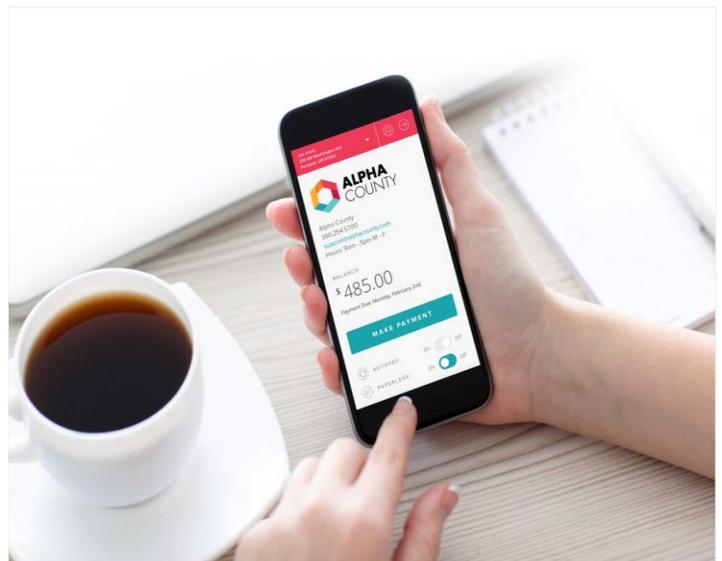
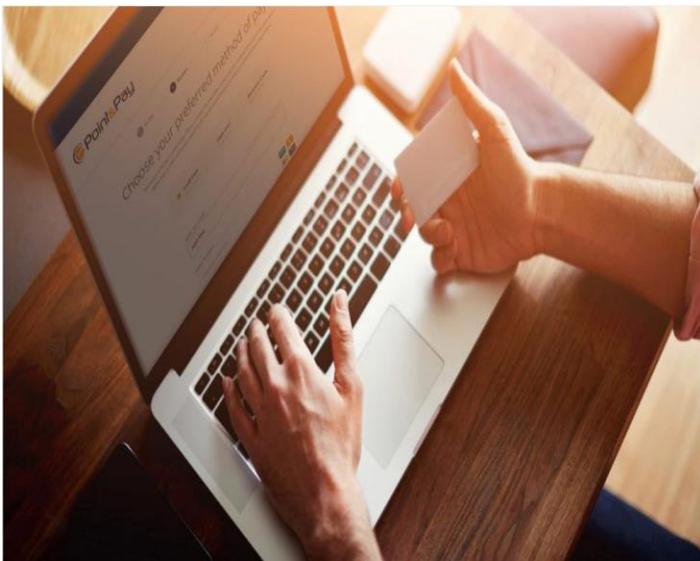
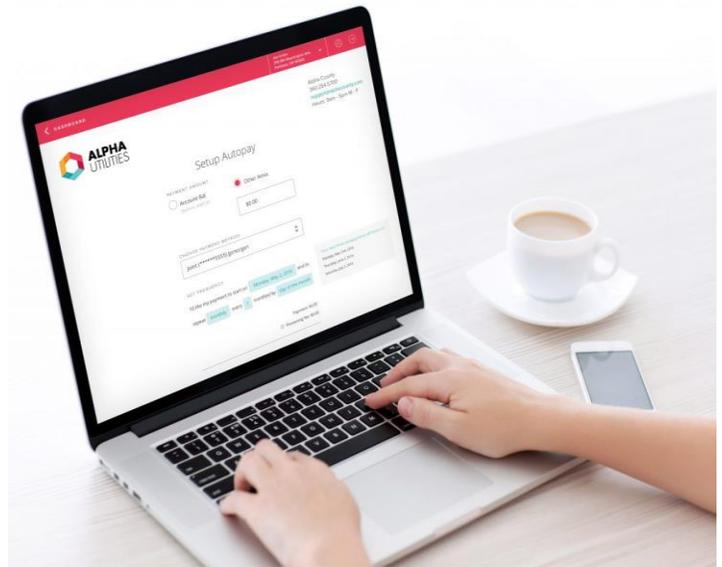


BillPay User Manual (User Edition)



point & pay

WELCOME & TABLE OF CONTENTS

Welcome to Point & Pay!

