



Paystation Online Bill Pay

INSTRUCTIONS ON HOW TO REGISTER TO USE THE WEBSITE

STEP ONE: Go to <https://bill.paystation.com/puyallup>

*****NOTE:** Before going any further make sure you have a payment profile setup on the credit card or bank account you want to use. If you don't have a profile saved go to: Account Management/Payment Profiles

STEP TWO: From the login page, click on the Registration button shown below by the red arrow.

Log In

Username or Email Address

Password

Log On Pay Without Registering

Can't access your account?

For your security, please remember to log out of the site when you finish your session.

Welcome to the City of Puyallup Paystation site.
Once you've signed in, you can access your last six statements, see your payment history, make online payments via credit card or your checking account, and manage future payments. Payments made via this website should be submitted at least 5 days before the due date to avoid late fees.

If you make a payment in error, you need to send an email to copbilling@ci.puyallup.wa.us to seek a refund. If a payment is returned for any reason, a returned payment fee will be added to your account.

If you have technical questions about this website or issues, please click the green Technical Support button at the bottom of the page.

For billing or payment questions, or help navigating or using this website, please contact us at copbilling@ci.puyallup.wa.us or by phone at (253) 841-5550 Monday through Friday from 8:00 AM to 5:00 PM

First visit to City of Puyallup Paystation? Create a user account, and instantly access your bill account management.

Register Now

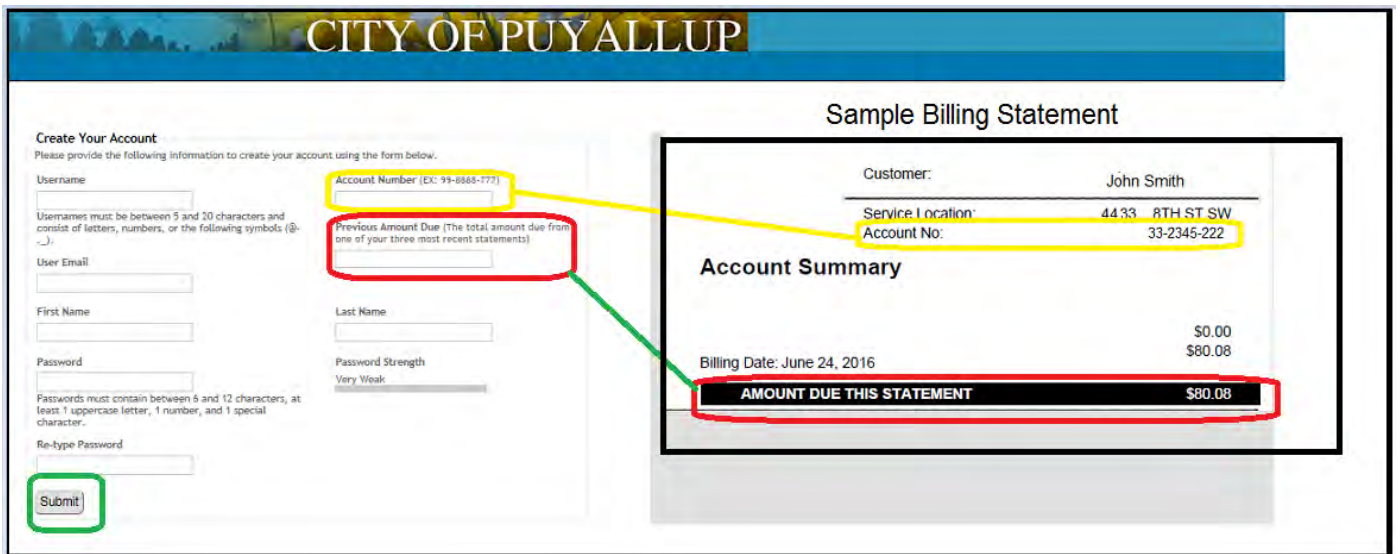
Alternatively, you can make a one-time payment without having a user account by going to our payment portal by [clicking here](#).

