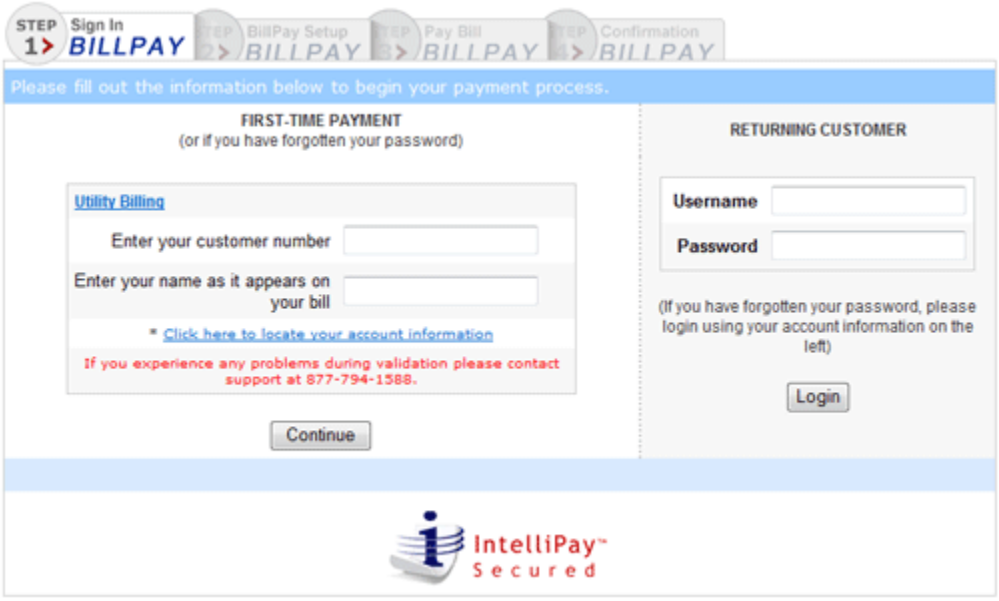
8. Once all information has been entered click on the Update Payment Information button at the bottom of the page.

First Time Payment: (Without username and password)

This section of the documentation provides a step by step process of making a one time payment without setting up an account.

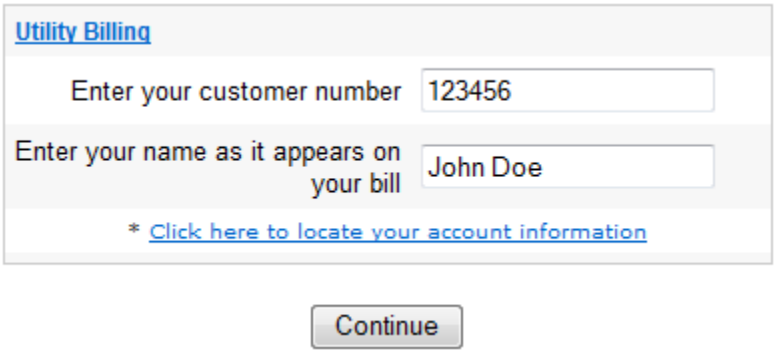
1. Open your web browser and go to the city's web site and click on the Online Bill payment link or Pay Bill logo.

2. A screen similar to the one below will be displayed.



First time payment and returning customer site

3. Under the First Time Payment section enter your Customer Number and Name as it appears on the bill then click on the continue button.



Customer number and Name on the bill

This takes you to step 2 of the billpay application where you can select if you would like to pay by check or by credit card then enter your personal information such as: Address, City, State, Zip, Phone and E-Mail address.

NOTE: Some cities accept checks online in addition to credit card payments. To pay by check select that option from Payment Method list.

E-Mail Options

4. Enter your credit card or checking account billing information, including:

- Address
- City

- State
- Email address
- Zip code
- Phone number

5. Skip to the bottom of the screen and click on Next.

6. The next step is to enter credit card number, name on the card, type of card, exp and the card code as well as the amount you want to pay.

Credit Card Information

7. If the payment method was check, enter the routing number, account number, name and the type of account. Be sure to enter the amount you want to pay.

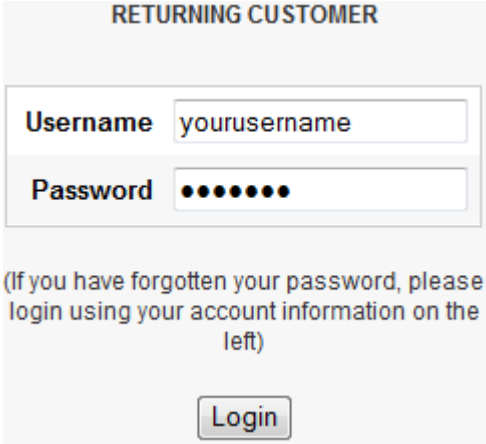
Checking Account Information

8. Once all information has been entered click on the Pay My Bill button at the bottom of the page.
Note: Once you click "Pay My Bill" the payment method you entered will be charged the amount you specified.

Returning Customer:

If a username has already been created then you may use that information to access the account again from the RETURNING CUSTOMER login area on the page.

NOTE: If you do not remember or the system does not recognize your username or password you will need to login as a First Time User on the left side of the screen.



Returning Customer Login

1. Enter your username and password information.

2. Click on the Login button.

Main Menu Interface

3. Once logged in the main menu for the account will be displayed. From this menu there are several different options to choose from.

Pay Total Due

This button allows you to pay your balance due with the payment method you selected during your account creation.

NOTE: Once you click on this button, your bill will be paid at that moment.

Pay Different Amount

This button allows you to either pay a partial payment of the total amount due or you can make an advance payment prior to the bill being due.

Update My Settings

This button allows you to change your username and/or password, make credit card or checking account billing address changes or modify your recurring billing settings.

Change My Payment Info

This button will allow you to change your payment method. Here you can update to a different credit card or checking account to pay your bill with.

NOTE: Depending on the payment types your city accepts will determine what type of method you can use.

4. When you are finished inside the account, you can click on Logout.