

City of Allen Utility Billing Citizen Self Service

For information contact City of Allen Utility Billing at 214-509-4560

Establishing Your On-Line Account At: www.cityofallen.org/927/Utility-Billing

CITY OF ALLEN

Munis Self Service

Log In

City of Allen MUNIS Self Service

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

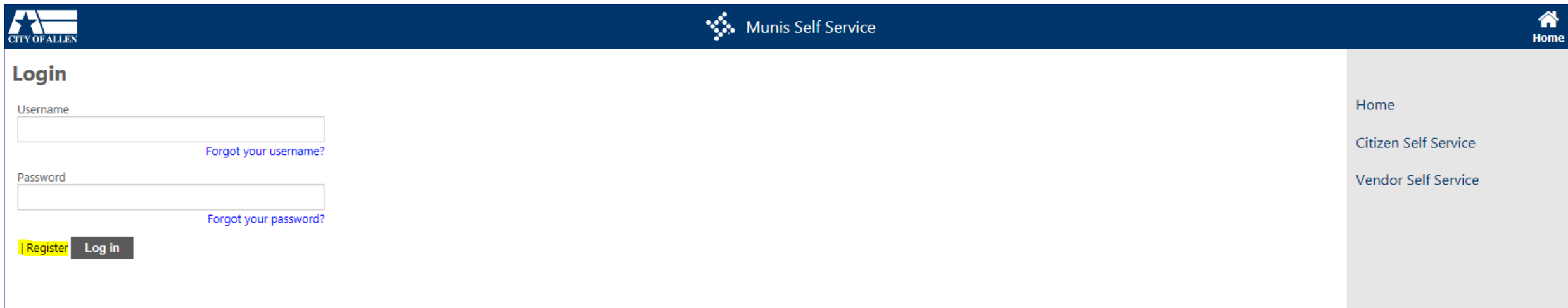
Home

Citizen Self Service

Vendor Self Service

- Click on “Citizen Self Service” on the right side of menu below “home”

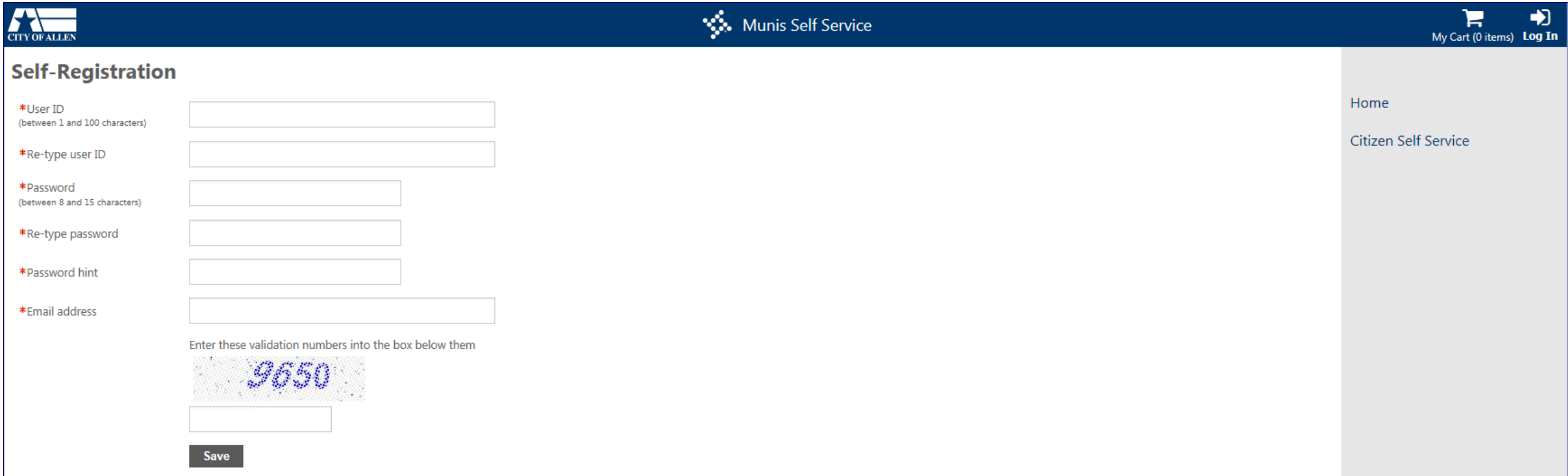
Establishing Your On-Line Account



The screenshot shows the login interface for the City of Allen's Munis Self Service portal. At the top left is the City of Allen logo. In the center is the 'Munis Self Service' logo. At the top right is a 'Home' link with a house icon. 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 left of the login area are two buttons: a yellow 'Register' button and a dark grey 'Log in' button. On the right side of the page, there is a vertical navigation menu with three items: 'Home', 'Citizen Self Service', and 'Vendor Self Service'.