STEP THREE: Complete all of the required information in the exhibit below. The account number and the Previous Amount Due must be entered as described below.

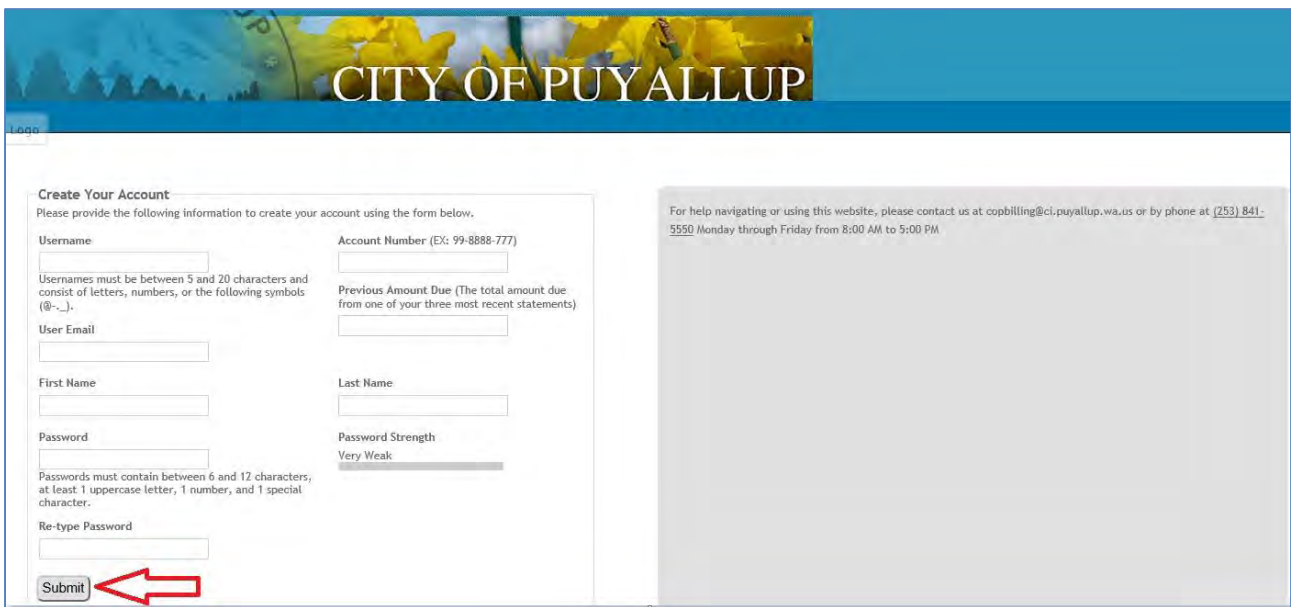
- 1. Account Number:** The account number must be entered including the dashes as they appear on the statement. The account number is highlighted in yellow below.
- 2. Previous Amount Due:** The Previous Amount Due must be the exact dollar amount from any one of the last three statements. The Amount Due is shown in Red below from a sample statement.

NOTES:

