

City of Marysville

New Customer Portal User Guide



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Getting Started: Set up a New User – 1

City Of Marysville Payment Portal

marysvillewa.billingdoc.net/login

MARYSVILLE
WASHINGTON

Create an Account

New Users:
Start by selecting
'Create An Account'

EST. 1891
MARYSVILLE
WASHINGTON

Welcome to the City Of Marysville Payment Portal

All payments processed after 3:00 PM will be credited the next business day. Payments received after 3:00 PM on the due dates will be assessed penalties and default payment fees as stated.

Create An Account One-Time Payment

Window Snip

✉ Email Email Address or Username

🔒 Password Password 6-30 characters

Remember me [Forgot Password?](#)

Sign In

Don't have an account? [Create An Account](#)

Current branch: **MARYSVILLE**

Getting Started: Set up a New User – 2

City Of Marysville Payment Portal
marysvillewa.billingdoc.net/register

MARYSVILLE WASHINGTON Create an Account Sign In

MARYSVILLE WASHINGTON

Name
Enter Full Name

Email Address
Enter Email

Password
Password 6-30 characters

Confirm Password

Submit Cancel

Already have an account? [Sign In](#)

New Users:
Making a new user account is easy! Simply enter your name, the email address you want to use, and a password.
Once you fill in your information and hit submit, the system will send you an email to confirm your email address.

Getting Started: Set up a New User – 3

The screenshot shows the City of Marysville Payment Portal login page. The browser address bar displays 'marysvillewa.billingdoc.net/login'. The page header includes the 'MARYSVILLE WASHINGTON' logo and a 'Create an Account' button. The main content area features the Marysville logo and a welcome message: 'Welcome to the City Of Marysville Payment Portal'. Below this, it states: 'All payments processed after 3:00 PM will be credited the next business day. All payments processed after 3:00 PM on the due dates will be assessed penalties and default interest.' Two buttons are visible: 'Create An Account' and 'One-Time Payment'. A callout box titled 'New Users:' is overlaid on the page, providing instructions for new users. To the right, a login form is shown with fields for 'Email' (containing 'Email Address or Username') and 'Password' (containing 'Password 6-30 characters'). There is a 'Remember me' checkbox, a 'Forgot Password?' link, and a 'Sign In' button. At the bottom of the login form, it says 'Don't have an account? Create An Account'. The current branch is identified as 'MARYSVILLE'.

New Users:

Once you have created an account and confirmed your email address, you can log in to the payment portal and link your Utility Account(s).

With your account(s) linked you can:

- Sign up for eStatements
- View Statement & Payment History
- Save Credit Card & ACH Info
- Sign up for Autopay

Current branch: **MARYSVILLE**

Link Utility Accounts to User Login – 1

The screenshot shows a web browser window with the address bar displaying 'marysvillewa.billingdoc.net'. The page title is 'Account Number Dashboard'. On the left, there is a navigation menu with items: Dashboard, Pay My Bill, History, Payment Methods, Settings, and Log Out. The main content area features a large button with a plus sign and the text 'Add Account Number'. A blue arrow points to this button. To the right of the button is a rounded rectangular text box with the following content:

Account Setup:
Now that you've created an account and logged in, you can link your Utility Account(s) to this login.
Simply select 'Add Account Number' and you will be able to add as many accounts as you need for this login.

At the bottom of the page, there is a footer with the text: 'Current branch: MARYSVILLE' on the left and 'City Of Marysville Payment Portal | utilitybilling@marysvillewa.gov | 360-363-8001' on the right.

Link Utility Accounts to User Login – 2

City Of Marysville Payment Portal

marysvillewa.billingdoc.net/user_accounts

MARYSVILLE WASHINGTON

Dashboard / Add New Account Number

Add New Account Number

Fill in the form below to attach a new account.

