



Munis Self Service Citizen Self Service User Guide Munis 11.3

Contents

1	CITIZEN SELF SERVICE	5
1.1	Citizen Self Service Users	5
1.2	Home Page.....	6
1.2.1	User Name/Account Settings	7
1.2.2	Linked Accounts.....	9
1.2.3	Resources.....	11
1.2.4	Announcements	12
1.2.5	Profile Information	12
1.3	Email Announcements.....	13
1.4	Payments	14
1.4.1	Single Bill Payments.....	14
1.4.2	Shopping Cart	14
1.4.3	Payment Processing.....	16
1.5	Address Changes	21
2	CITIZEN SELF SERVICE MODULES	22
2.1	Animal Licenses.....	22
2.1.1	Animal License Detail.....	24
2.1.2	Add Animal License.....	25
2.1.3	Update License	26
2.1.4	Pay License.....	26
2.2	Business Licenses	26
2.2.1	Details	27
2.2.2	Payments/Adjustments	28
2.2.3	All Bills.....	28
2.2.4	License Details	29
2.2.5	Business License Linked Accounts	29
2.2.6	Create New Account.....	30
2.2.7	Account Details.....	33
2.2.8	Business Account Filings	35
2.2.9	Add New Business License.....	38
2.2.10	Add New Business Account, License, and Filing.....	44
2.3	General Billing.....	46
2.3.1	Linked Accounts.....	47

2.3.2	Manage Bills.....	47
2.3.3	Bill Detail	48
2.4	Motor Vehicle Taxes.....	49
2.4.1	View Bill	49
2.4.2	Payments	50
2.4.3	Payments/Adjustments	50
2.4.4	Vehicle Detail.....	50
2.4.5	Charges and Exemptions	50
2.4.6	Tax Rates.....	50
2.5	Non-Emergency Requests.....	51
2.5.1	Email Confirmation	55
2.5.2	Tracking a Request.....	55
2.5.3	Munis Programs and Tyler Incident Management.....	56
2.6	Miscellaneous Receipts	56
2.7	Parking Tickets	58
2.7.1	Manage Tickets.....	58
2.7.2	Ticket Details	59
2.7.3	Payments/Adjustments	59
2.8	Permits and Inspections	60
2.8.1	Search Results.....	60
2.8.2	Permits and Inspections	61
2.8.3	Application Information	63
2.8.4	Permits and Inspections Linked Accounts.....	63
2.8.5	Viewing Plan Reviews	64
2.8.6	Permit Details	65
2.8.7	Inspection Details	67
2.8.8	Scheduling Inspections	69
2.8.9	Apply for a Permit.....	73
2.8.10	View and Attach Documents to a Permit	79
2.9	Personal Property Taxes	80
2.9.1	View Personal Property Bill	82
2.9.2	View Payments/Adjustments	82
2.9.3	Linked Accounts.....	83
2.9.4	Enter a Tax Filing (North Carolina/Virginia Only)	83
2.9.5	Property Detail.....	85
2.9.6	Property Values	86
2.9.7	All Bills.....	86
2.10	Real Estate Property Taxes	87

2.10.1	View Real Estate Bill	88
2.10.2	View Payments/Adjustments	89
2.10.3	Charges, Exemptions, Credits	90
2.10.4	Property Detail.....	90
2.10.5	Assessment	91
2.10.6	Assessment History	91
2.10.7	Tax Rates.....	92
2.10.8	All Bills.....	92
2.10.9	Tax Liens	93
2.11	Tax Relief	94
2.12	Utility Billing	94
2.12.1	Searches.....	95
2.12.2	Available Accounts.....	96
2.12.3	Manage Bills.....	96
2.12.4	Bill Details	98
2.12.5	Account Summary	99
2.12.6	Link to Account	101
2.12.7	Automatic Payments	101
2.12.8	Service Requests.....	103

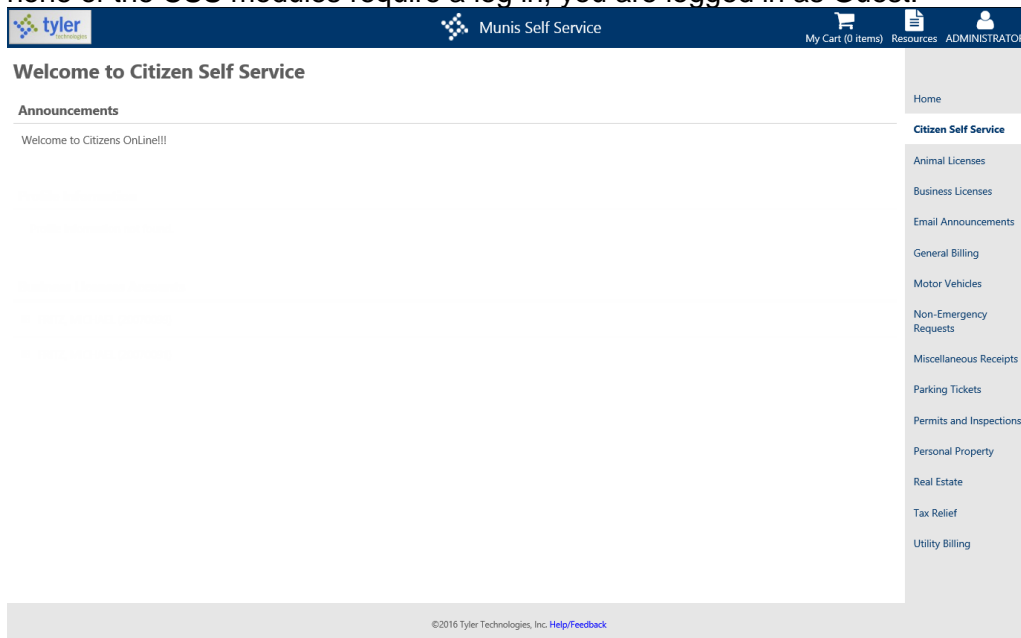
1 CITIZEN SELF SERVICE

Citizen Self Service (CSS) provides web-based access to municipal services and information. Using CSS, citizens can view or pay various bills and invoices, and they can also make non-emergency requests of specific municipal departments.

Citizen Self Service is fully integrated with Munis® and this guide is intended as a resource for Munis users.

1.1 CITIZEN SELF SERVICE USERS

Settings in Munis Self Service Hosting and Citizen Self Service Administration determine which CSS modules you can navigate without an active user name and password. This is due to the public nature of the information contained in CSS and the potential high number of users. If none of the CSS modules require a log in, you are logged in as Guest.



If all CSS modules require a log in, the application prompts you to enter your user name and password. If you are a current user and you forget your user name or password, use the Forgot Your Username and Forgot Your Password options to receive reminder by emails. If you are a new user, click **Register** to create a user name and password.

1.2 HOME PAGE

The Home page of CSS provides a list of all 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 *Munis Self Service General Administration Guide* for more information

regarding the available fields).

The screenshot displays the Tyler Citizen Self Service interface. At the top, a blue header bar contains the Tyler logo and navigation icons. Below the header, the main content area is titled "Welcome to Citizen Self Service". A sidebar on the right lists various services available to the user, 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 main content area is divided into several sections:

- Announcements:** A section for receiving updates from the city.
- Profile Information:** A section for managing personal details. It includes a "View profile" link and a "Manage" link for phone numbers and email addresses.
- Phone numbers:** A table showing the user's phone numbers, with columns for "Number", "Allow Notifications", and "Preferred Contact".
- Email Addresses:** A table showing the user's email addresses, with columns for "Address" and "Preferred Contact".
- Business Licenses Accounts:** A section for managing business licenses, showing a list of accounts with a "FRITZ, MICHAEL (20070084)" entry.
- General Billing Accounts:** A section for managing general billing accounts, showing a list of accounts with a "FRITZ, MICHAEL" entry.
- Permits and Inspections Accounts:** A section for managing permits and inspections accounts, showing a list of accounts with a "FRITZ, MICHAEL" entry.
- Personal Property Accounts:** A section for managing personal property accounts, showing a list of accounts with a "FRITZ, MICHAEL (7)" entry.
- Utility Billing Accounts:** A section for managing utility billing accounts, showing a list of accounts with a "1001 (187)" entry.

At the bottom of the page, a footer bar contains the copyright notice "©2017 Tyler Technologies, Inc." and a "Help/Feedback" link.

1.2.1 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 password 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.

Account Settings

Account Information

Now logged in as	FRITZ
Last successful login	11/17/2016
Last failed login	4/23/2015
Password last changed	11/17/2016
Password expires in	3041 days Change Password
E-Mail address	Change E-Mail Address

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
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](#)

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

1.2.2 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
20070106	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.

