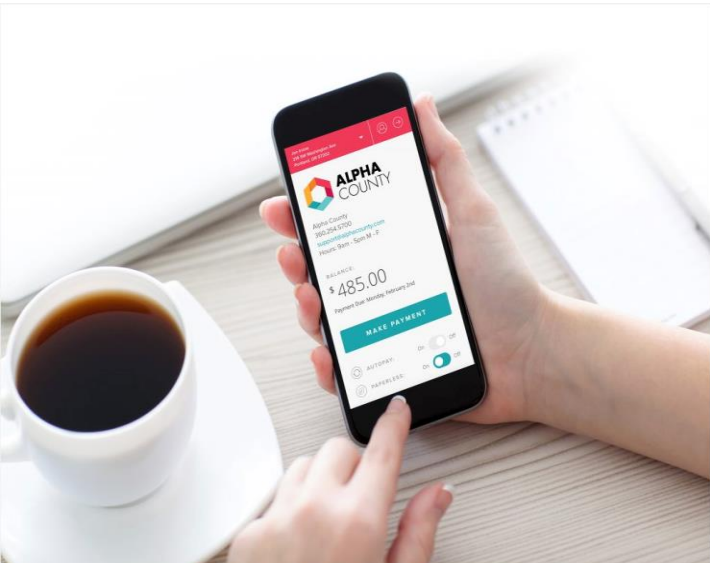
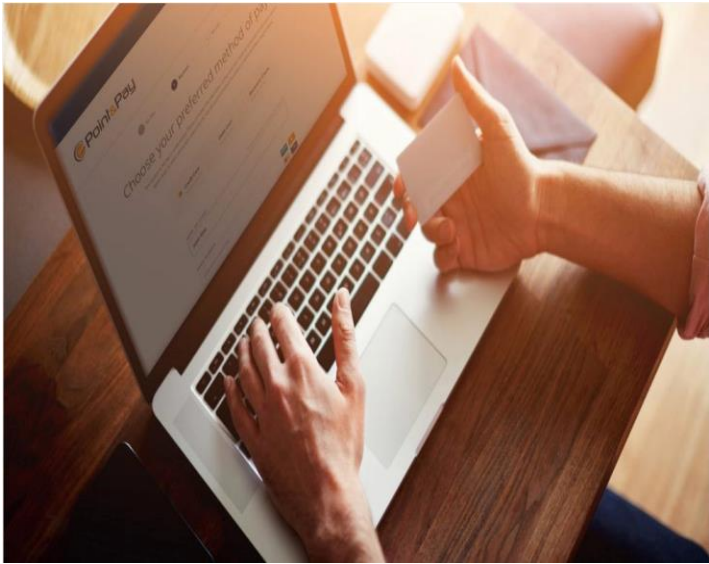
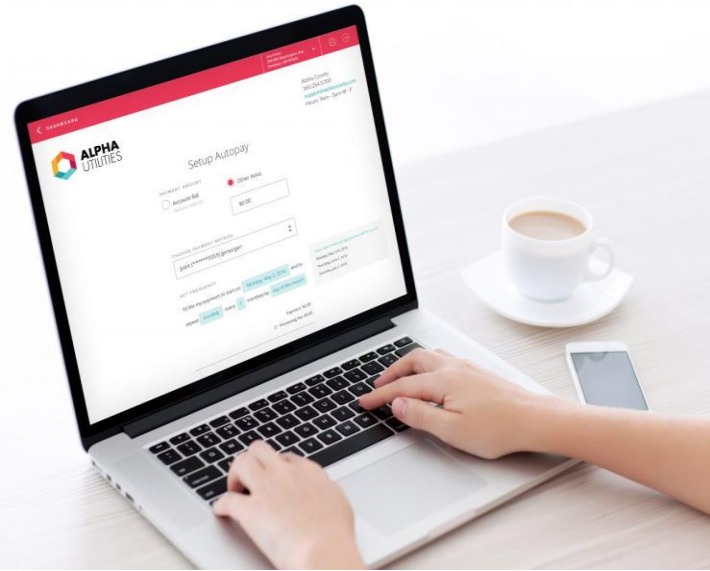


BillPay User Manual Paine Field Customers Edition



point & pay

WELCOME & TABLE OF CONTENTS

Welcome to Point & Pay!

