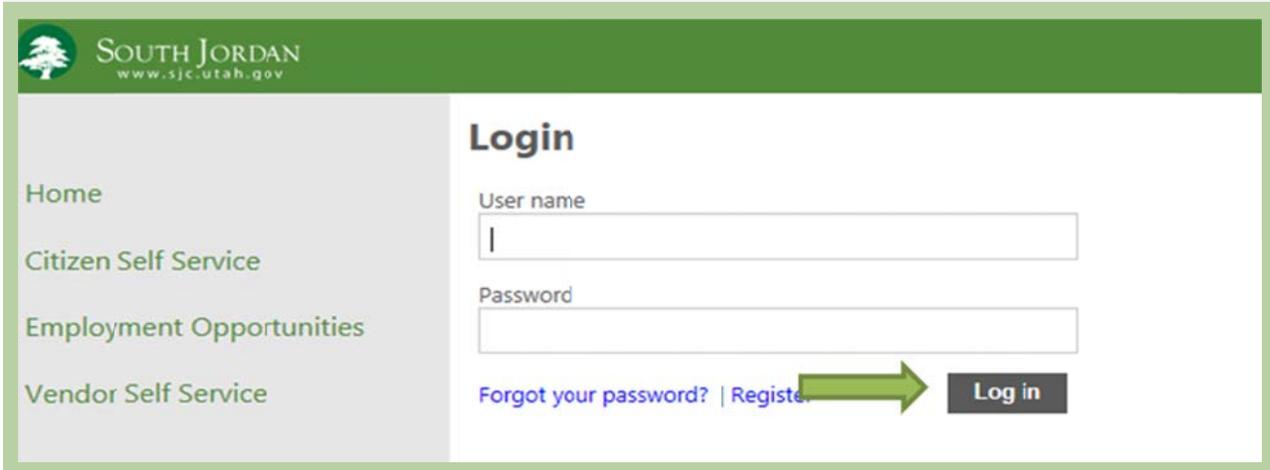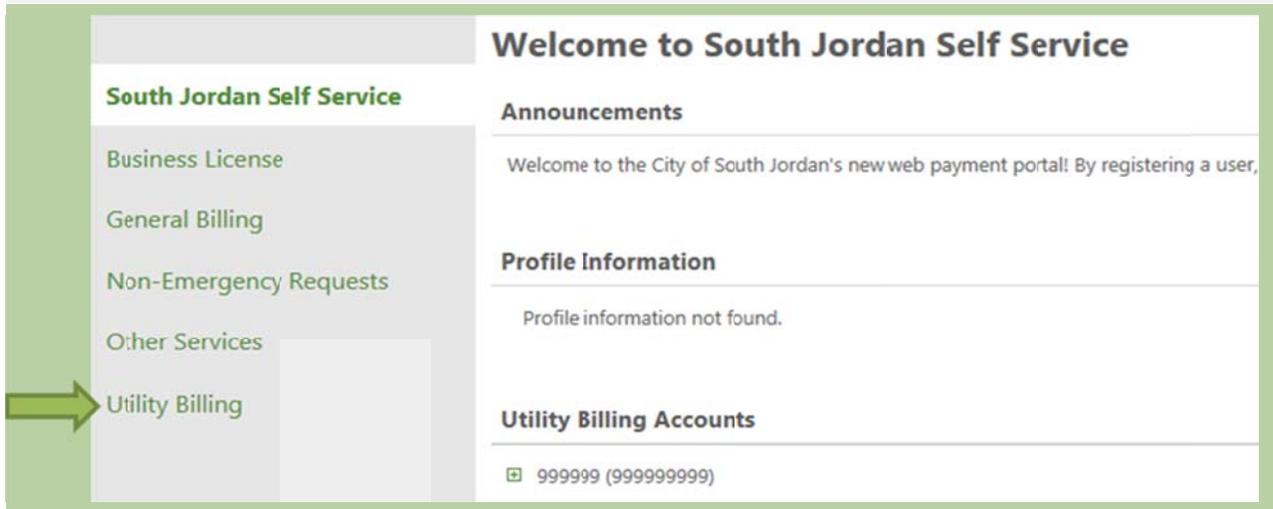# How to Make a Payment Online

To make an online payment you will need to first setup a new user and link it to your Utility Billing account. To make a payment please follow the steps below.