1.2.2.1 Business License Accounts

The Business License linked accounts group provides the cycle, month, year, business category, and business type related to the business account. Click **View Bill** to review license details. The Pay Bill or Add to Cart payment options are available based on the payment settings defined in Payment Administration.

1.2.2.2 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.

1.2.2.3 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 Accounts		
FRITZ, MICHAEL		
Customer name	City	
FRITZ, MICHAEL	YARMOUTH	Applications & Inspections

1.2.2.4 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 Accounts		
FRITZ, MICHAEL (7)		
Tax Year		
2010		View Bill
2011		View Bill Add to Cart
2013		View Bill Add to Cart
2013		View Bill Add to Cart
2013		View Bill Add to Cart

1.2.2.5 Utility Billing Accounts

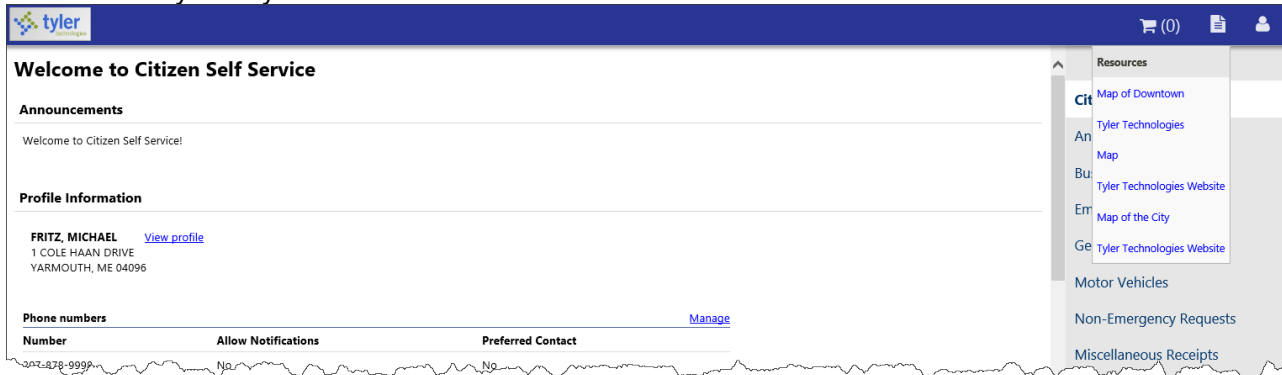
The Utility Billing linked accounts group displays the customer's name, service address, account number, customer number, and parcel number. When you click the account number, the program displays the Account Summary page. Click **Manage Bills** to display utility billing details for your account.

Utility Billing Accounts				
1001 (187)				
Customer Name	Service Address	Account	Customer	Parcel
FRITZ, MICHAEL	1 COLE HAAN DRIVE	1001	187	9999
				Manage Bills

1.2.3 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.



1.2.4 Announcements

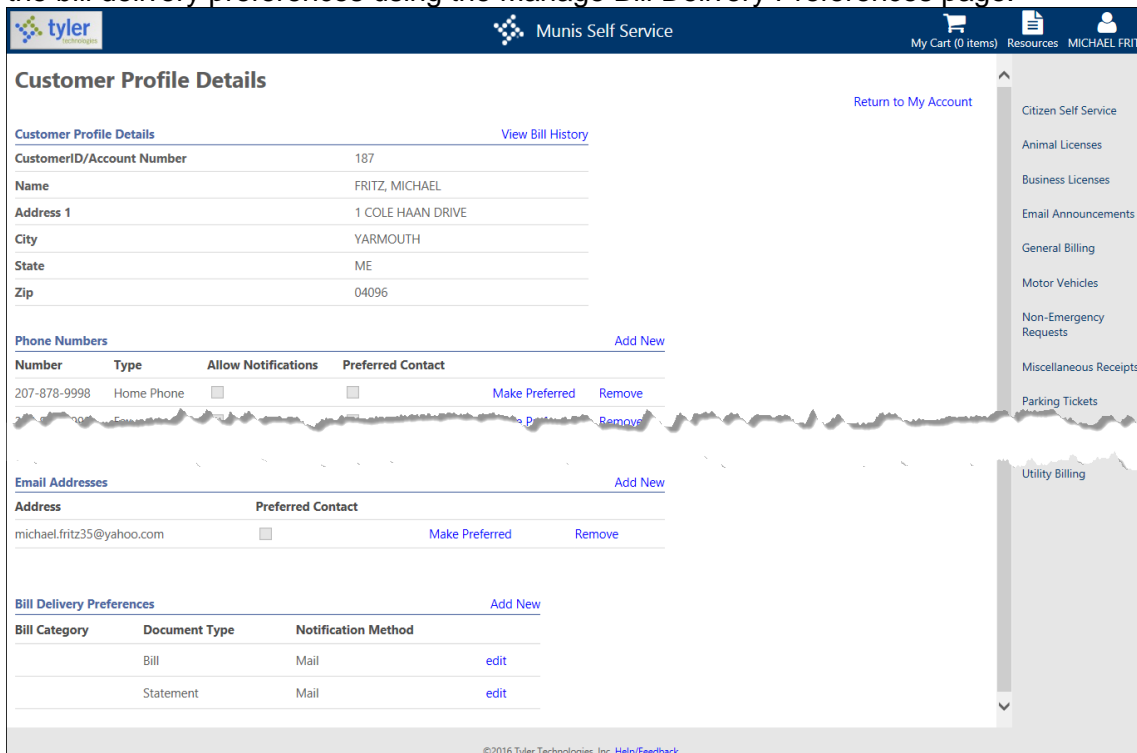
Announcements specify events or other notes that display when you access Citizen Self Service. The text in the Announcements pane is established by an administrator. All users view the same announcement.

1.2.5 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 of 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

Document Type

Delivery Preference

Save **Cancel**

[Return to Profile Details](#)

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

1.3 EMAIL ANNOUNCEMENTS

The Email Announcements page is available when you are logged in to Citizen Self Service. This 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: 20 Road Closed

Action: 1. ☒ Subscribe, 2. ☐ Unsubscribe

Email:

Submit **Reset**

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

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.

1.4 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.

1.4.1 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 General Administration Guide* for more information regarding the shopping cart options.)

The screenshot displays the 'General Billing' interface. At the top, there's a header with the Tyler Technologies logo, 'Munis Self Service', and user information 'MICHAEL FRITZ'. A sidebar on the right lists navigation options like 'Citizen Self Service', 'Animal Licenses', 'Business Licenses', 'Email Announcements', and 'General Billing' (which is expanded to show 'Contact Us', 'Manage Bills', 'Customer Information', 'Motor Vehicles', 'Non-Emergency Requests', 'Miscellaneous Receipts', 'Parking Tickets', 'Permits and Inspections', 'Personal Property', and 'Real Estate').

The main content area is titled 'General Billing' and 'Bill Detail'. It includes a 'Return to Manage Bills' link. Below this, customer information is listed: Customer (FRITZ, MICHAEL), Address (1 COLE HAAN DRIVE, YARMOUTH, ME 04096), and Customer number (187). A date selector shows '11/17/2016'. Bill details include 'Bill Year' (2014) and 'Bill' (10254).

A table shows the bill charges:

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

A 'View payments' link is located above the table. At the bottom right of the table, there is a red-bordered button labeled 'Pay'. The footer contains the copyright notice '©2016 Tyler Technologies, Inc. Help/Feedback'.

1.4.2 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

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

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

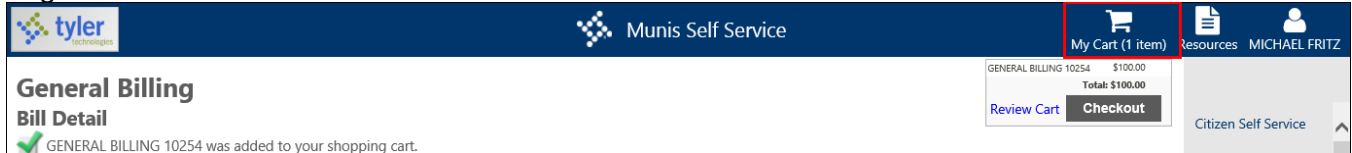
GENERAL BILLING 10254 \$100.00
Total: \$100.00

[Review Cart](#) [Checkout](#)

Add to Cart

1.4.2.1 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.