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.


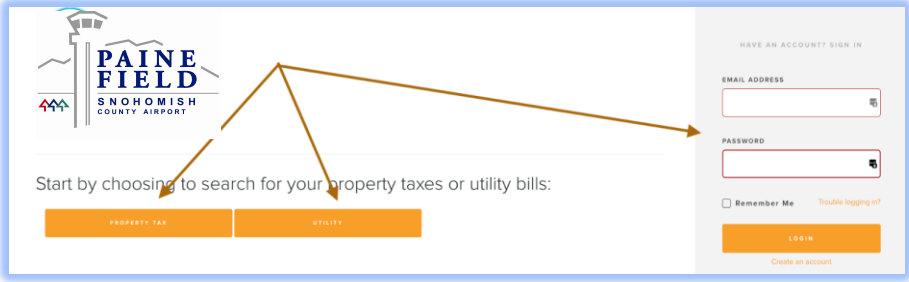
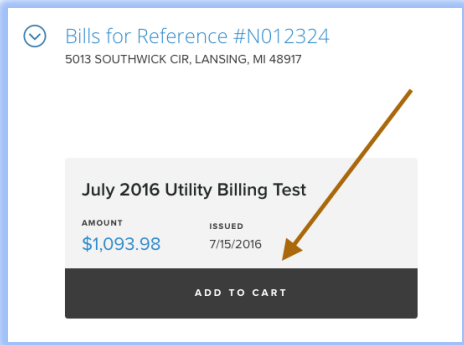
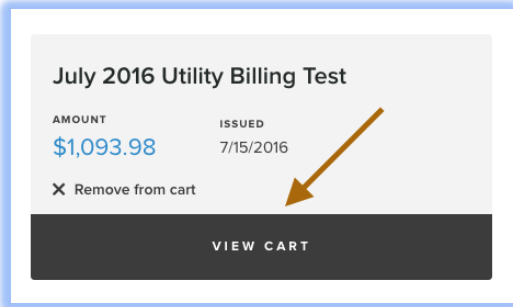
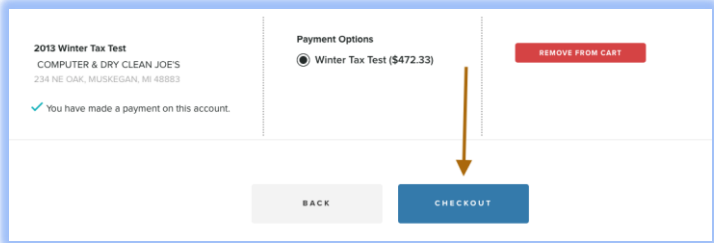
Once again, welcome to Point & Pay!

