

Update: Xpress Bill Pay

News Release Date
03-11-2020

To Our Valued Customers:

Our credit card processing system, Xpress Bill Pay, has sent us information regarding the problems customers have had logging into their online accounts. As of today, Xpress Bill Pay has let us know that our customers will be able to log into their accounts during the evening hours only until they get the system up and running 100%.

During business hours we are able to take credit card payments at Hubbard City Hall, and you can call us at 503-981-9633 from 7:00 a.m. to 5:30 p.m. Monday - Thursday. If customers have any problems during non-business hours, or questions they can phone their payment/questions into Xpress Bill Pay at 1-800-766-2350.

Message from Xpress Bill Pay:

We continue to troubleshoot and make modifications to improve site performance, but we've still not located the root cause. We apologize that this has been a frustratingly long process. We have an intricate and robust system of hardware and many lines of code that we've been searching through. Often when an issue arises, the symptoms of the problem help us to quickly hone in on the root cause of the issue and repair it in a timely manner. This issue has not been typical. The most likely reasons that would lead the website to be overburdened and extremely slow, have not proven to be the root cause. The root cause has been elusive and difficult to diagnose. The more we troubleshoot, test, and eliminate potential solutions (i.e. - solutions that don't work), the more we narrow in on the root cause of the issue.

As a reminder, we are only shutting down the customer side of the website in an effort to make the best of this bad situation. By shutting down the customer side of Xpress Bill Pay during business hours, it's allowed us to keep the admin side up and running. However, the customer side of the website has been up and running during the evening hours.

Here are answers to most common questions that are being asked:

QUESTION: *Can our staff still process payments?*

ANSWER: *Yes. The admin site is up and running.*

QUESTION: *When can our customers successfully login, access their accounts, and make payments?*

ANSWER: Evenings. The issue is only occurring during business hours (approximately 8am to 5pm MST). Prior to 8am MST and after 5pm MST, we are able to have the site successfully running for both customers and admins. Our team has been assisting customers as they call in to make payments and we've also been letting them know that the system is available in the evenings if they'd like to access the site later in the day.

QUESTION: Are Auto Pays still working?

ANSWER: Yes. All Auto Pays and Pending Payments have been running and will continue to run as scheduled. Auto Pays and Pending Payments have not been affected by the website issue.

QUESTION: Has there been a security breach?

ANSWER: No, the website security has not been compromised. The website has not been breached. Instead, some aspect of the website's infrastructure is getting overloaded and causing the site to become unusably slow during business hours, this is the only reason the customer side of the website has been down.

QUESTION: Do you have an ETA for when the website will be back to full performance?

ANSWER: No ETA yet. We are trying to repair the issue as quickly as possible. Unfortunately, whatever the underlying issue is, has not been readily apparent after many days of troubleshooting.

As always, Our Support team stands ready to assist you and your customers. You can transfer customers to our Support line 800-766-2350.

We apologize again for this frustrating and difficult time. We are grateful for your incredible patience and understanding as we work diligently to return the website to full functionality as soon as possible.

Xpress Bill Pay