Munis Self Service
Citizen Self Service User Guide
Munis 11.3

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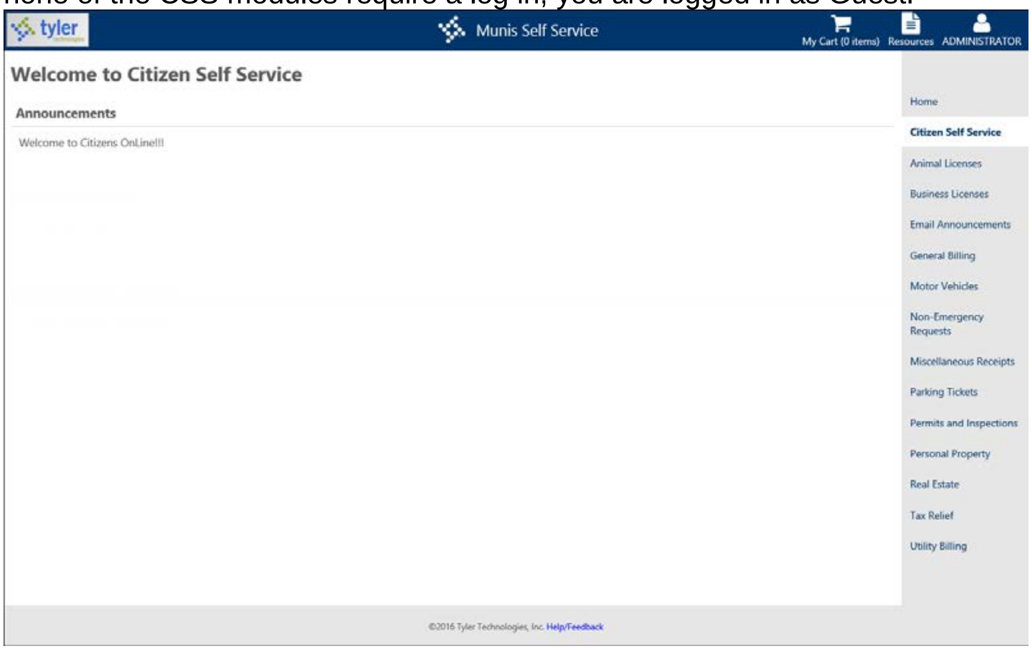
1 CITIZEN SELF SERVICE

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.

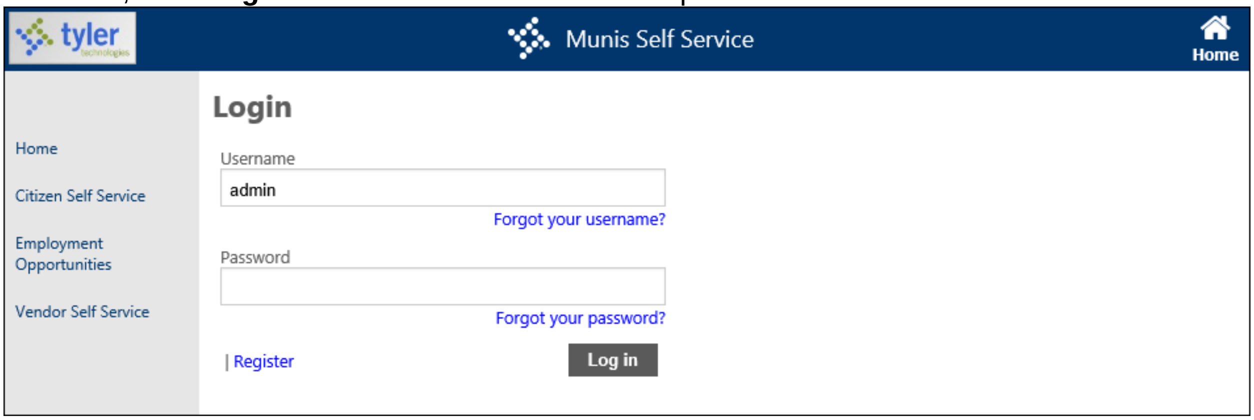
Citizen Self Service is fully integrated with Munis® and this guide is intended as a resource for Munis users.

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.

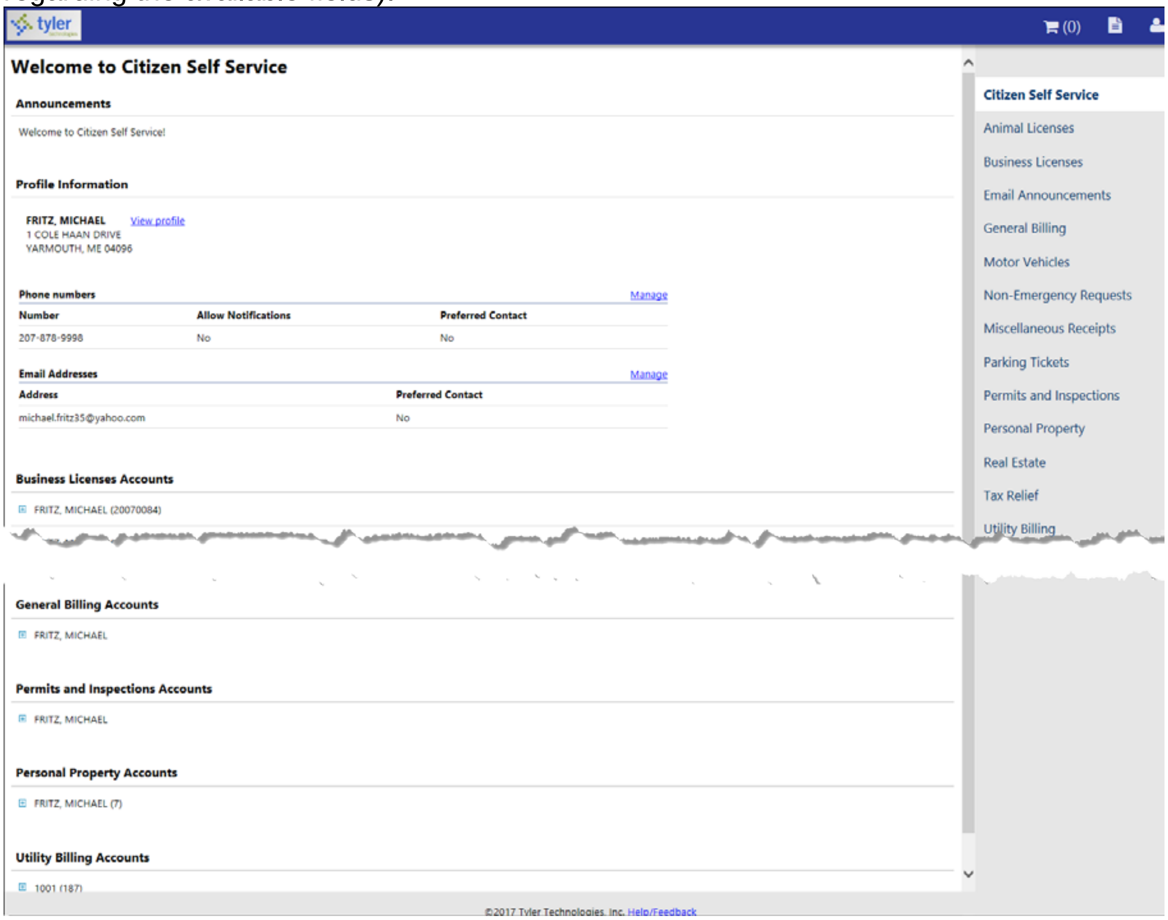


If all CSS modules require a log in, the application prompts you to enter your user name and password. If you are a current user and you forget your user name or password, use the Forgot Your Username and Forgot Your Password options to receive reminder by emails. If you are a new user, click **Register**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



1.2 HOME PAGE

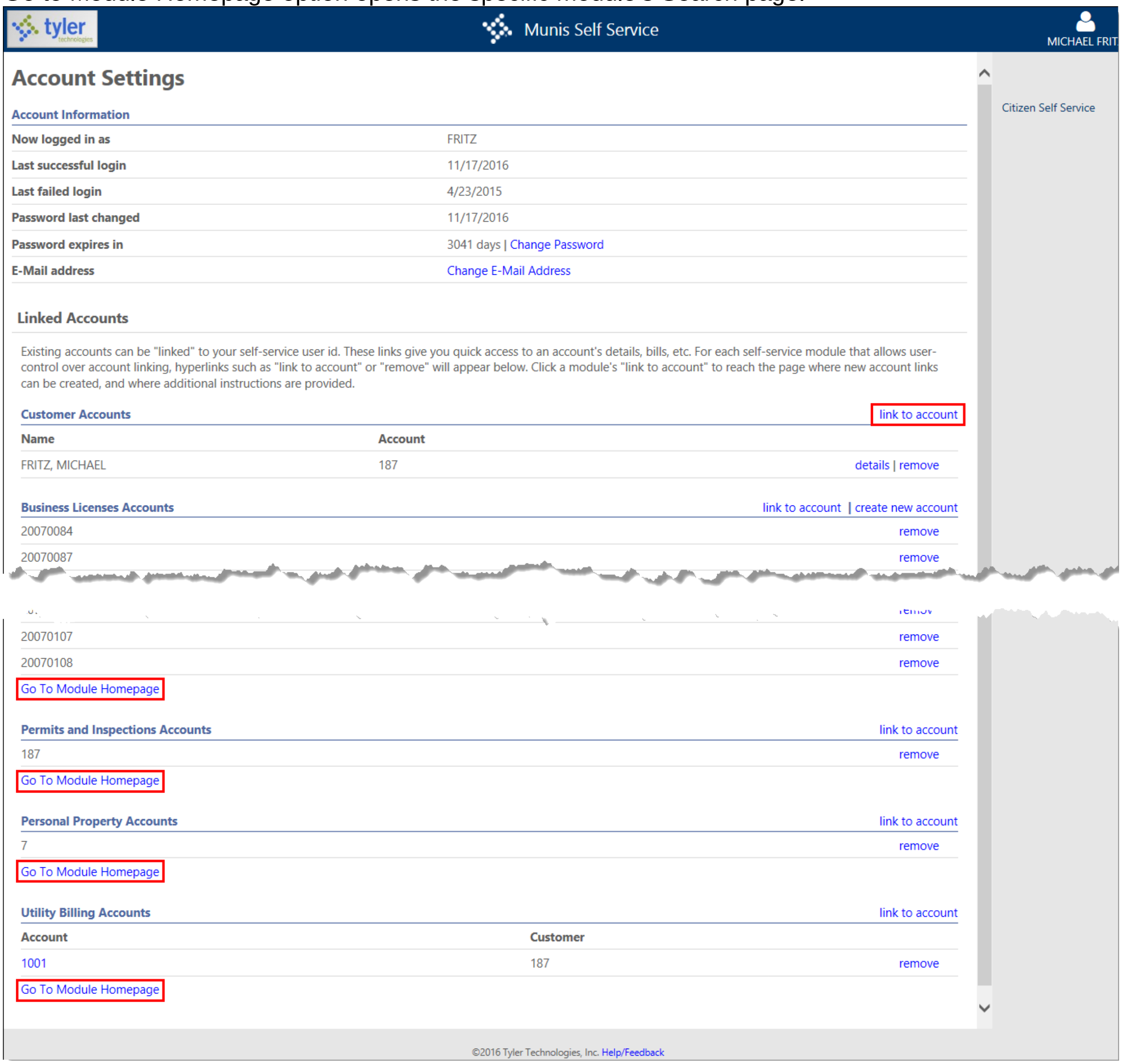
The Home page of CSS provides a list of all of the modules available for processing, as well as personal account information and a Resources option that lists any documents or other content that might be useful to you. The content on this page is determined by system administration personnel. (Refer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



1.2.1 User Name/Account Settings

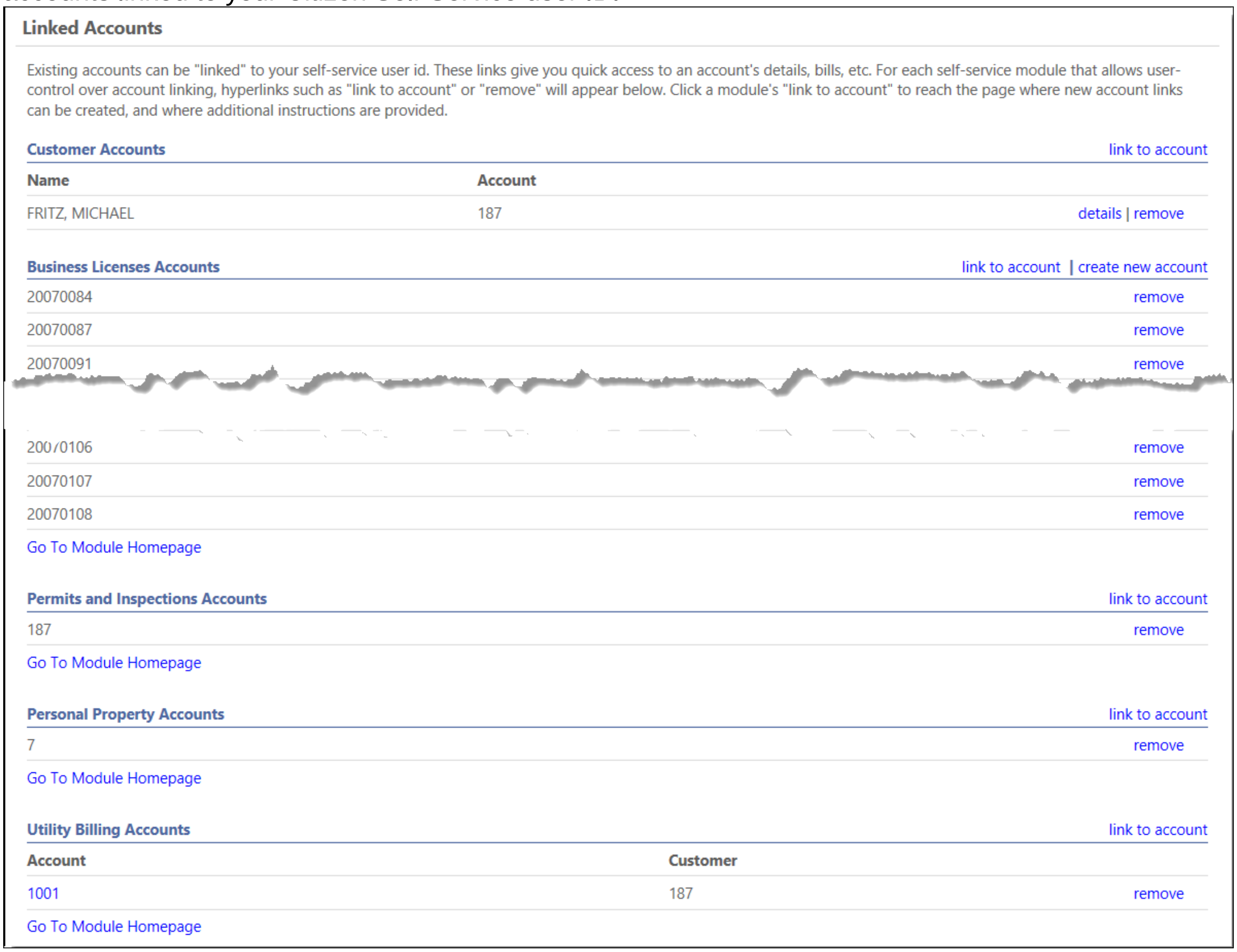
To access your Account Settings page, click your user name in the upper right corner of any CSS page, then click My Account. Account Settings provides user account information, including password and email details.

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.



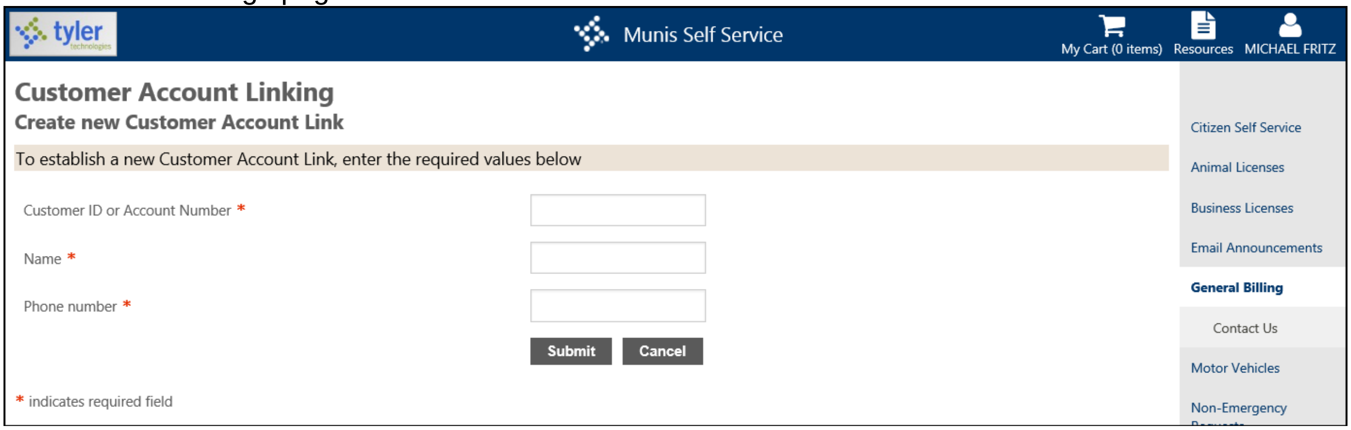
1.2.2 Linked Accounts

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.



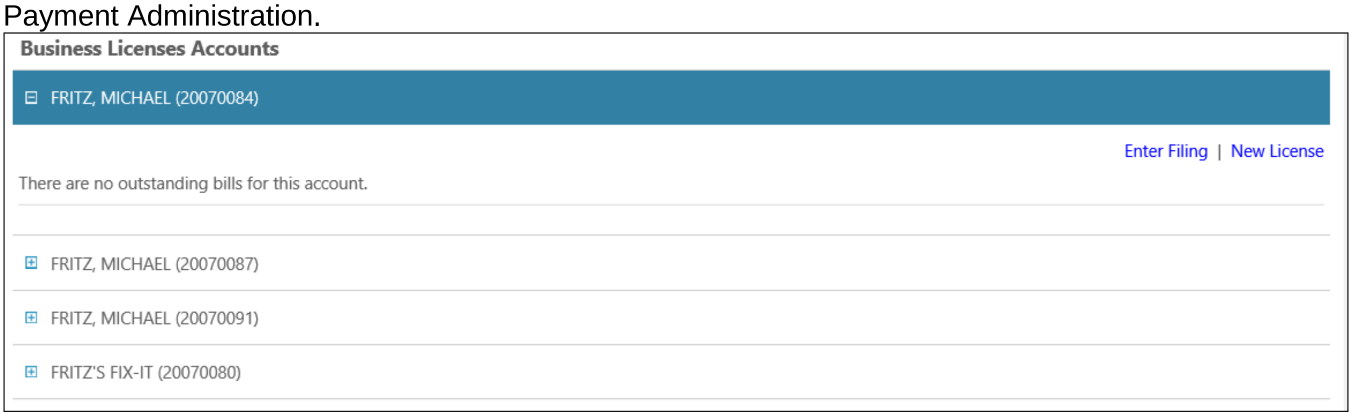
If the Allow Linking to Linked Customer Accounts check box is not selected for a module in Citizen Administration, that module does not display in the Linked Accounts group.

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.



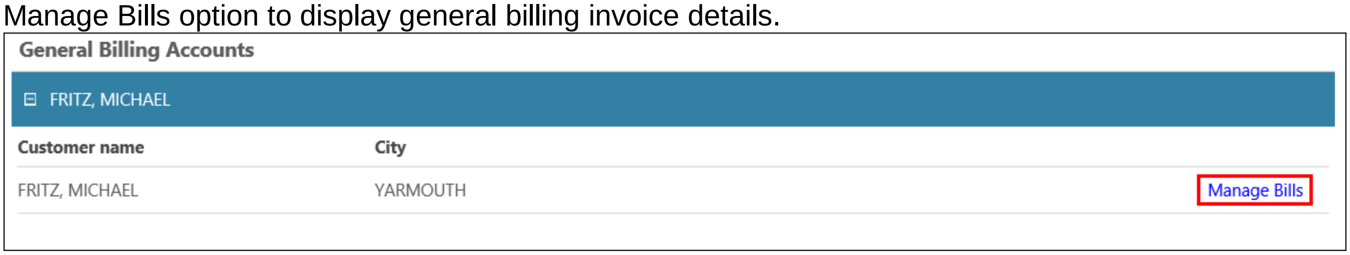
1.2.2.1 Business License Accounts

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.



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	Applications & Inspections

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	View Bill
2011	View Bill | Add to Cart
2013	View Bill | Add to Cart
2013	View Bill | Add to Cart
2013	View Bill | Add to Cart

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.

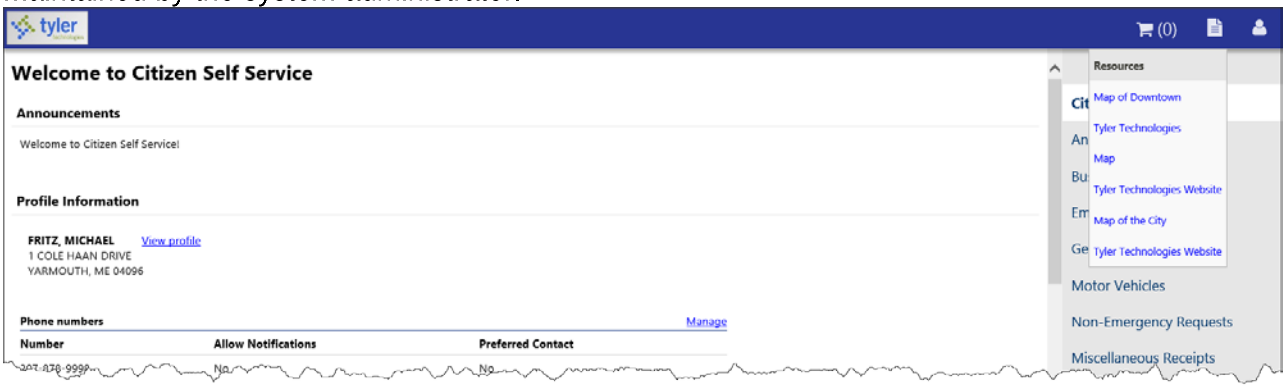
Utility Billing Accounts

⊟ 1001 (187)

Customer Name	Service Address	Account	Customer	Parcel	
FRITZ, MICHAEL	1 COLE HAAN DRIVE	1001	187	9999	Manage Bills

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.



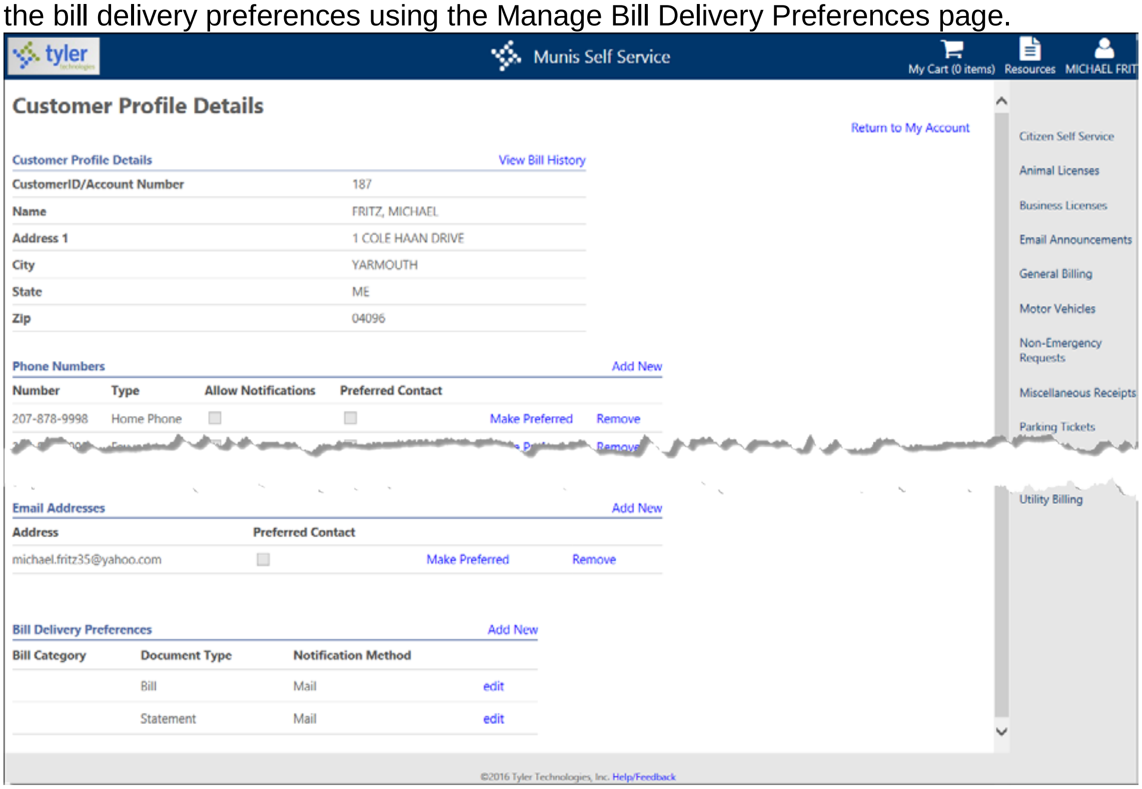
1.2.4 Announcements

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

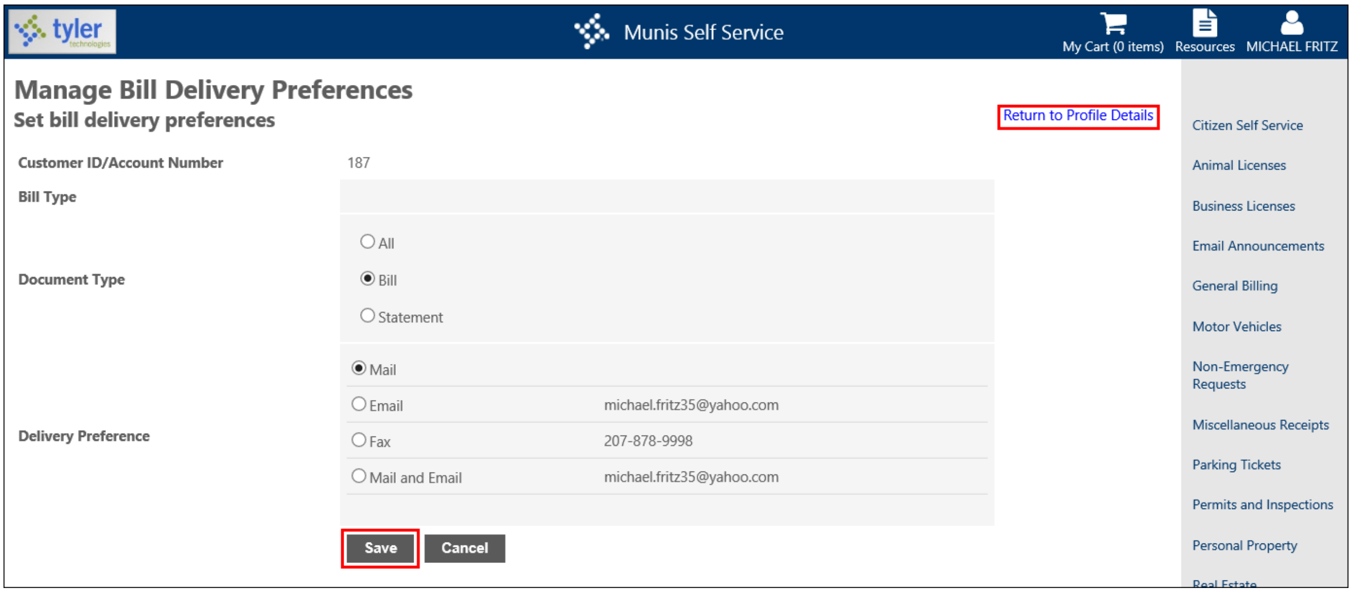
The Customer Profile Details page provides your account information, such as you address, telephone number, and email address, and bill delivery preferences. Clicking **Return to My Account** returns you to the Account Settings page.

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.

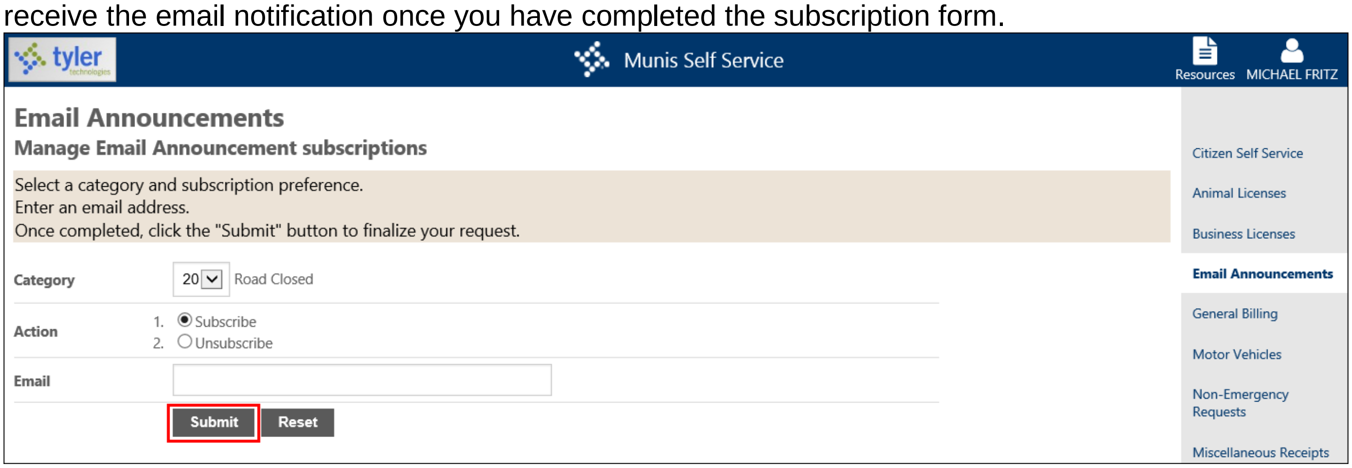
When you have made your selections, click **Save** to save the changes or click **Return to Profile Details** to return to the Customer Profile Details page disregarding any changes you have made.



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.

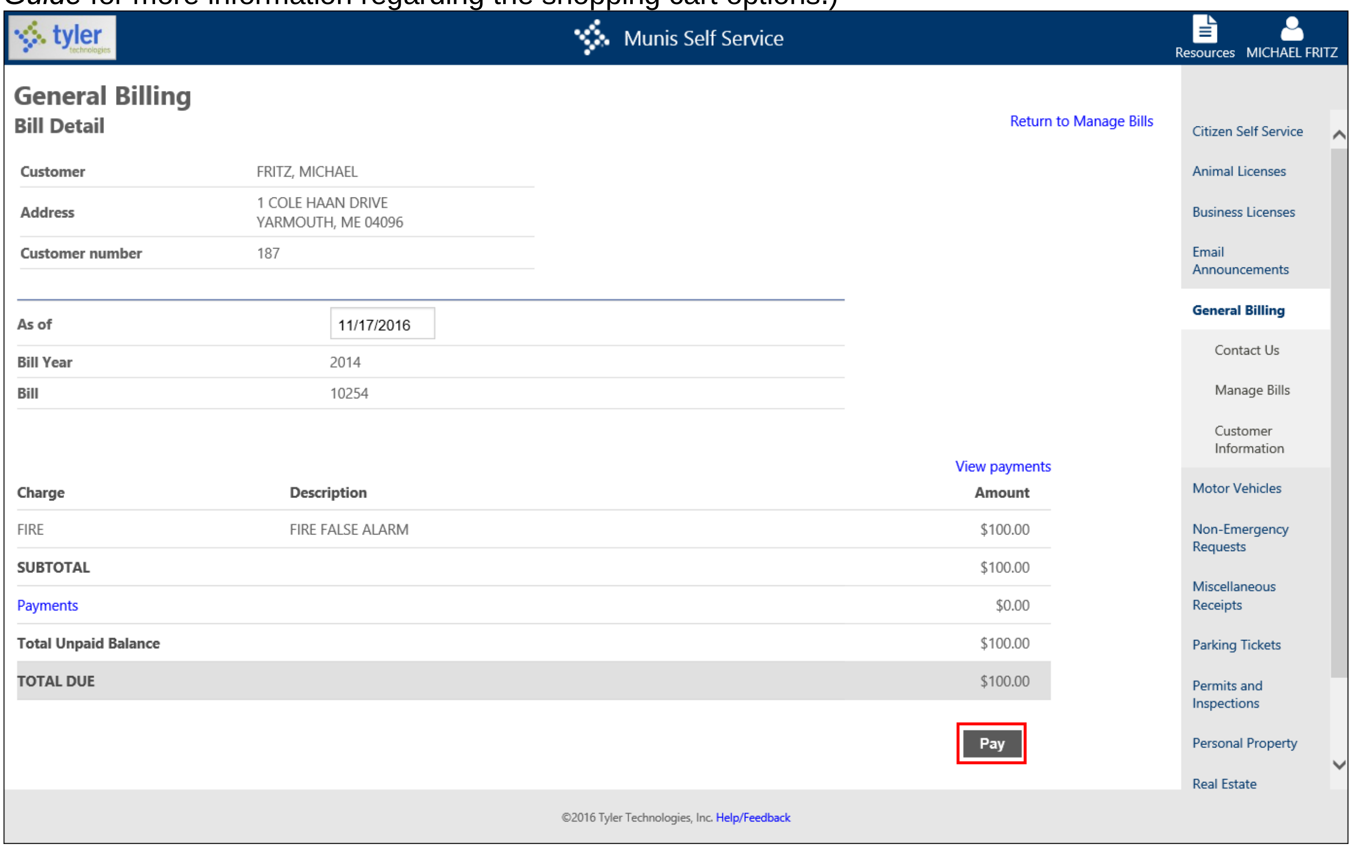
You also receive a confirmation message at the email address supplied. The email you receive includes a link to Citizen Self Service for unsubscribing from email announcements.

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

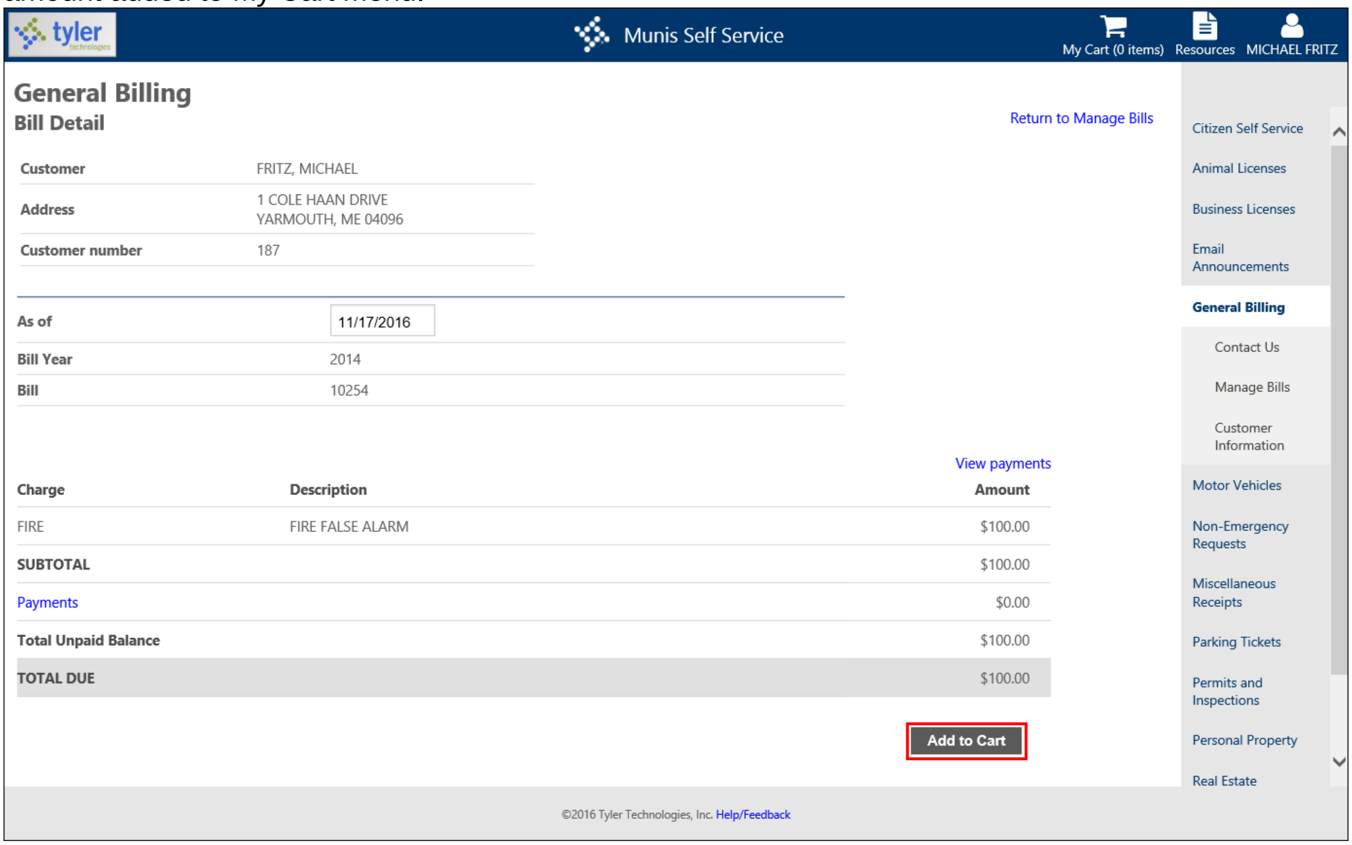
Click the **Pay Bill** or **Pay** buttons in any of the View Bill, Manage Bills, or Detail pages to make payments to a bill. The Shopping Cart must be disabled in Shopping Cart Administration for the Pay Bill or Pay button to be available. (Refer to the *Munis Self Service General Administration Guide*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



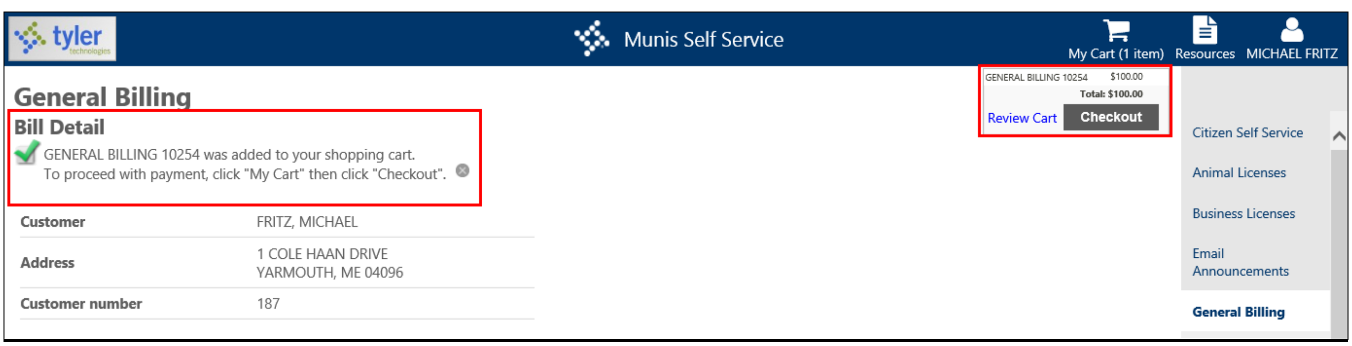
1.4.2 Shopping Cart

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.



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.

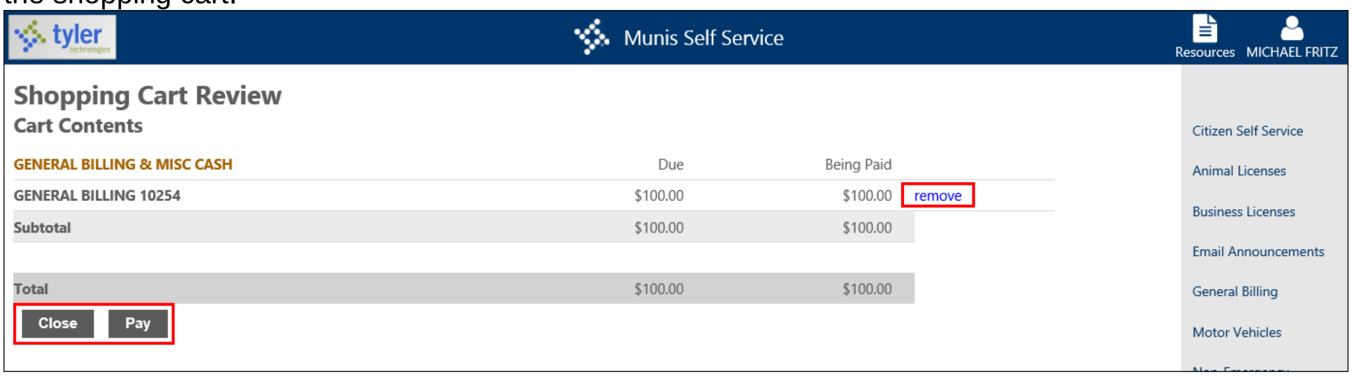


1.4.2.1 My Cart

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.

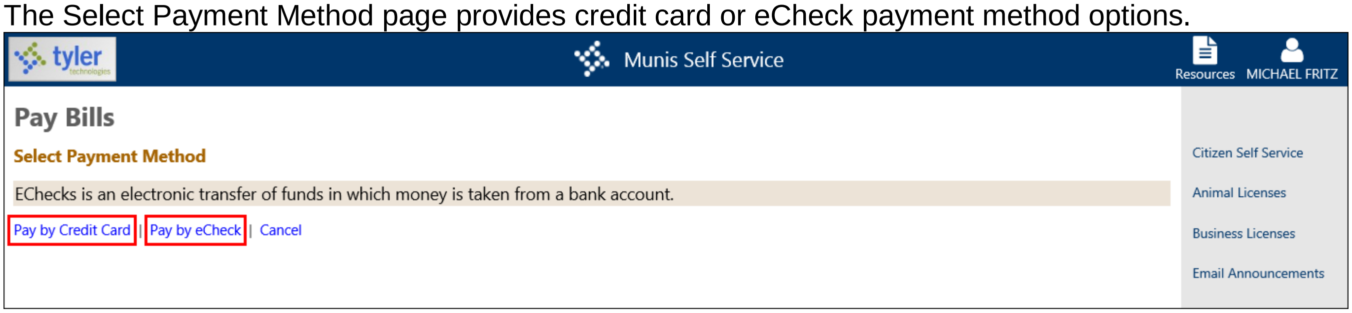
1.4.2.2 Shopping Cart Review

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.



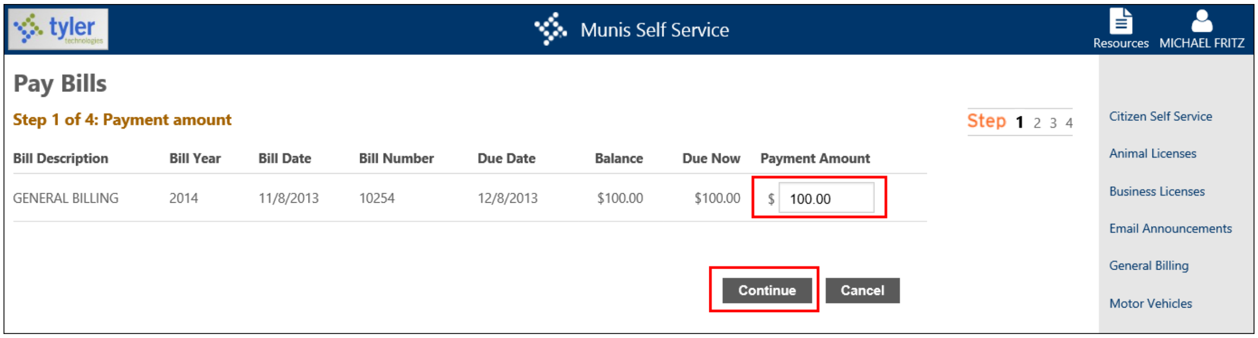
1.4.3 Payment Processing

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



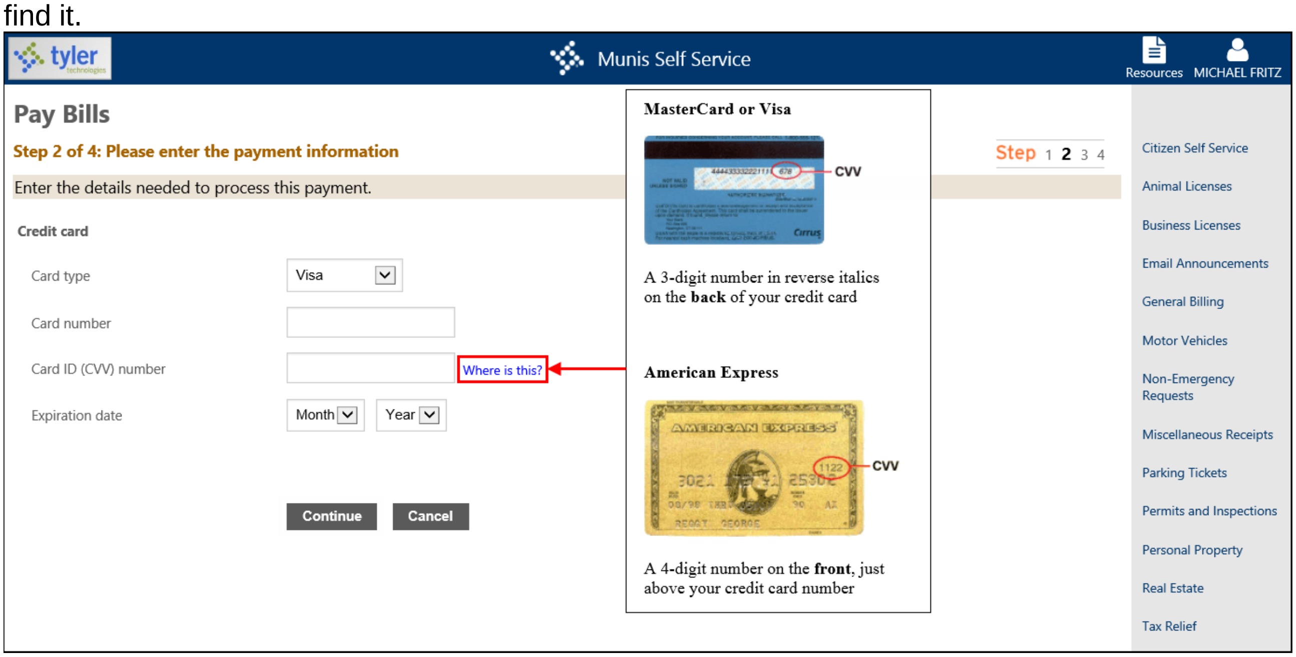
To enter a payment by credit card or eCheck:

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.

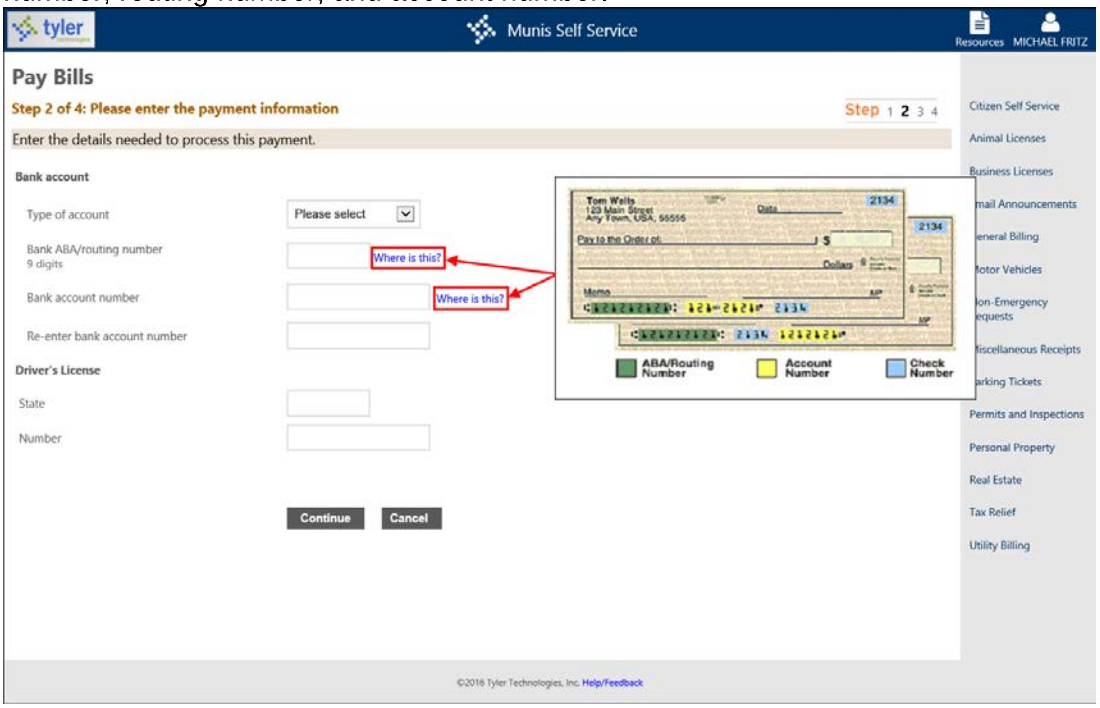


2. Click **Continue** when all payment amounts are correct.
3. Select the payment type.
   If you are paying by credit card, you must enter the credit card number, card ID (CVV) number, and expiration date on the Pay Bills page.

