

# Utility Billing - Online Payment Portal Step by Step Registration Instructions

Link: <https://keizer.merchantransact.com>

## 1. REGISTRATION

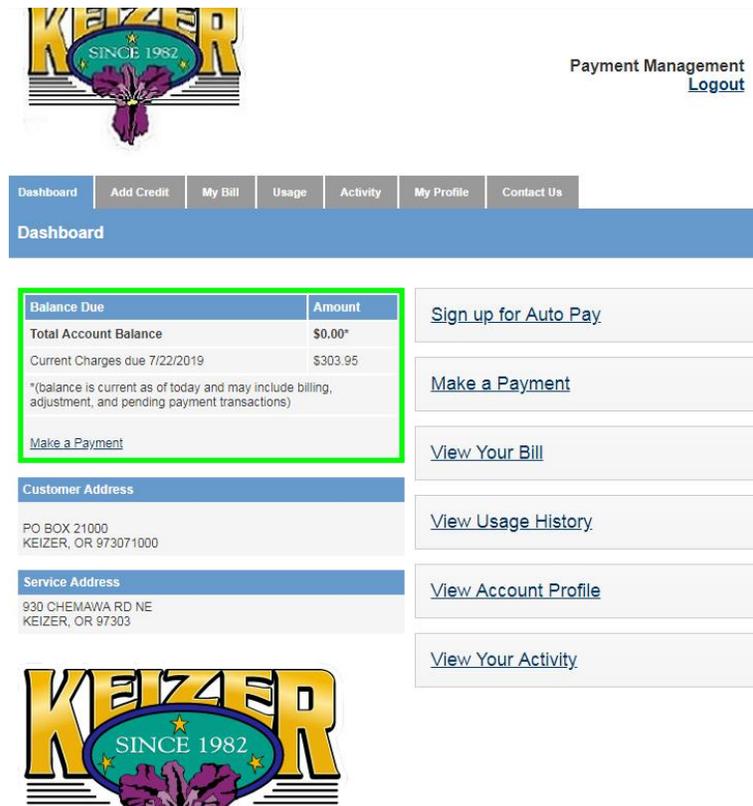
Click on- First time user? Register Now

Fill-in the fields:

- House/Building Number (*do NOT include street name*)
- Utility Billing Account Number (*enter the full 9-digit #, including the dash*)
- Email address & Create a Password
  - Enter both again to confirm

Click on- REGISTER

You WILL NOW See...



The screenshot shows the Keizer Utility Billing Online Payment Portal dashboard. At the top left is the Keizer logo with "SINCE 1982" and a star. At the top right are links for "Payment Management" and "Logout". Below the logo is a navigation menu with tabs: Dashboard, Add Credit, My Bill, Usage, Activity, My Profile, and Contact Us. The main content area is titled "Dashboard" and features a table with account balance information, a "Customer Address" section, and a "Service Address" section. To the right of the dashboard are several action buttons: "Sign up for Auto Pay", "Make a Payment", "View Your Bill", "View Usage History", "View Account Profile", and "View Your Activity".

Balance Due	Amount
Total Account Balance	\$0.00*
Current Charges due 7/22/2019	\$303.95

\* (balance is current as of today and may include billing, adjustment, and pending payment transactions)

Customer Address  
PO BOX 21000  
KEIZER, OR 973071000

Service Address  
930 CHEMAWA RD NE  
KEIZER, OR 97303

For assistance, please contact us: Call- (503) 390-8280 or Visit- 930 Chemawa Rd NE, Keizer, OR

## 2. GO TO MY PROFILE TAB

- Under “**Verify E-Mail Address**” (in red), Click on- **Click Here**
- A verification email will be sent to you – this can take about 2 minutes to arrive!
  - Email will be from [noreply@merchantransact.com](mailto:noreply@merchantransact.com)
  - Entitled: “Verification email for City of Keizer”
- Then, open your email and CLICK on the link inside the email for verification.
- Reload: <https://keizer.merchantransact.com> & Login again
- Return to the My Profile tab
  - If page is still available on computer, simply Refresh the page



Payment Management [Logout](#)

Dashboard Add Credit My Bill Usage Activity **My Profile** Contact Us Account: Profile

### My Profile

Your e-mail address has been updated.