Point & Pay is one of the fastest growing companies in the payments industry and we welcome you as our newest partner. We are confident that your organization will quickly reap the benefits of doing business with us and promise to provide an unparalleled level of service and support to both your staff and customers.

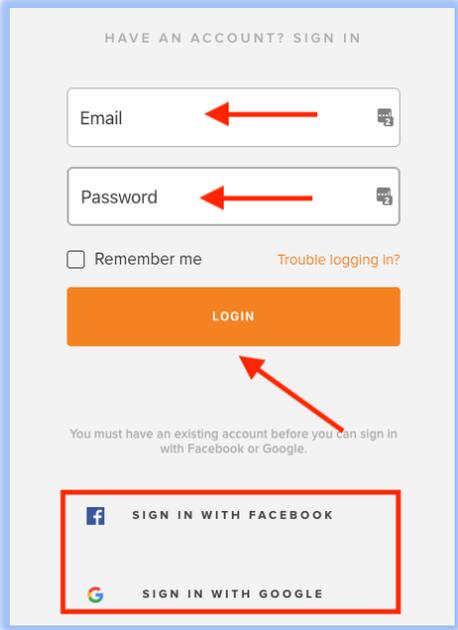
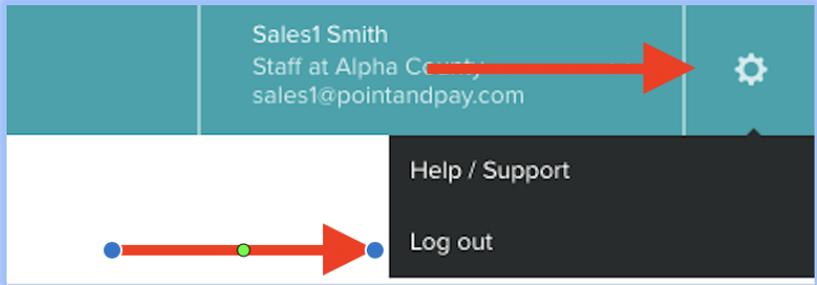
We are pleased to present you with this **BillPay User Training Manual**. This training manual has been designed by the **Point & Pay Customer Support Team** and will provide you with information and guidance as you learn to use your online payment portal.

As always, should you have any questions or concerns, please reach out to the **Point & Pay Customer Support Team** agency support@pointandpay.com.

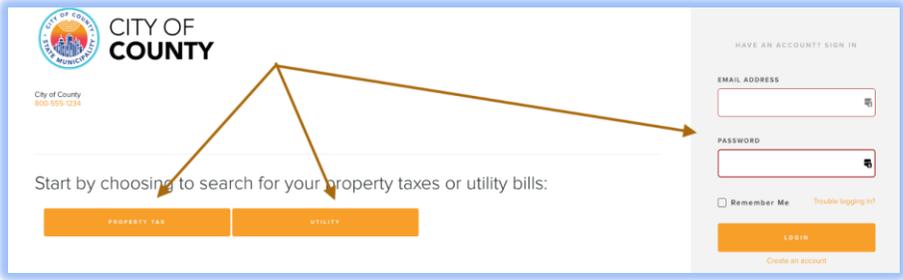
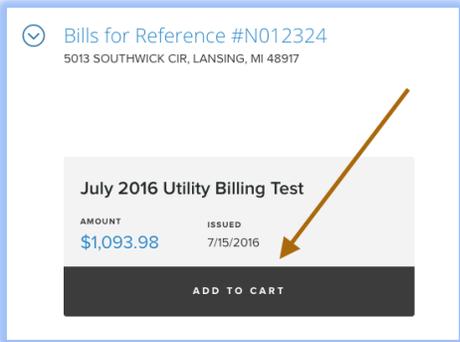
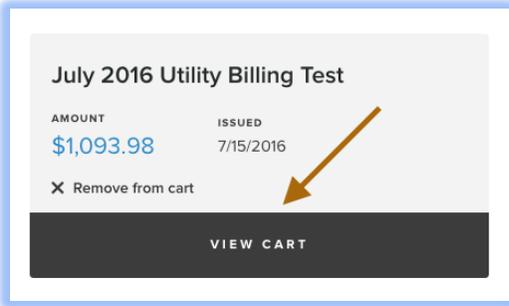
Once again, welcome to the team!