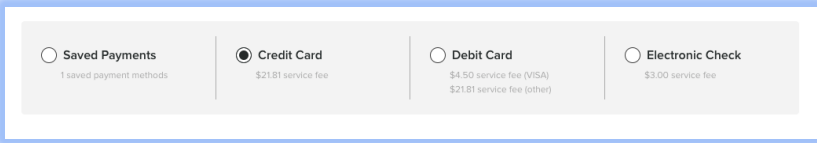

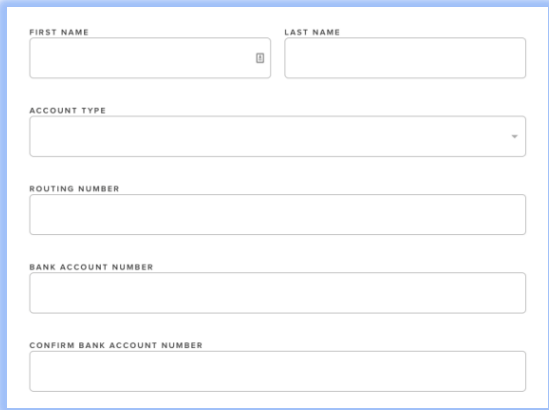
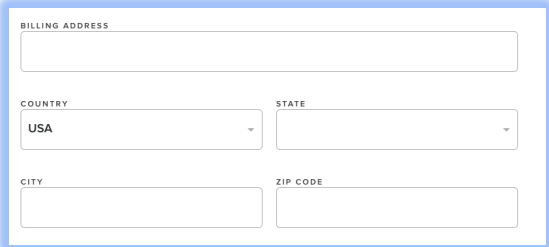
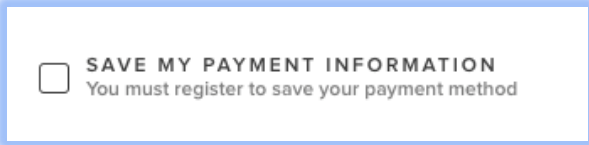
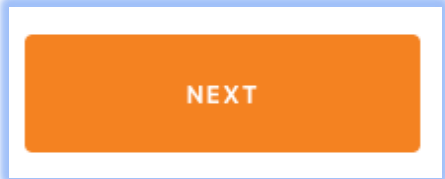
Section	Page #
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BillPay - Log In/Log Out

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 .	

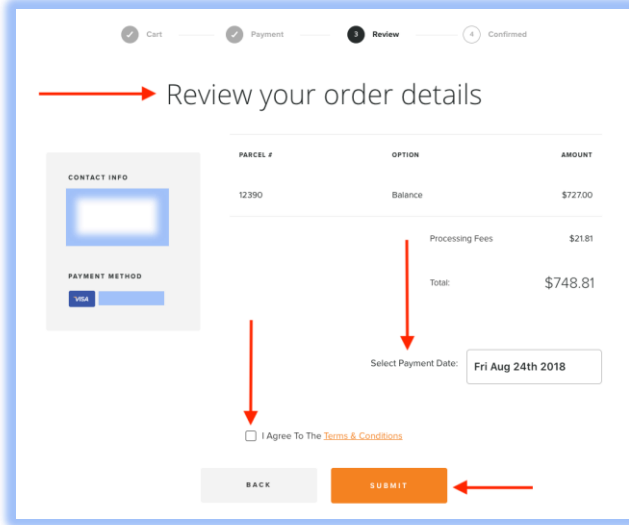
BillPay - Customer Bill Pay

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 .	

<p>4</p>	<p>Next, choose the preferred method of payment.</p>	
<p>5</p>	<p>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.</p>	
<p>6</p>	<p>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.</p>	
<p>7</p>	<p>Next, enter the billing address associated with the card or bank account.</p>	
<p>8</p>	<p>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)</p>	
<p>9</p>	<p>Once all information is added as needed, click Next.</p>	

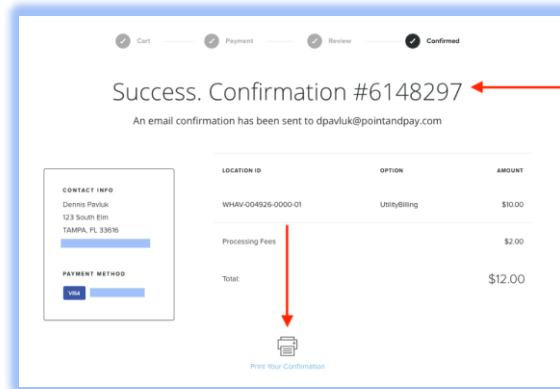
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Here, review the **order details**, select the **payment date**, agree to the **Terms & Conditions** and then click **Submit**.