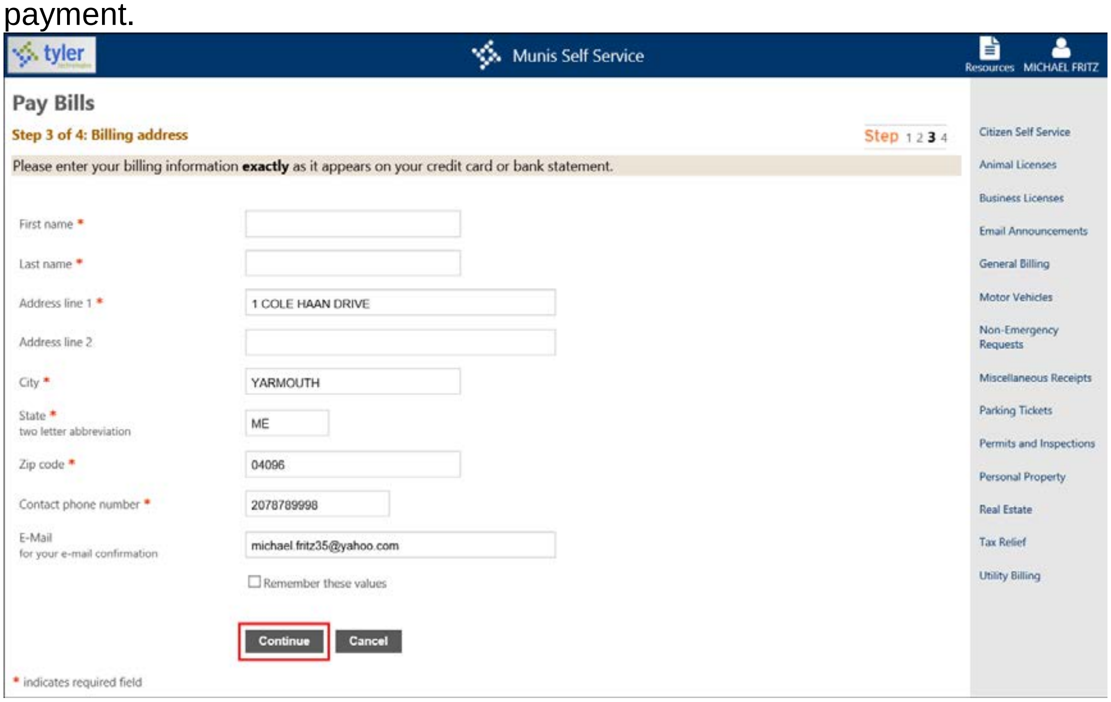
   Click the **Where Is This?** option for an image that explains the card ID number and where to find it.



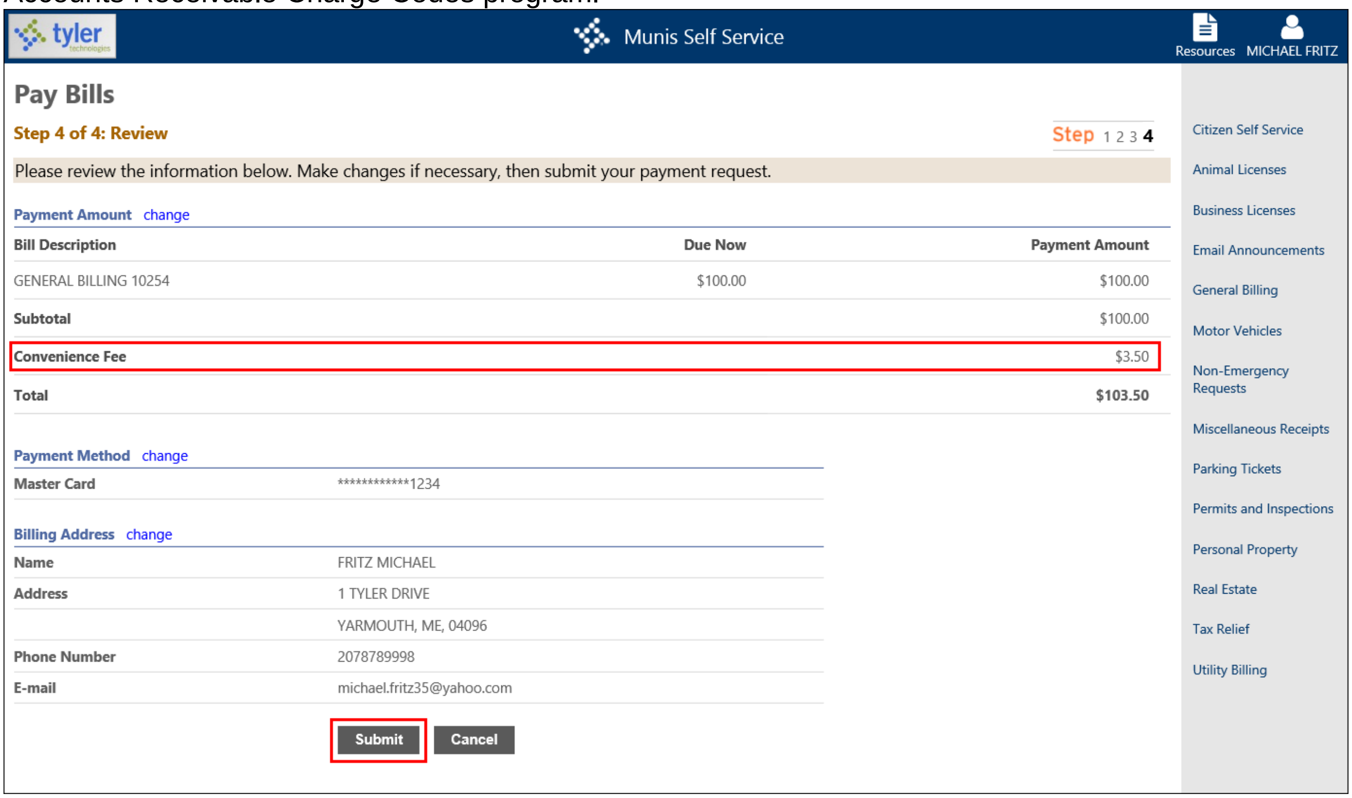
If you are paying by eCheck, you must enter the account, check, and routing numbers, as well as your driver's license information. If you are paying using a checking account, you must enter the check number. Click **Where Is This?** for an image that explains the check number, routing number, and account number.



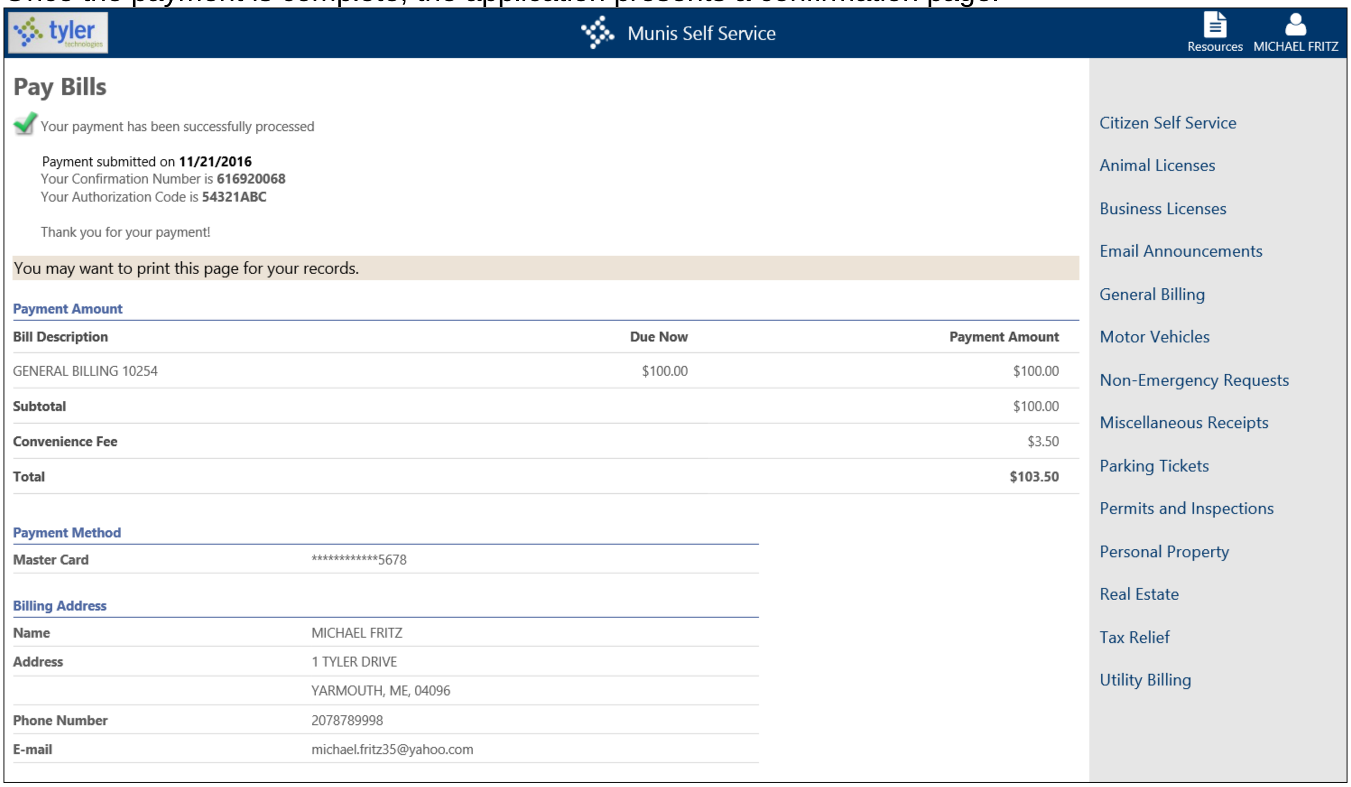
4. Click **Continue** once you have entered the necessary information in Step 2.
5. Enter the billing address.
   The Billing Address page adds billing information, such as the mailing address and contact telephone number, associated with the account you are using to make the payment.



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.

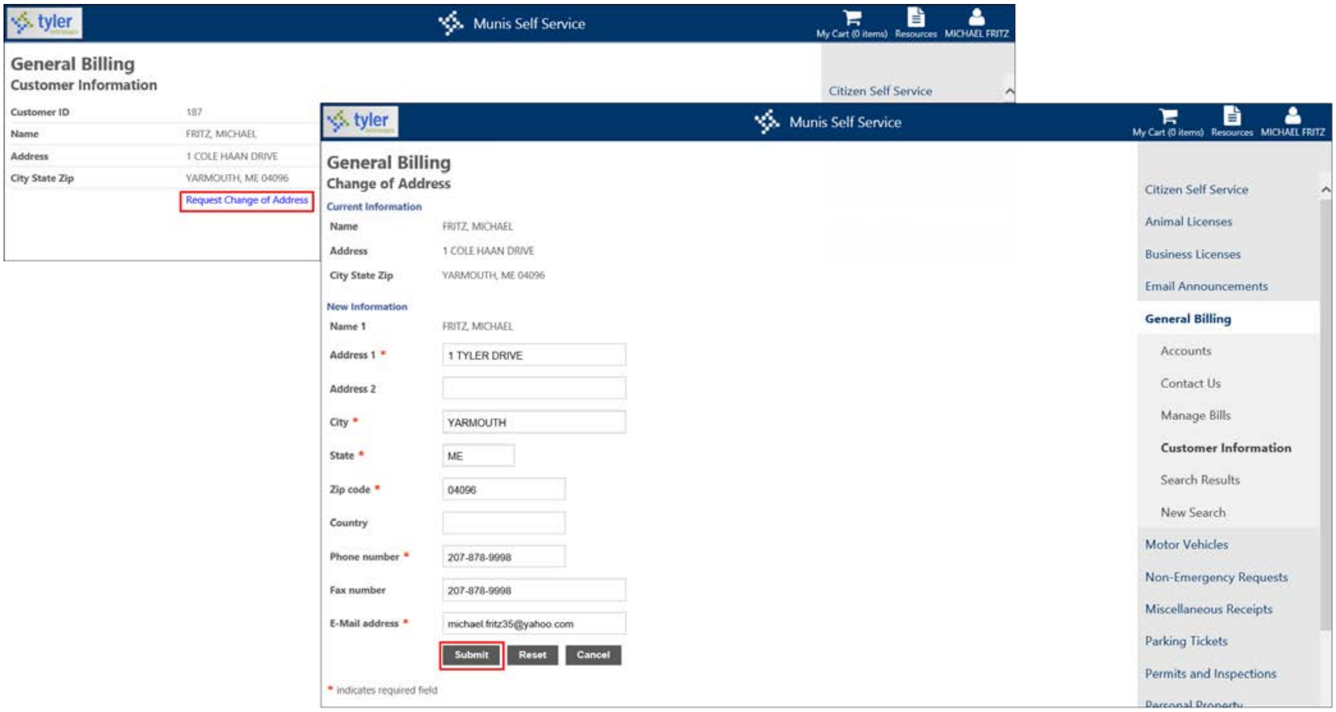


7. Click **Submit** to process the record; click **Cancel** to end the payment transaction. Once the payment is complete, the application presents a confirmation page.



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.

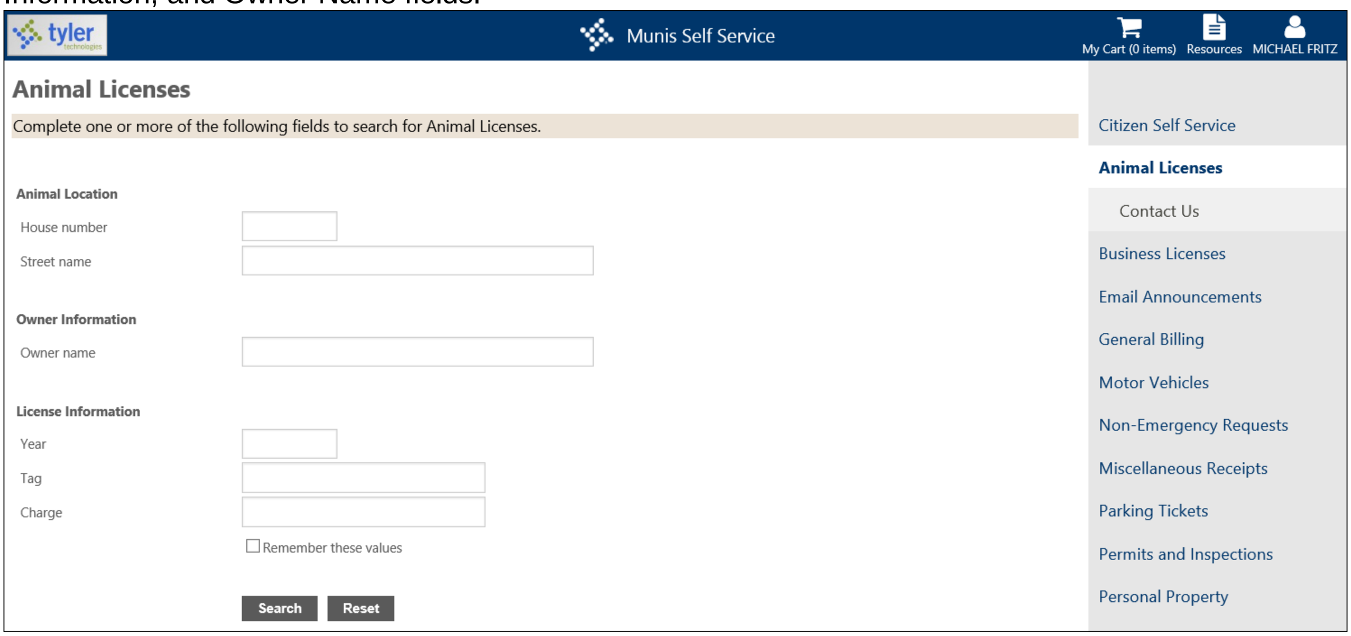


2 CITIZEN SELF SERVICE MODULES

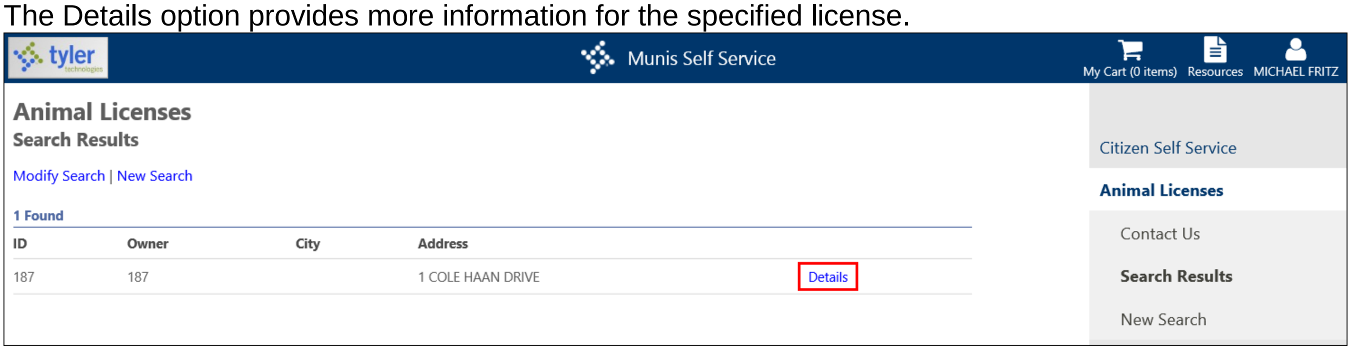
Citizen Self Service modules include detailed information for Animal Licenses, Business Licenses, General Billing, Motor Vehicle, Parking Tickets, Permits and Inspections, Real Estate, Personal Property, and Utility Billing. Using Citizen Self Service, you can also view tax relief records, receive email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

2.1 ANIMAL LICENSES

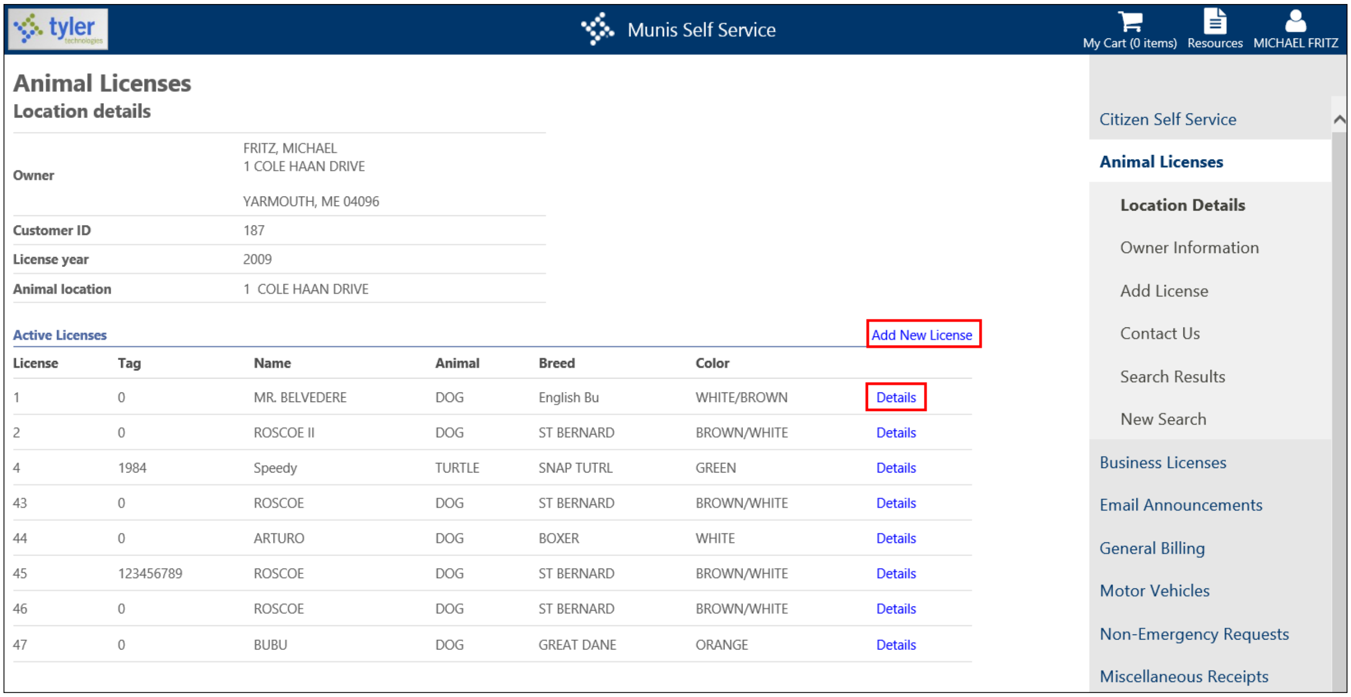
The Animal Licenses module provides account details for registered animals and allows you to generate new licenses for unregistered animals. Search for animal license information by typing the exact address, owner name, or license year, tag number, and charge code (if known) in the provided boxes. The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



The Details option provides more information for the specified license.

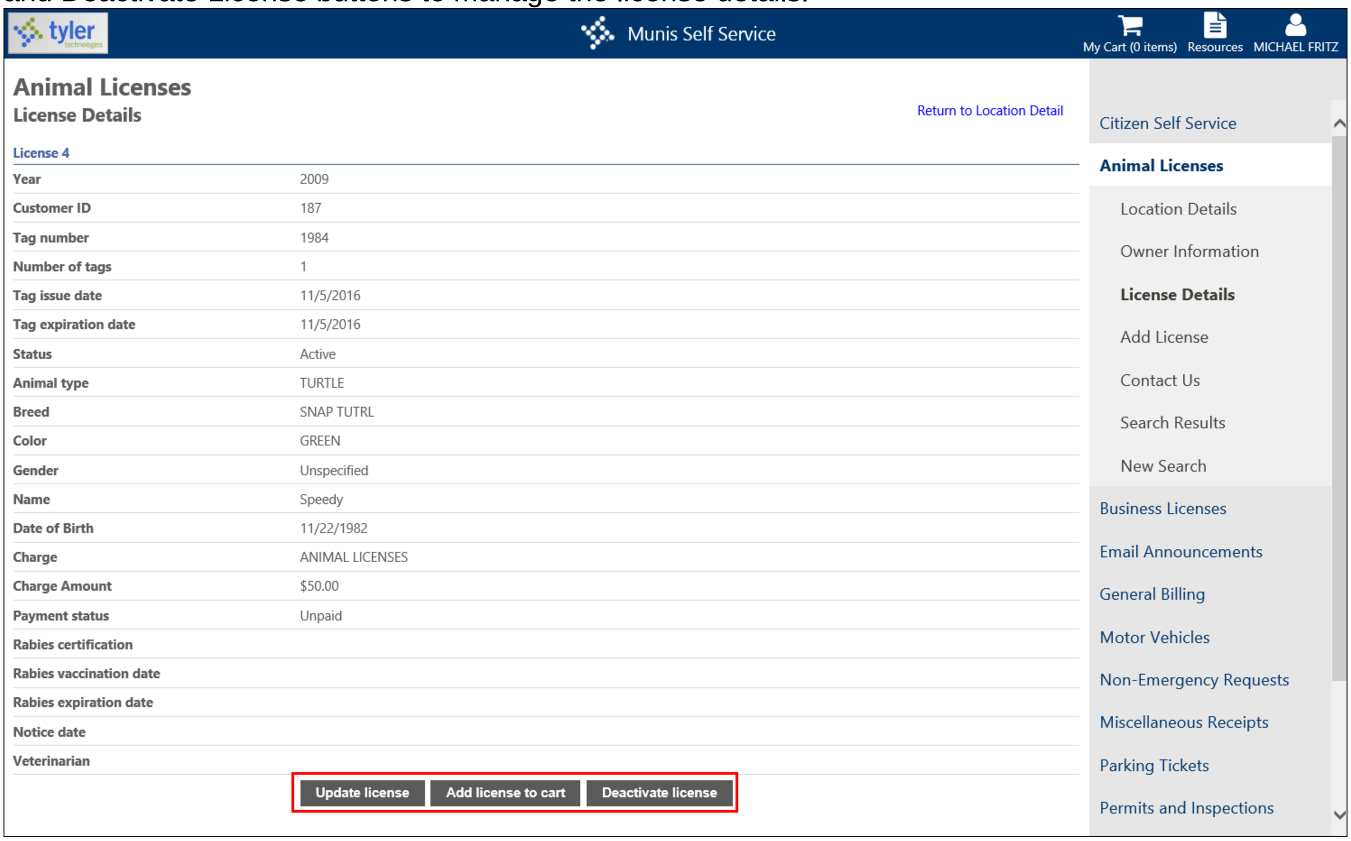


The Location Details page provides a list of all of the animal licenses for that location. When you click the Details option, the Animal License Detail page displays specific information for an animal license. The Add New License option allows you to add additional animal licenses to the account.



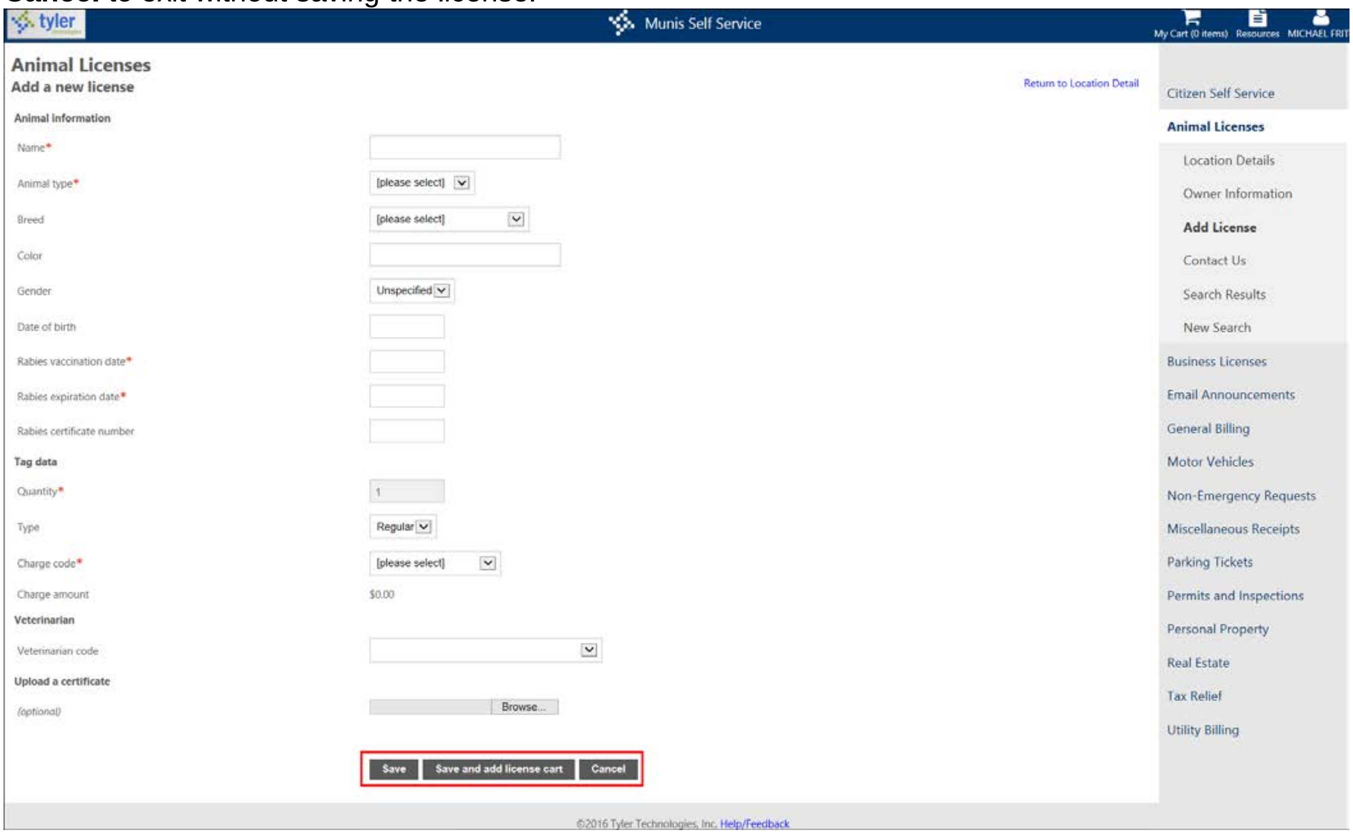
2.1.1 Animal License Detail

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.



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

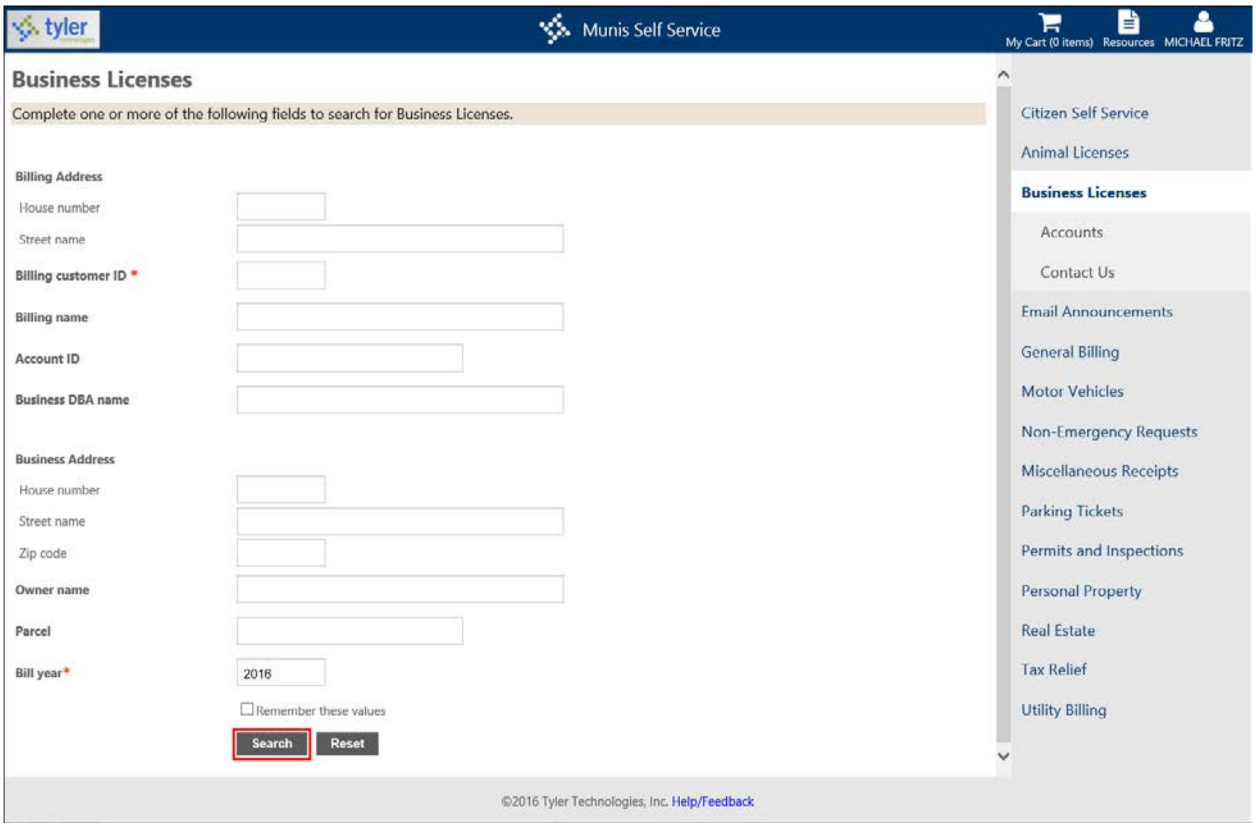
The Update License or Deactivate License buttons make changes to the selected license on the Detail page. Once the changes are made, the Save button retains the changes.

2.1.4 Pay License

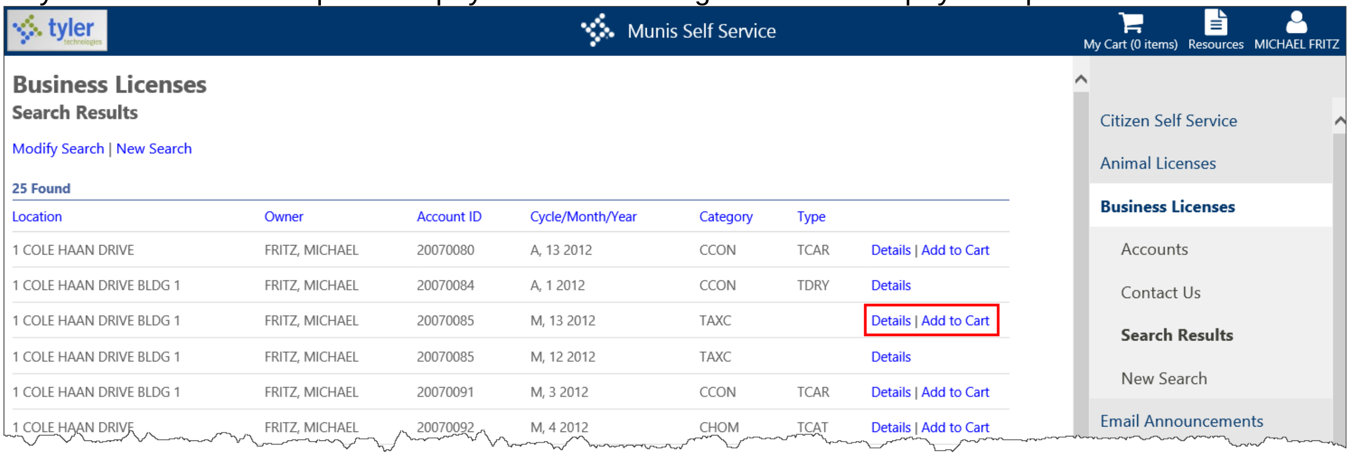
The Pay button on the Pay License page allows you to process your license payment. The Cancel button returns you to the License Details page without processing a payment.

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.

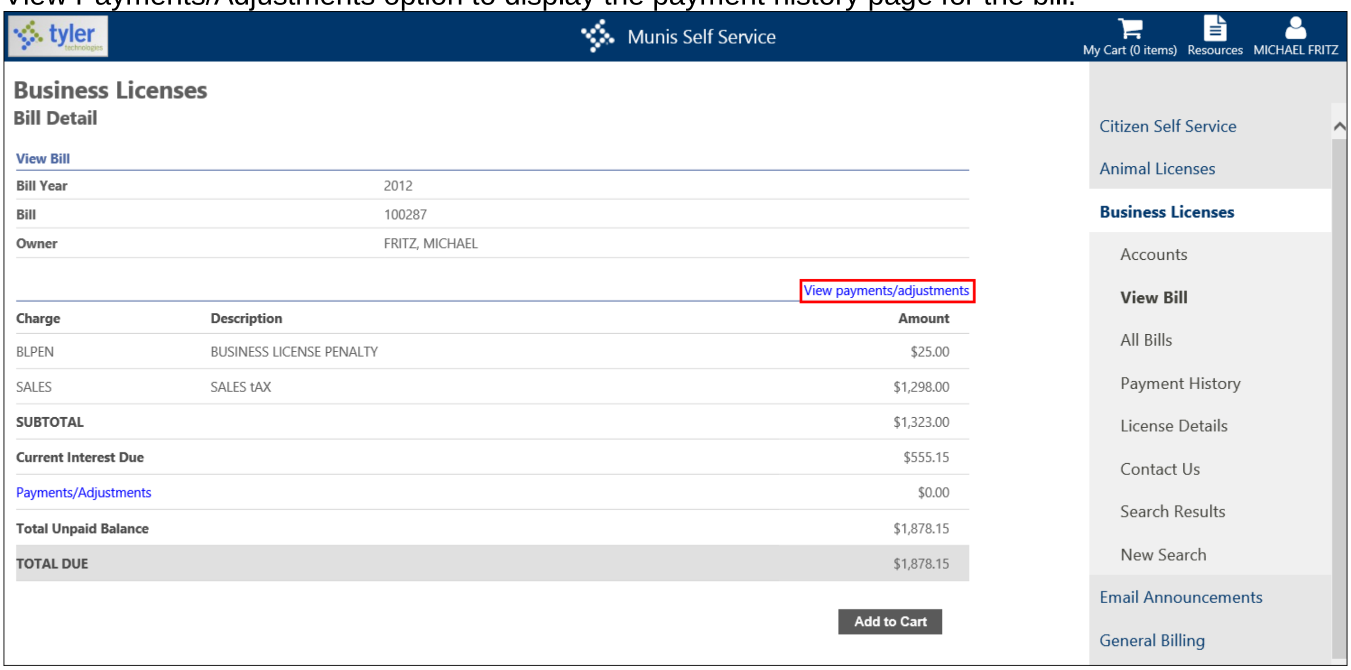


When the search completes, click **Details** to view more information about a specific bill. Use the Pay Bill or Add to Cart options to pay the bill according to the defined payment processes.



2.2.1 Details

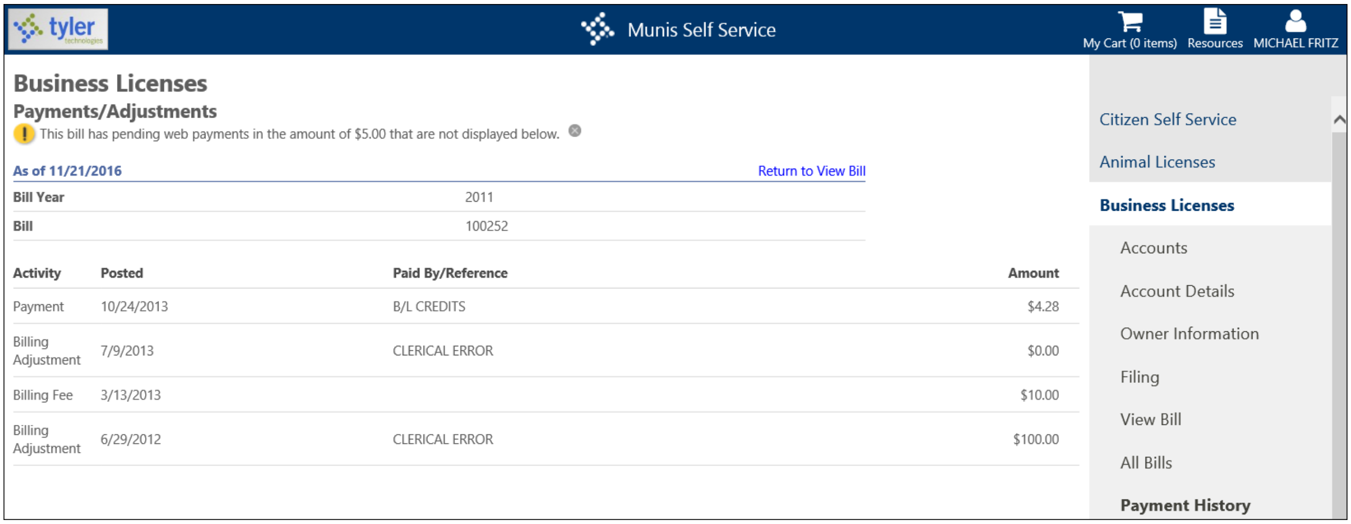
The Bill Detail page provides a list of the charges and payments/adjustments for a bill. Use the View Payments/Adjustments option to display the payment history page for the bill.



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

2.2.2 Payments/Adjustments

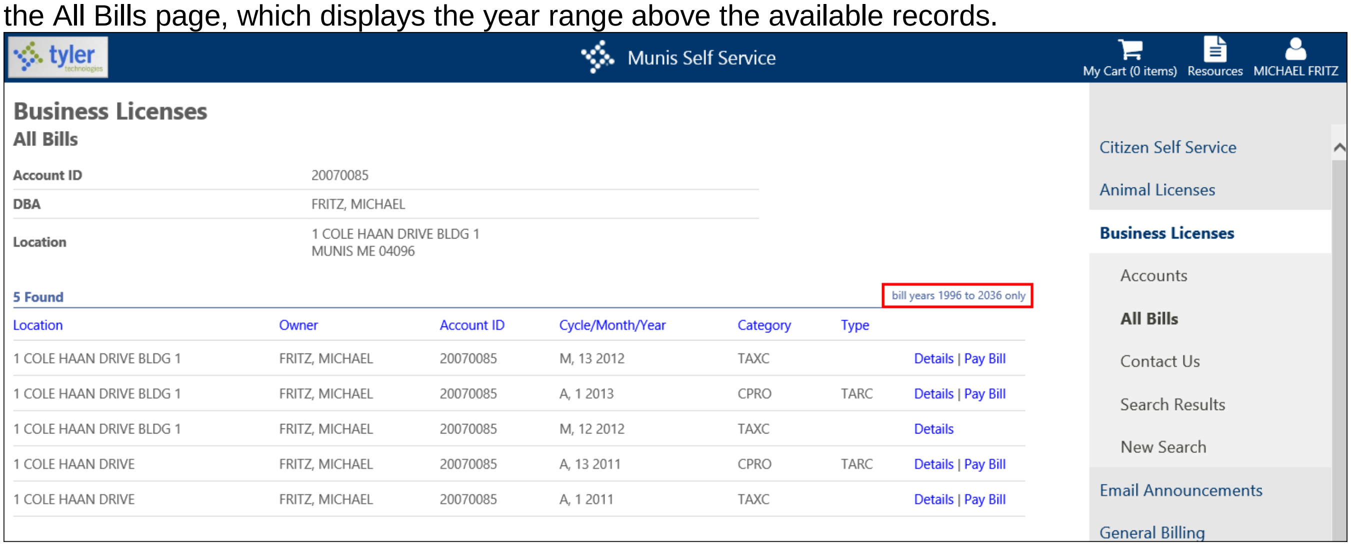
The Payment/Adjustments page specifies any payments or adjustments that have been applied to the bill.



2.2.3 All Bills

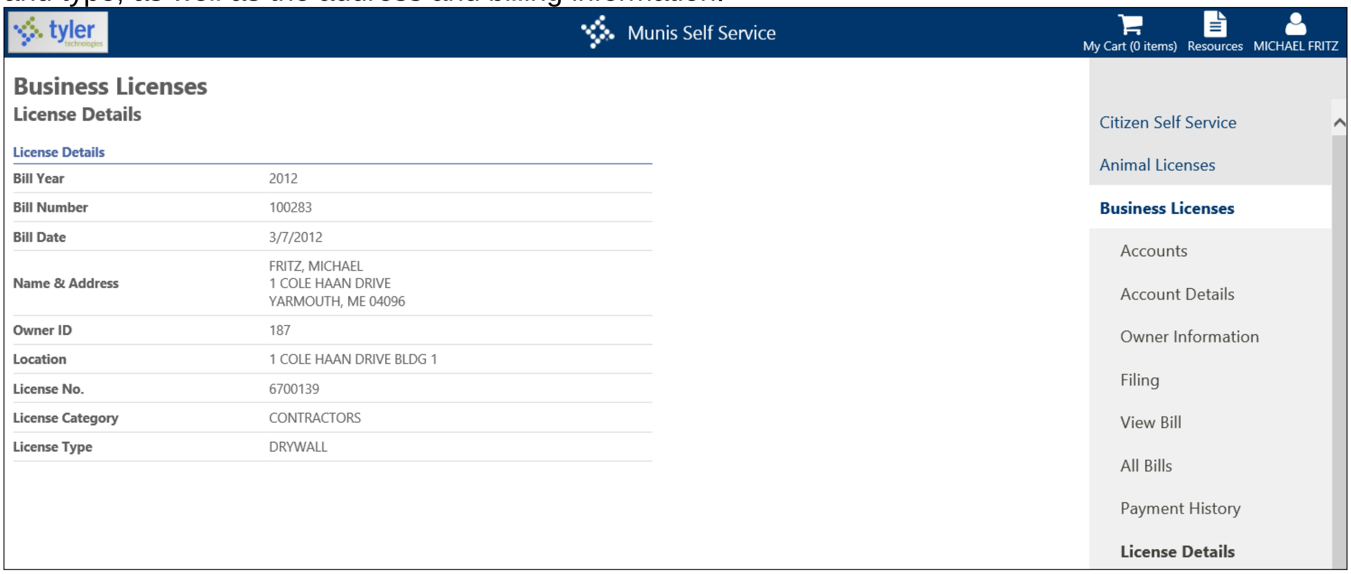
The All Bills page displays bills associated with a specific account when you search business license records on the Business Licenses Search page, click the **Details** option on the Search Results screen, and then click **All Bills** on the Business Licenses menu.

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.



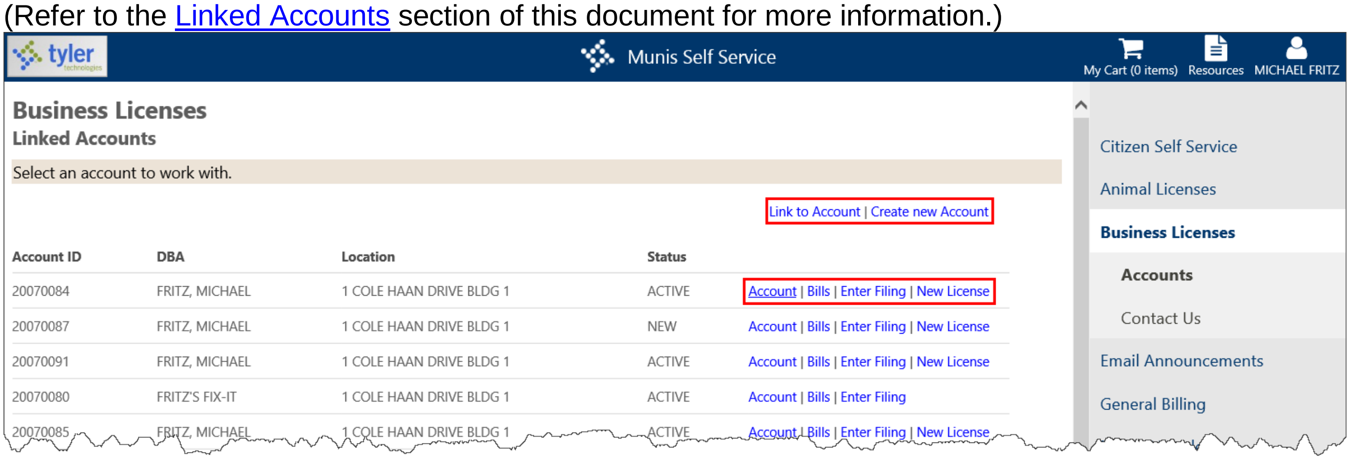
2.2.4 License Details

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.



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.)



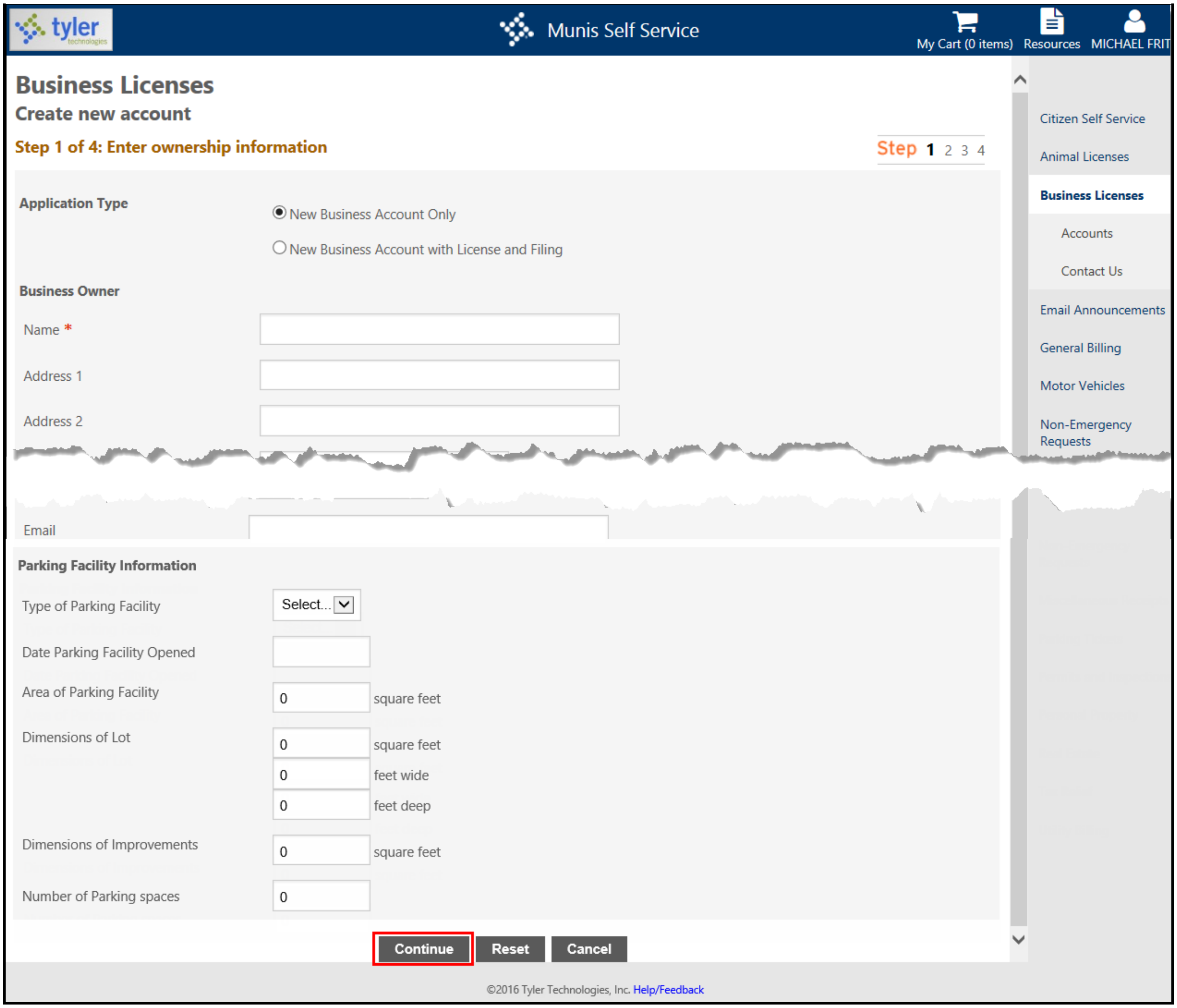
Link business license accounts to your user name by clicking **Link to Account**. Once the account is linked, it is available on your CSS Home page. If the Prevent Linking to Accounts with Status Inactive or Status On Hold settings are enabled in Business Licenses Administration, you are prohibited from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

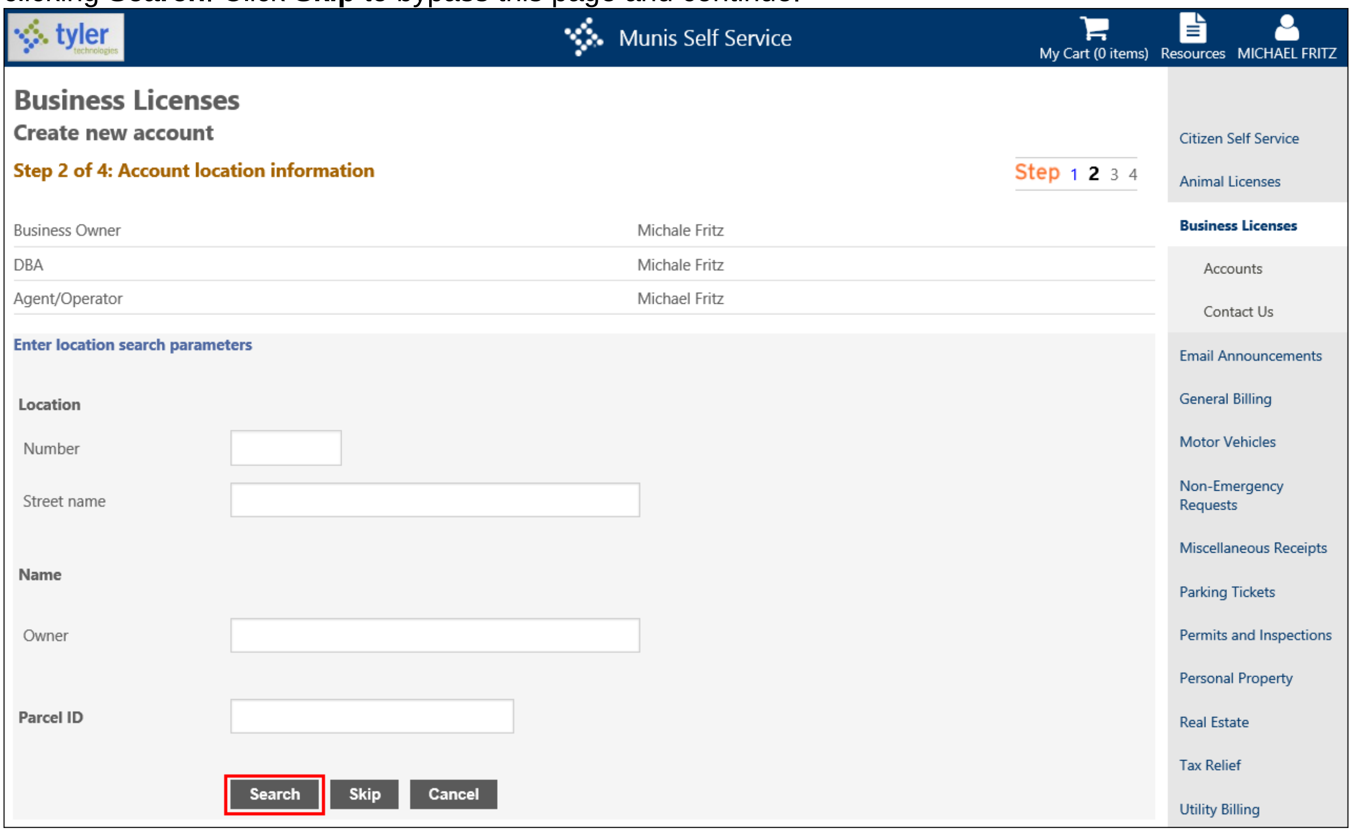
1. Enter information about the business owner, the agent/operator, and the primary contact for the business.