- You come to this page
- Click on “Register” to create a new account

Establishing Your On-Line Account



The screenshot shows the 'Self-Registration' page on the City of Allen website. The header includes the City of Allen logo, 'Munis Self Service', and navigation links for 'My Cart (0 items)' and 'Log In'. The main content area contains a form with the following fields:

- *User ID (between 1 and 100 characters)
- *Re-type user ID
- *Password (between 8 and 15 characters)
- *Re-type password
- *Password hint
- *Email address

Below the form, there is a validation step: 'Enter these validation numbers into the box below them'. A box displays the numbers '9650' in a blue, pixelated font. Below this, there is an empty input box for the user to enter the numbers. A 'Save' button is located at the bottom of the form.

On the right side of the page, there is a navigation menu with the following links:

- Home
- Citizen Self Service

1. You come to this page
2. Create a "User ID" and "Password" for your account- enter both of these twice for confirmation
3. Give yourself a "Password Hint"
4. Write down your selected User ID, Password, and Password Hint for future use
5. Enter your email address in the box
6. Enter the validation numbers shown on this page in the box
7. Click the "Save" button

Your On-Line Account Settings

Account Settings		Citizen Self Service
Account Information		
Now logged in as	UTILITYBILLING	
Last successful login	12/3/2019	
Last failed login	12/3/2019	
Password last changed	12/3/2019	
Password expires in	3012 days Change Password	
E-Mail address	coutilities@cityofallen.org Change E-Mail Address	
Linked Accounts		
Customer Accounts link to account		
There are currently no linked accounts		
Utility Billing Accounts link to account		
Account Customer		
There are currently no linked accounts		
Go To Module Homepage		

- You come to this screen- “Account Settings” Here you can change your password, email, and link your utility billing account(s) to your new On-Line Account
- Select “Link to Accounts” where it indicates “Utility Billing Accounts”.

Connecting Your New On-Line Account to Your City Utility Account

The screenshot shows the 'Account Settings' page for a user named MARIZOL1970. The page is divided into three main sections: Account Information, Linked Accounts, and Utility Billing Accounts. The Account Information section lists login details and contact information. The Linked Accounts section shows no current links. The Utility Billing Accounts section also shows no current links and includes a 'link to account' button highlighted in yellow. A sidebar on the right contains the text 'Citizen Self Service'.

Account Settings

Account Information

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

Linked Accounts

Customer Accounts [link to account](#)

There are currently no linked accounts

Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

Citizen Self Service

To Connect your Utility Billing Account, click “Link to Account”

Connecting Your New On-Line Account to Your City Utility Account

Utility Billing
Account Link Setup

What is the account ID? * ← 200478

What is the CID? * ← 30009

* indicates required field

- Enter your Account ID and CID and click Submit. These numbers are located at the top of your billing statement. **The order of the Account & CID numbers vary based on the date of the billing statement you are referencing.** See examples below.
- Click “Submit”

Bills dated on or before January 10, 2020

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

Bills dated on or after January 11, 2020

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

Connecting Your New On-Line Account to Your City Utility Account

Account Settings

Citizen Self Service

Account Information

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

Linked Accounts

Customer Accounts

There are currently no linked accounts [link to account](#)

Utility Billing Accounts

[link to account](#)

Account	Customer	
200478	30009	remove

[Go To Module Homepage](#)

1. You come to this screen
2. Once your Account ID and Customer ID are submitted, you'll see your account listed in the accounts section.
3. Repeat this process if you have multiple accounts (like a business might have)
4. To view the account summary, click on the "Account Number" link

Account Summary Screen

Utility Billing

Account Summary

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

Billing Account

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

Your Current Balance

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

About Your Payments

No payment activity found

Customer Information

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

Services

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

Citizen Self Service

Utility Billing

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

- Here you be able to view your bill, sign up for bank draft by electronic funds transfer (EFT) from a bank account; and establish automatic recurring bank payments.
- You can also select your delivery preference; either mailed or e-mailed; or both mailed and e-mailed.