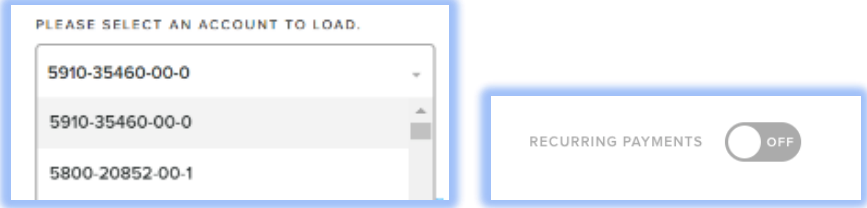
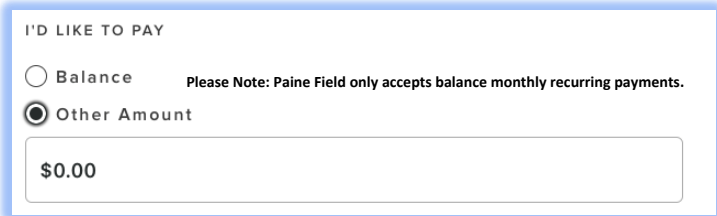
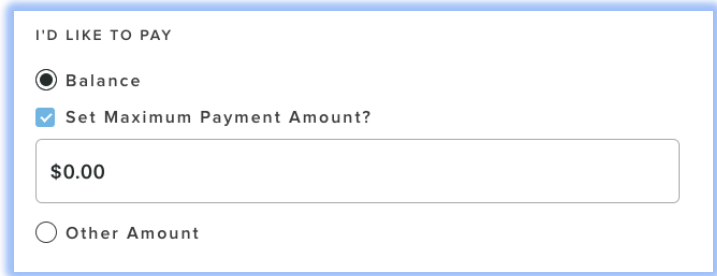

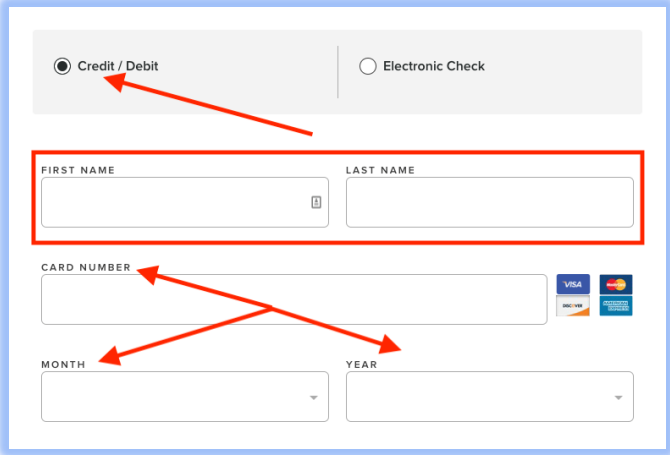


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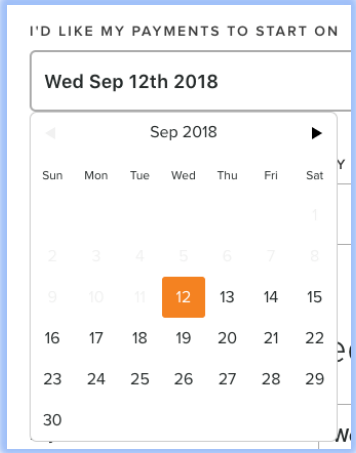
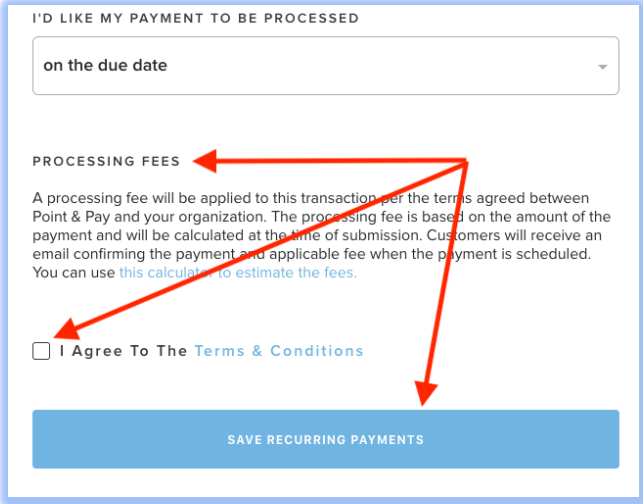
The screen will show that the payment was successfully processed and show the payment **confirmation number**. You'll also have the option to **print** the confirmation as well.



