



Utility Billing Citizen Self-Service Instructions

For information contact
City of Allen Utility Billing at 214.509.4560

Steps to create your new Utility Billing Account

- 1** Establish your general City of Allen MUNIS Self-Service Account
Note: This system is used for multiple self-services (Utility Billing, Permits, etc.). By establishing this account first, you will be able to access other services later.
 - 2** Connect your new self-service account to your Utility Billing Account
 - 3** Select your bill delivery preference
 - 4** Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft
- OR**
- 5** Add a credit card for automatic payments/pay once with a credit card

STEP **1**



Establish your general City of Allen MUNIS Self-Service Account

Utility Billing Citizen Self-Service
Instructions

1

Establish your general City of Allen MUNIS Self-Service Account by going to:

CityofAllen.org/onlinepayment

City of Allen MUNIS Self Service

Welcome to the City of Allen's Self Service portal. Vendor Self Service is available from the right-hand menu. Employee Self Service is accessed by the login link in the top right banner.

Home

Citizen Self Service

Vendor Self Service

Click on **Citizen Self Service** on the right side of menu below Home

1

Establish your general City of Allen MUNIS Self-Service Account

City of Allen Munis Self Service Home

Login

Username [Forgot your username?](#)

Password [Forgot your password?](#)

[Register](#) [Log in](#)

- Home
- Citizen Self Service
- Vendor Self Service

On the Login page:
Click on **Register** to create a new account

1

Establish your general City of Allen MUNIS Self-Service Account

Self-Registration

*User ID
(between 1 and 100 characters)

*Re-type user ID

*Password
(between 8 and 15 characters)

*Re-type password

*Password hint

*Email address

Enter these validation numbers into the box below them

9650

Save

Home
Citizen Self Service

On the Self-Registration page:

1. Create a **User ID** and **Password** for your account (enter both twice for confirmation)
2. Give yourself a **Password Hint**
3. If needed, write down your selected User ID, Password and Password Hint for future use
4. Enter your **Email Address**
5. Enter the **Validation Numbers** shown in the box on this page
6. Click the **Save** button

1

Establish your general City of Allen MUNIS Self-Service Account

The screenshot shows the 'Account Settings' page for a City of Allen MUNIS Self-Service Account. The page is titled 'Account Settings' and is part of the 'Munis Self Service' interface. The user is logged in as 'UTILITYBILLING'. The page is divided into several sections: 'Account Information', 'Linked Accounts', 'Customer Accounts', and 'Utility Billing Accounts'. The 'Account Information' section includes fields for 'Now logged in as', 'Last successful login', 'Last failed login', 'Password last changed', 'Password expires in', and 'E-Mail address'. The 'Linked Accounts' section is currently empty. The 'Customer Accounts' section is also empty. The 'Utility Billing Accounts' section is empty. The page includes a 'Go To Module Homepage' link at the bottom left. The user's name 'MARIZOL1970' is visible in the top right corner.

Account Settings

Account Information

Now logged in as	UTILITYBILLING
Last successful login	12/3/2019
Last failed login	12/3/2019
Password last changed	12/3/2019
Password expires in	3012 days Change Password
E-Mail address	coutilities@cityofallen.org Change E-Mail Address

Linked Accounts

Customer Accounts [link to account](#)

There are currently no linked accounts

Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

Citizen Self Service

MARIZOL1970

On the Account Settings page:

Here you can change your password, email and connect your self-service account to your Utility Billing Account (**STEP 2**)

STEP **2**






Connect your new self-service account to your Utility Billing Account

Utility Billing Citizen Self-Service
Instructions

2

Connect your new self-service account to your Utility Billing Account

 CITY OF ALLEN  Munis Self Service  MARIZOL1970

Account Settings

Account Information

Now logged in as	MARIZOL1970
Last successful login	10/30/2019
Last failed login	10/30/2019
Password last changed	10/30/2019
Password expires in	3013 days Change Password
E-Mail address	coutilities@cityofallen.org Change E-Mail Address

Linked Accounts


Customer Accounts [link to account](#)

There are currently no linked accounts

Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)



Citizen Self Service

To Connect your Utility Billing Account, click **Link to Account**

2

Connect your new self-service account to your Utility Billing Account

CITY OF ALLEN

Munis Self Service

My Cart (0 items) MARIZOL1970

Utility Billing

Account Link Setup

What is the account ID? * ← 30009

What is the CID? * ← 200478

* indicates required

Citizen Self Service

Utility Billing

Contact Us

1. Enter your **Account ID** and **CID** and click **Submit**.
These numbers are located at the top of your billing statement. See example below.
2. Click **Submit**

