



El Centro City Hall
1275 Main Street
El Centro, CA. 92243

Screen Captures from MUNIS Self Service Online Payment Process

1.- From the City of El Centro Website, navigate to the PAY YOUR BILL page and click on the “Access Billpay” button. A new window pops up and the MUNIS Self Service Online Bill Pay screen is displayed.



2.- Locate your Account Number and Customer ID Number on your printed Utility Services Bill and type them into the corresponding text boxes on the MUNIS Self Service, click Search when completed.

City of El Centro - Windows Internet Explorer

https://billpay.cityofelcentro.org/MSS/citizens/UtilityBilling/Default.aspx

File Edit View Favorites Tools Help

City of El Centro

CITY OF El Centro

MUNIS
self service

MUNIS Self Service GUEST | Home | Log In

Home
Citizen Self Service
Utility Bills
Contact Us

Utility Bills
Home > Citizen Self Service > Utility Bills

PLEASE ENTER **ACCOUNT NUMBER** AND **CUSTOMER ID NUMBER** TO ACCESS YOUR UTILITY BILLING STATEMENT

Account Number *

Customer ID *

☐ Remember my search criteria

Search

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Usage	Days of Service	Avg. Daily Usage
20	29	0.69
0.00	30	0.00

1 UNIT = 1000 GALLONS

CURRENT CHARGES	
	\$1
TOTAL PAYMENT DUE	\$1

SEE REVERSE SIDE FOR BILLING INFORMATION

DETACH AT DOTTED LINE AND RETURN WITH PAYMENT

For any changes in the mailing indicate on the reverse side.

ACCOUNT NUMBER	PAST DUE	CURRENT CHARGES	BILL
123456789	\$0.00	\$128.42	10/25

payable to the:
EL CENTRO

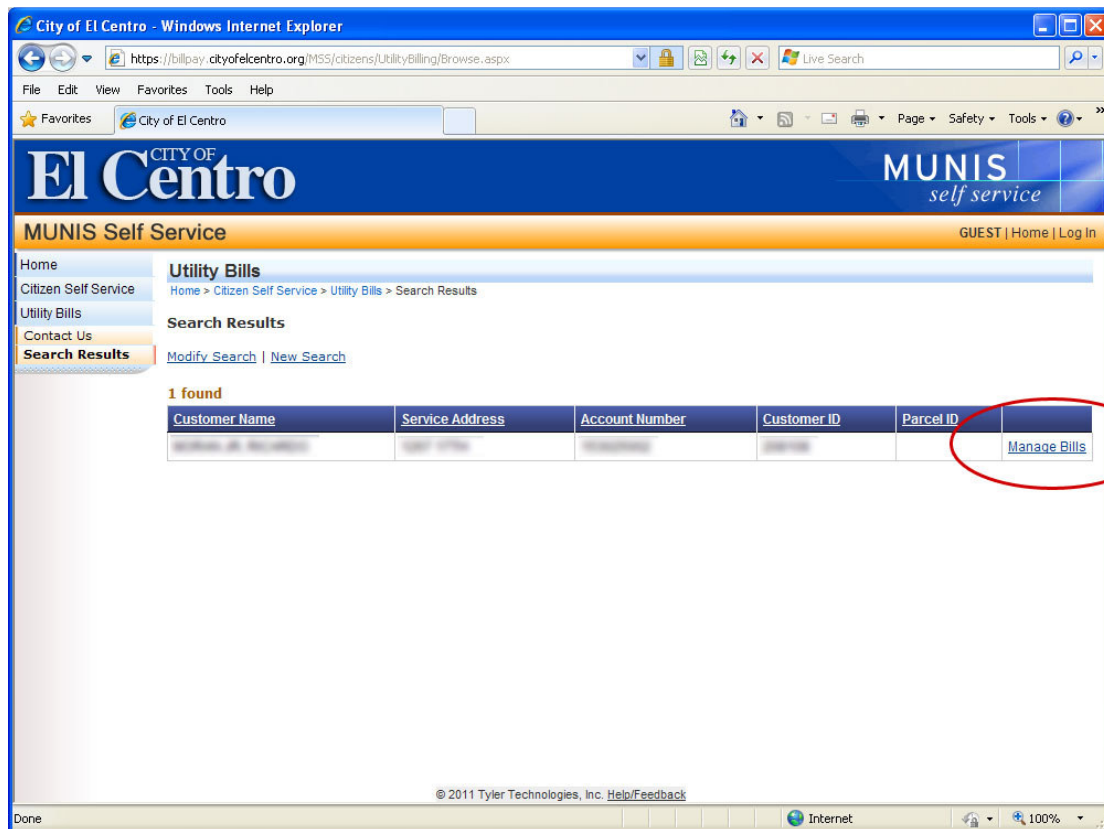
ACCOUNT
YOUR CHECK.