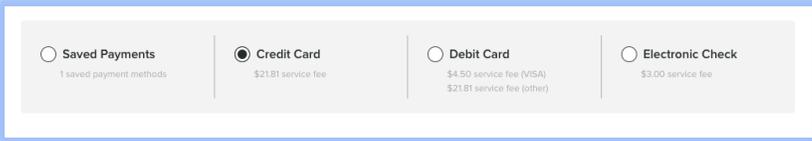
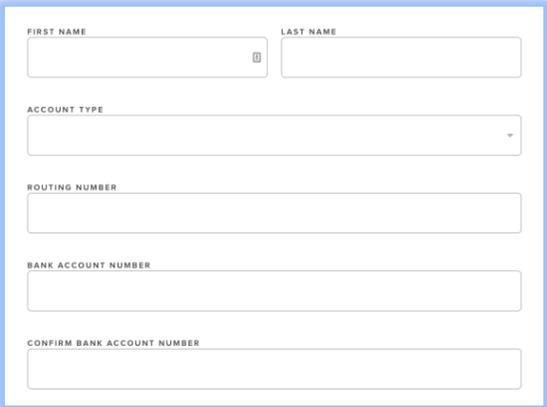
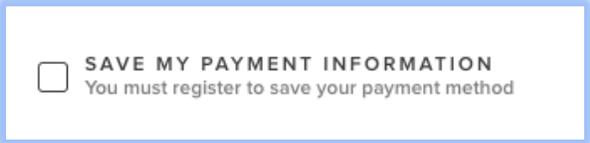
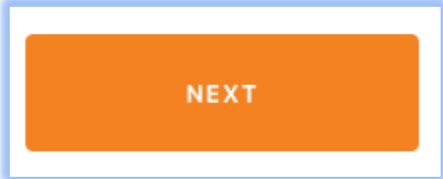
Section	Page #
1. Log In/Log Out	3
2. Customer Bill Pay	4
5. Setting Up Recurring Payments	7
6. Edit Recurring Payment Information	10
9. Turn on Paperless Billing	11

BillPay - Log In/Log Out

STEP	ACTION	VISUAL
1	To log-in, go to the Web URL assigned to your organization	
2	Once on the log-in screen, enter your e-mail address and password created when your account was set up. Once done, click Login . You can also use your Facebook or Google account information to log-in as well.	
3	To log out, click the Settings button in the upper right-hand corner of the screen, and then click Log Out .	

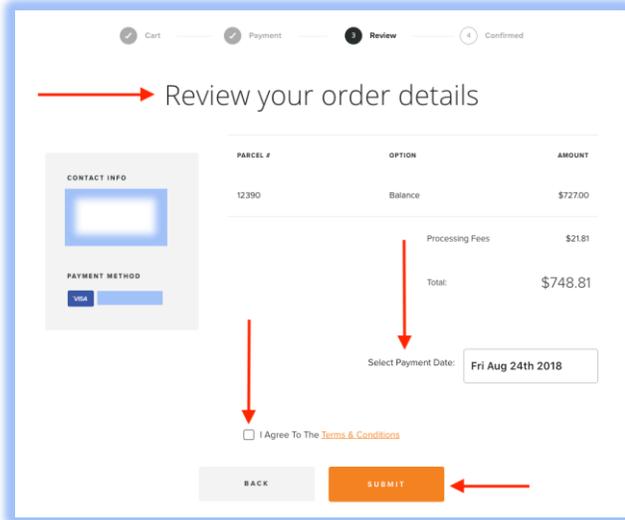
BillPay - Customer Bill Pay

STEP	ACTION	VISUAL
1	To view and/or pay your utility or property tax bill, go to the Web URL assigned to your organization	
2	Once on the home page, you can choose which bill you would like to pay (Quickpay) or, if you already have an account, you can also sign in to view/pay your bill.	
3	If you chose to log in to your online account, or if you chose Quickpay , to pay your bill, click Add To Cart .	
4	Once you are ready to make the payment, click View Cart .	
5	Here, review the items in the cart and then press Checkout .	