1 **Log in to your account**. Enter the username and password you created when setting up your account.

2 Select "Utility Billing" on the left side.

3 Select "Pay Now" under the section "Your Current Balance".

Utility Billing
Account Summary

Link to Account | Sign up for Automatic Payments | Manage Bills

Billing Account

Service Address	123 S Test DR
Account Number	999999

Your Current Balance

Amount Due Now	$167.70		Pay Now
Payment Due Date	10/20/2016		

About Your Payments

No payment activity found

Customer Information

Name	VACANT
Address	1600 W TOWNE CENTER DR SOUTH JORDAN, UT 84095
Customer ID	999999999

Services

Service	Code	Start Date	Stop Date
WATER BASE RATE	10000	8/1/2016	
RESIDENTIAL CULINARY WATER	20020	8/1/2016	
STORM WATER	40005	8/1/2016	
GARBAGE FIRST CAN	50010	8/1/2016	
GARBAGE - ADDITIONAL CAN(S)	50015	8/1/2016	
RECYCLE	60000	8/1/2016	
ARTS CONTRIBUTION	90000	8/1/2016	

4 **Select Bills you would like to pay, then click "Add to Cart".** If you want more information on the bill click on **"Bill Details"**.

Once you click **Add to Cart**, you should see the following pop up in the top left corner.

5 **Click on "Checkout".** Once you have added all the bills you want to pay, you will click **"Checkout"**. If you want to review the bills you will be paying before check out, please select **"Review Cart"**.

If you do not see the **"checkout"** screen above, click on the **"My Cart"** menu option in the top left ribbon.

6 Select Payment Method.

The City accepts two forms of online payment: **Credit Card** and **eCheck**.

Pay Bills

Select Payment Method

By selecting Credit Card the user authorizes the City or its pr⟨
entering payment information the user agrees to all of the Ci⟨

Pay by Credit Card | Pay by eCheck | Cancel
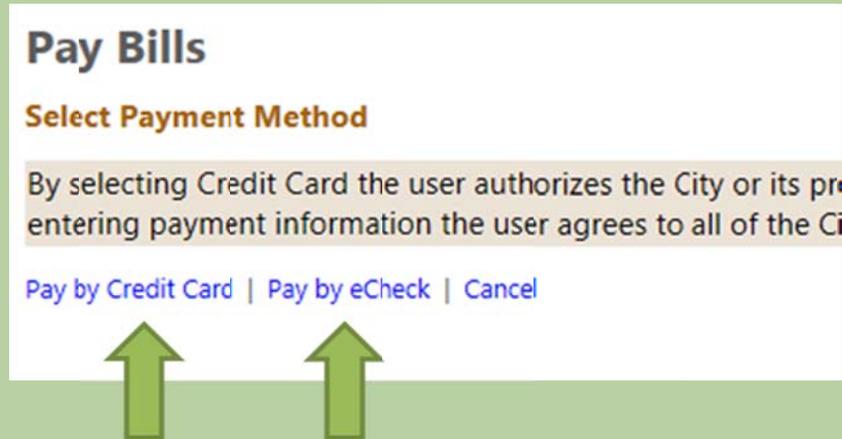
Credit Card – You will be prompted to enter information from your Credit Card and this will be processed through the City's Credit Card Processor. The City is not responsible for incorrect information entered.

eCheck – You will be prompted to enter account information from your checking or savings account, the City's processor will initiate a withdrawal from this account. Please contact your bank or credit union to get the correct routing and account number for this option. The City is not responsible for incorrect information entered.

