



# Munis Self Service Citizen Self Service User Guide Munis 11.3

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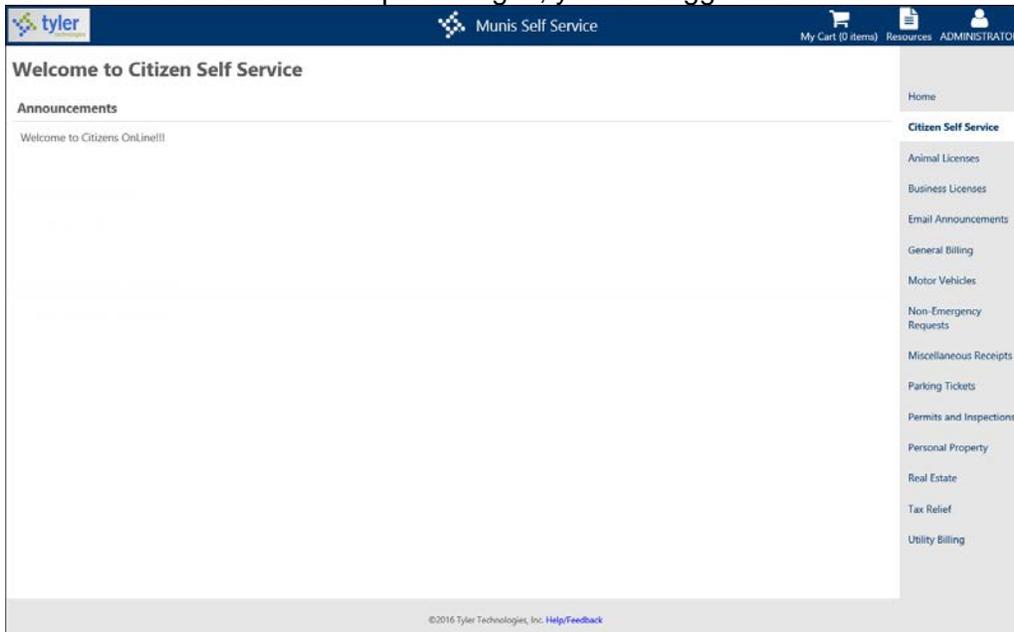
# 1 CITIZEN SELF SERVICE

Citizen Self Service (CSS) provides web-based access to municipal services and information. Using CSS, citizens can view or pay various bills and invoices, and they can also make non-emergency requests of specific municipal departments.

Citizen Self Service is fully integrated with Munis® and this guide is intended as a resource for Munis users.

## 1.1 CITIZEN SELF SERVICE USERS

Settings in Munis Self Service Hosting and Citizen Self Service Administration determine which CSS modules you can navigate without an active user name and password. This is due to the public nature of the information contained in CSS and the potential high number of users. If none of the CSS modules require a log in, you are logged in as Guest.



If all CSS modules require a log in, the application prompts you to enter your user name and password. If you are a current user and you forget your user name or password, use the Forgot Your Username and Forgot Your Password options to receive reminder by emails. If you are a new user, click **Register** to create a user name and password.

The screenshot shows the login interface for Munis Self Service. The header includes the Tyler Technologies logo, the text 'Munis Self Service', and a 'Home' button. The left sidebar lists navigation options: Home, Citizen Self Service, Employment Opportunities, and Vendor Self Service. The main content area is titled 'Login' and contains the following elements:

- Username:** A text input field containing 'admin'. Below it is a blue link: [Forgot your username?](#)
- Password:** A text input field. Below it is a blue link: [Forgot your password?](#)
- Buttons:** A blue link [Register](#) and a dark grey button labeled **Log in**.

## 1.2 HOME PAGE

The Home page of CSS provides a list of all of the modules available for processing, as well as personal account information and a Resources option that lists any documents or other content that might be useful to you. The content on this page is determined by system administration personnel. (Refer to the *Munis Self Service General Administration Guide* for more information)

regarding the available fields).

The screenshot displays the Tyler Citizen Self Service interface. At the top, there is a blue header with the Tyler logo and a notification icon showing (0). Below the header, the main content area is titled "Welcome to Citizen Self Service".

**Announcements**  
Welcome to Citizen Self Service!

**Profile Information**  
FRITZ, MICHAEL [View profile](#)  
1 COLE HAAN DRIVE  
YARMOUTH, ME 04096

**Phone numbers** [Manage](#)

Number	Allow Notifications	Preferred Contact
207-878-9988	No	No

**Email Addresses** [Manage](#)

Address	Preferred Contact
michael.fritz35@yahoo.com	No

**Business Licenses Accounts**

- FRITZ, MICHAEL (20070084)

**General Billing Accounts**

- FRITZ, MICHAEL

**Permits and Inspections Accounts**

- FRITZ, MICHAEL

**Personal Property Accounts**

- FRITZ, MICHAEL (7)

**Utility Billing Accounts**

- 1001 (187)

On the right side, there is a vertical menu titled "Citizen Self Service" with the following items: Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections, Personal Property, Real Estate, Tax Relief, and Utility Billing.

At the bottom of the page, there is a copyright notice: ©2017 Tyler Technologies, Inc. [Help/Feedback](#)

### 1.2.1 User Name/Account Settings

To access your Account Settings page, click your user name in the upper right corner of any CSS page, then click My Account. Account Settings provides user account information, including password and email details.

If permissions and setup allow, Account Settings also includes the Link to Account options for the various accounts that you can link to your personal Citizen Self Service user account. The Go to Module Homepage option opens the specific module's Search page.

**Account Settings**

**Account Information**

Now logged in as	FRITZ
Last successful login	11/17/2016
Last failed login	4/23/2015
Password last changed	11/17/2016
Password expires in	3041 days   <a href="#">Change Password</a>
E-Mail address	<a href="#">Change E-Mail Address</a>

**Linked Accounts**

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

**Customer Accounts** [link to account](#)

Name	Account	
FRITZ, MICHAEL	187	<a href="#">details</a>   <a href="#">remove</a>

**Business Licenses Accounts** [link to account](#) | [create new account](#)

20070084	<a href="#">remove</a>
20070087	<a href="#">remove</a>
20070107	<a href="#">remove</a>
20070108	<a href="#">remove</a>

[Go To Module Homepage](#)

**Permits and Inspections Accounts** [link to account](#)

187	<a href="#">remove</a>
-----	------------------------

[Go To Module Homepage](#)

**Personal Property Accounts** [link to account](#)

7	<a href="#">remove</a>
---	------------------------

[Go To Module Homepage](#)

**Utility Billing Accounts** [link to account](#)

Account	Customer	
1001	187	<a href="#">remove</a>

[Go To Module Homepage](#)

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### 1.2.2 Linked Accounts

The Business License Accounts, General Billing Accounts, Permits/Inspections Accounts, Personal Property Accounts, and Utility Billing Accounts panes display information about accounts linked to your Citizen Self Service user ID.

**Linked Accounts**

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

**Customer Accounts** [link to account](#)

Name	Account	
FRITZ, MICHAEL	187	<a href="#">details</a>   <a href="#">remove</a>

**Business Licenses Accounts** [link to account](#) | [create new account](#)

20070084	<a href="#">remove</a>
20070087	<a href="#">remove</a>
20070091	<a href="#">remove</a>
200/0106	<a href="#">remove</a>
20070107	<a href="#">remove</a>
20070108	<a href="#">remove</a>

[Go To Module Homepage](#)

**Permits and Inspections Accounts** [link to account](#)

187	<a href="#">remove</a>
-----	------------------------

[Go To Module Homepage](#)

**Personal Property Accounts** [link to account](#)

7	<a href="#">remove</a>
---	------------------------

[Go To Module Homepage](#)

**Utility Billing Accounts** [link to account](#)

Account	Customer	
1001	187	<a href="#">remove</a>

[Go To Module Homepage](#)

If the Allow Linking to Linked Customer Accounts check box is not selected for a module in Citizen Administration, that module does not display in the Linked Accounts group.

When you click one of the Link to Account options on the Account Settings page or within account-specific pages for the modules, you must verify your account ownership by entering required values in verification fields. Enter the required information and click **Submit** to return to the Account Settings page.

### 1.2.2.1 Business License Accounts

The Business License linked accounts group provides the cycle, month, year, business category, and business type related to the business account. Click **View Bill** to review license details. The Pay Bill or Add to Cart payment options are available based on the payment settings defined in Payment Administration.

### 1.2.2.2 General Billing Accounts

The General Billing linked accounts group displays the customer’s name and city. Use the Manage Bills option to display general billing invoice details.

Customer name	City
FRITZ, MICHAEL	YARMOUTH

### 1.2.2.3 Permit and Inspection Accounts

The Permits and Inspections linked accounts group displays the customer’s name and city. The Applications and Inspections option provides permit application and inspection details.

Permits and Inspections Accounts		
FRITZ, MICHAEL		
Customer name	City	
FRITZ, MICHAEL	YARMOUTH	<a href="#">Applications &amp; Inspections</a>

### 1.2.2.4 Personal Property Accounts

The Personal Property linked accounts group displays tax years and the View Bill or Pay Bill options for each year. The **View Bill** option provides bill details. Use the **Pay Bill** (if the use Shopping Cart is enabled, the **Add to Cart** option displays) options to process payments.

Personal Property Accounts		
FRITZ, MICHAEL (7)		
Tax Year		
2010		<a href="#">View Bill</a>
2011		<a href="#">View Bill</a>   <a href="#">Add to Cart</a>
2013		<a href="#">View Bill</a>   <a href="#">Add to Cart</a>
2013		<a href="#">View Bill</a>   <a href="#">Add to Cart</a>
2013		<a href="#">View Bill</a>   <a href="#">Add to Cart</a>

### 1.2.2.5 Utility Billing Accounts

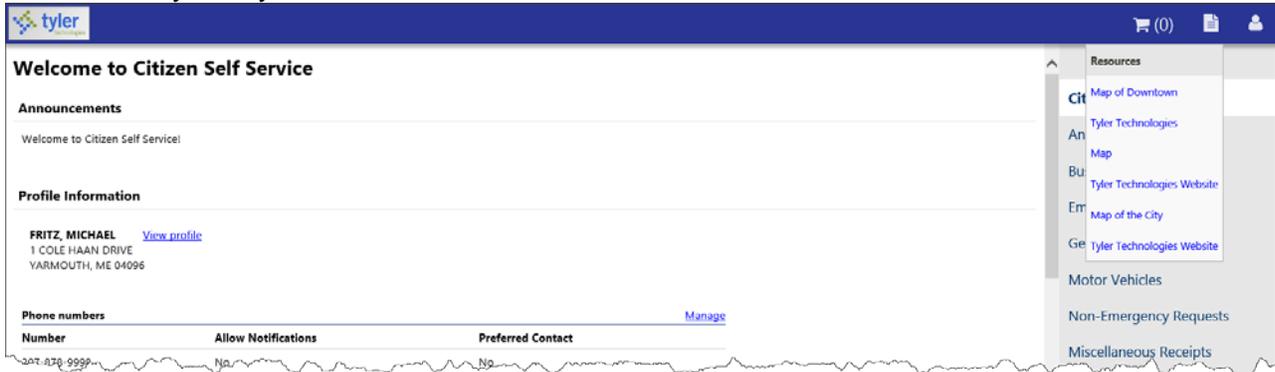
The Utility Billing linked accounts group displays the customer’s name, service address, account number, customer number, and parcel number. When you click the account number, the program displays the Account Summary page. Click **Manage Bills** to display utility billing details for your account.

Utility Billing Accounts				
FRITZ, MICHAEL (187)				
Customer Name	Service Address	Account	Customer	Parcel
FRITZ, MICHAEL	1 COLE HAAN DRIVE	1001	187	9999
				<a href="#">Manage Bills</a>

### 1.2.3 Resources

The Resources menu provides links to external web pages or access to documents that are uploaded to the web server. These options display for all users of Citizen Self Service and are

maintained by the system administrator.



### 1.2.4 Announcements

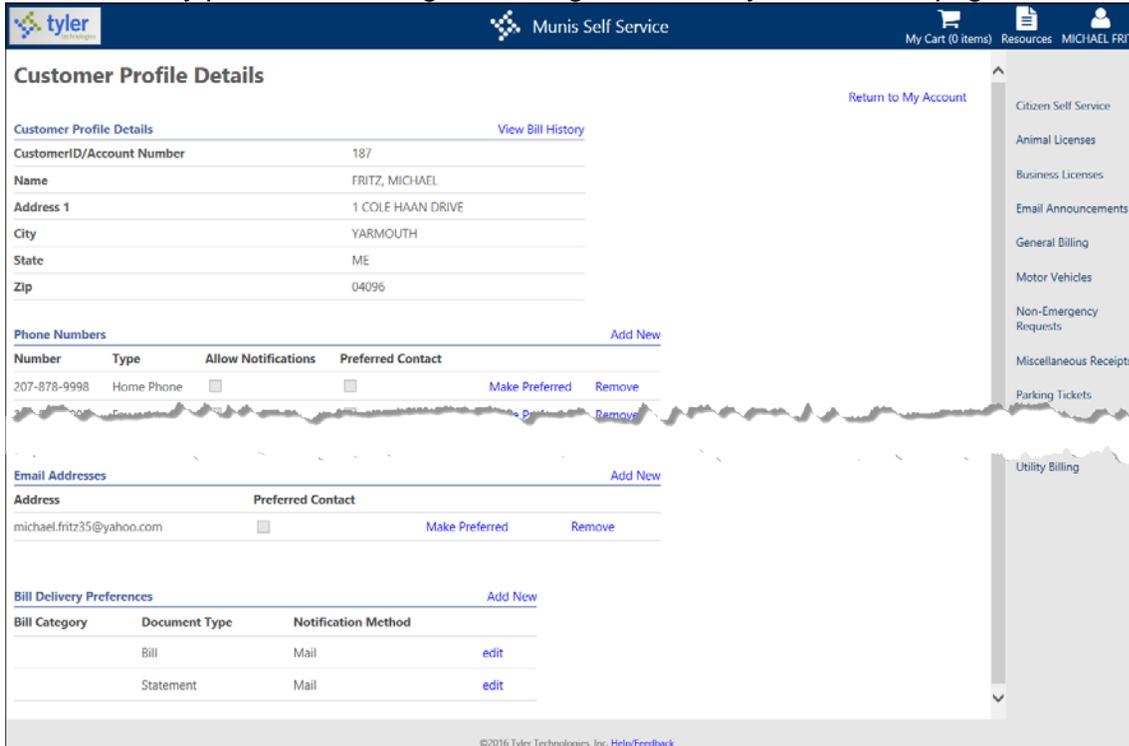
Announcements specify events or other notes that display when you access Citizen Self Service. The text in the Announcements pane is established by an administrator. All users view the same announcement.

### 1.2.5 Profile Information

The Customer Profile Details page provides your account information, such as your address, telephone number, and email address, and bill delivery preferences. Clicking **Return to My Account** returns you to the Account Settings page.

If Bill History Reporting is enabled in Application Administration, the View Bill History option is also available on the Profile Details page. When you select this option, the program provides the history for all of your established bill categories.

On the Customer Profile Details page, click **Edit** in the Bill Delivery Preferences group to update the bill delivery preferences using the Manage Bill Delivery Preferences page.



On the Manage Bill Delivery Preferences page, select the applicable bill types and use the options in the Document Type and Delivery Preference groups to indicate how the information is delivered. If your customer information does not include an email address or fax number, those delivery preferences are not available to you.

When you have made your selections, click **Save** to save the changes or click **Return to Profile Details** to return to the Customer Profile Details page disregarding any changes you have made.

### 1.3 EMAIL ANNOUNCEMENTS

The Email Announcements page is available when you are logged in to Citizen Self Service. This page presents options to subscribe to, or unsubscribe from, categories of email announcements. System administrators create the email announcements in Citizen Administration.

When a system administrator creates an email announcement for the category you select, you receive the email notification once you have completed the subscription form.

Once you successfully subscribe to email announcements, the application presents a confirmation message.

You also receive a confirmation message at the email address supplied. The email you receive includes a link to Citizen Self Service for unsubscribing from email announcements.

## 1.4 PAYMENTS

Citizen Self Service processes payments through credit cards and eChecks. The process is the same for any bill type. Available methods of payment are established in Citizen Administration through the Shopping Cart or Bill Categories options under Global Payment Settings Administration. System administrators establish unique third-party payment services for each payment method and each bill type.

### 1.4.1 Single Bill Payments

Click the **Pay Bill** or **Pay** buttons in any of the View Bill, Manage Bills, or Detail pages to make payments to a bill. The Shopping Cart must be disabled in Shopping Cart Administration for the Pay Bill or Pay button to be available. (Refer to the *Munis Self Service General Administration Guide* for more information regarding the shopping cart options.)

The screenshot displays the 'General Billing' section of the 'Munis Self Service' application. At the top, the Tyler Technologies logo and 'Munis Self Service' are visible. The user is identified as 'MICHAEL FRITZ'. The main content area shows 'Bill Detail' for customer 'FRITZ, MICHAEL' with address '1 COLE HAAN DRIVE, YARMOUTH, ME 04096' and customer number '187'. The bill is dated '11/17/2016' for the year '2014' with bill number '10254'. A table of charges lists a 'FIRE FALSE ALARM' for \$100.00. The 'TOTAL DUE' is \$100.00. A 'Pay' button is highlighted with a red box at the bottom right of the bill details.

### 1.4.2 Shopping Cart

When the Shopping Cart payment method is enabled on the Payment Settings page in Citizen Administration, the credit card and eCheck payment verification settings are used for all bill types for which web payments are enabled. This allows you to pay multiple bills from multiple categories (for example, Real Estate and Utility Billing) at the same time using the Shopping Cart functionality.

On the Bill Detail pages, click **Add to Cart** to see the description of the item and the dollar amount added to My Cart menu.

The screenshot shows the 'General Billing' page with the following details:

- Customer:** FRITZ, MICHAEL
- Address:** 1 COLE HAAN DRIVE, YARMOUTH, ME 04096
- Customer number:** 187
- As of:** 11/17/2016
- Bill Year:** 2014
- Bill:** 10254

Charge	Description	Amount
FIRE	FIRE FALSE ALARM	\$100.00
<b>SUBTOTAL</b>		\$100.00
<b>Payments</b>		\$0.00
<b>Total Unpaid Balance</b>		\$100.00
<b>TOTAL DUE</b>		\$100.00

An **Add to Cart** button is highlighted with a red box at the bottom right of the bill details section.

After clicking Add to Cart, the program displays a message under the Bill Detail heading stating that the bill has been added to your shopping cart. The message provides direction on how to process the payment. The My Cart menu also displays, providing options to review your cart or start the checkout process.

The screenshot shows the 'General Billing' page after the bill is added to the cart. A confirmation message is displayed:

**Bill Detail**  
 ✓ GENERAL BILLING 10254 was added to your shopping cart. To proceed with payment, click "My Cart" then click "Checkout".

The **My Cart** menu at the top right shows:

- My Cart (1 item)
- Review Cart
- Checkout

The **Checkout** button is highlighted with a red box.

### 1.4.2.1 My Cart

The My Cart menu displays the payment items you have added to the shopping cart. The shopping cart is available once you have added at least one item. When you click the **Checkout** button, the payment process begins.



### 1.4.2.2 Shopping Cart Review

You can click **Review Cart** in the My Cart option to display the Shopping Cart Review page. Here you can remove individual items from the shopping cart, or click **Pay** to display the Pay Bills page to select the payment method for the payment process. Click **Close** to close out of the shopping cart.