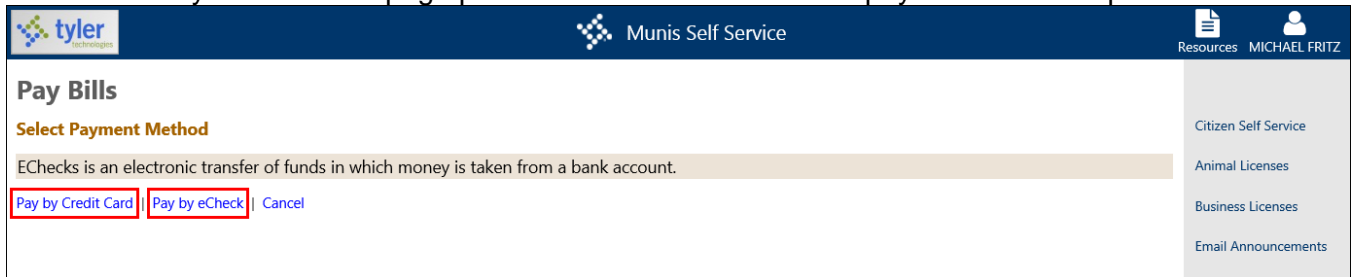
1.4.2.2 Shopping Cart Review

You can click **Review Cart** in the My Cart option to display the Shopping Cart Review page. 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.



1.4.3 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.

tyler technologies Munis Self Service Resources MICHAEL FRITZ

Pay Bills

Step 1 of 4: Payment amount

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

Continue **Cancel**

Step 1 2 3 4

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

- Click **Continue** when all payment amounts are correct.
- 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.

tyler technologies Munis Self Service Resources MICHAEL FRITZ

Pay Bills

Step 2 of 4: Please enter the payment information

Enter the details needed to process this payment.

Credit card

Card type:

Card number:

Card ID (CVV) number: **Where is this?**

Expiration date:

Continue **Cancel**

Step 1 2 3 4

- 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

MasterCard or Visa

CVV

A 3-digit number in reverse italics on the back of your credit card

American Express

CVV

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

Pay Bills

Step 2 of 4: Please enter the payment information Step 1 2 3 4

Enter the details needed to process this payment.

Bank account

Type of account

Bank ABA/routing number 9 digits **Where is this?**

Bank account number **Where is this?**

Re-enter bank account number

Driver's License

State

Number

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

Where is this?

ABA/Routing Number Account Number Check Number

4. Click **Continue** once you have entered the necessary information in Step 2.

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.

Pay Bills

Step 3 of 4: Billing address Step 1 2 3 4

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

First name *

Last name *

Address line 1 *

Address line 2

City *

State * two letter abbreviation

Zip code *

Contact phone number *

E-Mail for your e-mail confirmation



☐ Remember these values

* indicates required field

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.



Munis Self Service
Resources
MICHAEL FRITZ

Pay Bills

Step 4 of 4: Review Step 1 2 3 **4**

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

[Payment Amount](#) [change](#)

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](#) [change](#)



Master Card *****1234



[Billing Address](#) [change](#)

Name FRITZ MICHAEL
Address 1 TYLER DRIVE
YARMOUTH, ME, 04096
Phone Number 2078789998
E-mail michael.fritz35@yahoo.com


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

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.



Munis Self Service


Resources

MICHAEL FRITZ

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.

Payment Amount	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

Name MICHAEL FRITZ
 Address 1 TYLER DRIVE
 YARMOUTH, ME, 04096
 Phone Number 2078789998
 E-mail michael.fritz35@yahoo.com

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

1.5 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' page within the Tyler Technologies Munis Self Service interface. The page is divided into two main sections: 'Current Information' and 'New Information'.

Current Information:

- Name: FRITZ, MICHAEL
- Address: 1 COLE HAAN DRIVE
- City State Zip: YARMOUTH, ME 04096

New Information:

- Name 1: FRITZ, MICHAEL
- Address 1: 1 TYLER DRIVE
- Address 2: (empty field)
- City: YARMOUTH
- State: ME
- Zip code: 04096
- Country: (empty field)
- Phone number: 207-878-9998
- Fax number: 207-878-9998
- E-Mail address: michael.fritz35@yahoo.com

At the bottom of the form, there are three buttons: **Submit** (highlighted with a red box), **Reset**, and **Cancel**. A red box also highlights the **Request Change of Address** link in the left sidebar under the 'General Billing' section.

* Indicates required field

2 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.

2.1 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.

Animal Licenses

Complete one or more of the following fields to search for Animal Licenses.

Animal Location

House number

Street name

Owner Information

Owner name

License Information

Year

Tag

Charge

☐ Remember these values

[Search](#) [Reset](#)

Animal Licenses

- Contact Us
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property

The Details option provides more information for the specified license.

Animal Licenses

Search Results

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



1 Found




ID	Owner	City	Address	
187	187		1 COLE HAAN DRIVE	Details

Animal Licenses

- Contact Us
- Search Results**
- New Search

The Location Details page provides a list of all 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.

 My Cart (0 items)
  Resources
  MICHAEL FRITZ

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

Active Licenses

License	Tag	Name	Animal	Breed	Color	
1	0	MR. BELVEDERE	DOG	English Bu	WHITE/BROWN	Details
2	0	ROSCOE II	DOG	ST BERNARD	BROWN/WHITE	Details
4	1984	Speedy	TURTLE	SNAP TUTRL	GREEN	Details
43	0	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	Details
44	0	ARTURO	DOG	BOXER	WHITE	Details
45	123456789	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	Details
46	0	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	Details
47	0	BUBU	DOG	GREAT DANE	ORANGE	Details

[Add New License](#)

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

2.1.1 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.

 My Cart (0 items)
  Resources
  MICHAEL FRITZ

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	11/22/1982
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

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

2.1.2 Add Animal License

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 displays the 'Animal Licenses' section of the Munis Self Service interface. The page title is 'Animal Licenses' with a subtitle 'Add a new license'. A 'Return to Location Detail' link is visible. The form is organized into sections: 'Animal information' (Name, Animal type, Breed, Color, Gender, Date of birth, Rabies vaccination date, Rabies expiration date, Rabies certificate number), 'Tag data' (Quantity, Type, Charge code, Charge amount), and 'Veterinarian' (Veterinarian code). An 'Upload a certificate' section with a 'Browse...' button is also present. At the bottom, three buttons are highlighted with a red box: 'Save', 'Save and add license cart', and 'Cancel'. The right sidebar contains a navigation menu with options like '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', 'Parking Tickets', 'Permits and Inspections', 'Personal Property', 'Real Estate', 'Tax Relief', and 'Utility Billing'. The footer includes the Tyler Technologies logo and copyright information.

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.

2.1.3 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.

2.1.4 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.

2.2 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.

Business Licenses

Complete one or more of the following fields to search for Business Licenses.

Billing Address

House number

Street name

Billing customer ID *

Billing name

Account ID

Business DBA name

Business Address

House number

Street name

Zip code

Owner name

Parcel

Bill year*

☐ Remember these values

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

Navigation Menu:

- 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

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

Modify Search | New Search

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

2.2.1 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
BLPEN	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.

2.2.2 Payments/Adjustments

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

Business Licenses
Payments/Adjustments
 ⚠ This bill has pending web payments in the amount of \$5.00 that are not displayed below. ⓘ

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	\$4.28
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

Business Licenses
 Accounts
 Account Details
 Owner Information
 Filing
 View Bill
 All Bills
 Payment History

2.2.3 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 2036 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	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	Details Pay Bill
1 COLE HAAN DRIVE	FRITZ, MICHAEL	20070085	A, 1 2011	TAXC	Details Pay Bill

Business Licenses
 Accounts
All Bills
 Contact Us
 Search Results
 New Search
 Email Announcements
 General Billing

2.2.4 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 Technologies logo, 'Munis Self Service', and user information 'MICHAEL FRITZ'. A sidebar on the right lists navigation options: Citizen Self Service, Animal Licenses, Business Licenses (selected), Accounts, Account Details, Owner Information, Filing, View Bill, All Bills, Payment History, and License Details (highlighted).

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.	6700139
License Category	CONTRACTORS
License Type	DRYWALL

2.2.5 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 is identical to the previous screenshot. The sidebar on the right lists navigation options: Citizen Self Service, Animal Licenses, Business Licenses (selected), Accounts (highlighted), Contact Us, Email Announcements, and General Billing.

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

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.

2.2.6 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 'Business Licenses' section of the 'Munis Self Service' portal. The user is at 'Step 1 of 4: Enter ownership information'. The page has a dark blue header with the Tyler Technologies logo and 'Munis Self Service' text. On the right, there's a navigation menu with links like 'Citizen Self Service', 'Animal Licenses', 'Business Licenses' (selected), 'Accounts', 'Contact Us', 'Email Announcements', 'General Billing', 'Motor Vehicles', and 'Non-Emergency Requests'. The main content area is divided into two sections: 'Business Owner' and 'Parking Facility Information'. The 'Business Owner' section has input fields for 'Name *', 'Address 1', 'Address 2', and 'Email'. The 'Parking Facility Information' section has a dropdown for 'Type of Parking Facility', a date field for 'Date Parking Facility Opened', and several numeric input fields for 'Area of Parking Facility', 'Dimensions of Lot' (square feet, feet wide, feet deep), 'Dimensions of Improvements' (square feet), and 'Number of Parking spaces'. At the bottom, there are three buttons: 'Continue' (highlighted with a red box), 'Reset', and 'Cancel'. A copyright notice '©2016 Tyler Technologies, Inc. Help/Feedback' is at the very bottom.

