

# Citizen Self Service Online Payment System

This tutorial applies to customers with multiple bills with multiple account numbers.

1. In your web browser, navigate to [billing.amarillo.gov](http://billing.amarillo.gov).
2. Click on the link for “Make a one-time payment.” This will redirect you to the Munis Citizen Self Service website for you to log in to your online account.

As of February 18, 2019, Utility Billing customers will need to re-enroll for electronic payment services. During this transition, no late fees will be assessed. For more information, please visit us at [billing.amarillo.gov](http://billing.amarillo.gov) or by phone at 806-378-3030.

The screenshot shows the City of Amarillo website's navigation and content. The top navigation bar includes the City of Amarillo logo, a search icon, and links for 'SERVICES', 'OUR CITY', 'DEPARTMENTS', 'CITY HALL', and 'HOW DO I...'. A secondary navigation bar contains 'Contact Us' and a 'Translate' dropdown menu. The main content area is titled 'Pay My Water Bill' and includes a breadcrumb trail: 'Departments >> Public Safety and Organizational Services >> Finance >> Utility Billing >>'. A 'Caution: Scam Targets Utility Customers' warning is present. A large orange circle with the text 'Click Here to Sign Up Now!' is prominent. To the right, a list of links is displayed, with 'Make a one time payment' highlighted by a red box. Other links include 'Setup recurring payments', 'Access billing history', 'And more ...', 'Setup Account Now', 'Looking for your new account number?', 'Tutorial: How to Setup Your Online Account', and 'Tutorial: How to Link Your Online Account to Your Utility Bill'. A yellow banner at the bottom asks 'Need more options?'.

+ City Manager

Organizational Chart

- Public Safety and Organizational Services

+ AECC

- Finance

Financial Information

+ Accounting

Health Plan Administration

+ Purchasing

Vendor Information

Vendor Questionnaire

- Utility Billing

Contact Information

- Pay My Water Bill

Billing Information

Payment Arrangement Policy

Customer Service Options

Departments >> Public Safety and Organizational Services >> Finance >> Utility Billing >>

## Pay My Water Bill

**Caution:** [Scam Targets Utility Customers](#)

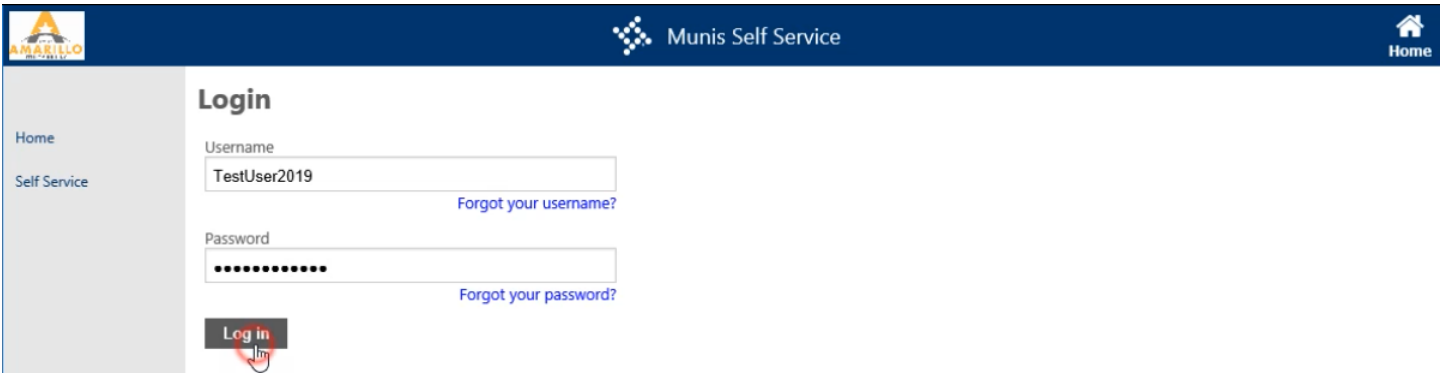
Click Here to  
**Sign Up Now!**

- [Make a one time payment](#)
- [Setup recurring payments](#)
- [Access billing history](#)
- [And more ...](#)
- [Setup Account Now](#)

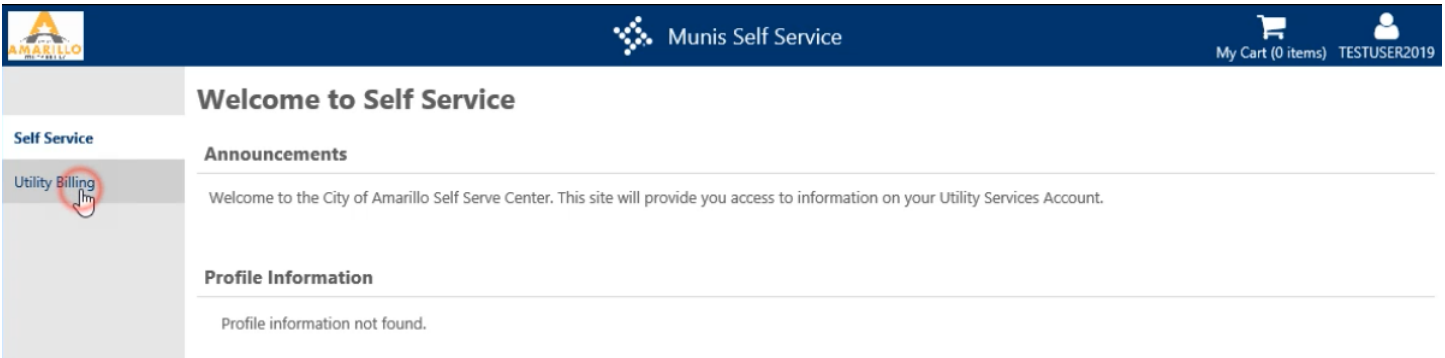
---

- [Looking for your new account number?](#)
- [Tutorial: How to Setup Your Online Account](#)
- [Tutorial: How to Link Your Online Account to Your Utility Bill](#)

Need more options?