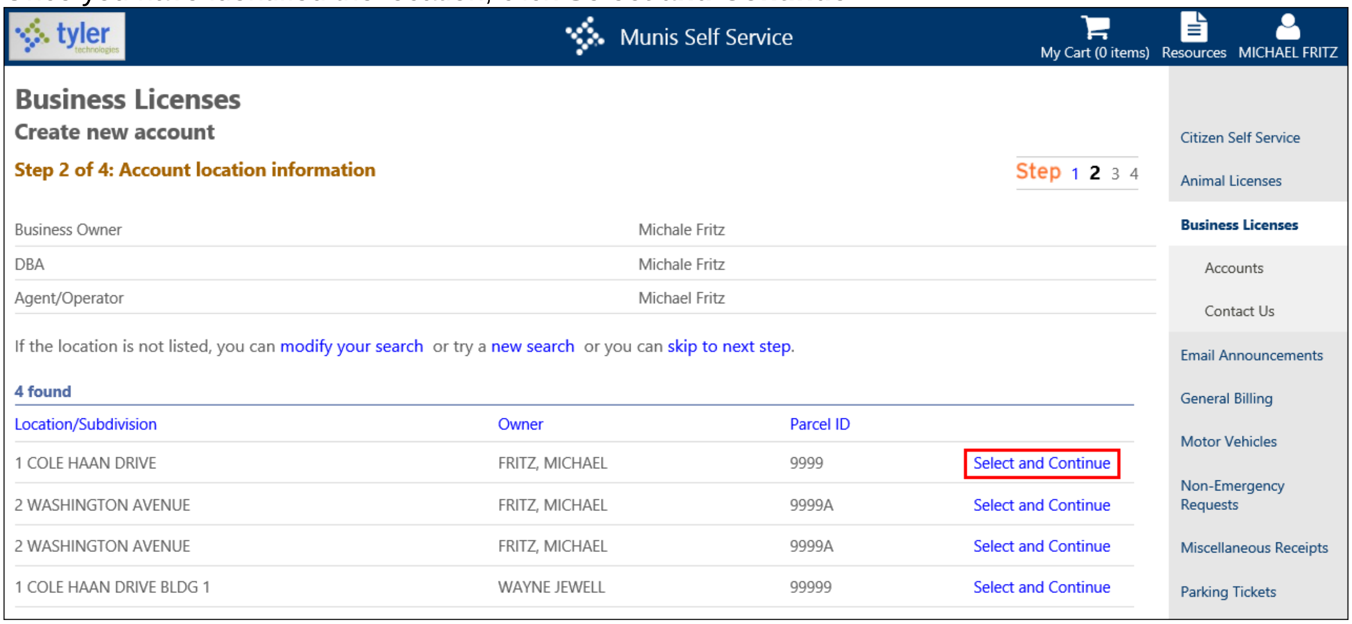
2. Click **Continue.**
   If the Online Application Method on the Self Service tab in Munis Business License Settings is Permits and Code Enforcement, you must select the license type. The options available

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.

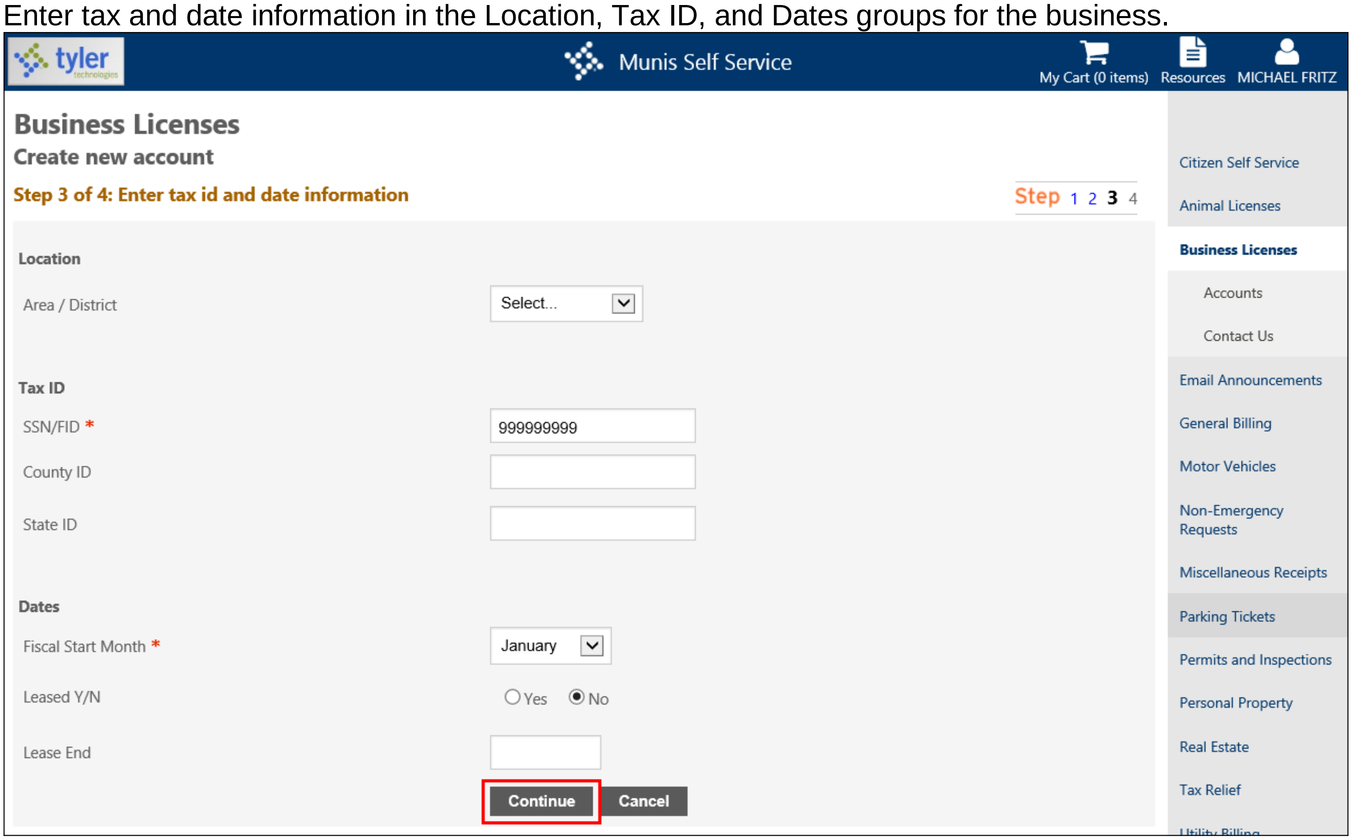
3. Click **Select** to identify the type of business license for the account.
4. Select the location of the business by completing the Location or Name field values and clicking **Search**. Click **Skip** to bypass this page and continue.



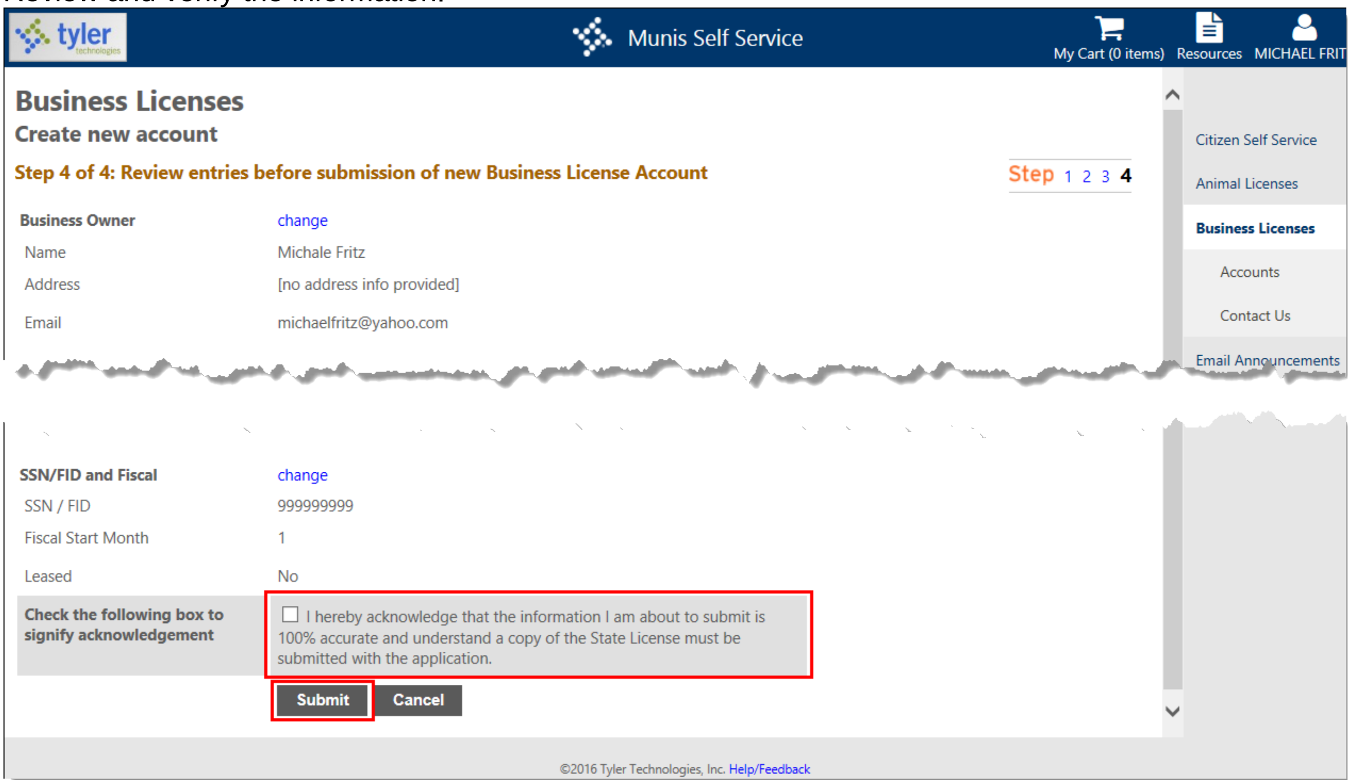
5. Once you have identified the location, click **Select and Continue.**



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



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



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.

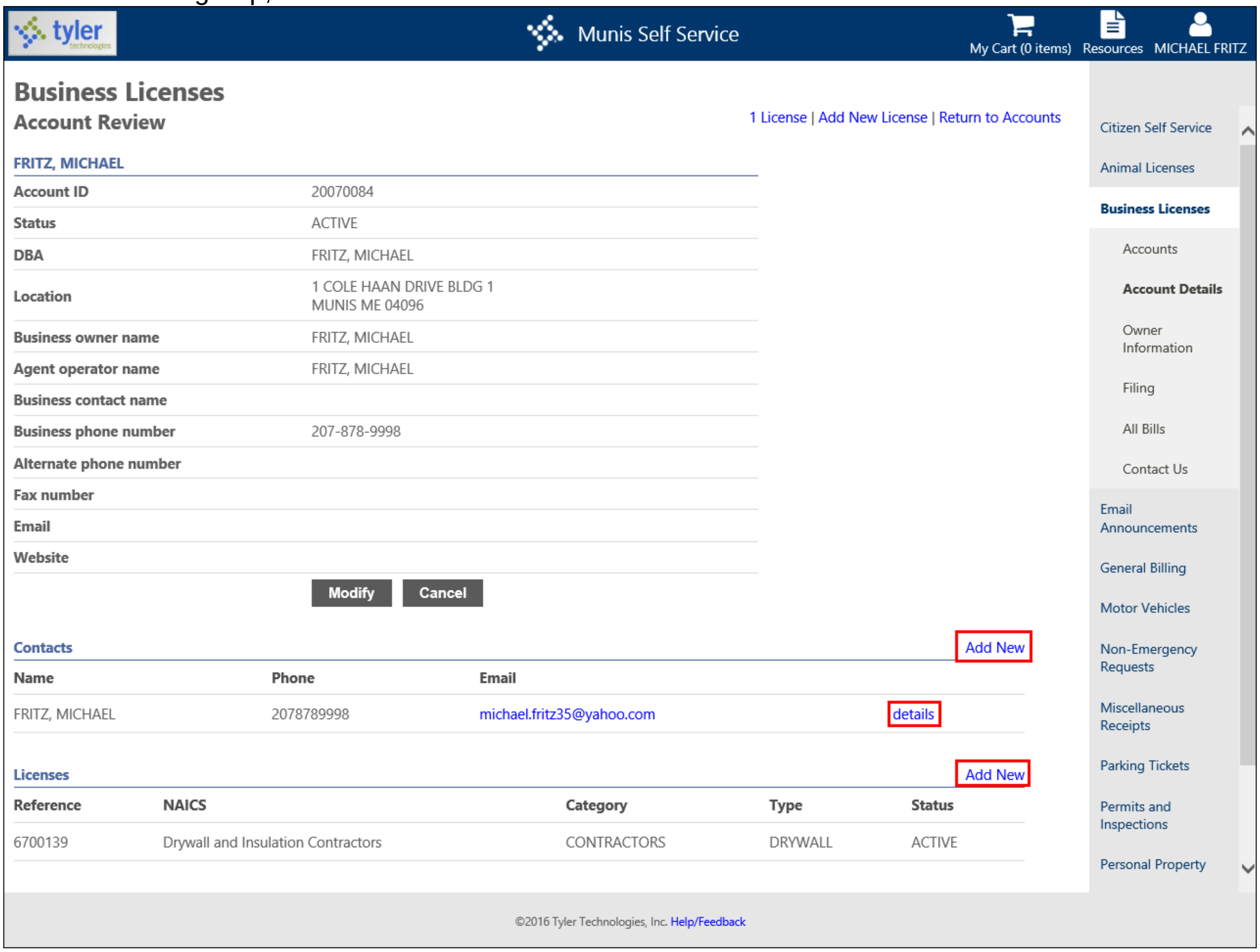
2.2.7 Account Details

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.

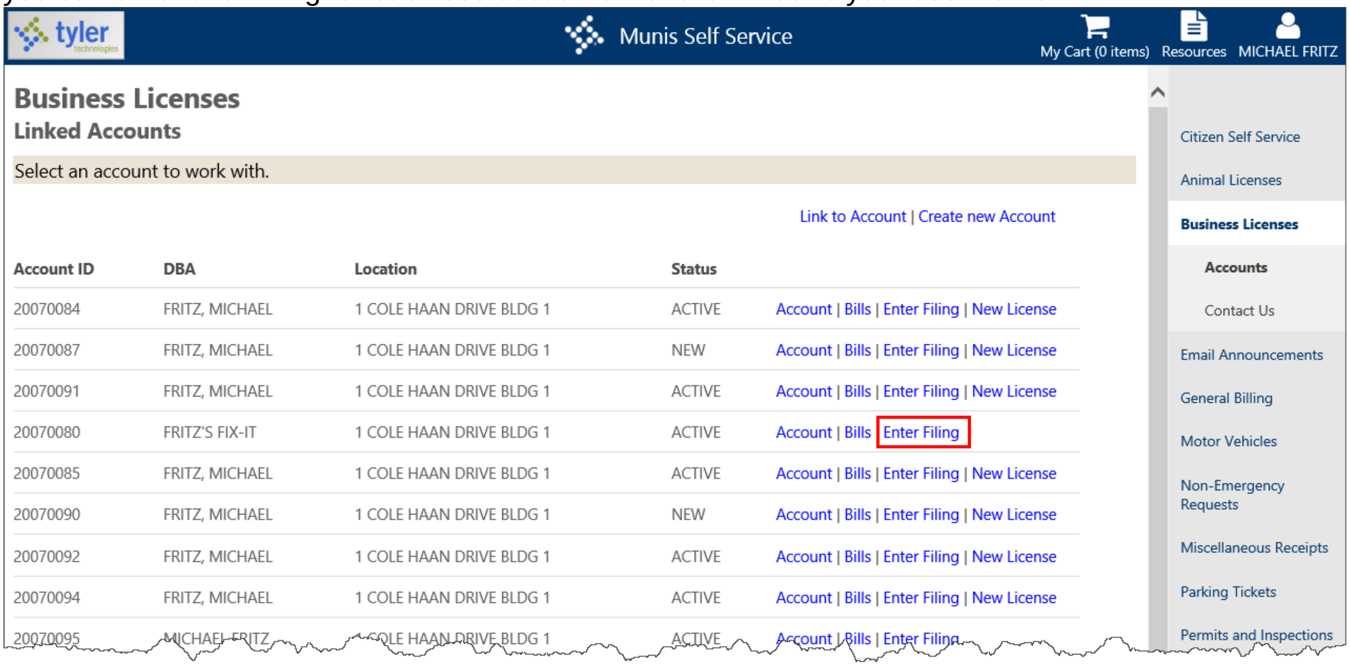
In the Contacts group, the Details option displays information for other contacts associated with the account. Click **Add New** to add additional contacts to the account.

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



2.2.8 Business Account Filings

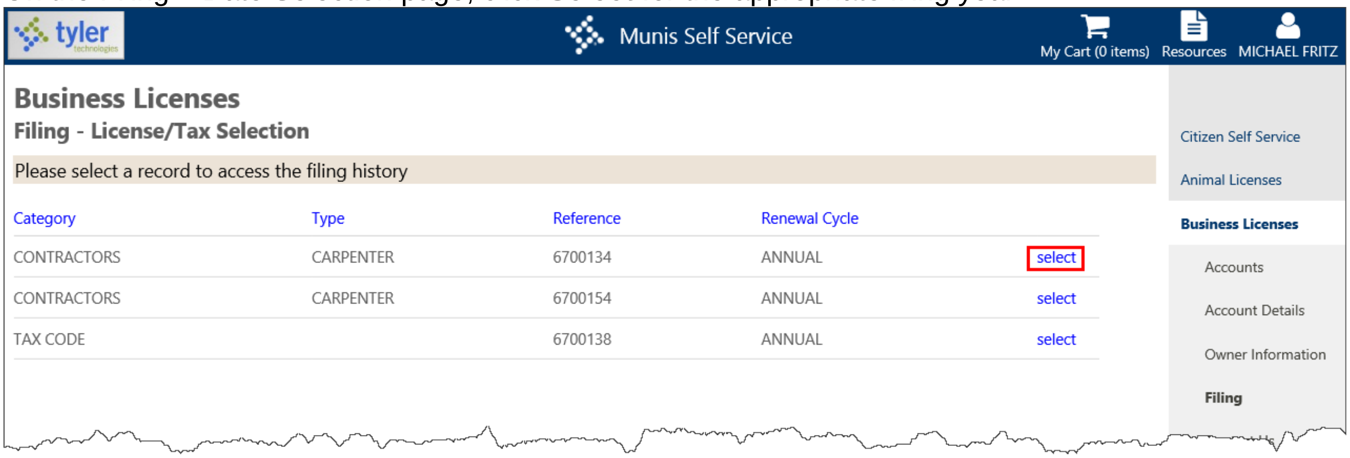
If the Allow Access to Account Filing check box in Business Licenses Administration is selected, you can enter a tax filing for business accounts that are linked to your user name.



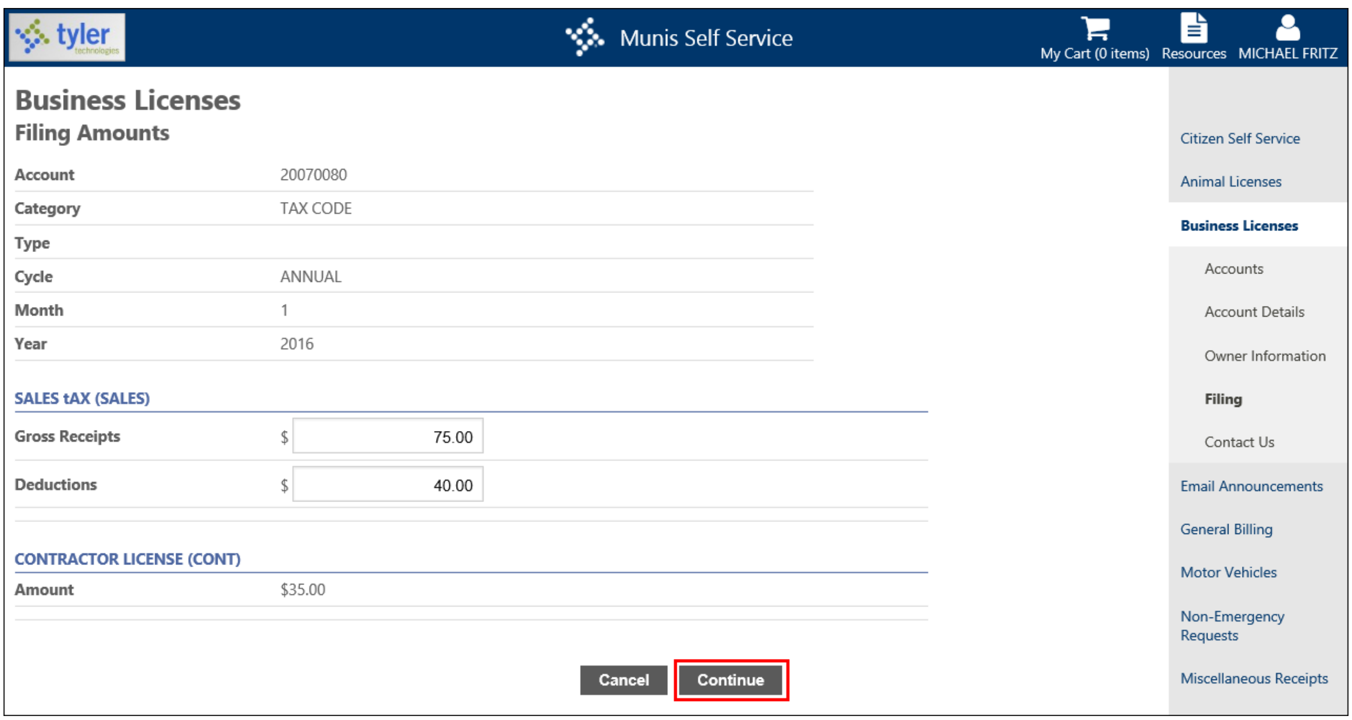
To create the business tax filing:

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

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

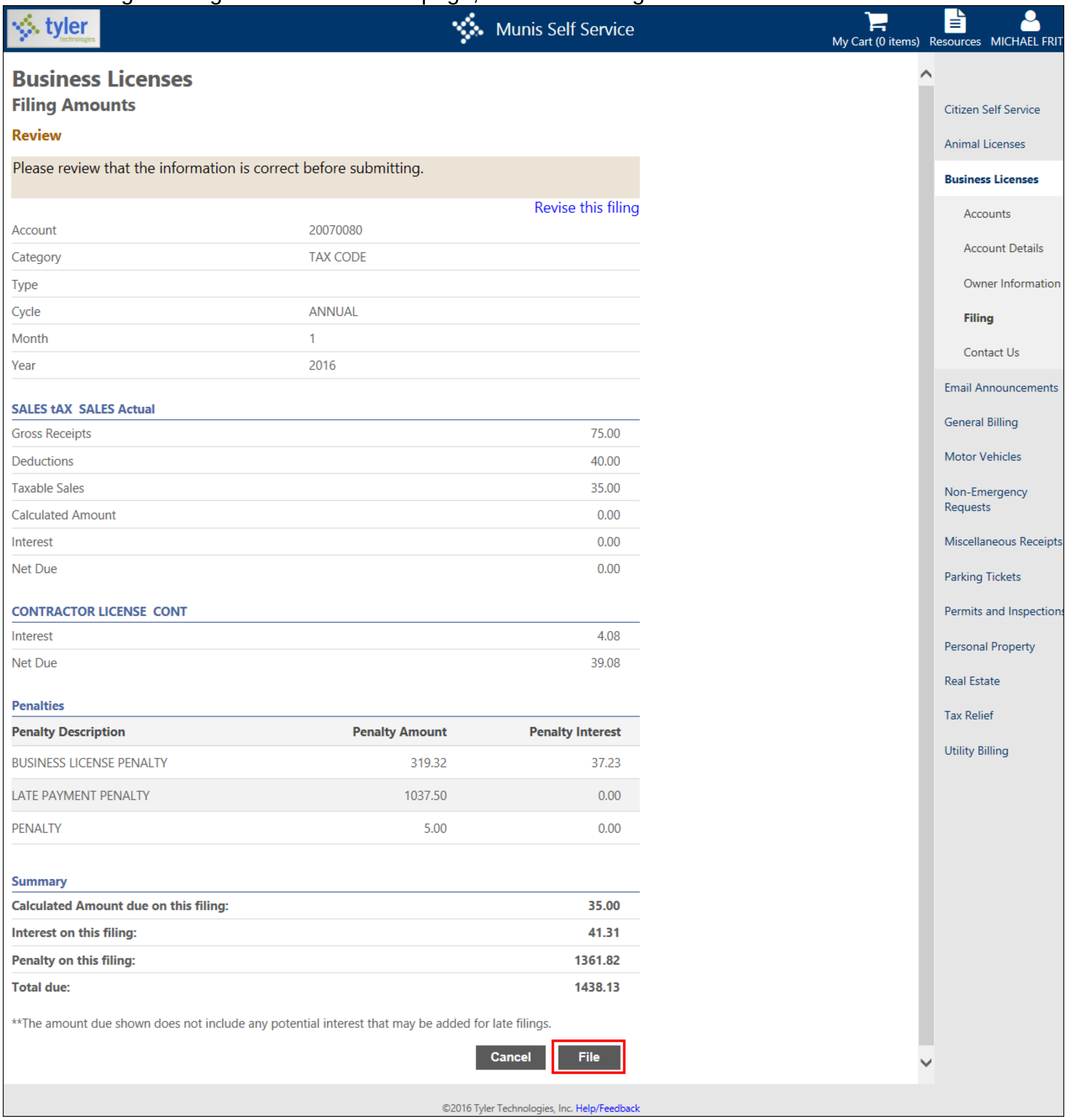


3. On the Filing – Receipts and Deductions page, enter the amounts for the Gross Receipts and the Deduction Amount.



4. Click **Continue**.

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



6. 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.

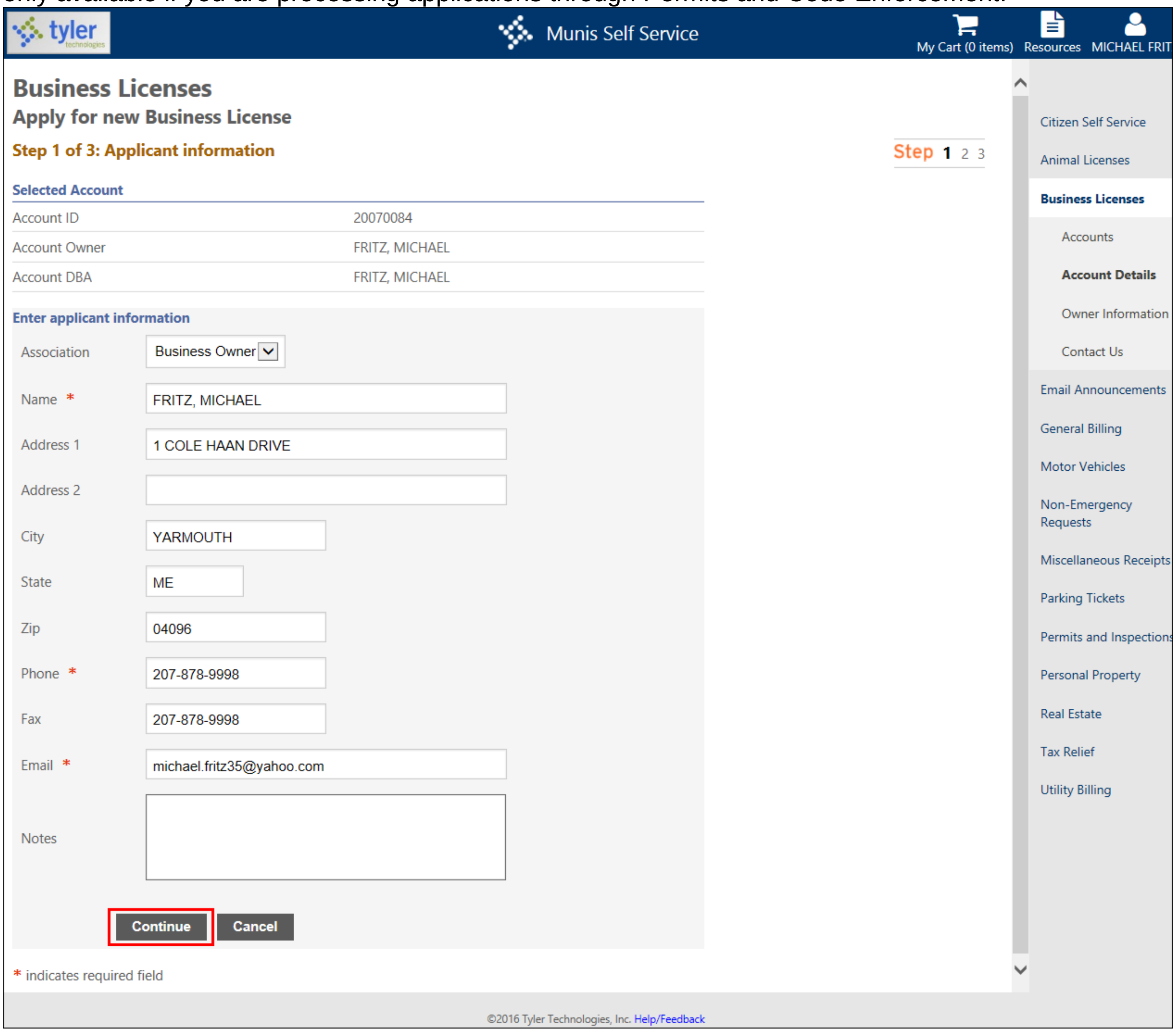
2.2.9 Add New Business License

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.

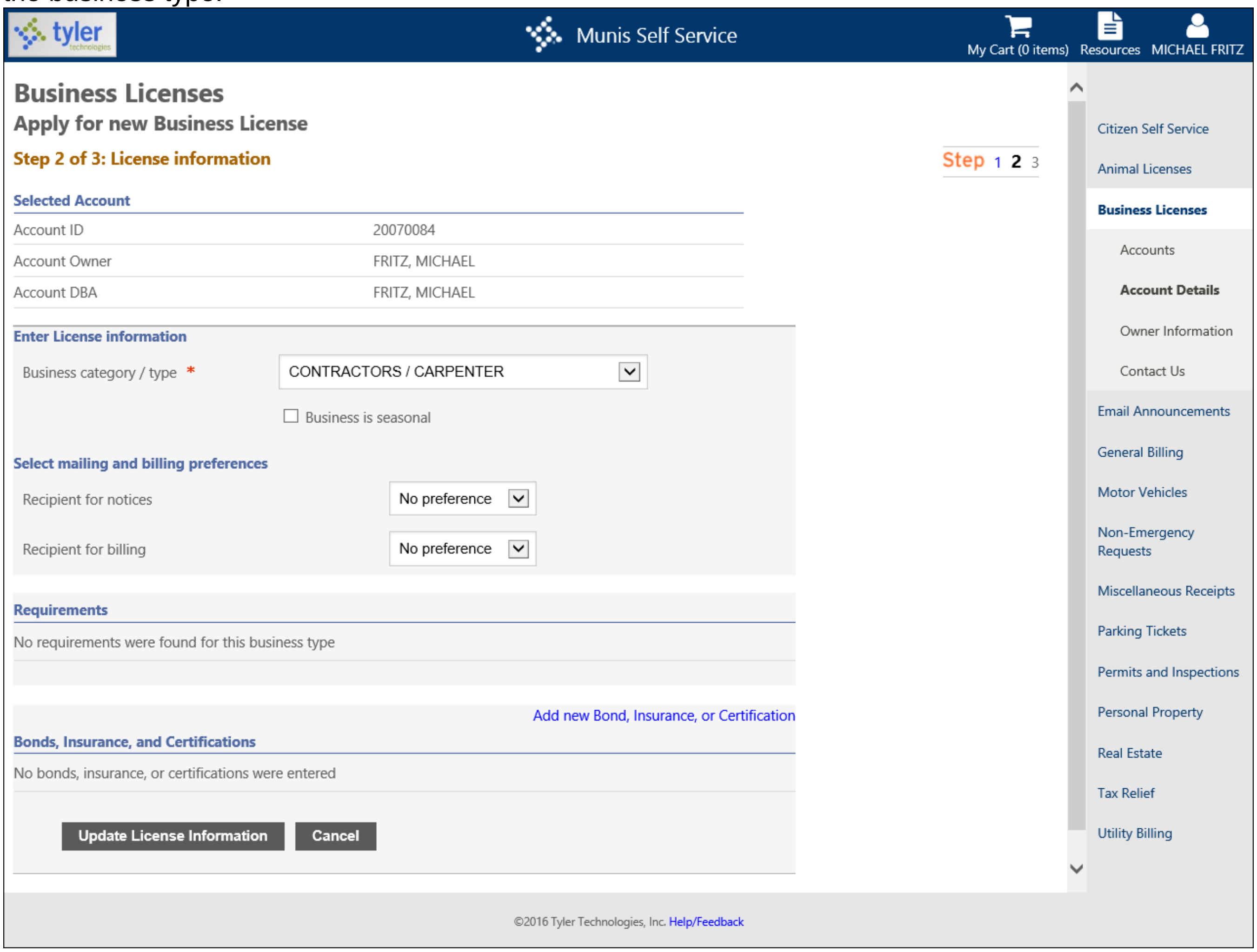


2. Click **Continue**.
   If the Online Application Method on the Self Service tab in Business License Settings is Permits and Code Enforcement, you must select the project/activity code for the license. The Select option allows you to choose the appropriate code. The options available here are established 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.

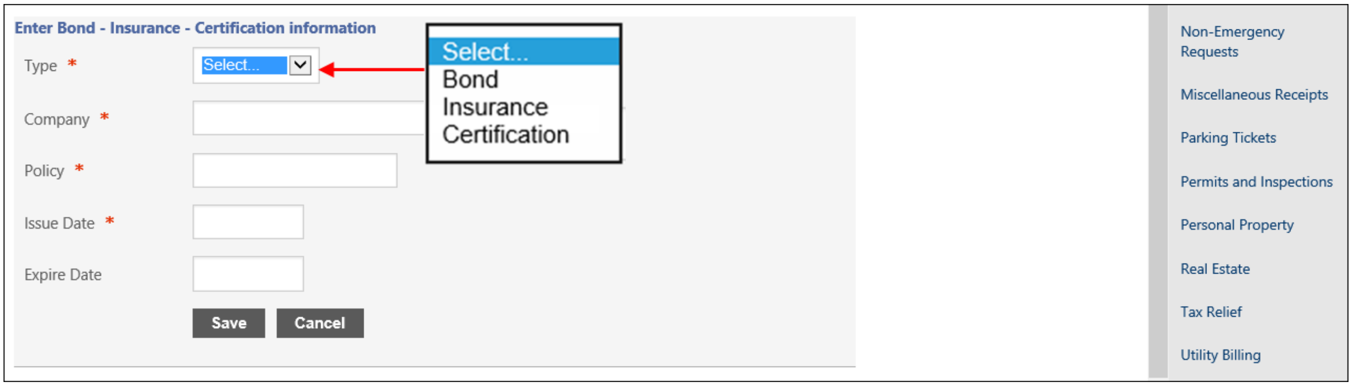
   The options on this list are based in the Munis Business Types program. The Quantity/Statistic amounts are available when you add a new license or when you update the charge quantity for filing a license. Quantity-based charge calculations typically consist of a rate multiplied by count. The Allow License 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.

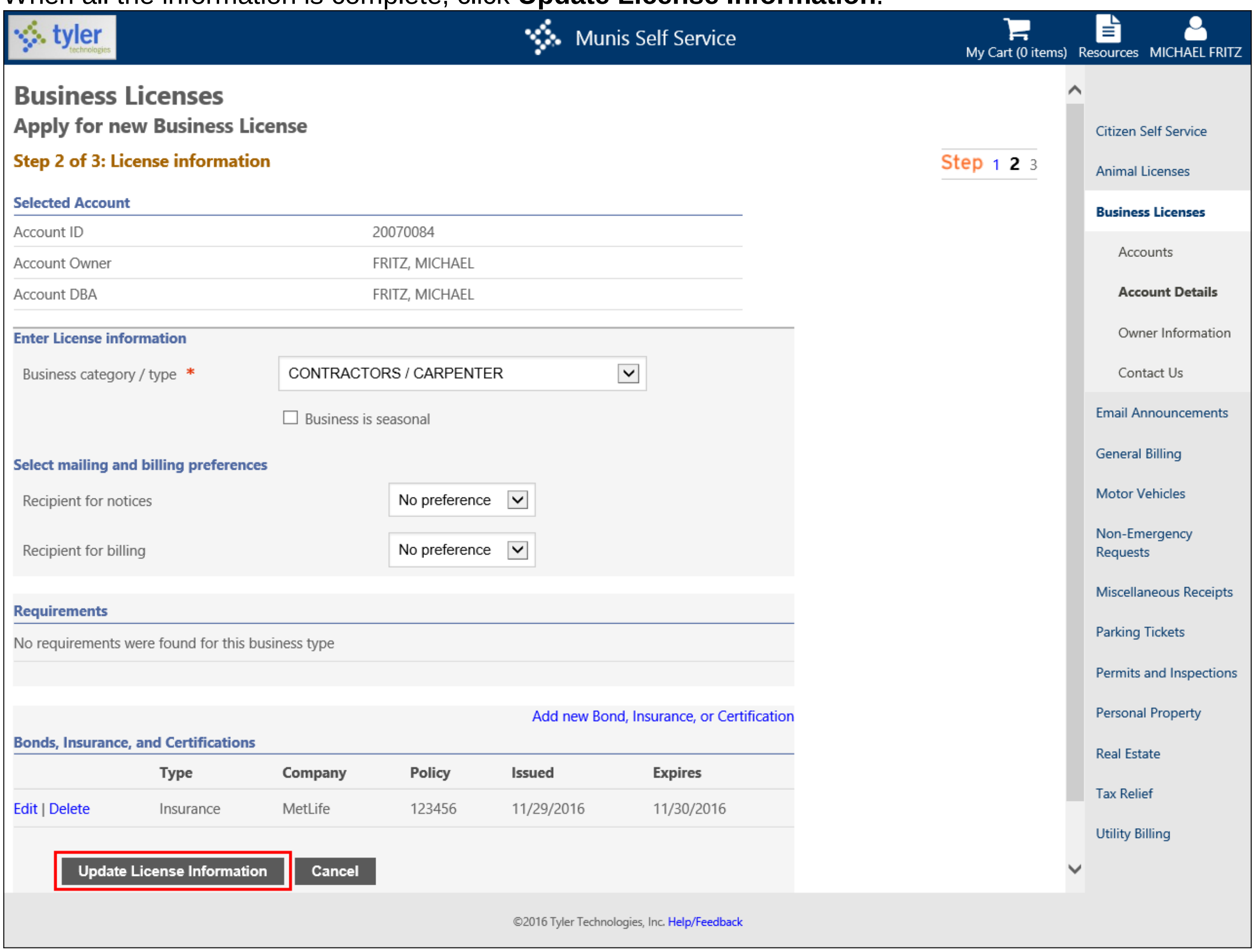


4. Click **Add New Bond, Insurance, or Certification** to add bond, insurance, or certification information to the license.

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



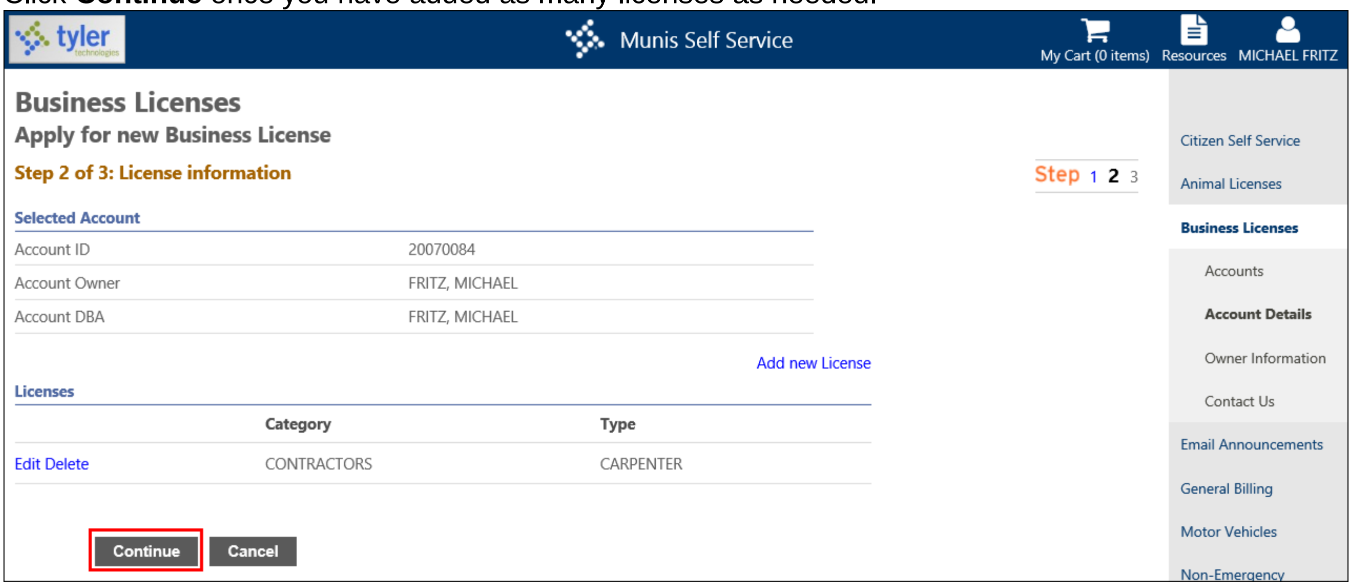
6. When you have completed the requirements, click **Save.**
   You can add more than one bond, insurance, or certification record and edit or delete each record.
7. When all the information is complete, click **Update License Information**.



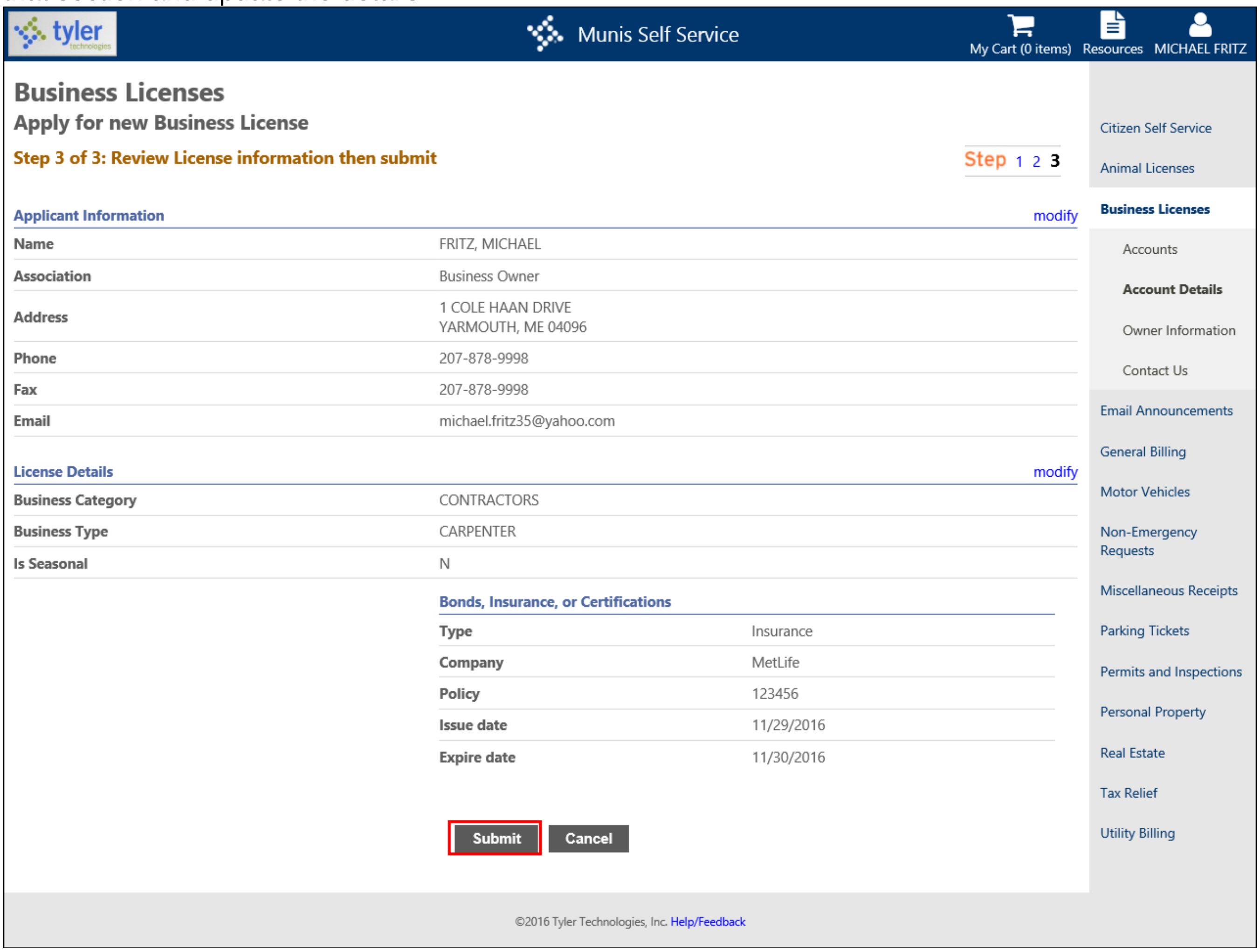
8. Add additional license requests, as necessary.

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

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



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



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.

