

### GETTING SIGNED UP FOR POINT & PAY:

1. Visit our website at: <https://westutx.gov/460/Pay-Utilities-Online> to read about Point & Pay.
2. Once ready to sign up, click on the green **Sign Up for Point & Pay** button.
3. You can then locate your bill by entering your utility account number and primary account holder's last name as shown on your statement.
4. Once your account is located, please verify the information, then ADD TO CART

## Verify Account

Please verify the following account information:

Account ID: 7357177086\_cityofwestuniversityplace  
Name: CITY OF WEST UNIVERSITY PLACE  
Address: 6100 COLLEGE ST

5. Next you want to **REGISTER ACCOUNT**, look for the black button that says **REGISTER ACCOUNT**

1 Cart 2 Payment 3 Review 4 Confirmed

Please review your cart

ACCOUNT #	NAME	ADDRESS	
7357177086	CITY OF WEST UNIVERSITY PLACE	6100 COLLEGE ST	<input type="button" value="REGISTER ACCOUNT"/>
<input type="checkbox"/>	<b>Oct 30, 2019 Utility Bill</b> CITY OF WEST UNIVERSITY PLACE 6100 COLLEGE ST Due 11/20/2019	<b>Payment Options</b> <input checked="" type="radio"/> Balance (\$0.00) Can't be less than \$0.01 <input type="radio"/> Other (\$0.00)	<input type="button" value="REMOVE FROM CART"/>

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- a. That opens a new window for you to enter your name, email address, and create a password.

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# Let's get you registered

FIRST NAME

LAST NAME (OR COMPANY NAME)

EMAIL ADDRESS

**Your Password Must...**

- ✗ Be at least eight characters long
- ✗ Have at least one number
- ✗ Have at least one lower and one uppercase letter
- ✗ Be entered twice for confirmation

PASSWORD

PASSWORD CONFIRMATION

I Accept The Terms Of Use And Privacy Policy

REGISTER

b. You will see the below message after you enter your information to register your account.

Activation Link Sent

We have sent an activation link to the email address:  
[redacted]@yahoo.com

Please click the link in that email to complete account activation.  
(Be sure to check your spam or trash folders!)

[RESEND ACTIVATION LINK](#)

[Back to Search](#)

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c. Please login to your EMAIL to find the auto generated email sent by Point & Pay to confirm your email.

## Point & Pay :: Please confirm your email address for West University Place account activation



City of  
West University  
Place

Hello Delyce

Please click the link below to confirm your email address and complete account registration for West University Place.

[CONFIRM MY EMAIL](#)

Once registration is complete, you can:

- Go paperless and download bills online
- Schedule automatic and future dated payments
- View account and payment history

Thank you,  
West University Place  
713-662-5824  
[bill@help@westutp.gov](mailto:bill@help@westutp.gov)

[Need login help?](#)

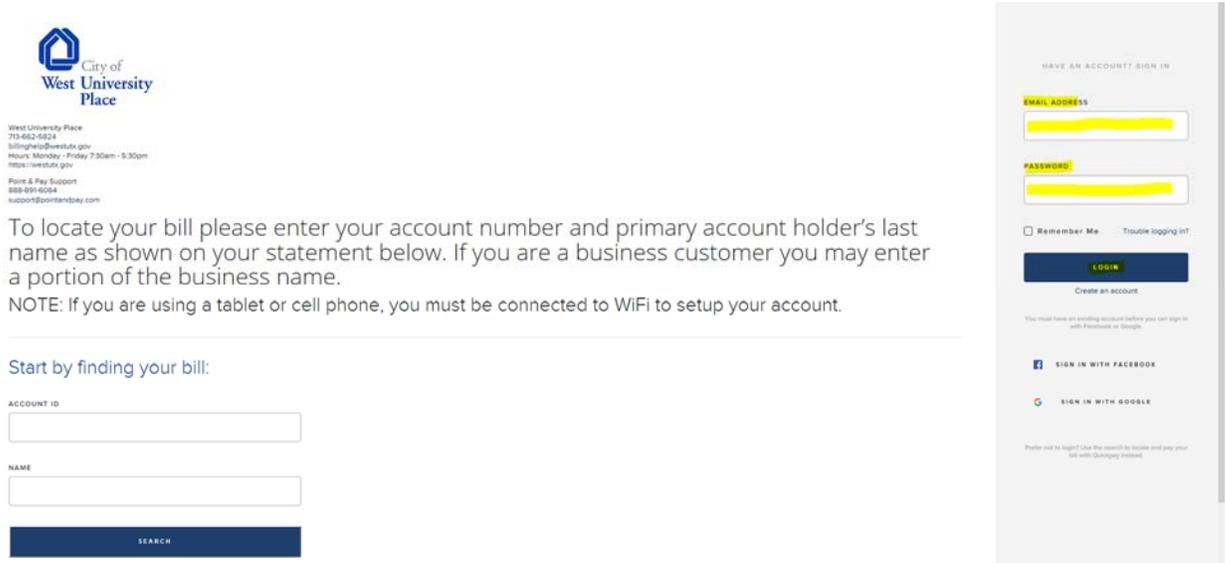
Please do not respond to this email as it is not monitored regularly.  
For billing questions or general issues, please contact your service provider directly.