ACCOUNT ACTIVITY	
ACCOUNT:	30009 - 200478
SERVICE ADDRESS:	2200 W MAIN ST
RATE CLASS:	RESIDENTIAL
BILLING DATE:	11/26/2019
DUE DATE:	12/16/2019

2

Connect your new self-service account to your Utility Billing Account

CITY OF ALLEN Munis Self Service MARIZOL1970

Account Settings

Account Information

Now logged in as	UTILITYBILLING
Last successful login	12/3/2019
Last failed login	12/3/2019
Password last changed	12/3/2019
Password expires in	3012 days Change Password
E-Mail address	coutilities@cityofallen.org Change E-Mail Address

Linked Accounts

Customer Accounts [link to account](#)

There are currently no linked accounts

Utility Billing Accounts [link to account](#)

Account	Customer	
30009	200478	remove

[Go To Module](#)

Citizen Self Service

On the Account Settings page:

1. Once your Account ID and Customer ID are submitted, you'll see your account listed under the Utility Billing Accounts section
2. Repeat this process if you have multiple accounts (like a business might have)
3. To view the account summary, click on the **Account Number** link

Utility Billing

Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Service Requests](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Account Summary Screen

Citizen Self Service

Utility Billing

[Accounts](#)

[Manage Bills](#)

Account Summary

[Automatic EFT Payments](#)

[Contact Us](#)

Billing Account

Service Address 2200 W MAIN ST

Account Number 30009

Bill Delivery Preference Email to

Your Current Balance

Amount Due Now \$79.10

[Pay Now](#)

Payment Due Date 12/16/2019

About Your Payments

No payment activity found

Customer Information

Name JOHNSON, JOHN

Address 2200 W MAIN ST
ALLEN, TX 75002

Customer ID 200478

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
RESIDENTIAL BASE RATE	10000	11/1/2019		ACTIVE	None
RESIDENTIAL WATER CONSUMPTION	10500	11/1/2019		ACTIVE	View Consumption
SEWER RESIDENTIAL BASE	20000	11/1/2019		ACTIVE	None
SEWER RESIDENTIALCONSUMPTION	20500	11/1/2019		ACTIVE	None
WASTE SERVICES RESIDENTIAL	40000	11/1/2019		ACTIVE	None
HAZARDOUS WASTE	60000	11/1/2019		ACTIVE	None
RESIDENTIAL DRAINAGE	70000	11/1/2019		ACTIVE	None
SALES TAX	UB6000	11/1/2019		ACTIVE	None

On the Account Summary page you can:

- View your bill
- Select your delivery preference (mailed, emailed or both)
- Sign up for automatic payments by electronic funds transfer (EFT) from a bank account
- Enroll in automatic recurring credit card payments
- Pay your bill

STEP **3**



Select your bill delivery preference

3

Select your Monthly Bill Delivery Preference

Utility Billing Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Service Requests](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address	2200 W MAIN ST
Account Number	30009
Bill Delivery Preference	Email to

Your Current Balance

Amount Due Now	\$79.10	Pay Now
Payment Due Date	12/16/2019	

About Your Payments

No payment activity found

Customer Information

Name	JOHNSON, JOHN
Address	2200 W MAIN ST ALLEN, TX 75002
Customer ID	200478

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
RESIDENTIAL BASE RATE	10000	11/1/2019		ACTIVE	None
RESIDENTIAL WATER CONSUMPTION	10500	11/1/2019		ACTIVE	View Consumption
SEWER RESIDENTIAL BASE	20000	11/1/2019		ACTIVE	None
SEWER RESIDENTIALCONSUMPTION	20500	11/1/2019		ACTIVE	None
WASTE SERVICES RESIDENTIAL	40000	11/1/2019		ACTIVE	None
HAZARDOUS WASTE	60000	11/1/2019		ACTIVE	None
RESIDENTIAL DRAINAGE	70000	11/1/2019		ACTIVE	None
SALES TAX	UB6000	11/1/2019		ACTIVE	None

Citizen Self Service

Utility Billing

Accounts


Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

Account Summary Screen



Click **Bill Delivery Preferences** under the Account Summary heading.