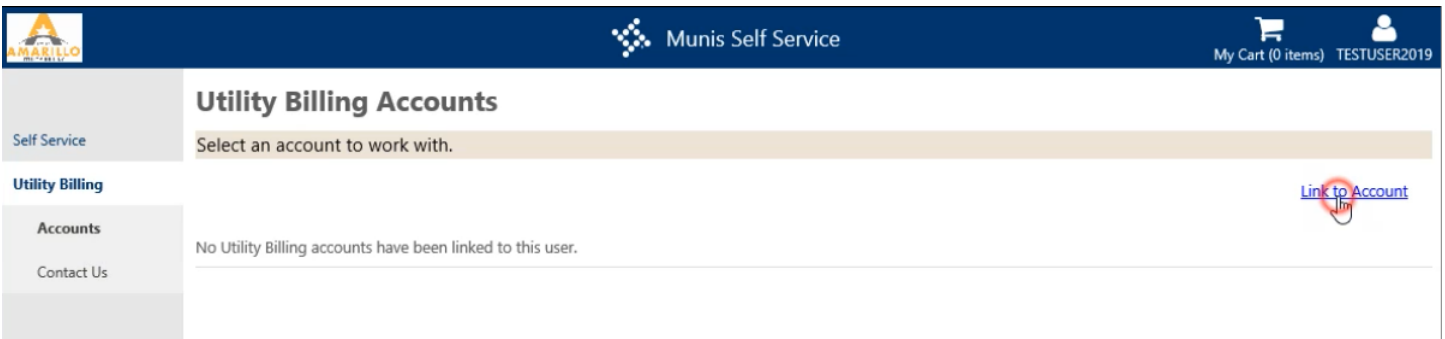
3. After you log in to your online account, on the left side of the screen, click on “Utility Billing.”



4. Underneath “Utility Billing,” click on “Accounts.”



5. On the “Utility Billing Accounts” screen, on the right side of the screen, click on “Link to Account.”



6. Type your account number into the field for “What is the account ID?” Type your customer number into the field for “What is the CID?” Then, click Submit.

AMARILLO  
Munis Self Service  
My Cart (0 items) TESTUSER2019

Self Service

Utility Billing

Accounts

Contact Us

What is the account ID? \* 0000000

What is the CID? \* 00000000

Submit Cancel

\* indicates required field

7. After you click Submit, you will be redirected to your Utility Billing Account Summary page where you should now be able to see your utility bill account information.

AMARILLO  
Munis Self Service  
My Cart (0 items) TESTUSER2019

Self Service

Utility Billing

Accounts

Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

Link to Account | Sign up for EFT Automatic Payments | Bill Delivery Preferences | Manage Bills

Billing Account

Service Address 123 MAIN ST

Account Number 30001

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$52.87 Pay Now

Payment Due Date 3/15/2019

About Your Payments

8. Repeat steps 4-7 for every bill with a different account number.

9. Click on “Manage Bills” on the left side of the screen.

AMARILLO  
Munis Self Service  
My Cart (0 items) TESTUSER2019

Self Service

Utility Billing

Accounts

Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

Link to Account | Sign up for EFT Automatic Payments | Bill Delivery Preferences | Manage Bills

Billing Account

Service Address 123 MAIN ST

Account Number 30001

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$52.87 Pay Now

Payment Due Date 3/15/2019

About Your Payments

10. Your screen will show your Outstanding Bills. Make sure that the bills that you want to pay are check marked, then click “Add to Cart.”

**Utility Billing Manage Bills**

Service Address: 123 MAIN ST  
 Account Number: 30001  
 As of: 02/28/2019

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

**Outstanding Bills**

Bill	Bill Date	Pay By	Charges	Pending	Balance Due
<input checked="" type="checkbox"/> 500003	2/15/2019	3/15/2019	\$52.87	\$0.00	\$52.87

Total Due: \$52.87

**Add to Cart**

select bills you would like to pay now, then click Add to Cart\*

11. At the top of the screen, the cart will show your bill(s), and you may click “Checkout” to begin the payment process.

**Utility Billing Manage Bills**

Utilities 500003 was added to your shopping cart. To proceed with payment, click "My Cart" then click "Checkout".

Service Address: 123 MAIN ST  
 Account Number: 30001  
 As of: 02/28/2019

My Cart (1 item) TESTUSER2019

Utilities 500003 \$52.87  
 Total: \$52.87

**Checkout**

12. The next screen will ask if you would like to enroll in automatic credit card payments. For a one-time payment, click “Continue.”

**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	30001	Not enrolled in automatic credit card payments. <a href="#">enroll</a>

**Continue** **Cancel**

13. The next screen is a final screen detailing the utility bill(s) you are paying, as well as the amount. Click “Continue.”

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2019	2/15/2019	500003	3/15/2019	\$52.87	\$52.87	\$ 52.87

14. You will be redirected to the BridgePay payment processing system where you can enter payment details and finalize the payment. Please be sure to print the payment confirmation page with your authorization code for your records.