

Making an Online Payment – Logged In Customer

How to add an individual credit card payment.

Once signed into your online account:

1. Click Pay Online
2. Enter payment information
 - a. If using a credit card, enter all credit card information.
 - b. If paying with a checking account, change Payment Type to Checking Account. Then enter all checking account information.
3. Click Continue.
4. When payment finishes processing, a confirmation number will display.

The screenshot shows the MuniBilling website interface. At the top, there's a header with the MuniBilling logo and user information: "Test Company", "Josh Harris", "Logout", and "Change your password". Below the header, there are tabs for "MY ACCOUNT" and "CUSTOMER SERVICE". A message states: "Your account was successfully confirmed. You are now signed in." Under "Account History", it shows "Account Number: A-1", "First Name: Josh", "Last Name: Harris", and "Current Balance: \$152.50". There are two green buttons: "Pay Online" and "Set Auto Pay". Below this, there are two tables: "Bills" and "Payments".

Bill Date	Amount	Read Date	Beg./End Reading	Consumption	Bill Type
12/04/2013	\$5.00	11/19/2013	2005/1000	0	SEW
12/01/2013	\$172.50	12/05/2013	1000/1500	500	WAT
08/26/2013	\$0.00	08/26/2013	740/740	0	WAT
06/19/2013	\$0.00	04/14/2013	700/700	0	WAT
06/19/2013	\$0.00	06/19/2013	740/740	0	WAT
03/25/2013	\$0.00	03/25/2013	700/700	0	WAT

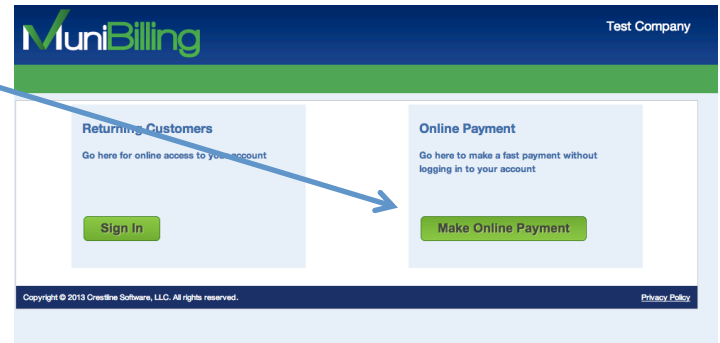
Date	Amount
03/04/2014	\$10.00
12/16/2013	\$15.00
12/05/2013	\$20.00

The screenshot shows a payment form with a "Close" link at the top left. It has two radio buttons for "Payment Type": "Credit Card" and "Checking Account", with "Checking Account" selected. Below this are input fields for "Name", "Account #", "Routing #", "Type" (a dropdown menu showing "Checking"), and "Check #". There is also an "Amount" input field. At the bottom, it displays "Balance: \$152.50", "Account # A-1", and "Total Charge: \$0.00". A green "Continue" button is at the bottom right.

Making an Online Payment – Non-Logged In Customer

How to add an individual credit card payment for a customer that either does not have an online account, or chooses not to log-in. This method will not show their customer balance.

1. Click Make An Online Payment
2. Enter the Account Number and Last Name associated with the account. Click Find Account.
 - a. When the Name and Service Address for your account appear, click Click Here
 - b. If you see 'Account Not Found', make sure you have the correct Account Number and Last Name entered.
3. Enter payment information
 - a. If paying with a credit card, enter all credit card information.
 - b. If paying with a checking account, change Payment Type to Checking Account. Then enter all checking account information.
4. Click Continue
5. When payment finished processing, a confirmation number will display.

This is a 'Find Account' form. It has a 'Close' link at the top left. The form contains two input fields: 'Account Number' with the value 'a-1' and 'Last Name' with the value 'harris'. Below these fields is a green 'Find Account' button. Under the button, the text 'Josh Harris 1101 James st.' is displayed. At the bottom, there is a link that says 'If this is you Click Here'.This is a payment information form. It has a 'Close' link at the top left. The 'Payment Type' section has two radio buttons: 'Credit Card' (selected) and 'Checking Account'. Below this are input fields for 'Name', 'Card Number', 'Exp Date', 'CVV' (with a red question mark icon), 'Amount', and 'Zip Code'. At the bottom, it shows 'Balance: \$152.50' and 'Account # a-1', followed by 'Total Charge: \$152.50'. A green 'Continue' button is at the very bottom.