4	Next, choose the preferred method of payment.	
5	If using a credit or debit card, enter the first and last name of the card holder, card number and month and year of expiration.	
6	If using an electronic check, enter the first and last name , account type , routing number and bank account number . Enter the bank account number a second time.	
7	Next, enter the billing address associated with the card or bank account.	
8	You can also choose to save this information in the system. (If you have not already set up an account profile, checking the box to save your payment information will prompt the system to take you to the registration page)	
9	Once all information is added as needed, click Next .	

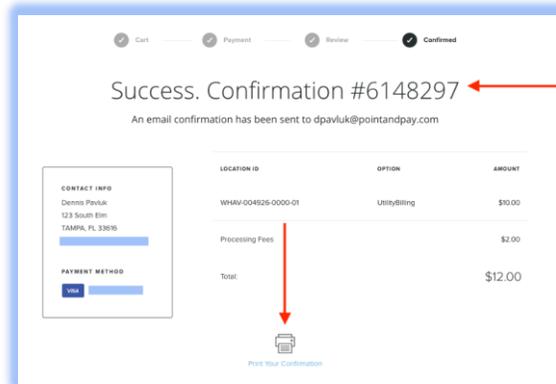
10

Here, review the **order details**, select the **payment date**, agree to the **Terms & Conditions** and then click **Submit**.

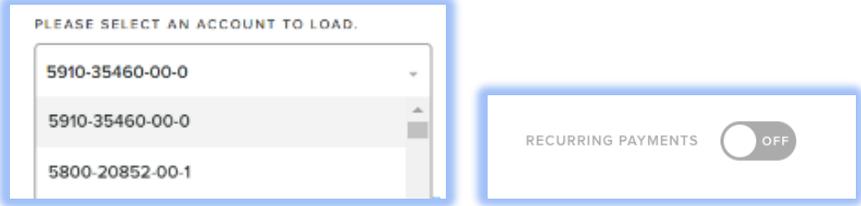
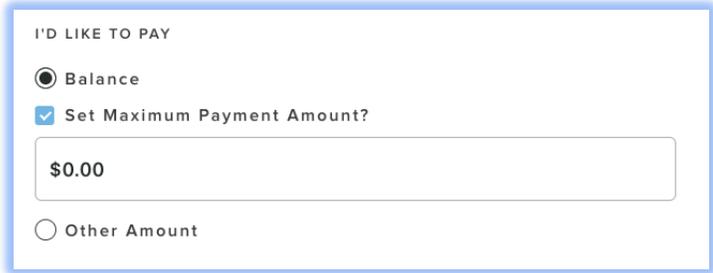
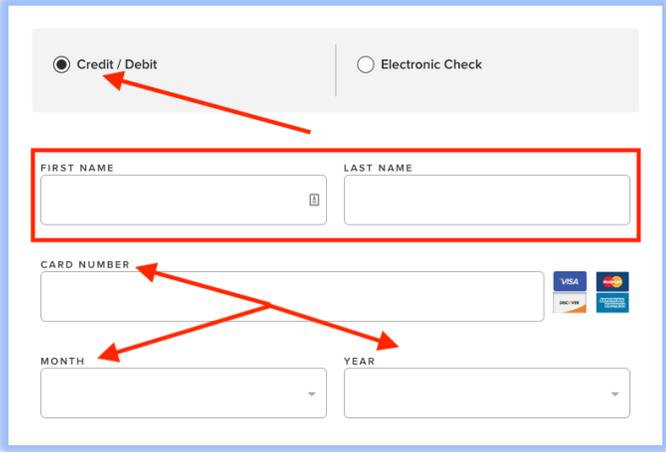