Please see the City's Terms and Conditions for more information regarding the City's policies and procedures related to payments. By creating an account and entering payment information, the user accepts the City's Privacy Policy and the City's Terms and Conditions.

7 **Enter in your Billing Address *EXACTLY* as it appears on your credit card or bank statement.** Enter in the required information, *EXACTLY* how it appears on your credit card statement (if paying by credit card) or bank statement (if paying by eCheck). Payment may be denied if this information is not correct.

Pay Bills

Billing Address

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

First name *

Last name *

Address line 1 *

Address line 2

City *

State *
two letter abbreviation

Zip code *

Contact phone number *

E-Mail *
for your e-mail confirmation

☐ Remember these values

Continue   **Cancel**

* indicates required field

8 **Enter the Amount you wish to pay.** This screen allows you to edit the amount you wish to pay and does display amount due for the bill you selected to pay (does not include any bills you did not select to pay). Enter the payment amount in the box **"Payment Amount"**. Select **"Continue"** when done. Please make sure the amount you wish to pay is correct, if you select continue you will be redirected to our payment processor's website and at that point you are unable to change the amount.

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2017	8/20/2016	50648	9/20/2016	$70.32	$70.32	$ 1.00

Continue   **Cancel**

9 **Enter Payment Processing Information.** If paying by **Credit Card** you will be directed to the following page:

Payment Processing: enter values as prompted below

Total Amount ($):	$1.00
UB Services - General Bill:	50648

Card Information

Card Number: *

Expiry Date: * 9 2016

CVV: ?

Customer Information

Customer Title:

First Name: *

Middle Name:

Last Name: *

Company Name:

Address One:

Address Two:

City:

Country:

State or Province:

Postal Code:

Make Payment

The City accepts VISA, MASTERCARD, DISCOVER, and AMERICAN EXPRESS. Please complete the required information and select **"Make a Payment".**

Do NOT refresh your screen.

If paying by **eCheck**, you will be directed to the following page:

Payment Processing: enter values as prompted below

Total Amount ($):	$1.00
UB Services - General Bill:	50648

ACH Information

Name on Account: *

Routing Number: * [?]

Account Number: *

Check Number:

Your Authorization: The payment amount of $1.00 will be electronically debited from your account. I authorize your account to electronically debit the account listed above for the amount of this purchase. If this item is dishonored or returned for any reasons, I authorize an additional debit to the account listed above for $25.00 or the maximum amount allowed by law, whichever is greater. By clicking on the button below, I agree to the terms of this agreement and authorize this purchase. Click the Make Payment button to complete the transaction. Remember to record this transaction in your check register. When your transaction has been completed successfully you will have the option to print, save, or email your receipt for this purchase.

Make Payment

Please complete the required information and select **"Make a Payment"**. Per the City's fee schedule, returned payments will be assessed a return payment fee.

Do NOT refresh your screen.

10 Confirm Payment received and an Emailed Receipt. Once processed a message should populate either confirming that the payment was accepted or denying the payment.

Pay Bills

Your payment has been successfully processed

Payment submitted on **10/6/2016**
Your Confirmation Number is **612328273**
Your Authorization Code is **067113**

Thank you for your payment!

You may want to print this page for your records.

Payment Amount

Bill Description	Due Now	Payment Amount
████████	$148.38	$1.26
Subtotal		$1.26
Total		$1.26

Billing Address

Name
Address
Phone Number
E-mail

If the payment was accepted you should receive a receipt emailed to you confirming payment:

This message confirms your online payment of $1.00 on 09/14/2016 applied to ████ number xxxxxxxxxxxx████

The confirmation number for this payment is 610101004.

Payment details:

1. 2016 UB SERVICES - GENERAL bill number 11807, payment amount: $1.00

If you do not receive the email confirmation but did receive a message stating your payment was accepted, you can contact the City at (801) 446-HELP or email informationcenter@sjc.utah.gov to confirm payment.

If your payment was **denied**, please contact your bank or credit card company for more information. The City does not have information regarding why payments are denied, your bank or credit card company will have more information.