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.
4. 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.

tyler technologies

Munis Self Service

My Cart (0 items) Resources MICHAEL FRITZ

Business Licenses

Create new account

Step 2 of 4: Account location information

Step 1 2 3 4

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**

Business Licenses

- Citizen Self Service
- Animal 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

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

Business Licenses
Create new account

Step 2 of 4: Account location information Step 1 2 3 4

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

Business Licenses

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

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

Business Licenses
Create new account

Step 3 of 4: Enter tax id and date information Step 1 2 3 4

Location

Area / District:

Tax ID

SSN/FID *:

County ID:

State ID:

Dates

Fiscal Start Month *:

Leased Y/N: ☐ Yes ☒ No

Lease End:

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

Business Licenses

- Citizen Self Service
- Animal 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

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

Business Licenses
Create new account

Step 4 of 4: Review entries before submission of new Business License Account Step 1 2 3 4

Business Owner	change
Name	Michale Fritz
Address	[no address info provided]
Email	michaelfriz@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**

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

9. 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.



2.2.7 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.



Munis Self Service


My Cart (0 items)

Resources

MICHAEL FRITZ

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

Citizen Self Service
Animal Licenses
Business Licenses
Accounts
Account Details
Owner Information
Filing
All Bills
Contact Us
Email Announcements
General Billing
Motor Vehicles
Non-Emergency Requests
Miscellaneous Receipts
Parking Tickets
Permits and Inspections
Personal Property

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

2.2.8 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.

The screenshot shows the 'Business Licenses Linked Accounts' page in the Munis Self Service portal. The page header includes the Tyler Technologies logo, 'Munis Self Service', and user information: 'My Cart (0 items)', 'Resources', and 'MICHAEL FRITZ'. The main heading is 'Business Licenses Linked Accounts' with a sub-header 'Select an account to work with.' Below this is a table of linked accounts. The table has columns for Account ID, DBA, Location, and Status. Each row includes a set of links: 'Account | Bills | Enter Filing | New License'. The 'Enter Filing' link for the account with ID 20070080 (DBA: FRITZ'S FIX-IT) is highlighted with a red box. To the right of the table is a sidebar menu with options: 'Citizen Self Service', 'Animal Licenses', 'Business Licenses' (selected), 'Accounts', 'Contact Us', 'Email Announcements', 'General Billing', 'Motor Vehicles', 'Non-Emergency Requests', 'Miscellaneous Receipts', 'Parking Tickets', and 'Permits and Inspections'.

Account ID	DBA	Location	Status	Links
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 New License
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

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

Business Licenses

- Accounts
- Account Details
- Owner Information
- Filing**

3. 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

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

Business Licenses

- Accounts
- Account Details
- Owner Information
- Filing**
- Contact Us
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts

4. Click **Continue**.

5. On the Filing – Charges and Deductions page, review the filing information.

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

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.

[Cancel](#) [File](#)

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

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

The page refreshes to provide a confirmation message.

7. 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.

2.2.8.1 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.

2.2.9 Add 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 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.

Business Licenses
Apply for new Business License

Step 1 of 3: Applicant information

Selected Account

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

Enter applicant information

Association: Business Owner

Name: FRITZ, MICHAEL

Address 1: 1 COLE HAAN DRIVE

Address 2:

City: YARMOUTH

State: ME

Zip: 04096

Phone: 207-878-9998

Fax: 207-878-9998

Email: michael.fritz35@yahoo.com

Notes:

Continue **Cancel**

* indicates required field

©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.

tyler technologies

Munis Self Service

My Cart (0 items) Resources MICHAEL FRITZ

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 * CONTRACTORS / CARPENTER

☐ Business is seasonal

Select mailing and billing preferences

Recipient for notices No preference

Recipient for billing No preference

Requirements

No requirements were found for this business type

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

Bonds, Insurance, and Certifications

No bonds, insurance, or certifications were entered

[Update License Information](#) [Cancel](#)

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

Citizen Self Service

Animal Licenses

Business Licenses

Accounts

Account Details

Owner Information

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

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.

Enter Bond - Insurance - Certification information

Type * Select... Select...
Bond
Insurance
Certification

Company *

Policy *

Issue Date *

Expire Date

Non-Emergency Requests
Miscellaneous Receipts
Parking Tickets
Permits and Inspections
Personal Property
Real Estate
Tax Relief
Utility Billing

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

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

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 * CONTRACTORS / CARPENTER

☐ Business is seasonal

Select mailing and billing preferences

Recipient for notices No preference

Recipient for billing No preference

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](#)

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

Citizen Self Service
Animal Licenses
Business Licenses
Accounts
Account Details
Owner Information
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

8. Add additional license requests, as necessary.

The Parking Facility Information section allows for parking information to be attached to the account.

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

Continue Reset Cancel

9. Click **Continue** once you have added as many licenses as needed.

tyler technologies

Munis Self Service

My Cart (0 items) Resources MICHAEL FRITZ

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
Edit Delete	CONTRACTORS	CARPENTER

Continue Cancel

Citizen Self Service
Animal Licenses
Business Licenses
Accounts
Account Details
Owner Information
Contact Us
Email Announcements
General Billing
Motor Vehicles
Non-Emergency

42 | Page

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

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

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

11. 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.

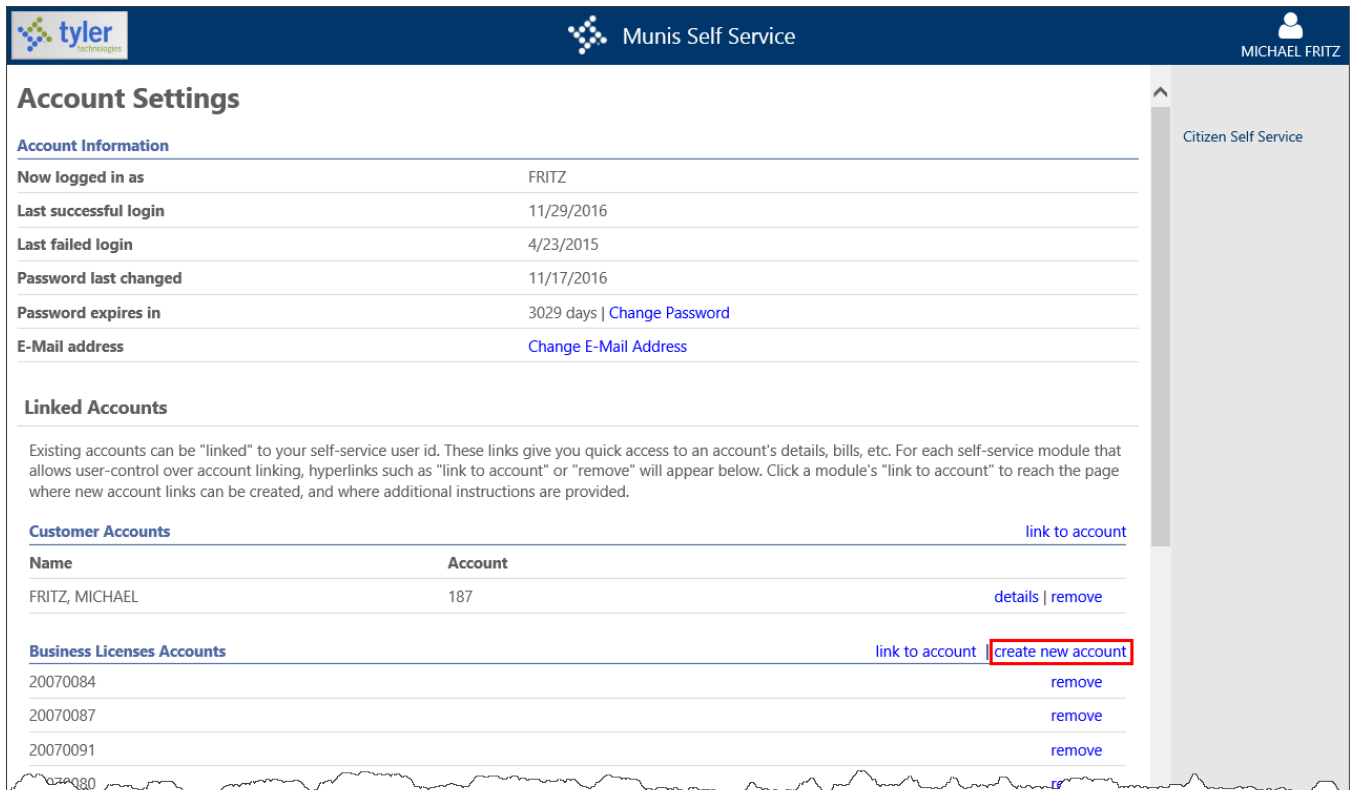
On the confirmation page, add attachments to the application, as required, or return to the Linked Accounts page by clicking **Browse Your Linked Accounts** or **Return to Accounts**.