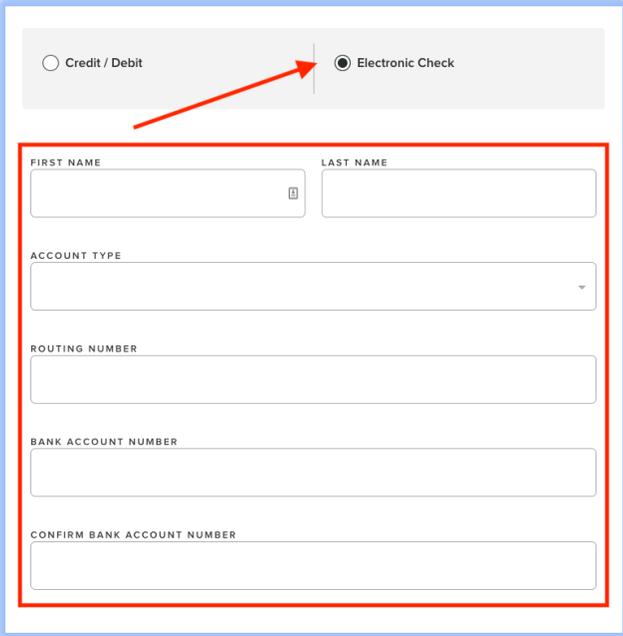
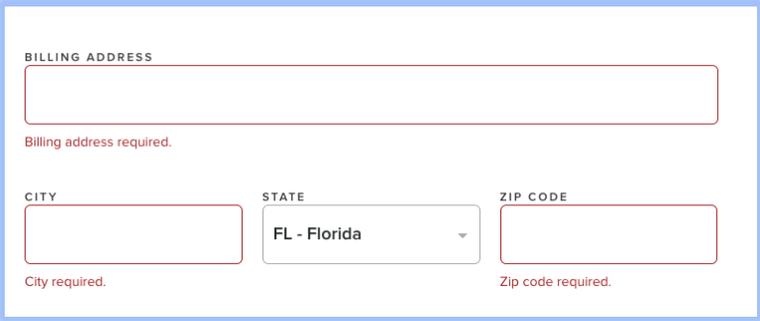
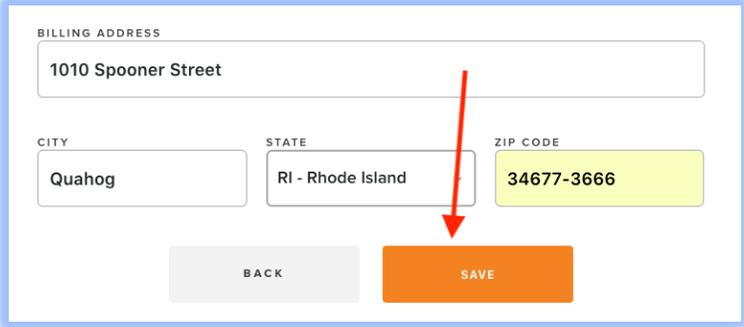
11

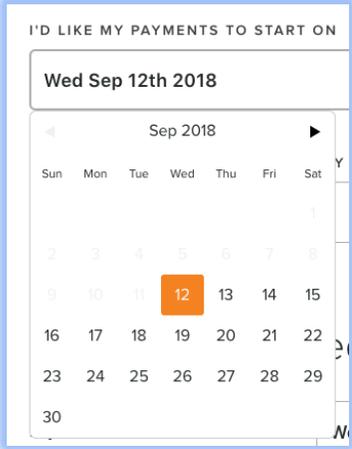
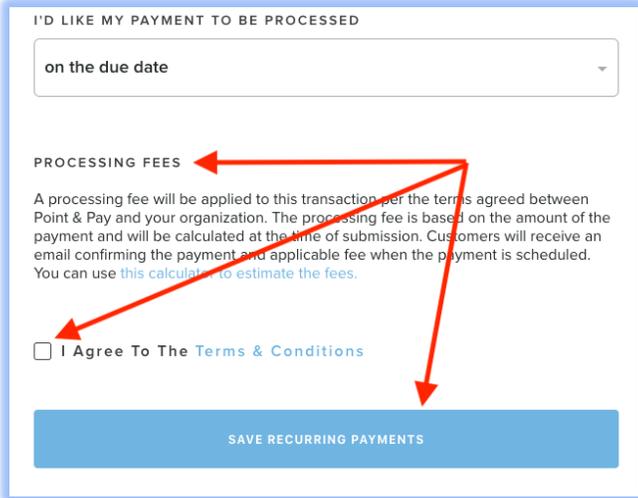
The screen will show that the payment was successfully processed and show the payment **confirmation number**. You'll also have the option to **print** the confirmation as well.