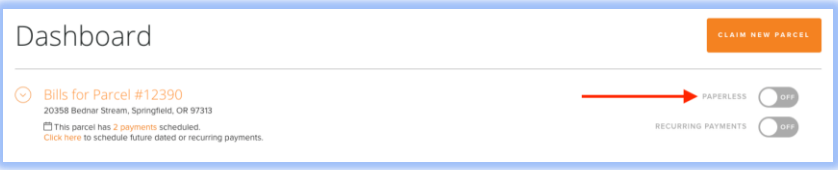
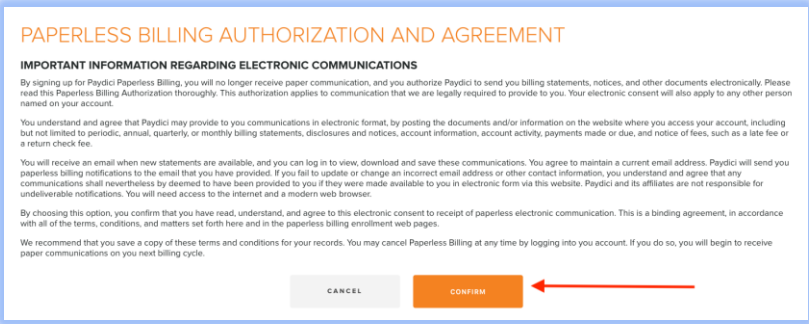
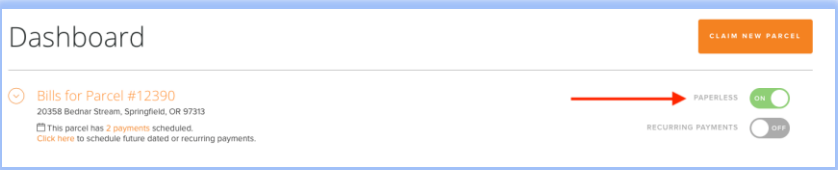
BillPay - Setting Up Recurring Payments

<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, 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" screen. There are two radio button options: "Balance" and "Other Amount". The "Other Amount" option is selected. A note says "Please Note: Paine Field only accepts balance monthly recurring payments." 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" screen. The "Balance" radio button is selected. Below it, the checkbox "Set Maximum Payment Amount?" is checked. A text input field below contains "\$0.00". The "Other Amount" radio button is unselected.</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" screen. There is a prominent orange link with a plus sign icon that says "Add New Payment Method".</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 "Electronic Check" option is unselected. A red box highlights the "FIRST NAME" and "LAST NAME" input fields. Below these are the "CARD NUMBER", "MONTH", and "YEAR" input fields, with red arrows pointing to each. There are also logos for Visa, Mastercard, and Discover.</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>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 - 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>The screenshot shows the 'Dashboard' page. At the top right is a 'CLAIM NEW PARCEL' button. Below it, there's a section for 'Bills for Parcel #12390' with the address '20358 Bednar Stream, Springfield, OR 97313'. It indicates 'This parcel has 2 payments scheduled' and provides a link to schedule future payments. On the right side, there are two toggle switches: 'PAPERLESS' (currently OFF) and 'RECURRING PAYMENTS' (currently OFF). A red arrow points from the text in Step 1 to the 'PAPERLESS' switch.</p>
2	Read the " Paperless Billing Authorization and Agreement ," and click Confirm .	 <p>The screenshot shows the 'PAPERLESS BILLING AUTHORIZATION AND AGREEMENT' page. It contains several paragraphs of text under the heading 'IMPORTANT INFORMATION REGARDING ELECTRONIC COMMUNICATIONS'. At the bottom of the page, there are two buttons: 'CANCEL' and 'CONFIRM'. A red arrow points from the text in Step 2 to the 'CONFIRM' button.</p>
3	The Dashboard will now show that Paperless Billing is turn On .	 <p>The screenshot shows the 'Dashboard' page after the changes. The 'PAPERLESS' toggle switch is now turned ON (green), and the 'RECURRING PAYMENTS' switch remains OFF. A red arrow points from the text in Step 3 to the 'PAPERLESS' switch.</p>