

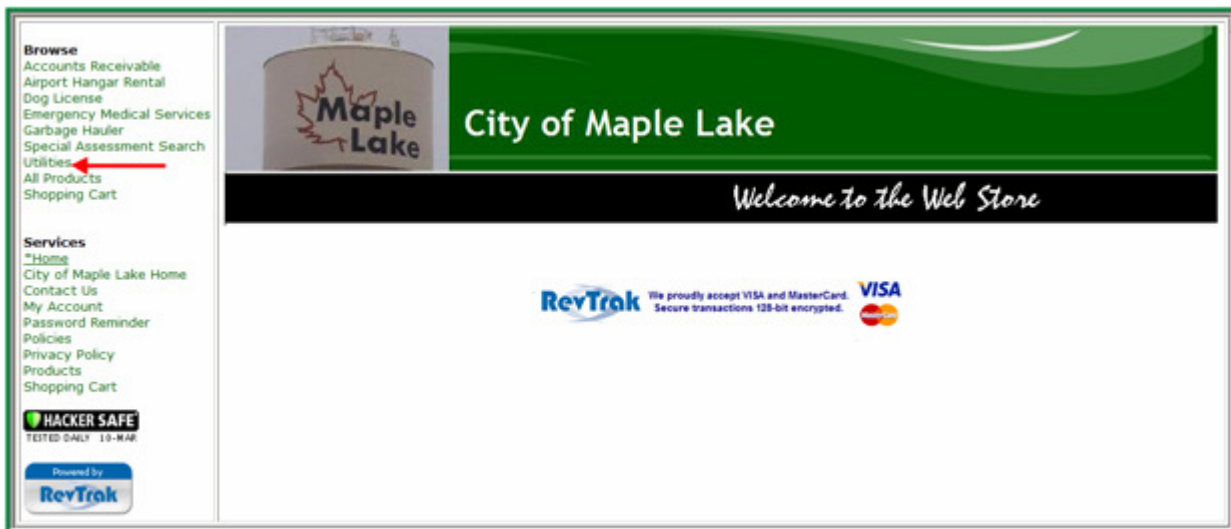
# Web Store Instruction Guide for Maple Lake Purchases

Go to the city Website: [www.ci.maple-lake.mn.us](http://www.ci.maple-lake.mn.us)

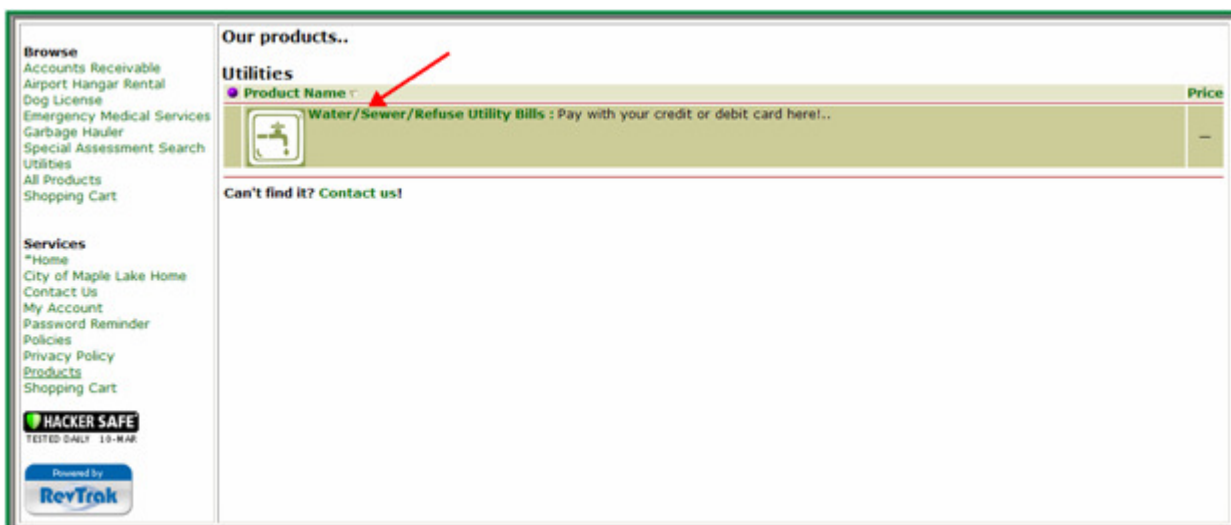
Click on the Web Store Link.