[Click here to unsubscribe from email notifications](#)

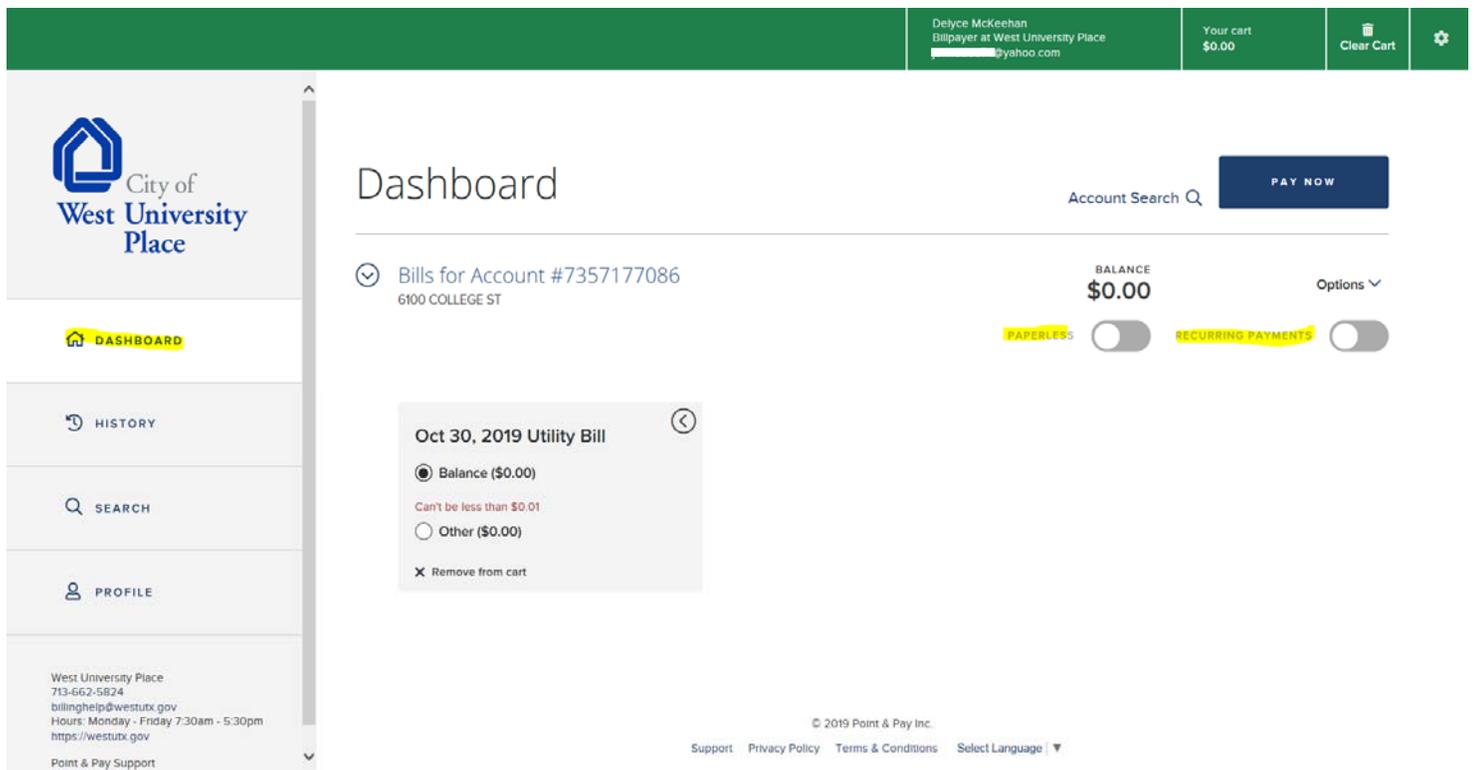
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6. Once the email is confirmed, it should bring you back to the home page of Point & Pay and you can now LOGIN
  - Desktop users will see the login to the right of the home page
  - Smart Phone users will have to scroll down to see the login section

**SCREEN SHOT OF DESKTOP VIEW OF HOME PAGE:**



7. Once logged in, you should see your home page, which defaults to your DASHBOARD. This is where you now have the option to go paperless and setup recurring payments.