ADDRESS:

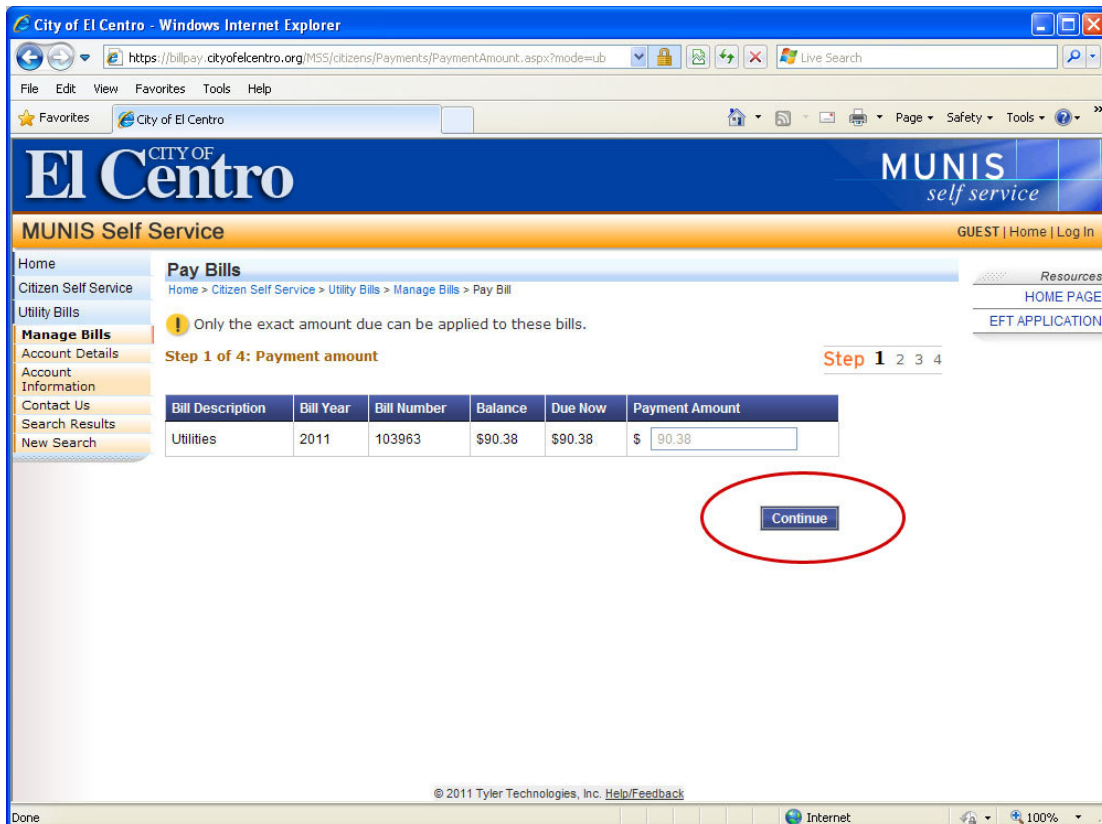
DO NOT WRITE BELOW THIS LINE

000060420115000647651000001

3.- MUNIS Self Service will search and locate your account. A link to “Manage Bills” is located at the far right side of the account information strip. Clicking on that link will display detailed information on that account including the Balance Due and a “Pay” button. Click on the “Pay” button to continue.



4.- Click on “Pay by Credit Card” to continue. Using a Debit Card has also produced successful results. Confirm payment amount presented on the following screen and click on “Continue”. **This step is marked as 1 of 4.**



5.- **Step 2 of 4:** Type in your Credit/Debit Card information and click “Continue” .

City of El Centro - Windows Internet Explorer

https://billpay.cityofelcentro.org/MSS/citizens/Payments/PaymentType.aspx?mode=ub

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City of El Centro **MUNIS self service**

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Step 2 of 4: Please enter the payment information

Enter the details needed to process this payment.

Credit card

Card type: Visa

Card number: [input field]

Card ID (CVV) number: [input field] [Where is this?](#)

Expiration date: 1 / 2011

Continue

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6.- Complete **step 3 of 4** by typing your Credit/Debit Card Billing information as it appears on your bank statement. Click “Continue”. Please note that the **EMAIL box is optional** and **no emails will be sent by the MUNIS System at this time**.

City of El Centro - Windows Internet Explorer

https://billpay.cityofelcentro.org/MSS/citizens/Payments/BillTo.aspx?mode=ub

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Step 3 of 4: Billing address

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

First name: [input field]

Last name: [input field]

Address line 1: [input field]

Address line 2: [input field]

City: [input field]

State (two letter abbreviation): [input field]

Zip code: [input field]

Contact phone number: [input field]

E-Mail (for your e-mail confirmation): [input field]

☐ Remember my information on this computer

Continue to review your payment

6.- **Step 4 of 4:** Review your full payment information. Click “Submit”. Allow a SENSIBLE TIME TO PROCESS your payment request and wait for the MUNIS Self Service system to display a result page. If successful payment is process, you will see the screen on the bottom. Locate your Transaction ID on that screen.

