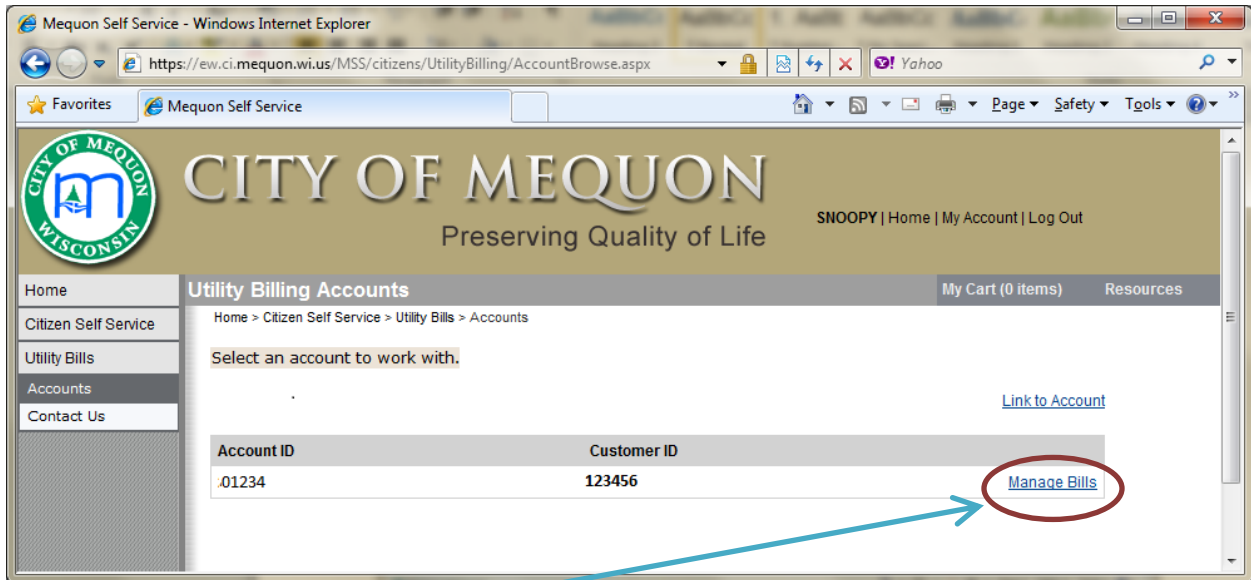
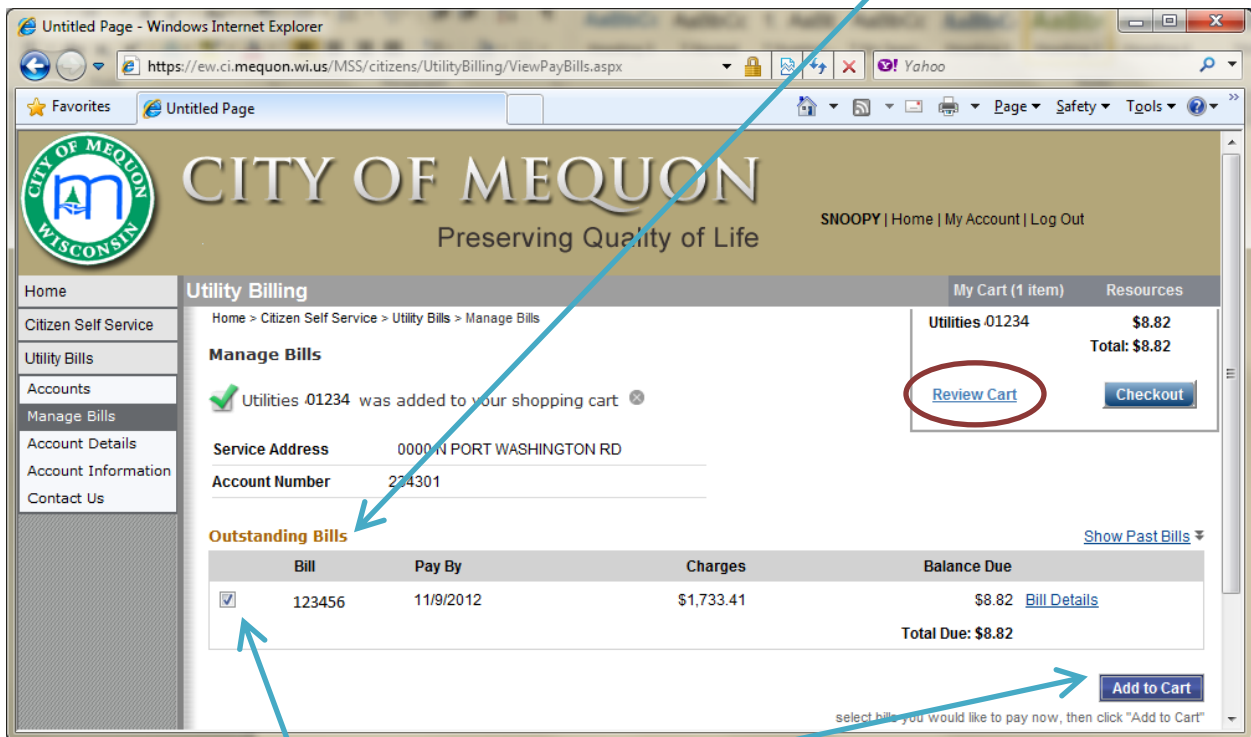