#### Account Information

If you would like to change your e-mail address or password, click Change below.

Account Information		
Your e-mail address :	ub@keizer.org	<a href="#">[Change]</a>
Your Password:	*****	<a href="#">[Change]</a>

#### Verify E-Mail Address

Your e-mail is not verified. You will not be able to select e-billing for accounts, or set up recurring payments. [Click Here](#) if you would like to verify your e-mail address.

#### Your Saved Payment Methods

Below are your payment methods that have been setup. If you would like to remove a saved payment method you may click remove next to the payment method below.

Payment Method	Actions
<a href="#">Add a new payment method</a> for your default account	

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### 3. PAYMENT METHOD

Under the My Profile tab AND Your Saved Payment Methods, Click on-  
“Add a new payment method”

- *Fill-in fields*
- To Submit, Click on **Add Payment Method to this Customer**

My Profile > add a new payment method

Payment Type:  
 Credit Card

**Description**  
My Credit Card  
Enter what you would like to call this payment method. (e.g. My Visa Card, BOFA Checking, etc.)

**Credit Card Information**

**General Information**

**Name:**  
CITY OF KEIZER CIVIC CENTER  
Enter the name that is displayed on your credit card.

**Address:**  
PO BOX 21000  
[ ]  
**IMPORTANT:** You must enter the address where your credit card statement is delivered.

**City:**  
KEIZER  
Enter the city your credit card statements are delivered.

**State:**  
OR  
Select the state where your credit card statements are delivered.

**Zip Code:**  
97307  
**IMPORTANT:** You must enter the zip code and city where your credit card statements are delivered.

**Credit Card Information**

**Type:**  
[ Visa ]  
Select the type of credit card you will be using for this transaction.

**Number:**  
[ ]  
Enter your credit card number as it appears on your card.

**CVV2:**  
[ ]  
Enter the CVV2 number on your credit card.  
[Where do I find this?](#)

**Expiration Date:**  
[ Month ] [ Year ]  
Select the expiration date of your credit card.

**Save payment information**

Save this payment information for future payments.

After this transaction, use this payment method to enroll in Auto Pay.

[Tell me more..](#)

Credit/Debit Card Numbers & Expiration Date.

If ANY numbers are entered incorrectly, the payment will be returned and a Returned Payment (NSF) Fee will apply.

Click [HERE](#) for fee amounts - see pg 1.

**Water Shut Off? If your water has been shut off for non-payment, PLEASE CALL OUR OFFICE AT (503) 390-8280 to make a payment -or- Call to LET US KNOW that you made an ONLINE PAYMENT SO WE KNOW TO RESTORE YOUR WATER.**

- Water service are usually restored during regular business hours upon meeting any payment requirements.
- Restores can also be done AFTER HOURS by calling (503) 393-1608 but there is a significant fee (over \$110) that must be paid before a restore can be done.

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## 4. SETUP AUTO-PAY AND/OR PAPERLESS BILLING

Under the My Profile tab AND Account Settings, Click on- *your* Account Number, then *make selections* / SUBMIT

Auto-Pay can ALSO be setup upon making payments:

**Add Credit tab, enter dollar amount / SUBMIT PAYMENT**

Then, make a selection under “Save payment information”

### Credit Card Information

**Type:**  
▼ Visa  
Select the type of credit card you will be using for this transaction.

**Number:**  
[Text Input Field]  
Enter your credit card number as it appears on your card.

**CVV2:**  
[Text Input Field]  
Enter the CVV2 number on your credit card.  
[Where do I find this?](#)

**Expiration Date:**  
Month ▼ Year ▼  
Select the expiration date of your credit card.

### Save payment information

Save this payment information for future payments.

After this transaction, use this payment method to enroll in Auto Pay.

[Tell me more..](#)

**Optional:**

## 5. MORE UB ACCOUNTS?

My Profile tab, *under* Your Accounts, Click on- “Add more Accounts” – enter House/Building # and UB Account # / SUBMIT

**Reminder:**

6. **LOGOUT** (*top, right-hand corner of any screen*)

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