



Munis Citizen Self Service (CSS) User Guide

2021.2

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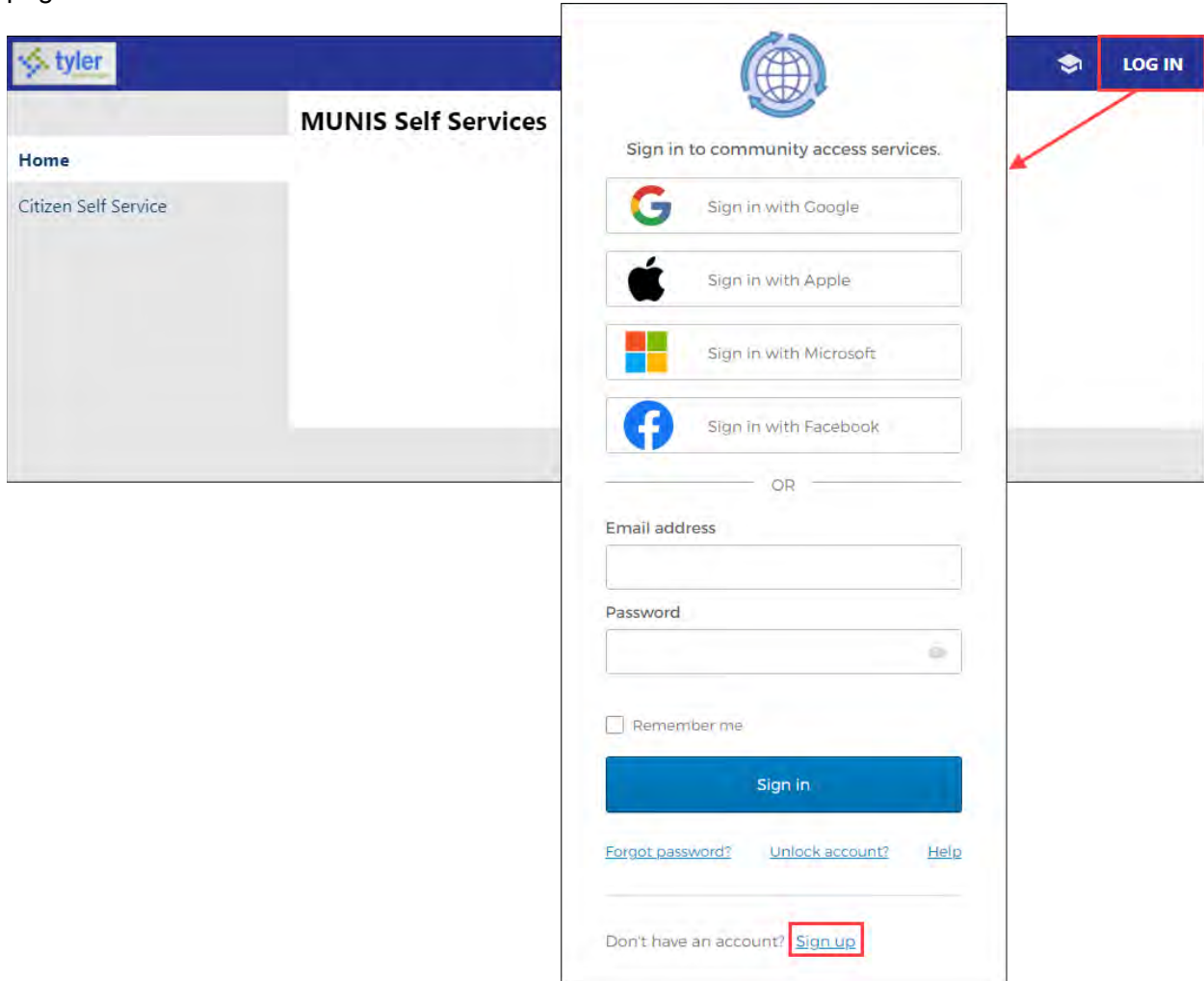
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Citizen Self Service

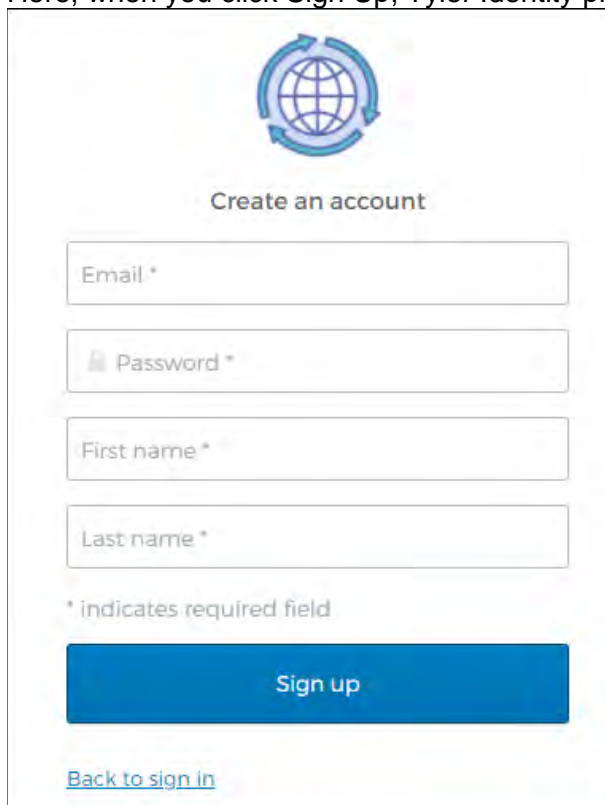
Citizens who access your organization's CSS application must have a Tyler Identity log-in account. The log-in account requires a unique email address and password.

First-time Users

When you access Citizen Self Service for the first time, you must create an account. When you click the Log In button on the CSS home page, you are directed to the Tyler Identity sign-in page.



Here, when you click Sign Up, Tyler Identity presents the Create an Account dialog box.



The image shows a 'Create an account' dialog box. At the top center is a blue circular logo featuring a globe with two curved arrows forming a circle around it. Below the logo, the text 'Create an account' is centered. The form consists of four input fields stacked vertically: 'Email *', 'Password *', 'First name *', and 'Last name *'. Below these fields, a small note reads '* indicates required field'. At the bottom of the form is a prominent blue button labeled 'Sign up'. Below the button is a blue hyperlink that says 'Back to sign in'.

After completing the fields and clicking Sign Up, CSS sends a verification email to the email address entered. The email contains the Verify Email activation link and once you activate the account, you are redirected to CSS.

For more information on using Tyler Identity with CSS, see <https://tylerportico.com/community-access-help.html>.

Existing Users

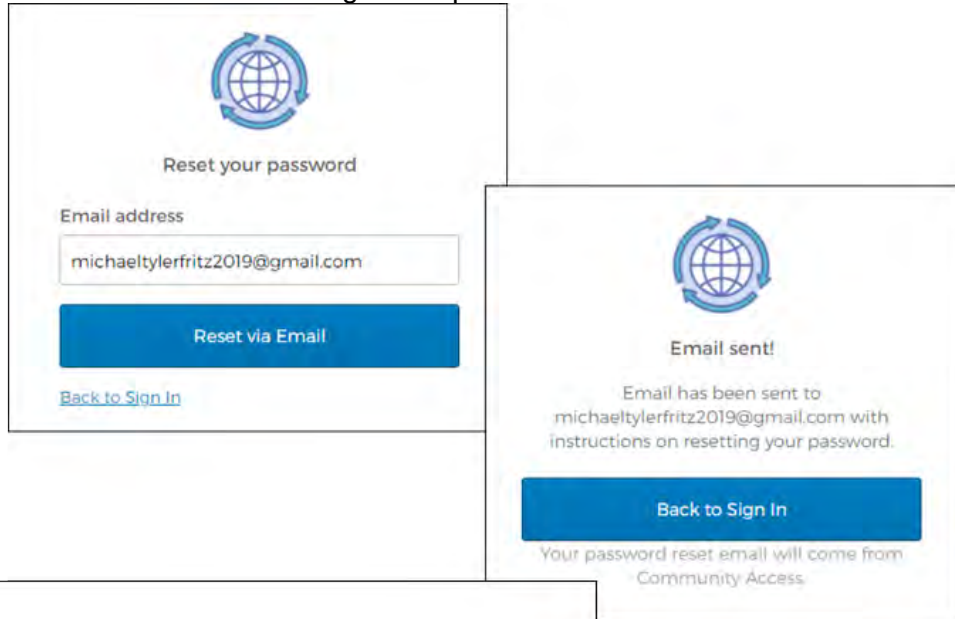
For existing users, once you have transitioned to the Tyler Identity account, you are able to log in using your Tyler Identity email and password credentials. If you have not transitioned to the Tyler Identity log-in, you must create a new account.

- If you register for a Tyler Identity account using your previous credentials and the email addresses match, your existing CSS account information will be available to you.
- If you do not use an existing email, or if you currently have multiple accounts using the same email address, you must complete the new account registration and relink accounts.

Important! Tyler Identity for CSS allows you to log in using accounts provided by Apple®, Facebook®, Google, and Microsoft®. If you log in using one of these accounts, the email address associated with that account is used as the Tyler Identity email when you register with or access CSS.

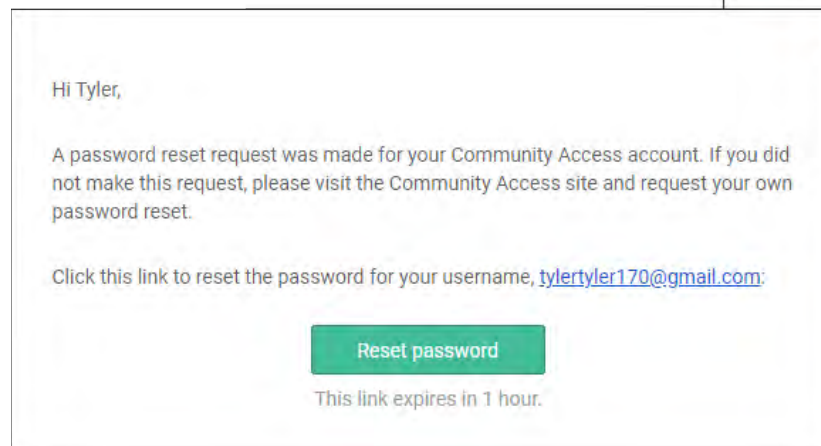
Resetting a Password

If you forget your assigned password, clicking the Forgot Password link on the Sign-in page presents the Forgot Your Password screen. When you enter your registered email address, you receive an email with instructions for creating a new password.



The first screenshot shows the 'Reset your password' form. It features a globe icon with circular arrows at the top. Below the icon is the text 'Reset your password'. There is an 'Email address' label above a text input field containing 'michaelylerfritz2019@gmail.com'. A blue button labeled 'Reset via Email' is positioned below the input field. At the bottom left, there is a blue link labeled 'Back to Sign In'.

The second screenshot shows the 'Email sent!' confirmation screen. It features the same globe icon at the top. Below the icon is the text 'Email sent!'. The main text reads: 'Email has been sent to michaelylerfritz2019@gmail.com with instructions on resetting your password.' Below this text is a blue button labeled 'Back to Sign In'. At the bottom, it says 'Your password reset email will come from Community Access.'



The email content is as follows:

Hi Tyler,

A password reset request was made for your Community Access account. If you did not make this request, please visit the Community Access site and request your own password reset.

Click this link to reset the password for your username, tylertylert170@gmail.com:

[Reset password](#)

This link expires in 1 hour.

Home Page

The Home page of CSS provides a list 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 *MSS Administration Guide for Citizen Self Service* for more information)

regarding the available fields).

The screenshot displays the Tyler Citizen Self Service portal. At the top left is the Tyler logo. The main header reads "Welcome to Citizen Self Service". Below this, there are sections for "Announcements", "Profile Information", "Phone numbers", "Email Addresses", "Business Licenses Accounts", "General Billing Accounts", "Permits and Inspections Accounts", "Personal Property Accounts", and "Utility Billing Accounts". Each section contains a list of items with expandable icons. A sidebar on the right lists various services available in the system, including Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections, Personal Property, Real Estate, Tax Relief, and Utility Billing. The footer contains the copyright notice "© 2017 Tyler Technologies, Inc. Help/Feedback".

tyler (0)

Welcome to Citizen Self Service

Announcements
Welcome to Citizen Self Service!

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

Phone numbers [Manage](#)

Number	Allow Notifications	Preferred Contact
207-878-9990	No	No

Email Addresses [Manage](#)

Address	Preferred Contact
michael.fritz55@yahoo.com	No

Business Licenses Accounts

- FRITZ, MICHAEL (20070084)

General Billing Accounts

- FRITZ, MICHAEL

Permits and Inspections Accounts

- FRITZ, MICHAEL

Personal Property Accounts

- FRITZ, MICHAEL (7)

Utility Billing Accounts

- 1001 (187)

Citizen Self Service

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

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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 username 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.