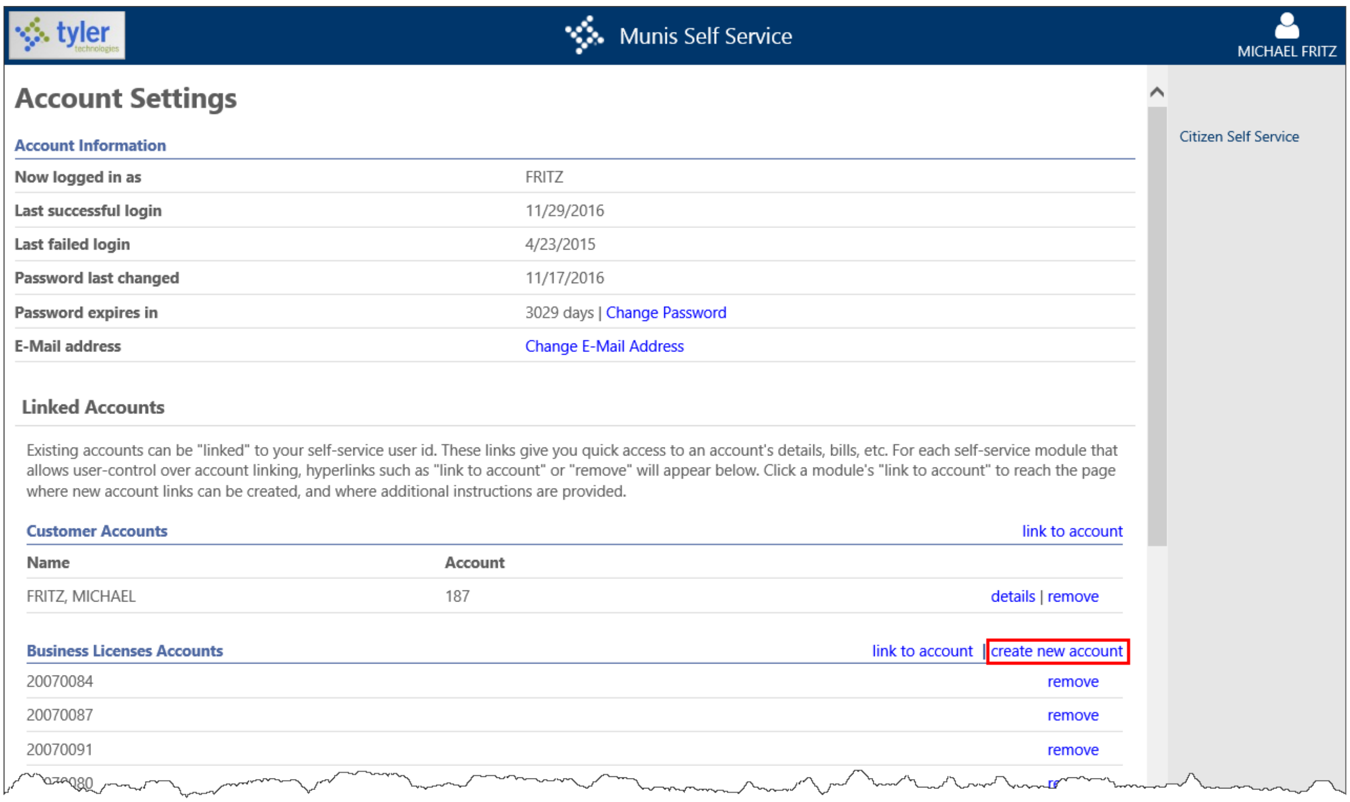
On the confirmation page, add attachments to the application, as required, or return to the Linked Accounts page by clicking **Browse Your Linked Accounts** or **Return to Accounts**.

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.

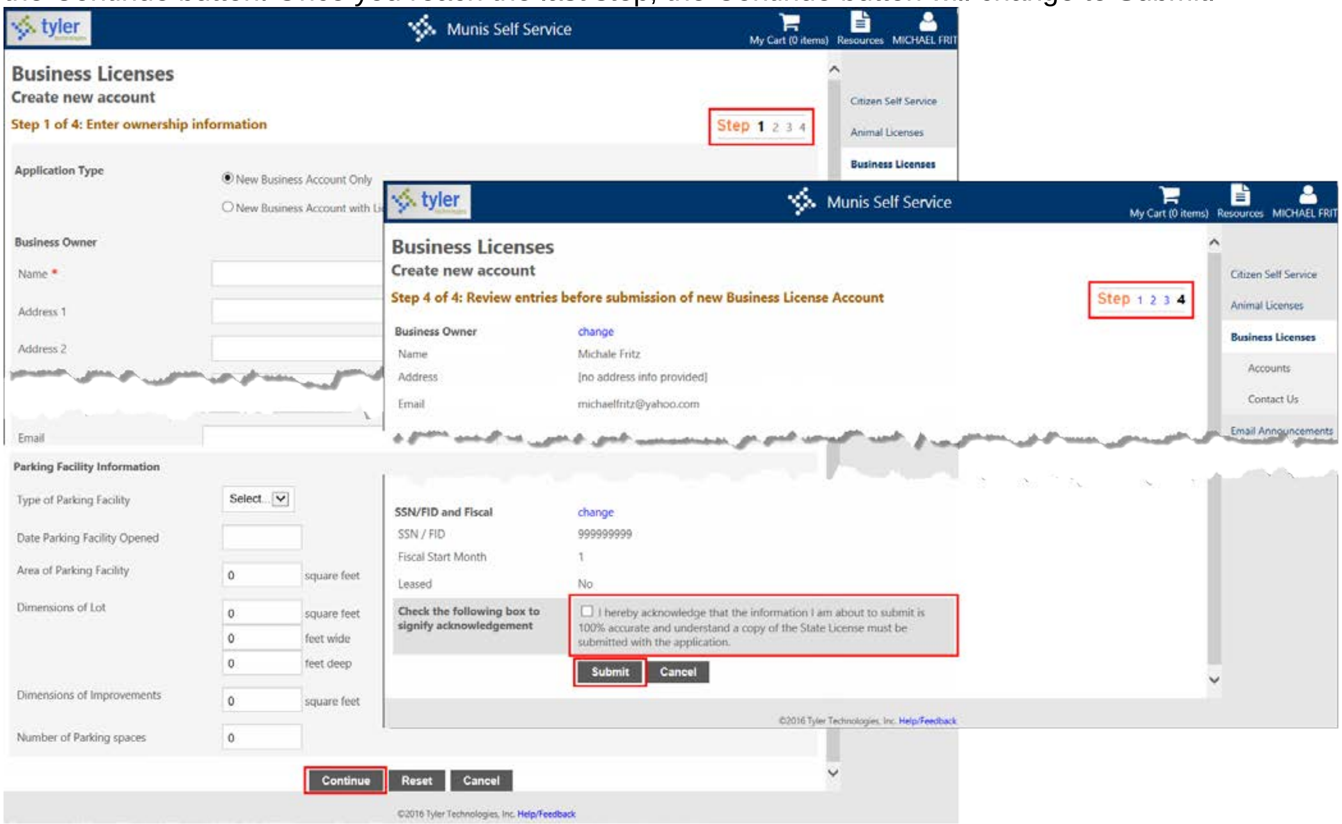
2.2.10 Add New Business Account, License, and Filing

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.

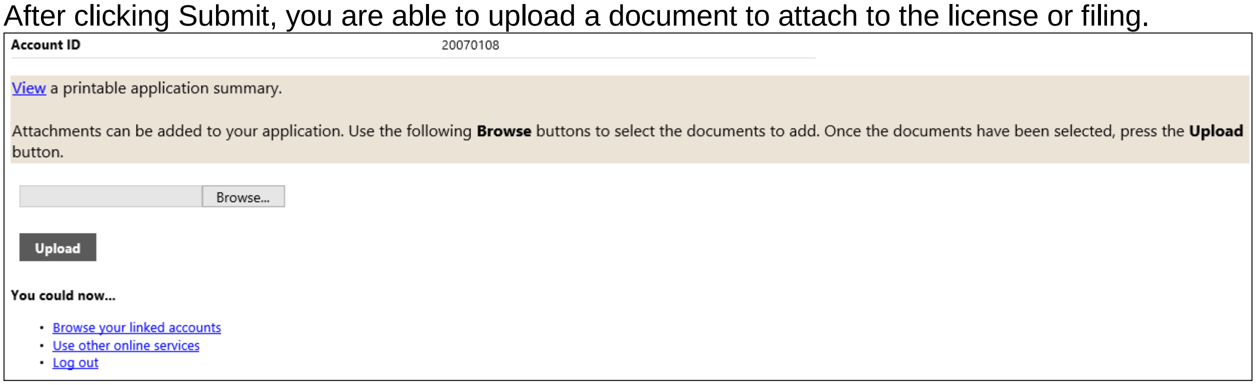
To create a new business license account, click **Create New Account**.



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.


Account ID 20070108

View a printable application summary.

Attachments can be added to your application. Use the following **Browse** buttons to select the documents to add. Once the documents have been selected, press the **Upload** button.

Browse...

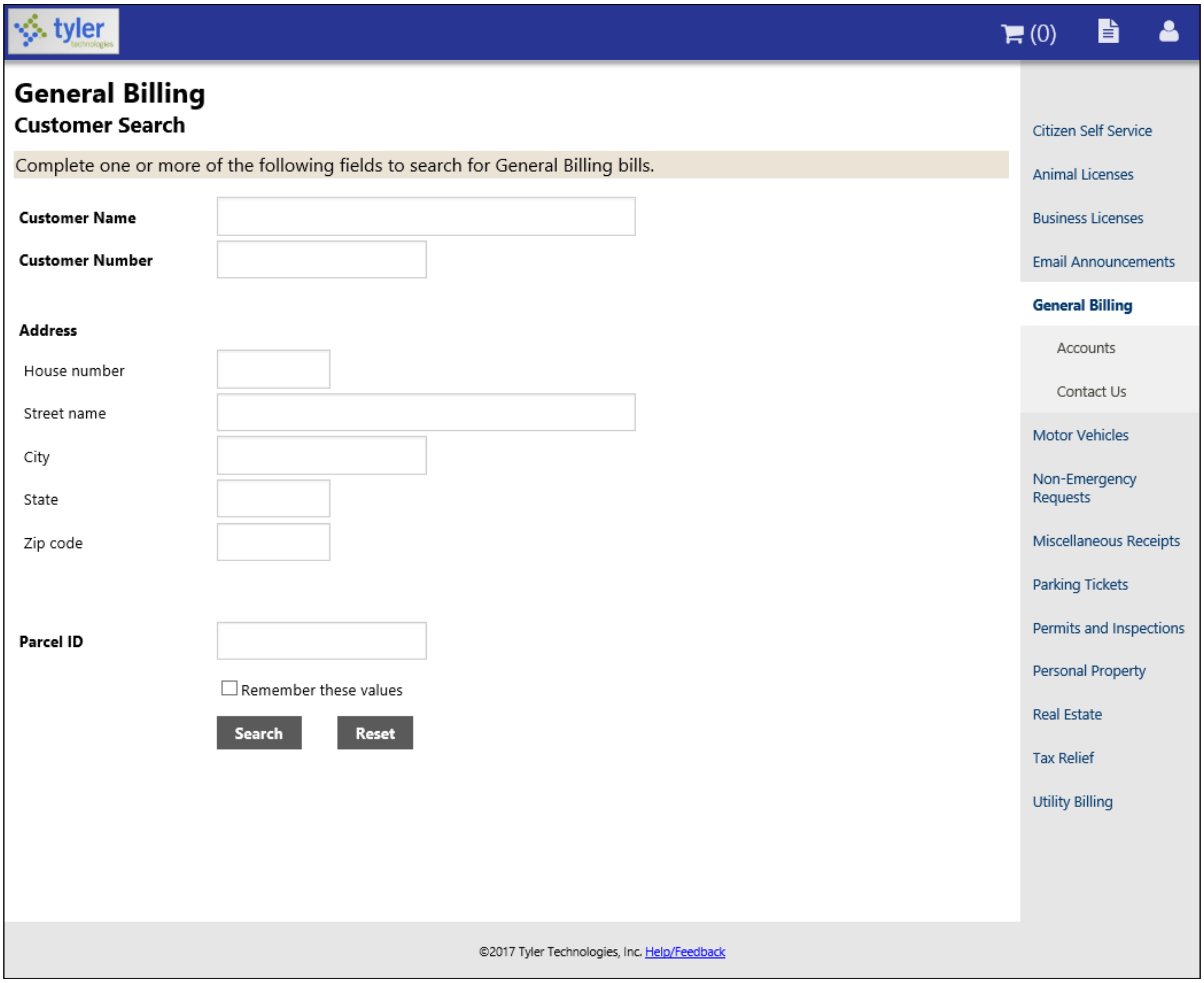
Upload

You could now...

- Browse your linked accounts
- Use other online services
- Log out

2.3 GENERAL BILLING

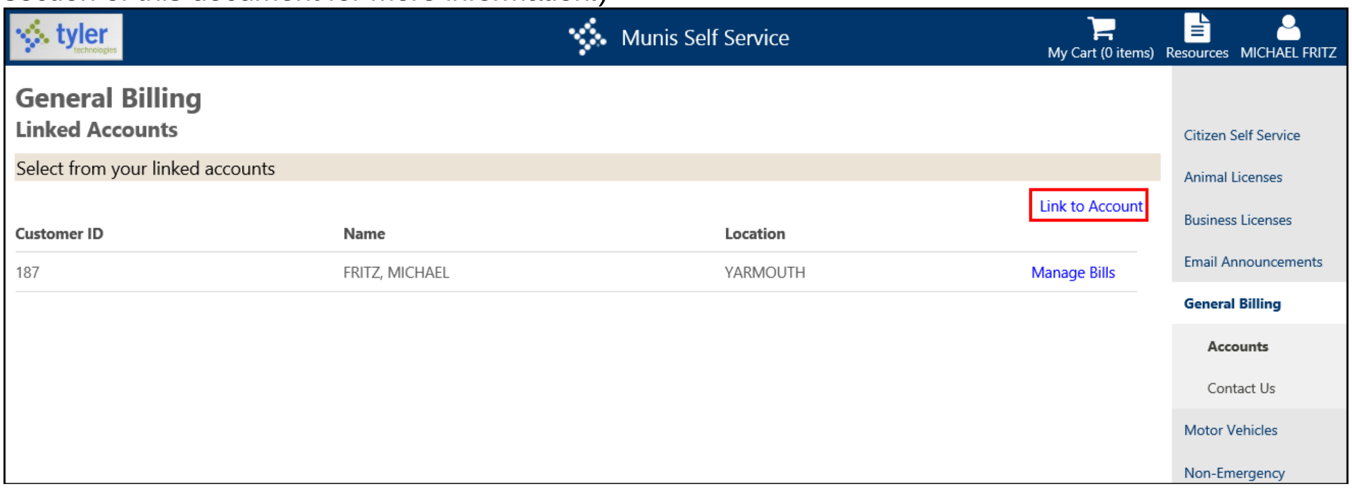
The General Billing module provides information for outstanding general bills. Search for General Billing bills by entering the customer name, customer number, or address information. If wildcard searching is enabled, enter the first few letters of your name or account number to find bills.



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

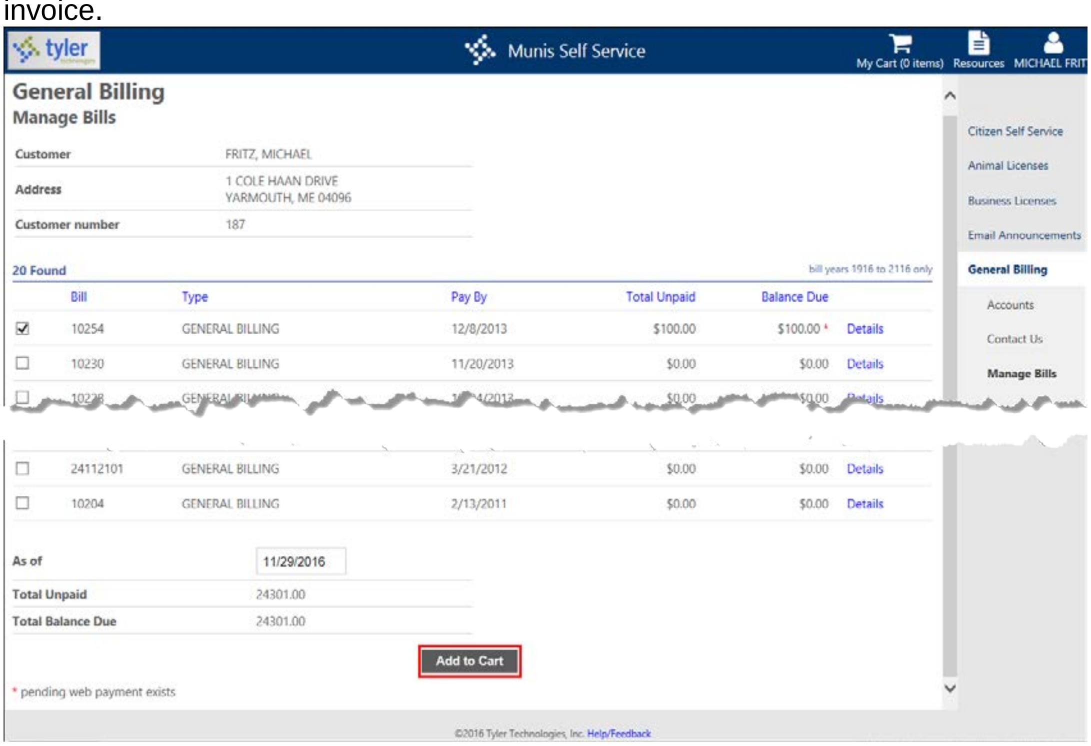
The General Billing Linked Accounts page presents a list of the general billing accounts linked to your user name. Depending on the settings established in General Billing Administration, you may be able to view bill information on the Manage Bills page. (Refer to the Linked Accounts section of this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



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.

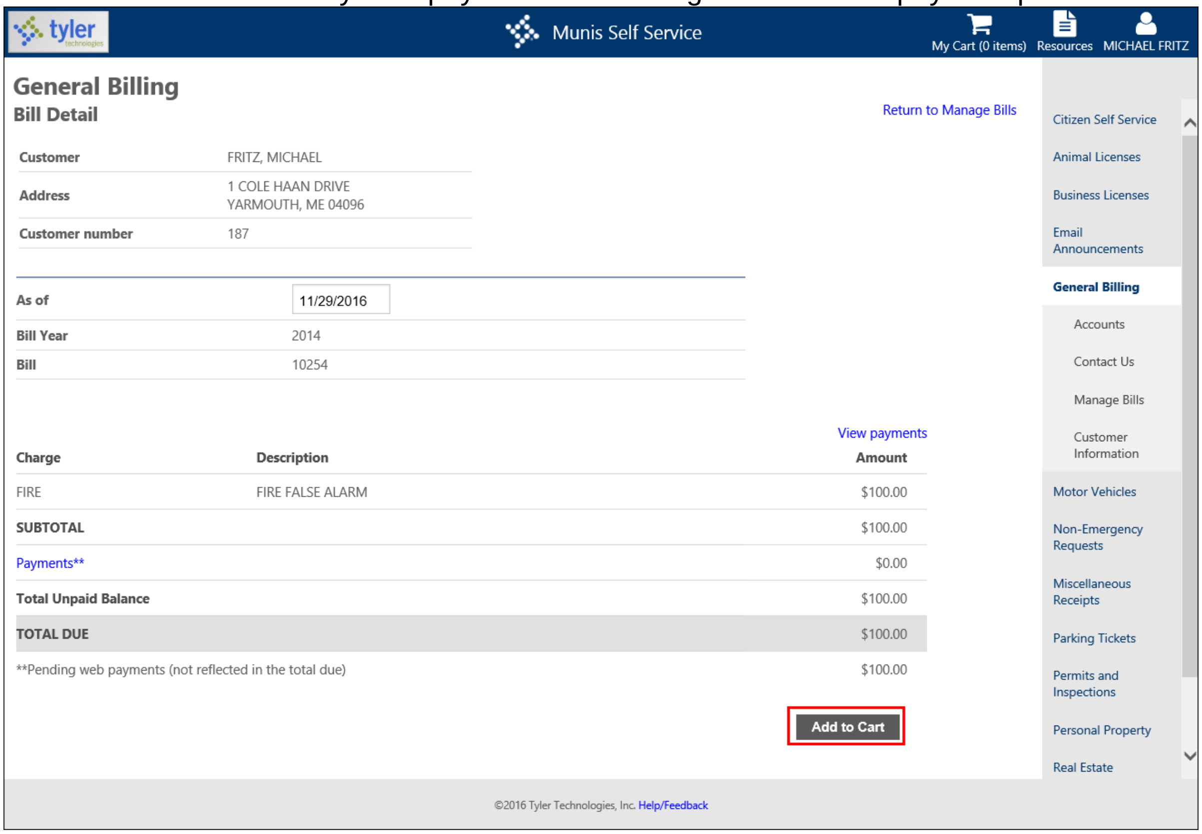
2.3.2 Manage Bills

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.

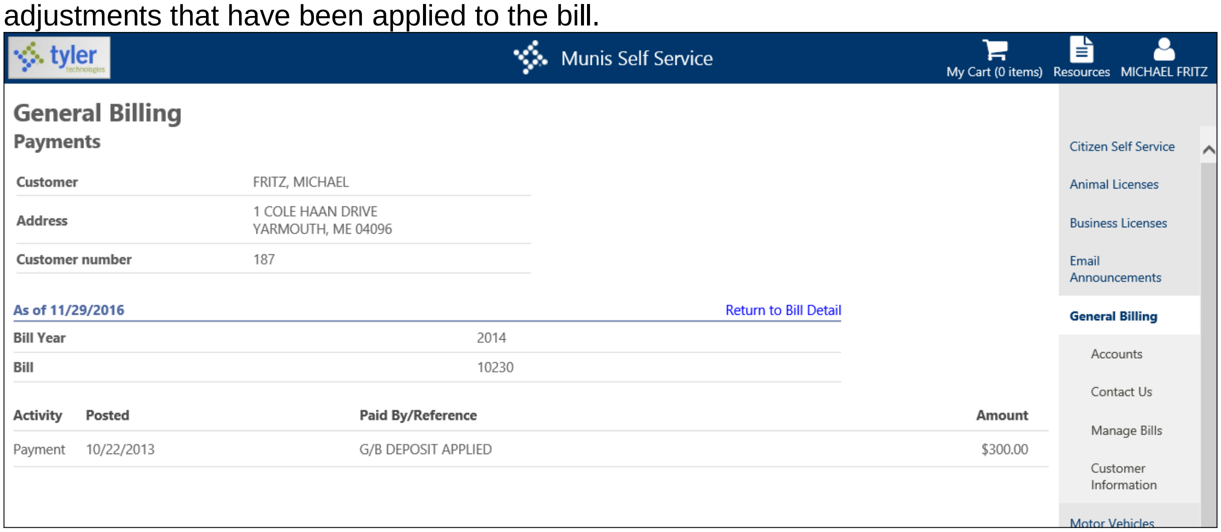


2.3.3 Bill Detail

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.

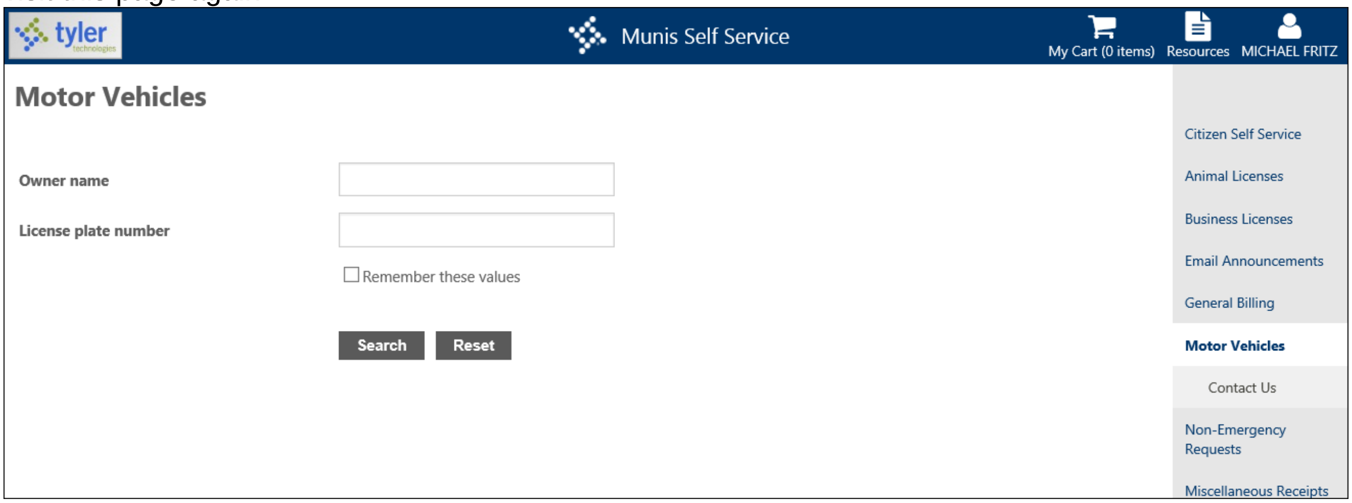


The View Payments option opens the Payments page providing a list of any payments or adjustments that have been applied to the bill.



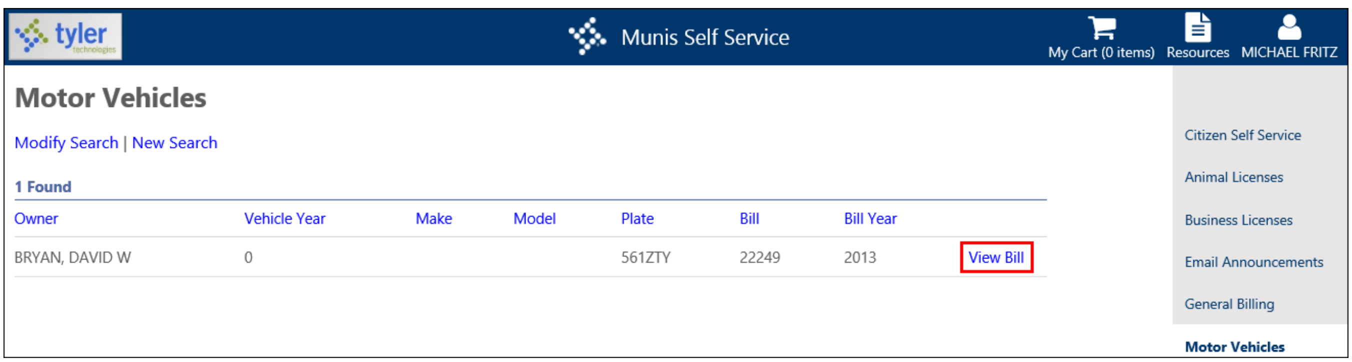
2.4 Motor Vehicle Taxes

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.



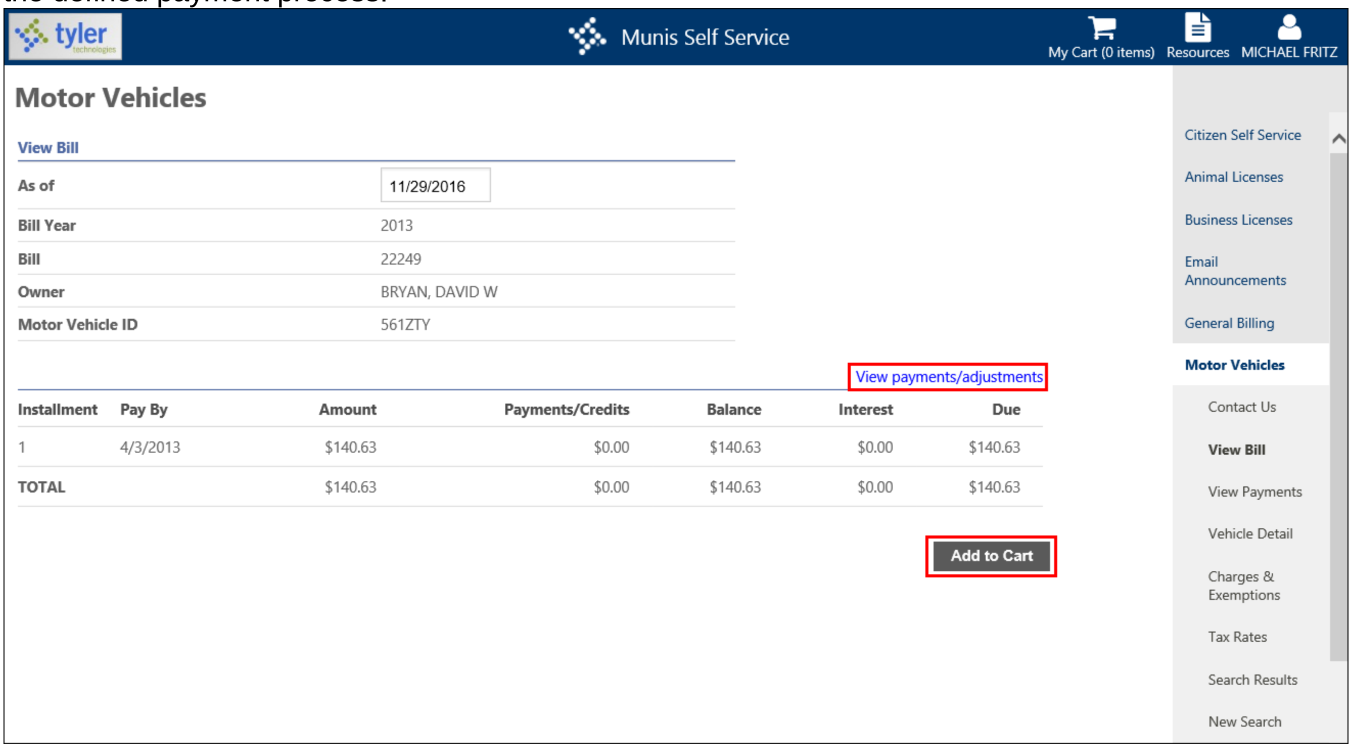
2.4.1 View Bill

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



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.



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.

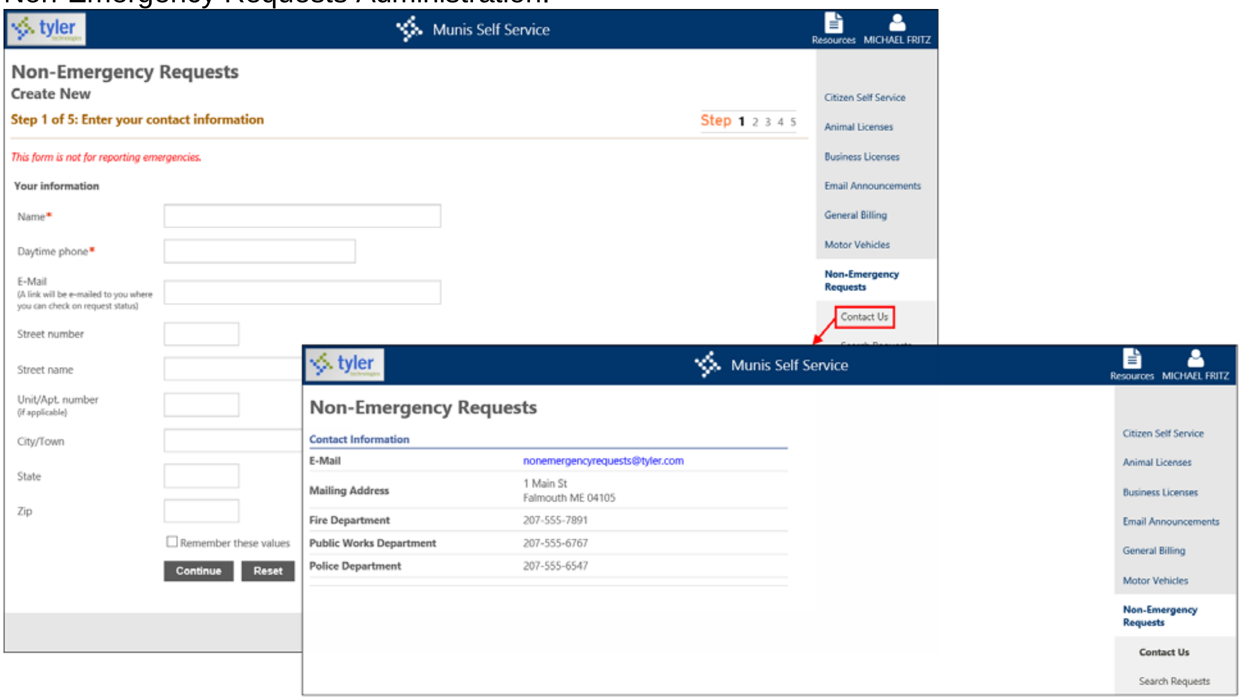
2.4.6 Tax Rates

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

2.5 NON-EMERGENCY REQUESTS

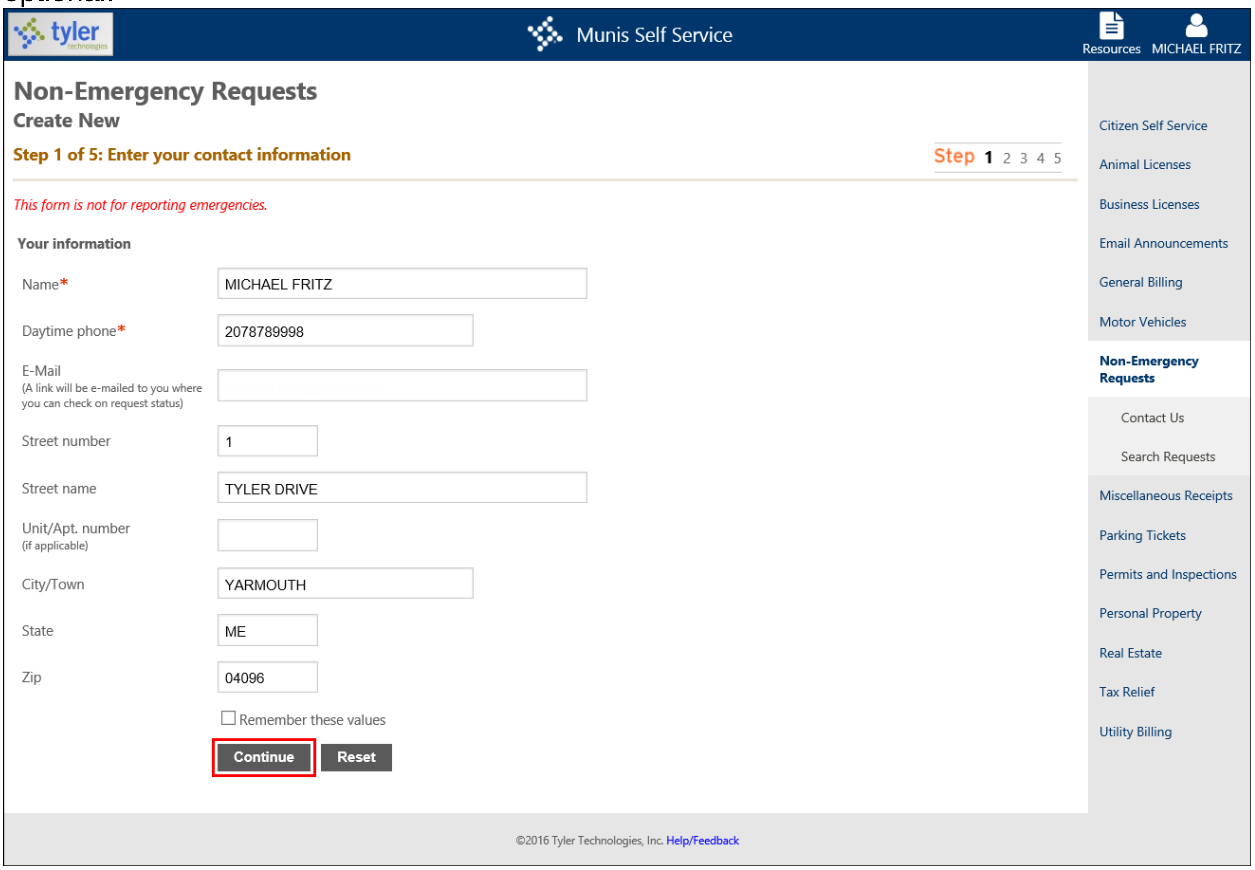
The Non-Emergency Request functionality allows you to request service or action of a specific municipal department. You can make individual determinations as to which departments receive requests and the types of requests that may be submitted.

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.

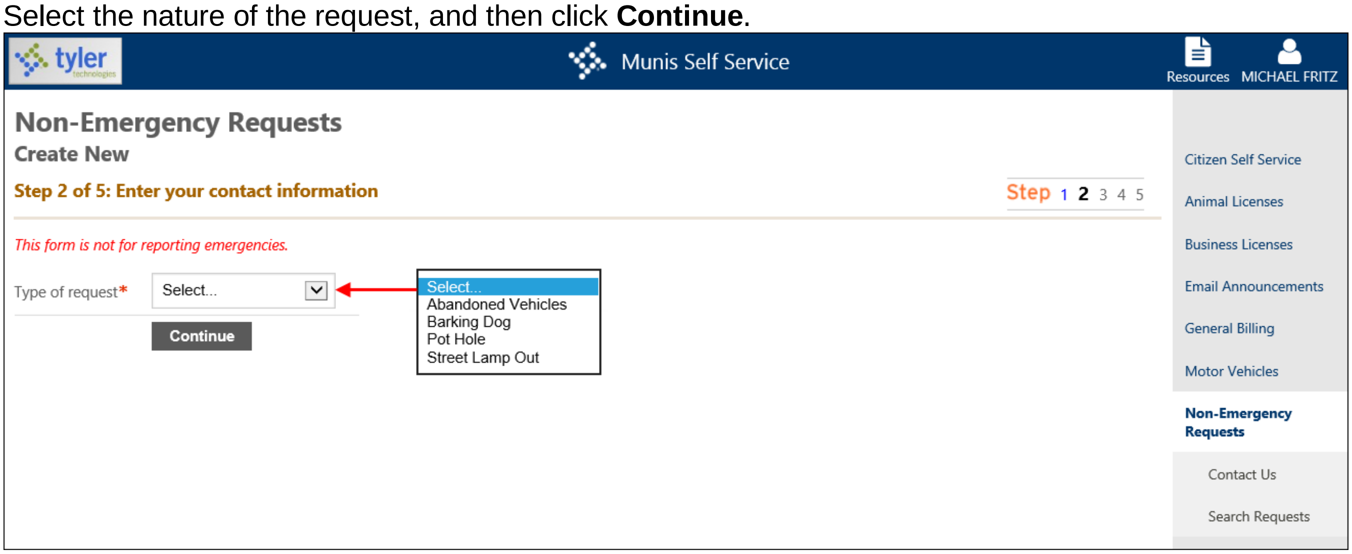


To submit a non-emergency request:

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

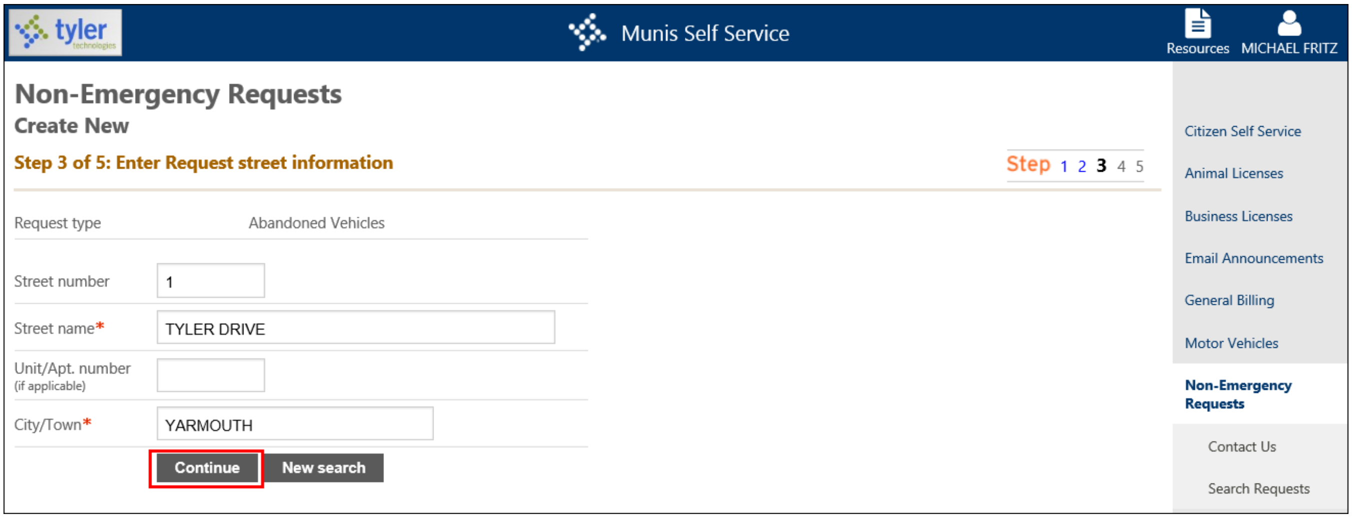


2. Click **Continue**.
3. Select the nature of the request, and then click **Continue**.

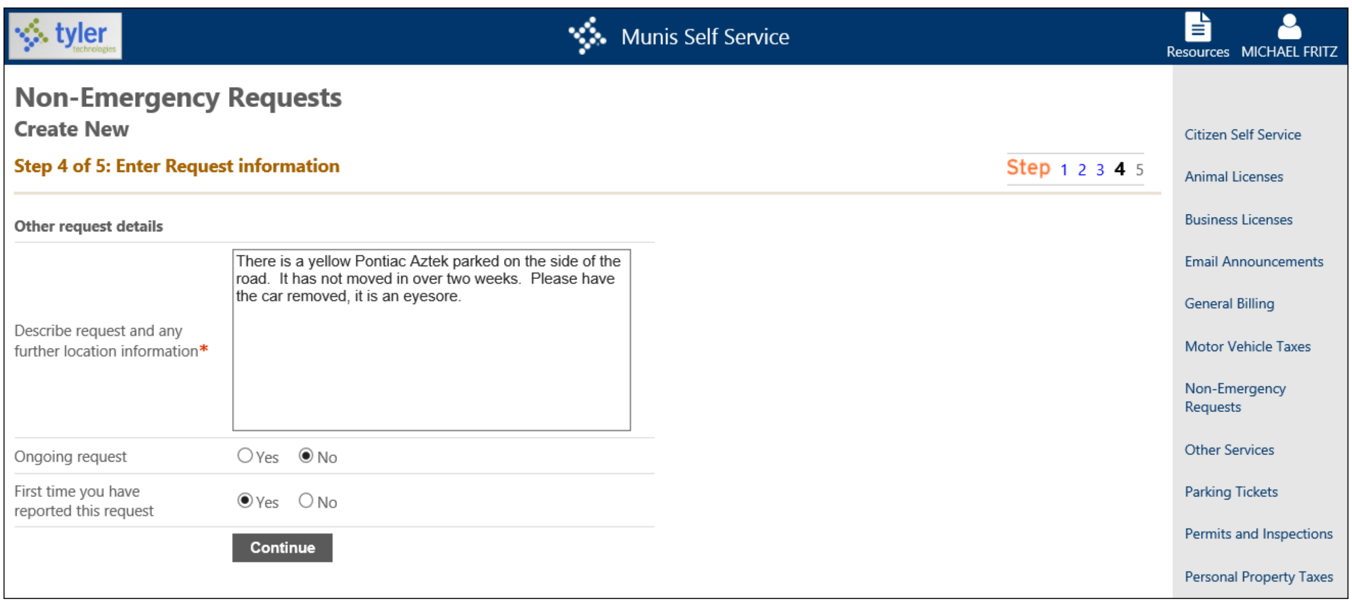


If the request type is a Work Orders request type, you can also select an option from the I'm A list. This list indicates what type of request that is being made, such as Maintenance, Emergency, or Accident. The options on this list are managed in Munis Work Orders Miscellaneous Codes with a code type of Service Type.

4. Enter the location of the incident.

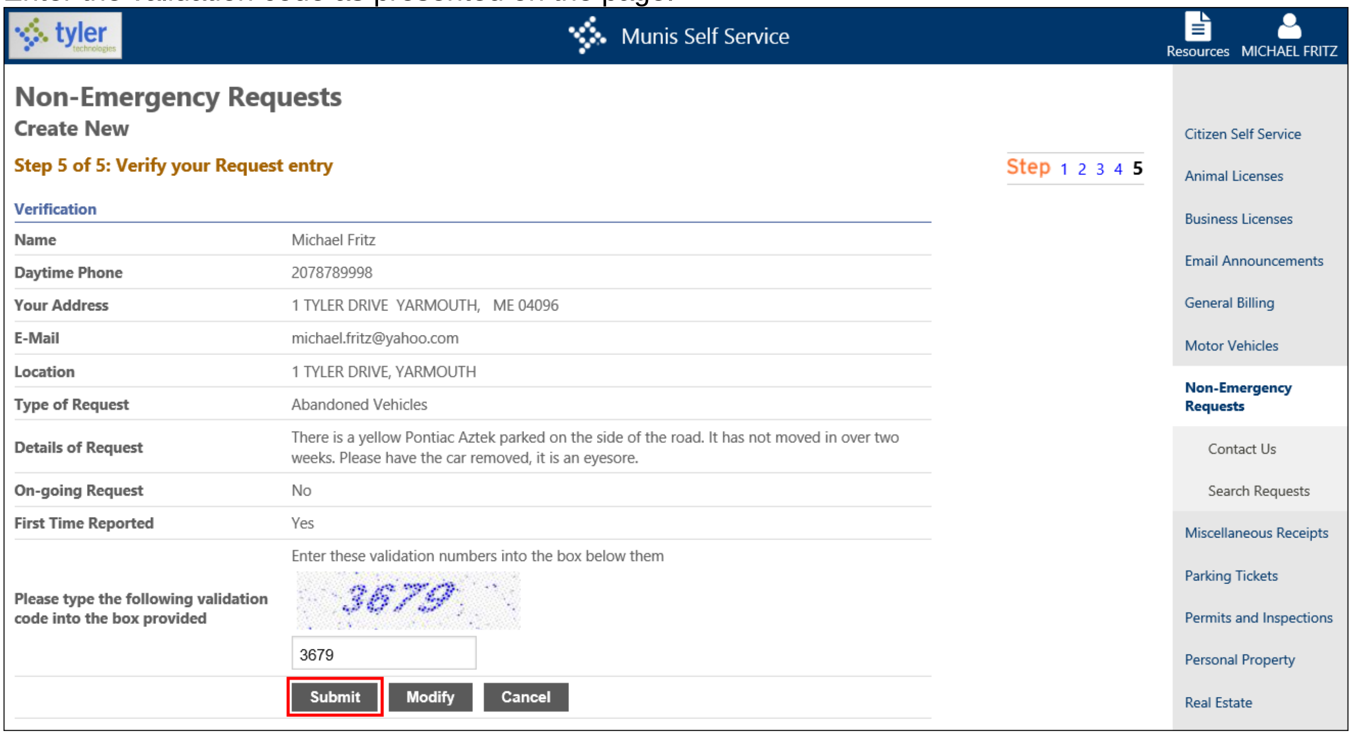


5. Click **Continue**. The application proceeds to Step 4. Enter the details of the request in the box.

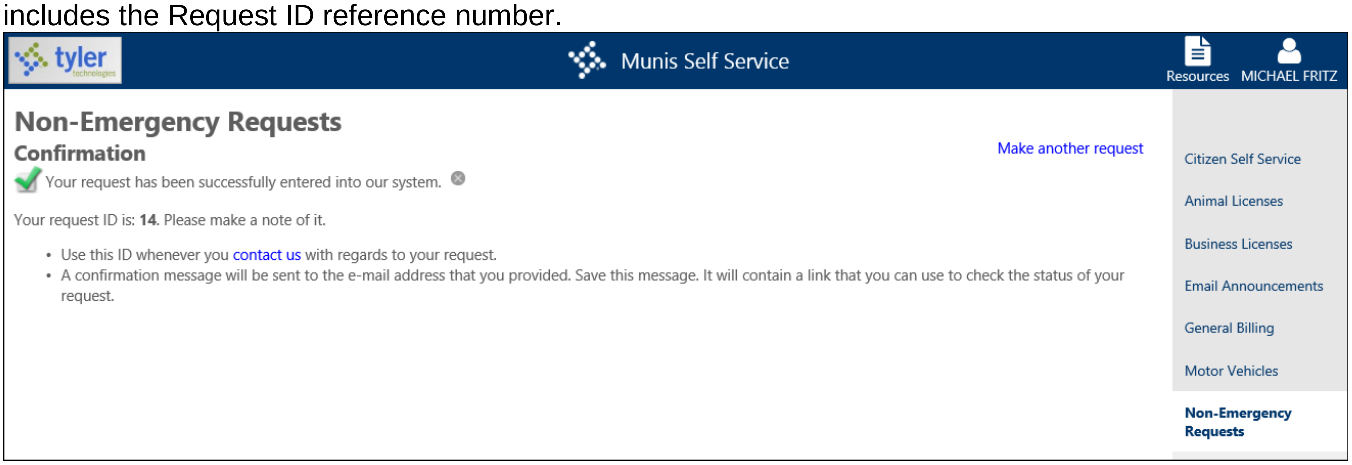


6. Click **Continue**.
7. Review the request information and make changes, if necessary.

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



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



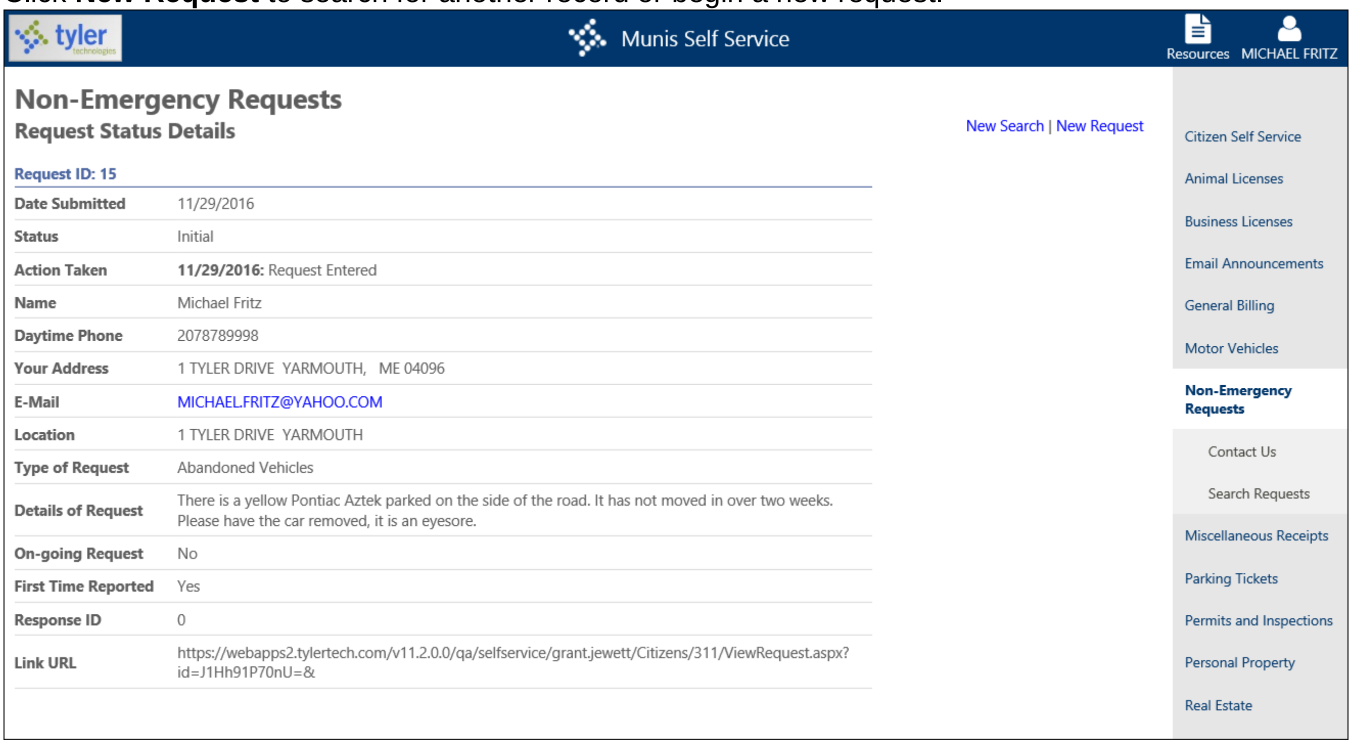
10. Click **Make Another Request** to make another non-emergency request.