Customer Number printed on your statement

Customer Number

Account Number

Account Number

Location of your account on your paper statement:

City of Marysville
1049 State Avenue
Marysville, WA 98270
360-363-0001
utilitybilling@marysvillewa.gov

Check here to change of billing address only and rate charges

Service Address	Bill Number
123 EXAMPLE ADDRESS	234567

Account #	Customer#	Amount Due
123456789123	12345	\$1,793.10

02/25/2021

42162121000002377644179310

JANE DOE
123 EXAMPLE ADDRESS
CALDWELL, ID 83606

CITY OF MARYSVILLE
P O BOX 128
CALDWELL, ID 83606-0128

Page 1 Account # 421621210000 - 02/04/2021 City Of Marysville Testing Account P O Box 128 CALDWELL, ID 83606-0128

Submit Cancel

Current branch: MARYSVILLE

Account Setup:

To link a Utility account, simply enter the Customer# and Account# printed on your utility bill and click 'Submit'.

Repeat this process to add more accounts if necessary. You can link as many accounts as you need.

Add Payment Methods – 1

City Of Marysville Payment Portal
marysvillewa.billingdoc.net

MARYSVILLE WASHINGTON

Account Number Dashboard

ACCOUNT NUMBER 6452 180910000000

SERVICE ADDRESS: 0

Name: US POSTAL SERVICE	Statement Date: 2021-04-01	Due Date: 2021-04-22
Current Due: \$0.00	Total Due: \$0.00 (Paid \$0.00)	

[View Bill](#) [Pay Bill](#) [Paperless](#) [AutoPay](#)

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

[See Statement History](#)
[See Payment History](#)

Current branch: **MARYSVILLE**

Account Setup:

You now have a Utility Account linked to your user login. Nice work!

Next you can save a payment method to your account to make payments and set up autopay.

Select 'Payment Methods'

Add Payment Methods – 2

City Of Marysville Payment Portal

marysvillewa.billingdoc.net/paymentmethods

MARYSVILLE WASHINGTON

Payment Methods

Dashboard / Payment Methods

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

+
Add Payment Method

Payment Methods:
Select 'Add Payment Method'

Note: You can save as many payment methods as you need for your account(s).

Current branch: MARYSVILLE

City Of Marysville Payment Portal | utilitybilling@marysvillewa.gov | 360-363-8001

Add Payment Methods – 3

The screenshot shows the 'Add Payment Method' form in the City of Marysville Payment Portal. The form includes the following fields:

- Description**: Text input field.
- Credit Card Number**: Text input field.
- Type**: Dropdown menu with 'Visa' selected.
- Name on Credit Card**: Text input field.
- Zip Code (Postal Code)**: Text input field.
- Expiration Date**: Two dropdown menus for month (January) and year (2021).

The 'Add Credit Card' and 'Add Check' buttons are circled in blue. A callout box on the right contains the following text:

Payment Methods:
You can save a Credit Card and/or ACH payment information. Enter all of the required information and select 'Save' at the bottom.
Repeat this process to save more payment methods.

Set Up Autopay – 1

The screenshot shows the 'City Of Marysville Payment Portal' at the URL marysvillewa.billingdoc.net/paymentmethods. The page title is 'Payment Methods'. The left sidebar contains navigation options: Dashboard, Pay My Bill (circled), History, Payment Methods, Settings (circled with an arrow pointing to it), and Log Out. The main content area shows a credit card entry for a VISA card with the following details:

- CREDIT CARD #: ****3555
- Description: Brady Test
- Name on Credit Card: Brady Reilly
- Expires on: 09/2025

There is also an 'Add Payment Method' button with a plus sign icon. A callout box on the right contains the following text:

Make Payments:
Now that you have payment method saved, you can make one-time payments and sign up for Autopay. (Note: You do not need to save a payment method to make a one-time payment)
To make a one-time payment select 'Pay My Bill'.
To set up Autopay select 'Settings'.

At the bottom of the page, it says 'Current branch: MARYSVILLE' and 'City Of Marysville Payment Portal | utilitybilling@marysvillewa.gov | 360-363-8001'.