The screenshot displays the 'Account Settings' page on the Tyler system. The page is divided into several sections:

- Account Information:** Shows 'Now logged in as' (2021ADMIN@BLSERVICE.TYLERTECH.COM), 'Last successful login' (7/19/2021), and 'E-Mail address' (2021Admin@BLSERVICE.TYLERTECH.COM).
- Linked Accounts:** A section explaining that existing accounts can be linked to the self-service user ID for quick access to details and bills. It includes a 'link to account' link.
- Customer Accounts:** States 'There are currently no linked accounts' and includes a 'link to account' link.
- Business License Accounts:** States 'There are currently no linked accounts' and includes 'link to account' and 'create new account' links. A red box highlights the 'Go to Module Homepage' link.
- Permits and Inspections Accounts:** States 'There are currently no linked accounts' and includes a 'Go to Module Homepage' link highlighted with a red box.
- Personal Property Accounts:** States 'There are currently no linked accounts' and includes a 'link to account' link and a 'Go to Module Homepage' link highlighted with a red box.
- Utility Billing Accounts:** States 'There are currently no linked accounts' and includes a 'Go to Module Homepage' link highlighted with a red box.

Linked Accounts

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

Linked Accounts

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

Customer Accounts [link to account](#)

Name	Account	
FRITZ, MICHAEL	187	details remove

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

20070084	remove
20070087	remove
20070091	remove
200/0106	remove
20070107	remove
20070108	remove

[Go To Module Homepage](#)

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

187	remove
-----	------------------------

[Go To Module Homepage](#)

Personal Property Accounts [link to account](#)

7	remove
---	------------------------

[Go To Module Homepage](#)

Utility Billing Accounts [link to account](#)

Account	Customer	
1001	187	remove

[Go To Module Homepage](#)

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

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

Business License Accounts

The Business License linked accounts group provides the account ID, doing-business-as name, location, and status. Use the Account, Bills, and Enter Filing options to review the account details, review existing bills for the account, or to review filing history. The Pay Bill option is available on the Bill Details page.

Business Licenses				
Linked Accounts				
Select an account to work with.				
Link to Account Create new Account				
Account ID	DBA Name	Location	Status	Details
20070080	FRITZ'S FIX-IT	1 COLE HAAN DRIVE BLDG 1	ACTIVE	Account Bills Enter Filing

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.

General Billing			
Linked Accounts			
Select from your linked accounts			
Link to Account			
Customer ID	Customer Name	Location	Manage
187	FRITZ, MICHAEL	YARMOUTH	Manage Bills

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

Linked Accounts

[Link to Account](#) | [Apply Online](#)

Select customer from your linked accounts

Customer ID	Customer Name	Location	Permitting
187	FRITZ, MICHAEL	YARMOUTH	Applications & Inspections

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

Linked Accounts

Select an account to work with.

[Link to Account](#)

Tax Year

2010	View Bill
2011	View Bill Add to Cart
2013	View Bill Add to Cart

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.

Account ID	Customer ID	
1001	187	Manage Bills
1002	187	Manage Bills

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.

Announcements

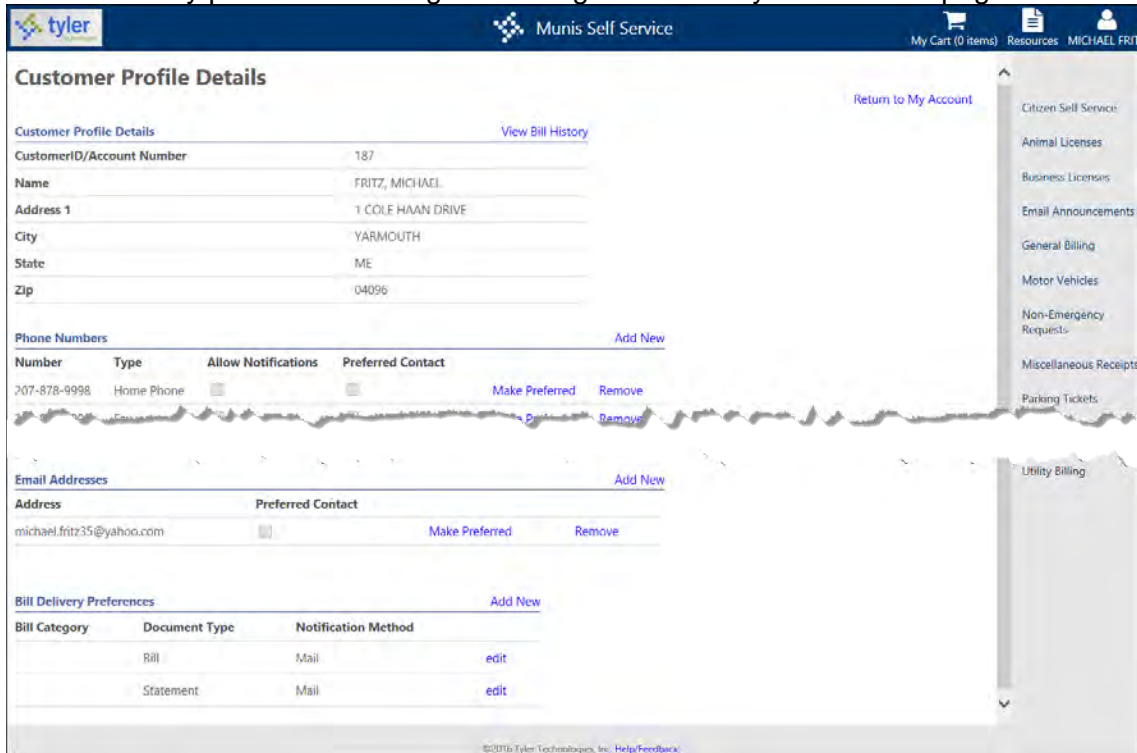
Announcements specify events or other notes that display when you access Citizen Self Service. The text in the Announcements pane is established by an administrator. All users view the same announcement.

Profile Information

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

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

Manage Bill Delivery Preferences
Set bill delivery preferences

Customer ID/Account Number: 187

Bill Type: All, Bill, Statement

Document Type: Mail, Email, Fax, Mail and Email

Delivery Preference: Email (michael.fritz35@yahoo.com), Fax (207-878-9998), Mail and Email (michael.fritz35@yahoo.com)

[Return to Profile Details](#)

Email Announcements

The Email Announcements 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.

Email Announcements
Manage Email Announcement subscriptions

Select a category and subscription preference.
Enter an email address.
Once completed, click the "Submit" button to finalize your request.

Category: Road Closed

Action: 1. Subscribe, 2. Unsubscribe

Email:

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.

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.

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 Citizen Self Service (CSS) Administration Guide* for more information regarding the shopping cart options).

The screenshot shows the 'General Billing' interface for a customer named Michael Fritz. The page is titled 'General Billing' and 'Bill Detail'. It displays customer information, billing details, and a table of charges. A 'Pay' button is highlighted with a red box at the bottom right of the bill summary.

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

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.

General Billing
Bill Detail [Return to Manage Bills](#)

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

As of: 11/17/2016
 Bill Year: 2014
 Bill: 10254

[View payments](#)

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

[Add to Cart](#)

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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.

General Billing
Bill Detail

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

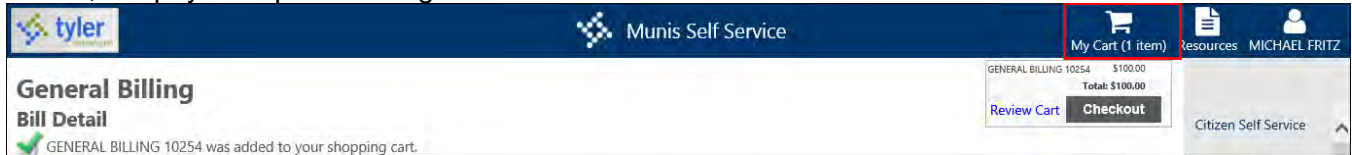
Customer: FRITZ, MICHAEL
 Address: 1 COLE HAAN DRIVE, YARMOUTH, ME 04096
 Customer number: 187

My Cart (1 item) [Resources](#) MICHAEL FRITZ

GENERAL BILLING 10254 \$100.00
 Total: \$100.00
[Review Cart](#) [Checkout](#)

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.



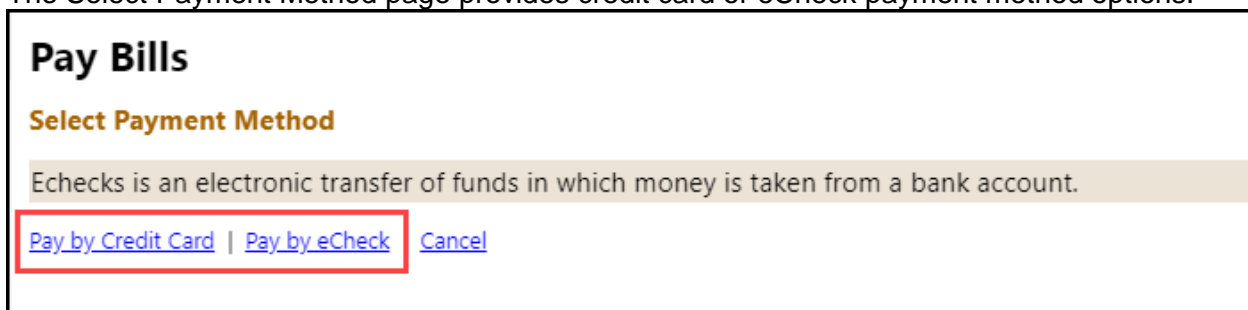
Shopping Cart Review

When you click Review Cart in the My Cart option, the Shopping Cart Review page displays. 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.



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.

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

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.

Enter the details needed to process this payment.

Credit card

Card type: Visa

Card number: [input field]

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

Expiration date: Month [dropdown] Year [dropdown]

MasterCard or Visa: A 3-digit number in reverse italics on the back of your credit card

American Express: A 4-digit number on the front, just above your credit card number

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 the Where Is This? option for an image that explains the check number, routing number, and account number.

The screenshot shows the 'Pay Bills' interface. The header includes the Tyler logo and 'Munis Self Service'. The user is logged in as 'MICHAEL FRITZ'. The current step is 'Step 2 of 4: Please enter the payment information'. Below this, there are two main sections: 'Bank account' and 'Driver's License'. The 'Bank account' section has a dropdown for 'Type of account' (set to 'Please select'), and input fields for 'Bank ABA/routing number', 'Bank account number', and 'Re-enter bank account number'. The 'Driver's License' section has input fields for 'State' and 'Number'. A 'Where is this?' callout box points to the 'Bank ABA/routing number' field, displaying a check image with the routing number 2134. The 'Continue' button is highlighted with a red box.

4. Click Continue once you have entered the payment details.

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.

The screenshot shows the 'Pay Bills' interface at 'Step 3 of 4: Billing address'. The header is the same as the previous screenshot. The instruction says 'Please enter your billing information exactly as it appears on your credit card or bank statement.' The form contains the following fields: 'First name', 'Last name', 'Address line 1' (with the value '1 COLE HAAN DRIVE'), 'Address line 2', 'City' (with the value 'YARMOUTH'), 'State' (with the value 'ME'), 'Zip code' (with the value '04098'), 'Contact phone number' (with the value '2078789998'), and 'E-Mail' (with the value 'michael.fritz35@yahoo.com'). There is a checkbox for 'Remember these values' which is unchecked. The 'Continue' button is highlighted with a red box.

6. Click Continue.

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

Pay Bills
Step 4 of 4: Review

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

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

Payment Method: Master Card *****1234

Billing Address: FRITZ MICHAEL, 1 TYLER DRIVE, YARMOUTH, ME, 04096

Phone Number: 2078789998

E-mail: michael.fritz35@yahoo.com

Buttons: **Submit** Cancel

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.

Pay Bills

✓ Your payment has been successfully processed

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

Thank you for your payment!

You may want to print this page for your records.

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

Payment Method: Master Card *****5678

Billing Address: MICHAEL FRITZ, 1 TYLER DRIVE, YARMOUTH, ME, 04096

Phone Number: 2078789998

E-mail: michael.fritz35@yahoo.com

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.

The screenshot displays the 'Change of Address' form in the Tyler Munis Self Service system. The form is titled 'General Billing Change of Address' and is divided into two main sections: 'Current Information' and 'New Information'. The 'Current Information' section shows the existing address: Name: FRITZ, MICHAEL; Address: 1 COLE HAAN DRIVE; City State Zip: YARMOUTH, ME 04096. The 'New Information' section contains input fields for Name 1 (FRITZ, MICHAEL), Address 1 (1 TYLER DRIVE), Address 2, City (YARMOUTH), State (ME), Zip code (04096), Country, Phone number (207-878-9998), Fax number (207-878-9998), and E-Mail address (michael.fritz35@yahoo.com). A 'Submit' button is highlighted with a red box. A sidebar on the right lists various services like Animal Licenses, Business Licenses, and General Billing. The top navigation bar includes the Tyler logo, 'Munis Self Service', and user information (My Cart (0 items), Resources, MICHAEL FRITZ).

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.

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 screenshot shows the 'Animal Licenses' search interface. At the top, there is a navigation bar with the Tyler logo, 'Munis Self Service', and user information for 'MICHAEL FRITZ'. The main heading is 'Animal Licenses' with a sub-heading 'Complete one or more of the following fields to search for Animal Licenses.' Below this are four sections of input fields: 'Animal Location' (House number, Street name), 'Owner Information' (Owner name), and 'License Information' (Year, Tag, Charge). A checkbox for 'Remember these values' is present below the license fields. 'Search' and 'Reset' buttons are at the bottom. A right-hand sidebar contains a menu with 'Animal Licenses' selected, and other options like 'Contact Us', 'Business Licenses', 'Email Announcements', 'General Billing', 'Motor Vehicles', 'Non-Emergency Requests', 'Miscellaneous Receipts', 'Parking Tickets', 'Permits and Inspections', and 'Personal Property'.