### 1.4.3 Payment Processing

The Select Payment Method page provides credit card or eCheck payment method options.



To enter a payment by credit card or eCheck:

1. Enter the payment amount.

The Payment Amount page specifies the payment amount. The Due Now amount is the default payment amount. You can modify the amount of the payment in the Payment Amount box.

**Pay Bills**  
Step 1 of 4: Payment amount

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
GENERAL BILLING	2014	11/8/2013	10254	12/8/2013	\$100.00	\$100.00	\$ 100.00

Continue Cancel

2. Click **Continue** when all payment amounts are correct.
3. Select the payment type.  
If you are paying by credit card, you must enter the credit card number, card ID (CVV) number, and expiration date on the Pay Bills page.

Click the **Where Is This?** option for an image that explains the card ID number and where to find it.

**Pay Bills**  
Step 2 of 4: Please enter the payment information

Enter the details needed to process this payment.

**Credit card**

Card type: Visa

Card number:

Card ID (CVV) number:  [Where is this?](#)

Expiration date: Month:  Year:

Continue Cancel

**MasterCard or Visa**

CVV

A 3-digit number in reverse italics on the **back** of your credit card

**American Express**

CVV

A 4-digit number on the **front**, just above your credit card number



6. Click **Continue**.

The Review page provides the payment information.

The Convenience Fee is administered through the Payments Administration Global Convenience Settings page in Citizen Administration. The amount is based on the credit card or eCheck convenience fee miscellaneous charge code that is created in the Munis Accounts Receivable Charge Codes program.

**Pay Bills**  
 Step 4 of 4: Review Step 1 2 3 4

Please review the information below. Make changes if necessary, then submit your payment request.

[Payment Amount](#) [change](#)

Bill Description	Due Now	Payment Amount
GENERAL BILLING 10254	\$100.00	\$100.00
<b>Subtotal</b>		\$100.00
<b>Convenience Fee</b>		\$3.50
<b>Total</b>		<b>\$103.50</b>

[Payment Method](#) [change](#)

Master Card \*\*\*\*\*1234

[Billing Address](#) [change](#)

Name: FRITZ MICHAEL  
 Address: 1 TYLER DRIVE, YARMOUTH, ME, 04096  
 Phone Number: 2078789998  
 E-mail: michael.fritz35@yahoo.com

- Click **Submit** to process the record; click **Cancel** to end the payment transaction. Once the payment is complete, the application presents a confirmation page.

Munis Self Service

Resources
 
 MICHAEL FRITZ

### Pay Bills

✔ Your payment has been successfully processed

Payment submitted on **11/21/2016**  
 Your Confirmation Number is **616920068**  
 Your Authorization Code is **54321ABC**

Thank you for your payment!

You may want to print this page for your records.

Payment Amount	Due Now	Payment Amount
<b>Bill Description</b>		
GENERAL BILLING 10254	\$100.00	\$100.00
<b>Subtotal</b>		\$100.00
<b>Convenience Fee</b>		\$3.50
<b>Total</b>		<b>\$103.50</b>

**Payment Method**

Master Card \*\*\*\*\*5678

**Billing Address**

**Name** MICHAEL FRITZ

**Address** 1 TYLER DRIVE  
YARMOUTH, ME, 04096

**Phone Number** 2078789998

**E-mail** michael.fritz35@yahoo.com

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate
- Tax Relief
- Utility Billing

## 1.5 ADDRESS CHANGES

Several of the modules in CSS allow you to change the address for an account. When you click Request Change of Address on the Owner Information, Contractor Information, or Customer Information pages, the Change of Address page displays allowing you to update your address. This option is available if the Allow Change of Address setting is enabled for each account module in Citizen Administration.

**General Billing**  
Customer Information

Customer ID	187
Name	FRITZ, MICHAEL
Address	1 COLE HAAN DRIVE
City State Zip	YARMOUTH, ME 04096

[Request Change of Address](#)

---

**General Billing**  
Change of Address

**Current Information**

Name: FRITZ, MICHAEL  
 Address: 1 COLE HAAN DRIVE  
 City State Zip: YARMOUTH, ME 04096

**New Information**

Name 1: FRITZ, MICHAEL  
 Address 1: 1 TYLER DRIVE  
 Address 2:   
 City: YARMOUTH  
 State: ME  
 Zip code: 04096  
 Country:   
 Phone number: 207-878-9998  
 Fax number: 207-878-9998  
 E-Mail address: michael.fritz35@yahoo.com

\* Indicates required field

## 2 CITIZEN SELF SERVICE MODULES

Citizen Self Service modules include detailed information for Animal Licenses, Business Licenses, General Billing, Motor Vehicle, Parking Tickets, Permits and Inspections, Real Estate, Personal Property, and Utility Billing. Using Citizen Self Service, you can also view tax relief records, receive email announcements, and submit non-emergency requests.

### 2.1 ANIMAL LICENSES

The Animal Licenses module provides account details for registered animals and allows you to generate new licenses for unregistered animals. Search for animal license information by typing the exact address, owner name, or license year, tag number, and charge code (if known) in the provided boxes. The Search page allows the use of wildcards in the Animal Location, License Information, and Owner Name fields.

**Animal Licenses**  
Complete one or more of the following fields to search for Animal Licenses.

**Animal Location**  
House number:   
Street name:

**Owner Information**  
Owner name:

**License Information**  
Year:   
Tag:   
Charge:   
 Remember these values

**Search** **Reset**

**Navigation Sidebar:**  
Citizen Self Service  
**Animal Licenses**  
Contact Us  
Business Licenses  
Email Announcements  
General Billing  
Motor Vehicles  
Non-Emergency Requests  
Miscellaneous Receipts  
Parking Tickets  
Permits and Inspections  
Personal Property

The Details option provides more information for the specified license.

**Animal Licenses Search Results**  
[Modify Search](#) | [New Search](#)

1 Found

ID	Owner	City	Address
187	187		1 COLE HAAN DRIVE

[Details](#)

**Navigation Sidebar:**  
Citizen Self Service  
**Animal Licenses**  
Contact Us  
**Search Results**  
New Search

The Location Details page provides a list of all of the animal licenses for that location. When you click the Details option, the Animal License Detail page displays specific information for an animal license. The Add New License option allows you to add additional animal licenses to the account.

**Animal Licenses**  
Location details

Owner: FRITZ, MICHAEL  
1 COLE HAAN DRIVE  
YARMOUTH, ME 04096

Customer ID: 187  
License year: 2009  
Animal location: 1 COLE HAAN DRIVE

**Active Licenses** [Add New License](#)

License	Tag	Name	Animal	Breed	Color	
1	0	MR. BELVEDERE	DOG	English Bu	WHITE/BROWN	<a href="#">Details</a>
2	0	ROSCOE II	DOG	ST BERNARD	BROWN/WHITE	<a href="#">Details</a>
4	1984	Speedy	TURTLE	SNAP TUTRL	GREEN	<a href="#">Details</a>
43	0	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	<a href="#">Details</a>
44	0	ARTURO	DOG	BOXER	WHITE	<a href="#">Details</a>
45	123456789	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	<a href="#">Details</a>
46	0	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	<a href="#">Details</a>
47	0	BUBU	DOG	GREAT DANE	ORANGE	<a href="#">Details</a>

**Animal Licenses**  
Location Details  
Owner Information  
Add License  
Contact Us  
Search Results  
New Search  
Business Licenses  
Email Announcements  
General Billing  
Motor Vehicles  
Non-Emergency Requests  
Miscellaneous Receipts

### 2.1.1 Animal License Detail

The License Details page provides information for a specific license, including issue and expiration dates, and veterinarian information. Use the Update License, Add License to Cart, and Deactivate License buttons to manage the license details.

The screenshot displays the 'Animal Licenses License Details' page. At the top, there is a header with the Tyler Technologies logo, 'Munis Self Service', and user information 'My Cart (0 items) Resources MICHAEL FRITZ'. A 'Return to Location Detail' link is visible. The main content area contains a table with the following data:

<b>License 4</b>	
Year	2009
Customer ID	187
Tag number	1984
Number of tags	1
Tag issue date	11/5/2016
Tag expiration date	11/5/2016
Status	Active
Animal type	TURTLE
Breed	SNAP TUTRL
Color	GREEN
Gender	Unspecified
Name	Speedy
Date of Birth	11/22/1982
Charge	ANIMAL LICENSES
Charge Amount	\$50.00
Payment status	Unpaid
Rabies certification	
Rabies vaccination date	
Rabies expiration date	
Notice date	
Veterinarian	

At the bottom of the table, three buttons are highlighted with a red box: 'Update license', 'Add license to cart', and 'Deactivate license'. On the right side, a sidebar menu lists various navigation options, including 'Animal Licenses', 'License Details', 'Add License', and 'Contact Us'.

## 2.1.2 Add Animal License

When you add a new license, you must enter the animal's name and type, as well as the date of the animal's most recent rabies vaccination, rabies vaccination expiration dates, and tag information. Add the license and pay later by clicking **Save**. You can also add the license and pay now by clicking the **Save License and Pay** or **Save and Add License Cart** buttons. Click **Cancel** to exit without saving the license.

If administrative settings allow entry of an animal license for which the rabies certificate expiration date is on or before the license entry date, type the earlier date in the Rabies Expiration Date box when you add or update an animal license. If the administrative settings do not allow entry of an animal license where the certificate expiration date is on or before the license entry date and you attempt to add the license, the application issues the “Rabies expiration date must occur in the future” message.

Regardless of administrative settings, the application does not allow you to add a license for which the rabies expiration date is earlier than the rabies vaccination date. The rabies vaccination date must fall on or before to the license entry date.

The Upload a Certificate box attaches a rabies certificate or other document or image file to the current license record in Munis Animal Licenses. Use the Browse button to navigate to the file to upload.

### 2.1.3 Update License

The Update License or Deactivate License buttons make changes to the selected license on the Detail page. Once the changes are made, the Save button retains the changes.

### 2.1.4 Pay License

The Pay button on the Pay License page allows you to process your license payment. The Cancel button returns you to the License Details page without processing a payment.

## 2.2 BUSINESS LICENSES

The Business Licenses module provides details for business accounts and processes payments to outstanding bills. Search for business licenses by typing the Billing Address, Billing Name, Business Account ID, Business Name, Business Address, Owner Name, License Type, NAICS Type, or License Fee range. If wildcard characters are supported, enter the first few letters of the owner or business name to find license information. Use the Search button to find the business account.

The screenshot displays the 'Business Licenses' search interface. At the top, there's a header with the Tyler logo and 'Munis Self Service' text. Below the header, a navigation sidebar is visible on the right, listing various service categories. The main content area is titled 'Business Licenses' and includes a search instruction: 'Complete one or more of the following fields to search for Business Licenses.' The search form contains several input fields: 'Billing Address' (with sub-fields for House number and Street name), 'Billing customer ID', 'Billing name', 'Account ID', 'Business DBA name', 'Business Address' (with sub-fields for House number, Street name, and Zip code), 'Owner name', 'Parcel', and 'Bill year' (pre-filled with '2016'). There is a checkbox for 'Remember these values' and two buttons: 'Search' (highlighted with a red box) and 'Reset'. The footer of the page contains the copyright notice: '©2016 Tyler Technologies, Inc. Help/Feedback'.

When the search completes, click **Details** to view more information about a specific bill. Use the Pay Bill or Add to Cart options to pay the bill according to the defined payment processes.

**Business Licenses Search Results**

Modify Search | New Search

25 Found

Location	Owner	Account ID	Cycle/Month/Year	Category	Type	
1 COLE HAAN DRIVE	FRITZ, MICHAEL	20070080	A, 13 2012	CCON	TCAR	<a href="#">Details   Add to Cart</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	20070084	A, 1 2012	CCON	TDRY	<a href="#">Details</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	20070085	M, 13 2012	TAXC		<a href="#">Details   Add to Cart</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	20070085	M, 12 2012	TAXC		<a href="#">Details</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	20070091	M, 3 2012	CCON	TCAR	<a href="#">Details   Add to Cart</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL	20070092	M, 4 2012	CHOM	TCAT	<a href="#">Details   Add to Cart</a>

### 2.2.1 Details

The Bill Detail page provides a list of the charges and payments/adjustments for a bill. Use the View Payments/Adjustments option to display the payment history page for the bill.

**Business Licenses Bill Detail**

View Bill

Bill Year	2012
Bill	100287
Owner	FRITZ, MICHAEL

[View payments/adjustments](#)

Charge	Description	Amount
BLPEN	BUSINESS LICENSE PENALTY	\$25.00
SALES	SALES TAX	\$1,298.00
<b>SUBTOTAL</b>		<b>\$1,323.00</b>
<b>Current Interest Due</b>		<b>\$555.15</b>
<b>Payments/Adjustments</b>		<b>\$0.00</b>
<b>Total Unpaid Balance</b>		<b>\$1,878.15</b>
<b>TOTAL DUE</b>		<b>\$1,878.15</b>

[Add to Cart](#)

The Pay Bill or Add to Cart options process the payment according to defined payment settings.

### 2.2.2 Payments/Adjustments

The Payment/Adjustments page specifies any payments or adjustments that have been applied to the bill.

**Business Licenses**  
**Payments/Adjustments**  
 ⚠ This bill has pending web payments in the amount of \$5.00 that are not displayed below. ⓘ

As of 11/21/2016 [Return to View Bill](#)

Bill Year: 2011  
 Bill: 100252

Activity	Posted	Paid By/Reference	Amount
Payment	10/24/2013	B/L CREDITS	\$4.28
Billing Adjustment	7/9/2013	CLERICAL ERROR	\$0.00
Billing Fee	3/13/2013		\$10.00
Billing Adjustment	6/29/2012	CLERICAL ERROR	\$100.00

### 2.2.3 All Bills

The All Bills page displays bills associated with a specific account when you search business license records on the Business Licenses Search page, click the **Details** option on the Search Results screen, and then click **All Bills** on the Business Licenses menu.

The All Bills page displays bill information according to the Apply Bill Year Search Range to the All Bills Page check box in Business License Administration. When this check box is selected, the specified year range in the Bill Year Search Range Calculation is applied to the content of the All Bills page, which displays the year range above the available records.

**Business Licenses**  
**All Bills**

Account ID: 20070085  
 DBA: FRITZ, MICHAEL  
 Location: 1 COLE HAAN DRIVE BLDG 1, MUNIS ME 04096

5 Found bill years 1996 to 2036 only

Location	Owner	Account ID	Cycle/Month/Year	Category	Type
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	20070085	M, 13 2012	TAXC	<a href="#">Details</a>   <a href="#">Pay Bill</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	20070085	A, 1 2013	CPRO	TARC <a href="#">Details</a>   <a href="#">Pay Bill</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	20070085	M, 12 2012	TAXC	<a href="#">Details</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL	20070085	A, 13 2011	CPRO	TARC <a href="#">Details</a>   <a href="#">Pay Bill</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL	20070085	A, 1 2011	TAXC	<a href="#">Details</a>   <a href="#">Pay Bill</a>

### 2.2.4 License Details

The License Details page provides details for the license, such as the license category, number, and type, as well as the address and billing information.

License Details	
Bill Year	2012
Bill Number	100283
Bill Date	3/7/2012
Name & Address	FRITZ, MICHAEL 1 COLE HAAN DRIVE YARMOUTH, ME 04096
Owner ID	187
Location	1 COLE HAAN DRIVE BLDG 1
License No.	6700139
License Category	CONTRACTORS
License Type	DRYWALL

### 2.2.5 Business License Linked Accounts

The Business License Linked Accounts page presents a list of the business license accounts linked to your user name, as well as any bills associated with each account. Depending on the settings established in Business Licenses Administration, you may be able to view account details, enter a tax filing for an account, add a license to an account, or create a new account. (Refer to the [Linked Accounts](#) section of this document for more information.)

Account ID	DBA	Location	Status	Actions
20070084	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	Account   Bills   Enter Filing   New License
20070087	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	NEW	Account   Bills   Enter Filing   New License
20070091	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	Account   Bills   Enter Filing   New License
20070080	FRITZ'S FIX-IT	1 COLE HAAN DRIVE BLDG 1	ACTIVE	Account   Bills   Enter Filing
20070085	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	Account   Bills   Enter Filing   New License

Link business license accounts to your user name by clicking **Link to Account**. Once the account is linked, it is available on your CSS Home page. If the Prevent Linking to Accounts with Status Inactive or Status On Hold settings are enabled in Business Licenses Administration, you are prohibited from linking to inactive or on-hold accounts.

### 2.2.6 Create New Account

If the Allow Users to Create or Modify Accounts check box in Business Licenses Administration is selected, the Linked Accounts page includes the Create New Account option.

To create a new account:

1. Enter information about the business owner, the agent/operator, and the primary contact for the business.

The screenshot shows the 'Business Licenses - Create new account' form in the Munis Self Service portal. The form is at Step 1 of 4: Enter ownership information. The form includes the following sections:

- Application Type:** Radio buttons for 'New Business Account Only' (selected) and 'New Business Account with License and Filing'.
- Business Owner:** Text input fields for 'Name \*', 'Address 1', 'Address 2', and 'Email'.
- Parking Facility Information:** A dropdown menu for 'Type of Parking Facility', and text input fields for 'Date Parking Facility Opened', 'Area of Parking Facility' (0 square feet), 'Dimensions of Lot' (0 square feet, 0 feet wide, 0 feet deep), 'Dimensions of Improvements' (0 square feet), and 'Number of Parking spaces' (0).

At the bottom of the form, there are three buttons: 'Continue' (highlighted with a red box), 'Reset', and 'Cancel'. The footer of the page reads '©2016 Tyler Technologies, Inc. [Help/Feedback](#)'.

2. Click **Continue**.

If the Online Application Method on the Self Service tab in Munis Business License Settings is Permits and Code Enforcement, you must select the license type. The options available

are established in Munis Project Types on the Munis Permits and Code Enforcement Permits Setup menu. If the Online Application Method is Business Licenses, the Create a New Account - Step 1A screen does not display.

3. Click **Select** to identify the type of business license for the account.
4. Select the location of the business by completing the Location or Name field values and clicking **Search**. Click **Skip** to bypass this page and continue.

**Business Licenses**  
 Create new account

Step 2 of 4: Account location information Step 1 2 3 4

Business Owner	Michale Fritz
DBA	Michale Fritz
Agent/Operator	Michael Fritz

**Enter location search parameters**

**Location**

Number

Street name

**Name**

Owner

Parcel ID

- Citizen Self Service
- Animal Licenses
- Business Licenses**
- Accounts
- Contact Us
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate
- Tax Relief
- Utility Billing

- Once you have identified the location, click **Select and Continue**.

**Business Licenses**  
Create new account

**Step 2 of 4: Account location information** Step 1 2 3 4

Business Owner: Michale Fritz  
 DBA: Michale Fritz  
 Agent/Operator: Michael Fritz

If the location is not listed, you can [modify your search](#) or try a [new search](#) or you can [skip to next step](#).

**4 found**

Location/Subdivision	Owner	Parcel ID	
1 COLE HAAN DRIVE	FRITZ, MICHAEL	9999	<b>Select and Continue</b>
2 WASHINGTON AVENUE	FRITZ, MICHAEL	9999A	Select and Continue
2 WASHINGTON AVENUE	FRITZ, MICHAEL	9999A	Select and Continue
1 COLE HAAN DRIVE BLDG 1	WAYNE JEWELL	99999	Select and Continue

- Enter tax and date information in the Location, Tax ID, and Dates groups for the business.