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.

2.2.10 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**.



Account Settings

Account Information

Now logged in as	FRITZ
Last successful login	11/29/2016
Last failed login	4/23/2015
Password last changed	11/17/2016
Password expires in	3029 days Change Password
E-Mail address	Change E-Mail Address

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

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 will change to Submit.

The first screenshot shows the 'Business Licenses' section with the heading 'Create new account' and 'Step 1 of 4: Enter ownership information'. The 'Application Type' section has two radio buttons: 'New Business Account Only' (selected) and 'New Business Account with License'. The 'Business Owner' section has fields for Name, Address 1, Address 2, and Email. The 'Parking Facility Information' section has a dropdown for 'Type of Parking Facility' and input fields for 'Date Parking Facility Opened', 'Area of Parking Facility', 'Dimensions of Lot', 'Dimensions of Improvements', and 'Number of Parking spaces'. The 'Continue' button is highlighted with a red box.

The second screenshot shows the 'Business Licenses' section with the heading 'Create new account' and 'Step 4 of 4: Review entries before submission of new Business License Account'. The 'Business Owner' section shows the entered information: Name (Michale Fritz), Address ([no address info provided]), and Email (michaelfritz@yahoo.com). The 'SSN/FID and Fiscal' section shows: SSN / FID (999999999), Fiscal Start Month (1), and Leased (No). The 'Check the following box to signify acknowledgement' section has a checkbox and text: '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.' The 'Submit' button is highlighted with a red box.

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

Account ID 20070108

[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](#)

2.3 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 'General Billing' section of the application. At the top, there's a blue header with the Tyler Technologies logo and navigation icons for a shopping cart (0), a document, and a user profile. Below the header, the 'General Billing' title is followed by 'Customer Search'. A light orange instruction bar states: 'Complete one or more of the following fields to search for General Billing bills.' The search form includes several input fields: 'Customer Name' (a wide field), 'Customer Number' (a shorter field), an 'Address' section with fields for 'House number', 'Street name', 'City', 'State', and 'Zip code', and a 'Parcel ID' field. Below these fields is a checkbox labeled 'Remember these values' and two buttons, 'Search' and 'Reset'. On the right side of the page, there is a vertical sidebar menu with links to 'Citizen Self Service', 'Animal Licenses', 'Business Licenses', 'Email Announcements', 'General Billing' (which is 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, a footer contains the copyright notice '©2017 Tyler Technologies, Inc.' and a link to '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.

2.3.1 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.)

General Billing Linked Accounts

Select from your linked accounts

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

General Billing

- Accounts
- Contact Us
- Motor Vehicles
- 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.

2.3.2 Manage Bills

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

General Billing Manage Bills

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

20 Found (bill years 1916 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	10/14/2013	\$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

As of: 11/29/2016

Total Unpaid: 24301.00
Total Balance Due: 24301.00

[Add to Cart](#)

* pending web payment exists

2.3.3 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

[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
**Pending web payments (not reflected in the total due)		\$100.00

[Add to Cart](#)

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

Navigation Menu:
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

Navigation Menu:
Citizen Self Service
Animal Licenses
Business Licenses
Email Announcements
General Billing
Accounts
Contact Us
Manage Bills
Customer Information
Motor Vehicles

2.4 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.

2.4.1 View Bill

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

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

2.4.2 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

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles**
 - Contact Us
 - View Bill**
 - View Payments
 - Vehicle Detail
 - Charges & Exemptions
 - Tax Rates
 - Search Results
 - New Search

2.4.3 Payments/Adjustments

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

2.4.4 Vehicle Detail

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

2.4.5 Charges and Exemptions

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

2.4.6 Tax Rates

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

2.5 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 Step 1 2 3 4 5

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 207-555-7891

Public Works Department 207-555-6767

Police Department 207-555-6547

Non-Emergency Requests

Contact Us

Search Requests

To submit a non-emergency request:

1. Enter your contact information.

You must provide your name and telephone number; the E-Mail and Address fields are optional.

tyler technologies Munis Self Service Resources MICHAEL FRITZ

Non-Emergency Requests

Create New

Step 1 of 5: Enter your contact information Step 1 2 3 4 5

This form is not for reporting emergencies.

Your information

Name* MICHAEL FRITZ

Daytime phone* 2078789998

E-Mail
(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

Zip 04096

☐ Remember these values

Continue **Reset**

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

- 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
- Tax Relief
- Utility Billing

2. Click **Continue**.

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

tyler technologies Munis Self Service Resources MICHAEL FRITZ

Non-Emergency Requests

Create New

Step 2 of 5: Enter your contact information Step 1 2 3 4 5

This form is not for reporting emergencies.

Type of request* Select... **Continue**

- Select
- Abandoned Vehicles
- Barking Dog
- Pot Hole
- Street Lamp Out

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

If the request type is a Work Orders request type, you can also select an option from the I'm A list. This list indicates what 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.

4. Enter the location of the incident.

Non-Emergency Requests
Create New

Step 3 of 5: Enter Request street information

Request type: Abandoned Vehicles

Street number: 1

Street name*: TYLER DRIVE

Unit/Apt. number (if applicable):

City/Town*: YARMOUTH

Continue New search

Resources MICHAEL FRITZ

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

5. Click **Continue**. The application proceeds to Step 4. Enter the details of the request in the box.

Non-Emergency Requests
Create New

Step 4 of 5: Enter Request information

Other request details

Describe request and any further location information*: 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.

Ongoing request: ☐ Yes ☒ No

First time you have reported this request: ☒ Yes ☐ No

Continue

Resources MICHAEL FRITZ

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicle Taxes
- Non-Emergency Requests**
- Other Services
- Parking Tickets
- Permits and Inspections
- Personal Property Taxes

6. Click **Continue**.
7. Review the request information and make changes, if necessary.

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

tyler technologies

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

Submit **Modify** **Cancel**

- 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

9. Click **Submit**.

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

tyler technologies

Munis Self Service

Resources MICHAEL FRITZ

Non-Emergency Requests

Confirmation

Make another request

✓ 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.

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



10. Click **Make Another Request** to make another non-emergency request.

2.5.1 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.

2.5.2 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.

  Resources MICHAEL FRITZ	
Non-Emergency Requests Request Status 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/grant.jewett/Citizens/311/ViewRequest.aspx?id=J1Hh91P70nU=&

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

- 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

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.

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

2.5.3 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.

2.6 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.

Munis Self Service

My Cart (0 items) MICHAEL FRITZ

Miscellaneous Receipts

Shop for Items

Please complete your payment.

Miscellaneous (2)

FUEL SURCHARGE [Add to Cart](#)

MISCELLANEOUS CHARGE \$3.50 [Add to Cart](#)

Munis Self Service

My Cart (0 items) MICHAEL FRITZ

Miscellaneous Receipts

Miscellaneous

[Return to previous view](#)

Description MISCELLANEOUS CHARGE

Reference

MISC

Amount \$3.50

- [Add to cart](#) and continue shopping
- [Add to cart](#) and check out
- [Cancel](#) without adding to cart

©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.

2.7 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 header with the Tyler Technologies logo, 'Munis Self Service', and user information 'My Cart (1 item) MICHAEL FRITZ'. The main section is titled 'Parking Tickets Search' and contains a search form. The form has three input fields: 'License plate state', 'License plate number', and 'Ticket 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's a vertical navigation menu with links: 'Citizen Self Service', 'Animal Licenses', 'Business Licenses', 'Email Announcements', 'General Billing', 'Motor Vehicles', 'Non-Emergency Requests', 'Miscellaneous Receipts', 'Parking Tickets' (which is highlighted), and 'Contact Us'.

2.7.1 Manage Tickets

The Manage Tickets page provides a list of all 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 'Parking Tickets Manage Tickets' interface. The header is the same as the previous page. The main section is titled 'Parking Tickets Manage Tickets' and includes 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 parking tickets. The table has columns: Ticket, Date, Make, Original Violation, Location, Original Amount, Amount Due, Due Date, and a 'Details' button. The first row shows a ticket with ID 1234, dated 12/1/2016, for a PONTIAC, with a 'METER EXP' violation at '1 TYLER DRIVE', for an original amount of \$10.00 and a due amount of \$10.00, with a due date of 12/8/2016. The 'Details' button for this ticket is highlighted with a red box. Below the table is an 'Add to Cart' button, also highlighted with a red box. A note below the button says 'Select tickets you would like to pay now, then click "Add to Cart"'. On the right side, the vertical navigation menu is the same as the previous page, but 'Manage Tickets' is highlighted under the 'Parking Tickets' section.