The Details option provides more information for the specified license.

The screenshot shows the 'Animal Licenses Search Results' page. It features the same navigation bar as the search page. The main heading is 'Animal Licenses Search Results' with links for 'Modify Search' and 'New Search'. Below the heading, it states '1 Found'. A table displays the search results:

ID	Owner	City	Address	
187	187		1 COLE HAAN DRIVE	Details

The 'Details' link is highlighted with a red box. The right-hand sidebar menu is updated to include 'Search Results' and 'New Search'.

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

Animal Licenses
Location details

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

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

[Add New License](#)

License	Tag	Name	Animal	Breed	Color	
1	D	MR. BELVEDERE	DOG	English Bu	WHITE/BROWN	Details
2	D	ROSCOE II	DOG	ST BERNARD	BROWN/WHITE	Details
4	1984	Speedy	TURTLE	SNAP TUTRL	GREEN	Details
43	D	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	Details
44	D	AKIURO	DOG	BOXER	WHITE	Details
45	123456789	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	Details
46	D	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	Details
47	D	BUBU	DOG	GREAT DANE	ORANGE	Details

Navigation sidebar: Citizen Self Service, Animal Licenses, Location Details, Owner Information, Add License, Contact Us, Search Results, New Search, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts.

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.

Animal Licenses
License Details

[Return to Location Detail](#)

License 4

Year: 2009
Customer ID: 187
Tag number: 1984
Number of tags: 1
Tag issue date: 11/5/2016
Tag expiration date: 11/5/2016
Status: Active
Animal type: TURTLE
Breed: SNAP TUTRL
Color: GREEN
Gender: Unspecified
Name: Speedy
Date of Birth: 11/27/1982
Charge: ANIMAL LICENSES
Charge Amount: \$50.00
Payment status: Unpaid

Rabies certification
Rabies vaccination date
Rabies expiration date
Notice date
Veterinarian

[Update license](#) [Add license to cart](#) [Deactivate license](#)

Navigation sidebar: Citizen Self Service, Animal Licenses, Location Details, Owner Information, License Details, Add License, Contact Us, Search Results, New Search, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections.

Add Animal Licenses

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.

The screenshot shows the 'Add a new license' form in the Munis Self Service interface. The form is divided into several sections: 'Animal Information' with fields for Name, Animal type, Breed, Color, Gender, Date of birth, Rabies vaccination date, Rabies expiration date, and Rabies certificate number; 'Tag data' with fields for Quantity, Type, Charge code, and Charge amount; and 'Veterinarian' with a Veterinarian code field. There is also an 'Upload a certificate' section with a 'Browse...' button. At the bottom of the form, three buttons are visible: 'Save', 'Save and add license cart', and 'Cancel', with the 'Save' button highlighted by a red box. The right sidebar shows a navigation menu with 'Animal Licenses' selected.

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.

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.

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.

Business Licenses

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

The screenshot displays the 'Business Licenses' search interface. At the top, there's a header with the Tyler logo, 'Munis Self Service', and user information 'My Cart (0 items) Resources MICHAEL FRITZ'. Below the header, the main content area is titled 'Business Licenses' and includes a search instruction: 'Complete one or more of the following fields to search for Business Licenses.' The search form contains several input fields: 'Billing Address' (with sub-fields for House number and Street name), 'Billing customer ID', 'Billing name', 'Account ID', 'Business DBA name', 'Business Address' (with sub-fields for House number, Street name, and Zip code), 'Owner name', 'Parcel', and 'Bill year' (set to 2016). There is a checkbox for 'Remember these values' and two buttons: 'Search' (highlighted with a red box) and 'Reset'. A right-hand sidebar provides a navigation menu with options like 'Citizen Self Service', 'Animal Licenses', 'Business Licenses', 'Accounts', 'Contact Us', 'Email Announcements', 'General Billing', 'Motor Vehicles', 'Non-Emergency Requests', 'Miscellaneous Receipts', 'Parking Tickets', 'Permits and Inspections', 'Personal Property', 'Real Estate', 'Tax Relief', and 'Utility Billing'. The footer contains the copyright notice '©2016 Tyler Technologies, Inc. Help/Feedback'.

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

Business Licenses Search Results

25 Found

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

Details

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

Business Licenses Bill Detail

[View Bill](#)

Bill Year: 2012

Bill: 100287

Owner: FRITZ, MICHAEL

[View payments/adjustments](#)

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

[Add to Cart](#)

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

Payments/Adjustments

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

Business Licenses
Payments/Adjustments

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

Bill Year: 2011
Bill: 100252

Activity	Posted	Paid By/Reference	Amount
Payment	10/24/2013	B/L CREDITS	\$4.20
Billing Adjustment	7/9/2013	CLERICAL ERROR	\$0.00
Billing Fee	3/13/2013		\$10.00
Billing Adjustment	6/29/2012	CLERICAL ERROR	\$100.00

Right sidebar menu: Citizen Self Service, Animal Licenses, **Business Licenses**, Accounts, Account Details, Owner Information, Filing, View Bill, All Bills, Payment History.

All Bills

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

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

Business Licenses
All Bills

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

5 Found bill years 1996 to 2020 only

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

Right sidebar menu: Citizen Self Service, Animal Licenses, **Business Licenses**, Accounts, **All Bills**, Contact Us, Search Results, New Search, Email Announcements, General Billing.

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.

The screenshot shows the 'Business Licenses' section with 'License Details' selected. The page header includes the Tyler logo, 'Munis Self Service', and user information 'MICHAEL FRITZ'. A sidebar on the right lists navigation options like 'Citizen Self Service', 'Animal Licenses', and 'Business Licenses'. The main content area displays the following license details:

License Details	
Bill Year	2012
Bill Number	100283
Bill Date	3/7/2012
Name & Address	FRITZ, MICHAEL 1 COLE HAAN DRIVE YARMOUTH, ME 04096
Owner ID	187
Location	1 COLE HAAN DRIVE BLDG 1
License No.	8700139
License Category	CONTRACTORS
License Type	DRYWALL

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.)

The screenshot shows the 'Business Licenses' section with 'Linked Accounts' selected. The page header includes the Tyler logo, 'Munis Self Service', and user information 'MICHAEL FRITZ'. A sidebar on the right lists navigation options like 'Citizen Self Service', 'Animal Licenses', and 'Business Licenses'. The main content area displays a table of linked accounts with the following data:

Account ID	DBA	Location	Status	Actions
20070064	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	Link to Account Create new Account Account Bills Enter Filing New License
20070087	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	NEW	Account Bills Enter Filing New License
20070091	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	Account Bills Enter Filing New License
20070080	FRITZ'S FIX-IT	1 COLE HAAN DRIVE BLDG 1	ACTIVE	Account Bills Enter Filing
20070085	FRITZ, MICHAEL	1 COLE HAAN DRIVE BLDG 1	ACTIVE	Account Bills Enter Filing New License

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

Create New Account

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

To create a new account:

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

The screenshot shows the 'Create new account' form in the Munis Self Service portal. The form is titled 'Business Licenses Create new account' and is at 'Step 1 of 4: Enter ownership information'. The form includes sections for 'Application Type', 'Business Owner', 'Email', and 'Parking Facility Information'. The 'Continue' button is highlighted with a red box.

Application Type

- New Business Account Only
- New Business Account with License and Filing

Business Owner

Name *

Address 1

Address 2

Email

Parking Facility Information

Type of Parking Facility

Date Parking Facility Opened

Area of Parking Facility square feet

Dimensions of Lot

- square feet
- feet wide
- feet deep

Dimensions of Improvements square feet

Number of Parking spaces

Buttons: Continue (highlighted), Reset, Cancel

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.

- Select the location of the business by completing the Location or Name field values and clicking Search. Click Skip to bypass this page and continue.

Business Licenses
Create new account

Step 2 of 4: Account location information

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

Enter location search parameters

Location

Number:
 Street name:

Name

Owner:
 Parcel ID:

Search Skip Cancel

My Cart (0 items) Resources MICHAEL FRITZ

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

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

Business Licenses
Create new account

Step 2 of 4: Account location information

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

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

4 found

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

My Cart (0 items) Resources MICHAEL FRITZ

- Citizen Self Service
- Animal Licenses
- Business Licenses**
- Accounts
- Contact Us
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets

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

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

Business Licenses

Create new account

Step 3 of 4: Enter tax id and date information

Location

Area / District: Select...

Tax ID

SSN/FID *: 999999999

County ID: []

State ID: []

Dates

Fiscal Start Month *: January

Leased Y/N: Yes No

Lease End: []

Continue **Cancel**

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

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

Business Licenses

Create new account

Step 4 of 4: Review entries before submission of new Business License Account

Business Owner [change](#)

Name: Michale Fritz

Address: [no address info provided]

Email: michaelfritz@yahoo.com

SSN/FID and Fiscal [change](#)

SSN / FID: 999999999

Fiscal Start Month: 1

Leased: No

Check the following box to signify acknowledgement

I hereby acknowledge that the information I am about to submit is 100% accurate and understand a copy of the State License must be submitted with the application.

Submit **Cancel**

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- 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.

Account Details

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

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

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

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

Business Licenses Account Review

1 License | [Add New License](#) | [Return to Accounts](#)

FRITZ, MICHAEL

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

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

Contacts [Add New](#)

Name	Phone	Email	
FRITZ, MICHAEL	2078789998	michael.fritz35@yahoo.com	details

Licenses [Add New](#)

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

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Business Account Filings

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

Business Licenses
Linked Accounts

Select an account to work with.

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

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

Navigation menu items: Citizen Self Service, Animal Licenses, Business Licenses, Accounts, Contact Us, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections.

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.

Business Licenses
Filing - License/Tax Selection

Please select a record to access the filing history

Category	Type	Reference	Renewal Cycle	
CONTRACTORS	CARPENTER	6700134	ANNUAL	select
CONTRACTORS	CARPENTER	6700154	ANNUAL	select
TAX CODE		6700138	ANNUAL	select

Navigation menu items: Citizen Self Service, Animal Licenses, Business Licenses, Accounts, Account Details, Owner Information, Filing.

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

Business Licenses
Filing Amounts

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

SALES TAX (SALES)

Gross Receipts: \$ 75.00
 Deductions: \$ 40.00

CONTRACTOR LICENSE (CONT)

Amount: \$35.00

Buttons: Cancel, Continue

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

Business Licenses
Filing Amounts

Review

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

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

SALES TAX SALES Actual

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

CONTRACTOR LICENSE CONT

Interest	-4.08
Net Due	39.08

Penalties

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

Summary

Calculated Amount due on this filing:	35.00
Interest on this filing:	41.31
Penalty on this filing:	1361.82
Total due:	1438.13

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

Buttons: Cancel, File

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

7. On the Confirmation page, 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.

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.

Applying for a 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 application 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.

The screenshot shows the 'Business Licenses' section of the Tyler Munis Self Service portal. The page title is 'Apply for new Business License' and it is 'Step 1 of 3: Applicant information'. A sidebar on the right lists various services, with 'Business Licenses' selected. The main form area is titled 'Selected Account' and contains the following information:

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

Below this is the 'Enter applicant information' section with the following fields:

- Association: Business Owner (dropdown)
- Name: FRITZ, MICHAEL
- Address 1: 1 COLE HAAN DRIVE
- Address 2: (empty)
- City: YARMOUTH
- State: ME
- Zip: 04096
- Phone: 207-878-9998
- Fax: 207-878-9998
- Email: michael.fritz35@yahoo.com
- Notes: (empty text area)

At the bottom of the form are 'Continue' and 'Cancel' buttons. A red box highlights the 'Continue' button. A legend at the bottom left states '* indicates required field'. The footer includes '©2016 Tyler Technologies, Inc. Help/Feedback'.

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.

- When all the information is complete, click Update License Information.

Business Licenses
Apply for new Business License

Step 2 of 3: License information

Selected Account

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

Enter License information

Business category / type *

Business is seasonal

Select mailing and billing preferences

Recipient for notices

Recipient for billing

Requirements

No requirements were found for this business type

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

Bonds, Insurance, and Certifications

Type	Company	Policy	Issued	Expires
Insurance	MetLife	123456	11/29/2016	11/30/2016

[Edit | Delete](#)

- Add additional license requests, as necessary.
- Click Continue once you have added as many licenses as needed.

Business Licenses
Apply for new Business License

Step 2 of 3: License information

Selected Account

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

[Add new License](#)

Licenses

Category	Type
CONTRACTORS	CARPENTER

[Edit | Delete](#)

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

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

Business Licenses

Apply for new Business License

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

Applicant Information [modify](#)

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

License Details [modify](#)

Business Category	CONTRACTORS
Business Type	CARPENTER
Is Seasonal	N

Bonds, Insurance, or Certifications

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

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- 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.