**NOTE:** You do NOT need to “create an account” or have a city-issued password to shop at the store. Simply fill a shopping cart and go to checkout, just like any other online shopping experience.

1. Click on desired category under Browse, i.e. [Utilities](#).



2. Click on [Product Name](#).



- Enter requested information: Last Name, First 12 digits of Account Number, click [Check Balance](#). Leave Payment Amount to pay amount due or overwrite amount to pay a different amount. Click [Buy Now](#).

**Our products..**  
**Water/Sewer/Refuse Utility Bills**  
 Pay with your credit or debit card here!  
 If you want to pay a different amount, please enter or overwrite in the field labeled "Payment Amount".

**Product Details:** (show/Utilities)  
 • Price: Current Balance. Enter Below.  
 To purchase, click "Buy Now" at the bottom of this page.

**Payment Amount** \$7.76 (4)

Last Name or Company Name  Smith, Mary (1)

Account Number (First 12 Digits, No Dashes)  (2)

Utility Balance \$7.76 Effective Date: 3/10/2008

[Check Balance \(P\)](#) (3) [Buy Now \(N\)](#) (5) [View Cart \(V\)](#)

- To choose another category, click [Continue Shopping](#). When finished shopping, click [Go to Checkout](#).

**Your Shopping Cart**  
 Thank you for shopping with us! Here are the items you have chosen for purchase. (Your shopping cart, Step 1).  
 To continue shopping click here: [Continue Shopping](#) (1)

Step 1: View Cart Step 2: Billing Step 3: Shipping Step 4: Receipt

Shopping cart contents:	Price	Qty	Total
<input checked="" type="checkbox"/> Water/Sewer/Refuse Utility Bills Sampler Smith, Mary (ID: 23412341234)	\$7.76	<input type="text" value="1"/>	\$7.76
<b>Total:</b>			<b>\$7.76</b>

[Update Totals \(U\)](#) [Empty \(E\)](#) [Go to Checkout \(C\)](#) (2)

\*Set the Quantity field to zero (0) to remove an item from your cart. Remember to click the "Update Totals" button if you modify quantities. When you are ready for Step 2, click the "Go to Checkout" button.

5. If this is your first time in the store, enter your email address and click [Sign in using our secure server](#). If not, enter your email address, click the [I am a returning customer](#) button and enter the password (created by YOU) used during your first checkout, then [Sign in](#).

**Your Shopping Cart**

**To pay online for the first time:** Enter your email address and click **Sign in using our secure server** at the bottom of this page. On the next page, you will be asked for your name, address, phone, and payment information. You will also be prompted to set up a password. This password is NOT issued by the city. Each customer may create one of their own choosing.

**Returning Customer:** Enter your email address, click the radio button to the left of **I am a returning customer and my password is**. Enter your password and click **Sign in using our secure server** at the bottom of this page.

**Password Reminder:** If you have previously set up your email address and password and you have forgotten your password, select **Forgot your password?** link at the bottom of this page.

**My Account:** To view past orders select **My Account** from the menu on the left. You will be prompted to enter your email address and password to access past receipts.

As you check out, the webstore will remember everything except your credit card number and expiration date. For your protection, the webstore does not store credit card numbers, except for the last four digits.

**Credit/Debit Cards** Please use any credit or debit card that has a Visa or MasterCard logo.

Enter your email address:

**I am a new customer**  
(You'll create a password later)

**I am a returning customer and my password is**

**Sign in using our secure server**

Forgot your password? [Click here.](#)

*On your second visit to the web store, click on this button and enter the password created on your first checkout*

6. Fill out the information requested. Remember, the city will not be issuing a password to you . . . Each person creates their own! Click [Verify my Info](#).

**Your Shopping Cart**

Welcome to Checkout! Please fill out the basic info needed to finalize your order.

The next time you log in with your email and password, the webstore will remember all of your information, except your credit card number and expiration date. For our customer's protection, the webstore does not store credit card numbers, except for the last four digits.