**Business Licenses**  
Create new account

**Step 3 of 4: Enter tax id and date information** Step 1 2 3 4

**Location**  
 Area / District: Select... ▼

**Tax ID**  
 SSN/FID \*: 99999999  
 County ID:   
 State ID:

**Dates**  
 Fiscal Start Month \*: January ▼  
 Leased Y/N:  Yes  No  
 Lease End:

**Continue** **Cancel**

7. Click **Continue**.  
The Create New Accounts page refreshes to provide the entered details.
8. Review and verify the information.

The screenshot displays the 'Business Licenses' section of the 'Munis Self Service' portal. The user is at 'Step 4 of 4: Review entries before submission of new Business License Account'. The form contains the following information:

- Business Owner:** Name: Michale Fritz, Address: [no address info provided], Email: michaelfriz@yahoo.com.
- SSN/FID and Fiscal:** SSN / FID: 999999999, Fiscal Start Month: 1, Leased: No.
- Check the following box to signify acknowledgement:**  I hereby acknowledge that the information I am about to submit is 100% accurate and understand a copy of the State License must be submitted with the application.

The 'Submit' button is highlighted with a red box, indicating the next step in the process.

9. If necessary, click **Change** for any section to update the information.  
The **Check the Following Box to Signify Acknowledgement** check box may display depending on administrative settings. This check box must be selected before clicking **Submit**.
10. When all the information is correct, click **Submit**.  
The page refreshes to display a confirmation message.
11. Return to the Linked Accounts page by clicking **Return to Linked Accounts** or add a new license to the account by clicking **Add New License**.

Once you create an account application through CSS, the record is available in the Munis Business Accounts or Munis Application Entry programs, depending on how your organization processes online business applications.

### 2.2.7 Account Details

If the Allow Users to View Account Details check box in Business Licenses Administration is selected, details for accounts linked to your user name are available for review. In this case, when you click **View Account**, the application provides the Account Review page.

If the Allow Users to Create or Modify Accounts check box in Business Licenses Administration is selected, click **Modify** to update the business contact name, telephone number, alternate telephone number, fax number, email address, and website for active accounts.

In the Contacts group, the Details option displays information for other contacts associated with the account. Click **Add New** to add additional contacts to the account.

In the Licenses group, click **Add New** to add new license records.

**Business Licenses**  
 Account Review 1 License | [Add New License](#) | [Return to Accounts](#)

**FRITZ, MICHAEL**

Account ID	20070084
Status	ACTIVE
DBA	FRITZ, MICHAEL
Location	1 COLE HAAN DRIVE BLDG 1 MUNIS ME 04096
Business owner name	FRITZ, MICHAEL
Agent operator name	FRITZ, MICHAEL
Business contact name	
Business phone number	207-878-9998
Alternate phone number	
Fax number	
Email	
Website	

[Modify](#) [Cancel](#)

**Contacts** [Add New](#)

Name	Phone	Email	
FRITZ, MICHAEL	2078789998	<a href="mailto:michael.fritz35@yahoo.com">michael.fritz35@yahoo.com</a>	<a href="#">details</a>

**Licenses** [Add New](#)

Reference	NAICS	Category	Type	Status
6700139	Drywall and Insulation Contractors	CONTRACTORS	DRYWALL	ACTIVE

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### 2.2.8 Business Account Filings

If the Allow Access to Account Filing check box in Business Licenses Administration is selected, you can enter a tax filing for business accounts that are linked to your user name.

**Business Licenses**  
**Linked Accounts**

Select an account to work with.

[Link to Account](#) | [Create new Account](#)

Account ID	DBA	Location	Status	
20070084	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>
20070087	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	NEW	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>
20070091	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>
20070080	FRITZ'S FIX-IT	1 COLE HAAN DRIVE BLDG 1	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>
20070085	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>
20070090	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	NEW	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>
20070092	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>
20070094	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>
20070095	MICHAEL FRITZ	1 COLE HAAN DRIVE BLDG 1	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>

To create the business tax filing:

1. Click **Enter Filing** on the Linked Accounts page or click **Filing** on the Business Licenses menu.

- On the Filing – Date Selection page, click **Select** for the appropriate filing year.

**Business Licenses**  
**Filing - License/Tax Selection**

Please select a record to access the filing history

Category	Type	Reference	Renewal Cycle
CONTRACTORS	CARPENTER	6700134	ANNUAL <b>select</b>
CONTRACTORS	CARPENTER	6700154	ANNUAL <b>select</b>
TAX CODE		6700138	ANNUAL <b>select</b>

- On the Filing – Receipts and Deductions page, enter the amounts for the Gross Receipts and the Deduction Amount.

**Business Licenses**  
**Filing Amounts**

Account: 20070080  
 Category: TAX CODE  
 Type:  
 Cycle: ANNUAL  
 Month: 1  
 Year: 2016

**SALES TAX (SALES)**

Gross Receipts \$   
 Deductions \$

**CONTRACTOR LICENSE (CONT)**

Amount \$35.00

- Click **Continue**.

- On the Filing – Charges and Deductions page, review the filing information.

**Business Licenses**  
**Filing Amounts**  
**Review**

Please review that the information is correct before submitting. [Revise this filing](#)

Account	20070080
Category	TAX CODE
Type	
Cycle	ANNUAL
Month	1
Year	2016

**SALES TAX SALES Actual**

Gross Receipts	75.00
Deductions	40.00
Taxable Sales	35.00
Calculated Amount	0.00
Interest	0.00
Net Due	0.00

**CONTRACTOR LICENSE CONT**

Interest	4.08
Net Due	39.08

**Penalties**

Penalty Description	Penalty Amount	Penalty Interest
BUSINESS LICENSE PENALTY	319.32	37.23
LATE PAYMENT PENALTY	1037.50	0.00
PENALTY	5.00	0.00

**Summary**

<b>Calculated Amount due on this filing:</b>	<b>35.00</b>
<b>Interest on this filing:</b>	<b>41.31</b>
<b>Penalty on this filing:</b>	<b>1361.82</b>
<b>Total due:</b>	<b>1438.13</b>

\*\*The amount due shown does not include any potential interest that may be added for late filings.

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- To make changes, use the Revise this Filing option; otherwise, click **File** to complete the process.

The page refreshes to provide a confirmation message.

7. Use the You Can Now... options to attach a document, submit another filing, or submit payment.

Filing charges and summary values on the Filing - Charges and Deductions Confirmation page are controlled by the following settings in Munis:

- The Gross Receipts, Deduction Amount, and Taxable Sales rows display when the Charge Type is Receipt in Munis Accounts Receivable Charge Codes.
- The Calculated Amount displays when the Charge Type is Receipt in Accounts Receivable Munis Charge Codes.
- The Discount row displays when the charge is subject to discount and the Discount Percent is greater than zero on the Main tab of Munis Business License Settings.
- The Interest row displays if the Subject to Interest check box is selected in the Charge Codes program and the Normal Interest Rate box has a value.
- The Discounts on This Filing row only displays when the filing is subject to discounts.
- The Interest on This Filing row only displays when the filing is subject to interest.
- The Penalty on This Filing row only displays when the filing is subject to penalty.

#### 2.2.8.1 Annualized Receipts

If your organization uses the Annualized License Filing process where a prior year bill is automatically adjusted for annualized receipts when the total amount due on a second year bill results in a negative balance, use the Calculate option on the Filing Amounts page to determine any required adjustments.

When annualized charge calculations result in a negative Net Due amount, the Submit button is hidden and an instructional message indicates amounts must be adjusted.

The Review page provides the Year 1 Adjustment field, which provides the adjustment amount.

#### 2.2.9 Add New Business License

When the Allow Users to Create Licenses check box in Business Licenses Administration is selected, you can add licenses to accounts linked to your user name. The account does not need to be active in order to add a license.

Once you have added an account, click **Add New License** to add a new license record, or click **New License** from an account line on the Linked Accounts page. The fields required for adding a new license vary, depending on whether you are processing applications through Business Licenses or Permits and Code enforcement.

Use the following steps to create a new license record:

1. Complete the Applicant Information fields.

The role code, name, telephone number, and email address are required. The Role field is only available if you are processing applications through Permits and Code Enforcement.

**Business Licenses**  
**Apply for new Business License**  
**Step 1 of 3: Applicant information**

**Selected Account**

Account ID	20070084
Account Owner	FRITZ, MICHAEL
Account DBA	FRITZ, MICHAEL

**Enter applicant information**

Association: Business Owner

Name \*: FRITZ, MICHAEL

Address 1: 1 COLE HAAN DRIVE

Address 2:

City: YARMOUTH

State: ME

Zip: 04096

Phone \*: 207-878-9998

Fax: 207-878-9998

Email \*: michael.fritz35@yahoo.com

Notes:

**Continue** **Cancel**

\* indicates required field

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2. Click **Continue**.

If the Online Application Method on the Self Service tab in Business License Settings is Permits and Code Enforcement, you must select the project/activity code for the license. The Select option allows you to choose the appropriate code. The options available here are established in Munis Project Types in the Munis Permits and Code Enforcement Permits Setup menu. If the Online Application Method is Business Licenses, the Apply for a New Business License – Step 1A screen does not display.

3. Select the type of license for which you are applying.

The options on this list are based in the Munis Business Types program. The Quantity/Statistic amounts are available when you add a new license or when you update the charge quantity for filing a license. Quantity-based charge calculations typically consist of a rate multiplied by count. The Allow License Quantity/Amount Entry Online check box must be selected on the Default Charges page in Munis Business Types.

Once you select a business type, the Requirements section displays the requirements for the business type.

The screenshot displays the 'Business Licenses' application interface. At the top, the header includes the Tyler Technologies logo, 'Munis Self Service', and user information for 'MICHAEL FRITZ'. The main content area is titled 'Business Licenses' and 'Apply for new Business License', indicating 'Step 2 of 3: License information'. A table under 'Selected Account' lists Account ID (20070084), Account Owner (FRITZ, MICHAEL), and Account DBA (FRITZ, MICHAEL). The 'Enter License information' section features a dropdown menu for 'Business category / type' set to 'CONTRACTORS / CARPENTER' and an unchecked checkbox for 'Business is seasonal'. Below, 'Select mailing and billing preferences' shows dropdowns for 'Recipient for notices' and 'Recipient for billing', both set to 'No preference'. The 'Requirements' section states 'No requirements were found for this business type'. The 'Bonds, Insurance, and Certifications' section states 'No bonds, insurance, or certifications were entered'. A blue link 'Add new Bond, Insurance, or Certification' is visible. At the bottom, there are 'Update License Information' and 'Cancel' buttons. A sidebar on the right provides navigation options including 'Citizen Self Service', 'Animal Licenses', 'Business Licenses', 'Accounts', 'Account Details', 'Owner Information', 'Contact Us', 'Email Announcements', 'General Billing', 'Motor Vehicles', 'Non-Emergency Requests', 'Miscellaneous Receipts', 'Parking Tickets', 'Permits and Inspections', 'Personal Property', 'Real Estate', 'Tax Relief', and 'Utility Billing'. The footer contains the copyright notice '©2016 Tyler Technologies, Inc. Help/Feedback'.

4. Click **Add New Bond, Insurance, or Certification** to add bond, insurance, or certification information to the license.

5. Select Bond, Insurance, or Certification from the Type list, and then complete the remaining fields.

6. When you have completed the requirements, click **Save**. You can add more than one bond, insurance, or certification record and edit or delete each record.
7. When all the information is complete, click **Update License Information**.

**Business Licenses**  
Apply for new Business License  
Step 2 of 3: License information

**Selected Account**

Account ID	20070084
Account Owner	FRITZ, MICHAEL
Account DBA	FRITZ, MICHAEL

**Enter License information**

Business category / type \*

Business is seasonal

**Select mailing and billing preferences**

Recipient for notices

Recipient for billing

**Requirements**

No requirements were found for this business type

[Add new Bond, Insurance, or Certification](#)

**Bonds, Insurance, and Certifications**

	Type	Company	Policy	Issued	Expires
<a href="#">Edit</a>   <a href="#">Delete</a>	Insurance	MetLife	123456	11/29/2016	11/30/2016

**Update License Information**

8. Add additional license requests, as necessary.

The Parking Facility Information section allows for parking information to be attached to the account.

**Parking Facility Information**

Type of Parking Facility

Date Parking Facility Opened

Area of Parking Facility  square feet

Dimensions of Lot

square feet

feet wide

feet deep

Dimensions of Improvements  square feet

Number of Parking spaces

9. Click **Continue** once you have added as many licenses as needed.

Munis Self Service

My Cart (0 items)
Resources
MICHAEL FRITZ

## Business Licenses

### Apply for new Business License

**Step 2 of 3: License information**

Step 1
2
3

**Selected Account**

Account ID	20070084
Account Owner	FRITZ, MICHAEL
Account DBA	FRITZ, MICHAEL

[Add new License](#)

**Citizen Self Service**

Animal Licenses

**Business Licenses**

Accounts

**Account Details**

Owner Information

Contact Us

Email Announcements

General Billing

Motor Vehicles

Non-Emergency

**Licenses**

	Category	Type
<a href="#">Edit</a> <a href="#">Delete</a>	CONTRACTORS	CARPENTER

Continue

Cancel

10. Review the information for accuracy. If any of the information is incorrect, click **Modify** for that section and update the details.

**tyler technologies** Munis Self Service My Cart (0 items) Resources MICHAEL FRITZ

### Business Licenses

Apply for new Business License

**Step 3 of 3: Review License information then submit** Step 1 2 3

**Applicant Information** [modify](#)

Name	FRITZ, MICHAEL
Association	Business Owner
Address	1 COLE HAAN DRIVE YARMOUTH, ME 04096
Phone	207-878-9998
Fax	207-878-9998
Email	michael.fritz35@yahoo.com

**License Details** [modify](#)

Business Category	CONTRACTORS
Business Type	CARPENTER
Is Seasonal	N

**Bonds, Insurance, or Certifications**

Type	Insurance
Company	MetLife
Policy	123456
Issue date	11/29/2016
Expire date	11/30/2016

**Submit** **Cancel**

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- Citizen Self Service
- Animal Licenses
- Business Licenses**
- Accounts
- Account Details
- Owner Information
- Contact Us
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate
- Tax Relief
- Utility Billing

11. Click **Submit**.

If the Require Electronic Signature for Applications permission is enabled, the Check the Following Box to Signify Acknowledgement check box must be selected to continue the process.

On the confirmation page, add attachments to the application, as required, or return to the Linked Accounts page by clicking **Browse Your Linked Accounts** or **Return to Accounts**.

Once you add a license through CSS, the record is available on the Account Detail page in the Munis Business Accounts program or the Munis Application Entry program, depending on how you are processing new business licenses.

### 2.2.10 Add New Business Account, License, and Filing

If the Streamline Online Application Process check box is selected on the Self Service tab in the Business License Settings program, the Business License Account and Application processes, along with the business license filing process, are simplified to a single set of consecutive steps.

To create a new business license account, click **Create New Account**.

The screenshot displays the 'Account Settings' page in the Tyler Technologies Munis Self Service interface. The page is divided into several sections:

- Account Information:** A table showing login details:
 

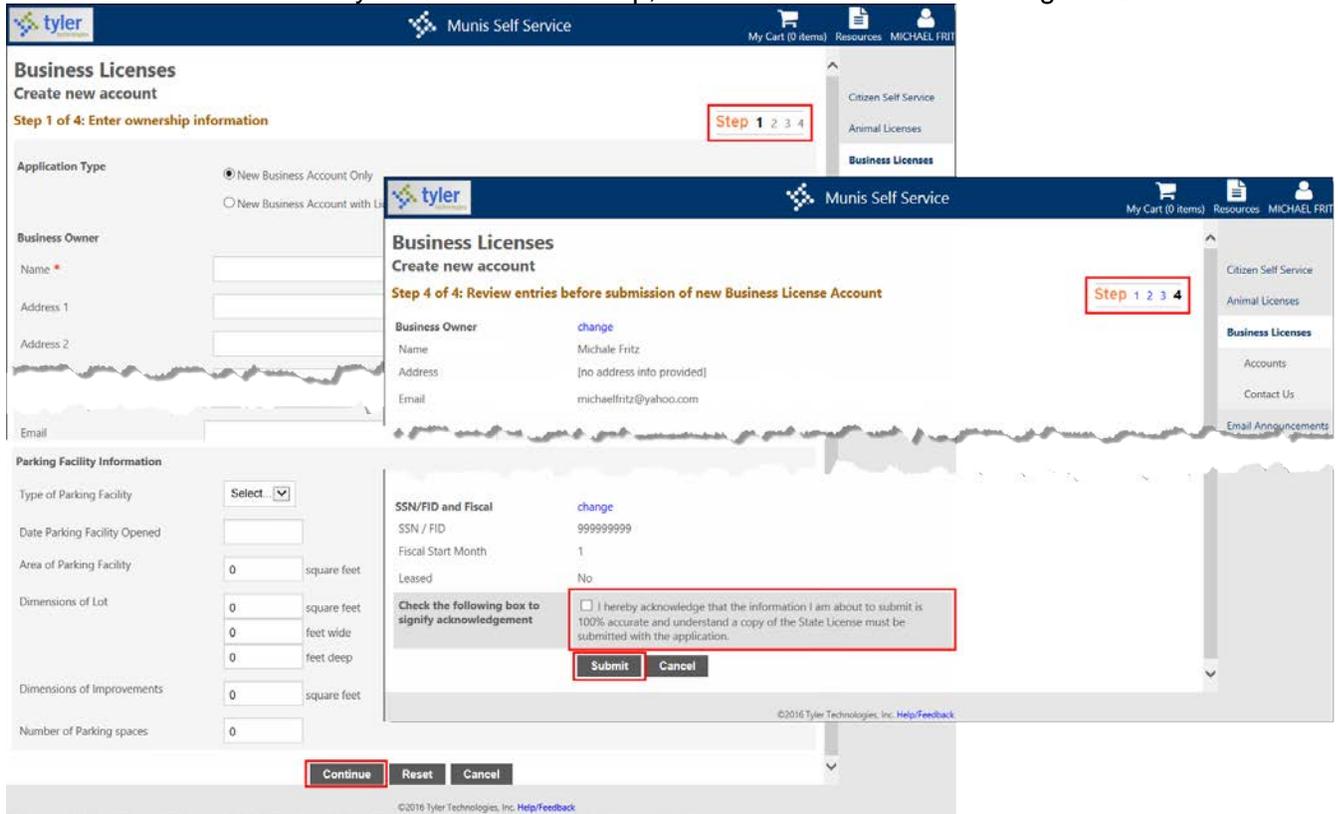
Now logged in as	FRITZ
Last successful login	11/29/2016
Last failed login	4/23/2015
Password last changed	11/17/2016
Password expires in	3029 days   <a href="#">Change Password</a>
E-Mail address	<a href="#">Change E-Mail Address</a>
- Linked Accounts:** A section with explanatory text and a 'link to account' button.
- Customer Accounts:** A table with one entry:
 

Name	Account	
FRITZ, MICHAEL	187	<a href="#">details</a>   <a href="#">remove</a>
- Business Licenses Accounts:** A table with three entries:
 

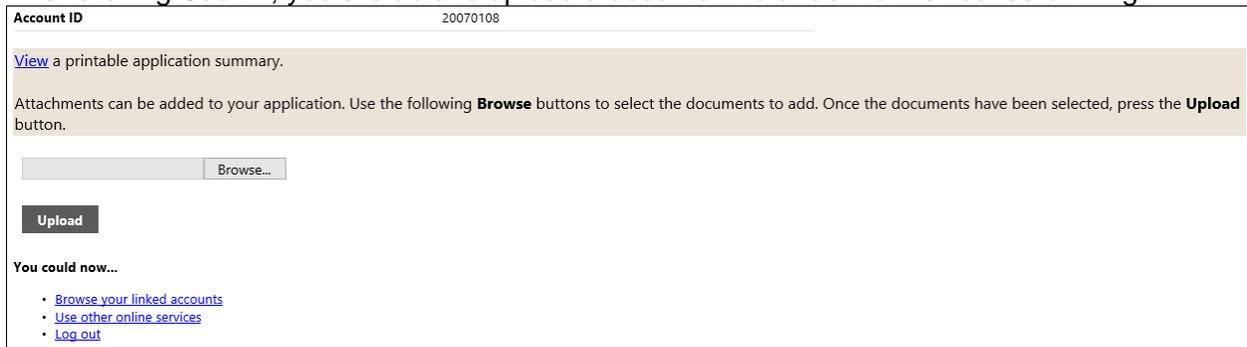
20070084		<a href="#">remove</a>
20070087		<a href="#">remove</a>
20070091		<a href="#">remove</a>

The 'create new account' button in the Business Licenses Accounts section is highlighted with a red box.

