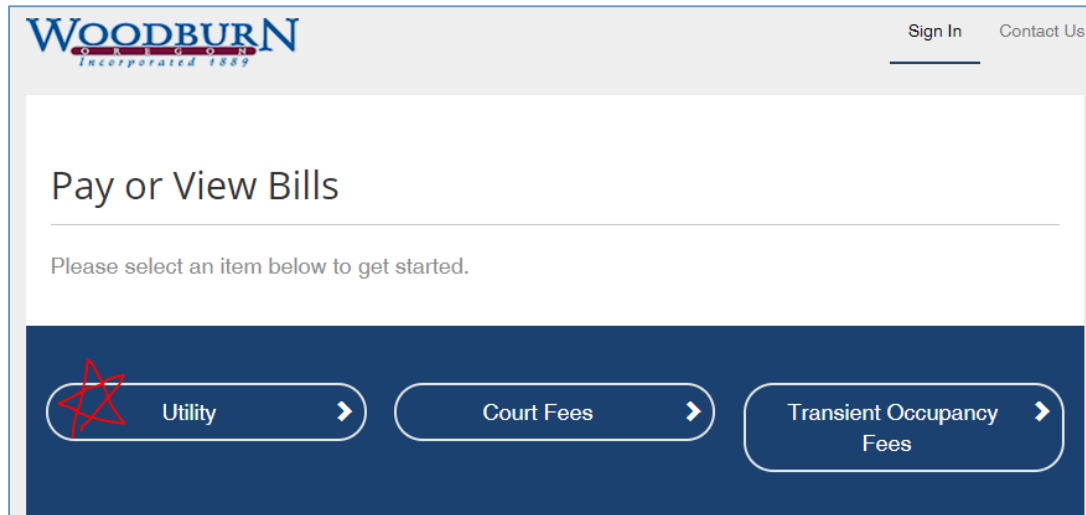


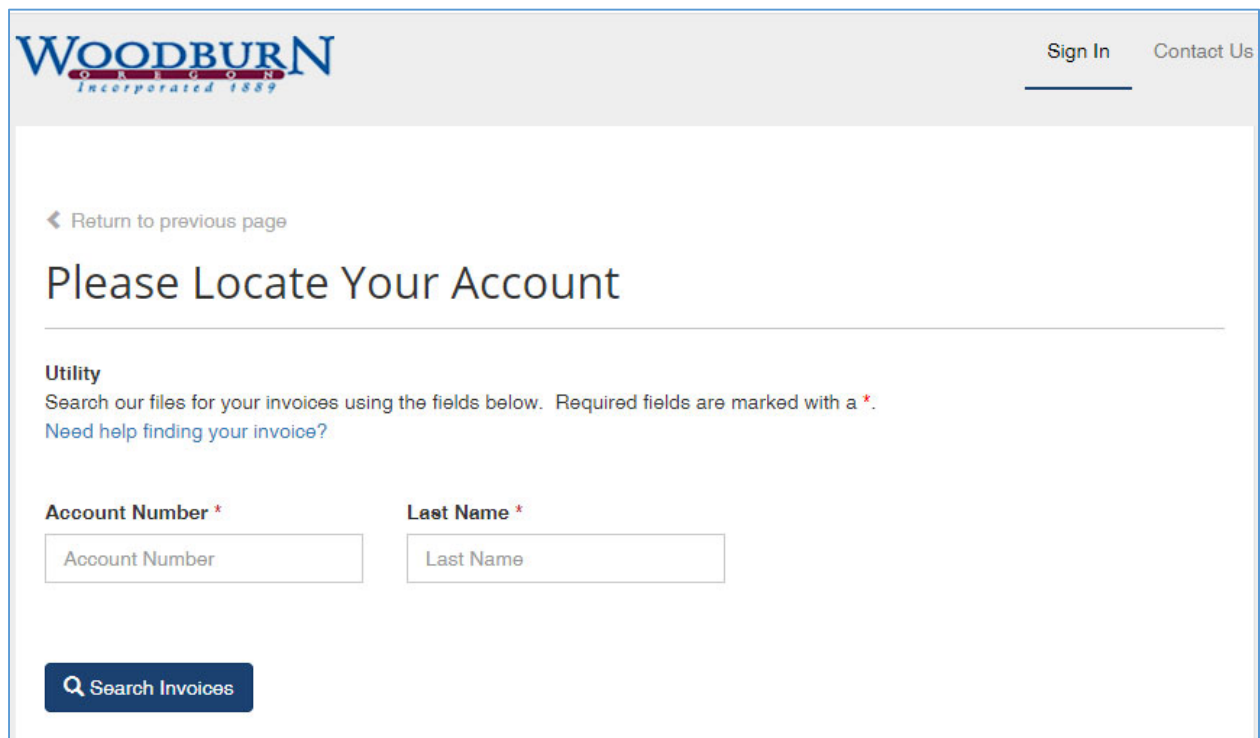
Setting Up Your Online Bill Profile

Here are the steps to setting up your account:

First, navigate to www.woodburn-or.gov/billpay - this will redirect you to our new billing portal.