Signing Up for Automatic Payments by Electronic Funds Transfer (EFT)/Bank Draft

Utility Billing

Account Summary

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

Billing Account

Service Address	305 CENTURY PKWY #S
Account Number	51598
Bill Delivery Preference	Mail

Your Current Balance

Amount Due Now	\$2,500.68	Pay Now
Payment Due Date	11/19/2019	

About Your Payments

No payment activity found

Customer Information

Name	CITY OF ALLEN
Address	305 CENTURY PKWY ALLEN, TX 75013
Customer ID	200480

Services

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

Citizen Self Service

Utility Billing

[Manage Bills](#)

Account Summary

[Automatic EFT Payments](#)

[Contact Us](#)

To sign on for EFT (bank draft) using your checking or savings account click on “Sign up for EFT” at the top menu

Signing Up for Automatic Payments by Electronic Funds Transfer (EFT)/Bank Draft

Utility Billing
Automatic EFT Payments

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

Service Address 2200 W MAIN ST
Account Number 30009

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

Bank routing number 9 digits

Confirm routing number

Bank account No.

Confirm account number *

Bank account type * Checking Savings

Name on bank statement *

Phone number on bank statement *

Email address on bank statement *

* indicates required values.

Citizen Self Service
Utility Billing
Accounts
Manage Bills
Account Summary
Automatic EFT Payments
Contact Us

- That takes you to this screen
- Please fill in all the **required blocks*** with your bank information; then click on “Continue”

Signing Up for Automatic Payments by Electronic Funds Transfer (EFT)/Bank Draft

Utility Billing Automatic EFT Payments		Citizen Self Service
Review		Utility Billing
Bank name	JP MORGAN CHASE	Manage Bills
Routing number	XXXXX0361	Account Summary
Bank account number	XXXXXXXXXX0000	Automatic EFT Payments
Account type	Checking	Contact Us
Name as it appears on your bank statement	CITY OF ALLEN	
Your telephone number	214-509-4100	
Your email address	coutilities@cityofallen.org	
<input type="button" value="Submit"/>	<input type="button" value="Modify"/>	<input type="button" value="Cancel"/>

1. When you “Continue,” this screen will show up for you to review the information and modify if any changes are needed. If everything is correct click on “Submit.” Click on Modify to make corrections (the previous screen comes up again); then click “Continue” again to return to this screen to verify input.
2. Click “Submit” when everything is correct.

Signing Up for Automatic Payments by Electronic Funds Transfer (EFT)/Bank Draft

Utility Billing

Automatic EFT Payments

Confirmation

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

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

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

You could now...

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

Citizen Self Service

Utility Billing

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

- Submit takes you to this screen that confirm your requests were successfully submitted
- You will be notified by e-mail when automatic payments have started

Monthly Bill Delivery Preference

Welcome to Citizen Self Service

Announcements

There are currently no announcements.

Profile Information

Profile information not found.

Utility Billing Accounts

☰ 51598 (200480)

Customer Name	Service Address	Account	Customer	Parcel	
CITY OF ALLEN	305 CENTURY #S	200478	30009	314800R0	Manage Bills

- Once you have registered and linked your account you can select the bill delivery preference.
- Just click on the “Account” number and this will take you to the Account Summary.

Monthly Bill Delivery Preference

Utility Billing Account Summary

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

Billing Account

Service Address 305 CENTURY PKWY #S

Account Number 51598

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$2,500.68

[Pay Now](#)

Payment Due Date 11/19/2019

About Your Payments

No payment activity found

Customer Information

Name CITY OF ALLEN

Address 305 CENTURY PKWY
ALLEN, TX 75013

Customer ID 200480

Services

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

Citizen Self Service

Utility Billing

[Manage Bills](#)

Account Summary

[Automatic EFT Payments](#)

[Contact Us](#)

You will go to this screen. Just click on the top menu and select “Bill Delivery Preference”

Monthly Bill Delivery Preference

Utility Billing

Set bill delivery preferences for this account

Account Number 51598
Customer Name CITY OF ALLEN
Customer Number 200480

Delivery Preference

- Mail
- Email
- Mail and Email

Add your E-Mail address

Update Cancel

1. This is your next screen. Here will be able to choose between a printed bill to be mailed out; an Email bill sent only (paperless); or to get both.
2. Just choose by clicking on the desired method. Put your e-mail on the e-mail box. Then, hit "Update".
3. To go paperless select Email.
4. If you visit the Transfer Station to drop off excess residential wastes, you can get "mailed" bills for use at the transfer station or print a bill copy on this portal. Visit the City's website at www.cityofallen.org/utilitybilling for Transfer Station Disposal Information.
5. Click Update

Monthly Bill Delivery Preference

Utility Billing

Set bill delivery preferences for this account

✔ Your bill delivery preference was successfully updated. ✕

Account Number 51598

Customer Name CITY OF ALLEN

Customer Number 200480

Your e-mail address

Delivery Preference

Mail

Email

Mail and Email

Update Cancel

- After clicking “Update” a confirmation page will show your delivery preference update.
- You may change your delivery preference as you wish in the future