Add New Business Account, License, and Filing

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

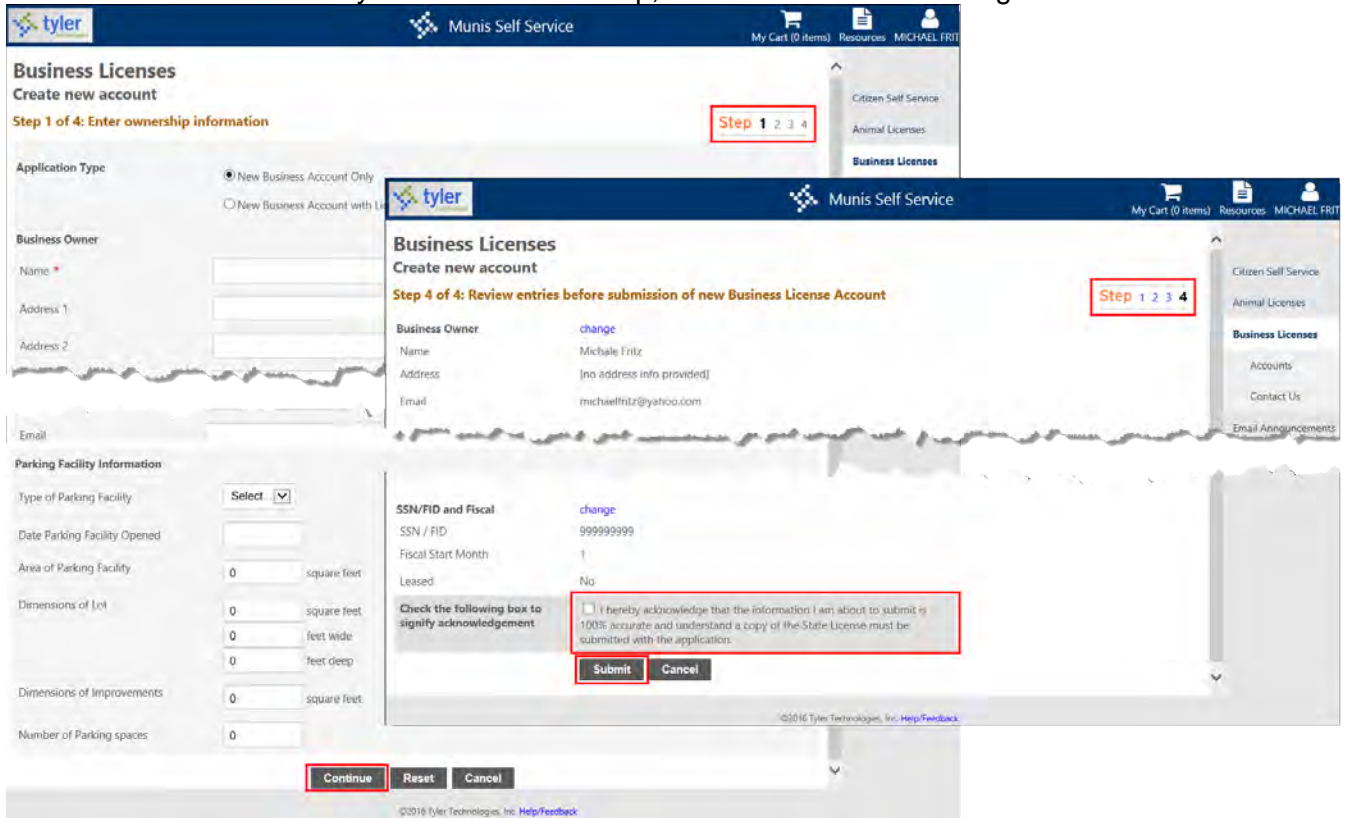
To create a new business license account, click Create New Account.

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

- Account Information:** A table showing login details for the user FRITZ, including the last successful login (11/29/2016), last failed login (4/23/2015), and password last changed (11/17/2016). It also shows the password expires in 3029 days with a 'Change Password' link and an 'E-Mail address' with a 'Change E-Mail Address' link.
- Linked Accounts:** A section explaining that existing accounts can be linked to the self-service user ID. It provides instructions on how to use 'link to account' or 'remove' links.
- Customer Accounts:** A table with columns for 'Name' and 'Account'. It lists one account for 'FRITZ, MICHAEL' with account ID '187'. A 'link to account' link is present to the right of the table header.
- Business Licenses Accounts:** A table with columns for 'Name' and 'Account'. It lists three accounts with IDs 20070084, 20070087, and 20070091. A 'link to account' link is present to the right of the table header, and a 'create new account' link is highlighted with a red box.

The right sidebar of the page shows the user's name 'MICHAEL FRITZ' and the 'Citizen Self Service' logo.

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 changes to Submit.



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

Account ID 2007108

[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.

You could now...

- [Browse your linked accounts](#)
- [Use other online services](#)
- [Log out](#)

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.

The screenshot shows the Tyler General Billing Customer Search interface. At the top left is the Tyler logo. The main heading is "General Billing" followed by "Customer Search". A light orange banner contains the instruction: "Complete one or more of the following fields to search for General Billing bills." Below this are several input fields: "Customer Name", "Customer Number", and "Address" (which includes sub-fields for "House number", "Street name", "City", "State", and "Zip code"). There is also a "Parcel ID" field. A checkbox labeled "Remember these values" is located below the Parcel ID field. At the bottom of the form are "Search" and "Reset" buttons. On the right side of the page is a vertical navigation menu with the following items: "Citizen Self Service", "Animal Licenses", "Business Licenses", "Email Announcements", "General Billing" (highlighted), "Accounts", "Contact Us", "Motor Vehicles", "Non-Emergency Requests", "Miscellaneous Receipts", "Parking Tickets", "Permits and Inspections", "Personal Property", "Real Estate", "Tax Relief", and "Utility Billing". At the bottom of the page, there is a copyright notice: "©2017 Tyler Technologies, Inc. [Help/Feedback](#)".

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.

Linked Accounts

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

The screenshot shows the 'General Billing Linked Accounts' page. At the top, there is a header with the Tyler logo, 'Munis Self Service', and user information 'My Cart (0 items) Resources MICHAEL FRITZ'. Below the header, the page title is 'General Billing Linked Accounts'. A prompt says 'Select from your linked accounts'. A table lists the linked accounts:

Customer ID	Name	Location	Link to Account
187	FRITZ, MICHAEL	YARMOUTH	Link to Account Manage Bills

The 'Link to Account' button is highlighted with a red box. A sidebar on the right contains navigation links: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Accounts, Contact Us, Motor Vehicles, and Non-Emergency.

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.

Manage Bills

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

The screenshot shows the 'General Billing Manage Bills' page. At the top, there is a header with the Tyler logo, 'Munis Self Service', and user information 'My Cart (0 items) Resources MICHAEL FRITZ'. Below the header, the page title is 'General Billing Manage Bills'. Customer information is displayed: Customer: FRITZ, MICHAEL; Address: 1 COLF HAAN DRIVE, YARMOUTH, ME 04096; Customer number: 187. A table lists 20 found bills (bill years 1016 to 2116 only):

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

Summary information: As of 11/29/2016, Total Unpaid: 24301.00, Total Balance Due: 24301.00. An 'Add to Cart' button is highlighted with a red box. A sidebar on the right contains navigation links: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Accounts, Contact Us, and Manage Bills. A footer note states '* pending web payment exists' and a copyright notice for Tyler Technologies, Inc. is present.

Bill Detail

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

General Billing
Bill Detail [Return to Manage Bills](#)

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

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

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

[View payments](#)

Add to Cart

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

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

General Billing
Payments [Return to Bill Detail](#)

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

As of 11/29/2016

Bill Year: 2014
 Bill: 10230

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

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing**
 - Accounts
 - Contact Us
 - Manage Bills
 - Customer Information
- Motor Vehicles

Motor Vehicle Taxes

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

The screenshot shows the 'Motor Vehicles' search interface. At the top, there is a navigation bar with the Tyler logo, 'Munis Self Service', and user information 'My Cart (0 items) Resources MICHAEL FRITZ'. The main content area has a search form with two input fields: 'Owner name' and 'License plate number'. Below these fields is a checkbox labeled 'Remember these values'. At the bottom of the form are 'Search' and 'Reset' buttons. On the right side, there is a vertical menu with options: 'Citizen Self Service', 'Animal Licenses', 'Business Licenses', 'Email Announcements', 'General Billing', 'Motor Vehicles' (which is highlighted), 'Contact Us', 'Non-Emergency Requests', and 'Miscellaneous Receipts'.

View Bill

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

The screenshot shows the search results page. The navigation bar is the same as in the previous screenshot. The main content area shows '1 Found' and a table with the following data:

Owner	Vehicle Year	Make	Model	Plate	Bill	Bill Year	
BRYAN, DAVID W	0			561ZTY	22249	2013	View Bill

On the right side, the vertical menu is the same as in the previous screenshot, with 'Motor Vehicles' highlighted.

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.

Motor Vehicles

View Bill

As of: 11/29/2016

Bill Year: 2013

Bill: 22249

Owner: BRYAN, DAVID W

Motor Vehicle ID: 561ZTY

[View payments/adjustments](#)

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

[Add to Cart](#)

Motor Vehicles

- Contact Us
- View Bill**
- View Payments
- Vehicle Detail
- Charges & Exemptions
- Tax Rates
- Search Results
- New Search

Payments/Adjustments

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

Vehicle Detail

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

Charges and Exemptions

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

Tax Rates

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

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.

Non-Emergency Requests
Create New

Step 1 of 5: Enter your contact information

This form is not for reporting emergencies.

Your Information

Name*

Daytime phone*

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

Street number

Street name

Unit/Apt. number
(if applicable)

City/Town

State

Zip

Remember these values

Continue Reset

Non-Emergency Requests

Contact Information

E-Mail: nonemergencyrequests@tyler.com

Mailing Address: 1 Main St, Falmouth ME 04105

Fire Department: 207-555-7881

Public Works Department: 207-555-6767

Police Department: 207-555-6547

Resources: MICHAEL FRITZ

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

To submit a non-emergency request:

1. Enter your contact information.

The name and telephone number are required; the E-Mail and Address fields are optional.

The screenshot shows the 'Non-Emergency Requests' form in the 'Create New' section. The header includes the Tyler logo, 'Munis Self Service', and the user name 'MICHAEL FRITZ'. The page title is 'Non-Emergency Requests Create New'. A progress indicator shows 'Step 1 of 5: Enter your contact information' with steps 1 through 5. A red note states 'This form is not for reporting emergencies.' The form fields are: Name* (MICHAEL FRITZ), Daytime phone* (2078789998), E-Mail (with a note: 'A link will be e-mailed to you where you can check on request status'), Street number (1), Street name (TYLER DRIVE), Unit/Apt. number (if applicable), City/Town (YARMOUTH), State (ME), and Zip (04096). There is a checkbox for 'Remember these values' and two buttons: 'Continue' (highlighted with a red box) and 'Reset'. A sidebar on the right lists various services, with 'Non-Emergency Requests' expanded to show options like 'Contact Us', 'Search Requests', etc. The footer contains '©2016 Tyler Technologies, Inc. Help/Feedback'.

2. Click Continue.

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

The screenshot shows the 'Non-Emergency Requests' form in the 'Create New' section, now at 'Step 2 of 5: Enter your contact information'. The progress indicator shows 'Step 1 2 3 4 5'. The 'Type of request*' field is a dropdown menu with 'Select...' and a downward arrow. A red arrow points to the dropdown, which is open, showing a list of options: 'Select', 'Abandoned Vehicles', 'Barking Dog', 'Pot Hole', and 'Street Lamp Out'. A 'Continue' button is visible below the dropdown. The sidebar on the right is the same as in the previous screenshot. The footer contains '©2016 Tyler Technologies, Inc. Help/Feedback'.

4. If the request type is a Work Orders request type, you can also identify the 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.

5. Enter the location of the incident.

The screenshot shows the 'Non-Emergency Requests' web interface. At the top, there is a blue header with the 'tyler' logo on the left, 'Munis Self Service' in the center, and 'Resources' and 'MICHAEL FRITZ' on the right. Below the header, the page title is 'Non-Emergency Requests' with a sub-header 'Create New'. A progress indicator shows 'Step 3 of 5: Enter Request street information' with steps 1, 2, 3, 4, and 5. The 'Request type' is set to 'Abandoned Vehicles'. The form fields are: 'Street number' with '1', 'Street name*' with 'TYLER DRIVE', 'Unit/Apt. number (if applicable)' which is empty, and 'City/Town*' with 'YARMOUTH'. At the bottom of the form, there are two buttons: 'Continue' (highlighted with a red box) and 'New search'. On the right side, there is a vertical navigation menu with options: 'Citizen Self Service', 'Animal Licenses', 'Business Licenses', 'Email Announcements', 'General Billing', 'Motor Vehicles', 'Non-Emergency Requests' (highlighted), 'Contact Us', and 'Search Requests'.

6. Click Continue.
The Enter Request Information page displays.
7. Enter the details of the request in the box.

The screenshot shows the 'Non-Emergency Requests' web interface at 'Step 4 of 5: Enter Request information'. The header and navigation menu are the same as in the previous screenshot. The progress indicator shows 'Step 4 of 5: Enter Request information' with steps 1, 2, 3, 4, and 5. The section is titled 'Other request details'. There is a text area for 'Describe request and any further location information*' containing the text: 'There is a yellow Pontiac Aztek parked on the side of the road. It has not moved in over two weeks. Please have the car removed, it is an eyesore.' Below this are two radio button questions: 'Ongoing request' with 'Yes' and 'No' (selected), and 'First time you have reported this request' with 'Yes' (selected) and 'No'. At the bottom of the form is a 'Continue' button. The right-side navigation menu is the same as in the previous screenshot.