Select Utility.



Search by your account number and last name.

Once you've found your bill from the search feature, select it and click "Register Selected Invoices." You don't need to make any payments to move forward.

Search Results

Please review your results below and select invoices to Pay. [Click here](#) if you would like to search again.
[Need help finding your invoice?](#)

Select	Bill #	Account #	Owner	Due Date	Bill Total	Balance Due	
<input checked="" type="checkbox"/>				9/20/2021	\$108.60	\$108.60	View Invoice Related Invoices Remind Me
<input type="checkbox"/>				8/16/2021	\$110.26	\$0.00	View Invoice Related Invoices Remind Me

[+ Add Selected Invoices to Your Cart](#) | [Register Selected Invoices](#)

You will then be able to enter your email address and create a new password. You may also choose at that time whether or not you would like to opt in to paperless billing.

Register

Please fill out this form to complete your registration. All required fields are marked with a *.
[Click here](#) for information on linking accounts together.

Account Number *

Email Address * **Confirm Email Address ***
▲ Please enter an email address

Create Password * **Password Strength** **Confirm Password ***
▲ Please enter a password

I would like to sign up for Paperless

I understand that at any time, I can print out my bill and/or decide to receive paper bills by editing my online profile. Please select the Invoice Types on the right you wish to go Paperless for. Utility

In order to complete your enrollment, you must verify receipt of the **Paperless Registration Information** email which will be sent to your email address on record for each Invoice Type selected.

Registrant hereby acknowledges that he or she is the valid, authorized signatory for this account with full responsibility for decisions related to this account. [Click to view Terms and Conditions](#)

[Complete Registration >](#)

Please give us a call at 503-982-5222, option 1, or visit us at City Hall (270 Montgomery St.) if you have any questions; we'd be happy to help you in person or over the phone Monday-Friday 8-5.

Enrolling in AutoPay

Once your registration is complete, you will be taken to Your Account at a Glance:

WOODBURN
Incorporated 1989

Home My Account My Profile Support

Your Account At A Glance

I Want To...

[Pay My Invoices](#)

[Manage My Accounts](#)

- AutoPay** ⊗ Not Enrolled [▶](#)
- Paperless** ⊗ Not Enrolled [▶](#)
- Pay By Text** ⊗ Not Enrolled [▶](#)

Recent Open Invoices [▶](#)

Invoice Date	Due On	Balance Due
11/4/2021	12/6/2021	\$62.86

Recent Closed Invoices [▶](#)

Invoice Date	Account #
10/7/2021	[REDACTED]
9/9/2021	[REDACTED]
8/5/2021	[REDACTED]

Recent Payments [▶](#)

No History Available

Upcoming Scheduled Payments [▶](#)

No History Available

Need Help?

You may reach us at (503) 982-5222 Ext: 1.
You may email your questions to finance@ci.woodburn.or.us.

[Email Us](#)

From here, select “AutoPay”

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Home My Account My Profile Support

AutoPay

Save trees, checks, stamps, and time. Sign up for AutoPay and pay invoices automatically on their AutoPay collection date. AutoPay will automatically pay invoices on their due date using your default payment method. AutoPay will send you an email confirmation of your transaction as each invoice is paid, automatically.

[Please add a new Payment Method before signing up for AutoPay by clicking here.](#)

You are not set up on AutoPay.

Need Help?

You may reach us at (503) 982-5222 Ext: 1.
You may email your questions to finance@ci.woodburn.or.us.

[Email Us](#)

Powered by [InvoiceCloud](#) | [Privacy Policy](#) | [Trustwave](#) Secure Site

Follow the prompt to add a new Payment Method:

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My Account My Profile Support

Saved Payment Methods

Manage your Payment Methods

- + Add New Credit/Debit Card
- + Add New Bank

i

You don't have any saved payment methods.

You may add a new Credit/Debit Card by clicking here.