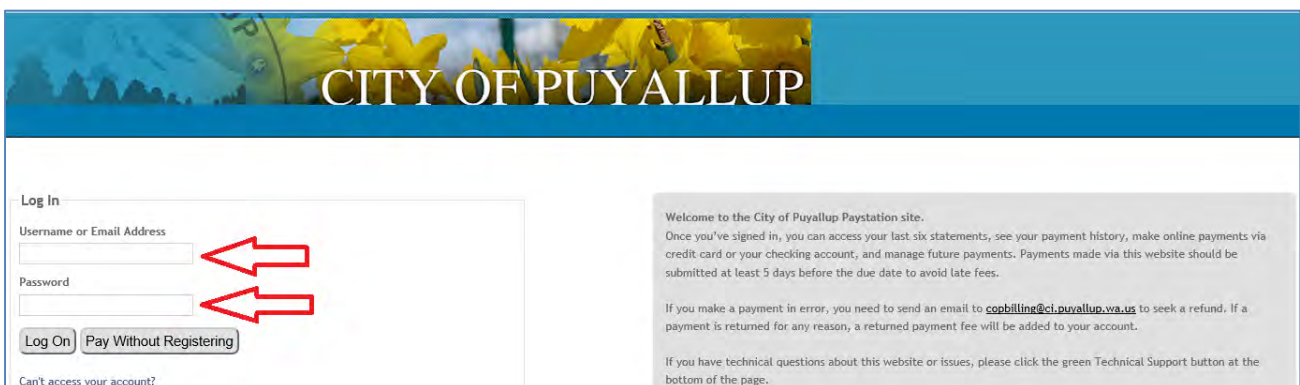
- Exclude the Dollar Sign
- Include the Decimal Point



STEP FOUR: Once all of the fields on the registration page are completed, press the Submit button in the lower left corner marked by the red arrow in the illustration below.



STEP FIVE: Once you have pressed submit and have successfully registered, you may now use your username and password to login to the website. Note: You can now use your username you created during registration, or use your email address you use for the system.



INSTRUCTIONS ON HOW TO SIGN UP FOR RECURRING BILLING

STEP ONE: Once logged on as a customer go to: Account Management/Recurring Billing