City of El Centro - Windows Internet Explorer

https://billpay.cityofelcentro.org/MSS/citizens/Payments/Review.aspx?mode=ub

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CITY OF El Centro **MUNIS self service**

MUNIS Self Service GUEST | Home | Log In

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Citizen Self Service
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Manage Bills
Account Details
Account Information
Contact Us
Search Results
New Search

Pay Bills
Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill

Step 4 of 4: Review

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

Payment Amount [change](#)

Bill Description	Due Now	Payment Amount
Utilities	\$90.38	\$90.38
Subtotal		\$90.38
Total		\$90.38

Payment Method [change](#)

Visa *****1111

Billing Address [change](#)

Name john smith
Address 1213 abc
anytown, ca, 90210
Phone Number 7603576441
E-mail

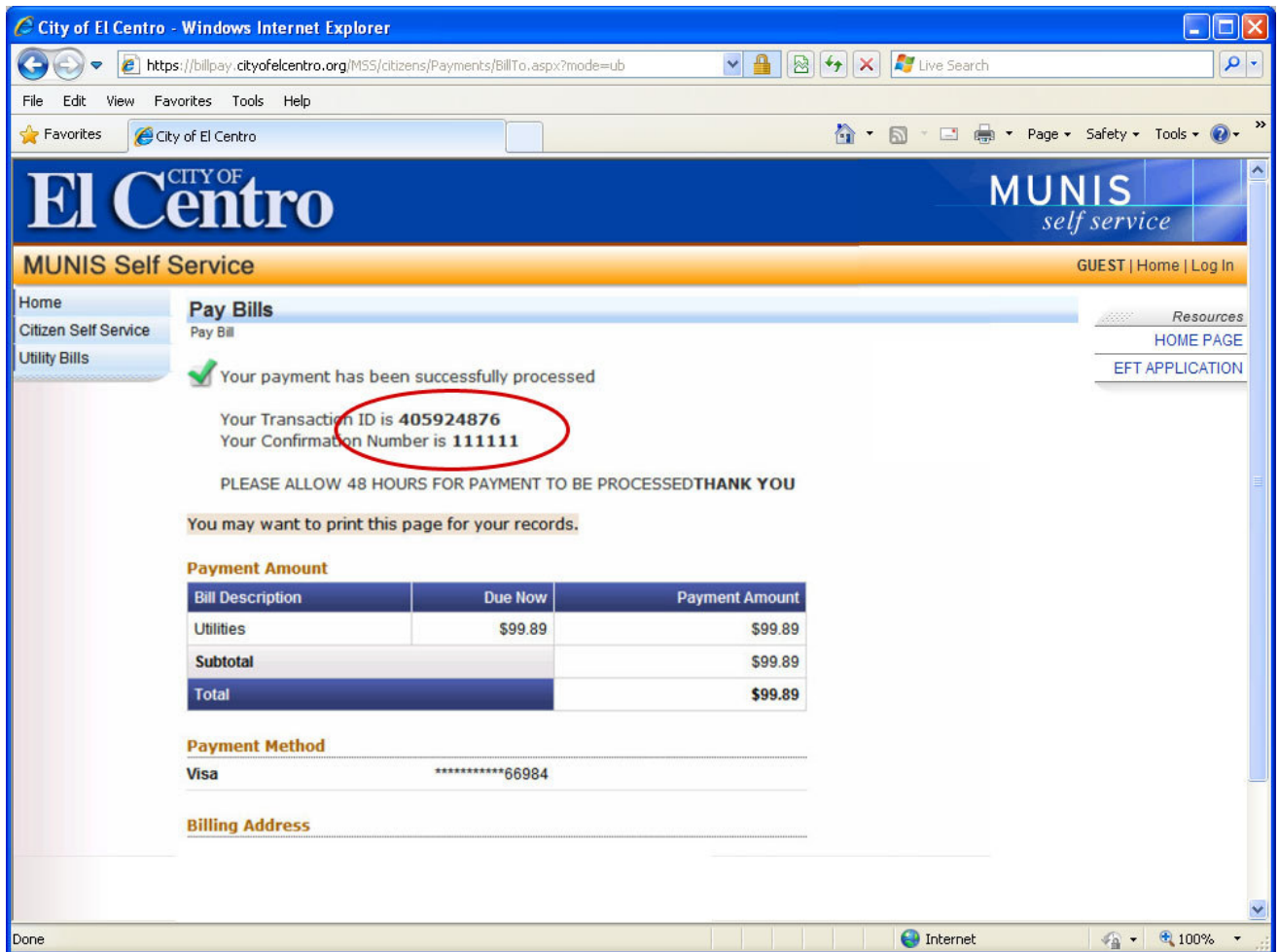
Submit **Cancel**

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Done Internet 100%

Allow a sensible time period for the payment process to be completed. The system will display a transaction result page after a few seconds.

Continued in next page →



This completes the online payment process for the City of El Centro Online Utility Billing and Payment. For more information, please contact the Finance Department at (760) 337-4510.