8. Click Continue.
9. Review the request information and make changes, if necessary.

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

tyler Munis Self Service Resources MICHAEL FRITZ

Non-Emergency Requests

Create New

Step 5 of 5: Verify your Request entry

Step 1 2 3 4 5

Verification

Name	Michael Fritz
Daytime Phone	2078789998
Your Address	1 TYLER DRIVE YARMOUTH, ME 04096
E-Mail	michael.fritz@yahoo.com
Location	1 TYLER DRIVE, YARMOUTH
Type of Request	Abandoned Vehicles
Details of Request	There is a yellow Pontiac Aztek parked on the side of the road. It has not moved in over two weeks. Please have the car removed, it is an eyesore.
On-going Request	No
First Time Reported	Yes

Enter these validation numbers into the box below them

Please type the following validation code into the box provided

3679

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

11. Click Submit.

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

tyler Munis Self Service Resources MICHAEL FRITZ

Non-Emergency Requests

Confirmation

Your request has been successfully entered into our system.

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

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

[Make another request](#)

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

12. Click Make Another Request to make another nonemergency request.

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.

Tracking a Request

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

The screenshot shows the 'Request Status Details' page for a Non-Emergency Request. The page header includes the Tyler logo, 'Munis Self Service', and user information 'Resources MICHAEL FRITZ'. The main content area displays the following details:

Request ID:	15
Date Submitted	11/29/2016
Status	Initial
Action Taken	11/29/2016: Request Entered
Name	Michael Fritz
Daytime Phone	2078789998
Your Address	1 TYLER DRIVE YARMOUTH, ME 04096
E-Mail	MICHAEL.FRITZ@YAHOO.COM
Location	1 TYLER DRIVE YARMOUTH
Type of Request	Abandoned Vehicles
Details of Request	There is a yellow Pontiac Aztek parked on the side of the road. It has not moved in over two weeks. Please have the car removed, it is an eyesore.
On-going Request	No
First Time Reported	Yes
Response ID	0
Link URL	https://webapps2.tylertech.com/v11.2.0.0/qa/selfservice/grantjewett/Citizens/311/ViewRequest.aspx?id=J1Hh91P70nU=&

Navigation links include 'New Search | New Request'. A sidebar menu on the right lists various services: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Contact Us, Search Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections, Personal Property, and Real Estate.

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.

The screenshot shows the 'Search Requests' page. The page header includes the Tyler logo, 'Munis Self Service', and user information 'Resources MICHAEL FRITZ'. The main content area displays the following search form:

Non-Emergency Requests
Search Requests

Request ID*

Daytime phone*

The sidebar menu on the right lists services: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, and Motor Vehicles.

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

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.

Miscellaneous Receipts

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

Notes:

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

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

The screenshot shows the 'Miscellaneous Receipts' page in the 'Munis Self Service' application. The page header includes the Tyler logo, 'Munis Self Service', and user information 'My Cart (0 items) MICHAEL FRITZ'. The main content area is titled 'Miscellaneous Receipts' and 'Shop for Items'. A message says 'Please complete your payment.' Below this, there is a list of items. The 'MISCELLANEOUS CHARGE' item is highlighted, and a red box highlights the 'Add to Cart' button. A red arrow points from this button to a detailed view of the 'MISCELLANEOUS CHARGE' item. This detailed view shows the description 'MISCELLANEOUS CHARGE', a reference field with 'MISC' and a text input box, and an amount of '\$3.50'. A red box highlights the 'Return to previous view' button and a list of options: 'Add to cart and continue shopping', 'Add to cart and check out', and 'Cancel without adding to cart'. The footer of the page includes the copyright notice '©2016 Tyler Technologies, Inc. Help/Feedback'.

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

Parking Tickets

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

The screenshot shows the 'Parking Tickets' search interface. At the top, there's a navigation bar with the Tyler logo, 'Munis Self Service', and user information 'My Cart (1 item) MICHAEL FRITZ'. The main heading is 'Parking Tickets Search'. Below it, a prompt says 'Complete one or more of the following fields to search for parking tickets.' There are three input fields: 'License plate state', 'License plate number', and 'Ticket number'. A checkbox labeled 'Remember these values' is present. At the bottom are 'Search' and 'Reset' buttons. On the right side, there is a vertical menu with options: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, **Parking Tickets**, and Contact Us.

Manage Tickets

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

The screenshot shows the 'Manage Tickets' page. The navigation bar is the same as in the previous screenshot. The main heading is 'Parking Tickets Manage Tickets'. Below it, there is a 'Vehicle Information' section with fields for Make (PONTIAC), Style (4 DOOR), Plate state (ME), Plate number (AZTEK), Plate type (PAS), and Plate color (YELLOW). Below this is a table of tickets:

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

Below the table, there is an 'Add to Cart' button and a note: 'Select tickets you would like to pay now then click "Add to Cart"'. The right-side menu is also present, with 'Manage Tickets' highlighted.

Ticket Details

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

Parking Tickets
Ticket Details

Return to manage tickets

Vehicle Information

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

Ticket Information

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

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

Payments/Adjustments

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

Parking Tickets
Payments/Adjustments

Return to Ticket Details

As of 12/8/2016

Bill Year	2015
Ticket number	1234

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

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

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.

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

New permit applications
[Click here to Apply Online](#)

Search for existing Permits and Inspections
Complete one or more of the following fields to search for permits and inspections.

Location
House number:
Street name:

Owner/Contractor Name:

Parcel ID:

Application reference:

Status
 Active Applications only
 Unperformed Inspections only
 Remember these values

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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.

Search Results

On the Search Results page, the Details option provides detail information for a permit or inspection. If alerts exist for an inspection, click Alert to view the alerts that are preventing you from scheduling the inspection online. If no alerts exist for an inspection, click Schedule to request that the inspection be scheduled. Refer to the [Scheduling Inspections](#) section in this document for more information.

Permits and Inspections
Search Results

9 Applications | 1 Inspection

Modify Search | New Search

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

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

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

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

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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 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.

Permits and Inspections
Application reference 111 1 Permit | 3 Inspections

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

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

Permits (1 found)	Permit Type	Status	Total Fees	Balance Due	
<input type="checkbox"/> Pay	SIGN	ISSUED	\$15.00	\$15.00	Details Alert

Select Inspections for scheduling

Inspections (3 found)	Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	
<input type="checkbox"/> Pay	ELECTRIC FINAL #1	FRITZ, MICHAEL			\$0.00	\$0.00	Details Alert
<input type="checkbox"/> Pay	FINAL #1	FRITZ, MICHAEL			\$0.00	\$0.00	Details Schedule
<input type="checkbox"/> Pay	MECHANICAL ROUGH #1	FRITZ, MICHAEL			\$0.00	\$0.00	Details Alert

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

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

Permits and Inspections
Application Information Return to permits and inspections

General
Application reference: 111
Status: ACTIVE / NEW
Received: 3/4/2013
Applicant: FRITZ, MICHAEL
Owner: FRITZ, MICHAEL
Owner ID: 187
Location: 1 COLE HAAN DRIVE BLDG 1, MUNIS
Parcel ID: 99999

Project Details:
Project/Activity: NEW SIGN
Zoning: SINGLE FAMILY RESIDENTIAL
Existing Use: RESIDENTIAL LAND
Proposed Use: RESIDENTIAL LAND
Estimated Start Date: 3/5/2013
Estimated Cost: \$0.00

Attachments
No attachments were found for this application.

New Attachments
[Attach a document](#)

Permits and Inspections Linked Accounts

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

The screenshot shows the 'Permits and Inspections Linked Accounts' page in the Munis Self Service interface. The page header includes the Tyler logo, 'Munis Self Service', and user information 'MICHAEL FRITZ'. Below the header, there are navigation links for 'Link to Account' (highlighted with a red box) and 'Apply Online'. A search bar prompts the user to 'Select customer from your linked accounts'. Below this is a table with the following data:

Customer ID	Name	Location	
187	FRITZ, MICHAEL	YARMOUTH	Applications & Inspections

A sidebar on the right contains various service categories: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, and Non-Emergency Requests.

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.

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 provides the Plan Review Attachments page where you can view and attach documents associated with

the plan review.

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.

The screenshot shows the 'Permits and Inspections' page with the following details:

- Permit Details:**
 - Status: REVIEWING
 - Permit Type: CERTIFICATE OF OCCUPANCY
 - Permit Level: 999
 - Expires: (empty field)
- Specify the contractor for this permit:**
 - Owner is acting as Contractor
 - Use Contractor specified on Application
 - Select Contractor from a list...
 - Name: SMITH CONTRACTORS
 - ID: 177
 - Trades person: CASEY JORDAN
 - Buttons: Update, Cancel
- Table:**

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

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

The 'Select Contractor' dialog box displays a list of contractors with the following columns: ID, Type, Name, City, and State. The list includes:

ID	Type	Name	City	State
Select 2	CONTRACTOR	ABC ELECTRIC	MUNIS	US
Select 33	MOVE	ADMIRAL BUILDING MOVERS	MUNIS	US
Select 41	POOL	AFFORDABLE POOLS INC	MUNIS	US
Select 30	FENCE	ALL STAR FENCE	MUNIS	US
Select 23	SEWER	ASAP DRAINING INC	MUNIS	US

A 'Cancel' button is located at the bottom left of the dialog box.

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.

Inspection Details

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

The screenshot shows the 'Permits and Inspections' page in the Tyler Munis Self Service system. The page header includes the Tyler logo, 'Munis Self Service', and user information for 'MICHAEL FRITZ'. The main content area is titled 'Permit Details' and includes a 'Return to Application Details' link. The permit information is as follows:

Status	REVIEWING
Permit Type	CERTIFICATE OF OCCUPANCY
Permit Level	999
Issued	
Expires	
Contractor	SMITH CONTRACTORS Edit
Contractor ID	177
Tradesperson	CASEY JORDAN

Below the permit details is a table with columns for Description, Based on, Amount/Quantity, and Fee:

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

A right-hand sidebar contains a list of navigation options: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections (highlighted), Accounts, and Plan Reviews.

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

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

Permits and Inspections
Application reference 112

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

View Application Information View Plan Reviews

Permits (10 found)

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

Inspections (16 found)

Select Inspections for scheduling

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

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

Issue this permit

Enter email address to receive issue notification

Email

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."

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.

Permits and Inspections
Application reference 112 10 Permits | 16 Inspections

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

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

Permits (10 found)

<input type="checkbox"/>	Permit Type	Status	Total Fees	Balance Due		
<input type="checkbox"/>	Pay BLDG EST	ISSUED	\$685.00	\$685.00	Details	Alert
<input checked="" type="checkbox"/>	Pay BUILDING P	REVIEWING	\$1,000.00	\$1,000.00	Details	Issue
<input type="checkbox"/>	Pay COO	REVIEWING	\$0.00	\$0.00	Details	Alert
<input type="checkbox"/>	Pay PLUMBING FINAL #1	FRITZ, MICHAEL	\$0.00	\$0.00	Details	Alert
<input type="checkbox"/>	Pay GAS FINAL #1	FRITZ, MICHAEL	\$0.00	\$0.00	Details	Alert
<input type="checkbox"/>	Pay FINAL #1	FRITZ, MICHAEL	\$0.00	\$0.00	Details	Schedule
<input type="checkbox"/>	Pay MECHANICAL ROUGH #1	FRITZ, MICHAEL	\$0.00	\$0.00	Details	Alert
<input type="checkbox"/>	Pay FOUNDATION #1	WAYNE JEWELL / SMITH CONTRACTORS	\$0.00	\$0.00	Details	Schedule
<input type="checkbox"/>	Pay FOOTING #1	WAYNE JEWELL / SMITH CONTRACTORS	\$0.00	\$0.00	Details	Schedule
<input type="checkbox"/>	Pay HEALTH INSPECTION	WAYNE JEWELL / SMITH CONTRACTORS	\$0.00	\$0.00	Details	Schedule

Add to Cart

select Permits/Inspections you would like to pay now, then click "Add to Cart"

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

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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.

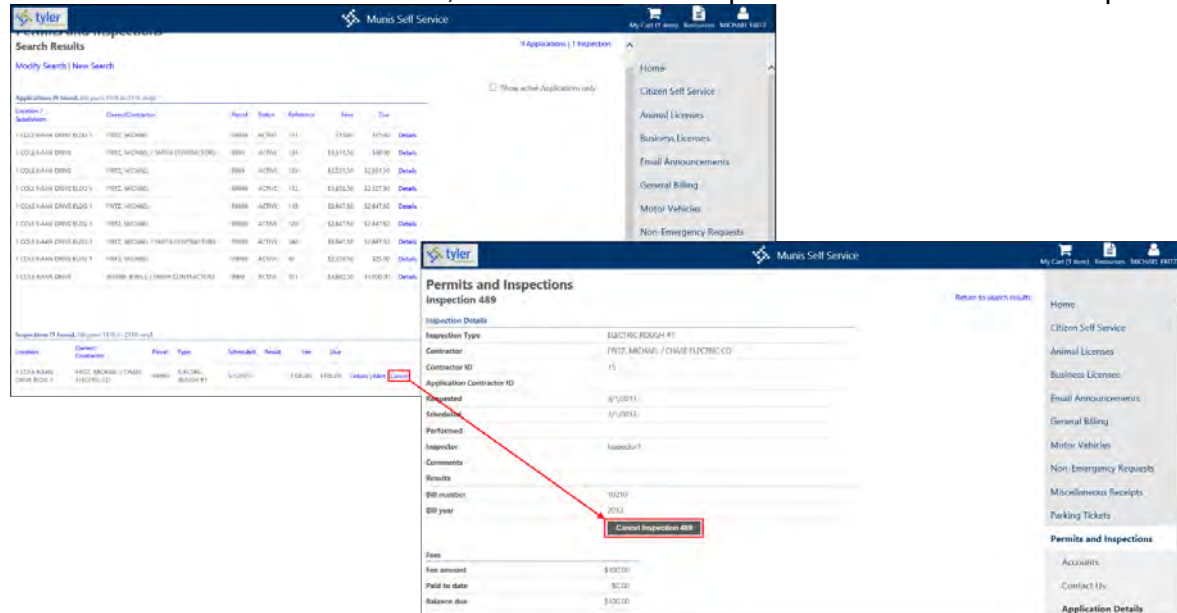
When you have completed the fields, click Schedule. The Remember These Values checkbox allows for the contact information to be saved. This saved information will automatically be applied on subsequent inspection scheduling submissions.