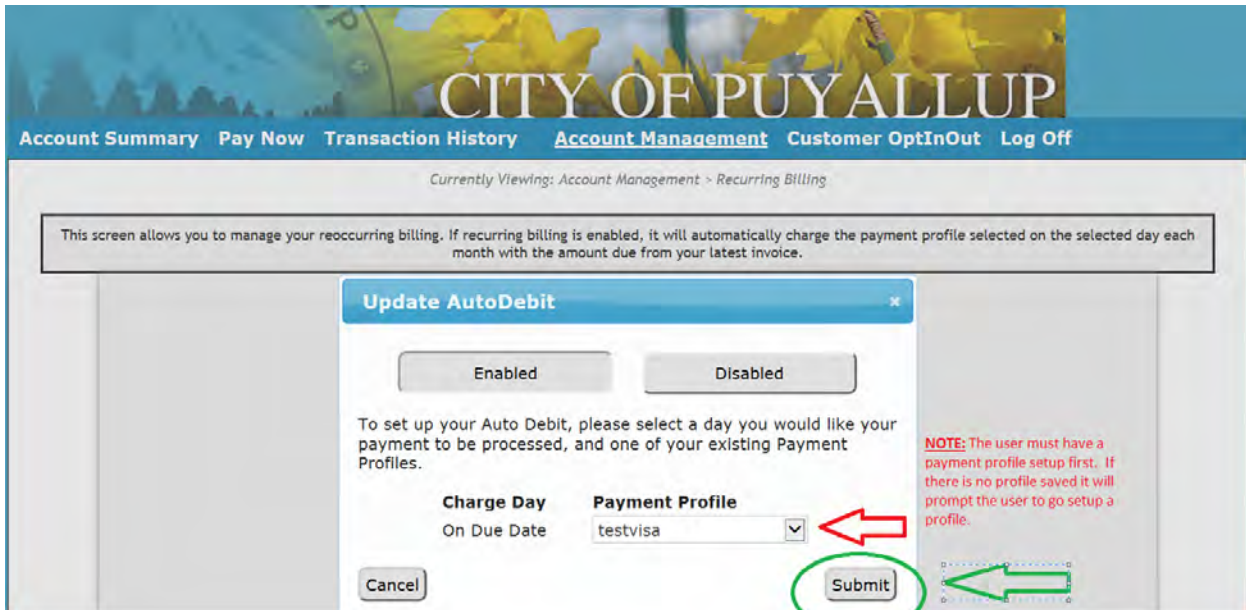
STEP TWO: Select Update



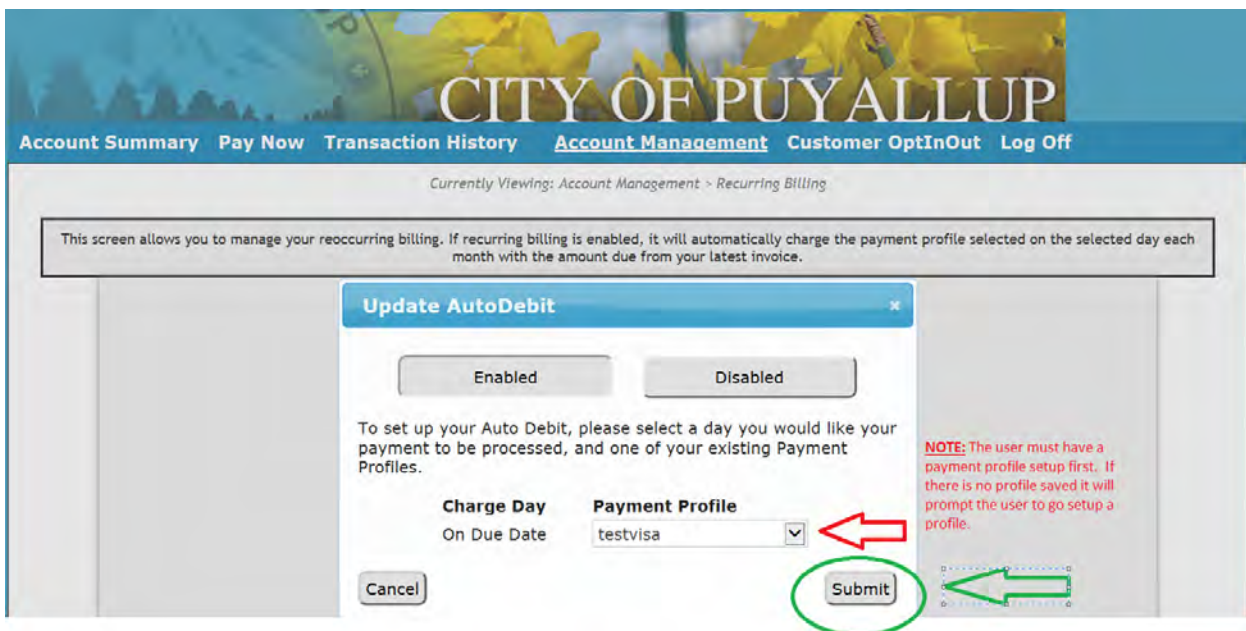
STEP THREE: Select Enabled



STEP FOUR: Select the payment profile that they want to use for recurring billing. Note there is no option for the user to select which day the money is processed, it is only processed on the due date of the bill. Indicated below by Charge Day- On Due Date.



STEP FIVE: Press Submit indicated by the green arrow below.



STEP SIX: Once successfully setup the account will turn from a red exclamation point to a green circle with a checkmark.



The screenshot shows the City of Puyallup website interface. At the top, there is a blue header with the text "CITY OF PUYALLUP" in white. Below the header is a navigation menu with links: "Account Summary", "Pay Now", "Transaction History", "Account Management" (which is highlighted), "Customer OptInOut", and "Log Off". Below the navigation menu, there is a breadcrumb trail: "Currently Viewing: Account Management > Recurring Billing". A text box contains the following information: "This screen allows you to manage your reoccurring billing. If recurring billing is enabled, it will automatically charge the payment profile selected on the selected day each month with the amount due from your latest invoice." Below this text box, there is a status indicator consisting of a red arrow pointing to a green circle with a white checkmark. To the right of the checkmark, the text reads "Account: **** 6-002 Enabled". To the right of this text is a button labeled "Update".