When using the streamlined process, Citizen Self Service will display the current step along with the Continue button. Once you reach the last step, the Continue button will change to Submit.



After clicking Submit, you are able to upload a document to attach to the license or filing.



## 2.3 GENERAL BILLING

The General Billing module provides information for outstanding general bills. Search for General Billing bills by entering the customer name, customer number, or address information. If wildcard searching is enabled, enter the first few letters of your name or account number to find bills.

**tyler** technologies

General Billing

Customer Search

Complete one or more of the following fields to search for General Billing bills.

**Customer Name**

**Customer Number**

**Address**

House number

Street name

City

State

Zip code

**Parcel ID**

Remember these values

**Search** **Reset**

Citizen Self Service

Animal Licenses

Business Licenses

Email Announcements

**General Billing**

Accounts

Contact Us

Motor Vehicles

Non-Emergency Requests

Miscellaneous Receipts

Parking Tickets

Permits and Inspections

Personal Property

Real Estate

Tax Relief

Utility Billing

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**Note:** When the Bill Year and Bill Number are entered as part of the search criteria on the Customer Search page, the application automatically opens the Bill Detail page when you click Search.

### 2.3.1 Linked Accounts

The General Billing Linked Accounts page presents a list of the general billing accounts linked to your user name. Depending on the settings established in General Billing Administration, you may be able to view bill information on the Manage Bills page. (Refer to the [Linked Accounts](#) section of this document for more information.)

The screenshot shows the 'General Billing Linked Accounts' page. At the top, there is a header with the Tyler logo and 'Munis Self Service'. On the right, there are navigation links: 'My Cart (0 items)', 'Resources', and 'MICHAEL FRITZ'. The main content area is titled 'General Billing Linked Accounts' and includes a sub-header 'Select from your linked accounts'. Below this is a table with the following data:

Customer ID	Name	Location	Link to Account
187	FRITZ, MICHAEL	YARMOUTH	<a href="#">Manage Bills</a>

On the right side, there is a vertical navigation menu with the following items: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Accounts, Contact Us, Motor Vehicles, and Non-Emergency. The 'Link to Account' button in the table is highlighted with a red box.

Link general billing accounts to your user name by clicking **Link to Account**. Once the account is linked, it is available on your CSS Home page.

### 2.3.2 Manage Bills

When search results are returned, the Manage Bills page provides a list of all of your outstanding general billing invoices. The Details option displays more information for each invoice.

The screenshot shows the 'General Billing Manage Bills' page. At the top, there is a header with the Tyler logo and 'Munis Self Service'. On the right, there are navigation links: 'My Cart (0 items)', 'Resources', and 'MICHAEL FRITZ'. The main content area is titled 'General Billing Manage Bills' and includes a sub-header 'Manage Bills'. Below this is a form with the following information:

Customer: FRITZ, MICHAEL  
 Address: 1 COLE HAAN DRIVE, YARMOUTH, ME 04096  
 Customer number: 187

20 Found (bill years 1916 to 2116 only)

Bill	Type	Pay By	Total Unpaid	Balance Due	Details
<input checked="" type="checkbox"/> 10254	GENERAL BILLING	12/8/2013	\$100.00	\$100.00*	<a href="#">Details</a>
<input type="checkbox"/> 10230	GENERAL BILLING	11/20/2013	\$0.00	\$0.00	<a href="#">Details</a>
<input type="checkbox"/> 10238	GENERAL BILLING	11/14/2013	\$0.00	\$0.00	<a href="#">Details</a>
<input type="checkbox"/> 24112101	GENERAL BILLING	3/21/2012	\$0.00	\$0.00	<a href="#">Details</a>
<input type="checkbox"/> 10204	GENERAL BILLING	2/13/2011	\$0.00	\$0.00	<a href="#">Details</a>

As of: 11/29/2016  
 Total Unpaid: 24301.00  
 Total Balance Due: 24301.00

[Add to Cart](#)

\* pending web payment exists

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### 2.3.3 Bill Detail

The Bill Detail page displays detailed information for the invoice, including charge information. The Payments or View Payments options provide payment history for the bill. The Pay Bill or Add to Cart buttons allow you to pay the bill according to the defined payment process.

**General Billing**  
**Bill Detail**

[Return to Manage Bills](#)

Customer: FRITZ, MICHAEL  
Address: 1 COLE HAAN DRIVE, YARMOUTH, ME 04096  
Customer number: 187

As of: 11/29/2016  
Bill Year: 2014  
Bill: 10254

Charge	Description	Amount
FIRE	FIRE FALSE ALARM	\$100.00
<b>SUBTOTAL</b>		\$100.00
Payments**		\$0.00
<b>Total Unpaid Balance</b>		\$100.00
<b>TOTAL DUE</b>		\$100.00
**Pending web payments (not reflected in the total due)		\$100.00

[View payments](#)

**Add to Cart**

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The View Payments option opens the Payments page providing a list of any payments or adjustments that have been applied to the bill.

**General Billing**  
**Payments**

Customer: FRITZ, MICHAEL  
Address: 1 COLE HAAN DRIVE, YARMOUTH, ME 04096  
Customer number: 187

As of 11/29/2016 [Return to Bill Detail](#)

Bill Year: 2014  
Bill: 10230

Activity	Posted	Paid By/Reference	Amount
Payment	10/22/2013	G/B DEPOSIT APPLIED	\$300.00

## 2.4 MOTOR VEHICLE TAXES

The Motor Vehicles module provides search criteria for motor vehicle records. Search for motor vehicle bills by typing the owner’s name or the vehicles license plate number. If wildcard searches are enabled, enter the first few characters of the owner’s name or license plate to find bills. The Remember These Values check box will retain the entered search criteria when you visit this page again.

The screenshot shows the 'Motor Vehicles' search interface. At the top, there is a header with the Tyler Technologies logo, 'Munis Self Service', and user information 'My Cart (0 items) Resources MICHAEL FRITZ'. The main content area has a search form with the following elements:

- Owner name:** A text input field.
- License plate number:** A text input field.
- Remember these values
- Search** and **Reset** buttons.

The right sidebar contains a list of navigation options: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, **Motor Vehicles** (highlighted), Contact Us, Non-Emergency Requests, and Miscellaneous Receipts.

### 2.4.1 View Bill

When results are returned, click **View Bill** to view the details of the motor vehicle bill.

The screenshot shows the search results for the Motor Vehicles module. The header and sidebar are identical to the previous screenshot. The main content area displays the following information:

- Motor Vehicles**
- [Modify Search](#) | [New Search](#)
- 1 Found**

Owner	Vehicle Year	Make	Model	Plate	Bill	Bill Year	
BRYAN, DAVID W	0			561ZTY	22249	2013	<a href="#">View Bill</a>

The 'View Bill' link in the last column of the table is highlighted with a red rectangular box.

### 2.4.2 Payments

The View Payments/Adjustments option displays any payments or adjustments that have been applied to the bill. Use the Pay Bill or Add to Cart option to pay an outstanding bill according to the defined payment process.

The screenshot shows the 'Motor Vehicles' section of the Tyler Technologies Munis Self Service portal. At the top, there is a navigation bar with the Tyler logo, 'Munis Self Service', and user information for 'MICHAEL FRITZ'. Below the navigation bar, the 'Motor Vehicles' title is displayed. A 'View Bill' link is present. The main content area contains a form with the following fields:

- As of: 11/29/2016
- Bill Year: 2013
- Bill: 22249
- Owner: BRYAN, DAVID W
- Motor Vehicle ID: 561ZTY

Below the form is a table with the following data:

Installment	Pay By	Amount	Payments/Credits	Balance	Interest	Due
1	4/3/2013	\$140.63	\$0.00	\$140.63	\$0.00	\$140.63
<b>TOTAL</b>		\$140.63	\$0.00	\$140.63	\$0.00	\$140.63

There are two red boxes highlighting the 'View payments/adjustments' link above the table and the 'Add to Cart' button below the table. A right-hand sidebar contains a list of navigation options including 'Citizen Self Service', 'Animal Licenses', 'Business Licenses', 'Email Announcements', 'General Billing', 'Motor Vehicles', 'Contact Us', 'View Bill', 'View Payments', 'Vehicle Detail', 'Charges & Exemptions', 'Tax Rates', 'Search Results', and 'New Search'.

### 2.4.3 Payments/Adjustments

The Payments/Adjustments page includes a list of any payments or adjustments that have been applied to the bill.

### 2.4.4 Vehicle Detail

The Vehicle Detail page specifies information about the vehicle, such as the make, model, value, and so on.

### 2.4.5 Charges and Exemptions

The Charges and Exemptions page includes a list of any charges or exemptions that have been applied to the bill.

### 2.4.6 Tax Rates

The Tax Rates page provides a list of any tax rates that have been applied to the bill.

## 2.5 NON-EMERGENCY REQUESTS

The Non-Emergency Request functionality allows you to request service or action of a specific municipal department. You can make individual determinations as to which departments receive requests and the types of requests that may be submitted.

From the CSS Home page, click **Non-Emergency Requests** on the menu. Click **Contact Us** to display the contact information, such as departments and contacts, along with phone numbers, email, and physical addresses, for non-emergency services. This information is established in Non-Emergency Requests Administration.

The screenshot displays the Tyler Munis Self Service interface. The top navigation bar includes the Tyler logo, 'Munis Self Service', and a user profile for 'MICHAEL FRITZ'. The main content area is titled 'Non-Emergency Requests' and features a 'Create New' button. A progress indicator shows 'Step 1 of 5: Enter your contact information'. A red note states 'This form is not for reporting emergencies.' The form includes fields for Name, Daytime phone, E-Mail, Street number, Street name, Unit/Apt. number, City/Town, State, and Zip. A 'Remember these values' checkbox and 'Continue'/'Reset' buttons are at the bottom of the form.

An inset window shows a detailed view of the 'Non-Emergency Requests' contact information:

Contact Information	
E-Mail	nonemergencyrequests@tyler.com
Mailing Address	1 Main St Falmouth ME 04105
Fire Department	207-555-7891
Public Works Department	207-555-6767
Police Department	207-555-6547

The right-hand sidebar contains a menu with options: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Contact Us, and Search Requests. A red arrow points to the 'Contact Us' link in the sidebar.

To submit a non-emergency request:

1. Enter your contact information.  
You must provide your name and telephone number; the E-Mail and Address fields are optional.

**tyler technologies** Munis Self Service Resources MICHAEL FRITZ

### Non-Emergency Requests

Create New

Step 1 of 5: Enter your contact information Step 1 2 3 4 5

*This form is not for reporting emergencies.*

**Your information**

Name\* MICHAEL FRITZ

Daytime phone\* 2078789998

E-Mail  
(A link will be e-mailed to you where you can check on request status)

Street number 1

Street name TYLER DRIVE

Unit/Apt. number  
(if applicable)

City/Town YARMOUTH

State ME

Zip 04096

Remember these values

**Continue** **Reset**

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- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests**
- Contact Us
- Search Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate
- Tax Relief
- Utility Billing

2. Click **Continue**.
3. Select the nature of the request, and then click **Continue**.

**tyler technologies** Munis Self Service Resources MICHAEL FRITZ

### Non-Emergency Requests

Create New

Step 2 of 5: Enter your contact information Step 1 2 3 4 5

*This form is not for reporting emergencies.*

Type of request\* Select... ▼

**Continue**

Select

- Abandoned Vehicles
- Barking Dog
- Pot Hole
- Street Lamp Out

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests**
- Contact Us
- Search Requests

If the request type is a Work Orders request type, you can also select an option from the I'm A list. This list indicates what type of request that is being made, such as Maintenance,

Emergency, or Accident. The options on this list are managed in Munis Work Orders Miscellaneous Codes with a code type of Service Type.

4. Enter the location of the incident.

The screenshot shows the 'Non-Emergency Requests' form in the 'Create New' state. The progress indicator shows 'Step 3 of 5: Enter Request street information'. The form fields are: Request type (Abandoned Vehicles), Street number (1), Street name\* (TYLER DRIVE), Unit/Apt. number (if applicable) (blank), and City/Town\* (YARMOUTH). At the bottom, there are two buttons: 'Continue' (highlighted with a red box) and 'New search'.

5. Click **Continue**. The application proceeds to Step 4. Enter the details of the request in the box.

The screenshot shows the 'Non-Emergency Requests' form in the 'Create New' state. The progress indicator shows 'Step 4 of 5: Enter Request information'. The form fields are: Other request details (text area with content: 'There is a yellow Pontiac Aztek parked on the side of the road. It has not moved in over two weeks. Please have the car removed, it is an eyesore.'), Ongoing request (radio buttons: Yes, No), and First time you have reported this request (radio buttons: Yes, No). At the bottom, there is a 'Continue' button.

6. Click **Continue**.
7. Review the request information and make changes, if necessary.

8. Enter the validation code as presented on the page.

**tyler technologies** Munis Self Service Resources MICHAEL FRITZ

### Non-Emergency Requests

Create New

Step 5 of 5: Verify your Request entry Step 1 2 3 4 5

**Verification**

Name	Michael Fritz
Daytime Phone	2078789998
Your Address	1 TYLER DRIVE YARMOUTH, ME 04096
E-Mail	michael.fritz@yahoo.com
Location	1 TYLER DRIVE, YARMOUTH
Type of Request	Abandoned Vehicles

**Details of Request**  
There is a yellow Pontiac Aztek parked on the side of the road. It has not moved in over two weeks. Please have the car removed, it is an eyesore.

**On-going Request** No  
**First Time Reported** Yes

Enter these validation numbers into the box below them

Please type the following validation code into the box provided

3679

3679

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests**
- Contact Us
- Search Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate

9. Click **Submit**.

The Confirmation page indicates that your request has been successfully submitted and includes the Request ID reference number.

**tyler technologies** Munis Self Service Resources MICHAEL FRITZ

### Non-Emergency Requests

**Confirmation** Make another request

✔ Your request has been successfully entered into our system.

Your request ID is: **14**. Please make a note of it.

- Use this ID whenever you [contact us](#) with regards to your request.
- A confirmation message will be sent to the e-mail address that you provided. Save this message. It will contain a link that you can use to check the status of your request.

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests**

10. Click **Make Another Request** to make another non-emergency request.

### 2.5.1 Email Confirmation

Once your request is submitted, if you entered an email address on the request form, you will receive an email confirmation automatically generated by CSS once your request has been submitted. This is a generic message that is maintained in Non-Emergency Requests Administration. The Request ID and the link to the specific request may also be included in the email. These can be used to track the request.

### 2.5.2 Tracking a Request

By clicking the link provided in the confirmation email, view the request and monitor actions taken on a specific request. The status of a request remains as Initial until deliberate action is taken by a Citizen Self Service system administrator. Further actions and status changes are listed on the status page as they are made. Click **New Search** to search for another record. Click **New Request** to search for another record or begin a new request.

The screenshot displays the Tyler Technologies Munis Self Service interface. At the top, there is a navigation bar with the Tyler logo, 'Munis Self Service' text, and user information for 'MICHAEL FRITZ'. The main content area is titled 'Non-Emergency Requests' and 'Request Status Details'. It features a table with request information and a sidebar with navigation options.

Request Status Details		<a href="#">New Search</a>   <a href="#">New Request</a>
<b>Request ID:</b>	15	<ul style="list-style-type: none"> <li>Citizen Self Service</li> <li>Animal Licenses</li> <li>Business Licenses</li> <li>Email Announcements</li> <li>General Billing</li> <li>Motor Vehicles</li> <li><b>Non-Emergency Requests</b></li> <li>Contact Us</li> <li>Search Requests</li> <li>Miscellaneous Receipts</li> <li>Parking Tickets</li> <li>Permits and Inspections</li> <li>Personal Property</li> <li>Real Estate</li> </ul>
<b>Date Submitted</b>	11/29/2016	
<b>Status</b>	Initial	
<b>Action Taken</b>	11/29/2016: Request Entered	
<b>Name</b>	Michael Fritz	
<b>Daytime Phone</b>	2078789998	
<b>Your Address</b>	1 TYLER DRIVE YARMOUTH, ME 04096	
<b>E-Mail</b>	<a href="mailto:MICHAEL.FRITZ@YAHOO.COM">MICHAEL.FRITZ@YAHOO.COM</a>	
<b>Location</b>	1 TYLER DRIVE YARMOUTH	
<b>Type of Request</b>	Abandoned Vehicles	
<b>Details of Request</b>	There is a yellow Pontiac Aztek parked on the side of the road. It has not moved in over two weeks. Please have the car removed, it is an eyesore.	
<b>On-going Request</b>	No	
<b>First Time Reported</b>	Yes	
<b>Response ID</b>	0	
<b>Link URL</b>	<a href="https://webapps2.tylertech.com/v11.2.0.0/qa/selfservice/grant.jewett/Citizens/311/ViewRequest.aspx?id=J1Hh91P70nU=&amp;">https://webapps2.tylertech.com/v11.2.0.0/qa/selfservice/grant.jewett/Citizens/311/ViewRequest.aspx?id=J1Hh91P70nU=&amp;</a>	

The **Search Request** option on the menu allows you to search for specific requests by entering the request ID and the daytime phone number listed on the request.

When you click Search, the application displays a list of request records that meet the search criteria

### 2.5.3 Munis Programs and Tyler Incident Management

Depending on the settings established by the system administrator in Non-Emergency Administration, the request record is available in the Munis Citizen Requests programs in the Munis Financials, Permits and Code Enforcement, and Utility Billing programs or in Tyler Incident Management.

## 2.6 MISCELLANEOUS RECEIPTS

The Other Services module provides processing for miscellaneous items, such as school or town merchandise (shirts, hats, mugs, and so on), lunch tickets, school supplies, or other miscellaneous services. In order for items to be available on the Other Services page, you must establish charge codes for saleable items or services through category 02 - Miscellaneous Cash charges in the Munis Accounts Receivable Charge Codes program.

#### Notes:

- In Citizen Administration, system administrators can change the names of certain modules. In this document, Other Services is changed to Miscellaneous Receipts.
- The Other Services page does not display convenience fee charge codes if the Use for Citizen Self Service Convenience Fee check box is selected on a charge code in Munis Accounts Receivable Charge Codes, where the Use for Citizen Self Service check box is also selected.

When using the Other Services application, click a category name to view items available for sale under the selected category. Click **Add to Cart** to add the item to the shopping cart.

