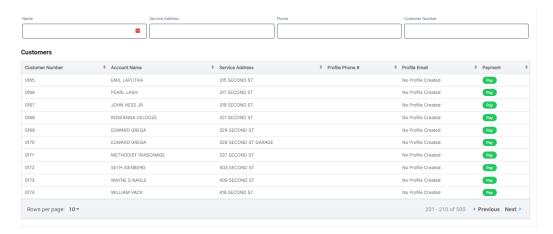
## Making a Payment for a Customer in the Citizen Action Center – Municipality Portal

- 1. First, log in to your Municipality Portal.
- 2. On the left side menu, click on the "Utility Customers."
- 3. There are several search criteria fields to allow you to locate the utility customer you would like to make a payment towards.



4. When you locate the correct customer, click the green "Pay" button to start the payment process. <u>Please note that payments accepted can only be credit cards.</u>



You can use a card swiper device to run the credit card through. <u>Diversified Technology</u> support can help you choose the correct card swiper to use.

The payment screen pops up and has several important button clusters to help you pick the correct payment amount and swipe or manual entry of the credit card.

The "Amount Due" button is auto selected which set the Amount Due dollar amount to the amount that is owed for this customer account. You can click the button on the right side called "Other Amount" to enter the payment amount manually.

The screen is also defaulted to the button "Swipe" so that it will accept the information from a credit card when it is swiped.

Once the payment is submitted it will be processed and it will let you know whether the

A Please do not refresh your browser or navigate away from this until payment is complete.	×
Make a Payment	
Card	
Amount Due Other Amount Swipe Enter Manually	
Amount Due: \$ 786.17 Platform fee: \$ 23.59 Total Amount (USD): \$ 809.76	
Swipe card	
Card Number	
	<b>=</b>
Name on Card	
Expiry Month Expiry Year CVV	
Make a Payment Swipe Cancel	
4	•
	Cancel

transaction was successful or if it failed. When successful, you will see a pop up and you can print or save the payment receipt.