You may add a new Bank by clicking here.

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Need Help?

You may reach us at (503) 982-5222
Ext: 1.
You may email your questions to finance@ci.woodburn.or.us.

Email Us

You can enter credit cards, debit cards, and bank accounts. Select which you would like to enter at this time.

If you select Credit/Debit Card, enter the card number and expiration date:

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My Account My Profile Support

< Return to previous page

New Credit/Debit Card

Please fill out all fields below and click Save Credit/Debit Card Information to save your information. [Need more information?](#)

VISA MASTERCARD DISCOVER

Credit/Debit Card Number

Expiration Date *

Billing Name *

Billing Address *

Country

United States

Billing City *

WOODBURN

State *

Oregon

Zip *

97071

Default

Save Credit/Debit Card Information

Need Help?

You may reach us at (503) 982-5222
Ext: 1.
You may email your questions to finance@ci.woodburn.or.us.

Email Us

If you select New Bank account, enter the bank name, routing number, and account number (twice), and select the type of account (personal checking, personal saving, or commercial checking):

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Home My Account My Profile Support

Return to previous page

New Bank

Please fill out all fields below and click Save Bank Information below. Need help filling out this information?

Bank Name *
X Bank Name

Bank Routing/ Transit *
X Routing Number

Bank Account Number *
X Account Number

Confirm Bank Account Number *
X Confirm Account Number

Account Type *
X Select One

Billing Name *

Billing Address *

Country
United States

Billing City *
WOODBURN

State *
Oregon

Zip *
97071

Default

Save Bank Information

Need Help?
You may reach us at (503) 982-5222 Ext: 1.
You may email your questions to finance@ci.woodburn.or.us.

Email Us

Once your payment method is saved, you will be prompted to set up AutoPay:

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Home My Account My Profile Support

AutoPay

Manage

+ New AutoPay Setup

Save trees, checks, stamps, and time. Sign up for AutoPay and pay invoices automatically on their AutoPay collection date. AutoPay will automatically pay invoices on their due date using your default payment method. AutoPay will send you an email confirmation of your transaction as each invoice is paid, automatically.

i

You are not set up on AutoPay.

You may set up AutoPay by clicking [here](#)

Need Help?
You may reach us at (503) 982-5222 Ext: 1.
You may email your questions to finance@ci.woodburn.or.us.

Email Us

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If you only have one utility account and one payment method entered, all you will need to do is click "Save this AutoPay Setup." If you have multiple utility accounts, you will need to set up each account individually:

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My Account My Profile Support

Return to previous page

New AutoPay Setup

Registering for AutoPay will void any prior scheduled payments. In order to prevent duplicate transactions, any scheduled payments which are pending for this account will be cancelled. AutoPay will then pay invoices on their due date using your default payment method.

Select an Account *
[Dropdown menu]

Invoice Type *
Utility

Use this payment method *
[Dropdown menu]

AutoPay Status *

Yes, put me on AutoPay. By enabling AutoPay, I agree to the [Invoice Cloud Payer Terms and Conditions](#).

No, I do not want AutoPay

Standard service fees may be applied if applicable.

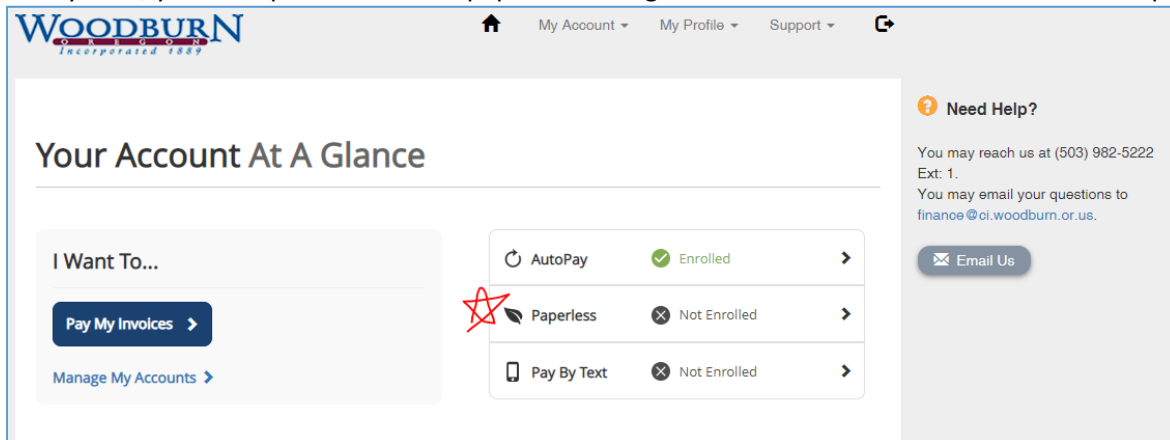
Need Help?
You may reach us at (503) 982-5222 Ext: 1.
You may email your questions to finance@ci.woodburn.or.us.