The screenshot displays the Tyler Technologies Munis Self Service interface. At the top, the header includes the Tyler logo, 'Munis Self Service', and user information: 'My Cart (0 items) MICHAEL FRITZ'. The main content area is titled 'Miscellaneous Receipts' and 'Shop for Items'. A message states 'Please complete your payment.' Below this, a list of items is shown, including 'FUEL SURCHARGE' and 'MISCELLANEOUS CHARGE' for \$3.50. A red box highlights the 'MISCELLANEOUS CHARGE' item, and a red arrow points to a detailed view of this item. The detailed view shows the item description 'MISCELLANEOUS CHARGE', a reference field with 'MISC' and a text input box, and an amount of '\$3.50'. A red box highlights the 'Return to previous view' link and a list of actions: 'Add to cart and continue shopping', 'Add to cart and check out', and 'Cancel without adding to cart'. A sidebar on the right lists various service categories like 'Citizen Self Service', 'Animal Licenses', and 'Business Licenses'. The footer contains the copyright notice '©2016 Tyler Technologies, Inc. Help/Feedback'.

If the Munis Accounts Receivable Charge Code uses the Citizen Self Service Reference Label 1 and 2 fields, complete the Label fields as required.

## 2.7 PARKING TICKETS

The Parking Tickets module provides details for issued parking tickets. Search for parking tickets by license plate state, license plate number, or ticket number.

The screenshot shows the 'Parking Tickets' search page. At the top, there is a navigation bar with the Tyler Technologies logo, 'Munis Self Service', and a user profile for 'MICHAEL FRITZ'. Below the navigation bar, the page title is 'Parking Tickets' and the sub-section is 'Search'. A message states: 'Complete one or more of the following fields to search for parking tickets.' There are three input fields: 'License plate state', 'License plate number', and 'Ticket number'. Below these fields is a checkbox labeled 'Remember these values'. At the bottom of the search area are 'Search' and 'Reset' buttons. On the right side, there is a vertical menu with various service options, including 'Parking Tickets' which is highlighted.

### 2.7.1 Manage Tickets

The Manage Tickets page provides a list of all of the outstanding parking tickets for the vehicle. When you click **Details**, the page displays more information about a ticket. The Pay or Add to Cart buttons allow you to make a payment according to the payment process outlined in Payment Administration.

The screenshot shows the 'Manage Tickets' page. The navigation bar is similar to the previous screenshot. The page title is 'Parking Tickets' and the sub-section is 'Manage Tickets'. Under 'Vehicle Information', there is a table with the following data:

Make	PONTIAC
Style	4 DOOR
Plate state	ME
Plate number	AZTEK
Plate type	PAS
Plate color	YELLOW

Below the vehicle information is a table of parking tickets:

Ticket	Date	Make	Original Violation	Location	Original Amount	Amount Due	Due Date		
<input checked="" type="checkbox"/>	1234	12/1/2016	PONTIAC	METER EXP	1 TYLER DRIVE	\$10.00	\$10.00	12/8/2016	<a href="#">Details</a>

Below the table is an 'Add to Cart' button and a note: 'Select tickets you would like to pay now, then click "Add to Cart"'. The right-side menu includes 'Home', 'Citizen Self Service', and 'Manage Tickets' which is highlighted.

### 2.7.2 Ticket Details

The Ticket Details page specifies information about the ticket, including vehicle information and fine amounts. The View Payments/Adjustments option displays prior payments or adjustments to the ticket. When you click **Pay Ticket** or **Add to Cart**, you can pay the ticket following the defined payment process.

**Parking Tickets**  
Ticket Details

Return to manage tickets

**Vehicle Information**

Make	PONTIAC
Style	4 DOOR
Plate state	ME
Plate number	AZTEK
Plate type	PAS
Plate color	YELLOW

**Ticket Information**

Ticket number	1234
Violation date	12/1/2016
Violation	METER EXP
Violation location	1 TYLER DRIVE
Original fine amount	\$10.00
Unpaid fine due	\$10.00
Due date	12/8/2016

[View payments/adjustments](#)

[Add to Cart](#)

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- Home
- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets**
- Contact Us
- Manage Tickets
- Ticket Details**
- Payments / Adjustments
- Customer Information

### 2.7.3 Payments/Adjustments

The Payments/Adjustments page includes a list of payments or adjustments that have been applied to the ticket.

**Parking Tickets**

Return to Ticket Details

**Payments/Adjustments**

As of 12/8/2016

Bill Year	2015
Ticket number	1234

Activity	Posted	Paid By/Reference	Amount
Payment	12/8/2016	WAYNE JEWELL	\$5.00

- Home
- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts

## 2.8 PERMITS AND INSPECTIONS

The Permits and Inspections module provides information for permit and inspection applications through searches by location, owner/contractor name, parcel ID, application reference, or status. Search for active applications or unperformed inspections. You can also apply for a permit online by clicking **Apply Online**.

**Note:** The bill year and bill number are available for permits and inspections that have been invoiced.

The Active Applications Only and Unperformed Inspections Only filters on the Permits and Inspections page allow you to modify the number of records that are displayed on the Permits and Inspections Search Results page.

When results are returned, the application divides the results into Applications and Inspections sections. The Applications and Inspections options at the top of the page allow you to navigate between the two sections.

### 2.8.1 Search Results

On the Search Results page, the Details option provides detail information for a permit or inspection. If alerts exist for an inspection, click **Alert** to view the alerts that are preventing you from scheduling the inspection online. If no alerts exist for an inspection, click **Schedule** to

request that the inspection be scheduled. Refer to the [Scheduling Inspections](#) section in this document for more information.

**Permits and Inspections Search Results**

9 Applications | 1 Inspection

Show active Applications only

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	111	\$15.00	\$15.00	<a href="#">Details</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL / SMITH CONTRACTORS	9999	ACTIVE	134	\$3,317.50	\$40.00	<a href="#">Details</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL	9999	ACTIVE	139	\$2,557.50	\$2,557.50	<a href="#">Details</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	112	\$3,652.50	\$3,527.50	<a href="#">Details</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	119	\$2,647.50	\$2,647.50	<a href="#">Details</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	120	\$2,647.50	\$2,647.50	<a href="#">Details</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL / SMITH CONTRACTORS	99999	ACTIVE	148	\$2,647.50	\$2,647.50	<a href="#">Details</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	92	\$2,759.50	\$25.00	<a href="#">Details</a>
1 COLE HAAN DRIVE	WAYNE JEWELL / SMITH CONTRACTORS	9999	ACTIVE	101	\$3,682.50	\$1,050.00	<a href="#">Details</a>

Show unperformed Inspections only

Location	Owner/Contractor	Parcel	Type	Scheduled	Result	Fee	Due	
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL / CHASE ELECTRIC CO	99999	ELECTRIC ROUGH #1	3/1/2013		\$100.00	\$100.00	<a href="#">Details</a>   <a href="#">Alert</a>   <a href="#">Cancel</a>

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### 2.8.2 Permits and Inspections

Clicking **Details** in the Applications group opens the Permits and Inspections page. Use the View options on this page for more information:

- View Application Information — Displays details about the application.
- View Issued Alerts — Provides a list of all alerts for the application.
- View Plan Reviews — Displays plan review information for the application.

If there are incomplete items or holds that prevent permits from being issued for the application, click **Alert** to view all of the alerts for the application. If there are no alerts preventing the permit from being issued, click **Issue** to issue the permit for that record.

Select the check boxes next to the items to pay, and then click **Pay** or **Add to Cart** to pay the bill according to the defined payment process.

Munis Self Service

My Cart (0 items)
Resources
MICHAEL FRITZ

### Permits and Inspections

**Application reference 111** 1 Permit | 3 Inspections

<b>Status</b>	ACTIVE / NEW
<b>Project/Activity</b>	NEW SIGN
<b>Location</b>	1 COLE HAAN DRIVE BLDG 1 MUNIS
<b>Owner</b>	FRITZ, MICHAEL
<b>Parcel ID</b>	99999

View Application Information
View Plan Reviews

**Permits (1 found)**

	Permit Type	Status	Total Fees	Balance Due		
<input type="checkbox"/>	SIGN	ISSUED	\$15.00	\$15.00	Details	Alert

**Inspections (3 found)**

	Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	
<input type="checkbox"/>	ELECTRIC FINAL #1	FRITZ, MICHAEL			\$0.00	\$0.00	Details   Alert
<input type="checkbox"/>	FINAL #1	FRITZ, MICHAEL			\$0.00	\$0.00	Details   Schedule
<input type="checkbox"/>	MECHANICAL ROUGH #1	FRITZ, MICHAEL			\$0.00	\$0.00	Details   Alert

\* Indicates pending web payments exist that are not reflected in the Payments/Credits amount at this time. Additional payments cannot be made until pending payments have been processed.

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections**
- Accounts
- Plan Reviews
- Contact Us
- Application Details**
- Search Results
- New Search
- Personal Property

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### 2.8.3 Application Information

When you click **View Application Information**, the Application Information page displays details for the application, such as location and use codes. You also can attach relevant documentation to the application using the Attach a Document link.

The screenshot shows the 'Permits and Inspections Application Information' page in the Tyler Technologies Munis Self Service system. The page is divided into several sections:

- General:** A table listing application details:
 

Application reference	111
Status	ACTIVE / NEW
Received	3/4/2013
Applicant	FRITZ, MICHAEL
Owner	FRITZ, MICHAEL
Owner ID	187
Location	1 COLE HAAN DRIVE BLDG 1 MUNIS
Parcel ID	99999
- Project Details:** A table listing project information:
 

Project/Activity	NEW SIGN
Zoning	SINGLE FAMILY RESIDENTIAL
Existing Use	RESIDENTIAL LAND
Proposed Use	RESIDENTIAL LAND
Estimated Start Date	3/5/2013
Estimated Cost	\$0.00
- Attachments:** A section stating 'No attachments were found for this application'.
- New Attachments:** A section containing a red-bordered link labeled 'Attach a document'.

The right sidebar contains a navigation menu with categories like 'Citizen Self Service', 'Permits and Inspections', and 'Application Details'. The footer of the page reads '©2016 Tyler Technologies, Inc. Help/Feedback'.

### 2.8.4 Permits and Inspections Linked Accounts

The Permits and Inspections Linked Accounts page presents a list of the permit applications and inspections accounts linked to your user name. Depending on the settings established in Permits and Inspections Administration, you may be able to view bill information on the Applications and Inspections page. (Refer to the [Linked Accounts](#) section of this

document.)

The screenshot shows the 'Permits and Inspections' section with a sub-section for 'Linked Accounts'. A button labeled 'Link to Account' is highlighted with a red box. Below this is a table for selecting a customer from linked accounts.

Customer ID	Name	Location	
187	FRITZ, MICHAEL	YARMOUTH	<a href="#">Applications &amp; Inspections</a>

Link permits and inspections accounts to your user name by clicking **Link to Account**. Once the account is linked, it is available on your CSS Home page.

### 2.8.5 Viewing Plan Reviews

When the Allow Plan Reviews to Be Viewed check box is selected on the Citizen Administration Permits and Inspections Settings page, the View Plan Reviews option presents plan information for the application. On the Plan Reviews page, the Return to View Permits and Inspections option returns you to the previous page. The View All Comments option displays the Plan Reviews Comments page where detailed plan review information is available. The View Comments option specifies a comment for a single plan review. When the Attachment Viewing permission is enabled on the Citizen Administration Permits and Inspections Settings page, the Manage Attachments link will display. The Plan Review Attachments page allows for you to view and attach documents associated with the plan review.

The screenshot shows the 'Permits and Inspections' page with a 'Plan Reviews' section. A 'View All Comments' link is highlighted with a red box. Below this is a table for plan reviews. A 'Manage Attachments' link is also highlighted with a red box. Below the table is a 'Plan Review Attachments' section.

Department	Review Cycle	Reviewer	Status	Completed
BUILDING				

**Permits and Inspections Plan Review Attachments**

Application reference: 139  
 Status: ACTIVE / NEW  
 Project/Activity: NEW SHED  
 Location: 1 COLE HAAN DRIVE MUNIS  
 Owner: FRITZ, MICHAEL  
 Parcel ID: 9999

**Attachments**  
 No attachments were found for this plan review type

**New Attachments**  
 • [Attach a document](#)

### 2.8.6 Permit Details

The View Details option on the View Permits and Inspections page accesses the Permit Details page, which displays details for a specific permit. If the Allow Editing of Contractor Information in Permits check box in Permits and Inspections Administration is selected, the Edit option is available for the Contractor field.

The screenshot displays the 'Permits and Inspections' section of the Tyler Technologies Munis Self Service portal. The user is logged in as MICHAEL FRITZ. The page title is 'Permit Details' with a 'Return to Application Details' link. The permit information is as follows:

<b>Status</b>	REVIEWING
<b>Permit Type</b>	CERTIFICATE OF OCCUPANCY
<b>Permit Level</b>	999
<b>Issued</b>	
<b>Expires</b>	
<b>Contractor</b>	SMITH CONTRACTORS <a href="#">Edit</a>
<b>Contractor ID</b>	177
<b>Tradesperson</b>	CASEY JORDAN

Description	Based on	Amount/Quantity	Fee
TREE INSPECTION	FLAT RT	.0000	\$50.00
<b>Total</b>			\$50.00
<b>BALANCE DUE</b>			\$50.00

The right sidebar contains a navigation menu with the following items: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, **Permits and Inspections**, Accounts, and Plan Reviews.

When you click **Edit**, the page refreshes to provide the Specify the Contractor for this Permit fields.

**Permits and Inspections**  
 Permit Details [Return to Application Details](#)

**Permit Details**

Status: REVIEWING  
 Permit Type: CERTIFICATE OF OCCUPANCY  
 Permit Level: 999  
 Issued:  
 Expires:

**Specify the contractor for this permit**

Owner is acting as Contractor  
 Use Contractor specified on Application  
 Select Contractor from a list...

**Name**: SMITH CONTRACTORS  
**ID**: 177  
**Trades person**: CASEY JORDAN  
 [Update] [Cancel]

Description	Based on	Amount/Quantity	Fee
TREE INSPECTION	FLAT RT	.0000	\$50.00
<b>Total</b>			\$50.00
<b>BALANCE DUE</b>			\$50.00

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When you choose Select Contractor from a List the application displays the Select Contractor box that lists all of the available contractors.

**Select Contractor** (click letters to list associated names)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

ID	Type	Name	City	State
Select 2	CONTRACTOR	ABC ELECTRIC	MUNIS	US
Select 39	MOVE	ADMIRAL BUILDING MOVERS	MUNIS	US
Select 41	POOL	AFFORDABLE POOLS INC	MUNIS	US
Select 30	FENCE	ALL STAR FENCE	MUNIS	US
Select 22	SEWER	ASAP DRAINS INC	MUNIS	US

[Cancel]

If the Limit Application Contractor Choices to Associated Contracts permission is enabled in Permits and Inspections Administration, you can only choose from contractors associated with your linked accounts. If you have linked accounts, the Select from a List of Linked Contractors

option is available, which allows you to narrow the selection options to only those with linked accounts.

When you have selected the contractor and completed the necessary fields, click **Update** on the Permit Details page to save the changes.

### 2.8.7 Inspection Details

When you click **View Details** for an inspection on the View Permits and Inspections page, the Inspection Details page displays details for a specific inspection.

The screenshot shows the 'Permits and Inspections' page in the Tyler Technologies 'Munis Self Service' portal. The page header includes the Tyler logo, 'Munis Self Service', and user information for Michael Fritz. A sidebar on the right lists various service categories, with 'Permits and Inspections' currently selected. The main content area displays 'Permit Details' for a 'CERTIFICATE OF OCCUPANCY' permit, which is currently in 'REVIEWING' status. Below this, a table lists fees for a 'TREE INSPECTION' based on a 'FLAT RT' rate, with a total fee of \$50.00 and a balance due of \$50.00.

Description	Based on	Amount/Quantity	Fee
TREE INSPECTION	FLAT RT	.0000	\$50.00
<b>Total</b>			\$50.00
<b>BALANCE DUE</b>			\$50.00

The View Inspection Checklist option presents checklist items for the inspection. If the checklist includes specific requirements, the Checklist page includes the Requirements column. The Checklist page can also include details about each checklist item. Click **More** to view additional information about a checklist item or **Show All Item Results** to view information about all checklist items. When you hover your pointer over the term “Requirement” in that column, the ToolTip provides the requirement details.

If the Issue Online check box in the Munis Permit Types program is selected and no alerts exist for the permit, the Issue option is available on the View Permits and Inspections page.

**Permits and Inspections**  
Application reference 112 10 Permits | 16 Inspections

**Status:** ACTIVE / NEW  
**Project/Activity:** NEW SINGLE FAMILY DETACHED  
**Location:** 1 COLE HAAN DRIVE BLDG 1  
 MUNIS  
**Owner:** FRITZ, MICHAEL  
**Parcel ID:** 99999

[View Application Information](#) [View Plan Reviews](#)

**Permits (10 found)**

<input checked="" type="checkbox"/>	Permit Type	Status	Total Fees	Balance Due	Details	Alert
<input type="checkbox"/>	Pay BLDG EST	ISSUED	\$685.00	\$685.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input checked="" type="checkbox"/>	Pay BUILDING P	REVIEWING	\$1,000.00	\$1,000.00	<a href="#">Details</a>	<a href="#">Issue</a>
<input type="checkbox"/>	Pay COO	REVIEWING	\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay ELECTRIC	ISSUED	\$25.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay GAS	REVIEWING	\$25.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay MECHANICAL	REVIEWING	\$25.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay PLUMBING	ISSUED	\$50.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input checked="" type="checkbox"/>	Pay PLAN REV	FEE	\$342.50	\$342.50	<a href="#">Details</a>	<a href="#">Alert</a>
<input checked="" type="checkbox"/>	Pay SEWER	REVIEWING	\$1,250.00	\$1,250.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input checked="" type="checkbox"/>	Pay WATER	REVIEWING	\$1,250.00	\$1,250.00	<a href="#">Details</a>	<a href="#">Alert</a>

[Select Inspections for scheduling](#)

**Inspections (16 found)**

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**Note:** When the Lower Level Issue Required check box in the Permit Type group of Munis Permit Types is selected, a message in Citizen Self Service specifies lower level permits must be issued before permit fees can be collected online.

When you click **Issue** on the Application Reference page, the application displays the Issue This Permit box. Enter your email address, and then click **Issue**.

The application provides a confirmation message and sets the status of the permit to Issued.

The application also sends an email message to the address that you entered. When you view the permit in Munis Application Entry, the status of the permit is Issued and the value of the Issued By box is “Online.”

### 2.8.8 Scheduling Inspections

When the Schedule Online check box in the Munis Inspection Types program is selected for the inspection type and no restrictions or alerts exist for the inspection, click **Schedule** on the View Permits and Inspection page to schedule an inspection. The Schedule option is also available on the Search Results page for inspections that can be scheduled.

Permit Type	Status	Total Fees	Balance Due	Details	Action
<input type="checkbox"/> Pay BLDG EST	ISSUED	\$685.00	\$685.00	Details	Alert
<input checked="" type="checkbox"/> Pay BUILDING P	REVIEWING	\$1,000.00	\$1,000.00	Details	Issue
<input type="checkbox"/> Pay FINAL #1	FRITZ, MICHAEL	\$0.00	\$0.00	Details	Schedule
<input type="checkbox"/> Pay MECHANICAL ROUGH #1	FRITZ, MICHAEL	\$0.00	\$0.00	Details	Alert

When you click **Schedule**, the application provides the Schedule Inspection page, where you establish scheduling preferences and contact information. The amount of advanced notice required to schedule an inspection depends on the value of the Minimum Days box in the Munis Inspection Types program. The available shifts are established in the Munis Permits and Code Enforcement Settings program.