2.5.1 Email Confirmation

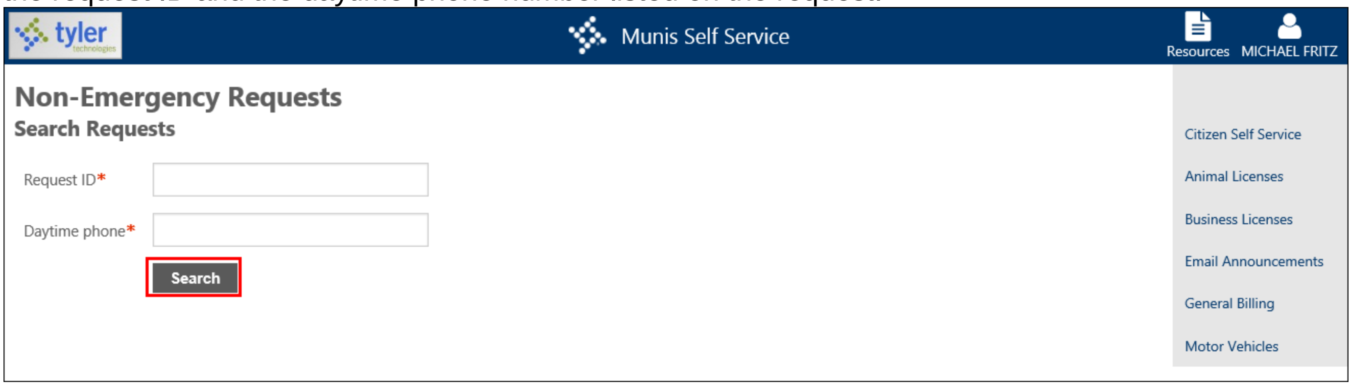
Once your request is submitted, if you entered an email address on the request form, you will receive an email confirmation automatically generated by CSS once your request has been submitted. This is a generic message that is maintained in Non-Emergency Requests Administration. The Request ID and the 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 **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.

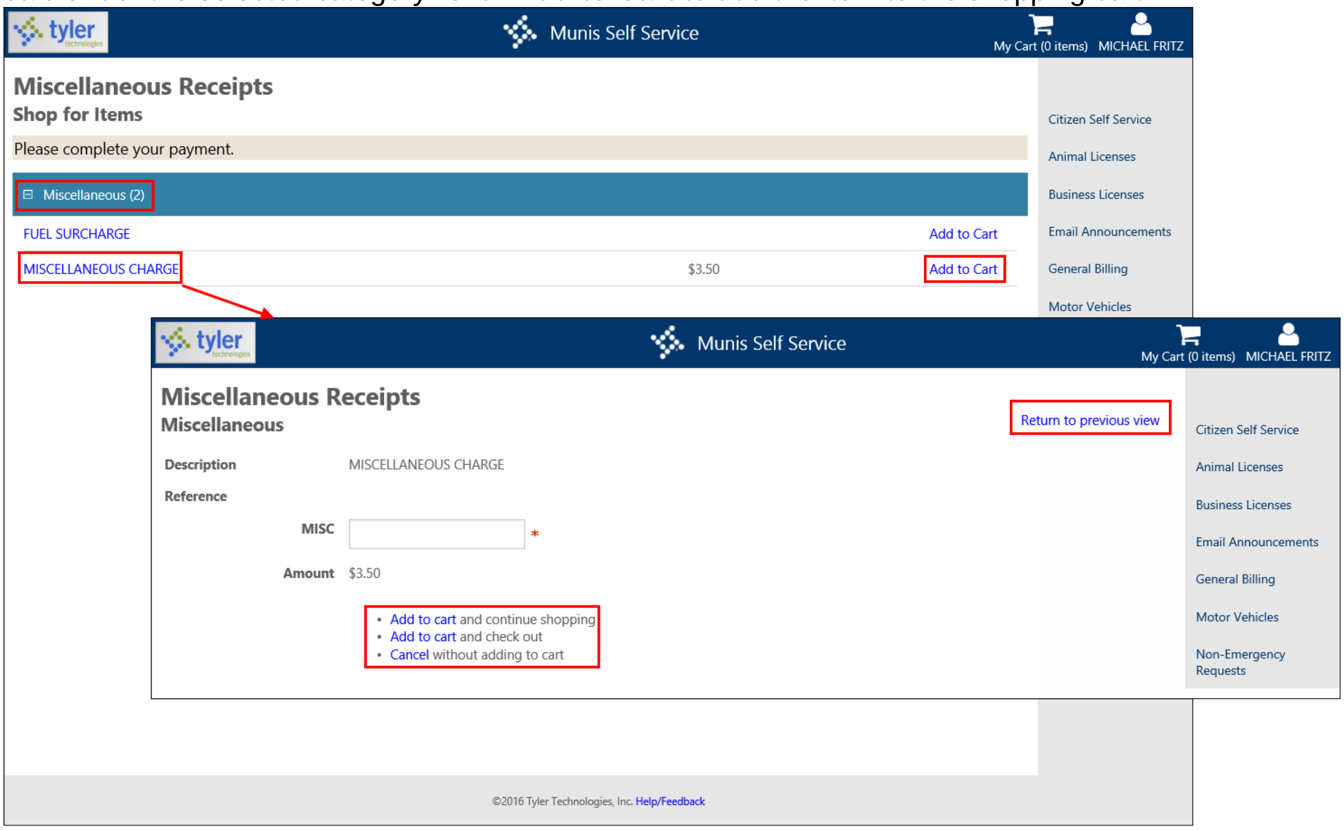
2.6 MISCELLANEOUS RECEIPTS

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.

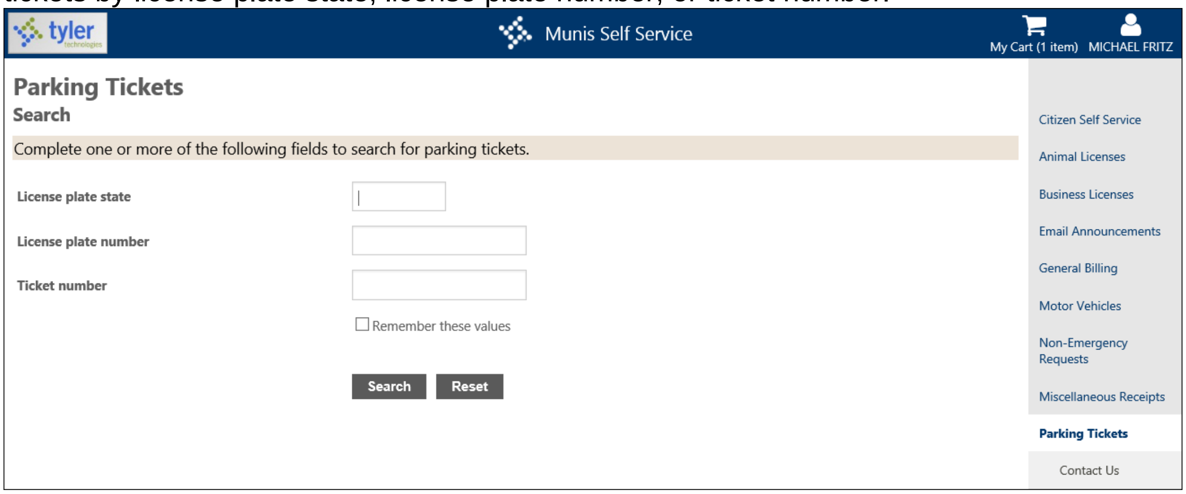
When using the Other Services application, click a category name to view items available for sale under the selected category. Click **Add to Cart** to add the item to the shopping cart.



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

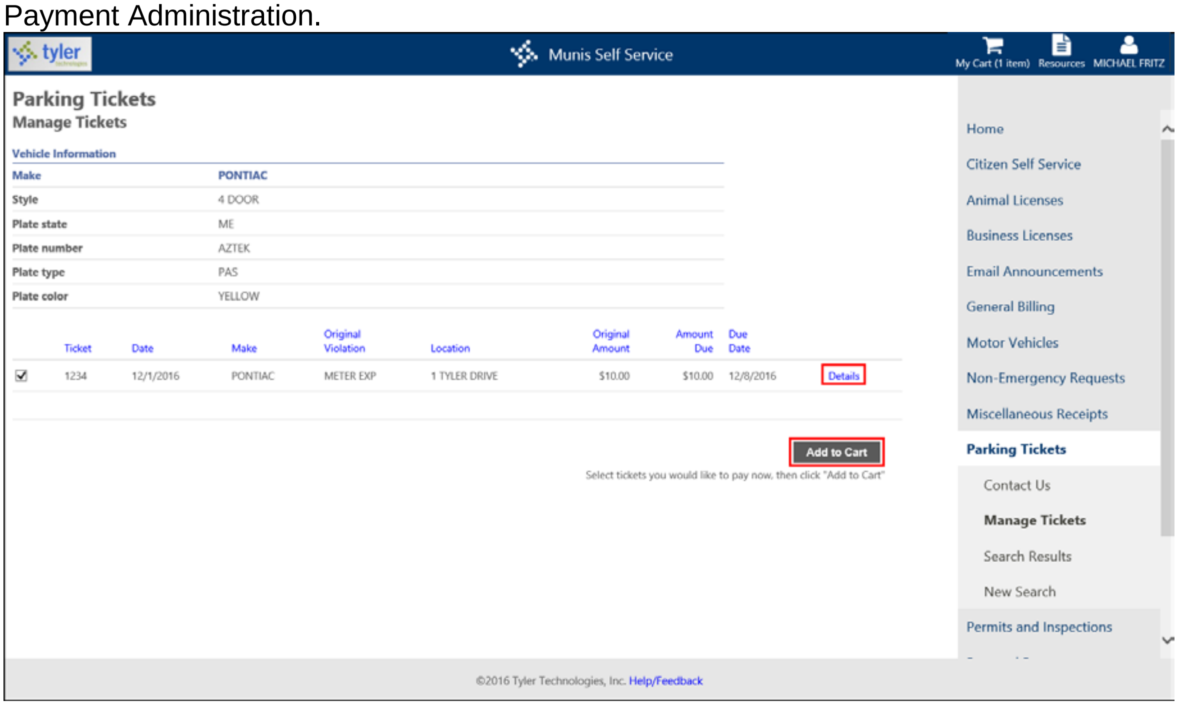
2.7 PARKING TICKETS

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



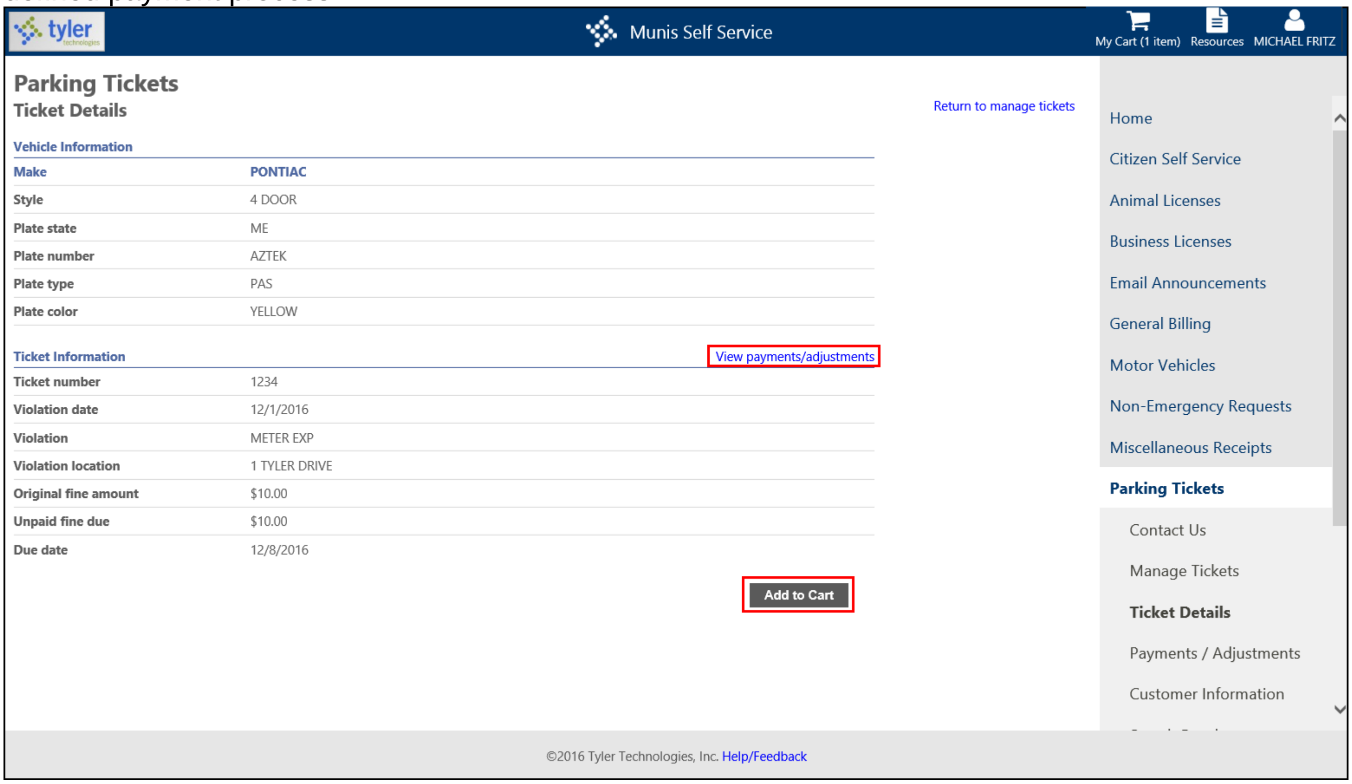
2.7.1 Manage Tickets

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.



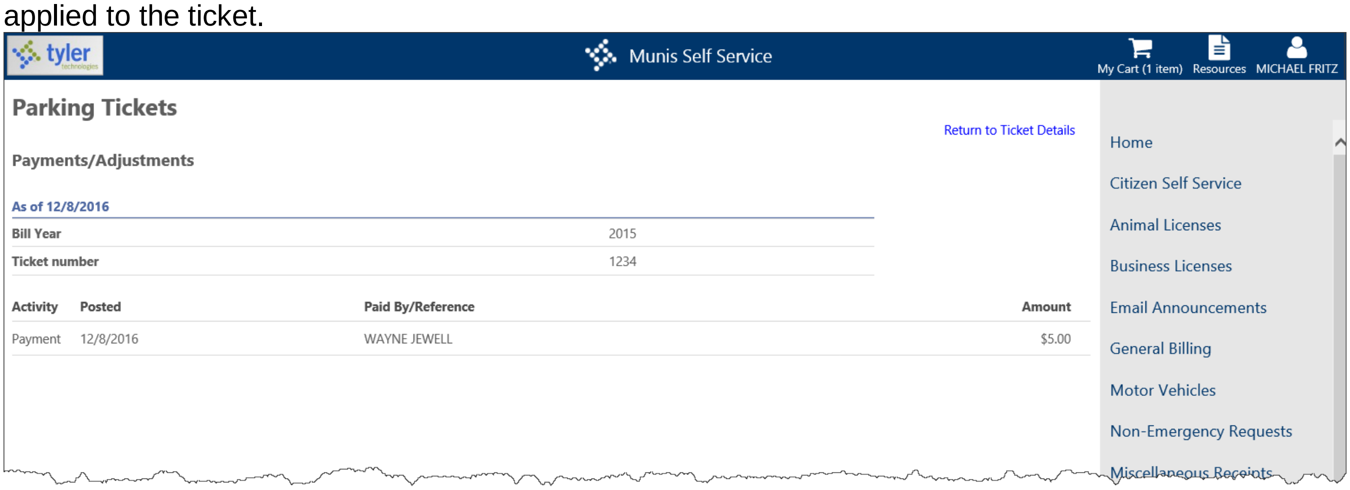
2.7.2 Ticket Details

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.



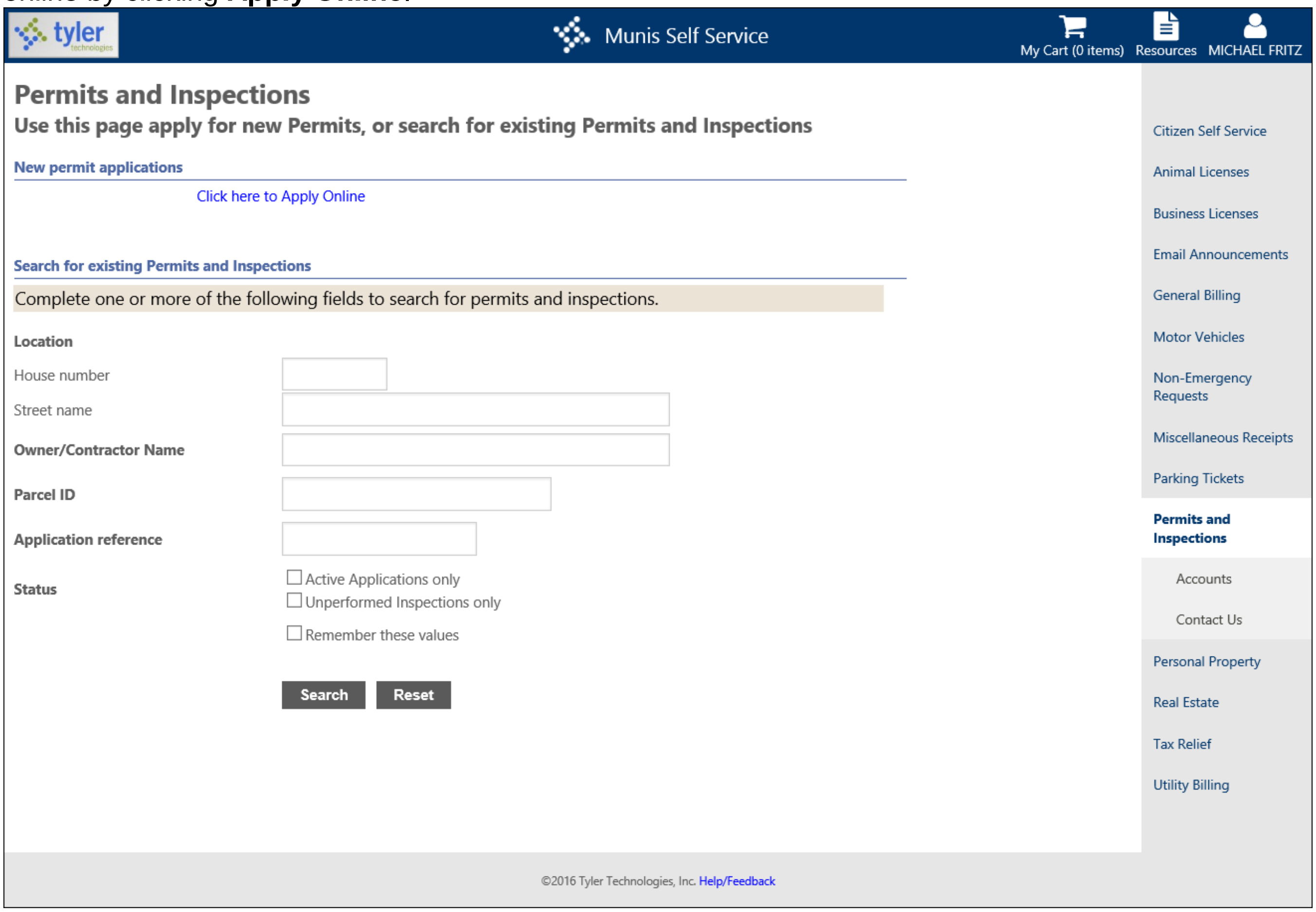
2.7.3 Payments/Adjustments

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



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**.



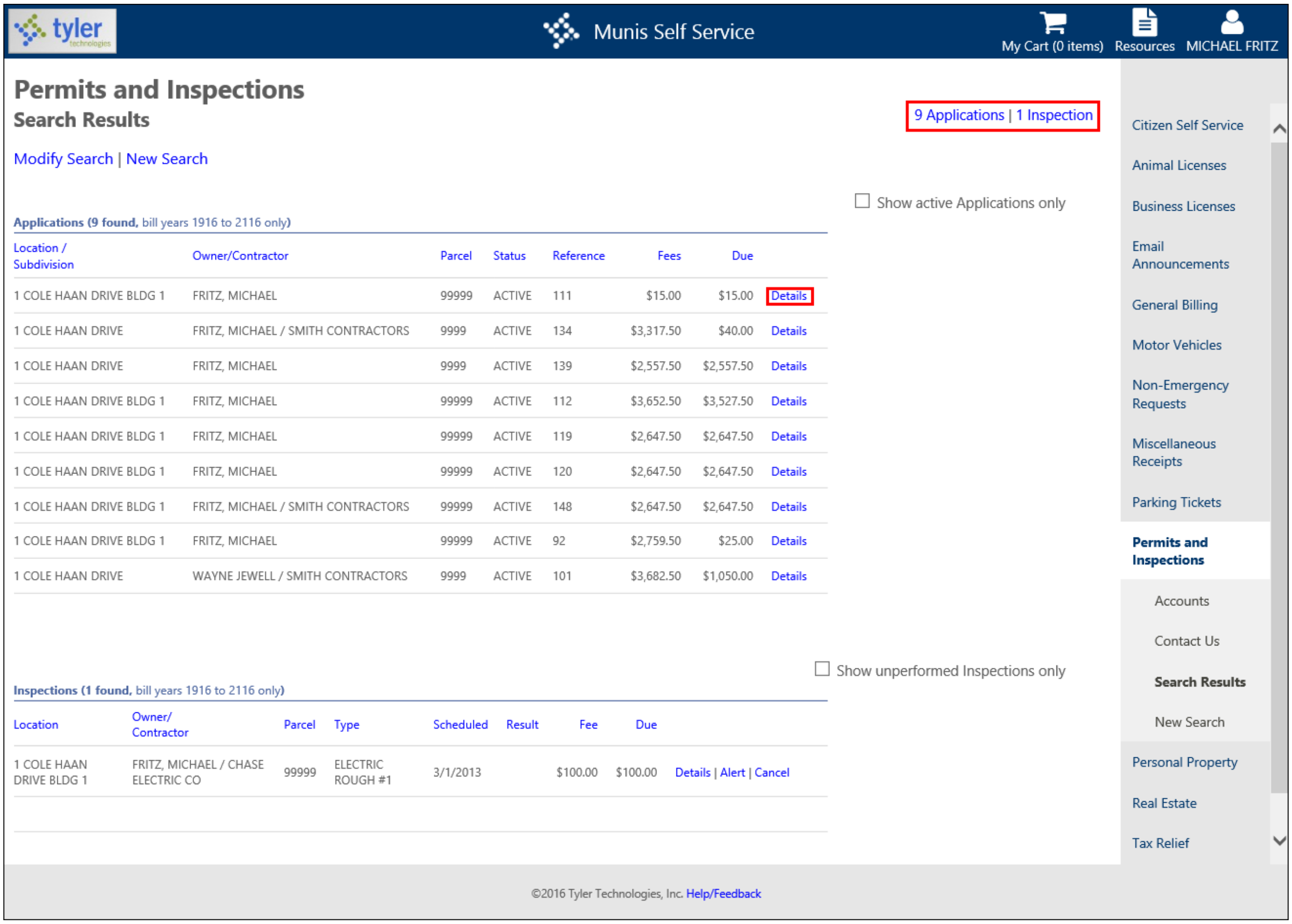
Note: The bill year and bill number are available for permits and inspections that have been invoiced.

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.



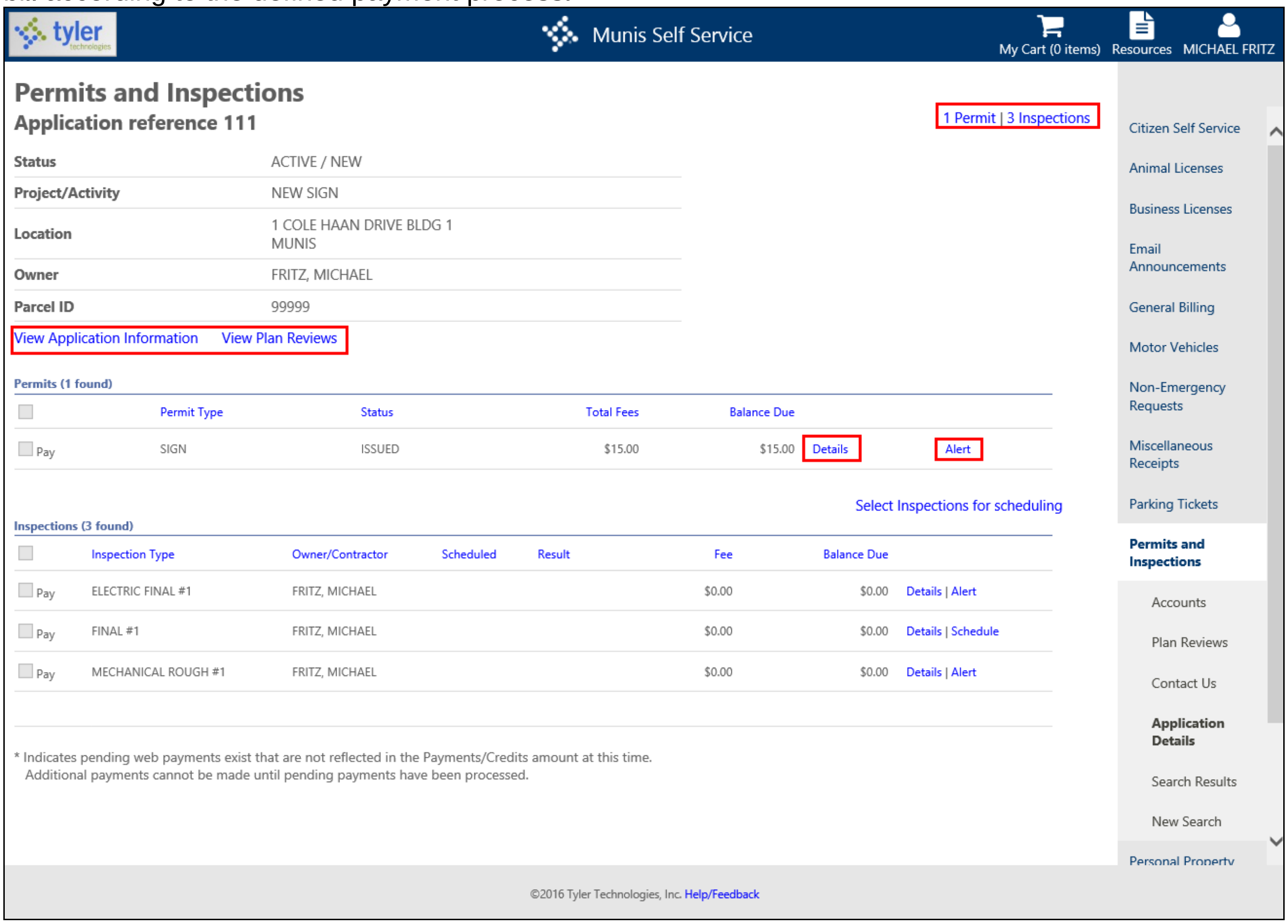
2.8.2 Permits and Inspections

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.

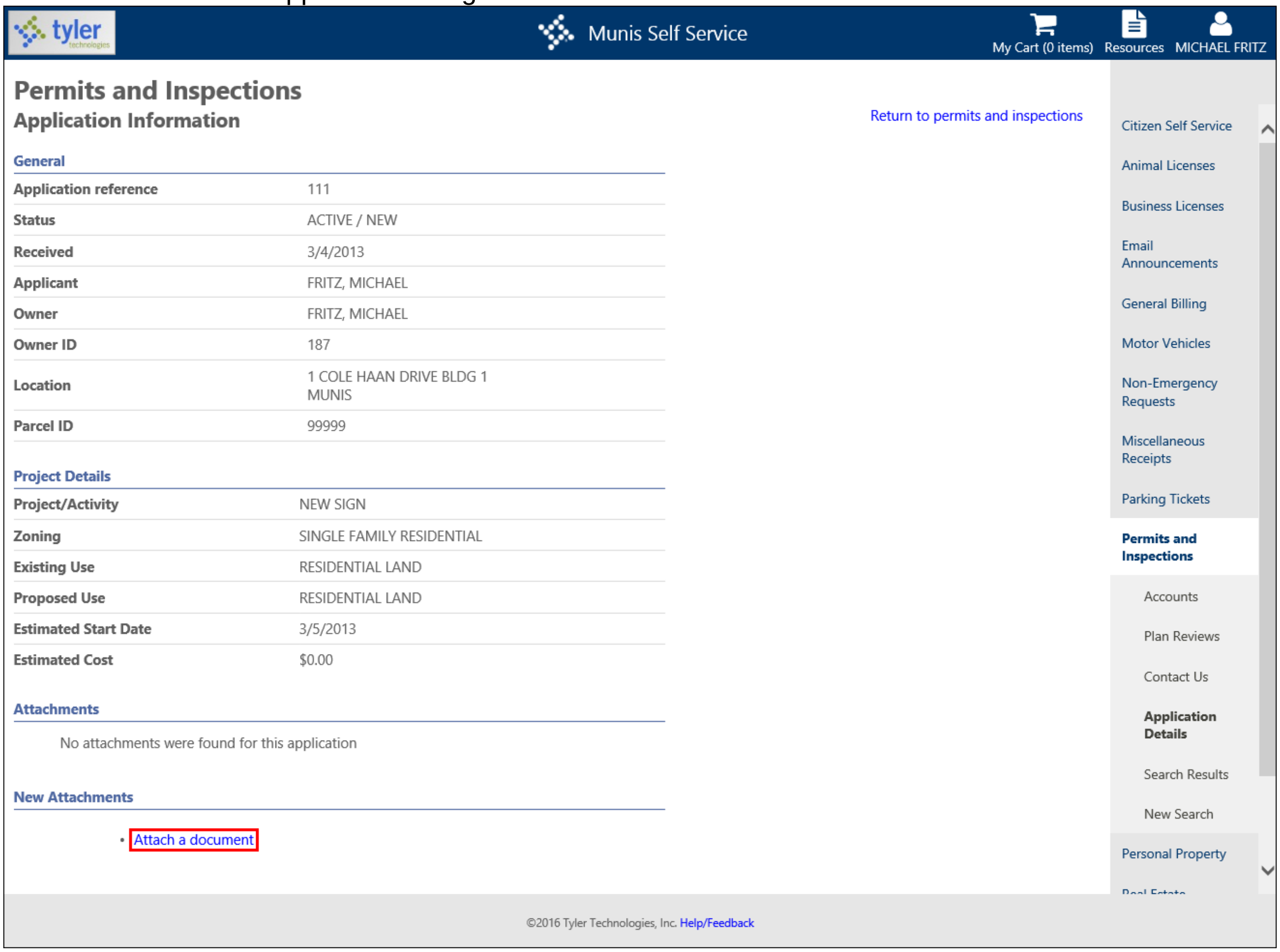
If there are incomplete items or holds that prevent permits from being issued for the application, click **Alert** to view all of the alerts for the application. If there are no alerts preventing the permit from being issued, click **Issue** to issue the permit for that record.

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.



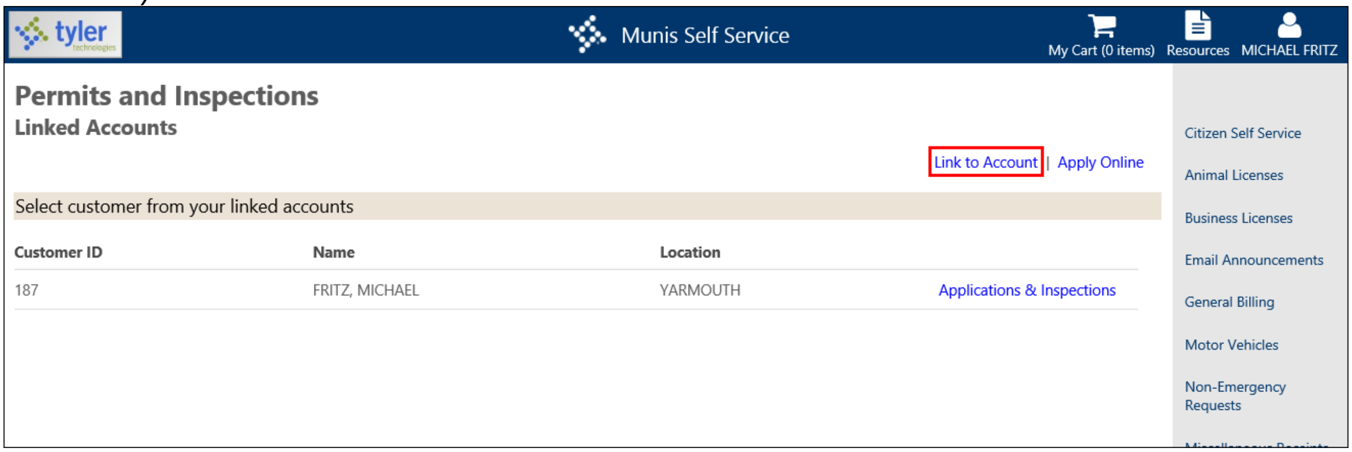
2.8.3 Application Information

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.



2.8.4 Permits and Inspections Linked Accounts

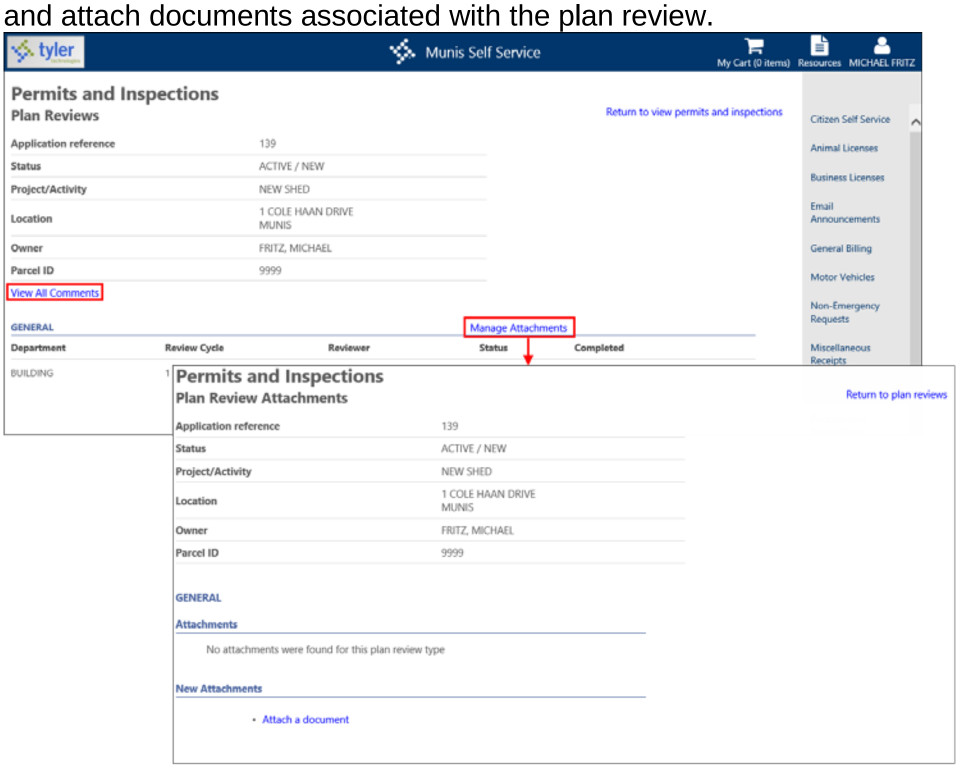
The Permits and Inspections Linked Accounts page presents a list of the permit applications and inspections accounts linked to your user name. Depending on the settings established in Permits and Inspections Administration, you may be able to view bill information on the Applications and Inspections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



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.

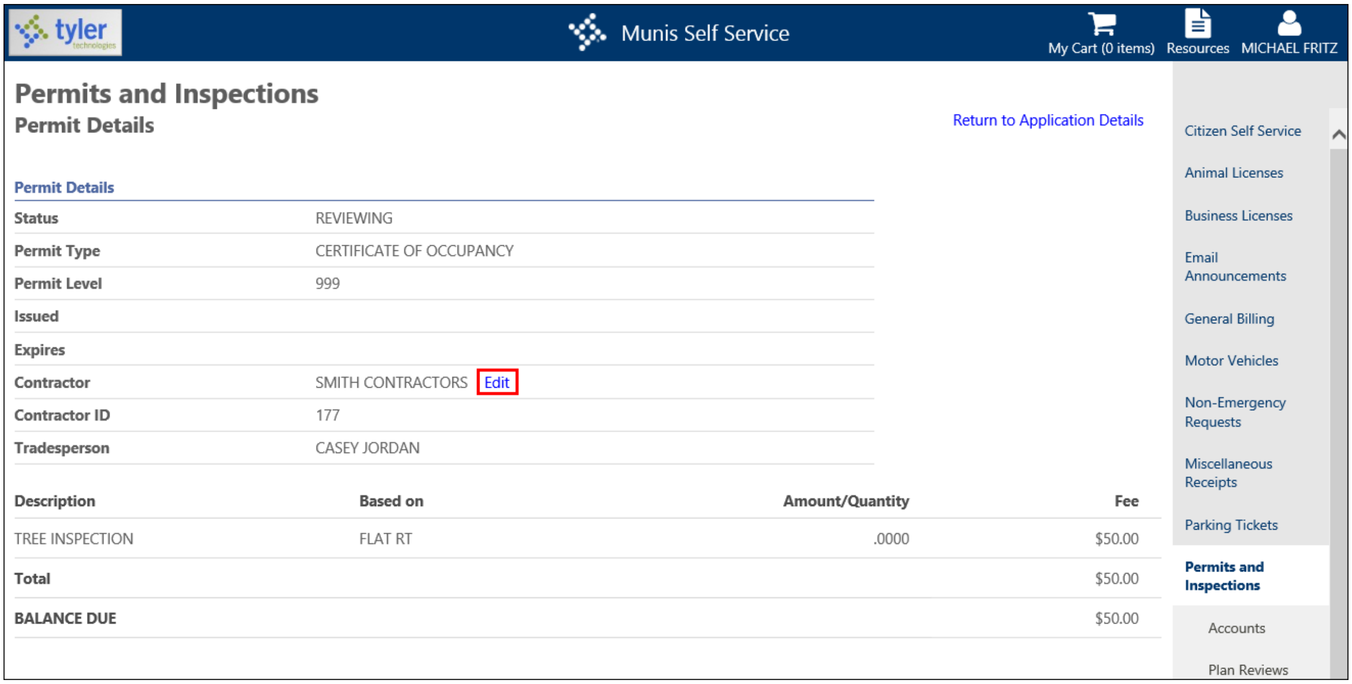
2.8.5 Viewing Plan Reviews

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.

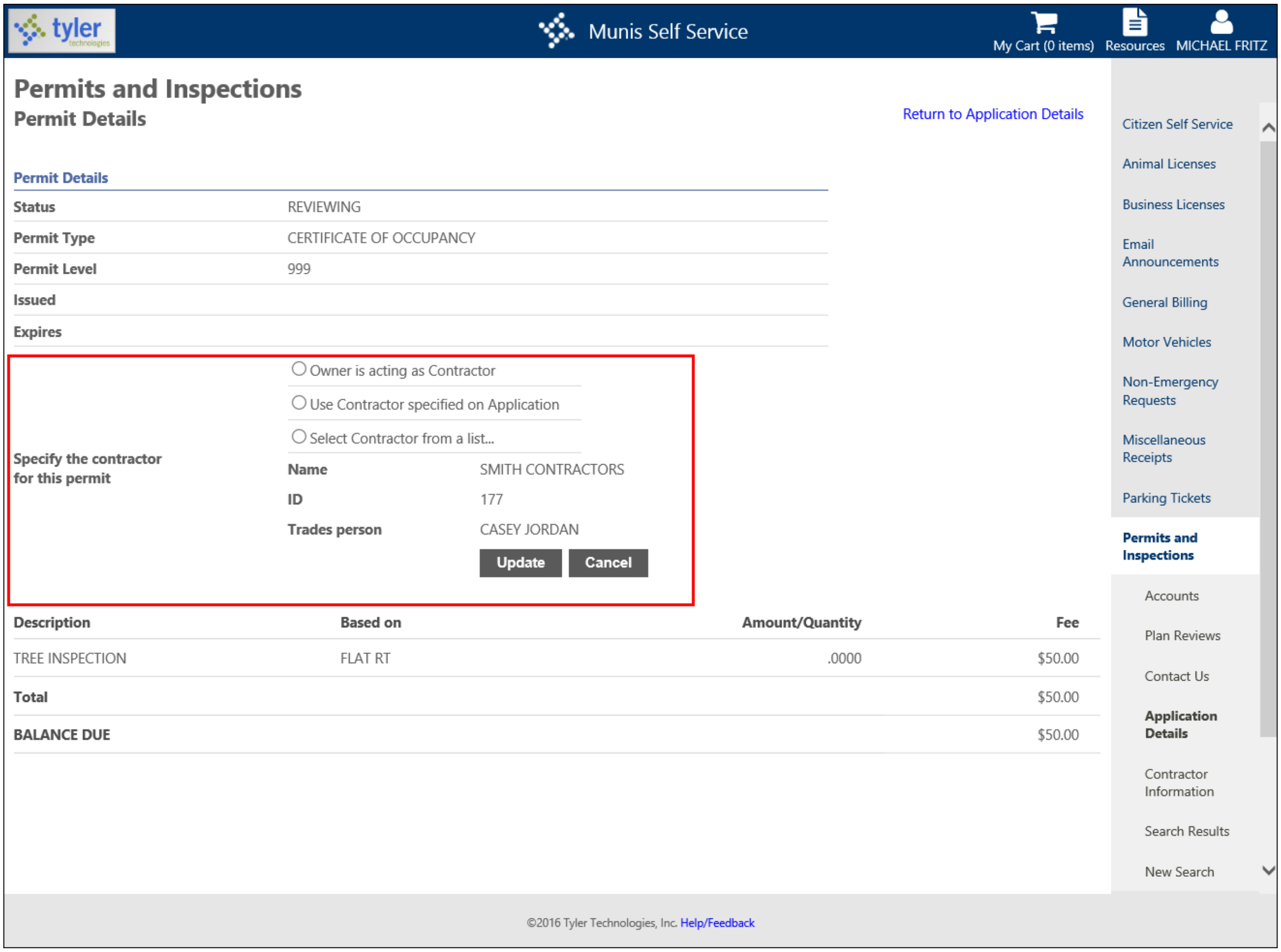


2.8.6 Permit Details

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.



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



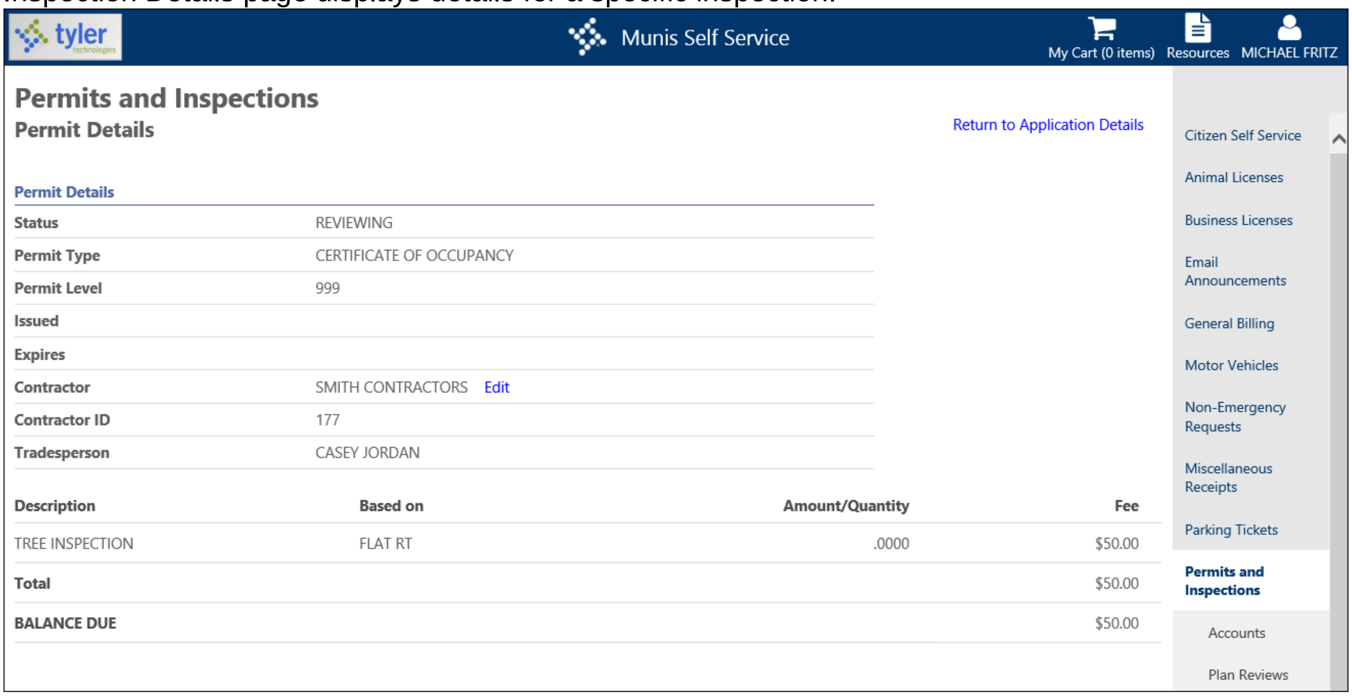
When you choose Select Contractor from a List the application displays the Select Contractor box that lists all of the available contractors.

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.

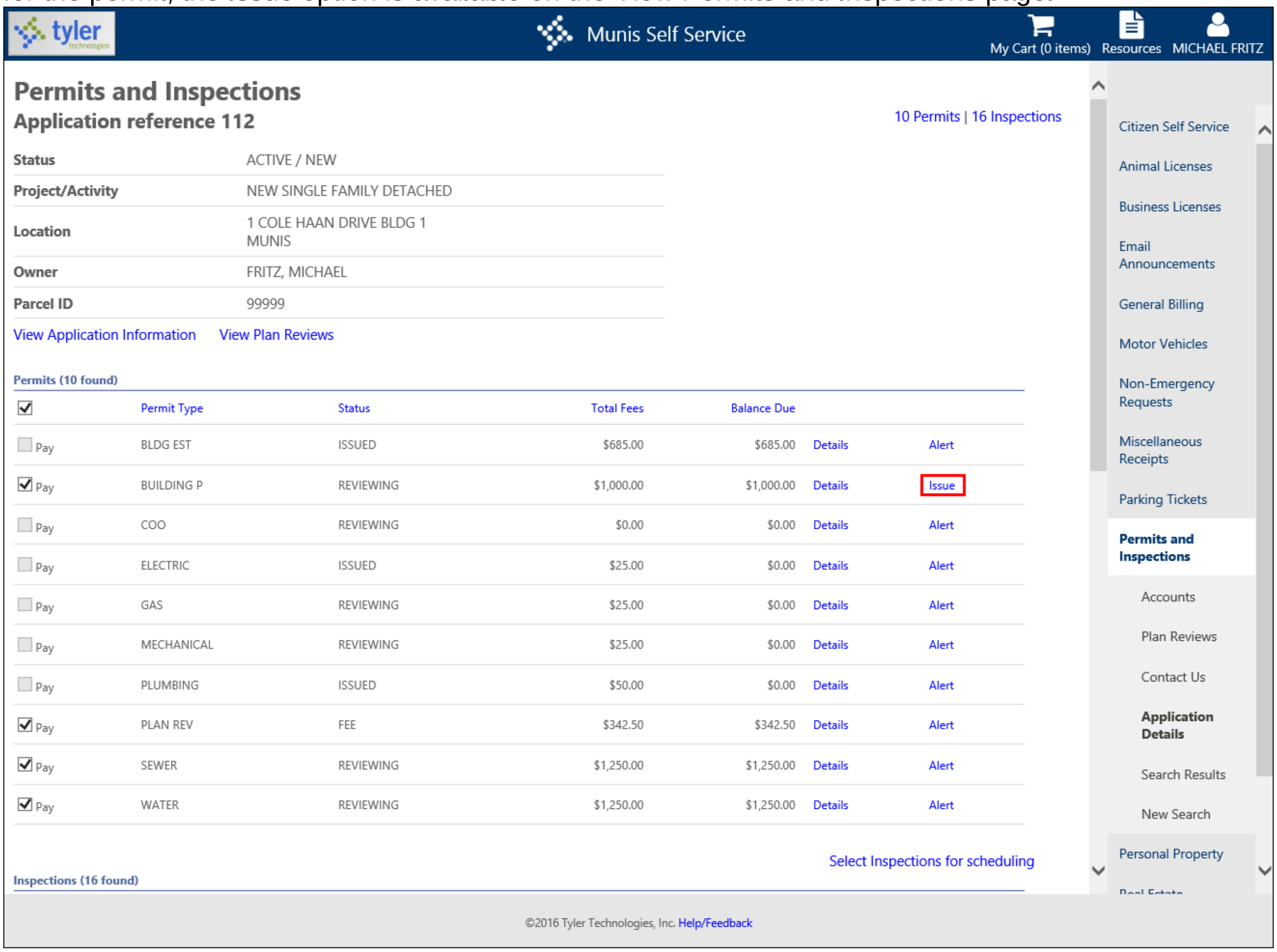
2.8.7 Inspection Details

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 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.