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

2.7.2 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 [View payments/adjustments](#)

Ticket number	1234
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](#)

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

Navigation Sidebar:
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

2.7.3 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

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

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

2.8 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**.

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.

2.8.1 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.

The screenshot shows the 'Munis Self Service' interface. At the top, there's a navigation bar with the Tyler Technologies logo, 'Munis Self Service' text, and user information 'MICHAEL FRITZ'. Below the navigation bar, the main heading is 'Permits and Inspections Search Results'. A summary box indicates '9 Applications | 1 Inspection'. There are links for 'Modify Search' and 'New Search'. A checkbox option 'Show active Applications only' is present. The 'Applications' section lists 9 found items with columns: Location / Subdivision, Owner/Contractor, Parcel, Status, Reference, Fees, Due, and a 'Details' link. The 'Inspections' section lists 1 found item with columns: Location, Owner/Contractor, Parcel, Type, Scheduled, Result, Fee, Due, and a link for 'Details | Alert | Cancel'. 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, Parking Tickets, Permits and Inspections (highlighted), Accounts, Contact Us, Search Results, New Search, Personal Property, Real Estate, and Tax Relief. The footer shows '©2016 Tyler Technologies, Inc. Help/Feedback'.

Permits and Inspections Search Results

9 Applications | 1 Inspection

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

☐ Show active Applications only

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

☐ Show unperformed Inspections only

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

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

Permits and Inspections

- Accounts
- Contact Us
- Search Results**
- New Search
- Personal Property
- Real Estate
- Tax Relief



2.8.2 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 of 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.

 My Cart (0 items)
  Resources
  MICHAEL FRITZ

Permits and Inspections

Application reference 111

1 Permit | 3 Inspections

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

[Citizen Self Service](#)
[Animal Licenses](#)
[Business Licenses](#)
[Email Announcements](#)
[General Billing](#)
[Motor Vehicles](#)
[Non-Emergency Requests](#)
[Miscellaneous Receipts](#)
[Parking Tickets](#)
[Permits and Inspections](#)
[Accounts](#)
[Plan Reviews](#)
[Contact Us](#)
[Application Details](#)
[Search Results](#)
[New Search](#)
[Personal Property](#)

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

Permits (1 found)

<input type="checkbox"/>	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)

<input type="checkbox"/>	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.

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

2.8.3 Application Information

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

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

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

- Accounts
- Plan Reviews
- Contact Us
- Application Details**
 - Search Results
 - New Search
- Personal Property
- Real Estate

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

2.8.4 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.)

Permits and Inspections
Linked Accounts

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

Select customer from your linked accounts

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

Navigation Links:

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

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.

2.8.5 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 will display. The Plan Review Attachments page allows for you to view and attach documents associated with the plan review.

Permits and Inspections
Plan Reviews

[Return to view permits and inspections](#)

Application reference: 139
Status: ACTIVE / NEW
Project/Activity: NEW SHED
Location: 1 COLE HAAN DRIVE MUNIS
Owner: FRITZ, MICHAEL
Parcel ID: 9999

[View All Comments](#)

GENERAL

Department	Review Cycle	Reviewer	Status	Completed
BUILDING				

[Manage Attachments](#)

Permits and Inspections
Plan Review Attachments

[Return to plan reviews](#)

Application reference: 139
Status: ACTIVE / NEW
Project/Activity: NEW SHED
Location: 1 COLE HAAN DRIVE MUNIS
Owner: FRITZ, MICHAEL
Parcel ID: 9999

GENERAL

Attachments



No attachments were found for this plan review type




New Attachments

• [Attach a document](#)

2.8.6 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.

 My Cart (0 items)
  Resources
  MICHAEL FRITZ

Permits and Inspections

Permit Details

[Return to Application Details](#)

Permit Details

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

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

Citizen Self Service

Animal Licenses
 Business Licenses
 Email Announcements
 General Billing
 Motor Vehicles
 Non-Emergency Requests
 Miscellaneous Receipts
 Parking Tickets

Permits and Inspections

Accounts
 Plan Reviews

When you click **Edit**, the page refreshes to provide the Specify the Contractor for this Permit fields.

Permits and Inspections
Permit Details

[Return to Application Details](#)

Permit Details

Status	REVIEWING
Permit Type	CERTIFICATE OF OCCUPANCY
Permit Level	999
Issued	
Expires	

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

Update **Cancel**

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

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

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

Select Contractor (click letters to list associated names)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Select	ID	Type	Name	City	State
Select	2	CONTRACTOR	ABC ELECTRIC	MUNIS	US
Select	39	MOVE	ADMIRAL BUILDING MOVERS	MUNIS	US
Select	41	POOL	AFFORDABLE POOLS INC	MUNIS	US
Select	30	FENCE	ALL STAR FENCE	MUNIS	US
Select	22	SEWER	ASAP DRAINS INC	MUNIS	US

Cancel

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.

2.8.7 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.

Permits and Inspections
 Permit Details [Return to Application Details](#)

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


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

Permits and Inspections




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



Munis Self Service

 My Cart (0 items)
  Resources
  MICHAEL FRITZ

Permits and Inspections

Application reference 112

10 Permits | 16 Inspections

Status

Project/Activity

Location

Owner

Parcel ID

ACTIVE / NEW

NEW SINGLE FAMILY DETACHED

1 COLE HAAN DRIVE BLDG 1
MUNIS

FRITZ, MICHAEL

99999

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

Permits (10 found)						
<input checked="" 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 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

[Select Inspections for scheduling](#)

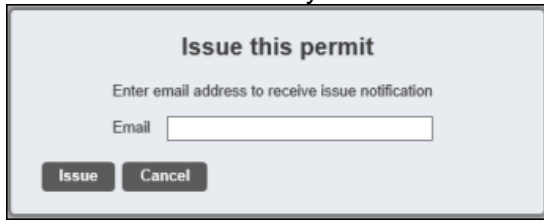
Inspections (16 found)

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

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

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

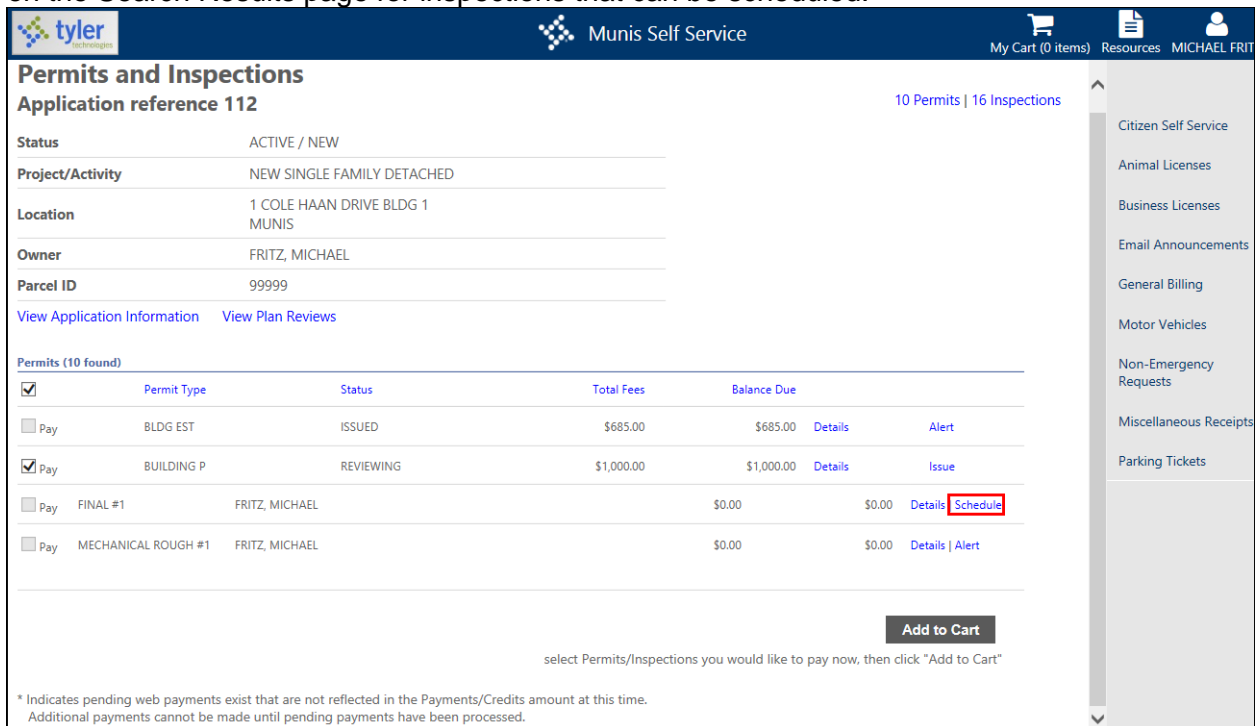
Issue **Cancel**

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."