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 field.

Date	Time	
12/2/2016	PM	Select
12/2/2016	AM	Select
12/2/2016	LN	Select

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.

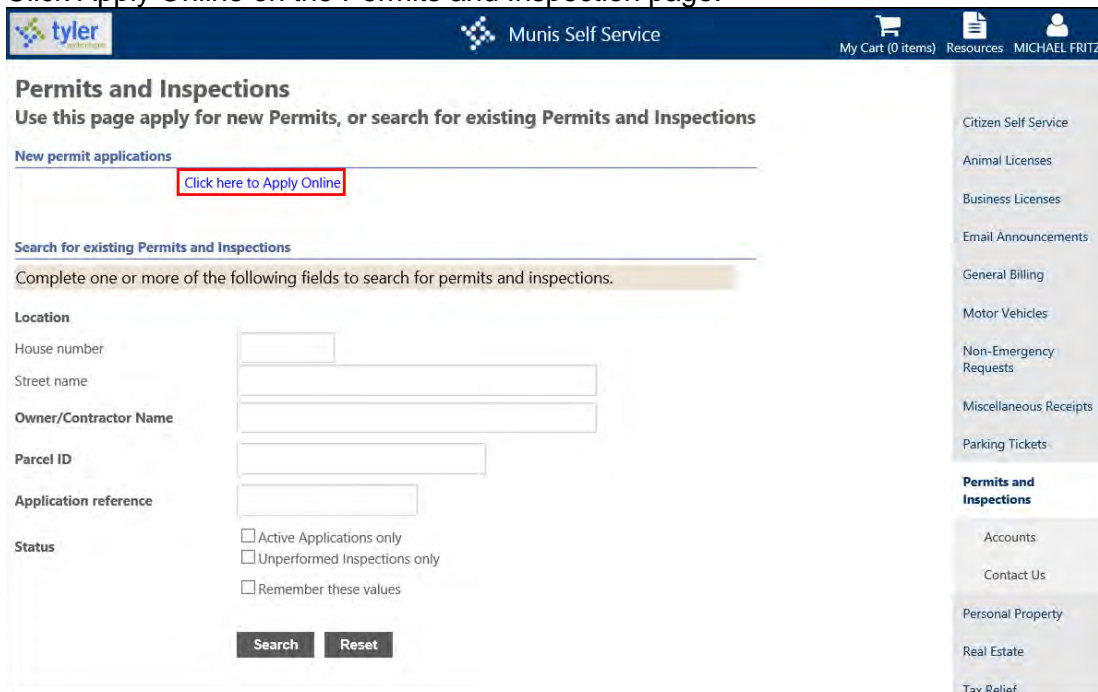
If the Allow Cancellation of Scheduled Inspections permission has been selected in Permits and Code Enforcement administration, users will have the option to cancel scheduled inspections.



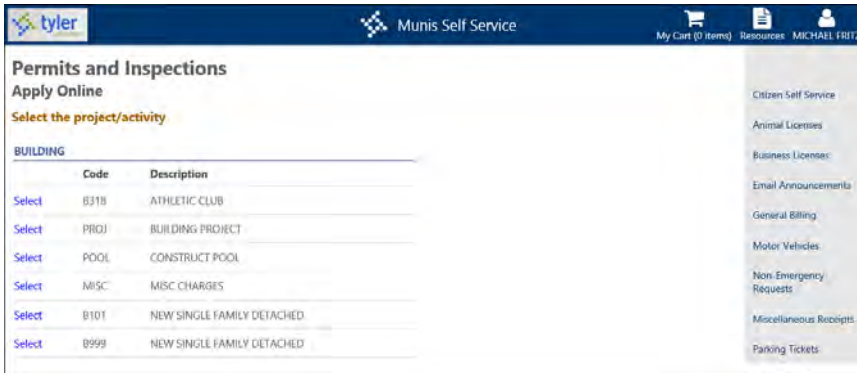
Apply for a Permit

To apply for a permit through Citizen Self Service:

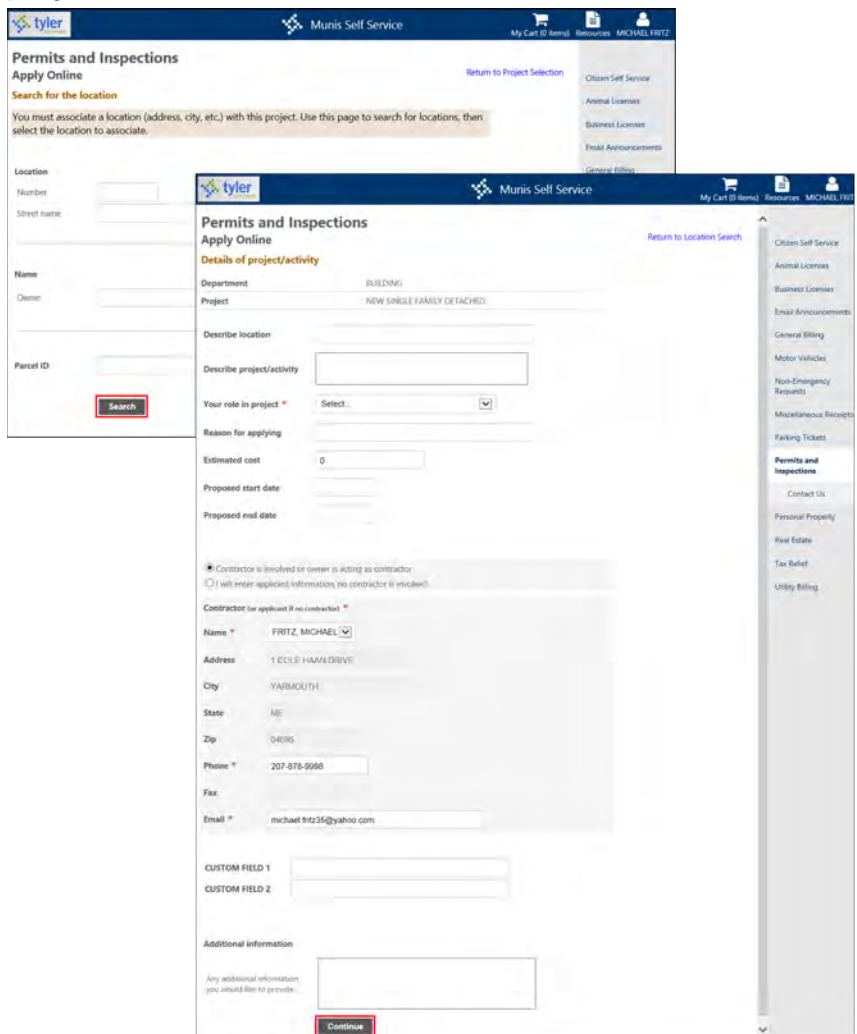
1. Click Apply Online on the Permits and Inspection page.



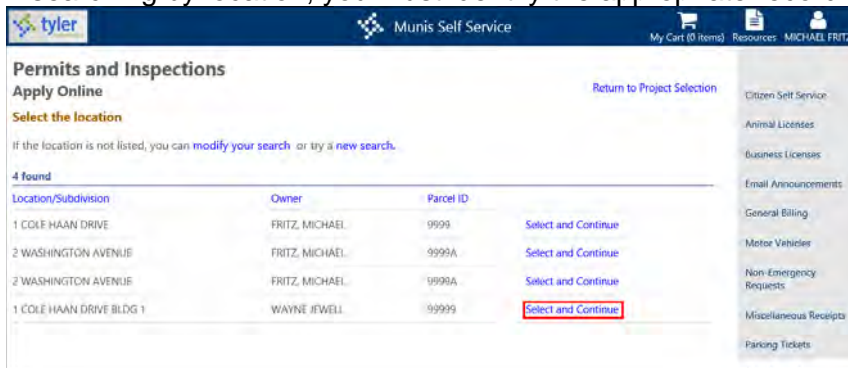
- Click Select to select the appropriate project/activity associated with the new permit or inspection.



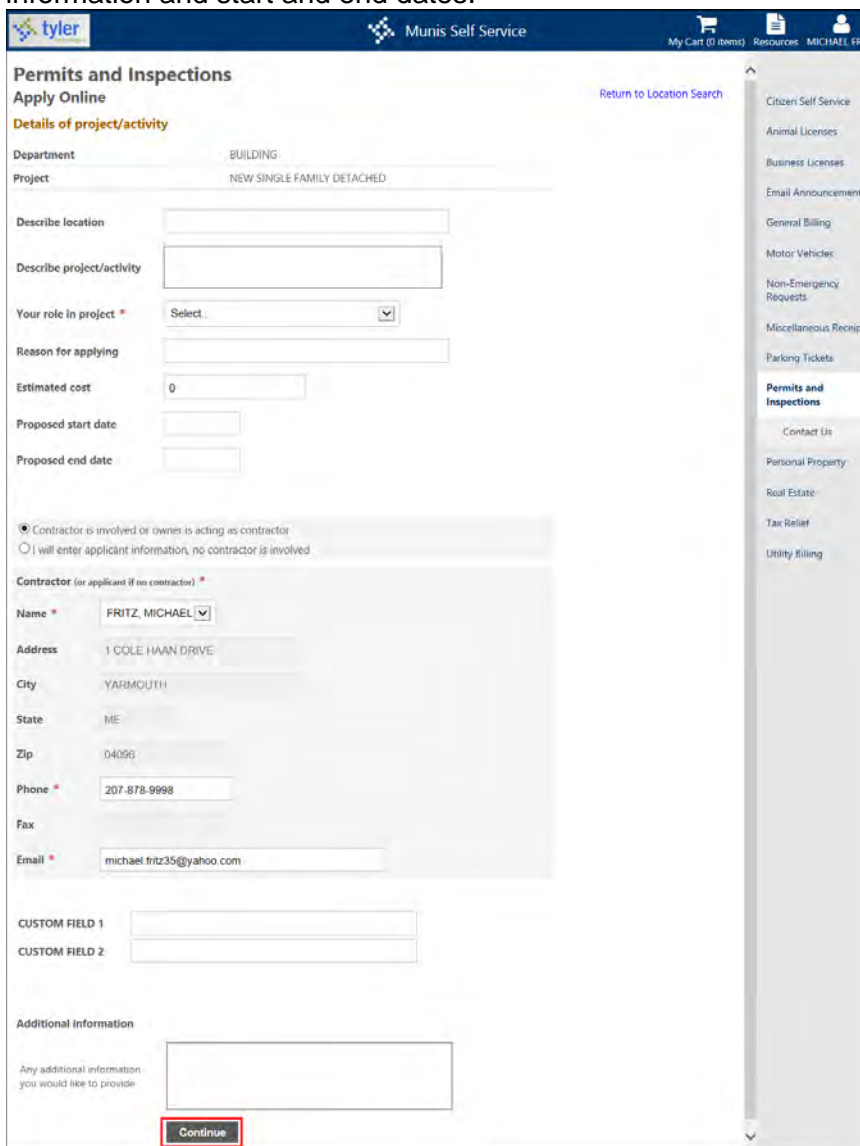
The application process is updated to omit the Parcel Lookup page if you select a project/activity that is not associated with a parcel. In this case, the Project Details page displays, where you can complete the applicant or contractor details, as well as other applicable details, including user-defined 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, enter the telephone number and email address for the owner.

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

- 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.

8. Enter the validation numbers.
9. 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.

The screenshot shows a web form with a red rectangular box highlighting a section. Inside the box, on the left, is the text "Check the following box to signify acknowledgement". To the right of this text is a checkbox followed by the text "I agree to the following terms. I hereby acknowledge that the information I am about to submit is 100% accurate." Below this highlighted section are two buttons: "Submit" and "Cancel".

10. Click Submit.
11. When you click Submit, the application provides a confirmation page that includes your application reference number.
12. Use the links to attach any required documentation, access other online services, or log out of the application.

The screenshot shows the Tyler Munis Self Service confirmation page. At the top, there is a blue header with the Tyler logo, "Munis Self Service", and user information: "My Cart (0 items) Resources MICHAEL FRIT". The main content area is titled "Permits and Inspections Apply Online" and "Confirmation". A green checkmark icon is followed by the text: "Thank you. Your application has been submitted on 11/30/2016. Your application reference is 178." Below this, there is a link to print the page and a list of instructions to check the status of the application: "Call our offices at: 207-555-8282", "Check the status of your application online", "View/select payable items", and "Pay all payable items now". There is a section for "Attach one or more documents" with instructions and a "Browse..." button. Below that are "Upload" and "Cancel" buttons. The "Location" field is filled with "1 COLE HAAN DRIVE BLDG 1". There is also an "Additional information" field. At the bottom, there are links for "Use other online services" and "Log out". A footer contains the copyright notice: "©2016 Tyler Technologies, Inc. Help/Feedback".