When you have completed the fields, click **Schedule**. The **Remember These Values** checkbox allows for the contact information to be saved. This saved information will automatically be applied on subsequent inspection scheduling submissions.

**Permits and Inspections**  
Schedule Inspection 580 [Return to search results](#)

Owner/Contractor FRITZ, MICHAEL  
Location 1 COLE HAAN DRIVE BLDG 1  
Type FINAL #1

Name \* WAYNE JEWELL  
Phone \* 207-518-4435  
Email \* wayne.jewell@gmail.com

Remember these values

**Schedule Preferences**

Date \* 12/1/2016  
Note: Inspection scheduling requires 3 day advanced notice.

Shift/Time Afternoon ▼

Priority/Comments

Enter these validation numbers into the box below them  
2147

\* indicates required field

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections**
- Accounts
- Plan Reviews
- Contact Us
- Application Details**
- Search Results
- New Search

If the requested values for Date and Shift/Time are not available, the application provides alternate dates and

times.

**Permits and Inspections**  
**Schedule Inspection 580** [Return to search results](#)

**Message:** New Inspection copy (number 0) was created, but the requested schedule date/time is not available. Alternate dates returned. Please select from the Alternate Schedule Dates/Times and try scheduling again.

**Owner/Contractor:** FRITZ, MICHAEL  
**Location:** 1 COLE HAAN DRIVE BLDG 1  
**Type:** FINAL #1

**Name \*:** WAYNE JEWELL  
**Phone \*:** 207-518-4435  
**Email \*:** wayne.jewell@gmail.com

Remember these values

**Schedule Preferences**

**Date \*:** 12/1/2016  
Note: Inspection scheduling requires 3 day advanced notice.

**Shift/Time:** Afternoon

**Select from the following alternate Inspection dates and times**

Date	Time	
12/2/2016	PM	<a href="#">Select</a>
12/2/2016	AM	<a href="#">Select</a>
12/2/2016	LN	<a href="#">Select</a>

**Priority/Comments:**

**Buttons:**

\* indicates required field

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When you have completed the fields, click **Schedule**. The application displays a confirmation message indicating the date and time of the scheduled inspection.

The application also sends a confirmation email message to the address that you entered in the Email box.

Once the scheduled inspection is confirmed on the Inspection page, the inspection is available in the Munis Inspection Entry program. The date and shift requested display in the Scheduled For and At boxes and the By box contains the text "ONLINE." Schedule the inspection for a specific time and make other changes to the inspection, as necessary.

If the Allow Cancellation of Scheduled Inspections permission has been selected in Permits and Code Enforcement administration, users will have the option to cancel scheduled inspections.

**Permits and Inspections**

Search Results

Applications (9 found, bill years 1916 to 2116 only)

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	Details
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	111	\$15.00	\$15.00	Details
1 COLE HAAN DRIVE	FRITZ, MICHAEL / SMITH CONTRACTORS	9999	ACTIVE	134	\$3,317.50	\$40.00	Details
1 COLE HAAN DRIVE	FRITZ, MICHAEL	9999	ACTIVE	139	\$2,557.50	\$2,557.50	Details
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	112	\$3,652.50	\$3,527.50	Details
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	119	\$2,647.50	\$2,647.50	Details
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	120	\$2,647.50	\$2,647.50	Details
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL / SMITH CONTRACTORS	99999	ACTIVE	140	\$2,647.50	\$2,647.50	Details
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	92	\$2,759.50	\$25.00	Details
1 COLE HAAN DRIVE	WAYNE JEWELL / SMITH CONTRACTORS	9999	ACTIVE	101	\$3,682.50	\$1,050.00	Details

Inspections (1 found, bill years 1916 to 2116 only)

Location	Owner/Contractor	Parcel	Type	Scheduled	Result	Fee	Due	Details	Alert	Cancel
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL / CHASE ELECTRIC CO	99999	ELECTRIC ROUGH #1	3/1/2013		\$100.00	\$100.00	Details		Cancel

**Permits and Inspections**

Inspection 489

Inspection Details

Inspection Type: ELECTRIC ROUGH #1

Contractor: FRITZ, MICHAEL / CHASE ELECTRIC CO

Contractor ID: 15

Application Contractor ID: 15

Requested: 3/1/2013

Scheduled: 3/1/2013

Performed:

Inspector: Inspector1

Comments:

Results:

Bill number: 10210

Bill year: 2013

Cancel Inspection 489

Fees

Fee amount	\$100.00
Paid to date	\$0.00
Balance due	\$100.00

### 2.8.9 Apply for a Permit

To apply for a permit through Citizen Self Service:

1. Click **Apply Online** on the Permits and Inspection page.

**Permits and Inspections**  
Use this page apply for new Permits, or search for existing Permits and Inspections

**New permit applications**

[Click here to Apply Online](#)

**Search for existing Permits and Inspections**

Complete one or more of the following fields to search for permits and inspections.

**Location**

House number

Street name

**Owner/Contractor Name**

**Parcel ID**

**Application reference**

**Status**

Active Applications only

Unperformed Inspections only

Remember these values

**Search** **Reset**

2. Click **Select** to select the appropriate project/activity associated with the new permit or inspection.

**Permits and Inspections**  
**Apply Online**

Select the project/activity

**BUILDING**

	Code	Description
Select	B318	ATHLETIC CLUB
Select	PROJ	BUILDING PROJECT
Select	POOL	CONSTRUCT POOL
Select	MISC	MISC CHARGES
Select	B101	NEW SINGLE FAMILY DETACHED
Select	B999	NEW SINGLE FAMILY DETACHED

The application process is updated to omit the Parcel Lookup page if you select a project/activity that is not associated with a parcel. In this case, the Project Details page displays, where you can complete the applicant or contractor details, as well as other applicable details, including user-defined fields drawn from the Permits User-Defined Fields program in Munis.

The image displays two overlapping screenshots of the Tyler Munis Self Service web application interface.

**Top Screenshot: 'Permits and Inspections Apply Online' - Search for the location**

- Header:** Tyler logo, Munis Self Service, My Cart (0 items), Resources, MICHAEL FRITZ.
- Section:** Permits and Inspections Apply Online. Includes a link 'Return to Project Selection'.
- Instructions:** Search for the location. You must associate a location (address, city, etc.) with this project. Use this page to search for locations, then select the location to associate.
- Form Fields:** Location Number, Street name, Name Owner, Parcel ID.
- Action:** Search button.
- Right Sidebar:** Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing.

**Bottom Screenshot: 'Permits and Inspections Apply Online' - Details of project/activity**

- Header:** Tyler logo, Munis Self Service, My Cart (0 items), Resources, MICHAEL FRITZ.
- Section:** Permits and Inspections Apply Online. Includes a link 'Return to Location Search'.
- Project Information:**
  - Department: BUILDING
  - Project: NEW SINGLE FAMILY DETACHED
  - Describe location: [Text Field]
  - Describe project/activity: [Text Field]
  - Your role in project: Select... [Dropdown]
  - Reason for applying: [Text Field]
  - Estimated cost: 0 [Text Field]
  - Proposed start date: [Text Field]
  - Proposed end date: [Text Field]
- Contractor Selection:**
  - Contractor is involved or owner is acting as contractor
  - I will enter applicant information, no contractor is involved
- Contractor (or applicant if no contractor) Details:**
  - Name: FRITZ, MICHAEL [Dropdown]
  - Address: 1 COLE HAAN DRIVE [Text Field]
  - City: YARMOUTH [Text Field]
  - State: ME [Text Field]
  - Zip: 04096 [Text Field]
  - Phone: 207-878-9998 [Text Field]
  - Fax: [Text Field]
  - Email: michael.fritz35@yahoo.com [Text Field]
- Custom Fields:** CUSTOM FIELD 1, CUSTOM FIELD 2 [Text Fields]
- Additional Information:** Any additional information you would like to provide [Text Field]
- Action:** Continue button.
- Right Sidebar:** Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections, Contact Us, Personal Property, Real Estate, Tax Relief, Utility Billing.

3. If searching by location, you must identify the appropriate record. Click **Select and Continue**.

**Permits and Inspections**  
Apply Online

[Return to Project Selection](#)

**Select the location**

If the location is not listed, you can [modify your search](#) or try a [new search](#).

4 found

Location/Subdivision	Owner	Parcel ID	
1 COLE HAAN DRIVE	FRITZ, MICHAEL	9999	<a href="#">Select and Continue</a>
2 WASHINGTON AVENUE	FRITZ, MICHAEL	9999A	<a href="#">Select and Continue</a>
2 WASHINGTON AVENUE	FRITZ, MICHAEL	9999A	<a href="#">Select and Continue</a>
1 COLE HAAN DRIVE BLDG 1	WAYNE JEWELL	99999	<a href="#">Select and Continue</a>

Navigation menu: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets

4. For the project/activity details, complete general application information such as contractor information and start and end dates.

**Permits and Inspections**  
Apply Online

[Return to Location Search](#)

**Details of project/activity**

Department: BUILDING

Project: NEW SINGLE FAMILY DETACHED

Describe location:

Describe project/activity:

Your role in project \*:

Additional information:

Any additional information you would like to provide:

**Continue**

Navigation menu: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts

If you select the Owner Is Involved Or Owner Is Acting As Contractor option, you must enter the telephone number and email address for the owner.

Contractor is involved or owner is acting as contractor  
 I will enter applicant information, no contractor is involved

**Contractor (or applicant if no contractor) \***

Name \*

Address

City

State

Zip

Phone \*

Fax

Email \*

If you select the I Will Enter Applicant Information, No Contractor Is Involved, you must complete all of the general information for the contractor.

Contractor is involved or owner is acting as contractor  
 I will enter applicant information, no contractor is involved

**Applicant**

Name \*

Address

City

State

Zip

Phone \*

Fax

Email \*

5. Click **Continue**.

The application presents a Confirmation page that provides a review of the application details. If the information is incorrect, click **Change** for a section to make changes to that

information.

6. Enter the validation numbers.
7. If the Require Electronic Signature for Applications option is selected in Citizen Administration, the **Check the Following Box to Signify Acknowledgement** box is available and must be selected before clicking **Submit**.

8. Click **Submit**.  
When you click Submit, the application provides a confirmation page that includes your application reference number.

Use the links to attach any required documentation, access other online services, or log out of the application.

**tyler technologies** Munis Self Service My Cart (0 items) Resources MICHAEL FRIT

## Permits and Inspections

### Apply Online

**Confirmation**

✓ **Thank you.** Your application has been submitted on **11/30/2016**. Your application reference is **178**.

You may want to print this page for your records.

To check the status of your application:

- Call our offices at: 207-555-8282
- [Check the status of your application online](#)
- [View/select payable items](#)
- [Pay all payable items now](#)

**Attach one or more documents**

- Use the **Browse...** button to select a document to attach.
- As each document is selected, an additional file selection button will appear, allowing you to select multiple documents.
- Click the **Upload** button to upload the selected attachment(s).

**Location**

Location

**Additional information**

**You could now...**

- [Use other online services](#)
- [Log out](#)

Citizen Self Service  
Animal Licenses  
Business Licenses  
Email Announcements  
General Billing  
Motor Vehicles  
Non-Emergency Requests  
Miscellaneous Receipts  
Parking Tickets  
**Permits and Inspections**  
Contact Us  
Personal Property  
Real Estate

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Once submitted, the application is available in the Munis Application Entry program. The status code for the application depends on the value of the Initial Online Status box in the Munis Project Types program. The Status of the application reflects “O” for Online.

### 2.8.10 View and Attach Documents to a Permit

To view or attach a document to a permit through Citizen Self Service:

1. Click **Accounts** under Permits and Inspections.

The screenshot shows the 'Permits and Inspections Linked Accounts' page. The header includes the Tyler logo, 'Munis Self Service', and user information 'My Cart (0 items) Resources MICHAEL FRITZ'. The main content area has a sub-header 'Permits and Inspections Linked Accounts' with links for 'Link to Account' and 'Apply Online'. Below this is a table with columns 'Customer ID', 'Name', and 'Location'. A single row is visible for customer ID 187, name FRITZ, MICHAEL, and location YARMOUTH. A link 'Applications & Inspections' is present at the end of the row. On the right side, there is a vertical navigation menu with various service categories. The 'Accounts' link under the 'Permits and Inspections' section is highlighted with a red box.

2. Click **Applications & Inspections**.

This screenshot is identical to the previous one, showing the 'Permits and Inspections Linked Accounts' page. In this view, the 'Applications & Inspections' link at the end of the table row for customer ID 187 is highlighted with a red box.

3. Click **Details** on the Permits and Inspections Search Results screen.

The screenshot shows the 'Permits and Inspections Search Results' page. The header includes the Tyler logo, 'Munis Self Service', and user information 'My Cart (0 items) Resources MICHAEL FRITZ'. The main content area has a sub-header 'Permits and Inspections Search Results' with links for 'Modify Search' and 'New Search'. Below this is a table with columns 'Location / Subdivision', 'Owner/Contractor', 'Parcel', 'Status', 'Reference', 'Fees', and 'Due'. A checkbox 'Show active Applications only' is checked. The first row of the table is highlighted, and the 'Details' link at the end of the row is highlighted with a red box.

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	111	\$15.00	\$15.00	<b>Details</b>
1 COLE HAAN DRIVE	FRITZ, MICHAEL / SMITH CONTRACTORS	9999	ACTIVE	134	\$3,317.50	\$40.00	Details
1 COLE HAAN DRIVE	FRITZ, MICHAEL	9999	ACTIVE	139	\$2,557.50	\$2,557.50	Details
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	112	\$4,652.50	\$4,527.50	Details
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	119	\$2,647.50	\$2,647.50	Details
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	ACTIVE	120	\$2,647.50	\$2,647.50	Details

- Click **View Application Information**.

**Permits and Inspections**  
Application reference 111 1 Permit | 3 Inspections

Status	ACTIVE / NEW
Project/Activity	NEW SIGN
Location	1 COLE HAAN DRIVE BLDG 1 MUNIS
Owner	FRITZ, MICHAEL
Parcel ID	99999

[View Application Information](#) [View Plan Reviews](#)

Permits (1 found)

Permit Type	Status	Total Fees	Balance Due
SIGN	ISSUED	\$15.00	\$15.00

[Pay](#) [Details](#) [Alert](#)

- Click **Attach a Document** under the New Attachments Heading. The Attach One or More Documents box displays, allowing you to click **Browse** and find a specific document to upload. You can also view any existing attachments under the Attachments heading.

**Permits and Inspections**  
Application Information Return to permits and inspections

**General**

Application reference	111
Status	ACTIVE / NEW
Received	3/4/2013
Applicant	FRITZ, MICHAEL

Estimated Start Date: 3/5/2013  
Estimated Cost: \$0.00

**Attachments**  
No attachments were found for this application

**New Attachments**  
[Attach a document](#)

## 2.9 PERSONAL PROPERTY TAXES

The Personal Property module provides search capabilities for personal property bills by the tax year and the exact property code, owner name, or address number and street name. If wildcard searching is enabled, enter the first few characters of the owner's name or property code

numbers to find bills.

**Personal Property**

Complete one or more of the following fields to search for Personal Property bills.

**Address**

House number

Street name

**Owner name**

**Property code**

Remember these values

**Search** **Reset**

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property**

The View Bill option displays bill details; the Pay Bill or Add to Cart options allow you to pay the bill.

**Personal Property Search Results**

[Modify Search](#) | [New Search](#)

**6 Found** bill years 1916 to 2116 only

Property Code	Location	Owner	Bill Number	Year	Bill Type	
123456	0	FRITZ, MICHAEL	51	2011	ANNUAL - PERSONAL PROPERTY	<b>View Bill   Add to Cart</b>
7	1 COLE HAAN DRIVE	FRITZ, MICHAEL	1000001	2010	OMITTED - PERSONAL PROPERTY	<a href="#">View Bill</a>
7	0	FRITZ, MICHAEL	6	2011	REGULAR/ORIGINAL - PERSONAL PROPERTY	<a href="#">View Bill</a>   <a href="#">Add to Cart</a>
7	0	FRITZ, MICHAEL	1	2013	ANNUAL - PERSONAL PROPERTY	<a href="#">View Bill</a>   <a href="#">Add to Cart</a>
7	0	FRITZ, MICHAEL	1000001	2013	OMITTED - PERSONAL PROPERTY	<a href="#">View Bill</a>   <a href="#">Add to Cart</a>
7	0	FRITZ, MICHAEL	1000002	2013	OMITTED - PERSONAL PROPERTY	<a href="#">View Bill</a>   <a href="#">Add to Cart</a>

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property**
- Accounts

### 2.9.1 View Personal Property Bill

The View Bill page includes details for the selected bill. Use the Pay Bill or Add to Cart buttons to pay the bill according to the process defined in Payment Administration.

**Personal Property**

[View Bill](#)

As of: 11/30/2016

Bill Year: 2011

Bill: 51

Owner: FRITZ, MICHAEL

Property Code: 123456

[View payments/adjustments](#)

Installment	Pay By	Amount	Payments/Credits	Balance	Interest	Due
1	7/29/2013	\$146,250.00	\$0.00	\$146,250.00	\$48,963.23	\$195,213.23
Interest			\$0.00			\$48,963.23
<b>TOTAL</b>		\$146,250.00	\$0.00	\$146,250.00	\$48,963.23	\$195,213.23

[Add to Cart](#)

**Personal Property**

- Accounts
- View Bill**
- View Payments

### 2.9.2 View Payments/Adjustments

The View Payments/Adjustments option displays any payments or adjustments that have been applied to the bill.

**Personal Property**

**Payments** [Return to view bill](#)

**Payments/Adjustments**

As of 11/30/2016

Bill Year: 2011

Bill: 51

Activity	Posted	Paid By/Reference	Amount
Billing Adjustment	7/11/2013	CLERICAL ERROR	\$146,250.00

**Personal Property**

- Accounts
- View Bill**
- View Payments

### 2.9.3 Linked Accounts

When you click Accounts in the Personal Property menu, you can view linked accounts where you are able to access the property detail or submit a tax filing (depending on your state), as well as view and pay bills. (Refer to the [Linked Accounts](#) section of this document.)

**Personal Property Linked Accounts**

Select an account to work with.

[Link to Account](#)

5 Found bill years 1916 to 2116 only

Tax Year	Property Code	Owner	Bill Number	Bill Type	
2010	7	FRITZ, MICHAEL	1000001	OMITTED - PERSONAL PROPERTY	<a href="#">Property Detail</a>   <a href="#">View Bill</a>
2011	7	FRITZ, MICHAEL	6	REGULAR/ORIGINAL - PERSONAL PROPERTY	<a href="#">Property Detail</a>   <a href="#">View Bill</a>   <a href="#">Add to Cart</a>
2013	7	FRITZ, MICHAEL	1	ANNUAL - PERSONAL PROPERTY	<a href="#">Property Detail</a>   <a href="#">View Bill</a>   <a href="#">Add to Cart</a>
2013	7	FRITZ, MICHAEL	1000001	OMITTED - PERSONAL PROPERTY	<a href="#">Property Detail</a>   <a href="#">View Bill</a>   <a href="#">Add to Cart</a>
2013	7	FRITZ, MICHAEL	1000002	OMITTED - PERSONAL PROPERTY	<a href="#">Property Detail</a>   <a href="#">View Bill</a>   <a href="#">Add to Cart</a>

Link personal property accounts to your user name by clicking **Link to Account**. Once the account is linked, it is available on your CSS Home page.