Guide to Paying Utility Bill(s)

When you select Utility Bills from the Citizen Self Service menu, the program displays a list of available accounts to manage.

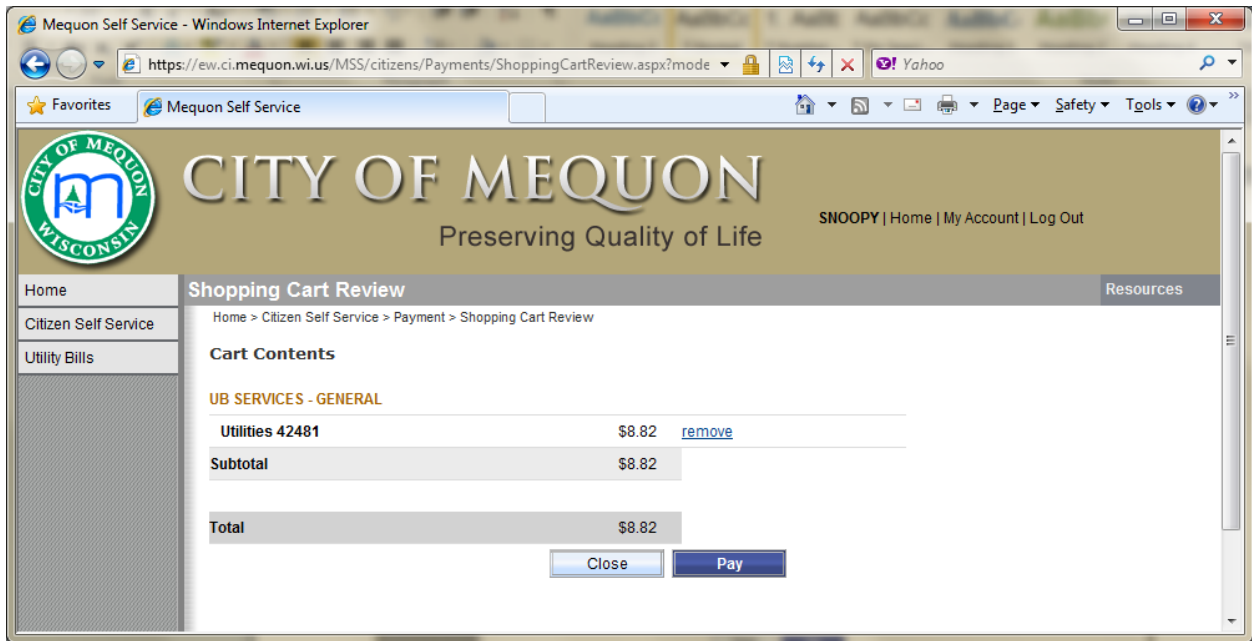


When you click "[Manage Bills](#)" link, the program displays your list of all bills.