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.

View and Attach Documents to a Permit

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

1. Click Accounts under Permits and Inspections.

The screenshot shows the 'Permits and Inspections' section of the Tyler Munis Self Service portal. The page title is 'Permits and Inspections' and the sub-section is 'Linked Accounts'. There are links for 'Link to Account' and 'Apply Online'. Below this is a search bar for 'Select customer from your linked accounts'. A table lists linked accounts with columns for 'Customer ID', 'Name', and 'Location'. The first entry is for Customer ID 187, Name FRITZ, MICHAEL, and Location YARMOUTH. A link 'Applications & Inspections' is visible next to this entry. On the right side, there is a vertical navigation menu with various service categories. The 'Accounts' link under the 'Permits and Inspections' category is highlighted with a red box.

Customer ID	Name	Location
187	FRITZ, MICHAEL	YARMOUTH

2. Click Applications & Inspections.

This screenshot is identical to the previous one, showing the 'Permits and Inspections' page. In this view, the 'Applications & Inspections' link next to the first account entry in the table is highlighted with a red box.

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

The screenshot shows the 'Permits and Inspections Search Results' page. It displays a search bar, a 'Show active Applications only' checkbox, and a table of search results. The table has columns for 'Location / Subdivision', 'Owner/Contractor', 'Parcel', 'Status', 'Reference', 'Fees', and 'Due'. The first row of the table is highlighted, and the 'Details' link in the 'Due' column is highlighted with a red box.

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

- Click View Application Information.

Permits and Inspections
Application reference 111 1 Permit | 3 Inspections

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

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

Permits (1 found)

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

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

My Cart (0 items) Resources MICHAEL FRITZ

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

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

Permits and Inspections
Application Information [Return to permits and inspections](#)

General

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

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

Attachments

No attachments were found for this application

New Attachments

[Attach a document](#)

My Cart (0 items) Resources MICHAEL FRITZ

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- Plan Reviews
- Contact Us
- Application Details
- Search Results
- New Search
- Personal Property

Personal Property Taxes

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

Personal Property

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

Address

House number

Street name

Owner name

Property code

Remember these values

Search **Reset**

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

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

Personal Property Search Results

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

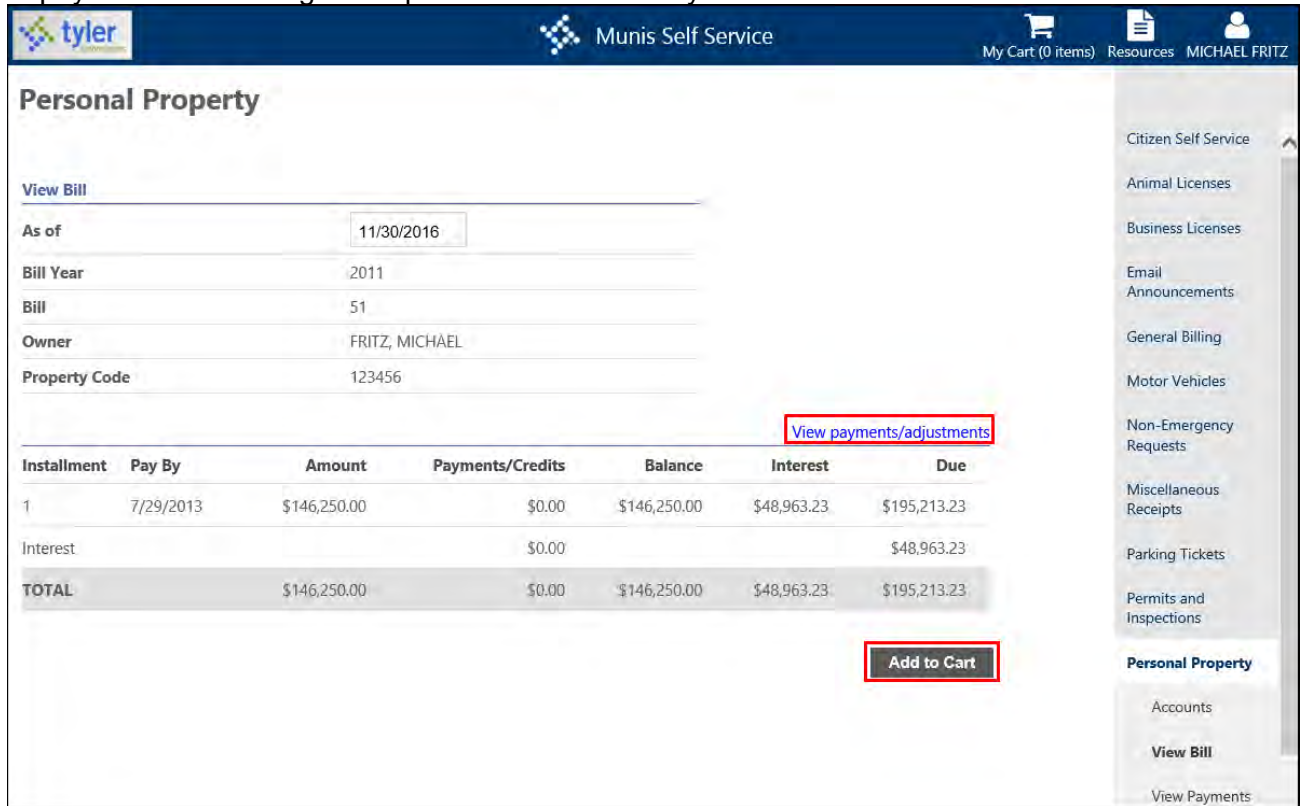
6 Found bill years 1916 to 2116 only

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

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

View Personal Property Bill

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



Personal Property

[View Bill](#)

As of: 11/30/2016

Bill Year: 2011

Bill: 51

Owner: FRITZ, MICHAEL

Property Code: 123456

[View payments/adjustments](#)

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

[Add to Cart](#)

Personal Property

- Accounts
- View Bill**
- View Payments

View Payments/Adjustments

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



Personal Property

Payments

[Return to view bill](#)

Payments/Adjustments

As of 11/30/2016

Bill Year: 2011

Bill: 51

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

Personal Property

- Accounts
- View Bill**
- View Payments

Linked Accounts

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

Personal Property Linked Accounts

Select an account to work with.

[Link to Account](#)

5 Found bill years 1916 to 2116 only

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

Navigation menu on the right: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections, **Personal Property** (expanded), Accounts, View Bill, Property Detail, Owner Information.

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.

Enter a Tax Filing (North Carolina/Virginia Only)

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

To add a new filing:

1. Click Add New.

Personal Property Online Tax Filing

Owner Information:

- Name: FRITZ, MICHAEL
- Location: 1 CIGLE HAAN DRIVE
- City: YARMOUTH
- State: ME
- Zip: 04296

Value Account:

- Number: 0
- Return Number: 0

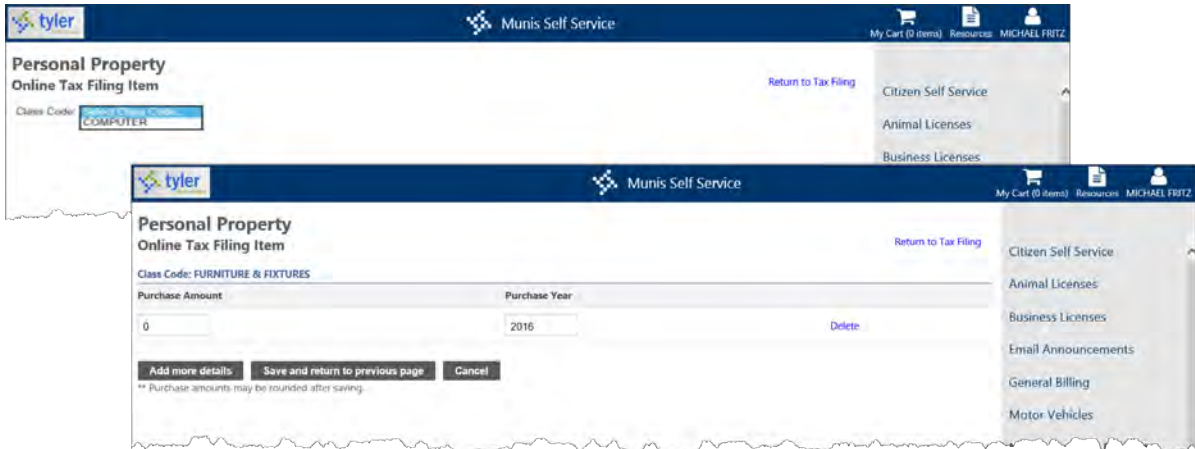
Tax Filings:

Code	Description	Details Delete
500	FURNITURE & FIXTURES	Details Delete
500	FURNITURE & FIXTURES	Details Delete
500	FURNITURE & FIXTURES	Details Delete
500	FURNITURE & FIXTURES	Details Delete
500	FURNITURE & FIXTURES	Details Delete

[Add new](#)

Navigation menu on the right: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections, **Personal Property** (expanded), Accounts, View Bill, Property Detail, Owner Information.

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



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



4. Once the details are complete, click Save.

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

Personal Property Online Tax Filing Review

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

Value Account
 Number: 0
 Return Number: 0

Code: 500 Description: FURNITURE & FIXTURES

Purchase Amount	Purchase Year
500	2016
250	2016

This is the tax filing disclaimer:
 I agree

File to upload to account:

- Click Save to complete the process.

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.

Personal Property Property Detail

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

Property Values

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

The screenshot shows the 'Personal Property Property Values' page. The header includes the Tyler logo, 'Munis Self Service', and user information 'MICHAEL FRITZ'. The page displays property details for the year 2011:

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

Class	Description	Gross Assessment	
500	F&F	\$20,000.00	view details
500	F&F	\$5,000.00	view details
500	F&F	\$12,000.00	view details

A sidebar on the right contains a list of services: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, and Parking Tickets.

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.

The screenshot shows the 'Personal Property All Bills' page. The header includes the Tyler logo, 'Munis Self Service', and user information 'MICHAEL FRITZ'. The page displays property details:

Property Code	7
Location	0

1 Found

Bill	Type	Year	Owner	Paid	
1	ANNUAL	2013	FRITZ, MICHAEL	Outstanding	View Bill

A sidebar on the right contains a list of services: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, and Parking Tickets.

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.

The screenshot shows the 'Real Estate' search interface. At the top, there's a navigation bar with the Tyler logo, 'Munis Self Service', and user information 'My Cart (0 items) Resources MICHAEL FRITZ'. Below the navigation bar, the 'Real Estate' section has a heading and a prompt: 'Complete one or more of the fields below to search for Real Estate bills.' The search form includes fields for 'Address' (House number, Street name), 'Owner name', and 'Parcel ID'. There is a checkbox for 'Remember these values' and 'Search' and 'Reset' buttons. On the right side, there is a vertical menu with various service categories like 'Citizen Self Service', 'Animal Licenses', 'Business Licenses', etc.

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.

The screenshot shows the 'Real Estate Search Results' page. It features a navigation bar similar to the search form. Below the navigation bar, there's a heading 'Real Estate Search Results' and links for 'Modify Search' and 'New Search'. A table displays search results with columns for 'Address', 'Unit', 'Owner', 'Parcel ID', 'Tax Year', and 'Bill Type'. The table shows five results for '1 COLE HAAN DRIVE' owned by 'FRITZ, MICHAEL' with 'Parcel ID' 9999. The first result for '2009' has 'OMITTED - REAL ESTATE' and includes 'View Bill' and 'View Lien' links. The second result for '2010' has 'OMITTED - REAL ESTATE' and a 'View Bill' link. The third result for '2011' has 'REGULAR/ORIGINAL - REAL ESTATE' and a 'View Bill' link. The fourth result for '2013' has 'OMITTED - REAL ESTATE' and a 'View Bill' link. The fifth result for '2009' has 'REGULAR/ORIGINAL' and a 'View Lien' link. A note 'bill years 1916 to 2116 only' is visible at the top right of the table. On the right side, there is a vertical menu with various service categories.

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

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.

View Real Estate Bill

The Real Estate Bills page includes the owner, parcel ID, installment dates and amounts, payment or credit totals, and balances when you click View Bill. If newer or prior unpaid bills exist for the parcel, the application presents a Newer Unpaid Bill(s) Exist for This Parcel or a

Prior Unpaid Bills Exist for This Parcel option that includes a list of outstanding bills for the parcel. You may also view payments and adjustments or pay the bill.

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

Real Estate

Parcel is in tax sale

Prior and newer unpaid bills exist for this parcel.

View Bill

As of: 11/30/2016

Bill Year: 2011

Bill: 4

Owner: FRITZ, MICHAEL

Parcel ID: 9999

[View payments/adjustments](#)

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

Add to Cart

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

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

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

the All Bills Page check box in Citizen Administration for Real Estate.

Real Estate All Bills

Parcel ID: 9999
Location: 1 COLE HAAN DRIVE

Bill	Type	Year	Owner	Paid	
1000001	OMITTED	2009	FRITZ, MICHAEL	LIEN	View Bill
1000001	OMITTED	2010	FRITZ, MICHAEL	Outstanding	View Bill
4	REGULAR/ORIGINAL	2011	FRITZ, MICHAEL	Outstanding	View Bill
1000001	OMITTED	2013	FRITZ, MICHAEL	Outstanding	View Bill

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.