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.

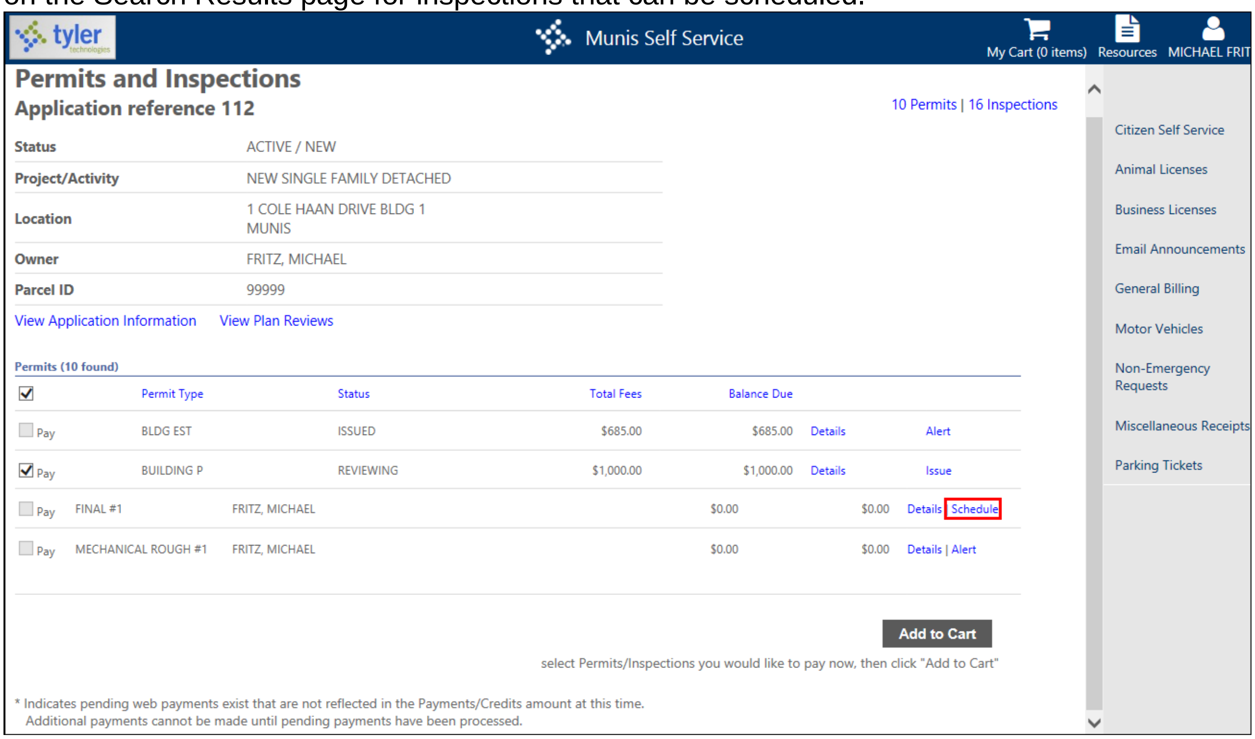
When you click **Issue** on the Application Reference page, the application displays the Issue This Permit box. Enter your email address, and then click **Issue**.

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."

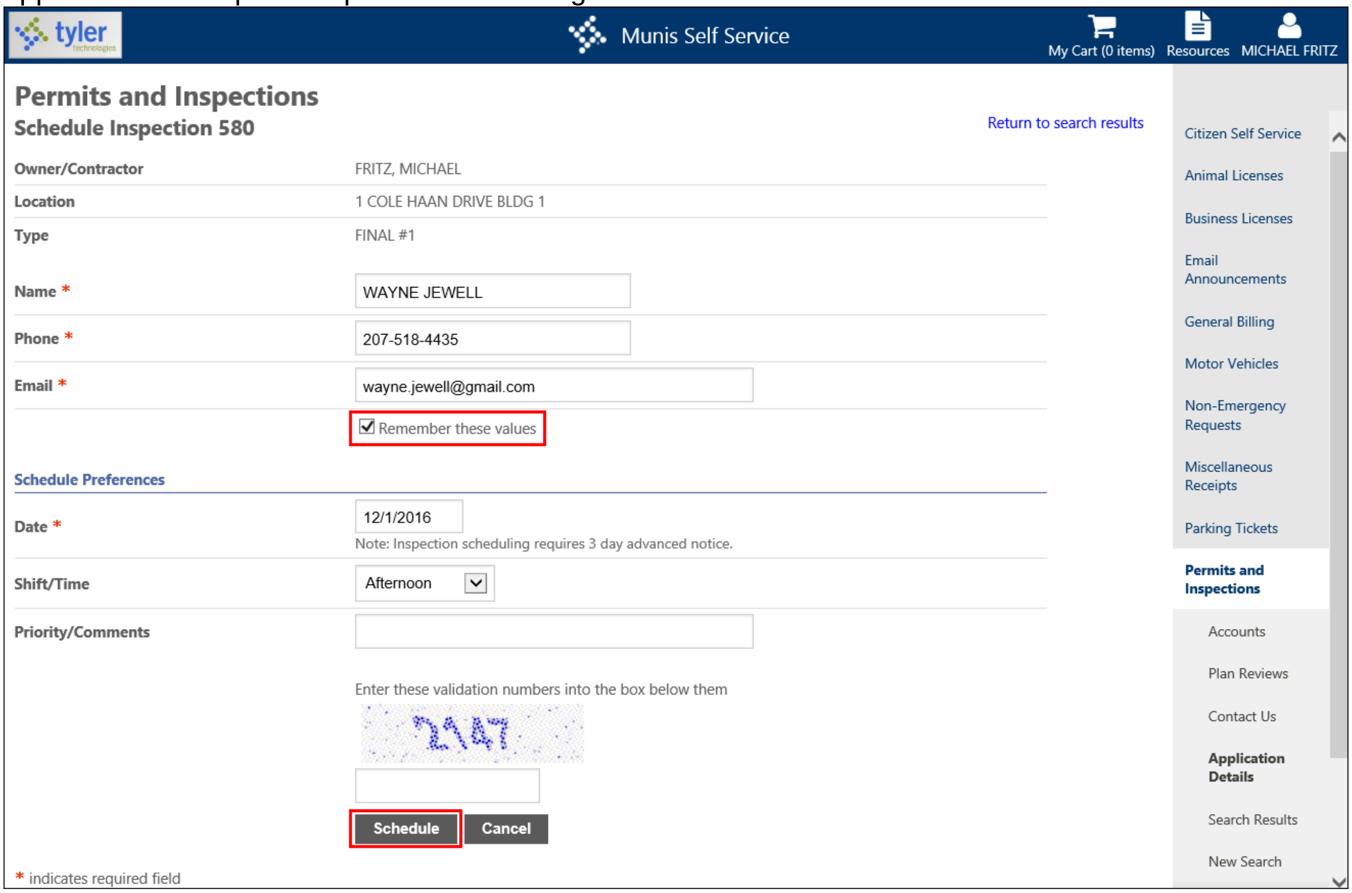
2.8.8 Scheduling Inspections

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.

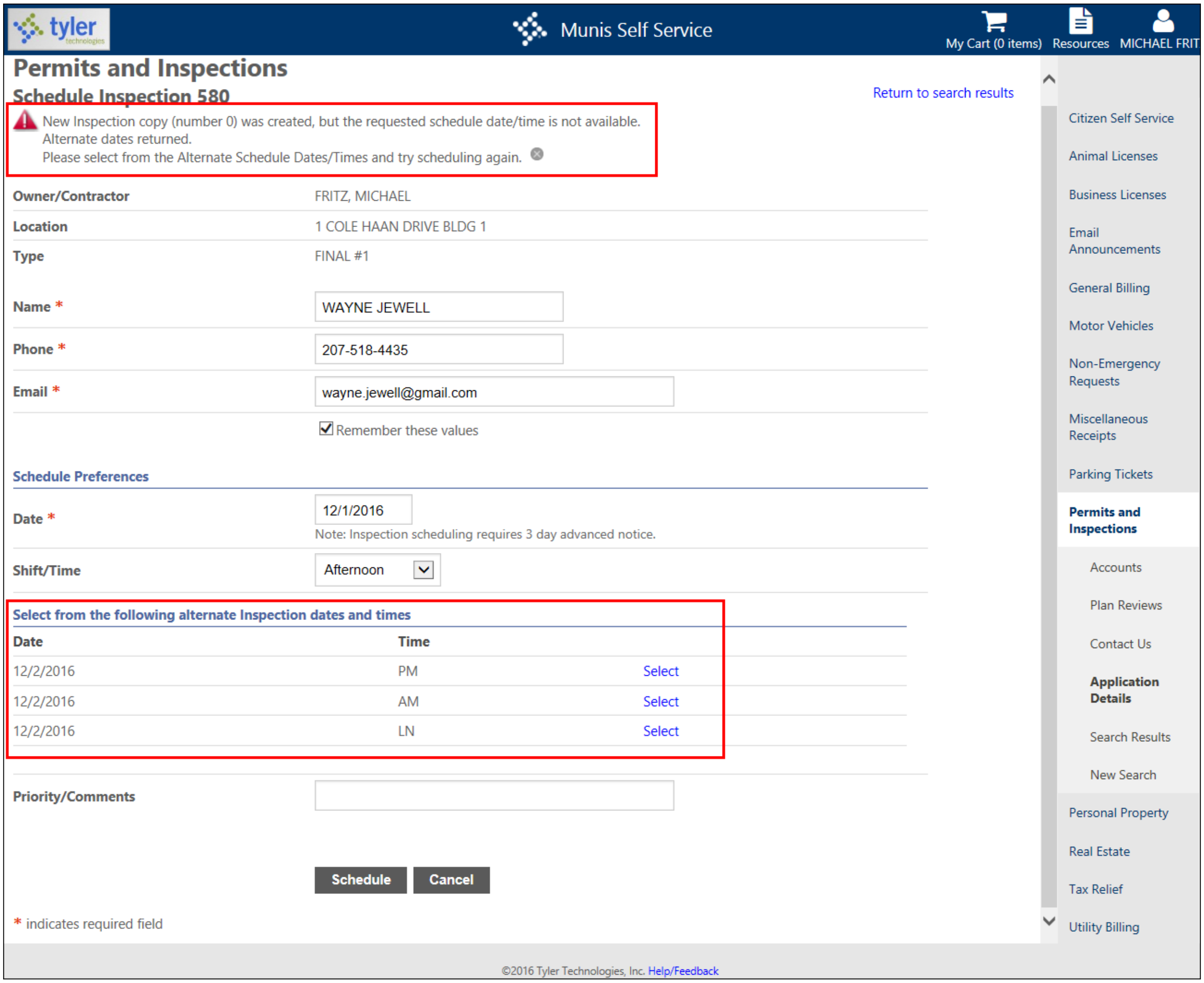


When you click **Schedule**, the application provides the Schedule Inspection page, where you establish scheduling preferences and contact information. The amount of advanced notice required to schedule an inspection depends on the value of the Minimum Days box in the Munis Inspection Types program.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



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

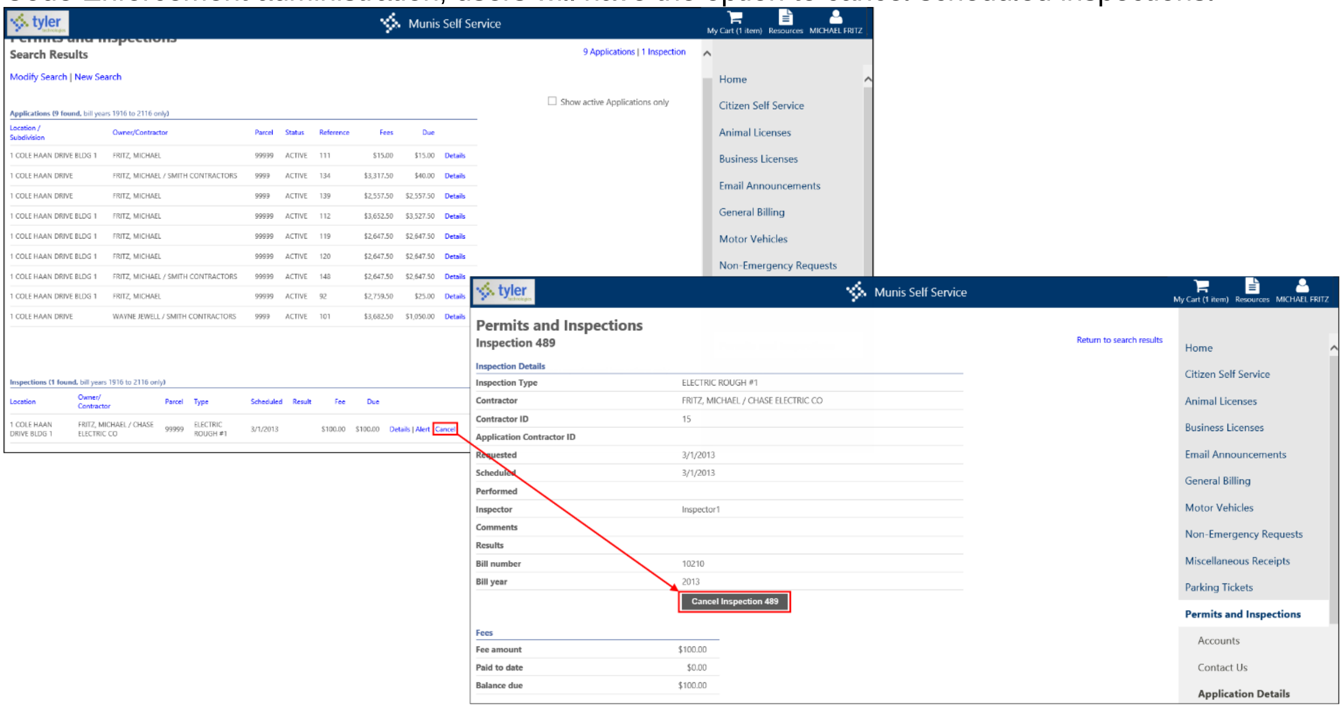


When you have completed the fields, click **Schedule**. The application displays a confirmation message indicating the date and time of the scheduled inspection.

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.

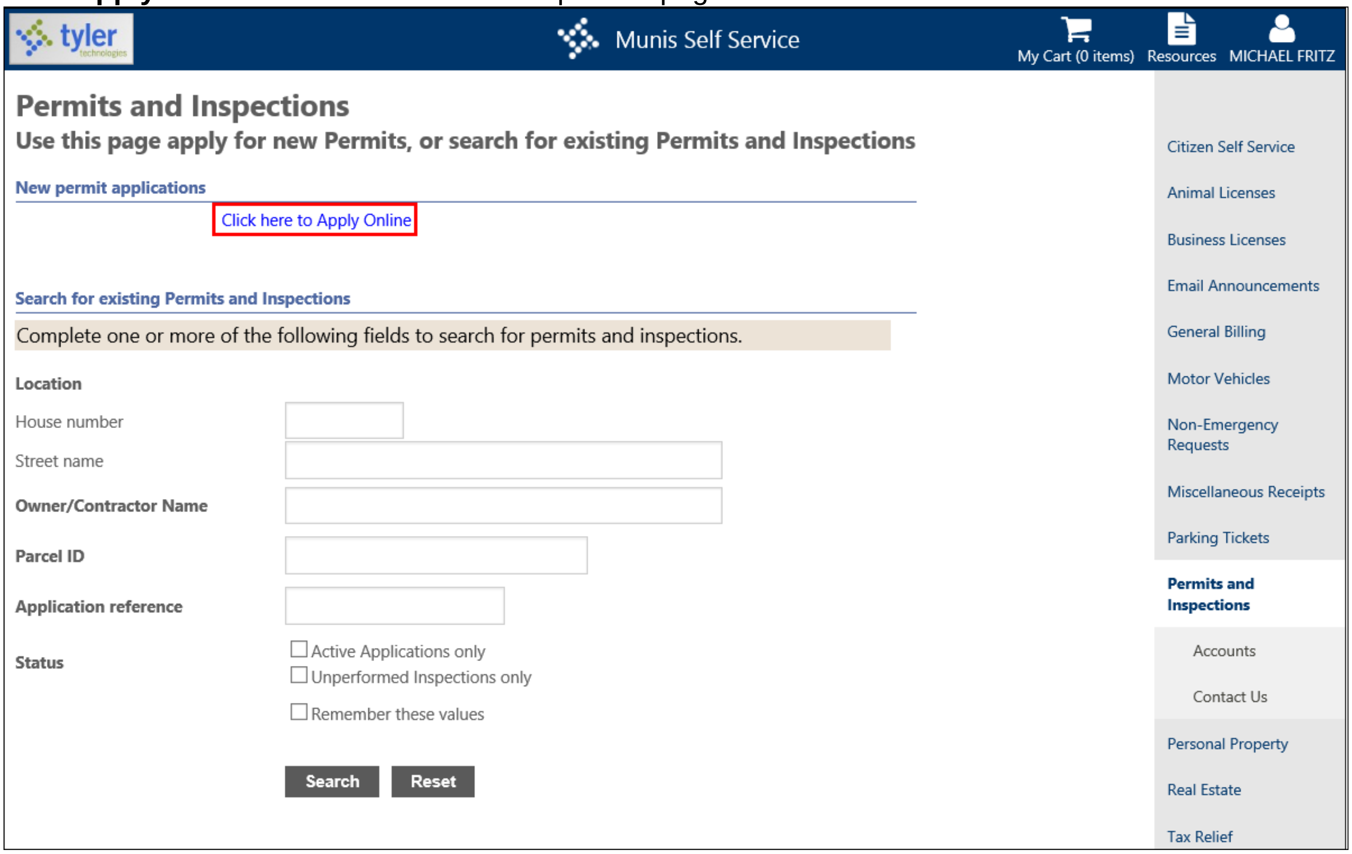
If the Allow Cancellation of Scheduled Inspections permission has been selected in Permits and Code Enforcement administration, users will have the option to cancel scheduled inspections.



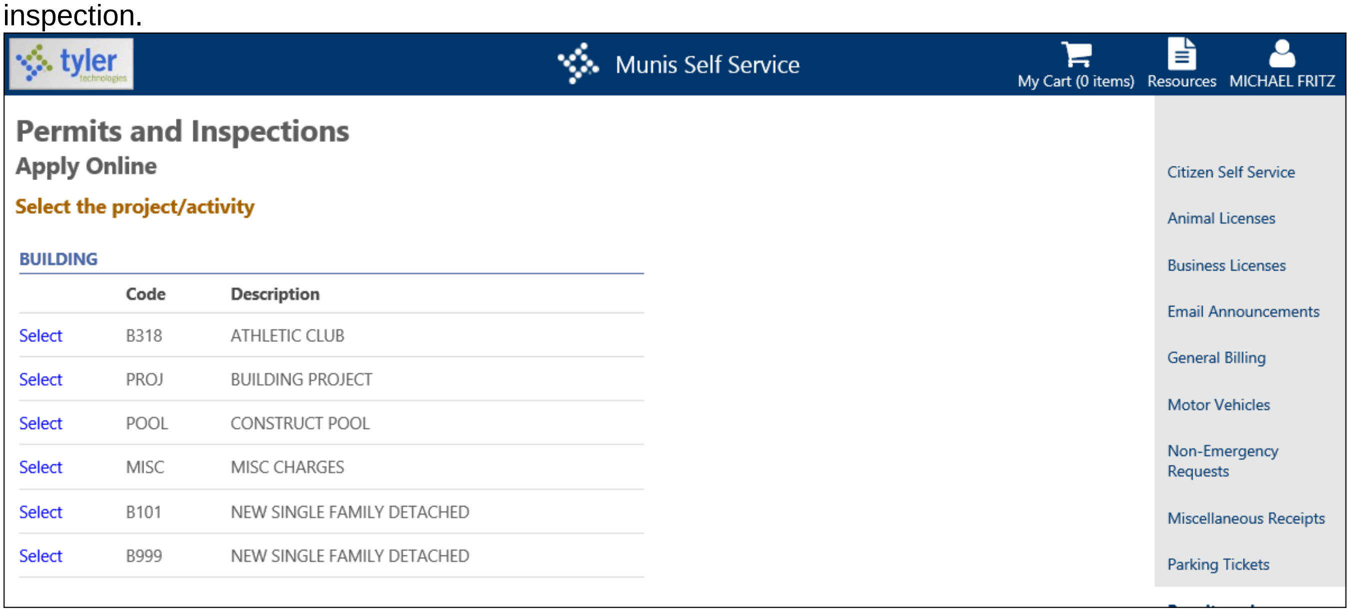
2.8.9 Apply for a Permit

To apply for a permit through Citizen Self Service:

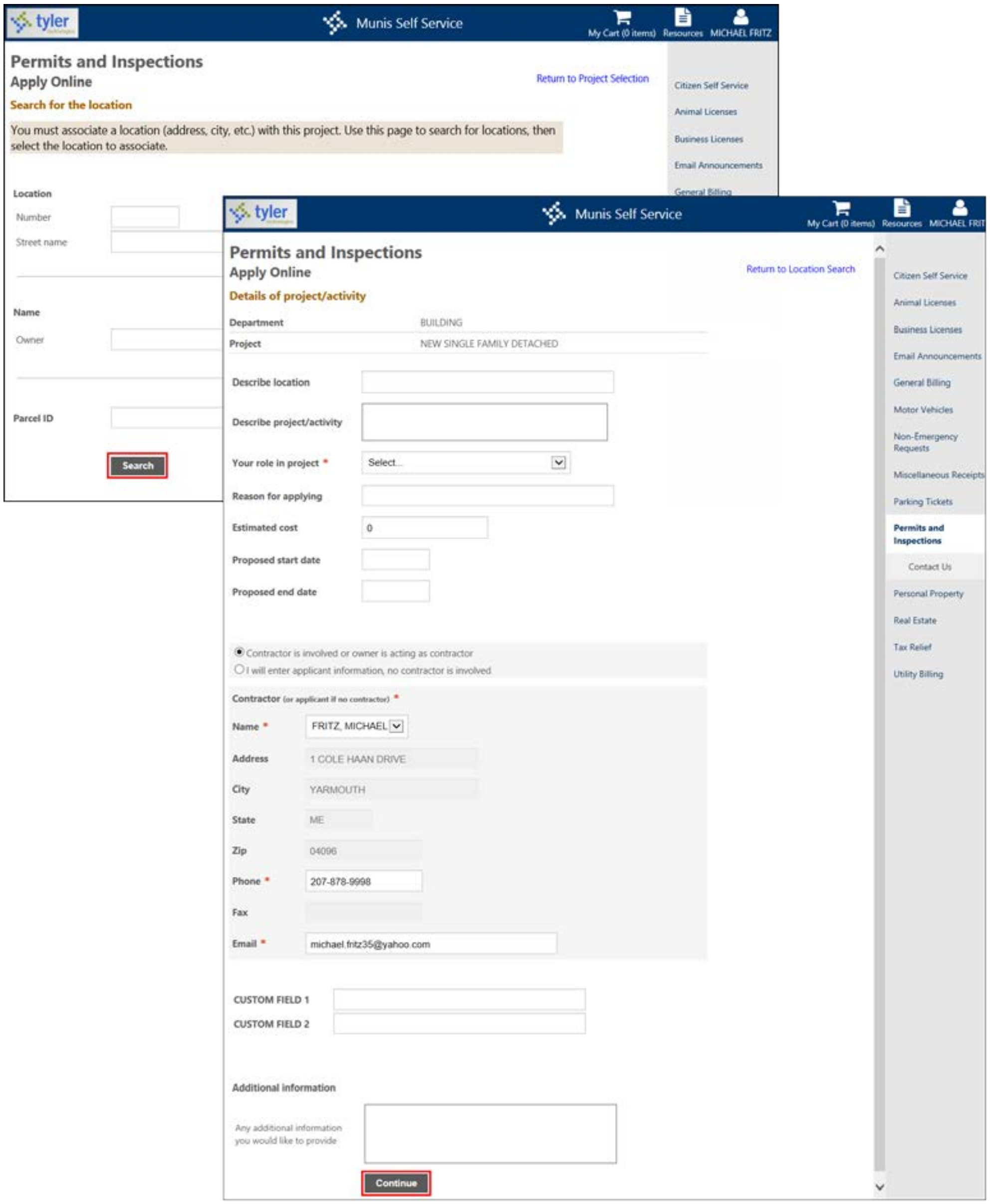
1. Click **Apply Online** on the Permits and Inspection page.



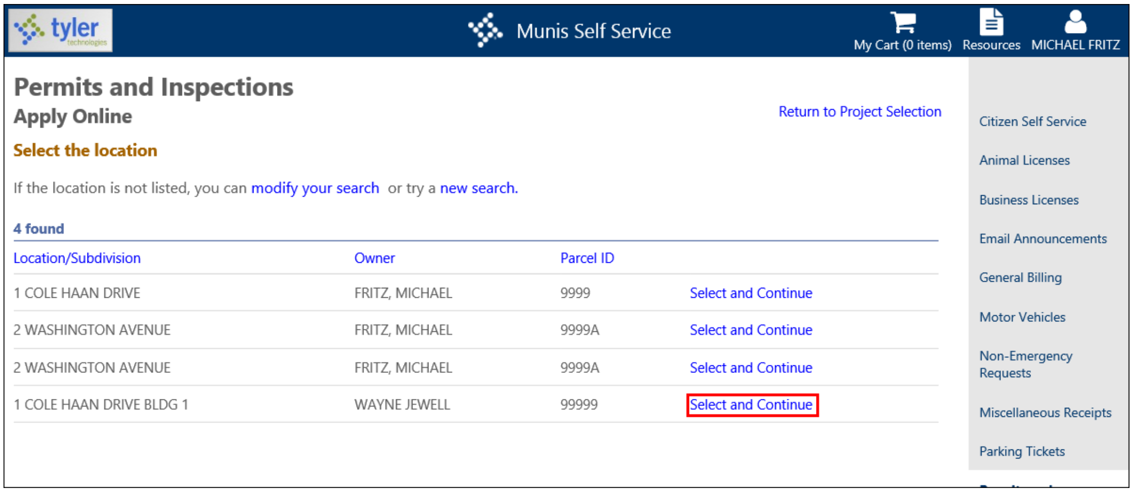
2. Click **Select** to select the appropriate project/activity associated with the new permit or inspection.



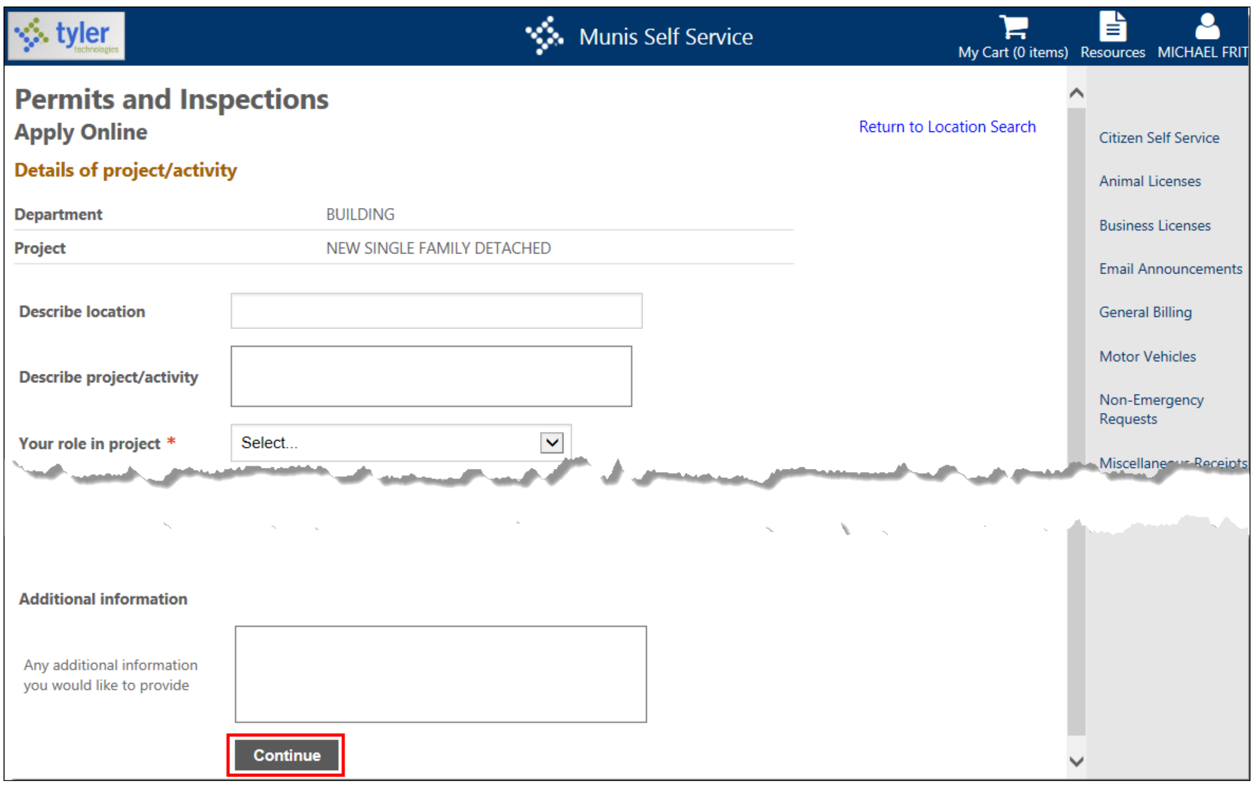
The application process is updated to omit the Parcel Lookup page if you select a project/activity that is not associated with a parcel. In this case, the Project Details page displays, where you can complete the applicant or contractor details, as well as other applicable details, including user-defined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



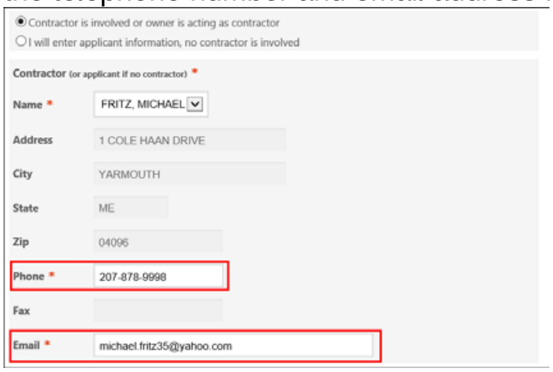
3. If searching by location, you must identify the appropriate record. Click **Select and Continue.**



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



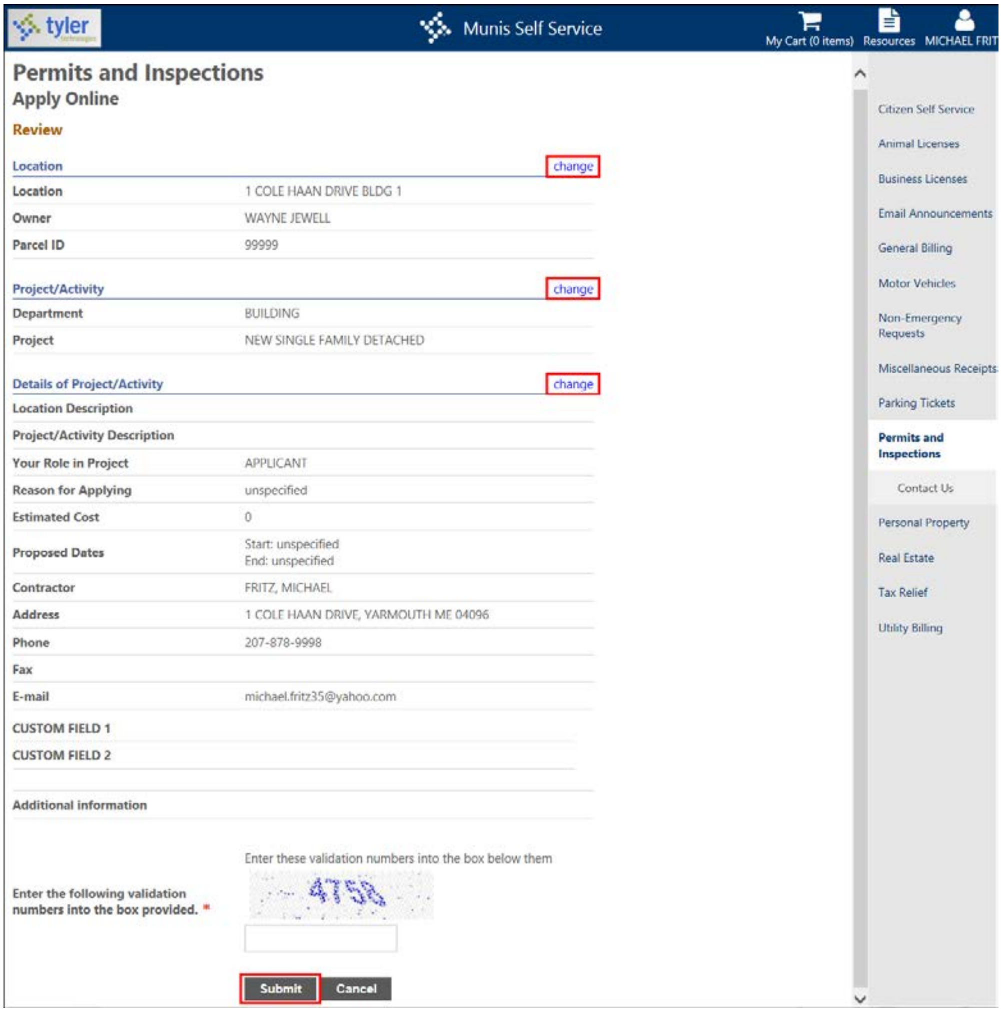
If you select the Owner Is Involved Or Owner Is Acting As Contractor option, you must enter the telephone number and email address for the owner.



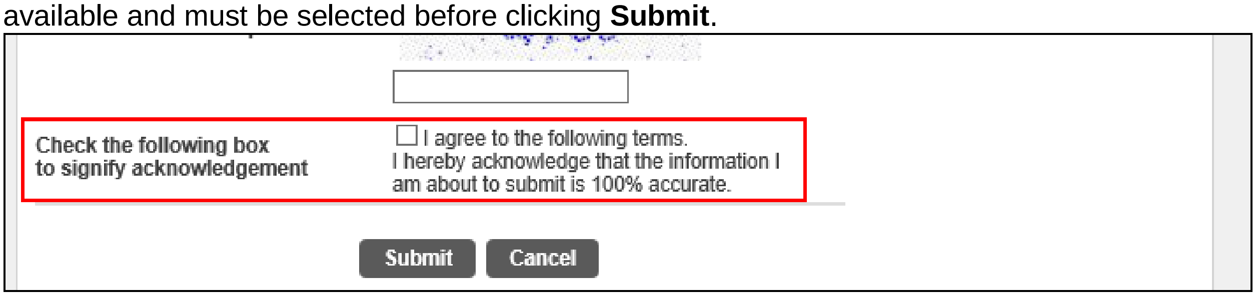
If you select the I Will Enter Applicant Information, No Contractor Is Involved, you must complete all of the general information for the contractor.

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.

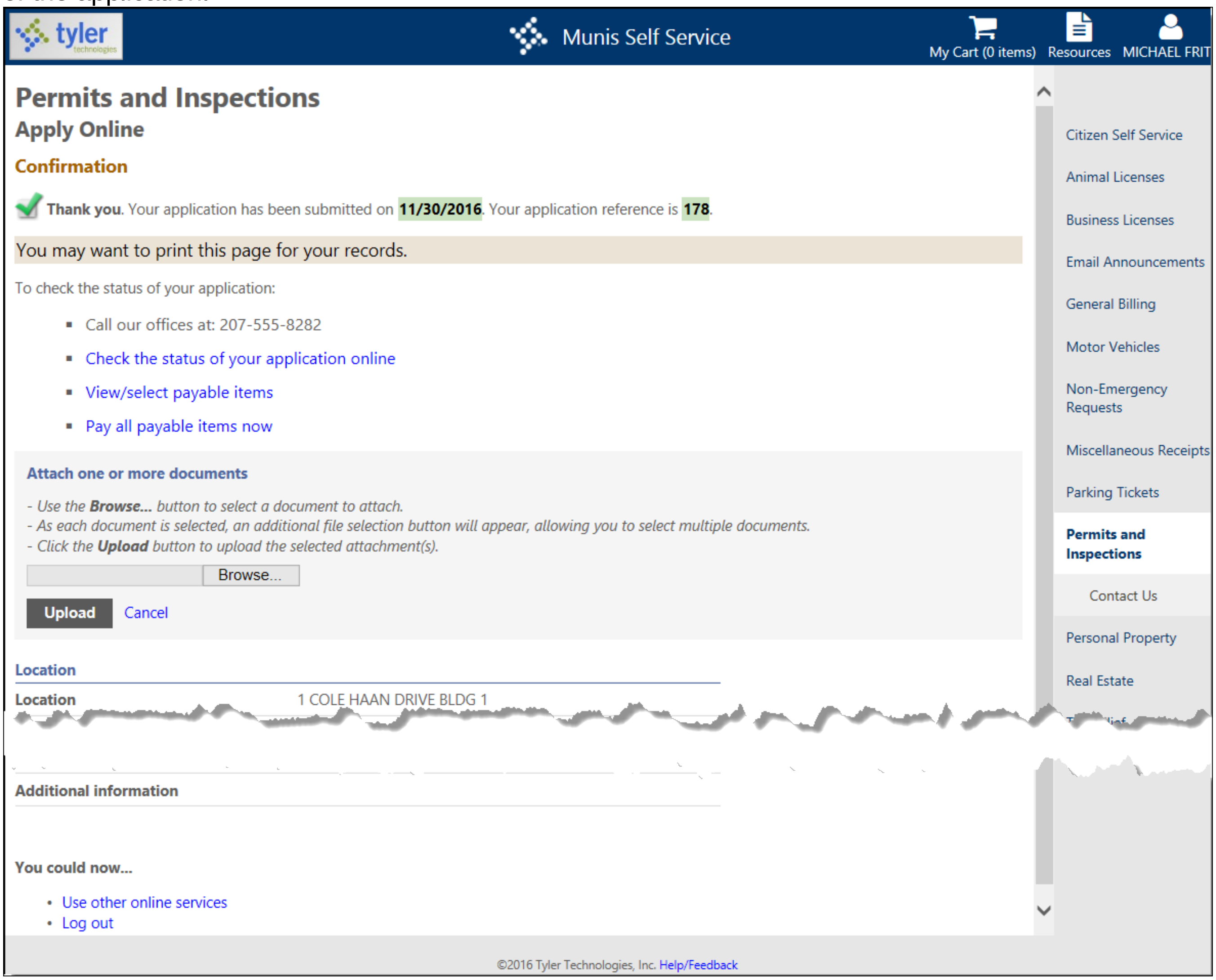


6. Enter the validation numbers.
7. If the Require Electronic Signature for Applications option is selected in Citizen Administration, the **Check the Following Box to Signify Acknowledgement** box is available and must be selected before clicking **Submit**.



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.

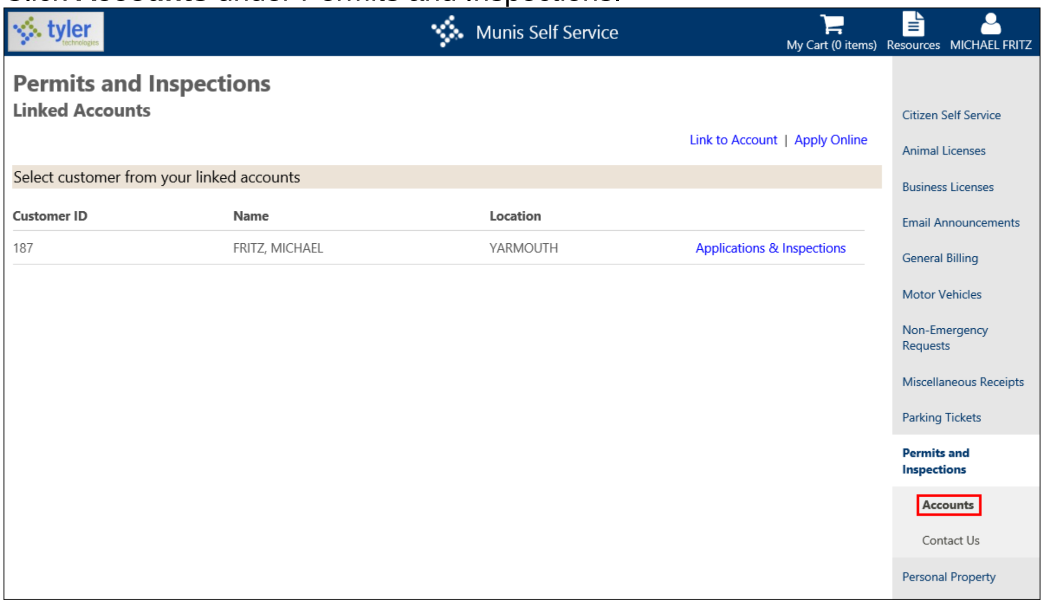


Once submitted, the application is available in the Munis Application Entry program. The status code for the application depends on the value of the Initial Online Status box in the Munis Project Types program. The Status of the application reflects “O” for Online.

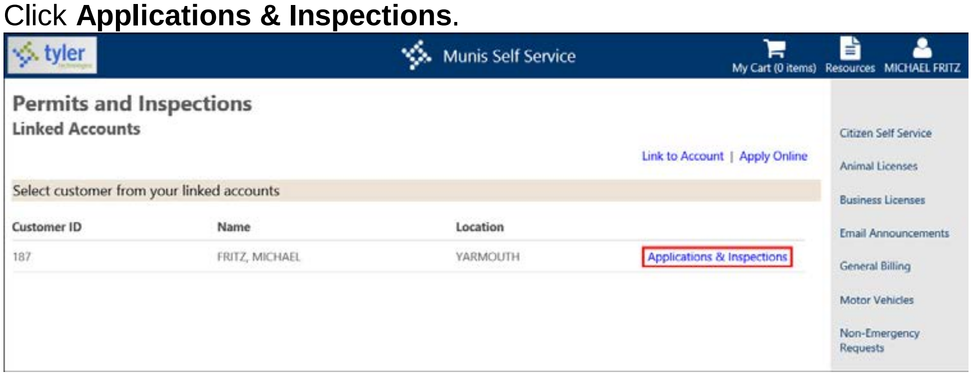
2.8.10 View and Attach Documents to a Permit

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

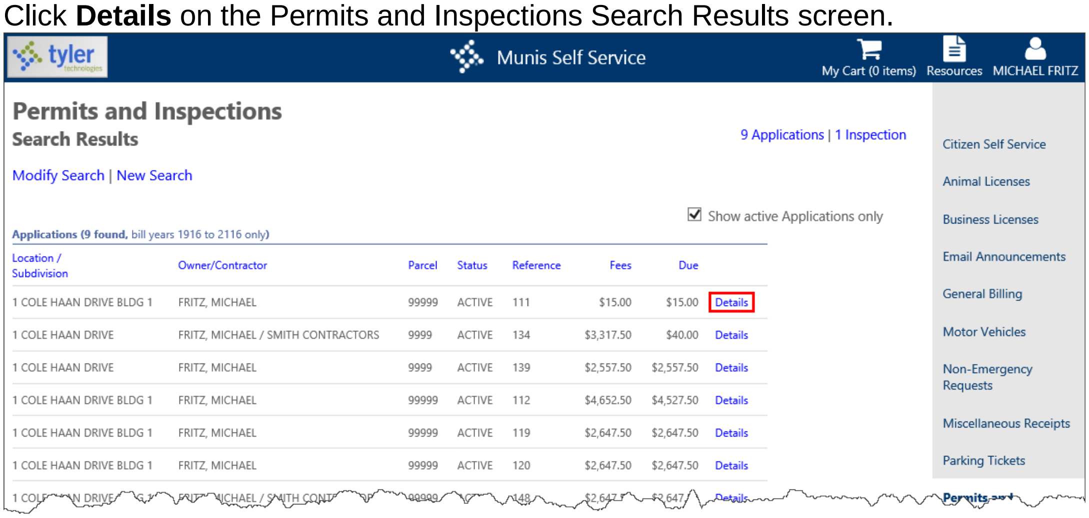
1. Click **Accounts** under Permits and Inspections.



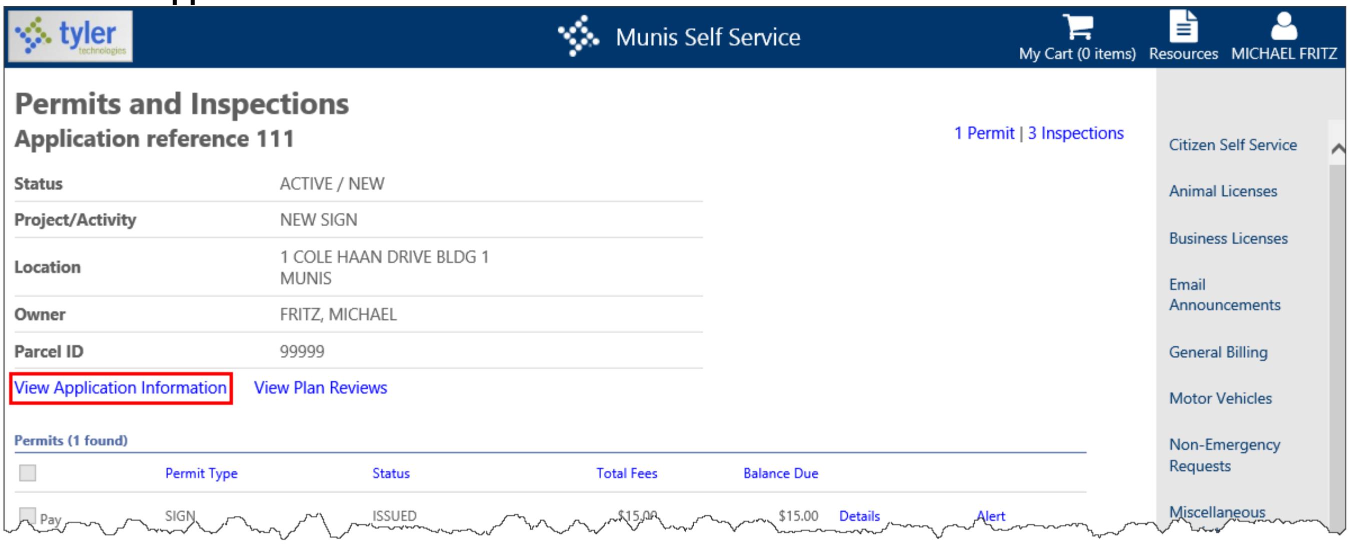
2. Click **Applications & Inspections**.



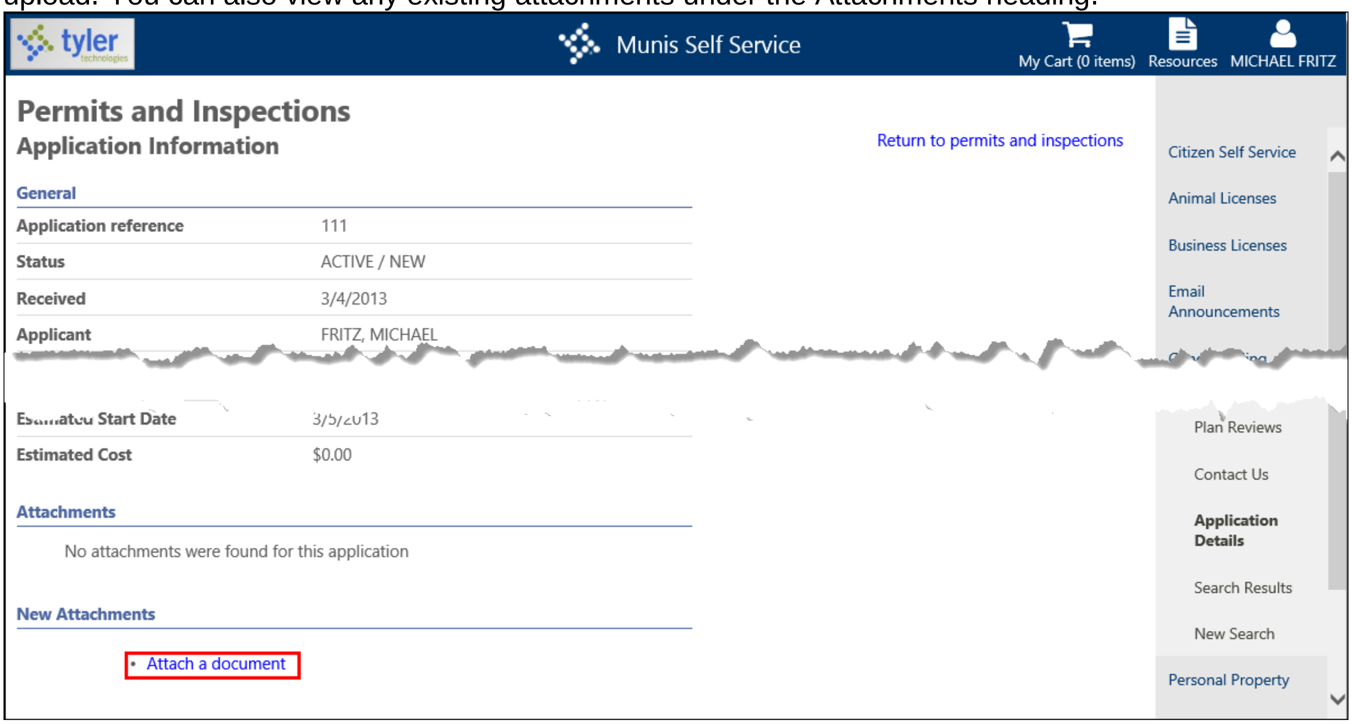
3. Click **Details** on the Permits and Inspections Search Results screen.