3

Select your Monthly Bill Delivery Preference

Utility Billing
Set bill delivery preferences for this account

Account Number 30009
Customer Name CITY OF ALLEN
Customer Number 200478

Delivery Preference

Mail

Email

Mail and Email

Include your email address



Choose your monthly bill delivery preference:

- Mail (a printed bill will be mailed to your address)
- Email (a bill will be sent to your email)
- Mail and Email (both of the above)

1. Click on the preferred method
2. If choosing Email or Mail and Email, include your email address
3. Click **Update**

NOTE:

If you visit the Custer Transfer Station to drop off excess residential waste, you must show a **current paper** residential utility bill to enter. If you choose the email only option, you can print your most recent utility bill from this portal or print the most recent bill sent to the email address provided.

Visit **CityofAllen.org/DIYtrash** for Custer Transfer Station Disposal Information.

3

Select your Monthly Bill Delivery Preference

Utility Billing

Set bill delivery preferences for this account

✔ Your bill delivery preference was successfully updated. ✕

Account Number 30009

Customer Name CITY OF ALLEN

Customer Number 200478

Delivery Preference

Mail

Email

coutilities@cityofallen.org

Mail and Email

Update

Cancel

After clicking **Update**, a confirmation page will show your delivery preference updated.

You may change your delivery preference as you wish in the future.

STEP **4**



Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

WAIT!

If you prefer to add a credit card for automatic payments

Skip to STEP **5**
(page 22)

4

Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

Utility Billing

Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Service Requests](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Account Summary Screen

Billing Account

Service Address 305 CENTURY PKWY

Account Number 51598

Bill Delivery Preference 30009

Your Current Balance

Amount Due Now \$2,500.68 [Pay Now](#)

Payment Due Date 11/19/2019

About Your Payments

No payment activity found

Customer Information

Name CITY OF ALLEN

Address 305 CENTURY PKWY
ALLEN, TX 75013

Customer ID 200480
200478

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
IRRIGATION COMMERCIAL BASE	31000	9/25/2019		ACTIVE	None
IRRIGATION COMMERCIAL CONSUMPT	31500	9/25/2019		ACTIVE	View Consumption
IRRIGATION COMMERCIAL CONSUMPT	31500	9/25/2019		ACTIVE	View Consumption

Citizen Self Service

Utility Billing

Manage Bills

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Automatic EFT Payments

Contact Us

Click **Sign up for EFT Automatic Payments** under the Account Summary heading.

4

Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

Utility Billing
Automatic EFT Payments

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

Service Address 2200 W MAIN ST
Account Number 30009

Bank name *
For auto-lookup, begin typing a bank name or routing number.

Bank routing number * (9 digits)

Confirm routing number *

Bank account number *

Confirm account number *

Bank account type * Checking Savings

Name on bank statement *

Phone number on bank statement *

Email address on bank statement *

* indicates required values.

Citizen Self Service
Utility Billing
Accounts
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Automatic EFT Payments
Contact Us



On the Automatic EFT Payments page:

1. Complete the ***Required blocks** with your bank information
2. Click **Continue**

4

Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

Utility Billing
Automatic EFT Payments

Review

Bank name	JP MORGAN CHASE
Routing number	XXXXX0361
Bank account number	XXXXXXXXXX0000
Account type	Checking
Name as it appears on your bank statement	CITY OF ALLEN
Your telephone number	214-509-4100
Your email address	coutilities@cityofallen.org

Citizen Self Service

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After clicking **Continue**, a review page will show for you to check your information and modify any changes if needed.

1. If everything is correct, click **Submit**
2. Click **Modify** to make corrections
 - You will be taken back to the previous screen. Make your corrections, then click **Continue** again to return to this screen to verify input
3. Click **Submit** when everything is correct


4

Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

Utility Billing

Automatic EFT Payments

Confirmation

 **Thank you.** Your request to automatically make payments from your bank account below has been successfully submitted.

You will be notified when automatic payments have started. Until then, please continue to make payments.

Bank name	JP MORGAN CHASE
Routing number	XXXXX0361
Bank account number	XXXXXXXXXX0000
Account type	Checking
Name as it appears on your bank statement	CITY OF ALLEN
Your telephone number	214-509-4100
Your email address	coutilities@cityofallen.org

You could now...