2.8.8 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.



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

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 checked="" 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 FINAL #1	FRITZ, MICHAEL		\$0.00	Details	Schedule
<input type="checkbox"/>	Pay MECHANICAL ROUGH #1	FRITZ, MICHAEL		\$0.00	Details	Alert

[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.

Navigation Menu:
 Citizen Self Service
 Animal Licenses
 Business Licenses
 Email Announcements
 General Billing
 Motor Vehicles
 Non-Emergency Requests
 Miscellaneous Receipts
 Parking Tickets

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.

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

Permits and Inspections

[Return to search results](#)

Schedule Inspection 580

Owner/Contractor FRITZ, MICHAEL

Location 1 COLE HAAN DRIVE BLDG 1

Type FINAL #1

Name * WAYNE JEWELL

Phone * 207-518-4435

Email * wayne.jewell@gmail.com

☒ Remember these values

Schedule Preferences

Date * 12/1/2016
Note: Inspection scheduling requires 3 day advanced notice.

Shift/Time Afternoon ▼

Priority/Comments

Enter these validation numbers into the box below them

2947

Schedule **Cancel**

* indicates required field

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections**
- Accounts
- Plan Reviews
- Contact Us
- Application Details**
- Search Results
- New Search

If the requested values for Date and Shift/Time are not available, the application provides alternate dates and

times.

Permits and Inspections

Schedule Inspection 580 [Return to search results](#)

New Inspection copy (number 0) was created, but the requested schedule date/time is not available. Alternate dates returned. Please select from the Alternate Schedule Dates/Times and try scheduling again.

Owner/Contractor FRITZ, MICHAEL

Location 1 COLE HAAN DRIVE BLDG 1

Type FINAL #1

Name * WAYNE JEWELL

Phone * 207-518-4435

Email * wayne.jewell@gmail.com

☒ Remember these values

Schedule Preferences

Date * 12/1/2016
Note: Inspection scheduling requires 3 day advanced notice.

Shift/Time Afternoon

Select from the following alternate Inspection dates and times

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

Priority/Comments

[Schedule](#) [Cancel](#)

* indicates required field

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

Navigation Menu:

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

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 box.

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.

Permits and Inspections

Search Results

Modify Search | New Search

9 Applications | 1 Inspection

☐ Show active Applications only

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	Details
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	140	\$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	WARNE JEWELL / SMITH CONTRACTORS	9999	ACTIVE	101	\$3,662.50	\$1,050.00	Details

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

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

Permits and Inspections

Inspection 489

Return to search results

Inspection Details

Inspection Type	ELECTRIC ROUGH #1
Contractor	FRITZ, MICHAEL / CHASE ELECTRIC CO
Contractor ID	15
Application Contractor ID	
Requested	3/1/2013
Scheduled	3/1/2013
Performed	
Inspector	Inspector1
Comments	
Results	
Bill number	10210
Bill year	2013
	Cancel Inspection 489
Fees	
Fee amount	\$100.00
Paid to date	\$0.00
Balance due	\$100.00

Permits and Inspections

- Accounts
- Contact Us
- Application Details

2.8.9 Apply for a Permit

To apply for a permit through Citizen Self Service:

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

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

	Code	Description
Select	B318	ATHLETIC CLUB
Select	PROJ	BUILDING PROJECT
Select	POOL	CONSTRUCT POOL
Select	MISC	MISC CHARGES
Select	B101	NEW SINGLE FAMILY DETACHED
Select	B999	NEW SINGLE FAMILY DETACHED

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.

Permits and Inspections
Apply Online

[Return to Project Selection](#)

Search for the location

You must associate a location (address, city, etc.) with this project. Use this page to search for locations, then select the location to associate.

Location
Number
Street name
Name
Owner
Parcel ID
Search

Permits and Inspections
Apply Online

[Return to Location Search](#)

Details of project/activity

Department: BUILDING
Project: NEW SINGLE FAMILY DETACHED

Describe location
Describe project/activity
Your role in project *
Reason for applying
Estimated cost: 0
Proposed start date
Proposed end date

☒ Contractor is involved or owner is acting as contractor
☐ I will enter applicant information, no contractor is involved

Contractor (or applicant if no contractor) *

Name *
Address
City
State
Zip
Phone *
Fax
Email *

CUSTOM FIELD 1
CUSTOM FIELD 2

Additional information
Any additional information you would like to provide
Continue

My Cart (0 items) Resources MICHAEL FRITZ

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

3. If searching by location, you must identify the appropriate record. Click **Select and Continue**.

Permits and Inspections
Apply Online

[Return to Project Selection](#)

Select the location

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

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
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets

4. For the project/activity details, complete general application information such as contractor information and start and end dates.

Permits and Inspections
Apply Online

[Return to Location Search](#)

Details of project/activity

Department BUILDING

Project NEW SINGLE FAMILY DETACHED

Describe location

Describe project/activity

Your role in project * ▼

Additional information

Any additional information you would like to provide

[Continue](#)

My Cart (0 items) Resources MICHAEL FRITZ

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

If you select the Owner Is Involved Or Owner Is Acting As Contractor option, you must enter the telephone number and email address for the owner.

☒ Contractor is involved or owner is acting as contractor
☐ I will enter applicant information, no contractor is involved

Contractor (or applicant if no contractor) *

Name * ☒

Address

City

State

Zip

Phone *

Fax

Email *

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

☐ Contractor is involved or owner is acting as contractor
☒ I will enter applicant information, no contractor is involved

Applicant

Name *

Address

City

State

Zip

Phone *

Fax

Email *

5. 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.

Permits and Inspections
Apply Online

Review

Location [change](#)

Location 1 COLE HAAN DRIVE BLDG 1

Owner WAYNE JEWELL

Parcel ID 99999

Project/Activity [change](#)

Department BUILDING

Project NEW SINGLE FAMILY DETACHED

Details of Project/Activity [change](#)

Location Description

Project/Activity Description

Your Role in Project APPLICANT

Reason for Applying unspecified

Estimated Cost 0

Proposed Dates Start: unspecified End: unspecified

Contractor FRITZ, MICHAEL

Address 1 COLE HAAN DRIVE, YARMOUTH ME 04096

Phone 207-878-9998

Fax

E-mail michael.fritz35@yahoo.com

CUSTOM FIELD 1

CUSTOM FIELD 2

Additional information

Enter these validation numbers into the box below them

Enter the following validation numbers into the box provided. *

4752

Submit **Cancel**

6. Enter the validation numbers.
7. 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**.

Check the following box to signify acknowledgement

☐ I agree to the following terms.
I hereby acknowledge that the information I am about to submit is 100% accurate.

Submit **Cancel**

8. Click **Submit**.
When you click Submit, the application provides a confirmation page that includes your application reference number.

Use the links to attach any required documentation, access other online services, or log out of the application.

tyler technologies

Munis Self Service

My Cart (0 items) Resources MICHAEL FRIT

Permits and Inspections

Apply Online

Confirmation

✓ **Thank you.** Your application has been submitted on **11/30/2016**. Your application reference is **178**.

You may want to print this page for your records.

To check the status of your application:

- Call our offices at: 207-555-8282
- [Check the status of your application online](#)
- [View/select payable items](#)
- [Pay all payable items now](#)

Attach one or more documents

- Use the **Browse...** button to select a document to attach.
- As each document is selected, an additional file selection button will appear, allowing you to select multiple documents.
- Click the **Upload** button to upload the selected attachment(s).

Location

Additional information

You could now...

- [Use other online services](#)
- [Log out](#)

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

Citizen Self Service

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

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.

2.8.10 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 Munis Self Service portal. The header includes the Tyler Technologies logo, 'Munis Self Service', and user information 'My Cart (0 items) Resources MICHAEL FRITZ'. The main content area is titled 'Permits and Inspections' and 'Linked Accounts'. It features a 'Select customer from your linked accounts' section with a table listing customer information. A right-hand sidebar menu contains various service categories, with 'Accounts' highlighted by a red box.

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

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 in the table is highlighted with a red box, indicating the next step in the process.

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

The screenshot displays the 'Permits and Inspections Search Results' page. The header and sidebar are consistent with the previous screens. The main content area shows a table of search results for applications. The 'Details' link for the first application 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	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	\$4,652.50	\$4,527.50	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

4. Click **View Application Information**.

My Cart (0 items)
 Resources
 MICHAEL FRITZ

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	Details Alert

[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.