8. If you want to go PAPERLESS or are already signed up for PAPERLESS make sure your PAPERLESS toggle button is **TURNED ON**. When you click the PAPERLESS toggle button, you will be brought to an authorization and agreement page, please review and then click CONFIRM.

**SCREEN SHOT OF CONFIRMING PAPERLESS:**

## PAPERLESS BILLING AUTHORIZATION AND AGREEMENT

### IMPORTANT INFORMATION REGARDING ELECTRONIC COMMUNICATIONS

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.

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.

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.

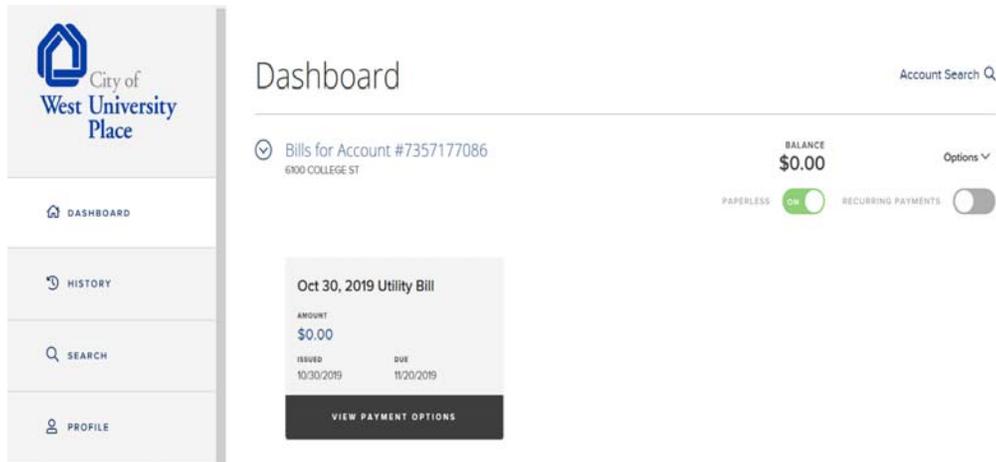
By choosing this option, you confirm that you have read, understand, and agree to this electronic consent to receipt of paperless electronic communication. This is a binding agreement, in accordance with all of the terms, conditions, and matters set forth here and in the paperless billing enrollment web pages.

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 you account. If you do so, you will begin to receive paper communications on you next billing cycle.



- a. Once confirmed for PAPERLESS, you should see the PAPERLESS button on your dashboard is **ON** and **GREEN**. You should also receive an auto generated email letting you know paperless billing has been turned on for your account.

**SCREEN SHOT THAT PAPERLESS IS NOW ON:**



SCREEN SHOT OF EMAIL RECEIVED THAT PAPERLESS WAS TURNED ON:

# West University Place :: Paperless billing has been turned on for account #7357177086



Delyce McKeehan,

Paperless billing has been turned on for Account #7357177086. You will now receive bills related to this account electronically.

Sign in to change your settings:

LOGIN

[Need login help?](#)

Please do not respond to this email as it is not monitored regularly.  
For billing questions or general issues, please contact your service provider directly.

[Click here to unsubscribe from eBill notifications](#)

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9. If you want to setup for RECURRING PAYMENTS, click on the RECURRING PAYMENTS toggle button, that opens another window so you may get signed up.

- First, click on the ADD NEW PAYMENT METHOD

Recurring Payments

Please note that recurring payments "autopay" setup is only for utility bills. You are registering for this service, you certify that you are the owner of the property or that you have the property owner's permission to sign up for and receive Utility Recurring (Auto) Payments or Paperless Billing. All bills must be paid in full by their due date. Remaining balances will result in additional charges. You are responsible for monitoring your payment balance and due dates, which may be subject to change. You should confirm your account information with your financial institution. Your payment methods account information must be entered correctly in order for your recurring payment to be processed successfully.

Currently the City of West U does not charge a processing fee for this service.

A \$35 fee is charged for any payment that is returned uncollectible for any reason, including non-sufficient funds or errors made while making online payments. To avoid this fee, verify your account information with your financial institution.

I'D LIKE TO PAY

BALANCE

OTHER AMOUNT

\$0.00

I'D LIKE TO PAY WITH

[Add New Payment Method](#)

My payment will be processed on the due date.