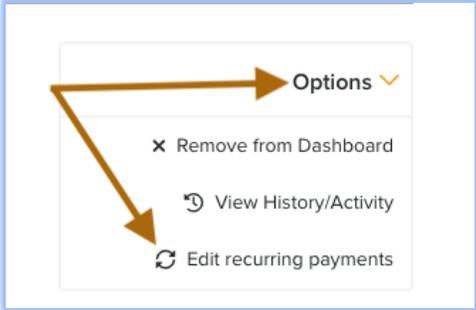
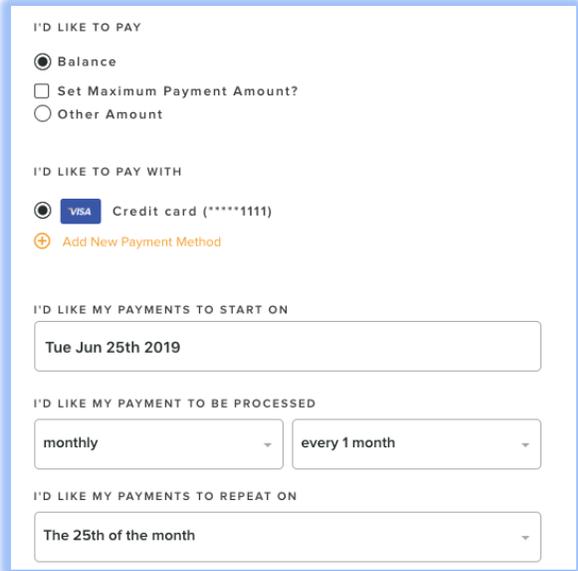
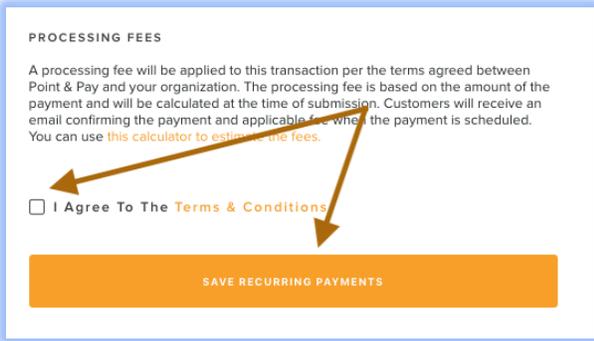
BillPay - Setting Up Recurring Payments

<p style="text-align: center; font-size: 24pt; font-weight: bold;">1</p>	<p>Once on your account Dashboard, select the account you want to load (if applicable) then click the Recurring Payments toggle.</p>	 <p>The screenshot shows a dropdown menu titled "PLEASE SELECT AN ACCOUNT TO LOAD." with three options: 5910-35460-00-0 (selected), 5910-35460-00-0, and 5800-20852-00-1. To the right, there is a "RECURRING PAYMENTS" toggle switch currently set to "OFF".</p>
<p style="text-align: center; font-size: 24pt; font-weight: bold;">2</p>	<p>On the Auto Pay screen, first, choose the amount you would like to pay.</p>	 <p>The screenshot shows the "I'D LIKE TO PAY" section with two radio button options: "Balance" and "Other Amount". The "Other Amount" option is selected. Below the options is a text input field containing "\$0.00".</p>
<p style="text-align: center; font-size: 24pt; font-weight: bold;">3</p>	<p>If Balance is chosen, you can also choose to "Set Maximum Payment Amount"</p>	 <p>The screenshot shows the "I'D LIKE TO PAY" section with "Balance" selected. A checkbox labeled "Set Maximum Payment Amount?" is checked. Below it is a text input field containing "\$0.00". The "Other Amount" option is also visible but not selected.</p>
<p style="text-align: center; font-size: 24pt; font-weight: bold;">4</p>	<p>Next, click the "Add New Payment Method" link.</p>	 <p>The screenshot shows the "PAYMENT METHOD" section with a single orange link that says "Add New Payment Method" next to a plus sign icon.</p>
<p style="text-align: center; font-size: 24pt; font-weight: bold;">5</p>	<p>Choose the payment method as needed. If choosing Credit/Debit, enter the name on the card as well as the card number and expiration information.</p>	 <p>The screenshot shows the payment method selection screen. The "Credit / Debit" radio button is selected and highlighted with a red arrow. Below it, the "FIRST NAME" and "LAST NAME" fields are highlighted with a red box. The "CARD NUMBER" field is also highlighted with a red arrow. The "MONTH" and "YEAR" dropdown menus are also highlighted with red arrows. The "Electronic Check" option is unselected.</p>