Step 1: ViewCart Step 2: Billing Step 3: Shipping Step 4: Receipt

Shopping cart contents:	Price	Qty	Total
Water/Sewer/Refuse Utility Bills	\$7.76	1	\$7.76
Sample: Smith, Mary (ID:123412341234)			
			<b>Total: \$7.76</b>

[RETURN TO CART](#)

**BILLING INFO:**

\* First Name:  \* Last Name:   
 \* Address 1:  Address 2:   
  /   
 \* Zip Code:  \* Telephone:

**\* PAYMENT INFO:**

Credit Card Number:  Cardholder Name: (as printed on card)   
 \* Payment Type:  Expires:  /

**ACCOUNT INFO:**

Email Address:

[Verify my Info](#)

\*Required field

7. Finally, click [Complete Order ONCE](#). Please be patient and resist the temptation to click a second time!! Depending on the speed of your Internet connection, this could take 5-60 seconds. A receipt will appear that you may print now, or you may access it at a later date from My Account on the left hand menu.

**Browse**  
 Accounts Receivable  
 Airport Hangar Rental  
 Dog License  
 Emergency Medical Services  
 Garbage Hauler  
 Special Assessment Search  
 Utilities  
 All Products  
 Shopping Cart

**Services**  
 \*Home  
 City of Maple Lake Home  
 Contact Us  
 My Account  
 Password Reminder  
 Policies  
 Privacy Policy  
 Products  
 Shopping Cart

**Your Shopping Cart**  
 Welcome to Checkout! Please fill out the basic info needed to finalize your order.  
 The next time you log in with your email and password, the webstore will remember all of your information, except your credit card number and expiration date. For our customer's protection, the webstore does not store credit card numbers, except for the last four digits.

Step 1: ViewCart Step 2: Billing Step 3: Shipping Step 4: Receipt

Shopping cart contents:	Price	Qty	Total
Water/Sewer/Refuse Utility Bills Sample: Smith, Mary (0:123412341234)	\$7.76	1	\$7.76
<b>Total: \$7.76</b>			<b>Order Total: \$7.76</b>

**BILLING INFO:**  
 First Name: **Mary** Last Name: **Smith**  
 Address 1: **123 Main Street** Address 2:  
 City or Province: **Maple Lake** State / Country: **MN, US** (ID: account)  
 Zip Code: **55350** Telephone: **320-123-4567**

**PAYMENT INFO:**  
 Card number looks ok: **XXXXXXXXXXXX1111** Cardholder Name: (as printed on card) **Mary Smith**  
 Payment Type: **Visa** Expires: **03 / 2008**

**ACCOUNT INFO:**  
 Email Address: **marysmith@aol.com** Password: **\*\*\*\*\***

To complete order, please click once: [Complete Order >](#)

8. Below is a sample of the receipt. Be sure to [Log Out](#) (we have magnified the screen shot for emphasis) especially if you are using a computer in a public location. If a receipt appears, your transaction is complete. If instead of a receipt you see an error message that your credit card was declined, then your payment was unsuccessful. Please call the customer service phone number on the back of the credit card for further explanation.

**City of Maple Lake**  
 THANK YOU FOR YOUR ORDER! Please SAVE and/or PRINT this page for your records.

3/10/2008 10:13:22 AM ORDER ID: 10007000

BILL TO		SHIP TO	
Mary Smith 123 Main Street Maple Lake, MN 55350 320-123-4567	Mary Smith 123 Main Street Maple Lake, MN 55350 320-123-4567		

SKU	Product	Status	Carrier	Tracking #	Price	Qty	Total
Utilities 1*	Water/Sewer/Refuse Utility Bills Sample: Mary Smith 123412341234	Completed	Digital		\$7.76	1	\$7.76
<b>Sub-Total: \$7.76</b>							<b>Grand Total: \$7.76</b>

\*Notes:  
 1. Thank you for your payment!

**PAYMENT INFO**

TYPE	VS
NAME ON CARD	Mary Smith
CARD NUMBER	XXXXXXXXXXXX1111

To continue shopping, please click here.  
 To logout, please click here.

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10. Purchasers may view their accounts, change an email address or password, see past orders or track a shipment from **My Account**. A **Password Reminder** may also be requested. If the **Password Reminder** doesn't work (it works, but the reminder email may be in your Spam folder or it is possible the email address was mistyped originally and we are trying to email to an invalid address), use **Contact Us** to request that the school reset your password.