### 2.9.4 Enter a Tax Filing (North Carolina/Virginia Only)

When you click **Tax Filing**, the Online Tax Filing page provides information for the owner and value record. Click **Details** to view the Property Detail. You can click **Delete** to remove the filing record.

To add a new filing:

1. Click **Add New**.

**Personal Property Online Tax Filing**

[Return to Accounts](#)

**Owner**

Name: FRITZ, MICHAEL  
 Location: 1 COLE HAAN DRIVE  
 City: YARMOUTH  
 State: ME  
 Zip: 04096

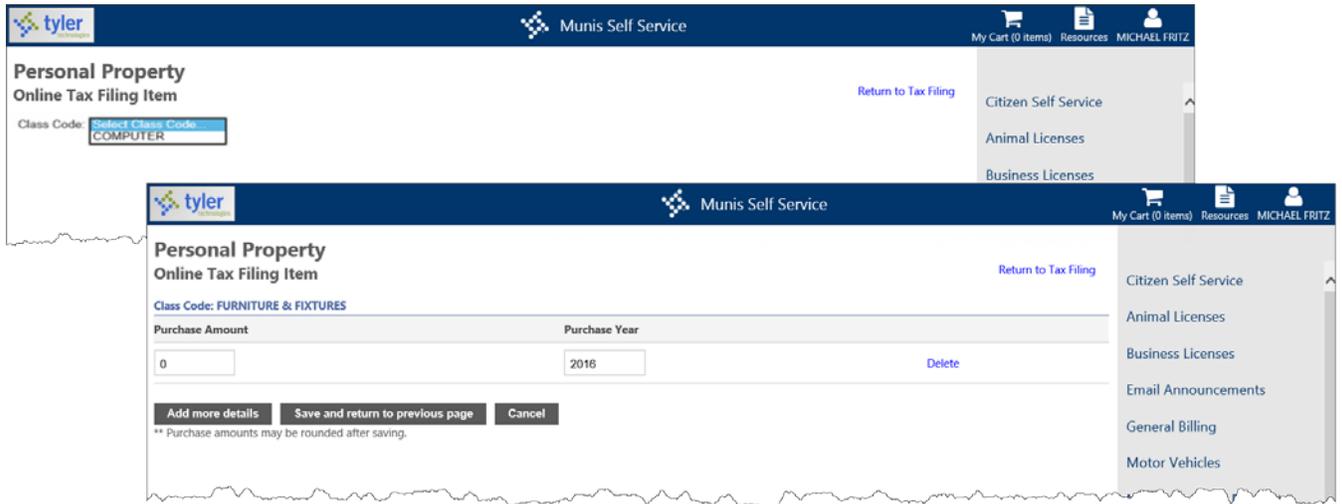
**Value Account**

Number: 0  
 Return Number: 0

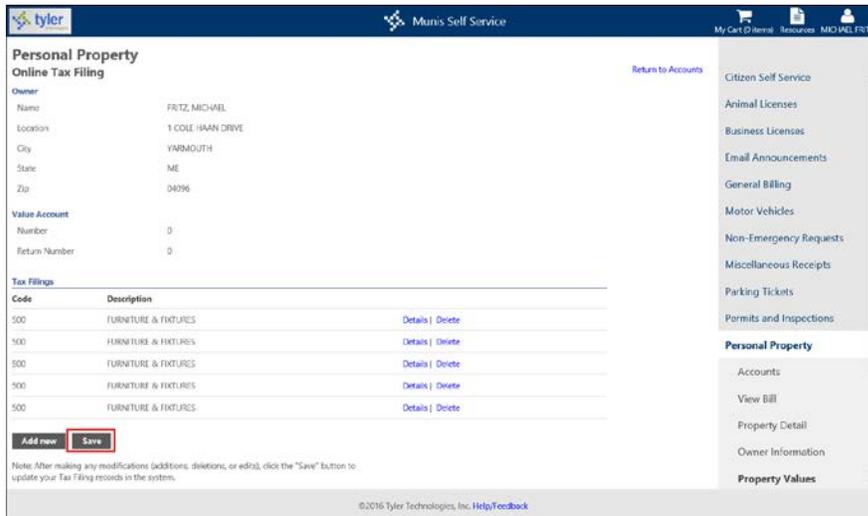
Code	Description	
500	FURNITURE & FIXTURES	<a href="#">Details</a>   <a href="#">Delete</a>
500	FURNITURE & FIXTURES	<a href="#">Details</a>   <a href="#">Delete</a>
500	FURNITURE & FIXTURES	<a href="#">Details</a>   <a href="#">Delete</a>
500	FURNITURE & FIXTURES	<a href="#">Details</a>   <a href="#">Delete</a>
500	FURNITURE & FIXTURES	<a href="#">Details</a>   <a href="#">Delete</a>

[Add new](#)

2. Select a class code from the Class Code list on the Online Tax Filing Item page and enter a Purchase Amount in the provided box. The application provides the default Purchase Year, which you can update, if necessary.

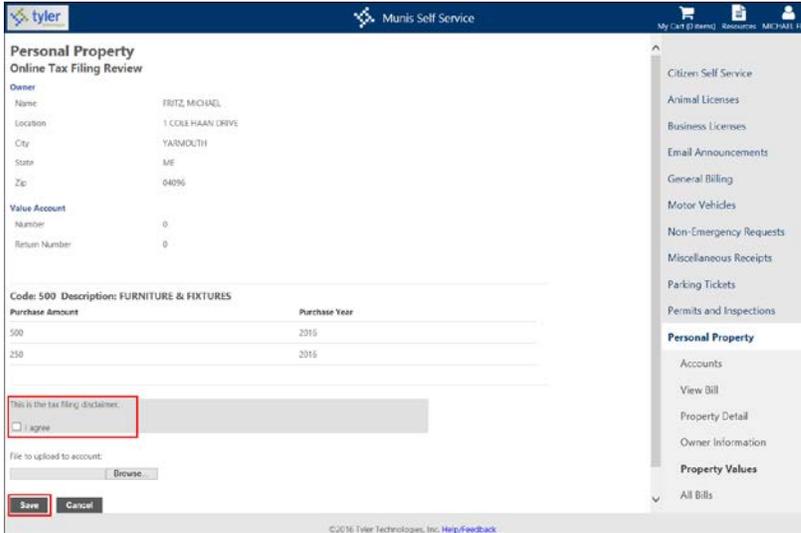


3. Use the Add More Details button to add another detail line. The Save button returns you to the prior page.



4. Once the details are complete, click Save.

- On the Online Tax Filing Review page, review the filing details.  
**Note:** The tax filing disclaimer message is defined on the Personal Property Administration page in Citizen Administration. The I Agree check box is also a system-defined setting on the Personal Property Administration page. Both the disclaimer and I agree check box are optional and are not required to complete a filing.



- Click **Save** to complete the process.

### 2.9.5 Property Detail

The Property Detail page includes details for the property, such as the jurisdiction, class code, location, and so on. When you click **Net YYYY Value**, where YYYY is the bill year, property values for that year display.

Property Detail	Value
Bill Year	2011
Owner	FRITZ, MICHAEL
Owner as of	FRITZ, MICHAEL
Property ID	7
Location	0
Jurisdiction	MUNIS
Class	F&F
Status	A
Gross Assessment	\$37,000.00
<b>Net 2011 Value</b>	<b>\$37,000.00</b>
2011 Charges	\$370.00

### 2.9.6 Property Values

Clicking on the Net YYYY Value displays The Property Values page. This page specifies the property values for the year.

**Personal Property Property Values**

Bill Year	2011
Property ID	7
Owner	FRITZ, MICHAEL
Bill Number	6
Location	0
Customer Number	187

Class	Description	Gross Assessment	
500	F&F	\$20,000.00	<a href="#">view details</a>
500	F&F	\$5,000.00	<a href="#">view details</a>
500	F&F	\$12,000.00	<a href="#">view details</a>

### 2.9.7 All Bills

The All Bills page presents a list of all bills associated with the property ID. Bills display according to the Apply Bill Year Search Range to the All Bills Page setting in Personal Property Administration. When this check box is selected, the specified year range in the Bill Year Search Range Calculation is applied to the content of the All Bills page, which displays the year range above the available records.

**Personal Property All Bills**

Property Code	7
Location	0

**1 Found**

Bill	Type	Year	Owner	Paid	
1	ANNUAL	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>

## 2.10 REAL ESTATE PROPERTY TAXES

The Real Estate Property Taxes module provides search capabilities for real estate bills by the tax year and the exact parcel ID, owner name, or address number and street name. If wildcard searches are enabled, enter the first few letters of a name or the first few numbers of a parcel ID to find bills.

**Real Estate**

Complete one or more of the fields below to search for Real Estate bills.

**Address**

House number

Street name

**Owner name**

**Parcel ID**

Remember these values

**Search** **Reset**

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections

On the Search Results page, the View Bill option provides more details for the bill. The View Lien option provides information about an outstanding lien against the property.

**Real Estate Search Results**

[Modify Search](#) | [New Search](#)

**5 Found** bill years 1916 to 2116 only

Address	Unit	Owner	Parcel ID	Tax Year	Bill Type	
1 COLE HAAN DRIVE		FRITZ, MICHAEL	9999	2009	OMITTED - REAL ESTATE	<a href="#">View Bill</a> <a href="#">View Lien</a>
1 COLE HAAN DRIVE		FRITZ, MICHAEL	9999	2010	OMITTED - REAL ESTATE	<a href="#">View Bill</a>
1 COLE HAAN DRIVE		FRITZ, MICHAEL	9999	2011	REGULAR/ORIGINAL - REAL ESTATE	<a href="#">View Bill</a>
1 COLE HAAN DRIVE		FRITZ, MICHAEL	9999	2013	OMITTED - REAL ESTATE	<a href="#">View Bill</a>
1 COLE HAAN DRIVE		FRITZ, MICHAEL	9999	2009	REGULAR/ORIGINAL	<a href="#">View Lien</a>

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts

When the Enable Viewing in Citizen Self Service check box is not selected in Munis Special Condition Codes and the owner or parcel has an associated special condition code, the customer's address is not available on the Search Results page and the bill information is not available on the Detail page.

### 2.10.1 View Real Estate Bill

The Real Estate Bills page includes the owner, parcel ID, installment dates and amounts, payment or credit totals, and balances when you click **View Bill**. If newer or prior unpaid bills exist for the parcel, the application presents a Newer Unpaid Bill(s) Exist for This Parcel or a Prior Unpaid Bills Exist for This Parcel option that includes a list of outstanding bills for the parcel. You may also view payments and adjustments or pay the bill.

Click the **Pay Bill**, **Pay Total Due**, **Pay Selected Installments**, or **Add to Cart** buttons to pay the specified bill according to the defined payment process.

**Real Estate**

**Parcel is in tax sale**

Prior and newer unpaid bills exist for this parcel.

[View Bill](#)

As of	11/30/2016
Bill Year	2011
Bill	4
Owner	FRITZ, MICHAEL
Parcel ID	9999

[View payments/adjustments](#)

Installment	Pay By	Amount	Payments/Credits	Balance	Interest	Due
1	5/2/2011	\$1,255.00	\$0.00	\$1,255.00	\$701.76	\$1,956.76
2	8/2/2011	\$1,255.00	\$0.00	\$1,255.00	\$670.13	\$1,925.13
3	11/2/2011	\$1,255.00	\$0.00	\$1,255.00	\$638.50	\$1,893.50
4	1/1/2012	\$1,255.00	\$0.00	\$1,255.00	\$617.87	\$1,872.87
Interest			\$0.00			\$2,628.26
<b>TOTAL</b>		<b>\$5,020.00</b>	<b>\$0.00</b>	<b>\$5,020.00</b>	<b>\$2,628.26</b>	<b>\$7,648.26</b>

**Add to Cart**

If the Display Customer Instructions Through Citizen Self Service check box is selected in Munis Special Condition Codes and text is entered in the Customer Instructions box, then that text displays in the Alerts group.

**Note:** The individual installment check boxes display once the Allow User to Select from Installments on a Bill check box is selected in the Real Estate Bill Category payment page in Citizen Administration.

When you click the **Prior Unpaid Bills Exist for This Parcel** option, the application presents the All Bills page, which lists all of the unpaid bills for the parcel ID for the bill category. The

available years are based on the Bill Year Search Default option and the Apply Bill Year Search Range to the All Bills Page check box in Citizen Administration for Real Estate.

**Real Estate All Bills**

Parcel ID: 9999  
Location: 1 COLE HAAN DRIVE

Bill	Type	Year	Owner	Paid	
1000001	OMITTED	2009	FRITZ, MICHAEL	LIEN	<a href="#">View Bill</a>
1000001	OMITTED	2010	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
4	REGULAR/ORIGINAL	2011	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	OMITTED	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>

When you click the **Newer Unpaid Bill(s) Exist for This Parcel** option, the program displays the All Bills page with unpaid bills that are more recent than the selected bill. When you click the **Prior and Newer Unpaid Bills Exist for This Parcel** option, the program displays the All Bills page with bill data for bills prior to or more recent than the selected bill.

### 2.10.2 View Payments/Adjustments

When you click the **View Payments/Adjustments** option on the View Bill page, the application presents a list of any payments or adjustments applied to the bill.

**Real Estate Payments/Adjustments**

[Return to view bill](#)

As of 11/30/2016

Bill Year: 2010  
Bill: 1000001

Activity	Posted	Paid By/Reference	Amount
Payment	10/18/2013	FRITZ, MICHAEL	\$100.00
Reversal	1/15/2011	Reversal / 1967	(\$25.00)
Payment	1/11/2011	FRITZ, MICHAEL	\$25.00

[Return to view bill](#)

If the Prevent Viewing of Payments and Adjustments Page check box on the Real Estate Tax Settings page in Citizen Administration is selected, the View Payments/Adjustments option is not available.

### 2.10.3 Charges, Exemptions, Credits

The Charges, Exemptions, Credits page includes a list of all of the charges on the bill, as well as any exemptions or credits that have been applied to the bill.

Real Estate Charges			
Owner	FRITZ, MICHAEL		
Parcel ID	9999		
Bill Year	2010		
Tax Charges			
	Taxable Value	Tax Rate	Amount
TAX	155,000	10.000000	\$1,550.00
<b>Total</b>			<b>\$1,550.00</b>

### 2.10.4 Property Detail

The Property Detail page provides information about the property, including the location, owner name, jurisdiction, and so on. If the Munis Parcels program displays a location suffix on the Legal tab, the location suffix is available on the Location line on the Property Detail page.

Real Estate Property Detail	
Parcel ID	9999
Location	1 COLE HAAN DRIVE
Owner as of April 2	FRITZ, MICHAEL
Customer ID	187
Jurisdiction	MUNIS
Assessed Value	\$155,000.00
2010 Charges	\$1,550.00

### 2.10.5 Assessment

The Assessment page displays assessment information for the property.

**Real Estate Assessment**

Owner: FRITZ, MICHAEL  
 Parcel ID: 9999  
 Bill Year: 2010

**Assessment Values**

		Gross Assessment
Land		\$75,000.00
Building		\$80,000.00
<b>Total</b>		<b>\$155,000.00</b>

	Class	Description	Area	Deferments	Net Assessment
LAND	101	SING FAM	0.000 Acres	\$0.00	\$75,000.00
BUILDING	101	SING FAM	0.000 Acres	\$0.00	\$80,000.00
<b>Total</b>					<b>\$155,000.00</b>

### 2.10.6 Assessment History

The Assessment History page specifies assessment values for the property from prior years. Select a number from the Number of Years list to view the history of the bill. This page includes a bar graph of assessment history for the property.

**Real Estate Assessment History**

Owner: FRITZ, MICHAEL  
 Parcel ID: 9999

Number of years: 20

Year	Land Value	Building Value	Personal Value	Total Value
2014	880000	765000	0	1645000
2013	150000	175000	0	325000
2011	230000	240000	0	470000
2010	75000	80000	0	155000
2009	250000	175000	0	425000

**Tax Assessment History**

Total Values (\$)

Year

### 2.10.7 Tax Rates

The Tax Rates page specifies tax rates for the bill.

**Real Estate Tax Rates**

Bill Year: 2010  
 Bill: 1000001 / REAL ESTATE

Description	Tax Rate
TAX	10.000000

### 2.10.8 All Bills

The All Bills page presents a list of all bills associated with the parcel ID, including bills of other types. Bills display according to the Apply Bill Year Search Range to the All Bills Page check box in Real Estate Administration. When that check box is selected, the specified year range in the Bill Year Search Range Calculation is applied to the content of the All Bills page, which displays the year range above the available records.

**Real Estate All Bills**

Parcel ID: 9999  
 Location: 1 COLE HAAN DRIVE

**Real Estate**

Bill	Type	Year	Owner	Paid	
1000001	OMITTED	2009	FRITZ, MICHAEL	LIEN	<a href="#">View Bill</a>
1000001	OMITTED	2010	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
4	REGULAR/ORIGINAL	2011	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	OMITTED	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>

**Personal Property** bill years 1916 to 2116 only

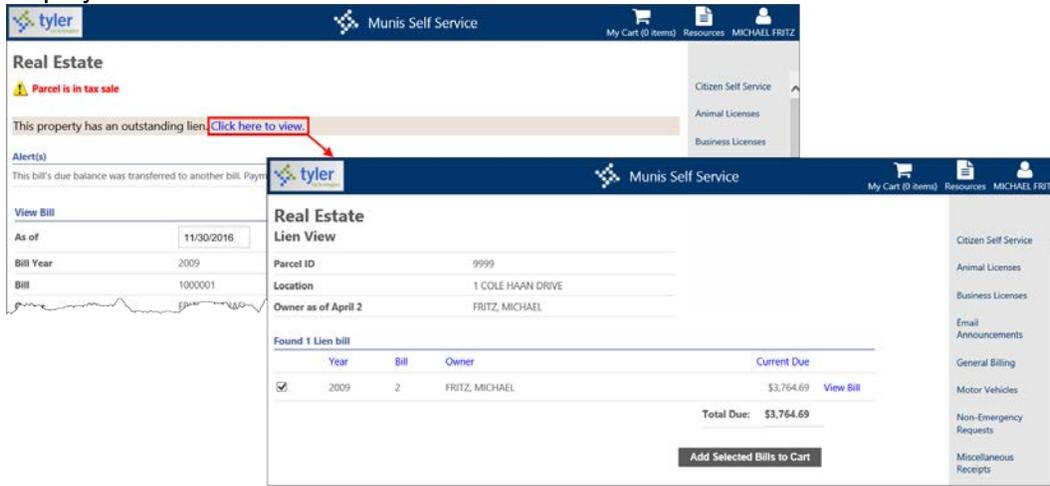
Bill	Type	Year	Owner	Paid	
1000001	OMITTED	2010	FRITZ, MICHAEL	Paid	<a href="#">View Bill</a>
6	REGULAR/ORIGINAL	2011	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	OMITTED	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000002	OMITTED	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>

**UB ASSESSMENT** bill years 1916 to 2116 only

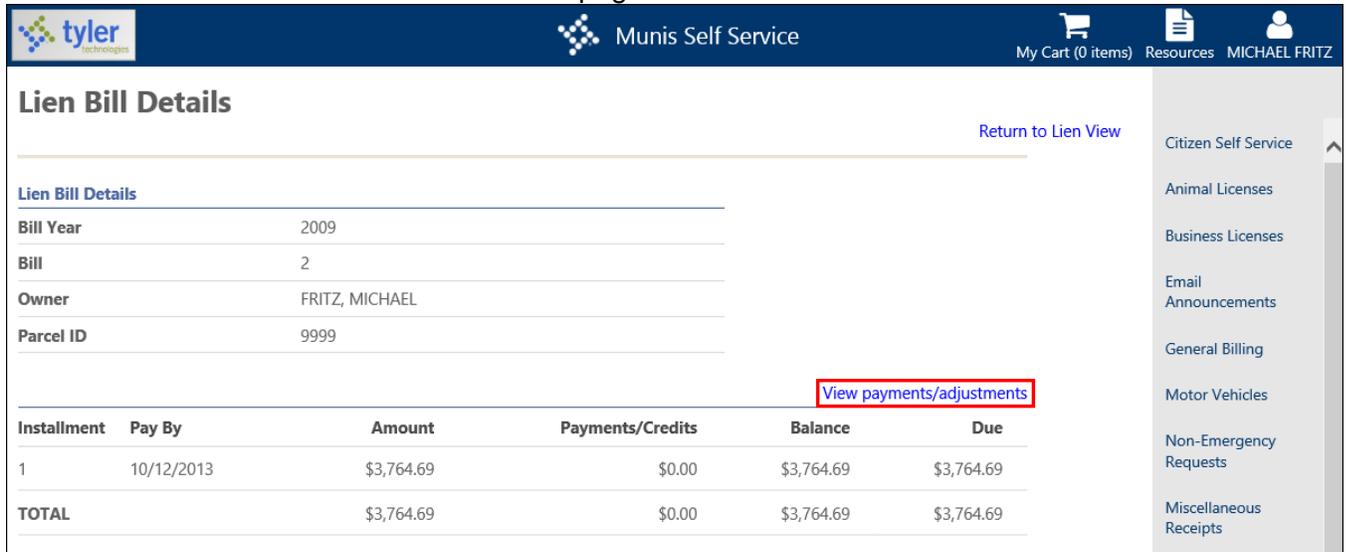
Bill	Type	Year	Owner	Paid	
1068	UTILITY	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>

### 2.10.9 Tax Liens

When a real estate bill is converted to tax lien in Munis, the Real Estate detail page displays the This Property Has an Outstanding Lien option. When you click this option, the Lien View page displays.