Set Up Autopay – 2

The screenshot shows a web browser window with the URL marysvillewa.billingdoc.net/settings. The page header includes the City of Marysville logo and the text "MARYSVILLE WASHINGTON". A left sidebar contains navigation links: Dashboard, Pay My Bill, History, Payment Methods, Settings (highlighted), and Log Out. The main content area is titled "Settings" and features a horizontal menu with options: AutoPay (selected and underlined), Paperless, Account, Password, and Pay By Text. Below the menu, there is instructional text: "Update your AutoPay settings here: (Must have a Payment Method First). Accepted credit cards: Visa, MasterCard and Discover. Terms: By authorizing this transaction you agree to paying the amount listed." A table below this text has the following structure:

Account Number	Payment Method	Next Payment	
6452 180910000000	Not set	Not set	

A blue arrow points to the add (+) button in the table.

Autopay:

To set up automatic recurring payments, select the [+] box.

Note: You must have at least one saved payment method to set up for Autopay.

Set Up Autopay – 3

City Of Marysville Payment Portal

marysvillewa.billingdoc.net/settings

MARYSVILLE WASHINGTON

Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Update your AutoPay settings here: (Must have a Payment Method First).
Accepted credit cards: Visa, MasterCard and Discover.
Terms: By authorizing this transaction you agree to paying the amount listed.

Account Number	Payment Method	Next Payment
6452 180910000000	Not set	Not set

Close Save AutoPay Plan

Autopay:
Select the saved Credit Card or ACH payment method that you wish to use for this Utility Account. After selecting the payment method, hit 'Save Autopay Plan'.
Note: Once Autopay is set up, payments will automatically come out for the account balance, on the due date of the bill.
Repeat this process to set up additional accounts on Autopay.
Return to the Dashboard

Current branch: **MARYSVILLE**

City Of Marysville Payment Portal | utilitybilling@marysvillewa.gov | 360-363-8001

Set Up Paperless Statements – 1

City Of Marysville Payment Portal | marysvillewa.billingdoc.net

MARYSVILLE WASHINGTON

Account Number Dashboard Dashboard

ACCOUNT NUMBER 6452 180910000000 Edit Nickname

SERVICE ADDRESS: 0

Name: US POSTAL SERVICE	Statement Date: 2021-04-01	Due Date: 2021-04-22
Current Due: \$0.00		Total Due: \$0.00 (Paid \$0.00)

[View Bill](#) [Pay Bill](#) [Paperless](#) [AutoPay](#)

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

[See Statement History](#)
[See Payment History](#)

Current branch: **MARYSVILLE**

Paperless Statements:

You can also sign up for eStatement notifications!

Rather than receiving a paper bill in the mail, you will receive an email notification letting you know that a pdf version of your statement is available on the Marysville Customer Portal.

To get started, select 'Paperless' on the customer dashboard page.

Set Up Paperless Statements – 2

City Of Marysville Payment Portal

marysvillewa.billingdoc.net/settings#paperless

MARYSVILLE WASHINGTON

Settings

Dashboard / Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

AutoPay

Paperless

Account

Password

Update your Paperless settings here:

By checking the "Check for Notification" boxes on either email or text notifications you agree to receive notification bill is available to view at this site once you have logged on with your user name and password.

Account Number	Email Notification to csteam@valli.com	Text Notification to 208-284
6452 180910000000	<input type="checkbox"/> Check for Notification	<input type="checkbox"/> Check for Notification

Paperless Statements:

To sign up for eStatement notifications simply check the box next to the utility account # you want to set up.

Note: You can set up email notifications for as many UB accounts as you want/need.

Alternatively, you can add a phone number and sign up for text notifications.

If you sign up for email or text notifications, you will no longer receive a paper bill.