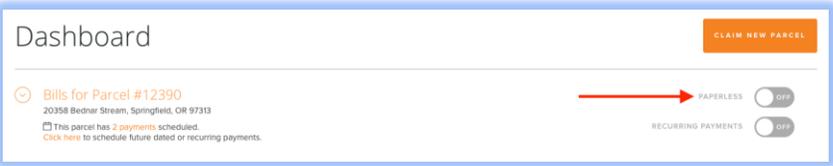
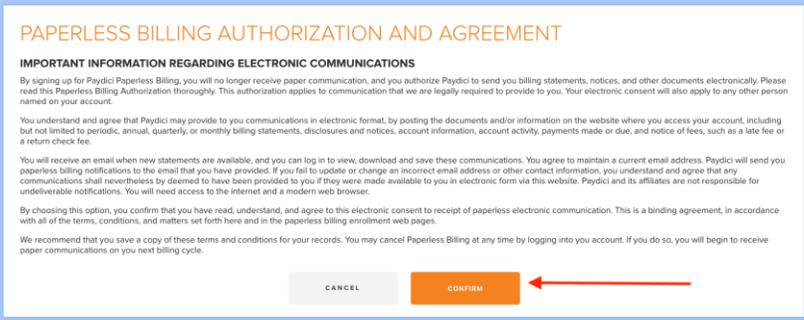
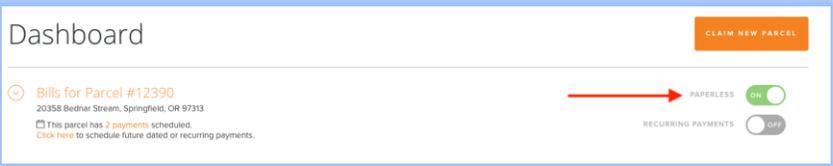
<p>6</p>	<p>If choosing Electronic Check, enter the Name on the Account, the Account Type, Routing Number, and the Bank Account Number twice.</p>	
<p>7</p>	<p>Next, add the Billing Address associated with the credit/debit/electronic check account.</p>	
<p>8</p>	<p>Once all information is complete, click Save.</p>	

<p>9</p>	<p>Next, choose when the recurring payments will start. Click in the "I'd Like My Payments To Start On" field to open a calendar. Click on the desired date.</p>	
<p>10</p>	<p>Choose how often you would like the recurring payments to be processed as well as when the payment will repeat.</p>	
<p>11</p>	<p>The system will show a Processing Fees statement. Click the "I Agree To The Terms and Conditions" check box, and then click the Save Recurring Payments button.</p>	