4. Click **View Application Information**.

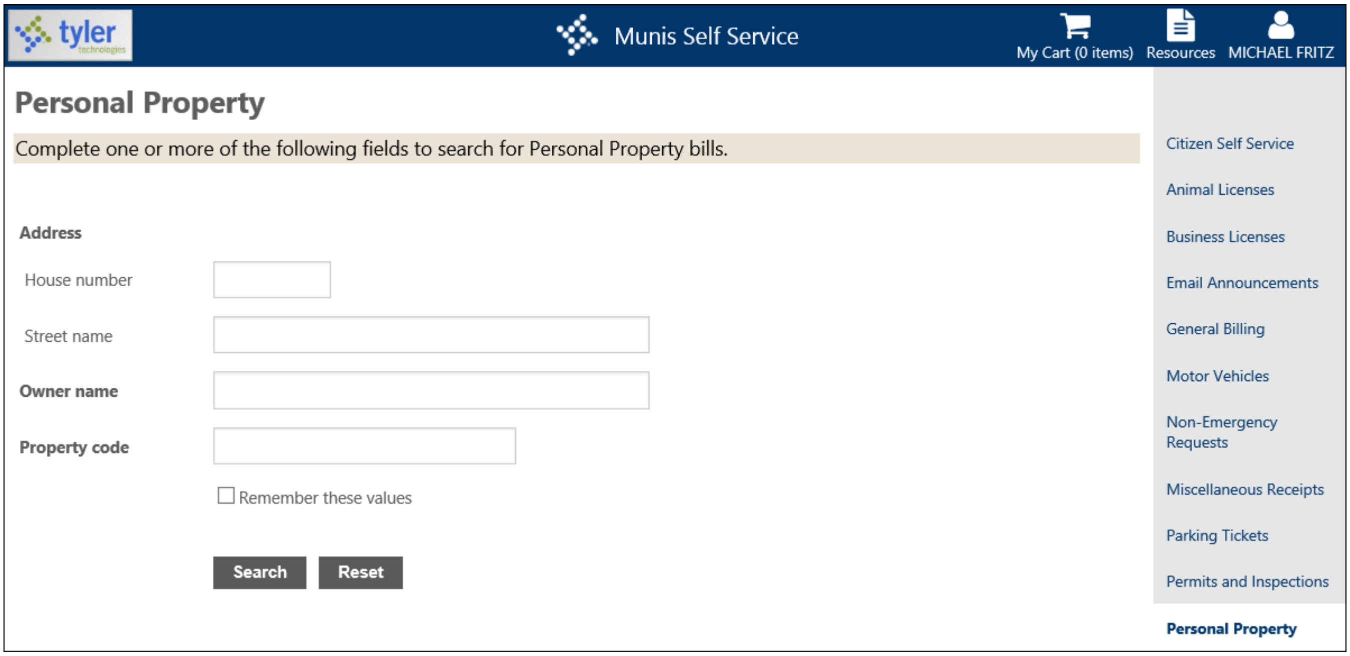


5. Click **Attach a Document** under the New Attachments Heading. The Attach One or More Documents box displays, allowing you to click **Browse** and find a specific document to upload. You can also view any existing attachments under the Attachments heading.

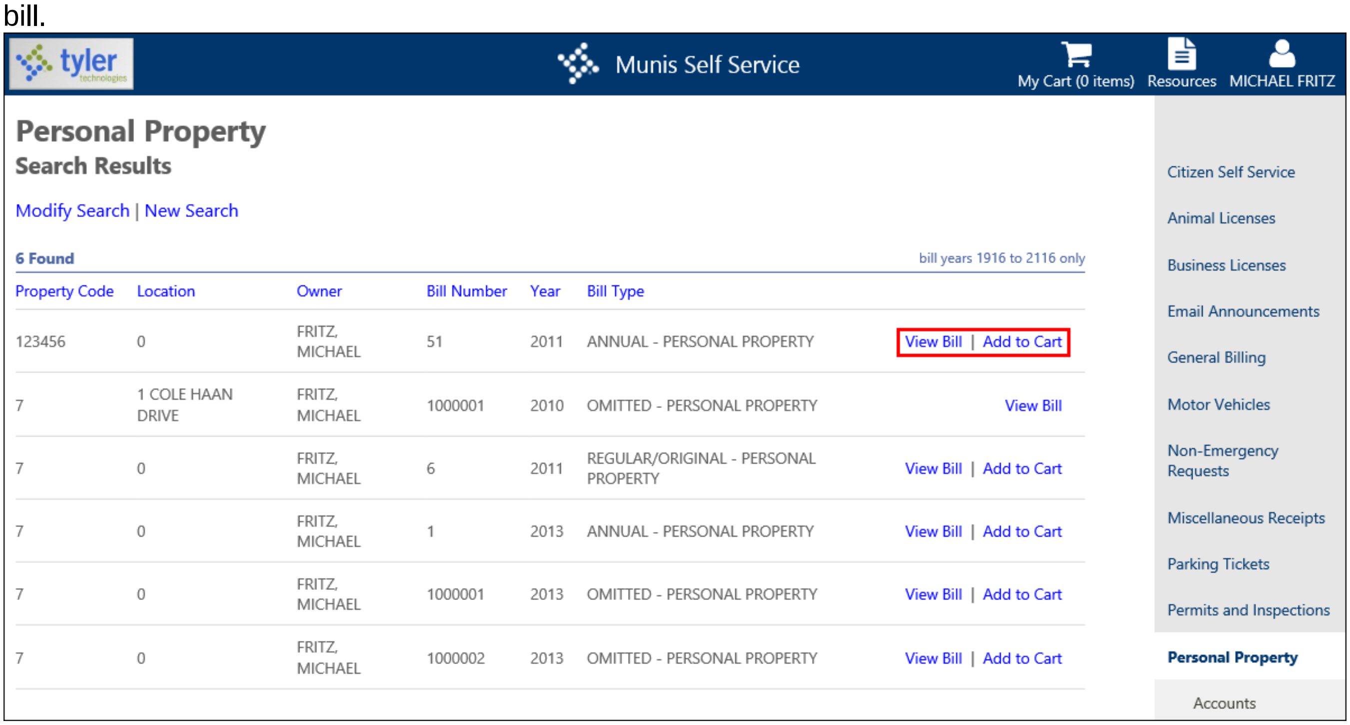


2.9 PERSONAL PROPERTY TAXES

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.

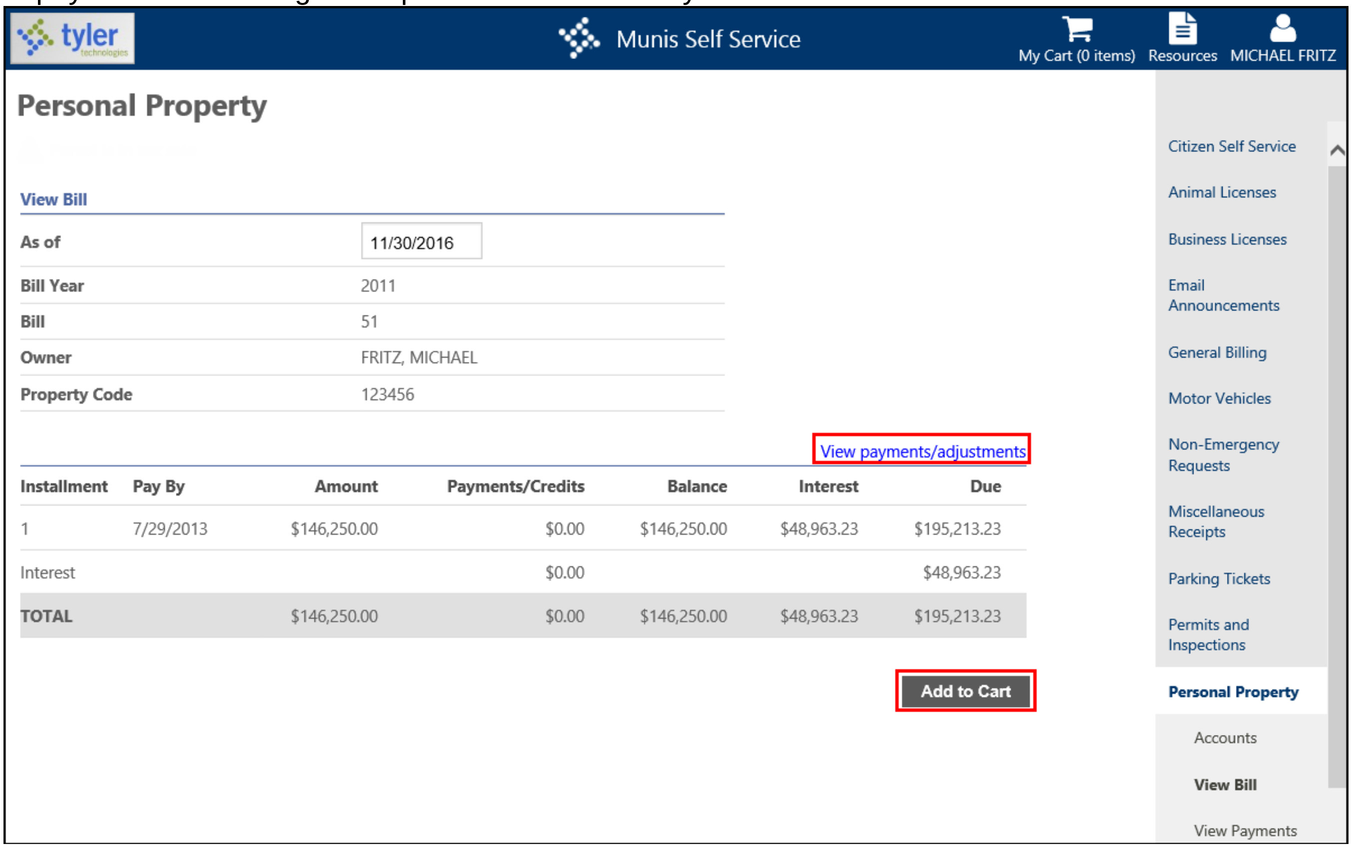


The View Bill option displays bill details; the Pay Bill or Add to Cart options allow you to pay the bill.



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.

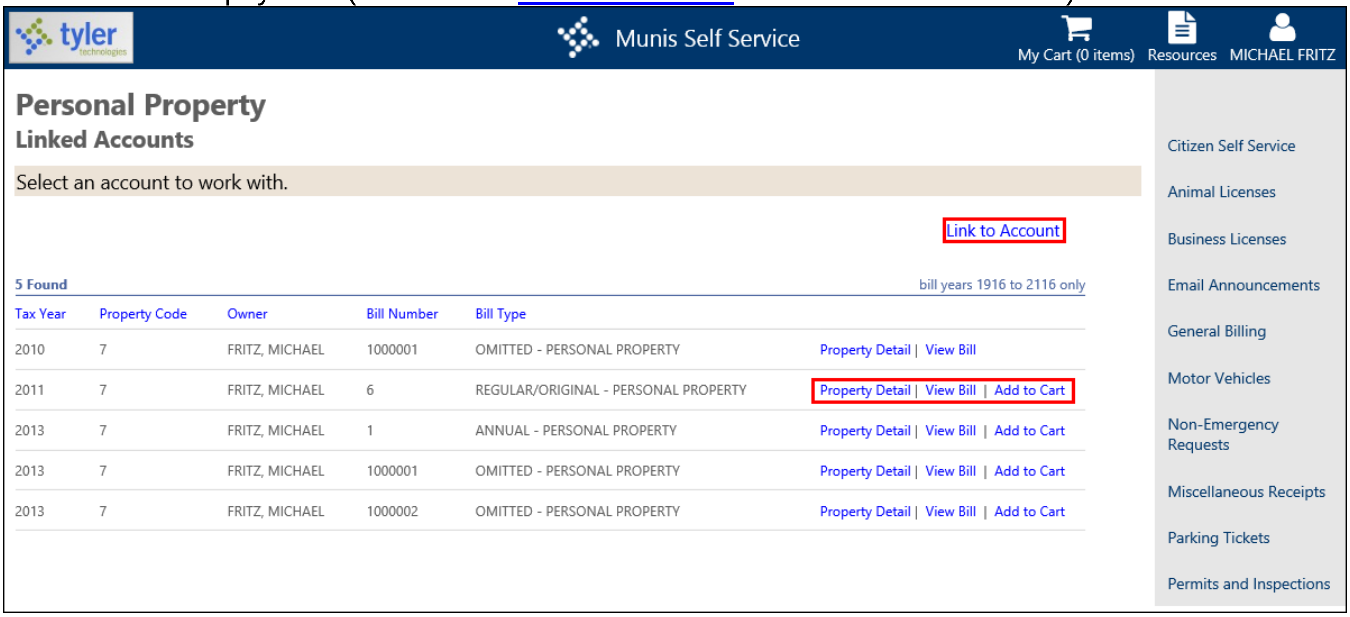


2.9.2 View Payments/Adjustments

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

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.)



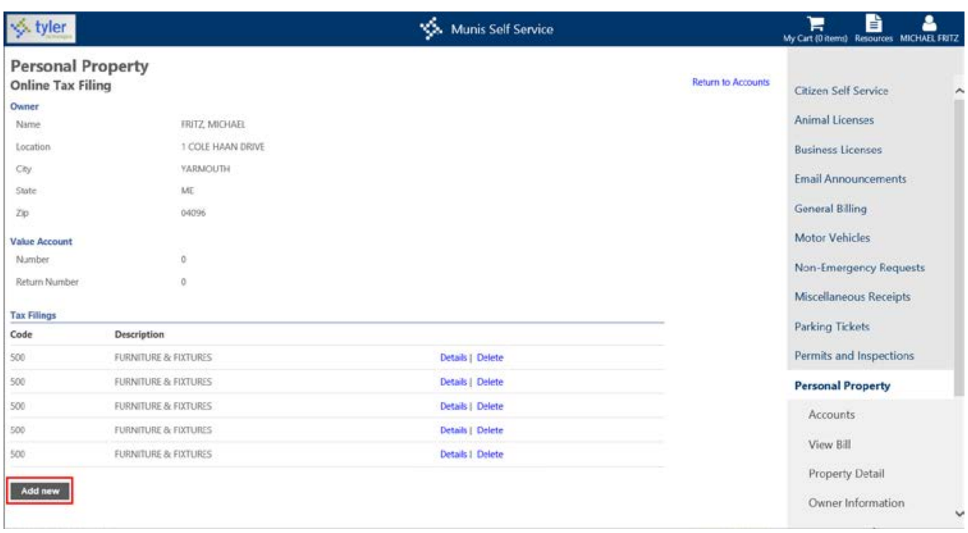
Link personal property accounts to your user name by clicking **Link to Account**. Once the account is linked, it is available on your CSS Home page.

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

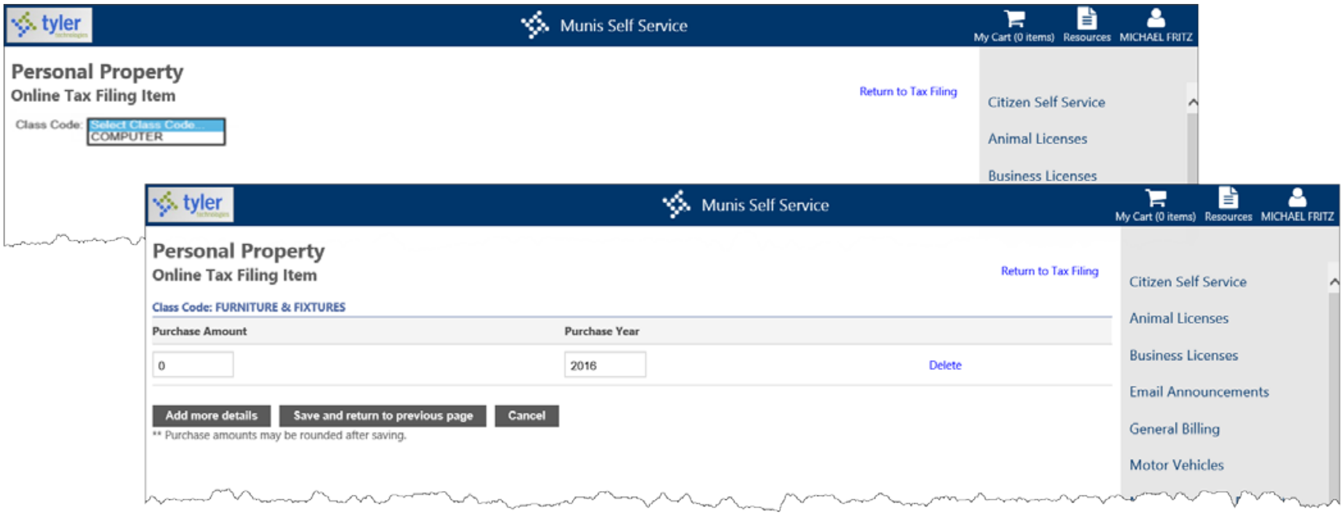
When you click **Tax Filing**, the Online Tax Filing page provides information for the owner and value record. Click **Details** to view the Property Detail. You can click **Delete** to remove the filing record.

To add a new filing:

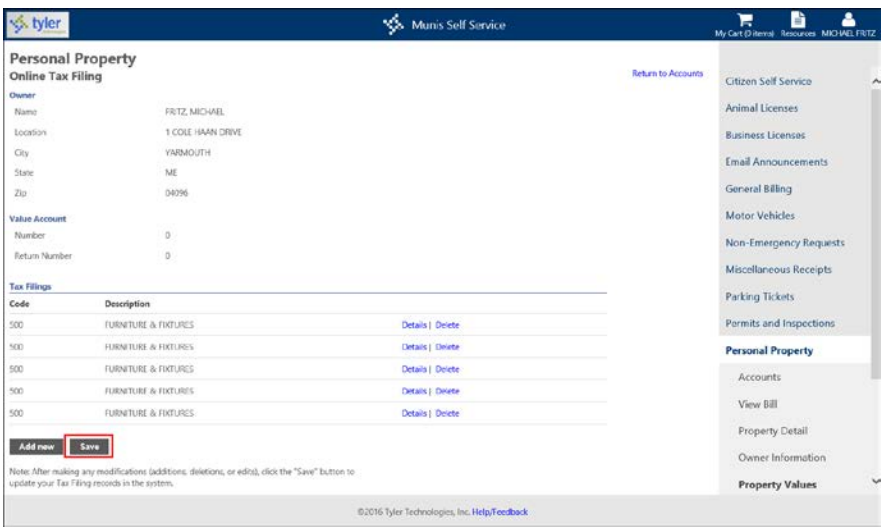
1. Click **Add New**.



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.

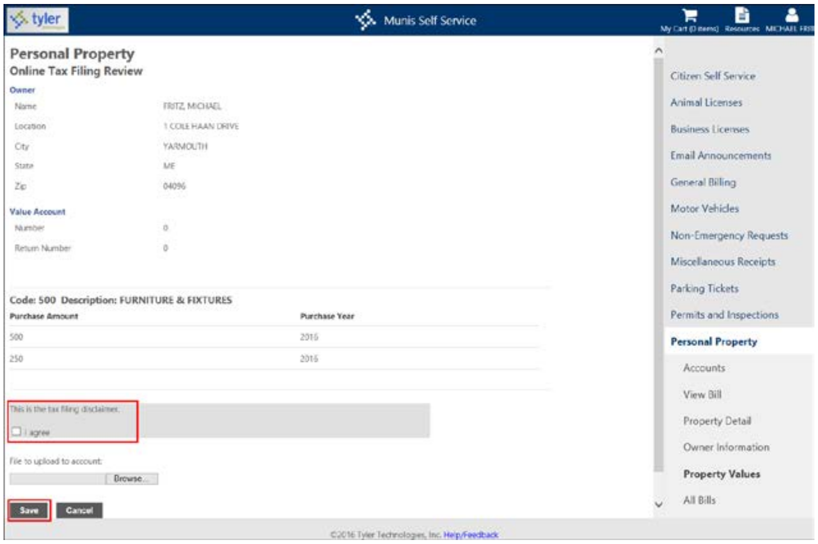


3. Use the Add More Details button to add another detail line. The Save button returns you to the prior page.



4. Once the details are complete, click Save.

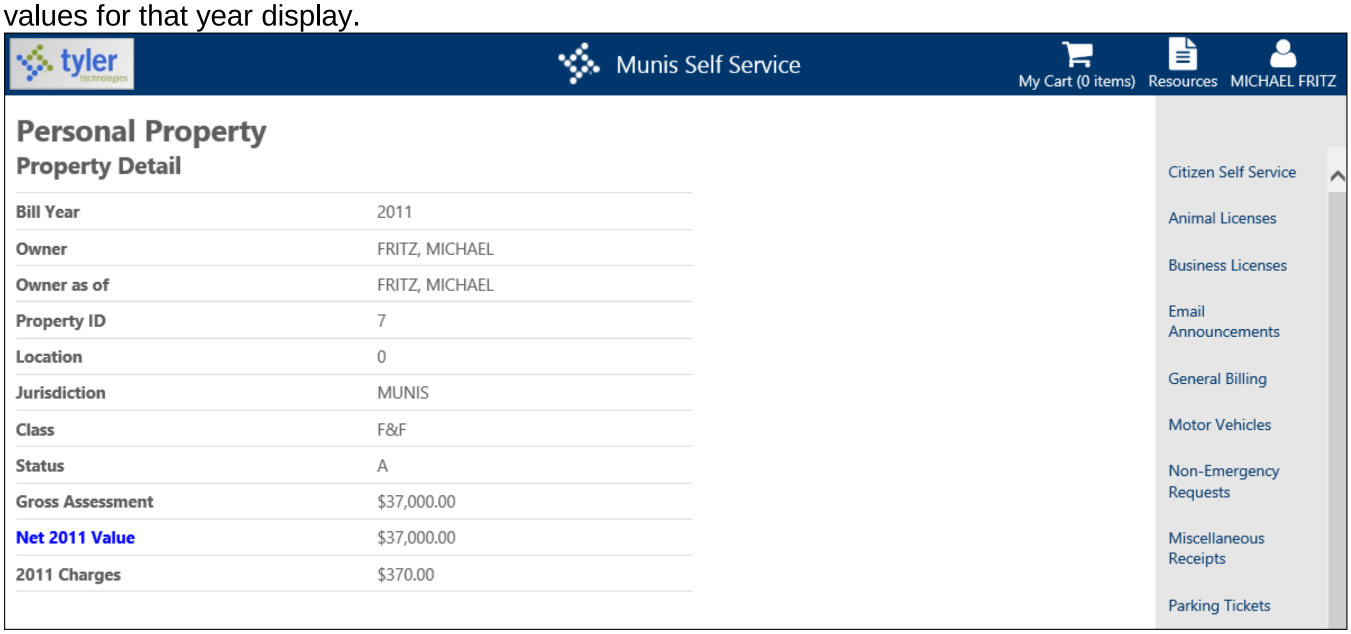
5. On the Online Tax Filing Review page, review the filing details.
   Note: The tax filing disclaimer message is defined on the Personal Property Administration page in Citizen Administration. The I Agree check box is also a system-defined setting on the Personal Property Administration page. Both the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



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

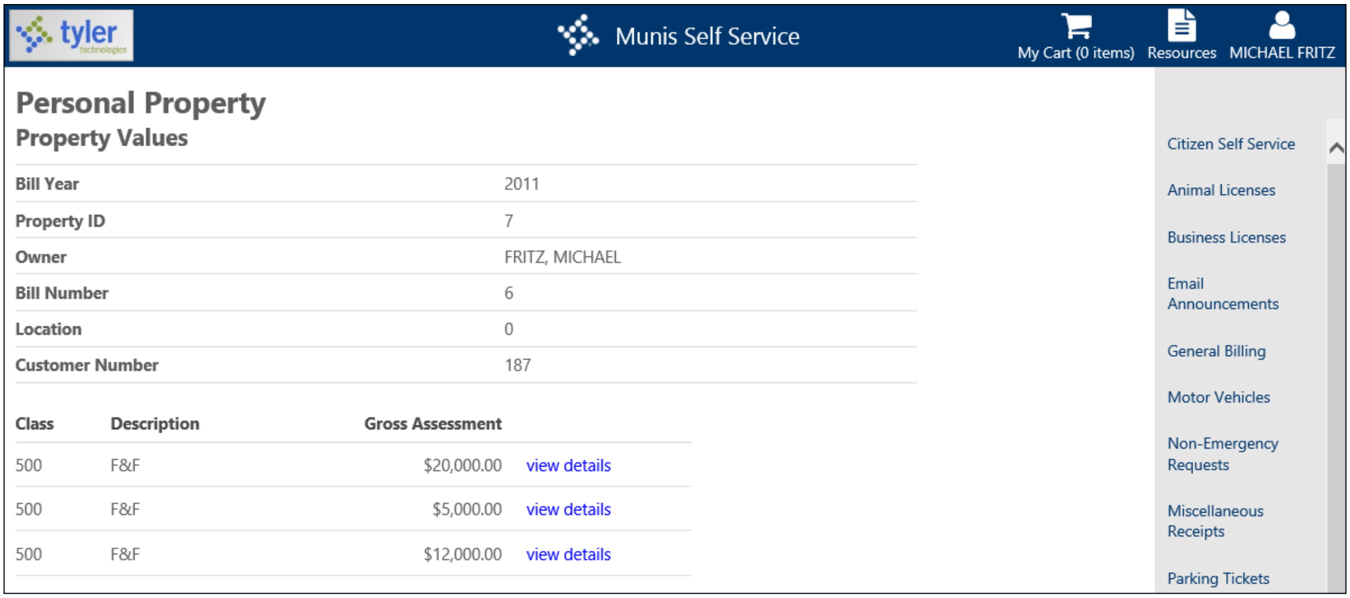
2.9.5 Property Detail

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.



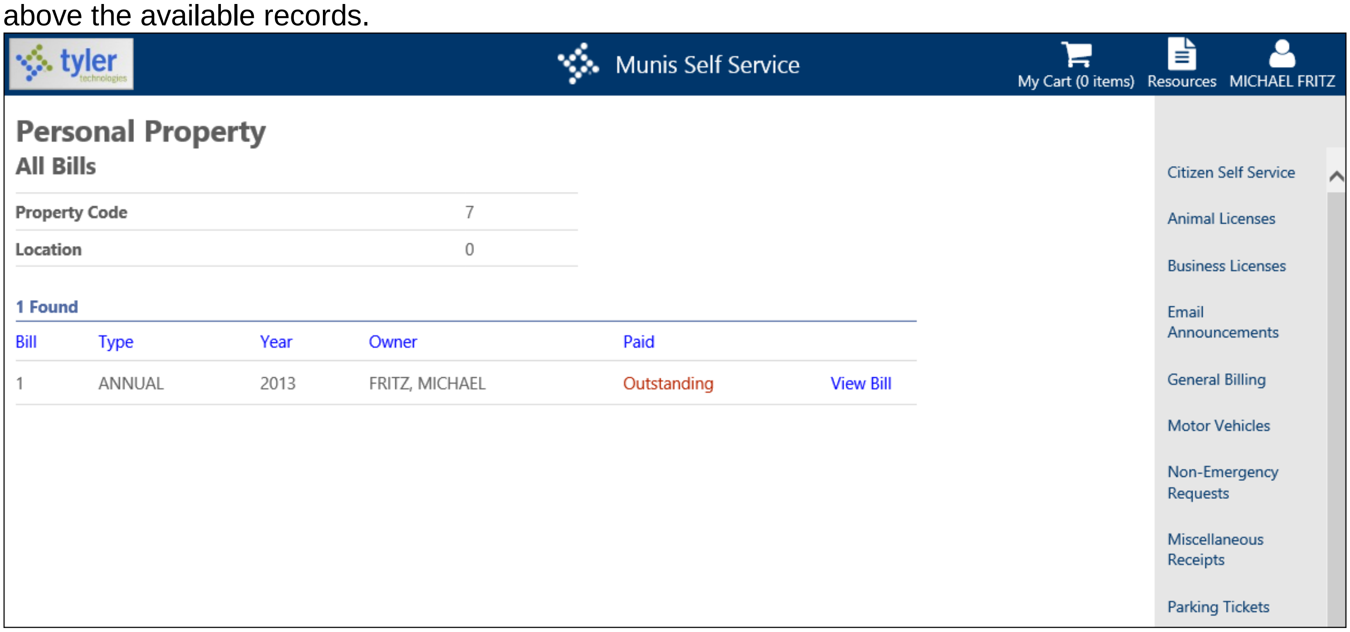
2.9.6 Property Values

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



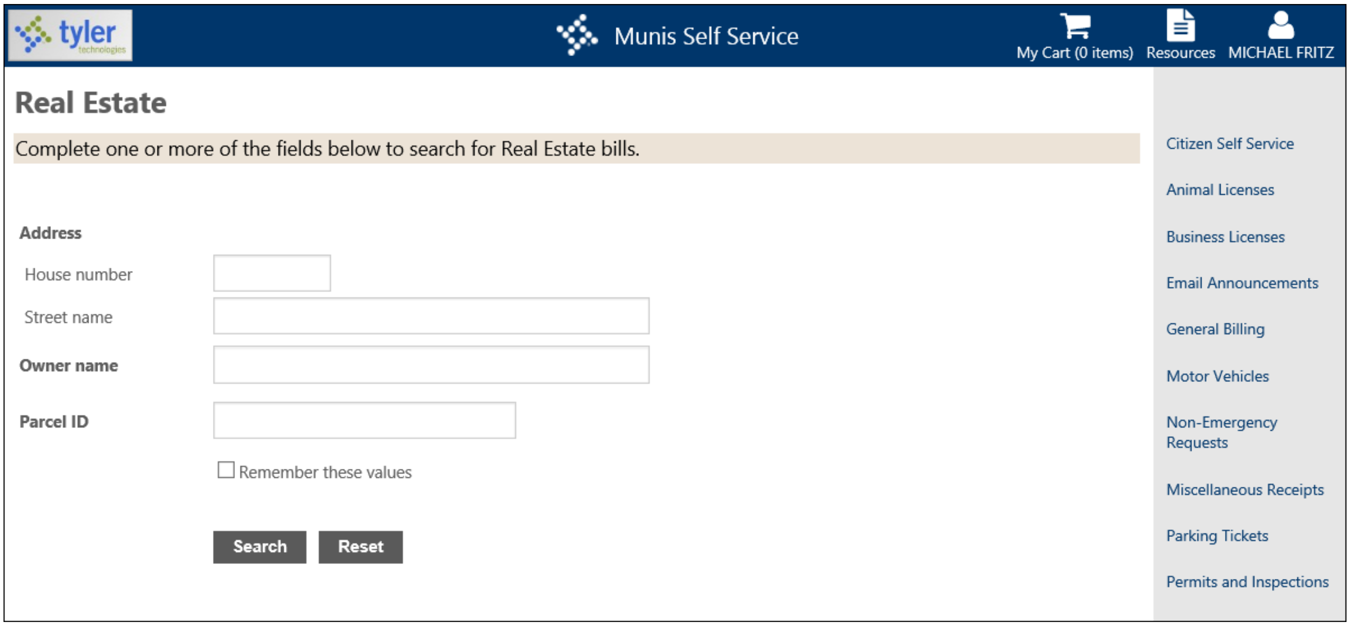
2.9.7 All Bills

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.

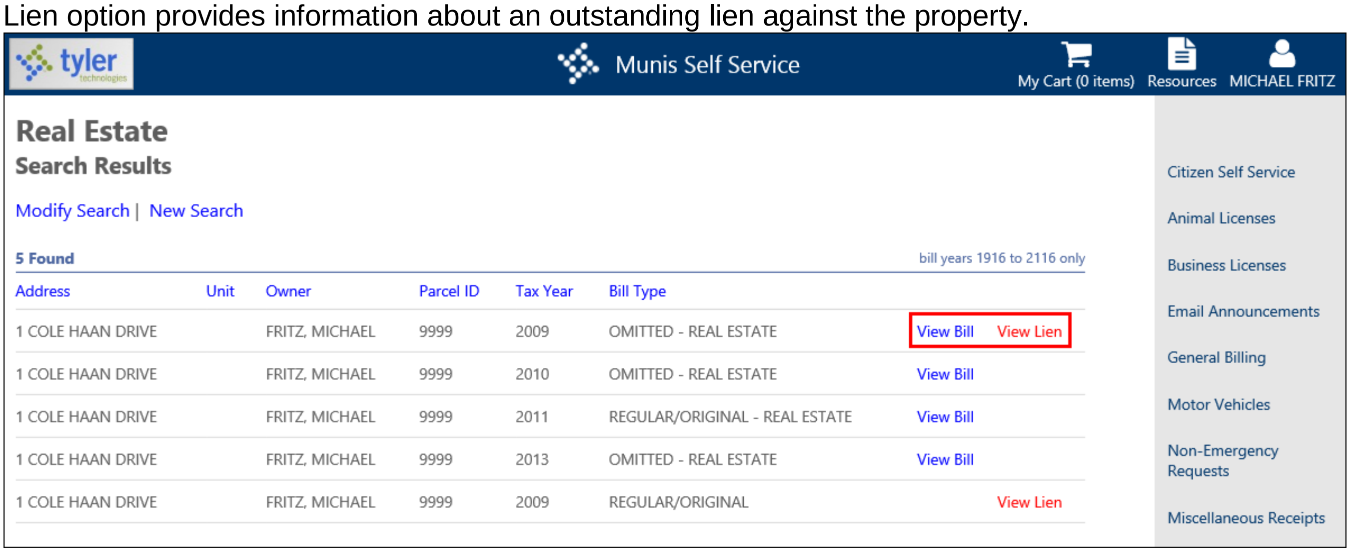


2.10 REAL ESTATE PROPERTY TAXES

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.



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.

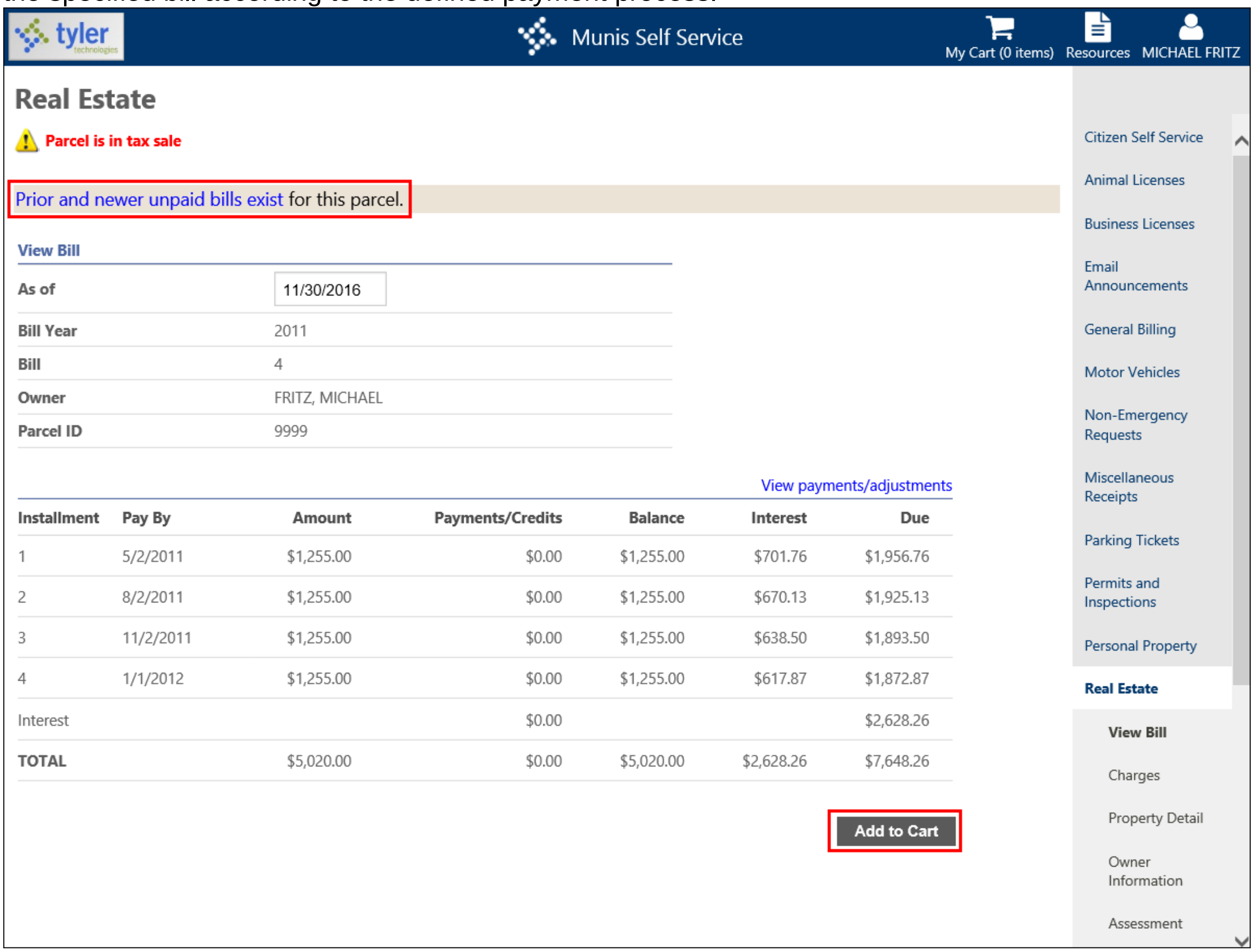


When the Enable Viewing in Citizen Self Service check box is not selected in Munis Special Condition Codes and the owner or parcel has an associated special condition code, the customer's address is not available on the Search Results page and the bill information is not available on the Detail page.

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.

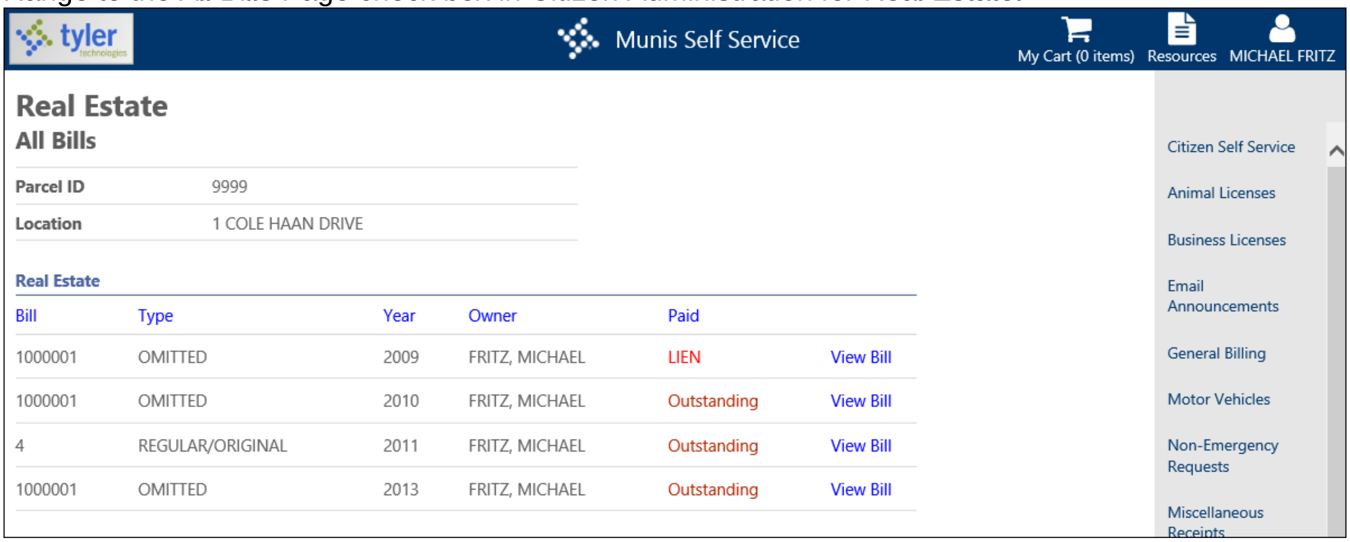
Click the **Pay Bill**, **Pay Total Due**, **Pay Selected Installments**, or **Add to Cart** buttons to pay the specified bill according to the defined payment process.



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.

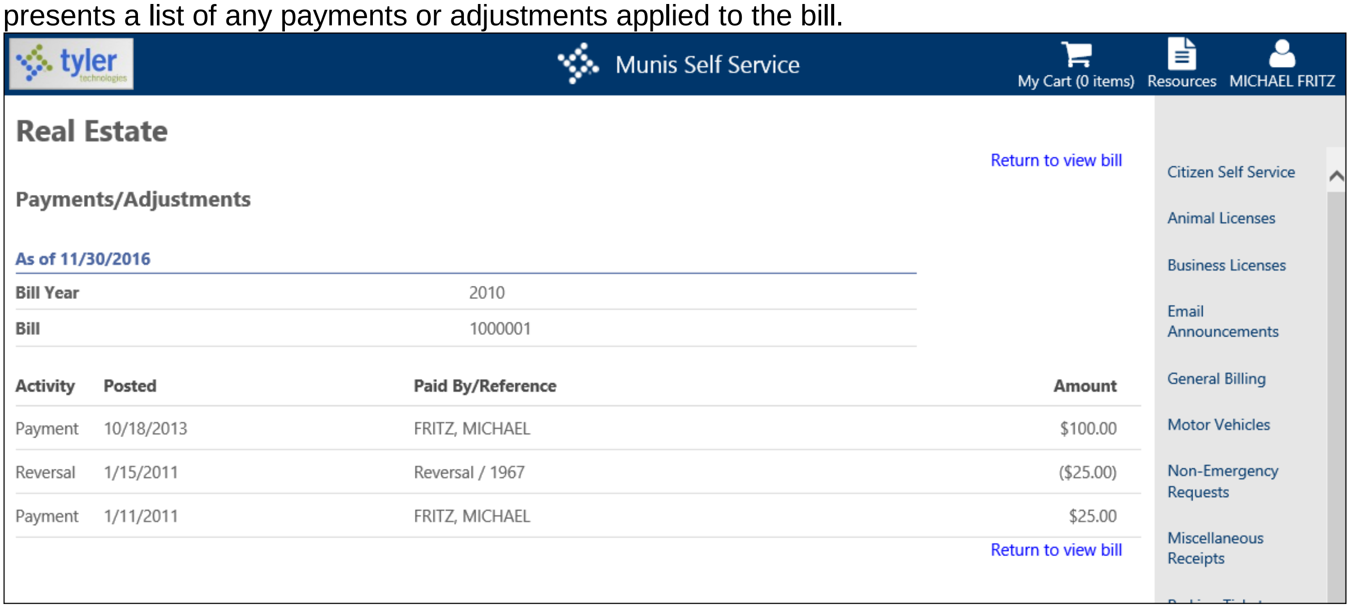
When you click the **Prior Unpaid Bills Exist for This Parcel** option, the application presents the All Bills page, which lists all of the unpaid bills for the parcel ID for the bill category. The available years are based on the Bill Year Search Default option and the Apply Bill Year Search Range to the All Bills Page check box in Citizen Administration for Real Estate.



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.



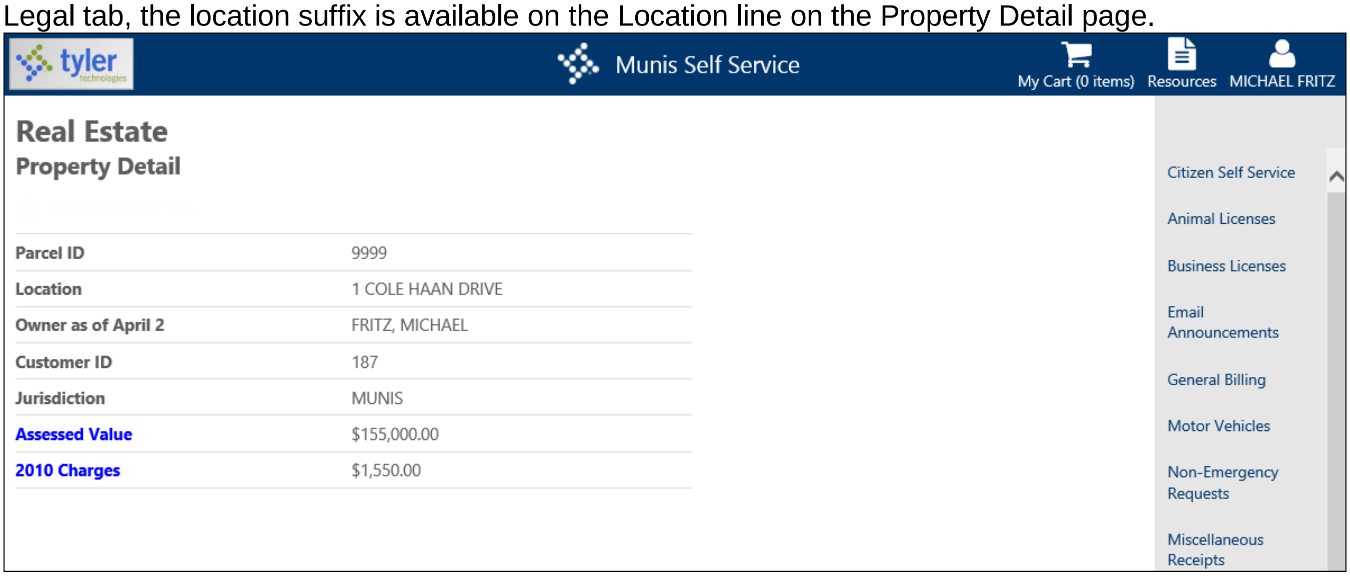
If the Prevent Viewing of Payments and Adjustments Page check box on the Real Estate Tax Settings page in Citizen Administration is selected, the View Payments/Adjustments option is not available.

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.

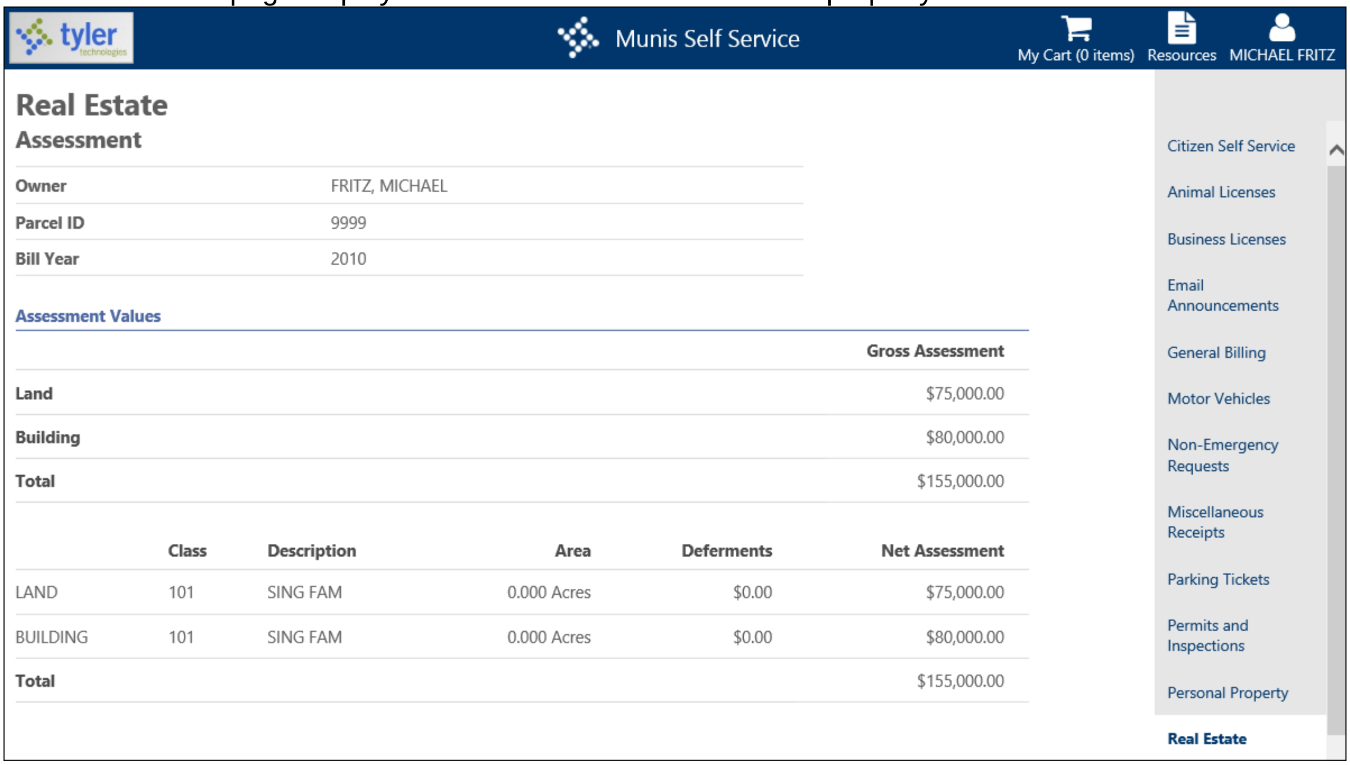
2.10.4 Property Detail

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.



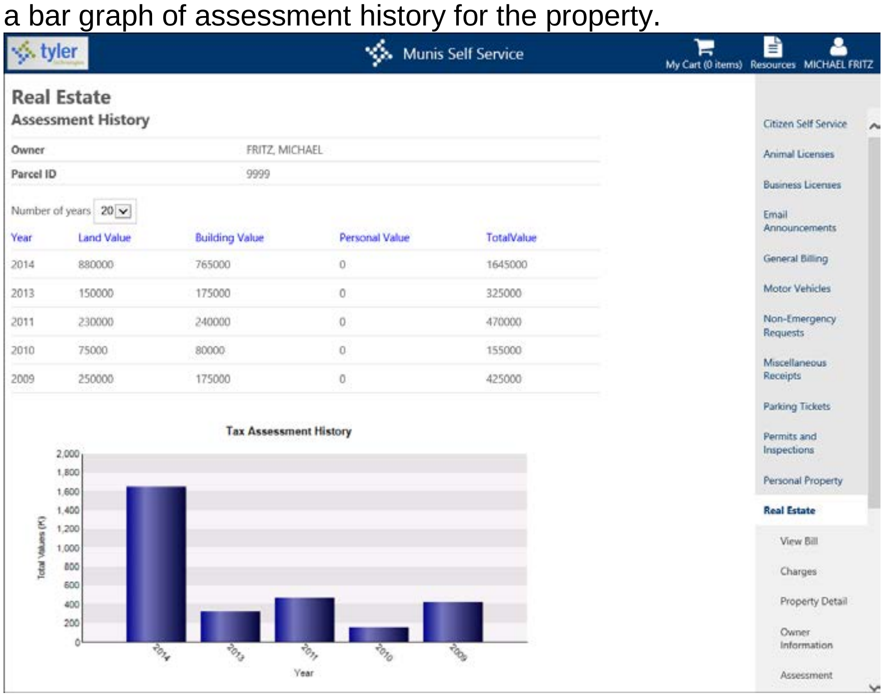
2.10.5 Assessment

The Assessment page displays assessment information for the property.



