



# SCAPPOOSE *Oregon*

## NEW ONLINE BILLING IS NOW AVAILABLE

The City of Scappoose is pleased to announce that our new online bill pay option is now available. Our new online bill pay option saves you time and gives you more flexibility in how you pay your bill. If you have an Internet connection and an email address, you can now pay your bill online, you can set up auto payments from a credit card or bank account.

### HOW IT WORKS

We have partnered with Xpress Bill Pay, the premier provider for online bill payment. When you sign up for online bill payment you get a unique password that you use to access your personal account at [www.xpressbillpay.com](http://www.xpressbillpay.com). Just log in through your Web browser and view your bill, which will look like the paper statement you're familiar with. Select a payment type —credit card, debit card, or electronic funds transfer — enter the information, and you're done! It's that easy, and it only takes you a few minutes each month.

### ONLINE BILL PAYMENT FACTS

- It's free to sign up for online bill payment at [www.xpressbillpay.com](http://www.xpressbillpay.com).
- You can pay your bills with a credit or debit card, or you can transfer funds directly from your bank account.
- No need to worry about late payments if you're out of town when your bill is due, just sign up for autopay.
- After you complete the transaction, you can receive an email to confirm that the payment went through.
- You can view up to a year's history of your account online, so you can compare your current bill to a year ago.
- If you'd like, you can select the Auto Pay option and your bill will be paid automatically each month.

### WHAT TO DO NEXT

1. Go to [www.xpressbillpay.com](http://www.xpressbillpay.com).
2. Click on the "Sign Up" button on the top of the home screen. Fill in the email and password fields, then click in the "I'm not a robot" box and follow the prompts.
3. Complete the short registration form and click "Next."
4. Go to your inbox and open the verification email and click "Verify Email". Then select "Continue" to log in.
5. Select City of Scappoose as billing organization and follow the prompts for linking your bill.
6. Once your bill is added to your account, you can add another bill, view and pay your bill online, or setup a recurring auto payment schedule.

## NEW INTERACTIVE VOICE RESPONSE (IVR) SYSTEM IS NOW AVAILABLE

Here is another fast and convenient way for you to pay your bills 24/7! No computer necessary. Simply call toll-free **1-800-720-6847**.

### WHAT IS THE IVR SYSTEM

The IVR (Interactive Voice Response) system provides you with a complete bill payment system over the phone. You can pay your bills anytime and anywhere. All you need is a phone.

### HOW DOES IT WORK

You dial the toll-free number **(800-720-6847)** and provide your account number and zip code to locate your bill. The IVR system will tell you your account balance, the payment due date, and then guides you to make your payment. You continue to make payments using a credit card, debit card, or by eCheck. You are provided with a confirmation number and notified whether the transaction was successful or not. At the end of the call, you also have the option to set up auto pay.

Additionally, you may call the payment center **(800-720-6847)** and make payments over the phone with a live operator, if you'd prefer. Both the IVR system and our payment center offer service in English and Spanish. (Note: Payment center Spanish service hours vary.) If you have questions about IVR, call Xpress Bill Pay at 800-766-2350.