Click **View Bill** to access the Lien Bill Detail page.



The View Payments/Adjustments option displays the Lien Payments and Adjustments page where all payments and adjustments to the lien bill display.

**Lien Payments and Adjustments**

[Return to Lien Bill Detail](#) | [Return to Lien View](#)

Payments/Adjustments

As of 11/30/2016

Bill Year	2009		
Bill	2		

Activity	Posted	Paid By/Reference	Amount
Payment	10/29/2013	FRITZ, MICHAEL	\$50.00
Reversal	10/18/2013	Reversal / 2081	(\$50.00)

## 2.11 TAX RELIEF

The Tax Relief page allows you to apply for a tax exemption.

To apply for tax relief:

1. Enter a parcel ID and click **Search**.
2. On the Apply for Tax Relief page, specify if you are a new or returning applicant.
3. Enter your date of birth.
4. Select the Exemption Type option.  
If you select the Disabled option, the application requires you to select a check box regarding medical references.
5. Click **Continue**.
6. Add owner, spouse, and occupant information, if applicable.
7. Click **Continue** when the form field values are complete.
8. The final page in the application process specifies income information. Once you complete the form and click **Submit**, the application provides a confirmation message.

## 2.12 UTILITY BILLING

Utility Billing provides utility account and billing information by account number, address, owner name, parcel ID, or customer ID. With the appropriate account settings, you can also manage and pay bills online.

When you select Utility Billing from the CSS menu, the program either displays a list of available accounts to manage or provides a search screen where you are able to define account search criteria. Access to accounts is determined by the Utility Billing settings in Citizen Administration.

### 2.12.1 Searches

If searches are permitted, when you select Utility Billing from the CSS menu, the program displays a search screen. To find a utility billing account record, complete one or more of the search fields and click **Search**. As a shortcut, enter the first few letters of a name or the first few digits of the account number.

Complete one or more of the following fields to search for Utility Billing bills.

**Account Number**

**Address**

House number

Street name

Apartment

**Owner name**

Parcel ID

Customer ID

Remember these values

**Search** **Reset**

The program displays all the records that match the search criteria on the Search Results page. To sort records in ascending or descending order by category, use the column headers.

**Utility Billing**

**Search Results**

[Modify Search](#) | [New Search](#)

3 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
	1 COLE HAAN DRIVE	1001	0	9999	<a href="#">Manage Bills</a>
	10 APPLE ORCHARD WAY NE 6	1002	0	8989	<a href="#">Manage Bills</a>
	400 MAINE	BC120	0		<a href="#">Manage Bills</a>

For example, click **Service Address** to sort the list from ascending to descending order; click **Customer Name** again to reverse the sort order.

### 2.12.2 Available Accounts

If searches are not permitted, when you open Utility Billing, the program displays a list of available accounts. Use the expand buttons to view account information. Once you expand the account details, click **Manage Bills** to display a list of all bills for the selected account or click the account number to view an account summary.

### 2.12.3 Manage Bills

The Manage Bills page displays all outstanding bills for an account, and it provides options for viewing specific bill details, viewing past bills, or paying outstanding bills.

Utility Billing  
Manage Bills

Service Address: 46 MAINE STREET  
Account Number: BC121  
As of: 11/30/2016

• Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Bill	Bill Date	Pay By	Charges	Balance Due		
<input checked="" type="checkbox"/>	1069	6/30/2008	7/31/2008	\$317.00	\$233.76	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1070	12/17/2008	12/16/2008	\$704.40	\$704.40	<a href="#">Bill Details</a>
				<b>Total Due:</b>	<b>\$938.16</b>	

[Add to Cart](#)  
select bills you would like to pay now, then click "Add to Cart"

On the Manage Bills page, the As Of date box recalculates the amount due for outstanding charges according to the interest rate applied. When you position your pointer in the As Of date box, the application displays a calendar. Navigate to the accrual date to see the changes in interest and penalties. When you click the new date, the program recalculates the Balance Due amounts for the individual bills and updates the Total Due amount.

If the Require Full Payment of Past-Due Bills, Oldest First setting is enabled for Utility Billing in Citizen Administration, the Manage Bills page automatically selects outstanding bills for payments, beginning with the oldest bills. When this requirement is enabled, you must pay past due bills prior to other outstanding balances.

If there are payable bills under Outstanding Bills on the Manage Bills page, but you have cleared the check boxes for all bills, you must select at least one bill before you click the Pay button. If you do not select a payable bill and click **Pay** or **Add to Cart**, the program displays a warning and you must select the check box for one or more of the bills to continue.

If all bills under Outstanding Bills on the Manage Bill page are not payable, the check boxes for these bills are cleared and not available for selection. If you click **Pay** in an attempt to pay these bills, the program displays the following message: "No bills are eligible for payment."

The Total Selected field in the Balance Due column displays amounts for installment bills when only a portion of the outstanding balance is being paid.

### 2.12.3.1 Pay Bills

Pay Bills provides the option of completing utility billing payments by credit cards or eCheck. In order for pay options to be available, a payment method must be established in the Citizen Self Service–Payments Administration program for utility billing accounts.

If the Shopping Cart feature is enabled, you can use the Add to Cart option to select and pay multiple bills at one time.

The Pay Bills process verifies that the User Can Alter Payment Amount on Selected Bills option on the Utility Billing Services–General Payments page within Citizen Administration is selected. If this option is not enabled, you cannot update the payment amount.

Click **Pay** or **Add to Cart** on the Manage Bills page to pay the specified bill according to the process outlined in Payment Administration. The Pay button on the Manage Bills page is not available if the property is in tax sale. If utility bills are included in a payment plan, you can view the bills, but you cannot enter a payment.

### 2.12.3.2 Show/Hide Past Bills

On the Manage Bills page, click **Show Past Bills** to view or hide a list of previous bills for the account.

The screenshot shows the 'Utility Billing Manage Bills' interface. At the top, there are fields for 'Service Address' (7 BAY AVE), 'Account Number' (001008), and 'As of' (03/17/2014). A note states: 'Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.' Below this is a table for 'Outstanding Bills' with columns: Bill, Bill Date, Pay By, Charges, and Balance Due. A 'Show Past Bills' button is located to the right of the table. Below the table is a 'Pay' button and a message: 'select bills you would like to pay now, then click "Pay"'. A red arrow points from the 'Show Past Bills' button to the 'Past Bills' section below. The 'Past Bills' section contains a table with columns: Bill, Bill Date, Post Date, and Total Paid.

Bill	Bill Date	Post Date	Total Paid
1427	10/1/2006	10/16/2006	\$3,631.84

If there are no past bills for the selected account, the program displays a message.

### 2.12.4 Bill Details

On the Manage Bills page, click **Bill Details** to view details for an individual bill. The Bill Detail page includes the bill number, billing date, and due date. It also displays a description of the charges.

If there are pending web payments that have not been credited to your account, or if there has been a discount applied to the total due, the applicable message displays under the Total Due field.

**Utility Billing**  
Bill Detail

Account Summary | Manage Bills

Bill number 1069

As of 11/30/2016

Bill Date 6/30/2008

Pay By 7/31/2008

Payments and adjustments

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
SEWER	CF	0	0	0	340	\$175.00	(\$56.00)	\$119.00
SALES TAX (WATER)	TAX	0	0	0	0	\$0.00	\$0.00	\$0.00
SALES TAX (SEWER)	TAX	0	0	0	0	\$7.00	(\$2.24)	\$4.76
WATER 5/8"	CF	400	0	400	400	\$135.00	(\$25.00)	\$110.00
<b>SUBTOTAL</b>						\$317.00	(\$83.24)	\$233.76
<b>INTEREST DUE</b>								\$0.00
<b>TOTAL DUE</b>								\$233.76

On the Bill Detail page, the As Of date box recalculates the amount due for outstanding charges according to the interest rate applied. When you position your cursor in the As Of date box, the program displays a calendar. Navigate to the accrual date for which to see the changes in interest and penalties. When you click the new date, the program recalculates the Balance Due amounts for the individual bills and updates the Total Due amount.

On the Bill Detail page, click **Payments and Adjustments** to view payment activity.

**Utility Billing**  
Payments and Adjustments

Account Summary | Bill Details

As of 11/30/2016

Bill Utilities 1069

Bill Date 6/30/2008

Activity	Posted	Paid By/Reference	Amount
Utility Bill Adjustment	2/17/2009	WRONG READING	(\$25.00)
Utility Bill Adjustment	2/17/2009	WRONG READING	(\$2.24)
Utility Bill Adjustment	2/17/2009	WRONG READING	(\$56.00)

If you have completed online payments that have not been credited to your account, the program provides a message indicating the pending payment amount.

### 2.12.5 Account Summary

Account Summary provides a complete summary for your account, including current balance and payment details.

The screenshot displays the 'Utility Billing Account Summary' page in the Munis Self Service portal. The page is divided into several sections: 'Billing Account', 'Your Current Balance', 'About Your Payments', 'Customer Information', and 'Services'. A sidebar on the right provides navigation options.

**Utility Billing Account Summary**  
 Link to Account | Sign up for Automatic Payments | Request Change of Address | Manage Bills

**Billing Account**

Service Address	46 MAINE STREET
Account Number	BC121

**Your Current Balance**

Amount Due Now	\$938.16	<a href="#">Pay Now</a>
Payment Due Date	12/17/2008	

**About Your Payments**

No payment activity found

**Customer Information**

Name	GRIFFIN, PETER
Address	46 MAINE ST FALMOUTH, ME 04105
Customer ID	179

[Request Change of Address](#)

**Services**

Service	Code	Start Date	Stop Date	Status	Consumption History
SEWER	SEWER	1/1/2008		ACTIVE	None
SALES TAX (WATER)	STAX1	1/1/2008		ACTIVE	None
SALES TAX (SEWER)	STAX2	1/1/2008		ACTIVE	None
WATER 5/8"	WAT058	1/1/2008		ACTIVE	<a href="#">View Consumption</a>
WATER 5/8"	WAT058	1/1/2008		ACTIVE	<a href="#">View Consumption</a>

**Navigation Sidebar:**

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate
- Tax Relief
- Utility Billing**
  - Accounts
  - Manage Bills
  - Account Summary**
  - Automatic Payments
  - Contact Us

The Your Current Balance group includes the Pay Now option to initiate a payment to the specified bill.

The About Your Payments group displays the last posted payment, provided this amount is greater than zero. A maximum of five payment activity records are available.

Utility Billing			
Payments and Adjustments			<a href="#">Account Summary</a>   <a href="#">Bill Details</a>
As of 9/9/2013			
Bill	Utilities 1077		
Bill Date	7/15/2005		
Activity	Posted	Paid By/Reference	Amount
Billing Adjustment	7/13/2007		(\$5.00)
Payment	7/13/2007	FTD FLORISTS	\$300.00
Utility Billing Late Fee	2/28/2007		\$5.00

In the Customer Information group, use the **Request Change of Address** option to update billing address details and in the Services group, click **View Consumption** to review consumption history for a service.

### Utility Billing

**Current Information**

Name: FTD FLORISTS

Address: 30 BAY AVE  
MUNIS

**New Information**

Name 1: FTD FLORISTS

Name 2:

Address 1:

Address 2:

City:

State:

Zip code:

Country:

Phone number \*:

Fax number:

E-Mail address:

### Utility Billing Consumption History

[Return to Account Summary](#)

**WATER 2"**

Read Date	Days	Usage (HCF)
3/7/2007	158	146
9/30/2006	138	475
5/15/2006	28	36
4/17/2006	35	37
3/13/2006	28	37
2/13/2006	28	37
1/16/2006	30	37

**Consumption Trend**

Reading Date	Usage (HCF)
3/7/2007	146
9/30/2006	475
5/15/2006	36
4/17/2006	37
3/13/2006	37
2/13/2006	37
1/16/2006	37
12/11/2005	37
11/11/2005	37
10/11/2005	37
9/11/2005	37
8/18/2005	37
7/21/2005	37
6/29/2005	37

The Account Summary page also provides the Link to Account, Sign Up for Automatic Payments, Request Change of Address, and Service Request options. These options are available according to the Citizen Administration setup for Utility Billing.

### 2.12.6 Link to Account

Linking associates specific accounts to user or a customer ID. The Link to Account option is available only if Utility Billing Account Linking is enabled in Citizen Administration. (Refer to the [Linked Accounts](#) section for additional details.)

### 2.12.7 Automatic Payments

Automatic Payments establishes regular payments from a designated bank account on a specified day each month. If automatic payments are allowed using Citizen Self Service, the Automatic Payments option is available on the menu and the Sign Up for Automatic Payments option is available on the Utility Billing pages.

**Utility Billing**  
Manage Bills

Service Address: 46 MAINE STREET  
Account Number: BC121  
As of: 11/30/2016

• Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Bill	Bill Date	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 1069	6/30/2008	7/31/2008	\$317.00	\$233.76

Buttons: [Sign up for Automatic Payments](#), [Account Summary](#)

To register the selected account for automatic payments, click **Sign Up for Automatic Payments** and complete the banking and personal details.

**Utility Billing**  
Automatic Payments

To sign up for automatic payments, please complete the form below.

Service Address: 46 MAINE STREET  
Account Number: BC121

Bank name \*  
Bank routing number \* (9 digits)  
Confirm routing number \*  
Bank phone number \*  
Bank account number \*  
Confirm account number \*  
Bank account type \*  
Preferred draft day \*  
Name on bank statement \*  
Phone number on bank statement \*  
Email address on bank statement \*

Buttons: [Continue](#), [Cancel](#)

When you click **Continue**, the program displays the Review page. Once you have confirmed that the information is correct, click **Submit** to complete the process. If you need to make a correction, click **Modify** and update the values, as required.

When you add or update automatic payment information, the program sends an email confirmation. The email message, generated from the Automatic Payment Plan submission, contains the bank name and the bank code, if applicable.

When you enter or update automatic payment details, you must complete all required fields. If you attempt to leave required fields blank, the program displays an error message and you cannot continue until you enter the required information.

The Utility Billing Automatic Payments page displays existing automatic payment details for the specified utility billing account. To update this information, use the Copy Current EFT Information option, which copies the existing data and presents it in edit mode. This allows you to update only those values that require changes.

**tyler** technologies

Munis Self Service

My Cart (0 Items) Resources MICHAEL FRITZ

### Utility Billing

#### Automatic Payments

To sign up for automatic payments, please complete the form below.

**Service Address** 46 MAINE STREET

**Account Number** BC121

[Copy current EFT information](#)

Bank name \* BANK OF AMERICA - 111000025

Bank routing number \* (9 digits) 111000025

Confirm routing number \* 111000025

Bank phone number

Bank account number \* 123456789

Confirm account number \* 123456789

Bank account type \*  Checking  Savings

Preferred draft day \* 15th

Name on bank statement \* MICHAEL FRITZ

Phone number on bank statement \* 2078788889

Email address on bank statement \* michael.fritz@yahoo.com

**Continue** **Cancel**

\* indicates required values.

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate
- Tax Relief
- Utility Billing**
  - Accounts
  - Manage Bills
  - Account Summary
  - Automatic Payments**
  - Contact Us

If the Allow Users to Specify Preferred Draft Day permission is enabled in Citizen Administration for Utility Billing, the Preferred Monthly Draft Day list is included on the Automatic Payments page. Use this list to identify the day of the month that the electronic funds transfer should occur.

Confirm account number *	123456789
Bank account type *	<input checked="" type="radio"/> Checking <input type="radio"/> Savings
Preferred draft day *	15th <input type="button" value="v"/>
Name on bank statement *	MICHAEL FRITZ
Phone number on bank statement *	207-878-8889
Email address on bank statement *	michael.fritz@yahoo.com

When the Activate Automatic Account Payments and the Update Munis EFT when Users Modify Automatic Payment Settings check boxes are selected in Citizen Administration for Utility Billing, the Discontinue Automatic Payments option is available on the Automatic Payments page.

When you select this option, Citizen Self Service displays the automatic payment details for review, along with the Discontinue Payments button. When you click **Discontinue Payments**, the program displays a confirmation page and removes the EFT information for the account from Munis.

### 2.12.8 Service Requests

Citizen Self Service – Utility Billing, in conjunction with the Munis Citizen Request Settings and Assign Citizen Requests programs, accepts and processes non-emergency service requests for utility billing accounts. Using Citizen Request Settings from the Munis Utility Billing menu, you can define the service types that are accepted through Citizen Self Service–Utility Billing.

When service requests are made using Citizen Self Service, the Assign Citizen Requests program within Munis receives the requests and provides direct access to Munis programs that manage service request processing. To display service request details in Munis, double-click the request item or select a utility service request option from the toolbar on the Assign Citizen Requests screen.

Once the service request set up is complete in Citizen Administration, the Utility Billing menu includes the Service Requests item.

The main Service Requests page provides three options:

- Request Service for Linked Account
- Request Service
- Search for Existing Request

The Search Existing Request option provides searching for existing service requests by the request ID number and requestor's telephone number.

Selecting **Request Service** displays a Step 1 page that provides the Name, Address, Phone, and Email fields. Only the Name and Phone values are required, but to receive an email confirmation for the request, you must complete the Email box.

Selecting **Service Request for Linked Account** provides a Step 1 page that includes available linked accounts to which you can associate the service request. When you select an account, the customer details are completed according to that account.

The process for completing a service request includes four steps, after which the program displays an on-screen confirmation and also sends a confirming email message to the email message you provided.

On the Confirmation Review page, you must enter the validation code provided.

Once the request is validated, the program displays a final confirmation page.