

City of Fruitland Online Utility Payment Instructions

1. Choose either to *Pay Now*, or *Login*.
 - a. When deciding on which option will suit best, both options will
 - i. Show billing history;
 1. Billing history will begin with April 2017 bill and populate going forward.
Any bill prior to April 2017 will not be available for review online.
 - ii. Provide the ability to save payment information.
 - b. The Pay Now option
 - i. Does not show bill detail, only a summary;
 - ii. Uses account and customer numbers to log in each time;
 - iii. Allows the option to save information to use login option in the future.
 - c. The Login Option
 - i. Shows bill detail;
 - ii. Ability to set up email notifications for new bills and due date reminders;
 - iii. Ability to set up automatic/recurring payments;
 - iv. Uses a username and password to log in.
2. Enter your account number from the mailed bill (without the hyphens)
3. Enter your customer number from the mailed bill.
4. The next screen will show tabs for *Unpaid and Partially Paid* bills as well as *History*.
5. To pay a bill, go to *Unpaid and Partially Paid bills* and select the check mark to the left of the bill to be paid.
 - a. If paying a different amount than what is due, enter the amount to be paid in the box to the right of that bill.
 - b. To view the bill click on the blue piece of paper with the magnifying glass next to the payment amount box.
6. The *Payment Summary* on the right side of the page will update with the amount to be paid.
7. Click *Add a Payment Method* to open a pop up window where you will enter your payment information.
 - a. You may pay via credit card or ACH directly from your bank account.
 - b. **PLEASE NOTE:** There is a 1.5% finance charge for all payments, whether you use a credit card or your bank account.
 - c. If you are not enrolled, you have the option to save your payment information for later bills. This is done by putting a check in the "Remember Me" box.
8. Read the disclaimer on the right of the pop up window and if you accept the terms, click the *Agree and Add Account* box.
9. Click *Add* to finish and close the window. This will populate the *Payment Method* box on the right and will have updated the *Payment Summary* to reflect the fees.
10. Once everything is acceptable, click the *Continue to Payment* option to bring up a review of the payment information as well as another disclaimer to accept the terms.
 - a. Once you have read the Terms and Conditions, and if you accept the statements, click the check box to accept the terms.
 - b. If you want to change the amount of the payment it can be done at the bottom of the screen by entering the new payment amount into the box.
11. After you have reviewed everything and agreed to the terms click *Make Payment*
 - a. If you are not enrolled, this will open a pop up screen to enter your email address to send the receipt. It is required and will have to click *Make Payment* again once entered.

Thank you,
City of Fruitland Finance Dept
410-548-2800