Current branch: MARYSVILLE

City Of Marysville Payment Portal | utilitybilling@marysvillewa.gov | 360-363-8001

<https://marysvillewa.billingdoc.net/settings#paperless>

Set Up Paperless Statements – 3

The screenshot shows the 'Account Number Dashboard' for the City of Marysville. The account number is 6452 180910000000. The service address is 0. The account name is 'US POSTAL SERVICE', the statement date is 2021-04-01, and the due date is 2021-04-22. The current due amount is \$0.00, and the total due amount is \$0.00 (Paid \$0.00). There are four buttons: 'View Bill' (blue), 'Pay Bill' (green), 'Paperless' (green), and 'AutoPay' (green). A blue arrow points to the 'View Bill' button. A callout box on the right contains the following text:

Paperless Statements:
Once you receive your eStatement notification. Log in to the Marysville Customer Portal, and select 'View Bill' to view your current statement.
The system will prompt you to download a pdf of your statement. You can then view a digital copy your bill, and retain for your records.

Statement & Payment History – 1

City Of Marysville Payment Portal

marysvillewa.billingdoc.net

MARYSVILLE WASHINGTON

Account Number Dashboard

Dashboard

ACCOUNT NUMBER 6452 180910000000

EDIT Nickname

SERVICE ADDRESS: 0

Name: US POSTAL SERVICE	Statement Date: 2021-04-01	Due Date: 2021-04-22
Current Due: \$0.00	Total Due: \$0.00 (Paid \$0.00)	

[View Bill](#) [Pay Bill](#) [Paperless](#) [AutoPay](#)

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

[See Statement History](#)
[See Payment History](#)

Current branch: MARYSVILLE

Statement & Payment History:

You can also access past statements, and payment history!

Select 'Statement History' or 'Payment History'.

Note: If you have multiple utility accounts you can access Statement/Payment History for each account.

Statement & Payment History – 2

City Of Marysville Payment Portal

marysvillewa.billingdoc.net/history

MARYSVILLE WASHINGTON

History Dashboard / History

Dashboard

Pay My Bill

History

Payment Methods

Settings

Statement History

Payment History

Show 10 entries

Search:

#	Date	Account Number	
1	2021-04-01	6452 180910000000	Download
2	2021-02-04	6452 180910000000	Download
3	2021-01-04	6452 180910000000	Download
4	2020-12-03	6452 180910000000	Download
5	2020-10-01	6452 180910000000	Download
6	2020-08-06	6452 180910000000	Download

Current branch: MARYSVILLE

Statement History:
On the Statement History Tab, you can download and view past statements!

Statement & Payment History – 3

The screenshot shows a web browser window with the URL marysvillewa.billingdoc.net/history. The page title is "History". On the left is a navigation menu with items: Dashboard, Pay My Bill, History (selected), Payment Methods, Settings, and Log Out. The main content area has two tabs: "Statement History" and "Payment History" (which is active and highlighted in red). Below the tabs, there is a "Show 10 entries" dropdown and a "Search:" input field. A table with the following columns is displayed: #, Created, Account Number, Type, Total, Fee Transaction Id, Balance Transaction Id, and Mask. The table body is empty, showing "No data available in table". Below the table, it says "Showing 0 to 0 of 0 entries" with "Previous" and "Next" navigation links. At the bottom, there is a section titled "Old Site Payments" with a table header: #, Created, Account Number, Type, Total, Balance Transaction Id, and Auth Code.

Payment History:

On the Payment History Tab, you can review past payments made by Credit Card or eCheck.

Note: If you had a user account on the old customer portal, you will see past payment history from the old site.

Update Account Info & Add Phone # - 1

The screenshot shows the 'Account Number Dashboard' for a user. The dashboard includes a sidebar with navigation options: Dashboard, Pay My Bill, History, Payment Methods, Settings (circled in blue with an arrow), and Log Out. The main content area displays account information for 'ACCOUNT NUMBER 6452 180910000000' and 'SERVICE ADDRESS: 0'. It lists account details such as Name (US POSTAL SERVICE), Statement Date (2021-04-01), Due Date (2021-04-22), Current Due (\$0.00), and Total Due (\$0.00). There are buttons for 'View Bill', 'Pay Bill', 'Paperless', and 'AutoPay'. A note at the bottom states: 'NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.' A callout box on the right, titled 'View & Update Account Info:', contains the text: 'To view your Login account info, select 'Settings', and go the 'Account' tab.'