BillPay – Edit Recurring Payment Information

<p>1</p>	<p>Once logged in and on the account Dashboard, click the Options dropdown and choose Edit Recurring Payments.</p>	 <p>A screenshot of a dropdown menu with a blue border. At the top, there is an 'Options' header with a downward arrow. Below it, three items are listed: 'Remove from Dashboard' with a red 'x' icon, 'View History/Activity' with a circular arrow icon, and 'Edit recurring payments' with a circular refresh icon. Two orange arrows point from the top-left corner of the dropdown to the 'Options' header and the 'Edit recurring payments' option.</p>
<p>2</p>	<p>Make any changes as needed to your Recurring Payment set up including a change of payment amount, payment method used, payment date and frequency.</p>	 <p>A screenshot of a form for configuring recurring payments, enclosed in a blue border. The form is divided into several sections: 'I'D LIKE TO PAY' with radio buttons for 'Balance', 'Set Maximum Payment Amount?', and 'Other Amount'; 'I'D LIKE TO PAY WITH' with a selected 'VISA Credit card (****1111)' and an 'Add New Payment Method' link; 'I'D LIKE MY PAYMENTS TO START ON' with a date field set to 'Tue Jun 25th 2019'; 'I'D LIKE MY PAYMENT TO BE PROCESSED' with dropdowns for 'monthly' and 'every 1 month'; and 'I'D LIKE MY PAYMENTS TO REPEAT ON' with a dropdown set to 'The 25th of the month'.</p>
<p>3</p>	<p>Once any information is changed, click the I Agree To The Terms & Conditions check box and then click the Save Recurring Payments button.</p>	 <p>A screenshot of the 'PROCESSING FEES' section, enclosed in a blue border. It contains a paragraph of text explaining the fee. Below the text is a checkbox labeled 'I Agree To The Terms & Conditions'. At the bottom of the section is a large orange button labeled 'SAVE RECURRING PAYMENTS'. Two orange arrows point from the top-right corner of the screenshot to the checkbox and the button.</p>

BillPay - Turn on Paperless Billing

STEP	ACTION	VISUAL
1	Once logged in to your account, on your account Dashboard , click the Paperless switch to On .	 <p>Dashboard</p> <p>CLAIM NEW PARCEL</p> <p>Bills for Parcel #12390 20358 Bednar Stream, Springfield, OR 97313</p> <p>This parcel has 2 payments scheduled. Click here to schedule future dated or recurring payments.</p> <p>PAPERLESS OFF</p> <p>RECURRING PAYMENTS OFF</p>
2	Read the " Paperless Billing Authorization and Agreement ," and click Confirm .	 <p>PAPERLESS BILLING AUTHORIZATION AND AGREEMENT</p> <p>IMPORTANT INFORMATION REGARDING ELECTRONIC COMMUNICATIONS</p> <p>By signing up for Paydici Paperless Billing, you will no longer receive paper communication, and you authorize Paydici to send you billing statements, notices, and other documents electronically. Please read this Paperless Billing Authorization thoroughly. This authorization applies to communication that we are legally required to provide to you. Your electronic consent will also apply to any other person named on your account.</p> <p>You understand and agree that Paydici may provide to you communications in electronic format, by posting the documents and/or information on the website where you access your account, including but not limited to periodic, annual, quarterly, or monthly billing statements, disclosures and notices, account information, account activity, payments made or due, and notice of fees, such as a late fee or a return check fee.</p> <p>You will receive an email when new statements are available, and you can log in to view, download and save these communications. You agree to maintain a current email address. Paydici will send you paperless billing notifications to the email that you have provided. If you fail to update or change an incorrect email address or other contact information, you understand and agree that any communications shall nevertheless be deemed to have been provided to you if they were made available to you in electronic form via this website. Paydici and its affiliates are not responsible for undeliverable notifications. You will need access to the internet and a modern web browser.</p> <p>By choosing this option, you confirm that you have read, understand, and agree to this electronic consent to receipt of paperless electronic communication. This is a binding agreement, in accordance with all of the terms, conditions, and matters set forth here and in the paperless billing enrollment web pages.</p> <p>We recommend that you save a copy of these terms and conditions for your records. You may cancel Paperless Billing at any time by logging into your account. If you do so, you will begin to receive paper communications on your next billing cycle.</p> <p>CANCEL CONFIRM</p>
3	The Dashboard will now show that Paperless Billing is turn On .	 <p>Dashboard</p> <p>CLAIM NEW PARCEL</p> <p>Bills for Parcel #12390 20358 Bednar Stream, Springfield, OR 97313</p> <p>This parcel has 2 payments scheduled. Click here to schedule future dated or recurring payments.</p> <p>PAPERLESS ON</p> <p>RECURRING PAYMENTS OFF</p>