How to make a payment and
add recurring credit card

Utility Billing

Account Summary

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



Billing Account

Service Address	2200 W MAIN ST
Account Number	200478
Bill Delivery Preference	Mail

Your Current Balance

Amount Due Now	\$0.00
Payment Due Date	

About Your Payments

No payment activity found

Customer Information

Name	CITY OF ALLEN
Address	2200 W MAIN ST
Customer ID	30009

Services

Service	Code	Start Date	Stop Date	Status
COMMERCIAL WATER BASE	11000	9/19/1990		ACTIVE
COMMERCIAL WATER CONSUMPTION	11500	9/19/1990		ACTIVE
COMMERCIAL WATER CONSUMPTION	11500	9/19/1990		ACTIVE
SEWER COMMERCIAL BASE	21000	9/19/1990		ACTIVE
SEWER COMMERCIAL CONSUMPTION	21500	9/19/1990		ACTIVE

Once you have registered and linked your account (s), you will be able to pay online.
To pay your bill, please select Manage Bills.

Utility Billing Account Summary

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

Billing Account

Service Address	2200 W MAIN ST
Account Number	200478
Bill Delivery Preference	Mail

Your Current Balance

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

[Pay Now](#)



About Your Payments

No payment activity found

Customer Information

Name	John Johnson
Address	2200 W MAIN ST
Customer ID	30009

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
RESIDENTIAL BASE RATE	10000	5/22/2018		ACTIVE	None
RESIDENTIAL WATER CONSUMPTION	10500	5/22/2018		ACTIVE	View Consumption
SEWER RESIDENTIAL BASE	20000	5/22/2018		ACTIVE	None
SEWER RESIDENTIAL CONSUMPTION	20500	5/22/2018		ACTIVE	None
WASTE SERVICES RESIDENTIAL	40000	5/22/2018		ACTIVE	None
RECYCLE	50000	7/11/2018		ACTIVE	None
HAZARDOUS WASTE	60000	5/22/2018		ACTIVE	None
RESIDENTIAL DRAINAGE	70000	5/22/2018		ACTIVE	None
SALES TAX	UB6000	5/22/2018		ACTIVE	None

Select "Pay Now"

Utility Billing Manage Bills

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

Service Address 2200 W MAIN ST

Account Number 200478

As of

Outstanding Bills (bill years 1989 to 2029 only)

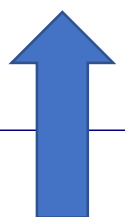
[Show Past Bills](#) ▼

	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	42174	12/27/2019	1/15/2020	\$115.43	\$0.00	\$115.43	Bill Details
						Total Due:	\$115.43

[Add to Cart](#)

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

Select the bill to pay and add to cart



The screenshot shows the 'Munis Self Service' interface. At the top left is the logo and text 'Munis Self Service'. At the top right, there is a shopping cart icon with the text 'My Cart (1 item)' and a user profile icon with the text 'CITYOFALLEN'. A blue arrow points to the shopping cart icon.

Below the header, there is a table with columns for 'Pending' and 'Balance Due'. The table shows a pending amount of \$0.00 and a balance due of \$115.43. A 'Total Due: \$115.43' is also displayed. A 'Show Past Bills' link is visible on the right side of the table.

At the bottom of the table area, there is an 'Add to Cart' button and a note: 'select bills you would like to pay now, then click "Add to Cart"'. A 'Bill Details' link is also present.

On the right side of the page, there is a sidebar menu titled 'Utility Billing' with the following items: Accounts, Manage Bills, Account Summary, Automatic EFT Payments, Service Requests, Contact Us, Search Results, and New Search. Above this menu, there is a summary box for 'Utilities 42174' with a total of '\$115.43'. This box contains 'Review Cart' and 'Checkout' buttons, and the text 'Citizen Self Service'.

Once you “Add to Cart” click on “My Cart” on the top corner and Checkout.

Automatic Credit Card Payments

Manage your enrollments in the automatic credit card payment system (optional)

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

Current enrollments

Bill Category	Account ID	Status
UB Services - General	200478	Not enrolled in automatic credit card payments.

[enroll](#)

Continue

Cancel



On this page you have the option to enroll for Automatic Credit Card Payments by selecting “enroll”, if you do not want to Enroll click “continue” to make a one-time payment.

Pay Bills

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

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

Continue

Cancel

On this page, you can change the payment amount or pay the amount already populated and click “continue”

BILLING INFORMATION Time left: 9 minutes, and 36 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:


State / Zip: /

Phone:


Email:

Total:

PAYMENT INFORMATION



Payment Method:

I'm not a robot 

Powered by [Bridgepay Network Solutions](#).

On this page you will input your credit card information. Please do not exit the page until you receive confirmation of payment.