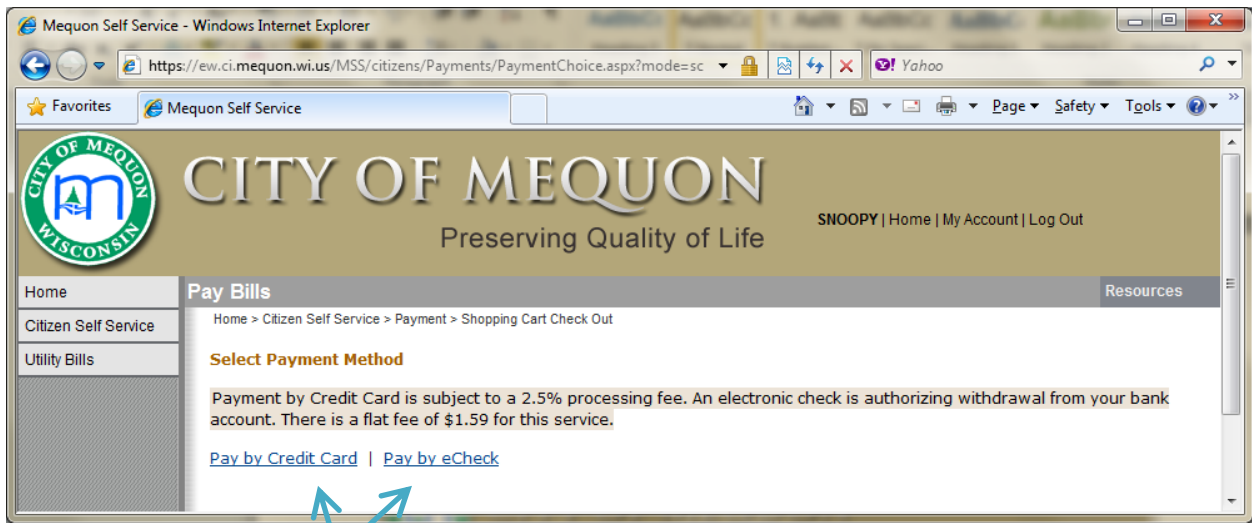


Select the Bill [check box](#) and select [Add to Cart](#) to begin a payment process.

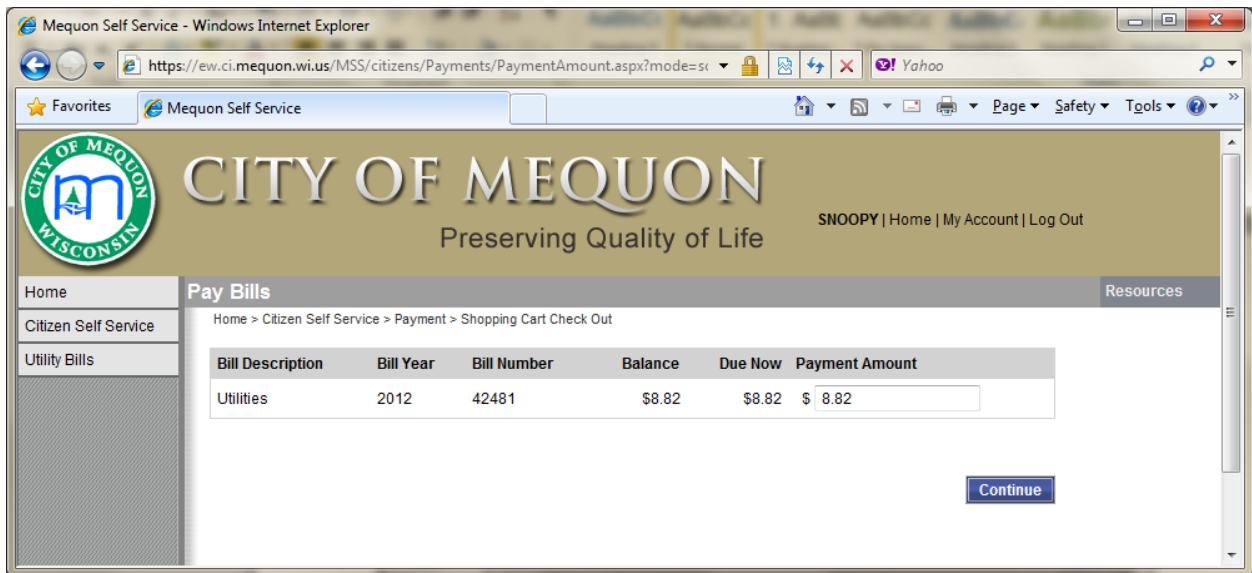
Selecting ["Review Cart"](#) link above right side under "My Cart (1 item)" shows the following screen.