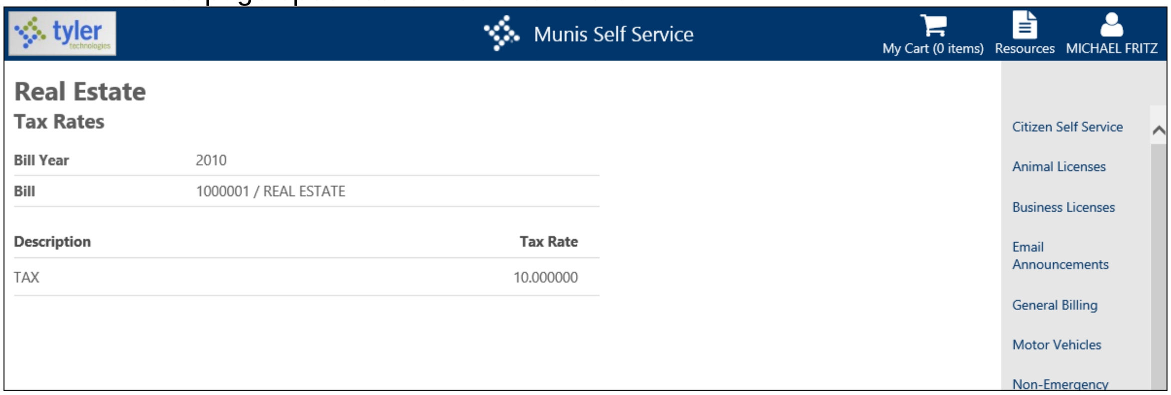
2.10.6 Assessment History

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.



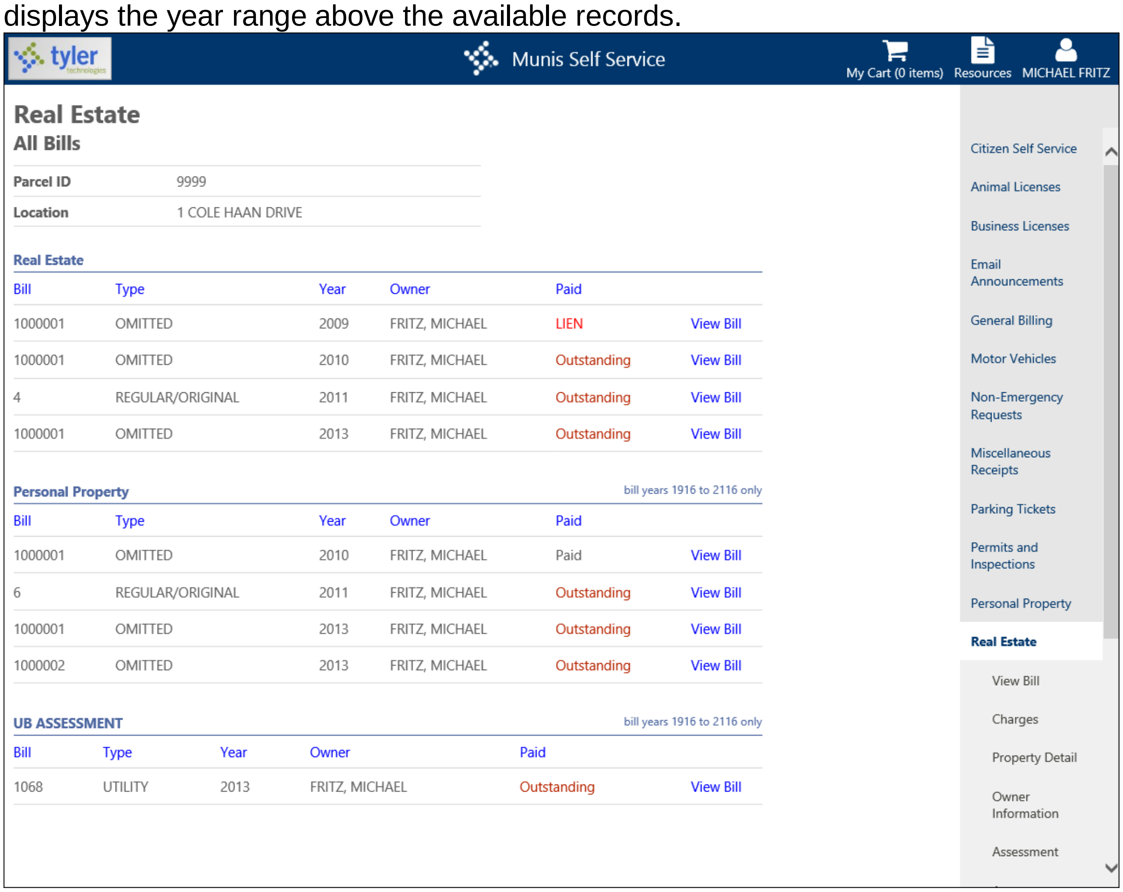
2.10.7 Tax Rates

The Tax Rates page specifies tax rates for the bill.



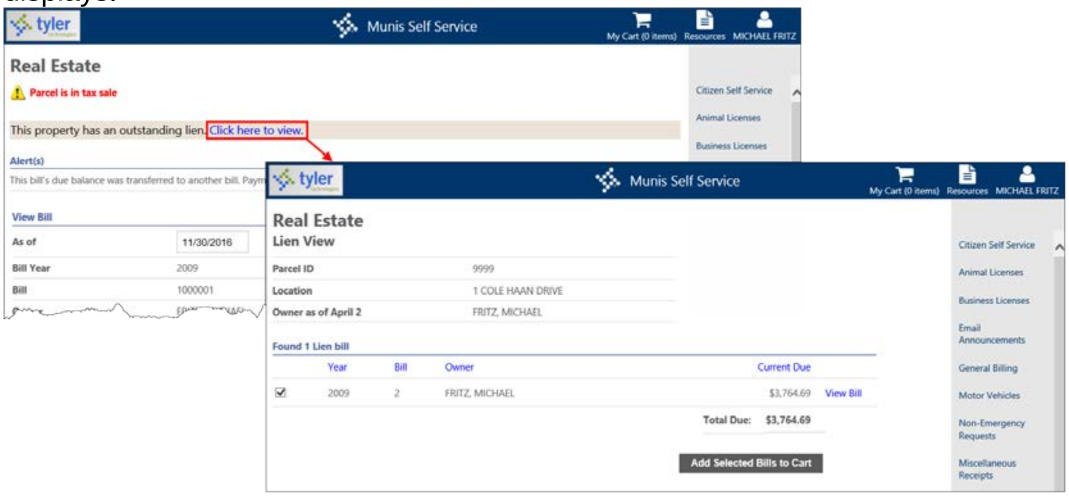
2.10.8 All Bills

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.

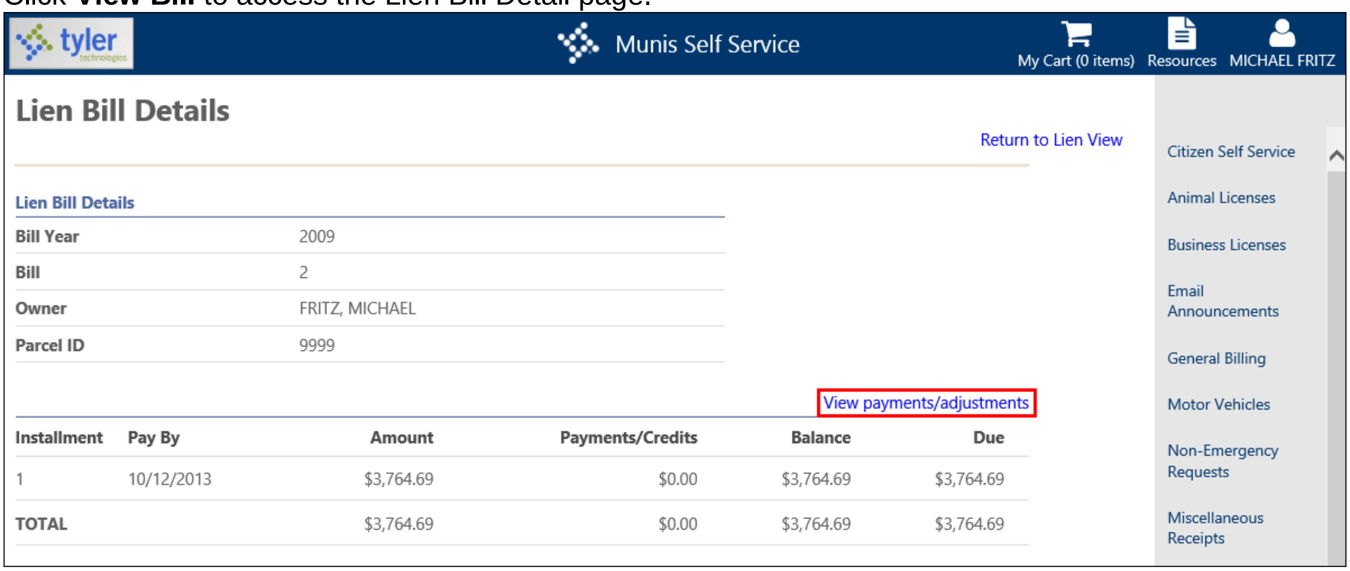


2.10.9 Tax Liens

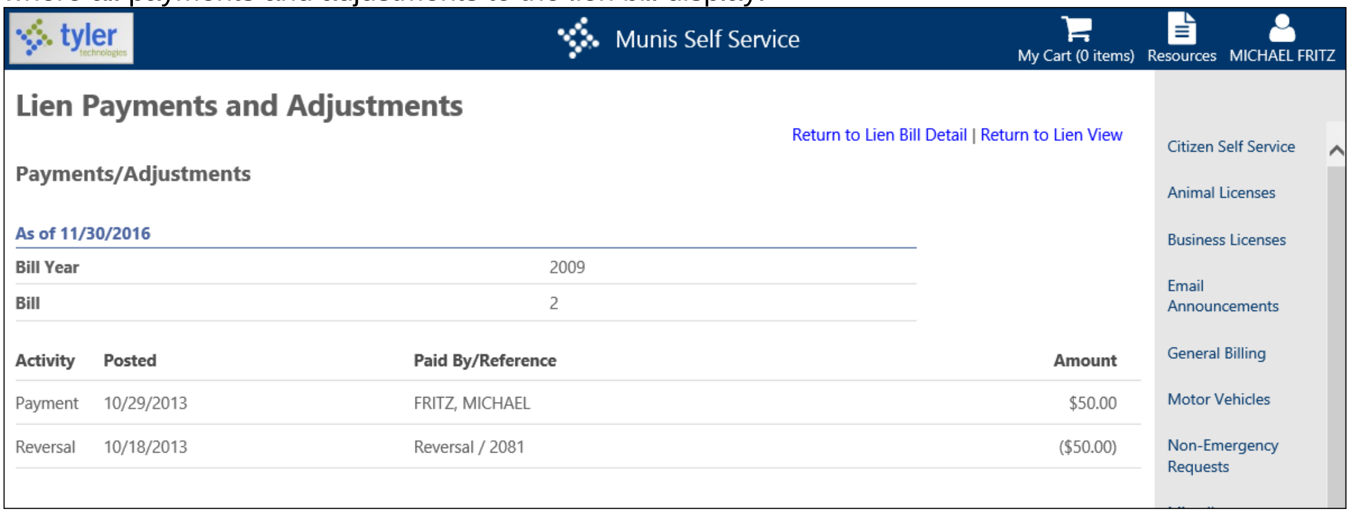
When a real estate bill is converted to tax lien in Munis, the Real Estate detail page displays the This Property Has an Outstanding Lien option**.** When you click this option, the Lien View page displays.



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.



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.

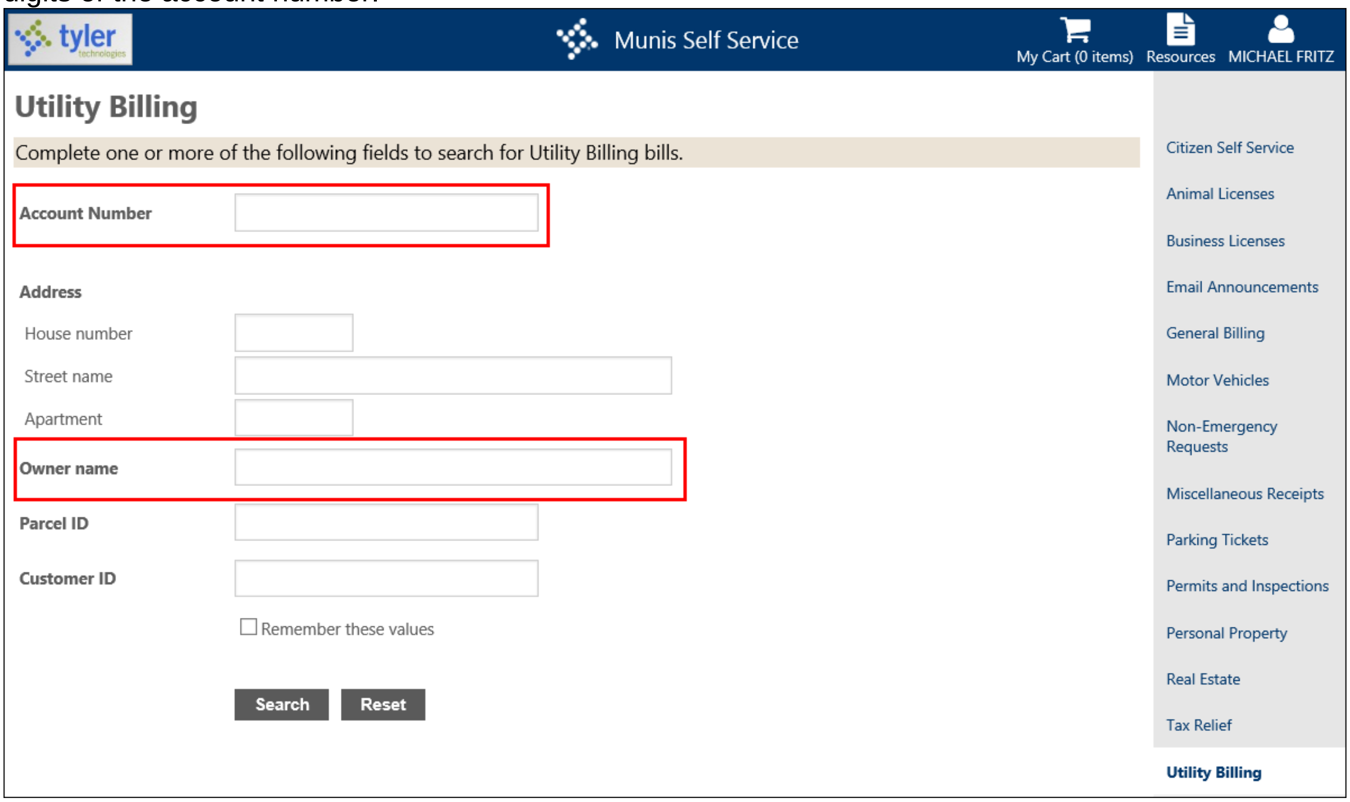
2.12 UTILITY BILLING

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.

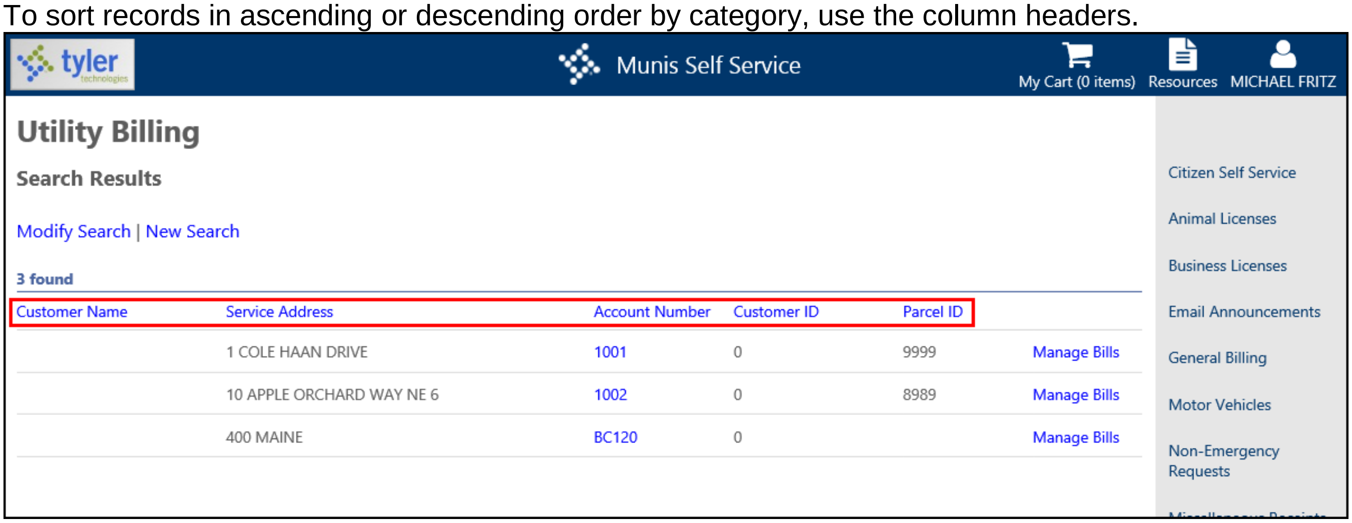
When you select Utility Billing from the CSS menu, the program either displays a list of available accounts to manage or provides a search screen where you are able to define account search criteria. Access to accounts is determined by the Utility Billing settings in Citizen Administration.

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.



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.



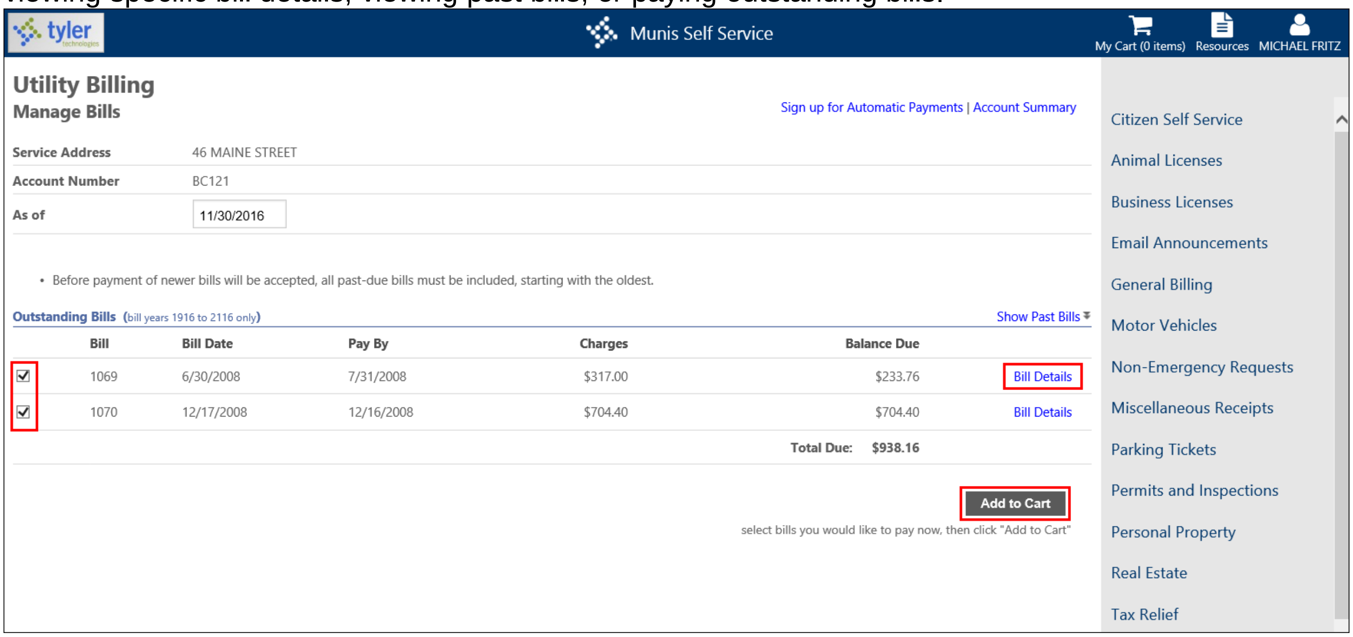
For example, click **Service Address** to sort the list from ascending to descending order; click **Customer Name** again to reverse the sort order.

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.



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.

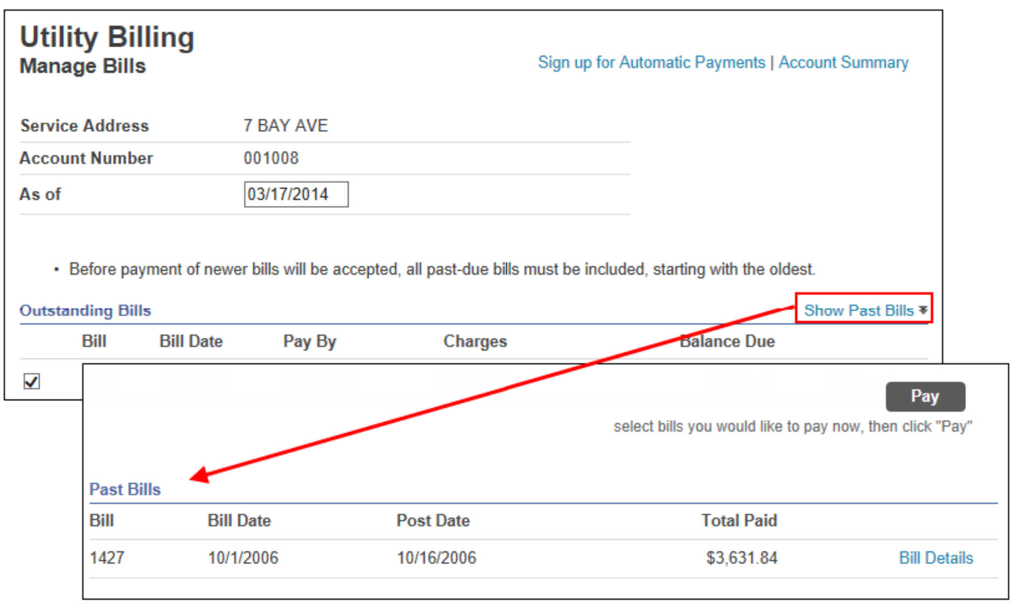
If the Shopping Cart feature is enabled, you can use the Add to Cart option to select and pay multiple bills at one time.

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.

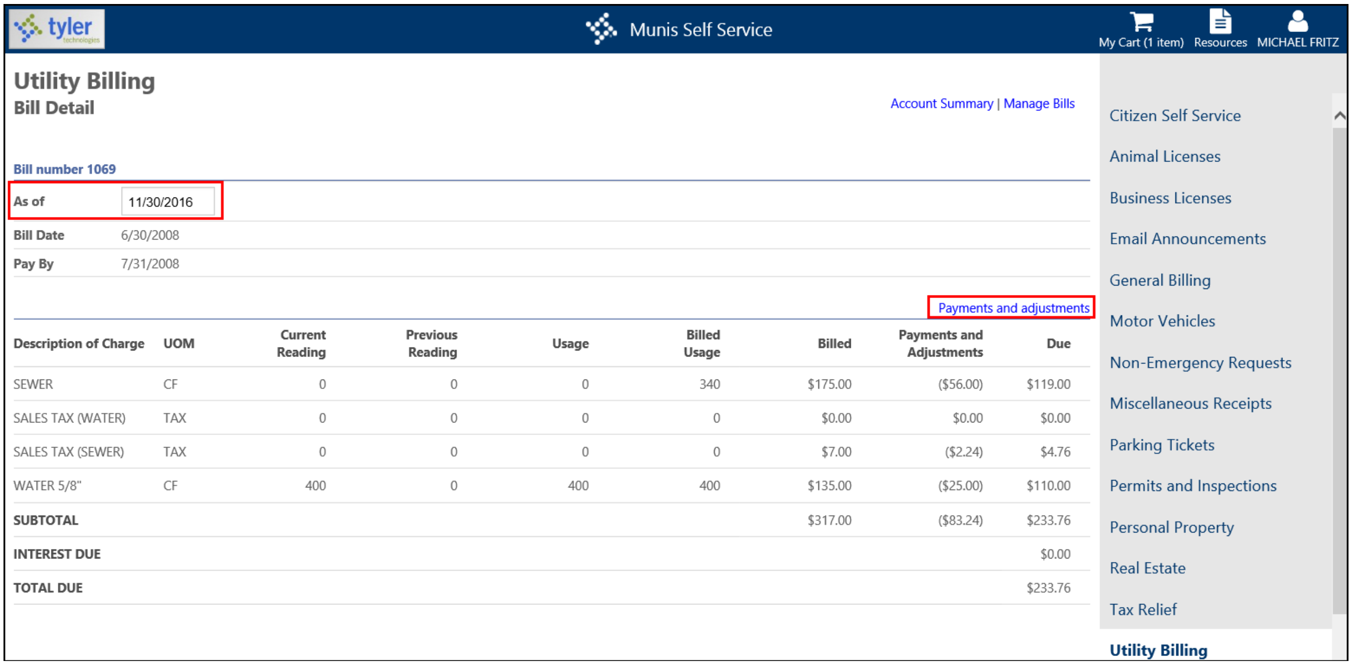


If there are no past bills for the selected account, the program displays a message.

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.

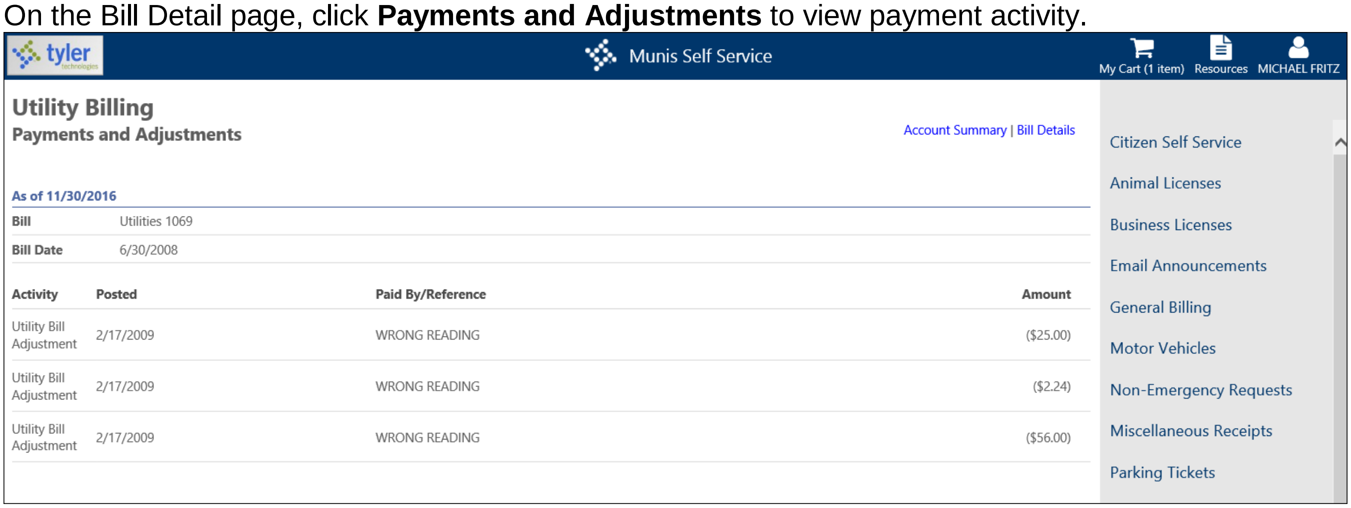
If there are pending web payments that have not been credited to your account, or if there has been a discount applied to the total due, the applicable message displays under the Total Due field.



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
SUBTOTAL						$317.00	($83.24)	$233.76
INTEREST DUE								$0.00
TOTAL DUE								$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.

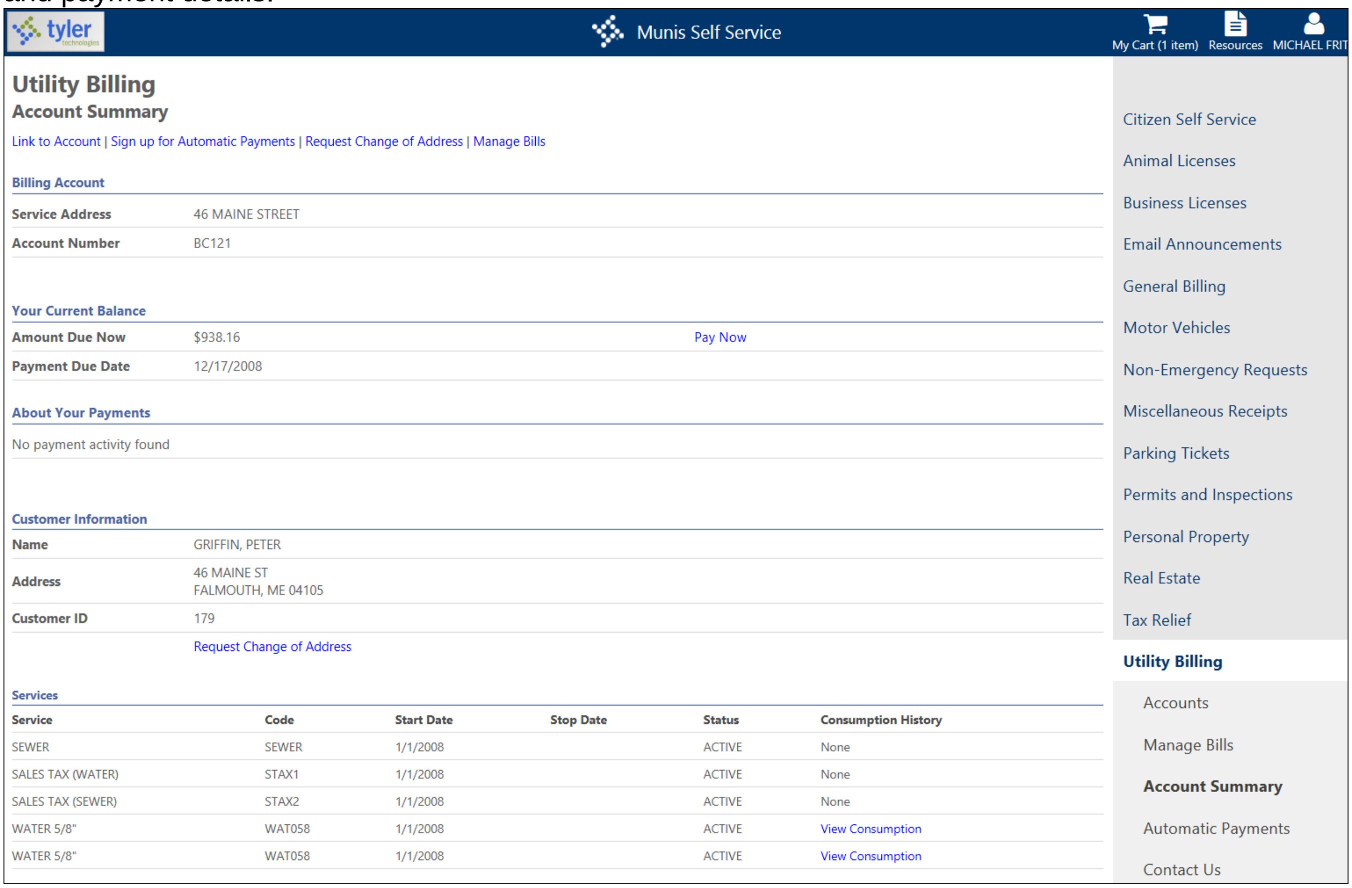


Activity	Posted	Paid By/Reference	Amount
Utility Bill Adjustment	2/17/2009	WRONG READING	($25.00)
Utility Bill Adjustment	2/17/2009	WRONG READING	($2.24)
Utility Bill Adjustment	2/17/2009	WRONG READING	($56.00)

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

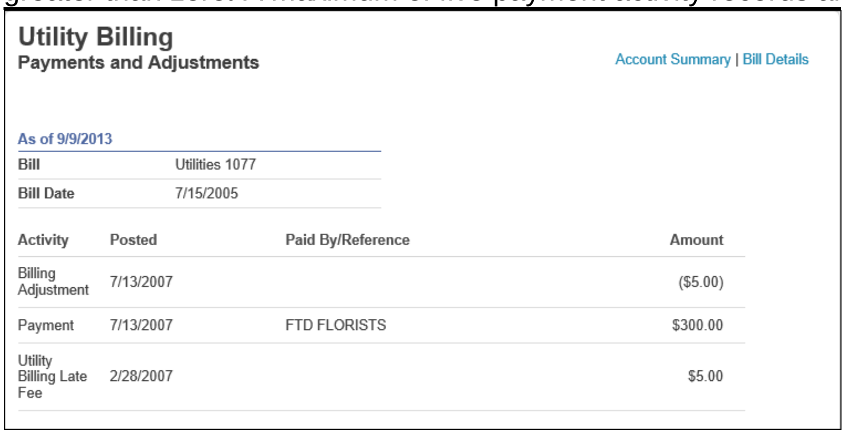
2.12.5 Account Summary

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



The 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

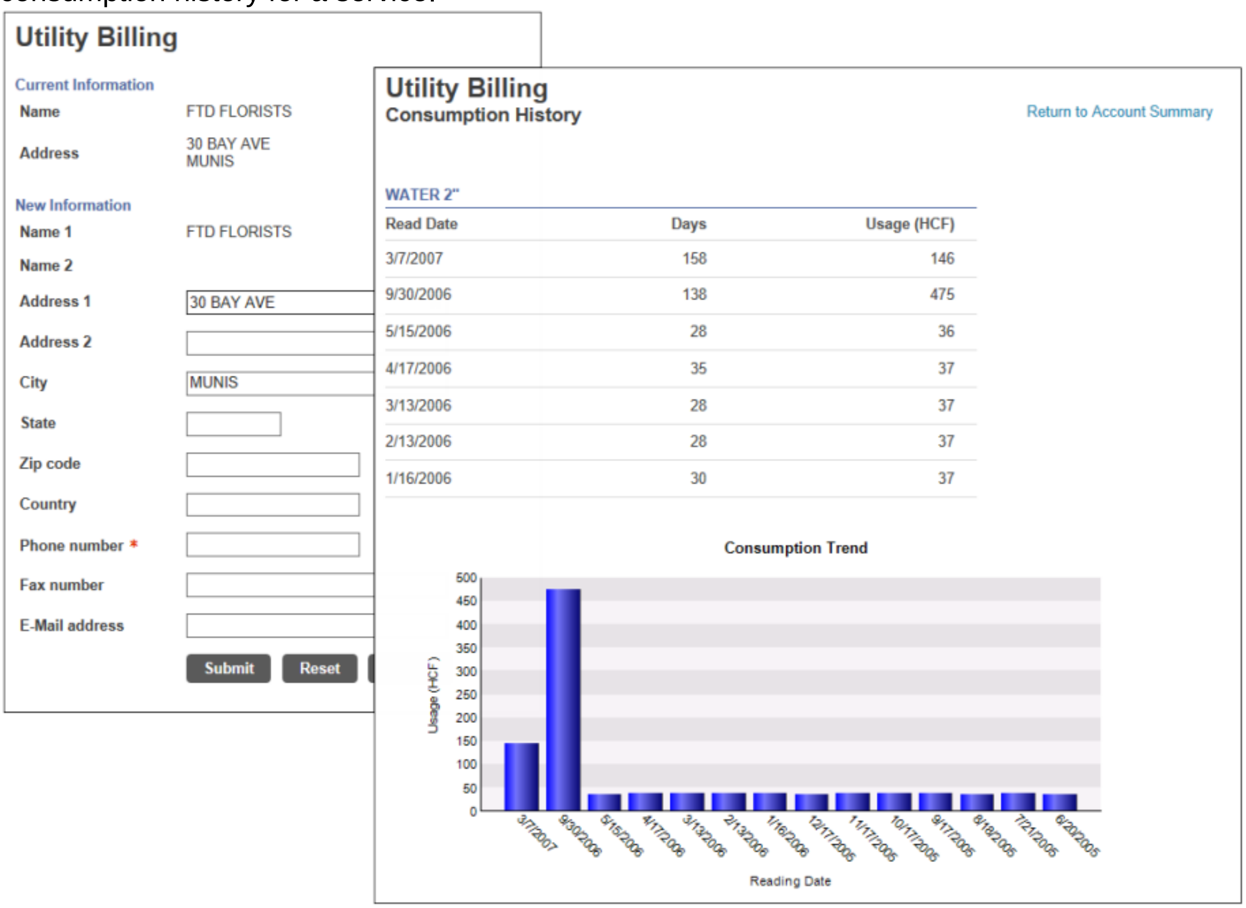
Account Summary | Bill Details

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.



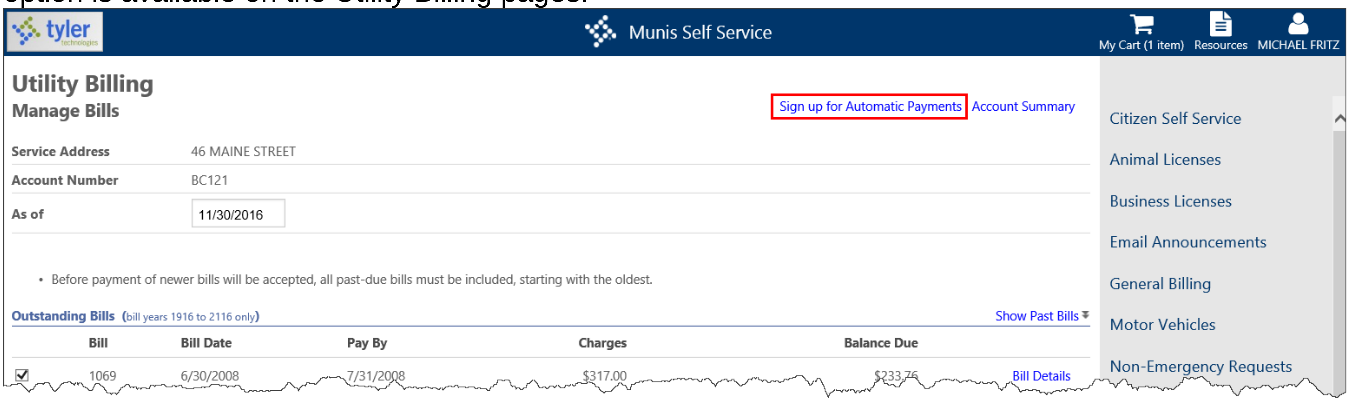
The Account Summary page also provides the Link to Account, Sign Up for Automatic Payments, Request Change of Address, and Service Request options. These options are available according to the Citizen Administration setup for Utility Billing.

2.12.6 Link to Account

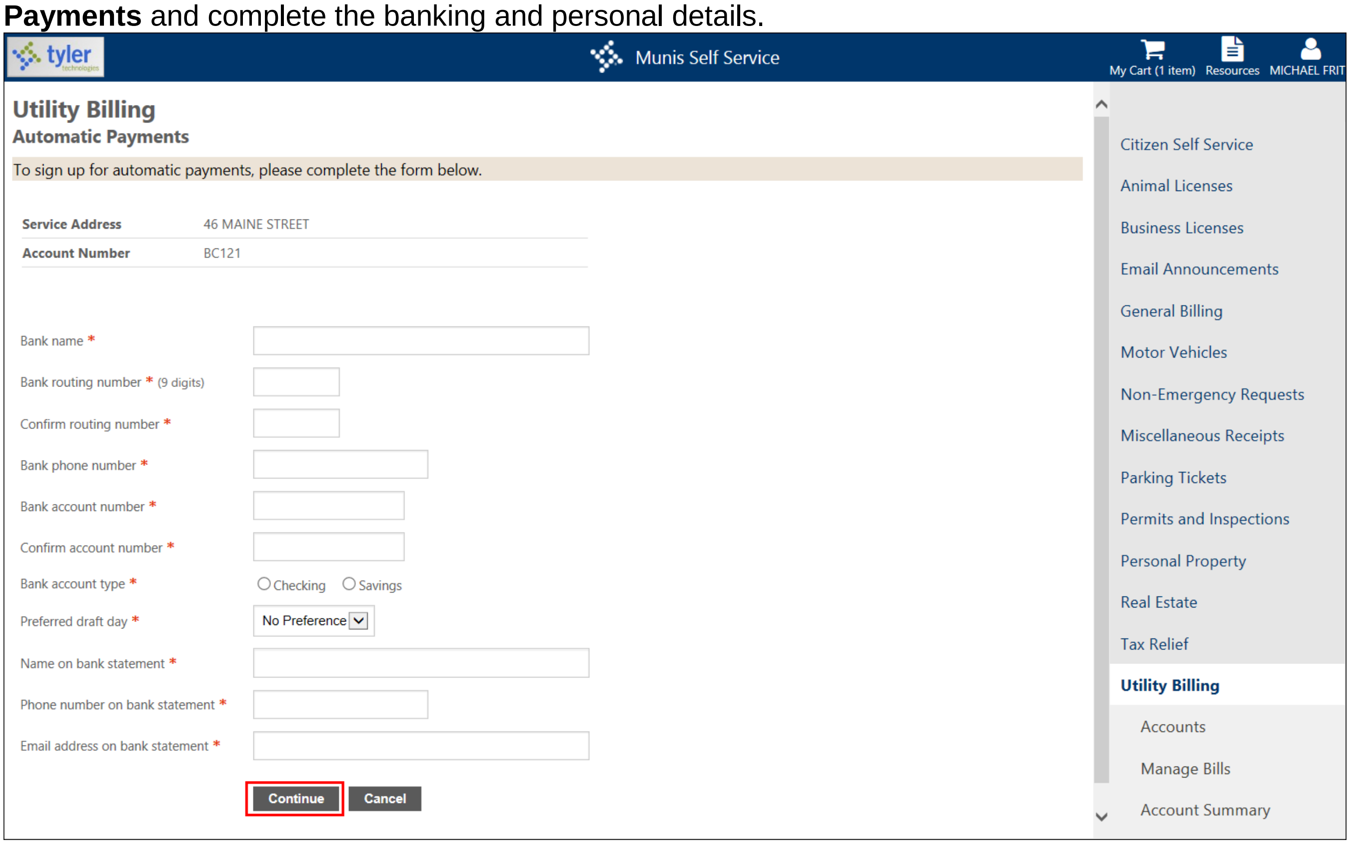
Linking associates specific accounts to user or a customer ID. The Link to Account option is available only if Utility Billing Account Linking is enabled in Citizen Administration. (Refer to the Linked Accounts section for additional details.)

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.



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

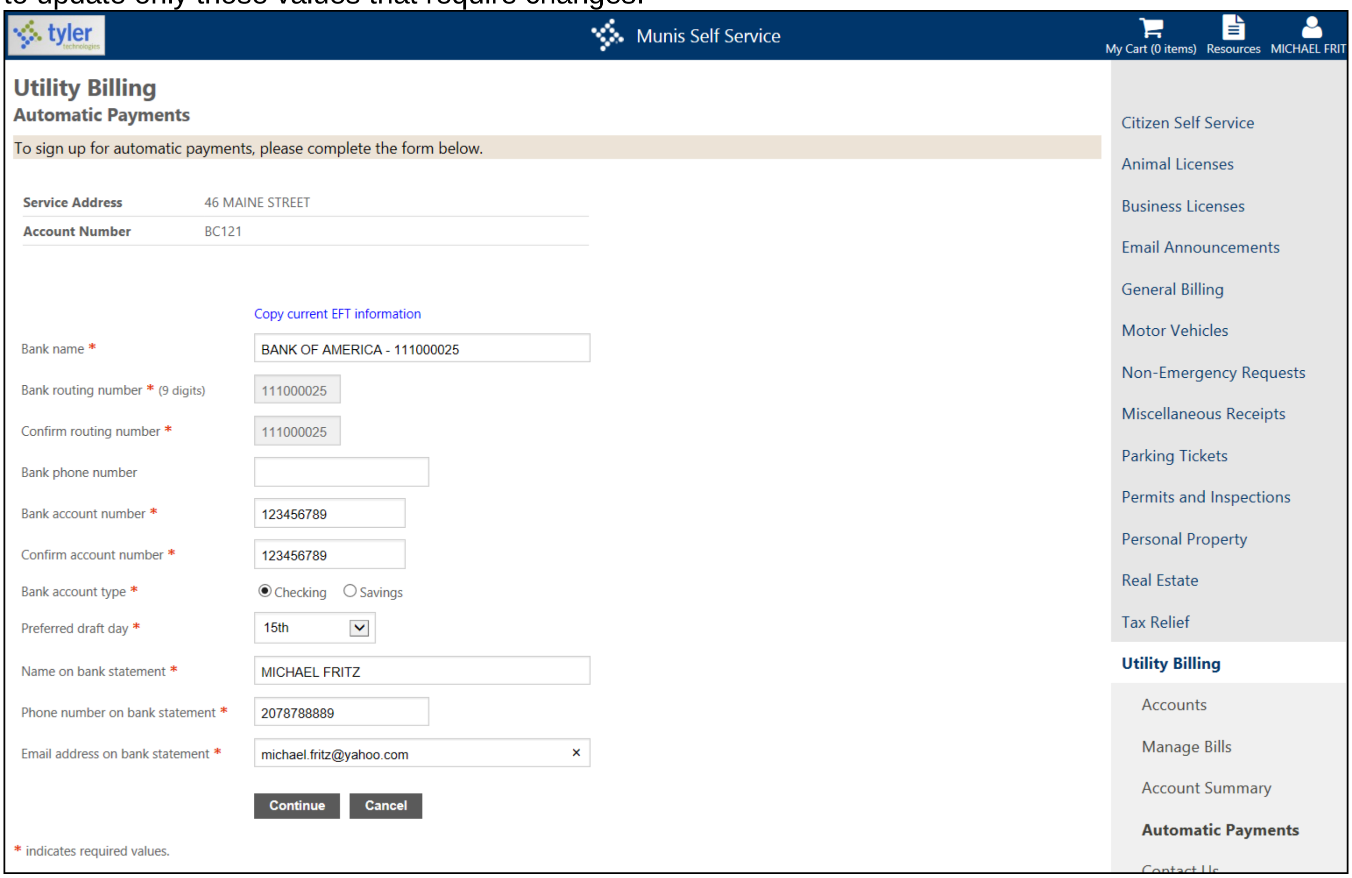


When you click **Continue**, the program displays the Review page. Once you have confirmed that the information is correct, click **Submit** to complete the process. If you need to make a correction, click **Modify** and update the values, as required.

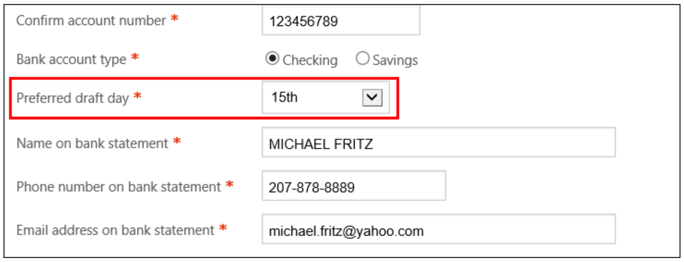
When you add or update automatic payment information, the program sends an email confirmation. The email message, generated from the Automatic Payment Plan submission, contains the bank name and the bank code, if applicable.

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.



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.



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

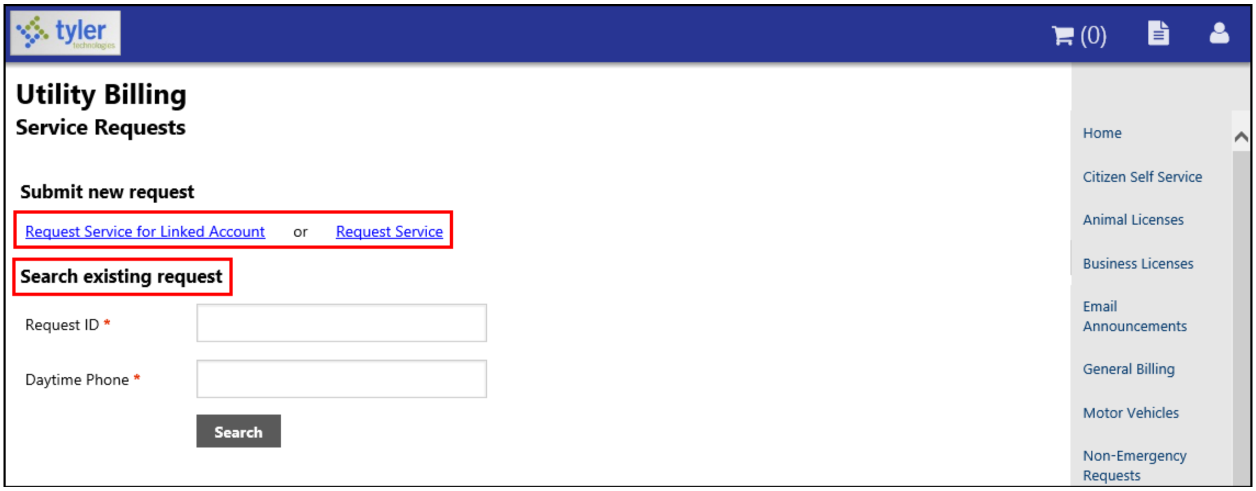
Citizen Self Service – Utility Billing, in conjunction with the Munis Citizen Request Settings and Assign Citizen Requests programs, accepts and processes non-emergency service requests for utility billing accounts. Using Citizen Request Settings from the Munis Utility Billing menu, you can define the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