Munis Self Service

[My Cart \(0 items\)](#)
[Resources](#)
[MICHAEL FRITZ](#)

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

[Citizen Self Service](#)
[Animal Licenses](#)
[Business Licenses](#)
[Email Announcements](#)



[Plan Reviews](#)
[Contact Us](#)
[Application Details](#)
[Search Results](#)
[New Search](#)




[Personal Property](#)

2.9 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.

 My Cart (0 items)
  Resources
  MICHAEL FRITZ

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.

 My Cart (0 items)
  Resources
  MICHAEL FRITZ

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

2.9.1 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

2.9.2 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

2.9.3 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:

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

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.

2.9.4 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

[Return to Accounts](#)

Owner

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

Value Account

Number: 0
Return Number: 0

Tax Filings

Code	Description	
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:

- 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 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.

Personal Property Online Tax Filing Item

Class Code: **COMPUTER**

Purchase Amount: 0 Purchase Year: 2016

[Delete](#)

[Add more details](#) [Save and return to previous page](#) [Cancel](#)

** Purchase amounts may be rounded after saving.

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

Personal Property Online Tax Filing

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

Value Account: Number 0, Return Number 0

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](#) [Save](#)

Note: After making any modifications (additions, deletions, or edits), click the "Save" button to update your Tax Filing records in the system.

4. Once the details are complete, click Save.

5. 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:

©2016 Tyler Technologies, Inc. [Help/Feedback](#)

6. Click **Save** to complete the process.

2.9.5 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

2.9.6 Property Values

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

 My Cart (0 items)
  Resources
  MICHAEL FRITZ

Personal Property Property Values

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

[Citizen Self Service](#)
[Animal Licenses](#)
[Business Licenses](#)
[Email Announcements](#)
[General Billing](#)
[Motor Vehicles](#)
[Non-Emergency Requests](#)
[Miscellaneous Receipts](#)
[Parking Tickets](#)

2.9.7 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.




 My Cart (0 items)
  Resources
  MICHAEL FRITZ

Personal Property All Bills

Property Code	7
Location	0

1 Found

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

[Citizen Self Service](#)
[Animal Licenses](#)
[Business Licenses](#)
[Email Announcements](#)
[General Billing](#)
[Motor Vehicles](#)
[Non-Emergency Requests](#)
[Miscellaneous Receipts](#)
[Parking Tickets](#)

2.10 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.

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.

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.

2.10.1 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

Real Estate

- View Bill
- Charges
- Property Detail
- Owner Information
- Assessment

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 of 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.

2.10.2 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

Return to view bill

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

Return to view bill

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.

2.10.3 Charges, Exemptions, Credits

The Charges, Exemptions, Credits page includes a list of all of 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		
Tax Charges			
	Taxable Value	Tax Rate	Amount
TAX	155,000	10.000000	\$1,550.00
Total			\$1,550.00

2.10.4 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

2.10.5 Assessment

The Assessment page displays assessment information for the property.

Munis Self Service

My Cart (0 items)
Resources
MICHAEL FRITZ

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

- 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**

2.10.6 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.

Munis Self Service

My Cart (0 items)
Resources
MICHAEL FRITZ

Real Estate Assessment History

Owner	FRITZ, MICHAEL
Parcel ID	9999

Number of years

Year	Land Value	Building Value	Personal Value	Total Value
2014	88000	76500	0	164500
2013	15000	17500	0	32500
2011	23000	24000	0	47000
2010	7500	8000	0	15500
2009	25000	17500	0	42500

Tax Assessment History

- 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**
 - View Bill
 - Charges
 - Property Detail
 - Owner Information
 - Assessment

2.10.7 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

Navigation links: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency

2.10.8 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

Navigation links: 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, View Bill, Charges, Property Detail, Owner Information, Assessment

2.10.9 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 the 'Real Estate' section of the Munis Self Service portal. A red alert icon and text state 'Parcel is in tax sale'. Below this, a message says 'This property has an outstanding lien. [Click here to view.](#)'. A red arrow points from this link to the 'Lien View' page shown in the second screenshot. The 'View Bill' section on the left shows a date of 11/30/2016 and bill details for 2009, bill 1000001, owner FRITZ, MICHAEL, and location 1 COLE HAAN DRIVE.

Click **View Bill** to access the Lien Bill Detail page.

The screenshot shows the 'Lien Bill Details' page. It includes a 'Return to Lien View' link. The 'Lien Bill Details' section shows: Bill Year 2009, Bill 2, Owner FRITZ, MICHAEL, and Parcel ID 9999. A table below shows the payment history:

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

A red box highlights the 'View payments/adjustments' link above the table. The right sidebar contains a list of services: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, and Miscellaneous Receipts.

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)

Right Sidebar Menu:

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

2.11 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.

2.12 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.

2.12.1 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.

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.

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

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

2.12.2 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.

2.12.3 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.

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

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

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"

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. If you click **Pay** in an attempt to pay these bills, 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.

2.12.3.1 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.

2.12.3.2 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 fields for 'Service Address' (7 BAY AVE), 'Account Number' (001008), and 'As of' (03/17/2014). Below these fields is a note: 'Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.' There are two links: 'Sign up for Automatic Payments' and 'Account Summary'. A red box highlights the 'Show Past Bills' button, which is a dropdown menu. Below this, there is a table for 'Outstanding Bills' with columns: Bill, Bill Date, Pay By, Charges, and Balance Due. A red arrow points from the 'Show Past Bills' button to the 'Past Bills' section. The 'Past Bills' section has a table with columns: Bill, Bill Date, Post Date, and Total Paid. Below the table is a 'Pay' button and a message: 'select bills you would like to pay now, then click "Pay"'. The table shows one bill with ID 1427, Bill Date 10/1/2006, Post Date 10/16/2006, and Total Paid \$3,631.84. A link 'Bill Details' is next to the total paid amount.

Bill	Bill Date	Pay By	Charges	Balance Due
1427	10/1/2006	10/16/2006		\$3,631.84

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

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

2.12.4 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

Utility Billing

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.

2.12.5 Account Summary

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

tyler technologies						Munis Self Service		My Cart (1 item) Resources MICHAEL FRIT	
Utility Billing Account Summary Link to Account Sign up for Automatic Payments Request Change of Address 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	
Billing Account								Utility Billing	
Service Address	46 MAINE STREET							Accounts	
Account Number	BC121							Manage Bills	
Your Current Balance								Account Summary	
Amount Due Now	\$938.16					Pay Now		Automatic Payments	
Payment Due Date	12/17/2008							Contact Us	
About Your Payments									
No payment activity found									
Customer Information									
Name	GRIFFIN, PETER								
Address	46 MAINE ST FALMOUTH, 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	28	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
8/18/2005	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.

2.12.6 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.)

2.12.7 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.

tyler technologies Munis Self Service My Cart (1 item) Resources MICHAEL FRITZ

Utility Billing
Manage Bills

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

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

Utility Billing
Accounts
Manage Bills
Account Summary

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

tyler technologies Munis Self Service My Cart (1 item) Resources MICHAEL FRITZ

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 *
Preferred draft day *
Name on bank statement *
Phone number on bank statement *
Email address on bank statement *

☐ Checking ☐ Savings
No Preference

Continue **Cancel**

Utility Billing
Accounts
Manage Bills
Account Summary

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.

tyler technologies

Munis Self Service

My Cart (0 items) Resources MICHAEL FRITZ

Utility Billing

Automatic Payments

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

Service Address 46 MAINE STREET

Account Number BC121

[Copy current EFT information](#)

Bank name * BANK OF AMERICA - 111000025

Bank routing number * (9 digits) 111000025

Confirm routing number * 111000025

Bank phone number

Bank account number * 123456789

Confirm account number * 123456789

Bank account type * ☒ Checking ☐ Savings

Preferred draft day * 15th

Name on bank statement * MICHAEL FRITZ

Phone number on bank statement * 2078788889

Email address on bank statement * michael.fritz@yahoo.com

Continue **Cancel**

* indicates required values.

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

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.

Confirm account number *	123456789
Bank account type *	<input checked="" type="radio"/> Checking <input type="radio"/> Savings
Preferred draft day *	15th <input type="button" value="v"/>
Name on bank statement *	MICHAEL FRITZ
Phone number on bank statement *	207-878-8889
Email address on bank statement *	michael.fritz@yahoo.com

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.

2.12.8 Service Requests

Citizen Self Service – Utility Billing, in conjunction with the Munis Citizen Request Settings and Assign Citizen Requests programs, accepts and processes non-emergency 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 set up is complete in Citizen Administration, the Utility Billing menu includes the Service Requests item.

The main Service Requests page provides three options:

- Request Service for Linked Account
- Request Service
- Search for Existing Request

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

Selecting **Request Service** 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.

Selecting **Service Request for Linked Account** provides a Step 1 page that includes available linked accounts to which you can associate the service request. When you select an account, the customer details are completed according to that account.

The process for completing a service request includes four 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.