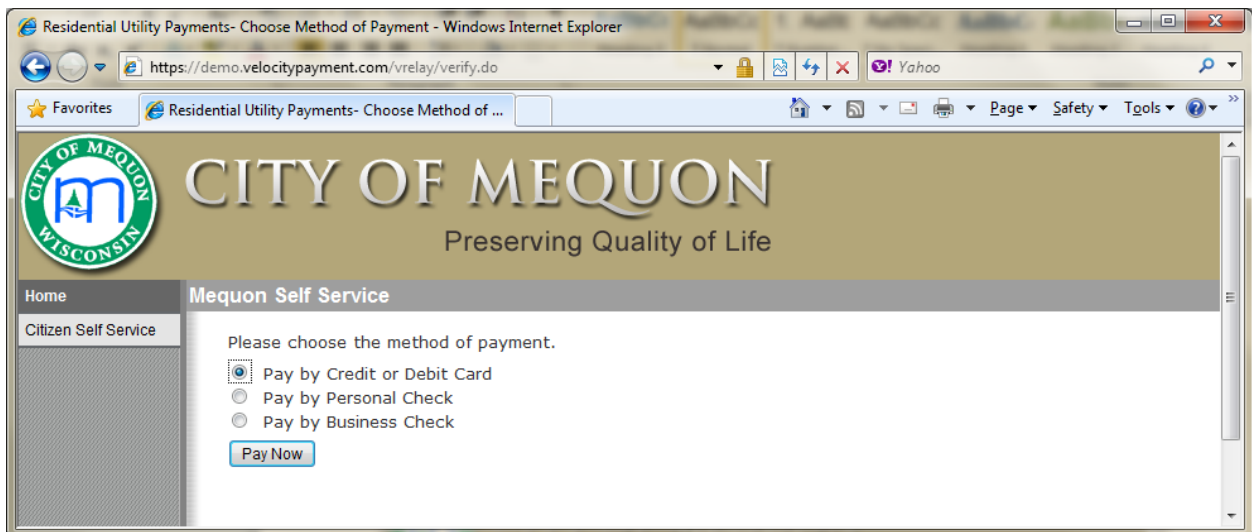
You may make adjustments or remove from cart, as you desire, then click [\[Pay\]](#)



Select one of the "[Pay by ...](#)" link methods of payment.



You may make any last changes to the payment amount and then click [Continue](#) button



Select one of the payment types and click [Pay Now](#) button.

Fill in your payment information as directed by the screens and prompts.

The screenshot shows a web browser window titled "Residential Utility Payments - Pay by Credit Card - Windows Internet Explorer". The address bar shows "https://demo.velocitypayment.com/vrelay/sele". The page header features the City of Mequon logo and the text "CITY OF MEQUON Preserving Quality of Life". The navigation menu includes "Home" and "Mequon Self Service". The main content area is titled "Mequon Self Service" and contains the following sections:

- Required fields are highlighted with an asterisk.** Please enter the following information about your payment:
Amount:* \$ 8.82
- Please enter the following information about your payment method:
Cardholder's Name:* [Text Input]
Cards Accepted: [Discover] [MasterCard]
Card Number:* [Text Input]
Signature Panel Code:* [Text Input]
Expiration Date:* [MM] [YYYY]
- Billing information:
Address:* [Text Input]
Zip:* [Text Input]
- Receipt information:
Email Address: [Text Input]

At the bottom, there are two buttons: "Continue" and "Change Payment Method". Below the buttons is a disclaimer: "By clicking submit, I authorize the City of Mequon to charge my credit card for the".

Follow the payment site's prompting to complete your payment.

Make sure to print your receipt and you will also get on in your email that you provided on the payment site.

You will get a "Success" message when completed and processed.

Your payment status on the site will indicate "***payment pending" until the City processes the payment with the bank. Typically 1 to 2 days.