I Agree To The Terms & Conditions

SAVE RECURRING PAYMENTS

- Second, choose Credit/Debit or Electronic Check

## Add a new payment method

Credit / Debit

Electronic Check

- Third, enter your payment information and SAVE.

## Add a new payment method

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Credit / Debit

Electronic Check

FIRST NAME

LAST NAME

CARD NUMBER



MONTH

YEAR

BILLING ADDRESS

COUNTRY

STATE

CITY

ZIP CODE

BACK

SAVE

- d. Fourth, and final step for setting up RECURRING PAYMENTS, choose BALANCE, make sure your payment method you just entered is selected, agree to the terms and click on SAVE RECURRING PAYMENTS.

• **NOTE: We do not currently charge a processing fee to use a credit card**

## Recurring Payments

Please note that recurring payments 'autopay' setup is only for utility bills. You are registering for this service, you certify that you are the owner of the property or that you have the property owner's permission to sign up for and receive Utility Recurring (Auto) Payments or Paperless Billing. All bills must be paid in full by their due date. Remaining balances will result in additional charges. You are responsible for monitoring your payment balance and due dates, which may be subject to change. You should confirm your account information with your financial institution. Your payment methods account information must be entered correctly in order for your recurring payments to be processed successfully.

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### I'D LIKE TO PAY

- BALANCE
- Set Maximum Payment Amount?
- OTHER AMOUNT

### I'D LIKE TO PAY WITH

- CREDIT CARD (\*\*\*\*\*)
- Add New Payment Method

My payment will be processed on the due date.

### PROCESSING FEES

A processing fee will be applied to this transaction per the terms agreed between Point & Pay and your organization. The processing fee is based on the amount of the payment and will be calculated at the time of submission. Customers will receive an email confirming the payment and applicable fee when the payment is scheduled. You can use this calculator to estimate the fees.

Agree To The Terms & Conditions

SAVE RECURRING PAYMENTS

- e. Once confirmed for RECURRING PAYMENTS, you should see the RECURRING PAYMENTS button on your dashboard is **ON** and **GREEN**. You should also receive an auto generated email letting you know recurring payments has been turned on for your account.

### SCREEN SHOT THAT RECURRING PAYMENTS IS NOW ON:

The screenshot shows a utility dashboard with the following elements:

- Dashboard** header with an **Account Search** field.
- Account information: **Bills for Account #7357177086**, **6100 COLLEGE ST**, and a note: **Auto-scheduled for November 20th, 2019 Change**.
- BALANCE \$0.00** displayed prominently.
- Payment status indicators: **PAPERLESS ON** and **RECURRING PAYMENTS ON**, both with green circular indicators.
- A card for **Oct 30, 2019 Utility Bill** showing **AMOUNT \$0.00**, **ISSUED 10/30/2019**, and **DUE 11/20/2019**, with a **VIEW PAYMENT OPTIONS** button.

**SCREEN SHOT OF EMAIL THAT RECURRING PAYMENTS HAS BEEN TURNED ON:**

## West University Place :: Recurring payments was turned on



Hello Delyce

You have successfully set up automatic payment for account 7357177086.

We'll use your account, Credit card (\*\*\*\*CC\*\*), to schedule a payment for your total account balance every due date starting on November 20th, 2019.

- We'll send you an email when we schedule payment
- Payments can easily be cancelled from your dashboard
- The usual processing fee for payments will apply

Thank you,  
West University Place  
713-562-5824  
billinghelp@westupa.gov

[Need login help?](#)

Please do not respond to this email as it is not monitored regularly.  
For billing questions or general issues, please contact your service provider directly.

[Click here to unsubscribe from all email notifications](#)

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- f. IF your payment method needs to be changed all together, such as a new credit card # was issued:
- TURN OFF RECURRING PAYMENTS FIRST from the Dashboard
  - Then click on PROFILE from the menu
  - Then click on the trash can to remove it
  - Then click on your Dashboard and click on RECURRING PAYMENTS, then add a new payment method
- g. IF you only need to update information associated with the payment method, such as, expiration date, billing address, or billing zip code then:
- Click on PROFILE
  - Click on the box with the pencil, make changes and SAVE

Other options on your HOME PAGE:

- HISTORY: This section will show you payments that have been made.
- SEARCH: This section allows you to ADD another account to your Point & Pay account.
- PROFILE: This section allows you to edit your information.
  - Edit email address
  - Edit password
  - Add another payment method

To LOG OUT click the gear shift at the top by your name and choose LOG OUT.