

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.

Name Service Address Phone Customer Number

Customers

Customer Number	Account Name	Service Address	Profile Phone #	Profile Email	Payment
0165	EMIL LAPUTKA	315 SECOND ST		No Profile Created	Pay
0166	PEARL LASH	317 SECOND ST		No Profile Created	Pay
0167	JOHN HESS JR	319 SECOND ST		No Profile Created	Pay
0168	ROSEANNA DELOOZE	321 SECOND ST		No Profile Created	Pay
0169	EDWARD GREGA	329 SECOND ST		No Profile Created	Pay
0170	EDWARD GREGA	329 SECOND ST GARAGE		No Profile Created	Pay
0171	METHODIST PARSONAGE	337 SECOND ST		No Profile Created	Pay
0172	SETH ISENBERG	403 SECOND ST		No Profile Created	Pay
0173	WAYNE S NAGLE	409 SECOND ST		No Profile Created	Pay
0174	WILLIAM VACK	419 SECOND ST		No Profile Created	Pay

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4. When you locate the correct customer, click the green “Pay” button to start the payment process. Please note that payments accepted can only be credit cards.



You can use a card swiper device to run the credit card through. Diversified Technology 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

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

Name on Card

Expiry Month

Expiry Year

CVV

Make a Payment Swipe

Cancel

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.