



Utility Billing Customer Self Service Instructions to Set Up Bank Draft Auto Pay

The City has transitioned to a new online utility billing system. Here are detailed instructions to help you set up recurring payments by bank draft. Go to www.Altamonte.org, click the ePayments button and then Utility Billing to begin.

STEP 1: Log In

At the Login screen, enter your username and password.

The screenshot shows the login page for the City of Altamonte Springs. The header includes the city logo and 'Munis Self Service'. A navigation menu on the left lists 'Home', 'E-Payments', 'Employment Opportunities', and 'Vendor Self Service'. The main content area is titled 'Login' and contains two input fields: 'Username' and 'Password'. Below the 'Username' field is a link for 'Forgot your username?'. Below the 'Password' field is a link for 'Forgot your password?'. At the bottom of the form are two buttons: 'Register' and 'Log in'.

STEP 2: Set Up

From the Account Summary page, click Signup for Automatic Payments at the top or Automatic Payments on the left.

The screenshot shows the 'Utility Billing Account Summary' page. The header includes the city logo and 'Munis Self Service'. A navigation menu on the left lists 'E-Payments', 'Utility Billing', 'Accounts', 'Manage Bills', 'Account Summary', 'Automatic Payments', and 'Contact Us'. The main content area is titled 'Utility Billing Account Summary' and contains several sections: 'Billing Account' with service address and account number; 'Your Current Balance' with amount due now and payment due date; 'About Your Payments' with a note that no payment activity was found; 'Customer Information' with name, address, and customer ID; and a table of 'Services'. The 'Automatic Payments' link in the left menu and the 'Signup for Automatic Payments' link in the top navigation are circled in red.

| Service | Code | Start Date | Stop Date | Status | Consumption History |
|--------------------------|-------|------------|-----------|--------|----------------------------------|
| WATER FACILITY CHARGE CI | 1040 | 12/20/2017 | | ACTIVE | None |
| WATER CONSUMPTION CI | 1040C | 12/20/2017 | | ACTIVE | View Consumption |
| UTILITY TAX | 7000 | 12/20/2017 | | ACTIVE | None |

STEP 2: Enter Bank Information

Enter your bank account information and click Continue to go to the Review screen.

The screenshot shows the 'Utility Billing Automatic Payments' form. The header includes the City of Altamonte Springs logo, 'Munis Self Service', and a user profile icon for 'JOHNDOE'. The left sidebar contains navigation links: E-Payments, Utility Billing, Accounts, Manage Bills, Account Summary, Automatic Payments, and Contact Us. The main content area is titled 'Utility Billing Automatic Payments' and includes a sub-header 'Automatic Payments'. Below this is a message: 'To sign up for automatic bank draft from your checking or savings account, please complete the form below.' The form fields are: Service Address (630 CRANES WAY), Account Number (000110), Bank name, Bank routing number (9 digits), Confirm routing number, Bank phone number, Bank account number, Confirm account number, Bank account type (radio buttons for Checking and Savings), Name on bank statement (DOE, JOHN), Phone number on bank statement (123-456-7891), and Email address on bank statement. There are 'Continue' and 'Cancel' buttons at the bottom. A note indicates that an asterisk (*) denotes required values.

Review your information carefully. If correct, click Submit. Click Modify to make changes.

The screenshot shows the 'Review' screen for the 'Utility Billing Automatic Payments' form. The header and sidebar are the same as in the previous screenshot. The main content area is titled 'Utility Billing Automatic Payments' and includes a sub-header 'Review'. Below this is a table of the entered information:

| | |
|---|--------------------|
| Bank name | BANK IOWA |
| Bank telephone | 515 967-7283 |
| Routing number | XXXXX1802 |
| Bank account number | XXXXX6789 |
| Account type | Checking |
| Name as it appears on your bank statement | DOE, JOHN |
| Your telephone number | 123-456-7891 |
| Your email address | johndoe123@web.com |

At the bottom of the table are 'Submit', 'Modify', and 'Cancel' buttons.

Clicking Submit takes you to your confirmation screen. To log out, click the customer name icon in the upper-right hand corner and then Log Out.

The screenshot shows the 'Confirmation' screen for the 'Utility Billing Automatic Payments' form. The header and sidebar are the same as in the previous screenshots. The main content area is titled 'Utility Billing Automatic Payments' and includes a sub-header 'Confirmation'. Below this is a green checkmark icon and the text: 'Thank you. Your request to automatically make payments from your bank account below has been successfully submitted. You will be notified when automatic payments have started. Until then, please continue to make payments.' Below this is a table of the entered information, identical to the 'Review' screen:

| | |
|---|--------------------|
| Bank name | BANK IOWA |
| Bank telephone | 515 967-7283 |
| Routing number | XXXXX1802 |
| Bank account number | XXXXX6789 |
| Account type | Checking |
| Name as it appears on your bank statement | DOE, JOHN |
| Your telephone number | 123-456-7891 |
| Your email address | johndoe123@web.com |

Below the table is a section titled 'You could now...' with two links: 'View your account summary' and 'Make changes to your Automatic Payments'. In the top right corner, the user profile icon for 'JOHNDOE' is circled in red.