City Of Marysville Payment Portal
marysvillewa.billingdoc.net

MARYSVILLE WASHINGTON

Account Number Dashboard

Dashboard

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

ACCOUNT NUMBER 6452 180910000000

Edit Nickname

SERVICE ADDRESS: 0

Name: US POSTAL SERVICE

Statement Date: 2021-04-01

Due Date: 2021-04-22

Current Due: \$0.00

Total Due: \$0.00 (Paid \$0.00)

View Bill Pay Bill Paperless AutoPay

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

See Statement History
See Payment History

Current branch: MARYSVILLE

View & Update Account Info:
To view your Login account info, select 'Settings', and go the 'Account' tab.

Update Account Info & Add Phone # - 2

City Of Marysville Payment Portal

marysvillewa.billingdoc.net/settings#paperless

MARYSVILLE WASHINGTON

AutoPay Paperless **Account** Password Pay By Text

Update your account settings here:

Name
John Brown

Email Address csteam@valli.com
OPTIONAL new email address

NOTE: On email address changes all AutoPay settings as well as Paperless email notification settings will be removed.

Phone Number 208-284-8425 CONFIRMED
OPTIONAL ###-###-####

NOTE: On phone number changes Paperless text notification settings will be removed.

Email Bill Reminder Notification SMS Bill Reminder Notification

NOTE: Notification will go out 7 days in advance of due date.

Update

Current branch: MARYSVILLE

View & Update Account Info:

On the 'Account' tab you can update your name and change the email address associated with your account.

You can also add a cell phone number to receive text eStatement notifications, and/or sign up for Pay by Text.

Make a One-Time Payment – 1

The screenshot shows the City of Marysville Payment Portal interface. The browser address bar displays marysvillewa.billingdoc.net. The page title is "Account Number Dashboard". The left sidebar contains navigation options: Dashboard, Pay My Bill (circled in blue with a blue arrow pointing to it), History, Payment Methods, Settings, and Log Out. The main content area displays account information for "ACCOUNT NUMBER 6452 180910000000". Below this, it shows "SERVICE ADDRESS: 0". A table of account details is as follows:

Name:	Statement Date:	Due Date:
US POSTAL SERVICE	2021-04-01	2021-04-22
Current Due:		Total Due:
\$0.00		\$0.00 (Paid \$0.00)

Below the table are four buttons: "View Bill" (blue), "Pay Bill" (green), "Paperless" (green), and "AutoPay" (green). A note states: "NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details." At the bottom of the dashboard, there are links for "See Statement History" and "See Payment History". The current branch is identified as "MARYSVILLE".

One-Time Payment:
You can make a one-time payment using a credit card or eCheck payment method.
Select 'Pay My Bill' to make a one-time payment.

Make a One-Time Payment – 2

City Of Marysville Payment Portal | utilitybilling@marysvillewa.gov | 360-363-8001

Current branch: **MARYSVILLE**

Dashboard / Pay My Bill

Pay My Bill

Update amounts if necessary and click Next to review and pay:

Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

Account Number	Current Due	Past Due	Total Due	Want To Pay
6452 180910000000	\$0.00	\$0.00	\$0.00 (Paid \$0.00)	\$ 30.00

Next →

One-Time Payment:

On the 'Pay My Bill' tab, you will see your current balance due, for each UB account you have linked to your user login.

Simply enter in the amount you wish to pay and select 'Next'.

Note: You can pay towards multiple accounts in the same transaction.