You can enroll in or cancel autopay and edit/update your payment methods at any time.

Please give us a call at 503-982-5222, option 1, or visit us at City Hall (270 Montgomery St.) if you have any questions; we'd be happy to help you in person or over the phone Monday-Friday 8-5.

Enrolling in Paperless

At any time, you can opt into or out of paperless billing from the Your Account at a Glance homepage:

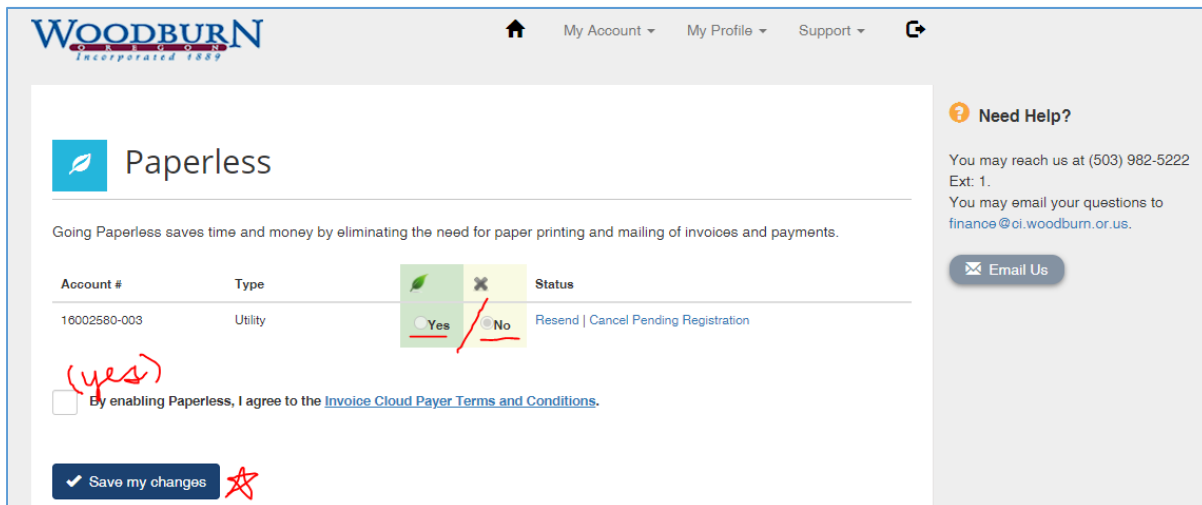


The screenshot shows the 'Your Account At A Glance' page. On the left, there is a section 'I Want To...' with buttons for 'Pay My Invoices' and 'Manage My Accounts'. In the center, there is a table of billing options:

Option	Status	Action
AutoPay	Enrolled	>
Paperless	Not Enrolled	>
Pay By Text	Not Enrolled	>

A red star is drawn over the 'Paperless' row. On the right, there is a 'Need Help?' section with contact information and an 'Email Us' button.

If you would like to no longer receive paper bills in the mail, select “Yes” and agree to the terms and conditions, then click “Save.” If you would like to continue receiving paper bills in the mail, select “No” and then click “Save.”



The screenshot shows the 'Paperless' settings page. It includes a heading 'Paperless' and a sub-heading 'Going Paperless saves time and money by eliminating the need for paper printing and mailing of invoices and payments.' Below this is a table with columns for 'Account #', 'Type', and 'Status'. The 'Status' column has two radio buttons: 'Yes' (selected) and 'No'. A red star is drawn over the 'Yes' radio button. Below the table, there is a checkbox labeled 'By enabling Paperless, I agree to the Invoice Cloud Payer Terms and Conditions.' and a 'Save my changes' button with a red star next to it.

Account #	Type	Status
16002580-003	Utility	<input checked="" type="radio"/> Yes <input type="radio"/> No Resend Cancel Pending Registration

Please give us a call at 503-982-5222, option 1, or visit us at City Hall (270 Montgomery St.) if you have any questions; we'd be happy to help you in person or over the phone Monday-Friday 8-5.