- [View your account summary](#)
- [Make changes to your Automatic Payments](#)

Citizen Self Service

Utility Billing

- Manage Bills
- Account Summary
- Automatic EFT Payments**
- Contact Us

After clicking **Submit**, a confirmation page will show to verify your requests were successfully submitted

You will be notified by email when your automatic payments have started

STEP 5



Pay your bill with a credit card and have the choice to enroll in automatic credit card payments

5 Pay your bill with a credit card and have the choice to enroll in automatic credit card payments

Utility Billing Account Summary

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Billing Account

Service Address 2200 W MAIN ST
Account Number 30009
Bill Delivery Preference Email to

Your Current Balance

Amount Due Now \$79.10 [Pay Now](#)
Payment Due Date 12/16/2019

About Your Payments

No payment activity found

Customer Information

Name JOHNSON, JOHN
Address 2200 W MAIN ST
ALLEN, TX 75002
Customer ID 200478

Services


Service	Code	Start Date	Stop Date	Status	Consumption History
RESIDENTIAL BASE RATE	10000	11/1/2019		ACTIVE	None
RESIDENTIAL WATER CONSUMPTION	10500	11/1/2019		ACTIVE	View Consumption
SEWER RESIDENTIAL BASE	20000	11/1/2019		ACTIVE	None
SEWER RESIDENTIALCONSUMPTION	20500	11/1/2019		ACTIVE	None
WASTE SERVICES RESIDENTIAL	40000	11/1/2019		ACTIVE	None
HAZARDOUS WASTE	60000	11/1/2019		ACTIVE	None
RESIDENTIAL DRAINAGE	70000	11/1/2019		ACTIVE	None
SALES TAX	UB6000	11/1/2019		ACTIVE	None

Account Summary Screen

Citizen Self Service

Utility Billing

- Accounts
- Manage Bills
- Account Summary**
- Automatic EFT Payments
- Contact Us



Click **Manage Bills** under the Account Summary heading

5 Pay your bill with a credit card and have the choice to enroll in automatic credit card payments

Utility Billing
Account Summary

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Billing Account

Service Address	2200 W MAIN ST
Account Number	30009
Bill Delivery Preference	Mail

Your Current Balance

Amount Due Now	\$115.43	Pay Now
Payment Due Date	1/16/2020	

About Your Payments

No payment activity found

Customer Information

Name	
Address	2200 W MAIN ST
Customer ID	200478

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
RESIDENTIAL BASE RATE	10000	5/22/2018		ACTIVE	None



Click Pay Now

5 Pay your bill with a credit card and have the choice to enroll in automatic credit card payments

Utility Billing
Manage Bills [Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address 2200 W MAIN ST

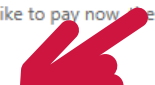
Account Number 30009

As of

Outstanding Bills (bill years 1989 to 2029 only) [Show Past Bills](#) ▼

	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	47621	12/20/2019	1/8/2020	\$158.97	\$0.00	\$158.97	Bill Details
<input checked="" type="checkbox"/>	85045	1/17/2020	2/9/2020	\$77.83	\$0.00	\$85.48	Bill Details
						Total Due:	\$244.45

select bills you would like to pay now then click "Pay"



Click Pay

Note: If more than one bill is due both are selected automatically. You will have a choice to change that on the next page.

5 Pay your bill with a credit card and have the choice to enroll in automatic credit card payments



1. You have the option to enroll for Automatic Credit Card Payments on this page by selecting **Enroll**

Automatic Credit Card Payments
Manage your enrollments in the automatic credit card payment system (optional)

As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. If you wish to use this service, this page allows you to enroll or delete enrollments based on different bill types you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

Current enrollments

Bill Category	Account ID	Status	
UB Services - General	30009	Not enrolled in automatic credit card payments.	enroll



2. If you do not want to enroll click **Continue** to make a one-time payment

5 Pay your bill with a credit card and have the choice to enroll in automatic credit card payments

Pay Bills

Note: a global convenience fee of \$2.00 will be added to your payment.

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2019	12/27/2019	42174	1/16/2020	\$115.43	\$115.43	\$ 115.43

[Continue](#) [Cancel](#)



On this page you can change the payment amount or pay the amount already populated and click **Continue**

On this page you will input your credit card information.

Please **DO NOT EXIT THE PAGE** until you receive confirmation of payment.

BILLING INFORMATION

Time left: 9 minutes, and 36 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:





State / Zip: /

Phone:


Email:

Total:

PAYMENT INFORMATION

Payment Method:

I'm not a robot  reCAPTCHA
[Privacy](#) [Terms](#)

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Utility Billing Citizen Self-Service

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