Make a One-Time Payment – 3

City Of Marysville Payment Portal

marysvillewa.billingdoc.net/billpay_review

MARYSVILLE WASHINGTON

Pay My Bill

Dashboard / Pay My Bill

Review Amounts, Choose payment method and click Pay to complete transaction:

Customer Number	Account Number	Current Due	Past Due	Total Due	Want To Pay
6452	180910000000	\$0.00	\$0.00	\$0.00 (Paid \$0.00)	\$30.00

Total Amount from Above:	\$30.00
(0.00% Minimum \$0.00) Fee:	\$0.00
Final Total To Pay:	\$30.00

Accepted credit cards: Visa, MasterCard and Discover.
Terms: By authorizing this transaction you agree to paying the amount listed.

Pay with Credit Card Pay with Check Pay By Saved Method

Credit Card Number

Current branch: MARYSVILLE

One-Time Payment:
Once you have selected the utility account(s) you wish to make a payment for, the system will prompt you to make the payment using a credit card or eCheck.
Simply select a payment type, and enter the required information to make a payment.
You can also pay using a saved payment method, if you have a saved payment method.

Set Up Pay by Text – 1

City Of Marysville Payment Portal
marysvillewa.billingdoc.net

MARYSVILLE WASHINGTON

Account Number Dashboard

Dashboard

Dashboard
Pay My Bill
History
Payment Methods
Settings
Log Out

ACCOUNT NUMBER 6452 180910000000

SERVICE ADDRESS: 0

Name: US POSTAL SERVICE
Statement Date: 2021-04-01
Due Date: 2021-04-22

Current Due: \$0.00
Total Due: \$0.00 (Paid \$0.00)

View Bill Pay Bill Paperless AutoPay

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

See Statement History
See Payment History

Current branch: MARYSVILLE

Pay by Text Option:

In addition to one-time payments, and autopay, you also have the option to set up pay by text.

If you set up Pay by Text, you will receive a notification with your account(s) balance, and you will reply 'Yes' to pay that amount using your credit card on file.

To get Started, click 'Settings', then go to the 'Pay by Text' Tab.

Note: You must link a cell phone number to your account and you must have a saved credit card payment method to use this service.

Set Up Pay by Text – 2

The screenshot shows the 'Settings' page in the City of Marysville Payment Portal. The browser address bar shows 'marysvillewa.billingdoc.net/settings'. The left sidebar contains navigation links: Dashboard, Pay My Bill, History, Payment Methods, Settings (highlighted), and Log Out. The main content area is titled 'Settings' and includes a breadcrumb 'Dashboard / Settings'. A horizontal menu contains five options: AutoPay, Paperless, Account, Password, and Pay By Text (circled in red). Below this is the 'Set Up Pay By Text Plan' section. It features three dropdown menus: 'Payment Method' (set to 'Card - Visa - X3931'), 'Select Number of Days Before Bill Due Date to Receive Notification' (set to '1'), and 'Please Select Account(s) to Set Up' (with a checked box for '6452 180910000000'). A green 'Create Plan' button is at the bottom. Three blue arrows point to the dropdown menus. A callout box on the right provides instructions for setting up the pay by text option.

City Of Marysville Payment Portal

marysvillewa.billingdoc.net/settings

MARYSVILLE WASHINGTON

Settings

Dashboard / Settings

AutoPay Paperless Account Password Pay By Text

Set Up Pay By Text Plan

Payment Method
Card - Visa - X3931

Select Number of Days Before Bill Due Date to Receive Notification
1

Please Select Account(s) to Set Up
 6452 180910000000

Create Plan

Current branch: MARYSVILLE

Pay by Text Option:

To set up a pay by text plan, first select the saved credit card you wish to use to make payment.

Then select how many days in advance of the bill due date you wish to receive the text notification.

Last, you will check the box for the UB account(s) you wish to add to this payment plan.

Note: For each UB account, you can set up either Autopay, or Pay by Text for that account. The system will not allow you to select both payment methods for the same account.