View Payments/Adjustments

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

Real Estate Payments/Adjustments

As of 11/30/2016

Bill Year: 2010
Bill: 1000001

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

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.

Charges, Exemptions, Credits

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

Real Estate Charges

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

	Taxable Value	Tax Rate	Amount
TAX	155,000	10.000000	\$1,550.00
Total			\$1,550.00

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

Property Detail

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

Real Estate Property Detail

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

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

Assessment

The Assessment page displays assessment information for the property.

Real Estate Assessment

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

Assessment Values

	Gross Assessment
Land	\$75,000.00
Building	\$80,000.00
Total	\$155,000.00

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

Assessment History

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

Real Estate Assessment History

Owner: FRITZ, MICHAEL
 Parcel ID: 9999
 Number of years: 20

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

Tax Assessment History

Total Value (\$)

Year

Tax Rates

The Tax Rates page specifies tax rates for the bill.

Real Estate Tax Rates

Bill Year: 2010

Bill: 1000001 / REAL ESTATE

Description	Tax Rate
TAX	10.000000

All Bills

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

Real Estate All Bills

Parcel ID: 9999

Location: 1 COLE HAAN DRIVE

Real Estate

Bill	Type	Year	Owner	Paid	
1000001	OMITTED	2009	FRITZ, MICHAEL	LIEN	View Bill
1000001	OMITTED	2010	FRITZ, MICHAEL	Outstanding	View Bill
4	REGULAR/ORIGINAL	2011	FRITZ, MICHAEL	Outstanding	View Bill
1000001	OMITTED	2013	FRITZ, MICHAEL	Outstanding	View Bill

Personal Property bill years 1916 to 2116 only

Bill	Type	Year	Owner	Paid	
1000001	OMITTED	2010	FRITZ, MICHAEL	Paid	View Bill
6	REGULAR/ORIGINAL	2011	FRITZ, MICHAEL	Outstanding	View Bill
1000001	OMITTED	2013	FRITZ, MICHAEL	Outstanding	View Bill
1000002	OMITTED	2013	FRITZ, MICHAEL	Outstanding	View Bill

UB ASSESSMENT bill years 1916 to 2116 only

Bill	Type	Year	Owner	Paid	
1068	UTILITY	2013	FRITZ, MICHAEL	Outstanding	View Bill

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.

The screenshot shows two overlapping screenshots of the Tyler Munis Self Service interface. The top screenshot shows the 'Real Estate' page with an alert: 'Parcel is in tax sale' and 'This property has an outstanding lien. Click here to view.' A red box highlights the 'Click here to view' link. The bottom screenshot shows the 'Real Estate Lien View' page with the following details:

Real Estate Lien View

Parcel ID: 9999
 Location: 1 COLE HAAN DRIVE
 Owner as of April 2: FRITZ, MICHAEL

Found 1 Lien bill

Year	Bill	Owner	Current Due	
<input checked="" type="checkbox"/>	2009	2	FRITZ, MICHAEL	\$3,764.69

Total Due: \$3,764.69

Buttons: View Bill, Add Selected Bills to Cart

Click View Bill to access the Lien Bill Detail page.

The screenshot shows the 'Lien Bill Details' page in the Tyler Munis Self Service interface. The page includes a 'Return to Lien View' link and a table of bill details.

Lien Bill Details

Return to Lien View

Lien Bill Details

Bill Year: 2009
 Bill: 2
 Owner: FRITZ, MICHAEL
 Parcel ID: 9999

[View payments/adjustments](#)

Installment	Pay By	Amount	Payments/Credits	Balance	Due
1	10/12/2013	\$3,764.69	\$0.00	\$3,764.69	\$3,764.69
TOTAL		\$3,764.69	\$0.00	\$3,764.69	\$3,764.69

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

Lien Payments and Adjustments

Return to Lien Bill Detail | Return to Lien View

Payments/Adjustments

As of 11/30/2016

Bill Year	2009
Bill	2

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

Citizen Self Service

- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests

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.

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.

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.

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

Utility Billing

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

Account Number

Address

House number

Street name

Apartment

Owner name

Parcel ID

Customer ID

Remember these values

Search **Reset**

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

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.

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

Utility Billing

Search Results

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

3 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
	1 COLE HAAN DRIVE	1001	0	9999	Manage Bills
	10 APPLE ORCHARD WAY NE 6	1002	0	8989	Manage Bills
	400 MAINE	BC120	0		Manage Bills

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

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

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.

Manage Bills

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

Utility Billing
Manage Bills

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

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

Outstanding Bills (bill years 1916 to 2116 only) [Show Past Bills](#)

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

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

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

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. In this case, if you click Pay, 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.

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.

Show/Hide Past Bills

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

The screenshot shows the 'Utility Billing Manage Bills' page. At the top, there are links for 'Sign up for Automatic Payments' and 'Account Summary'. Below this, there are fields for 'Service Address' (7 BAY AVE), 'Account Number' (001008), and 'As of' (03/17/2014). A note states: 'Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.' There is a 'Show Past Bills' button with a dropdown arrow. Below this is a table for 'Outstanding Bills' with columns: Bill, Bill Date, Pay By, Charges, and Balance Due. A 'Pay' button is visible. Below the table is a 'Past Bills' section with a table containing one row of data. A red arrow points from the 'Show Past Bills' button to the 'Past Bills' table.

Bill	Bill Date	Pay By	Charges	Balance Due

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

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

Bill Details

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

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

Utility Billing
Bill Detail [Account Summary | Manage Bills](#)

Bill number 1069

As of 11/30/2016

Bill Date 6/30/2008

Pay By 7/31/2008

[Payments and adjustments](#)

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
SEWER	CF	0	0	0	340	\$175.00	(\$56.00)	\$119.00
SALES TAX (WATER)	TAX	0	0	0	0	\$0.00	\$0.00	\$0.00
SALES TAX (SEWER)	TAX	0	0	0	0	\$7.00	(\$2.24)	\$4.76
WATER 5/8"	CF	400	0	400	400	\$135.00	(\$25.00)	\$110.00
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.

Utility Billing
Payments and Adjustments [Account Summary | Bill Details](#)

As of 11/30/2016

Bill Utilities 1069

Bill Date 6/30/2008

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

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

Account Summary

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

Utility Billing Account Summary
[Link to Account](#) | [Sign up for Automatic Payments](#) | [Request Change of Address](#) | [Manage Bills](#)

Billing Account
Service Address: 46 MAINE STREET
Account Number: BC121

Your Current Balance
Amount Due Now: \$938.16 [Pay Now](#)
Payment Due Date: 12/17/2008

About Your Payments
 No payment activity found

Customer Information
Name: GRIFFIN, PETER
Address: 46 MAINE ST
 EALMOUTH, ME 04105
Customer ID: 179
[Request Change of Address](#)

Services

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

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.

Utility Billing

Current Information

Name: FTD FLORISTS
Address: 30 BAY AVE
MUNIS

New Information

Name 1: FTD FLORISTS
Name 2:
Address 1: 30 BAY AVE
Address 2:
City: MUNIS
State:
Zip code:
Country:
Phone number *:
Fax number:
E-Mail address:

Utility Billing Consumption History

[Return to Account Summary](#)

WATER 2"

Read Date	Days	Usage (HCF)
3/7/2007	158	146
9/30/2006	138	475
5/15/2006	28	36
4/17/2006	35	37
3/13/2006	28	37
2/13/2006	26	37
1/16/2006	30	37

Consumption Trend

Reading Date	Usage (HCF)
3/7/2007	146
9/30/2006	475
5/15/2006	36
4/17/2006	37
3/13/2006	37
2/13/2006	37
1/16/2006	37
12/17/2005	37
11/17/2005	37
10/17/2005	37
9/17/2005	37
8/17/2005	37
7/21/2005	37
6/20/2005	37

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

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.)

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.

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Utility Billing Manage Bills

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

Service Address: 45 MAINE STREET
Account Number: BC121
As of: 11/30/2016

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

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

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

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Utility Billing Automatic Payments

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

Service Address: 46 MAINE STREET
Account Number: BC121

Bank name *

Bank routing number * (9 digits)

Confirm routing number *

Bank phone number *

Bank account number *

Confirm account number *

Bank account type * Checking Savings

Preferred draft day * No Preference

Name on bank statement *

Phone number on bank statement *

Email address on bank statement *

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

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

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

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

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

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

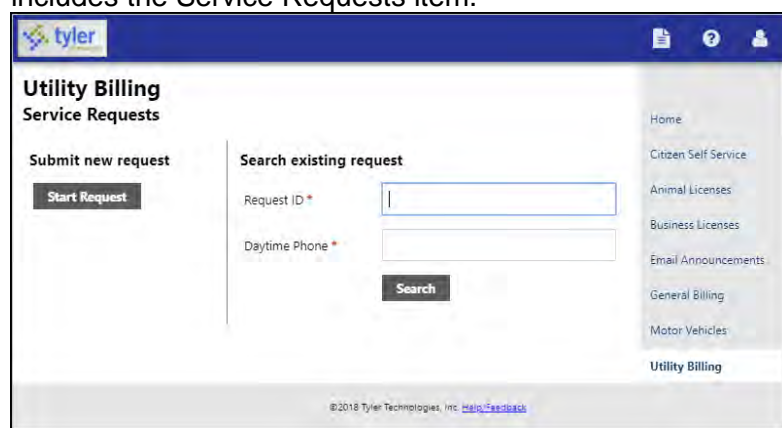
program displays a confirmation page and removes the EFT information for the account from Munis.

Service Requests

Citizen Self Service–Utility Billing, in conjunction with the Munis Citizen Request Settings and Assign Citizen Requests programs, accepts and processes nonemergency 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.

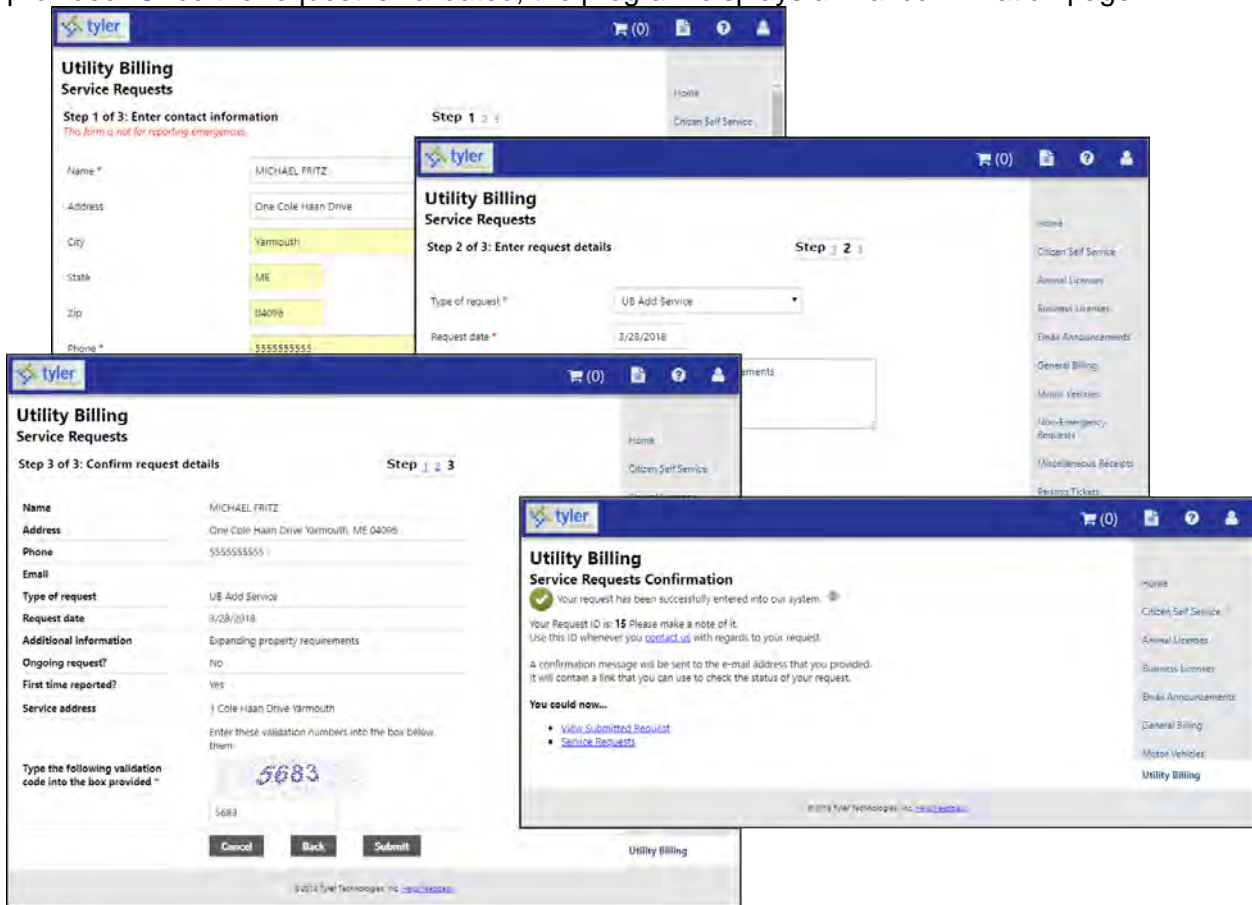
Once the service request setup is complete in Citizen Administration, the Utility Billing menu includes the Service Requests item.



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

The process for completing a service request includes three 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.



If you have linked accounts, when you select Service Requests, the program displays the accounts and provides the option for selecting an account for which to create the request.

