



## Munis Self Service

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*Citizen Self Service User Guide  
Version 10.5*

## TABLE OF CONTENTS

<b>Citizen Self Service .....</b>	<b>5</b>
Citizen Self Service Users .....	5
CSS Main Page.....	7
User Name/Account Settings.....	8
Linked Accounts.....	9
Resources.....	11
Announcements .....	11
Profile Information .....	11
<b>Citizen Self Service Modules .....</b>	<b>13</b>
Payments .....	13
Single Bill Payments .....	13
Shopping Cart.....	14
Payment Processing .....	16
Animal Licenses .....	20
Animal License Detail.....	22
Add Animal License .....	23
Update License.....	25
Pay License.....	26
Request Change of Address .....	27
Business Licenses.....	28
Details .....	29
All Bills.....	30
Payment History .....	30
License Details .....	31
Linked Accounts.....	31
Create New Account .....	31
Account Details.....	37
Business Account Filings .....	38
Add New Business License.....	42
Request Change of Address .....	50
Email Announcements.....	51

General Billing ..... 52

    Manage Bills..... 53

    Bill Detail..... 54

    Request Change of Address ..... 55

Motor Vehicle Taxes ..... 56

    View Bill ..... 56

    Payments..... 57

    Payments/Adjustments ..... 57

    Vehicle Detail..... 58

    Charges and Exemptions ..... 58

    Tax Rates..... 59

Non-Emergency Requests ..... 60

    Email Confirmation..... 65

    Tracking a Request..... 66

    Munis Programs and Tyler Incident Management ..... 67

Other Services..... 68

Parking Tickets..... 70

    Manage Tickets..... 70

    Ticket Details..... 71

    Payments/Adjustments ..... 71

    Request Change of Address ..... 72

Permits and Inspections ..... 73

    Search Results..... 74

    Permits and Inspections ..... 74

    Application Information..... 77

    Viewing Plan Reviews..... 78

    Permit Details..... 78

    Inspection Details ..... 80

    Scheduling Inspections..... 83

    Apply for a Permit ..... 87

    Request Change of Address ..... 94

Personal Property Taxes ..... 95

    View Personal Property Bill ..... 96

    View Payments/Adjustments ..... 96

Property Accounts..... 97

Enter a Tax Filing..... 97

Property Detail ..... 100

Property Values..... 100

All Bills ..... 101

Request Change of Address ..... 101

Real Estate Property Taxes..... 102

View Real Estate Bill..... 103

View Payments/Adjustments ..... 105

Charges, Exemptions, Credits ..... 105

Property Detail ..... 106

Assessment..... 106

Assessment History ..... 107

Tax Rates..... 108

All Bills ..... 108

Tax Liens ..... 109

Request Change of Address ..... 110

Tax Relief..... 111

Utility Bills..... 114

Searches ..... 114

Available Accounts ..... 116

Manage Bills..... 117

Bill Details..... 120

Account Summary ..... 122

Automatic Payments ..... 124

Request Change of Address ..... 128

Service Requests ..... 129

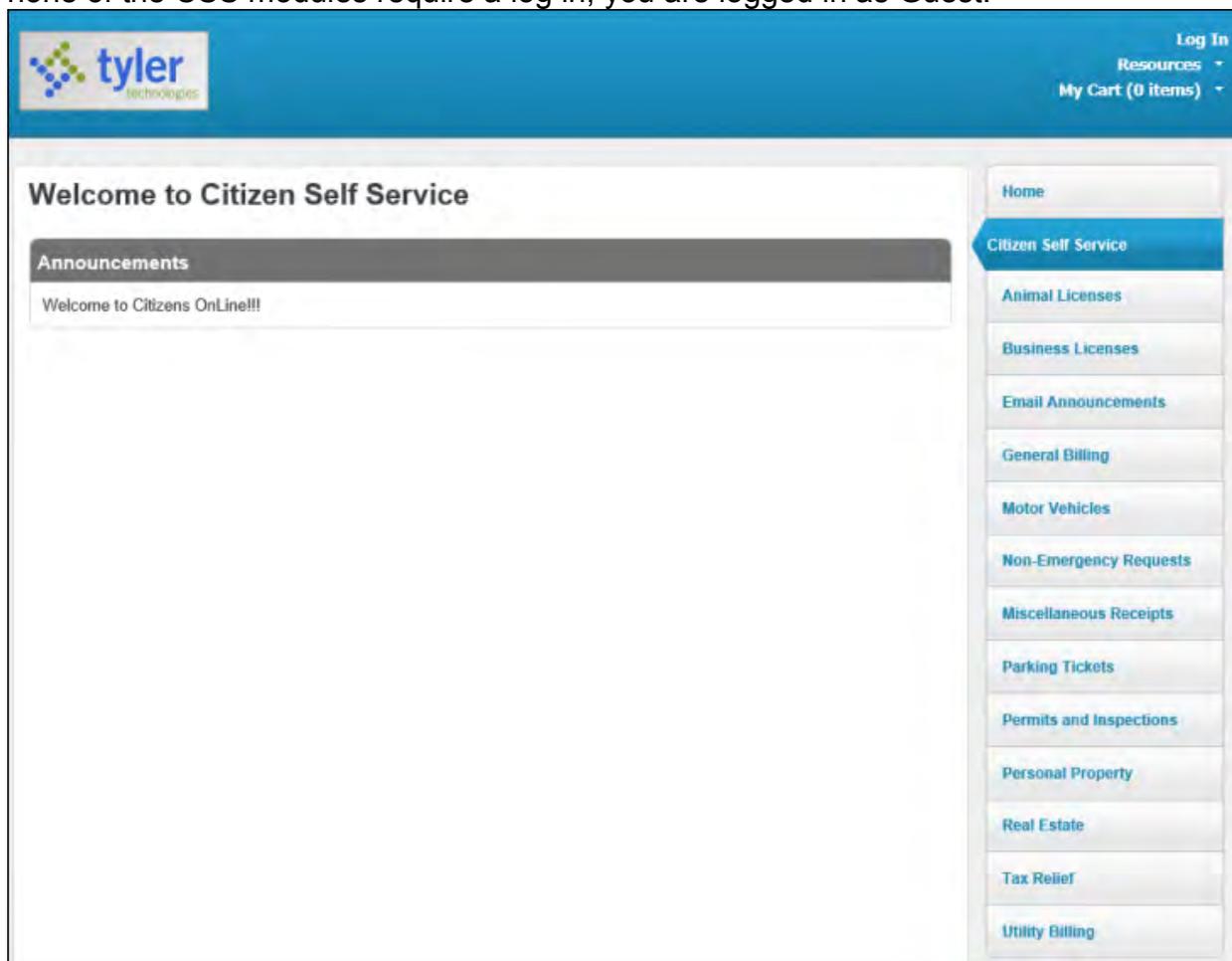
# Citizen Self Service

Citizen Self Service (CSS) provides web-based access to municipal services and information. You have the ability to view or pay various bills and invoices and you can also make nonemergency requests of specific municipal departments.

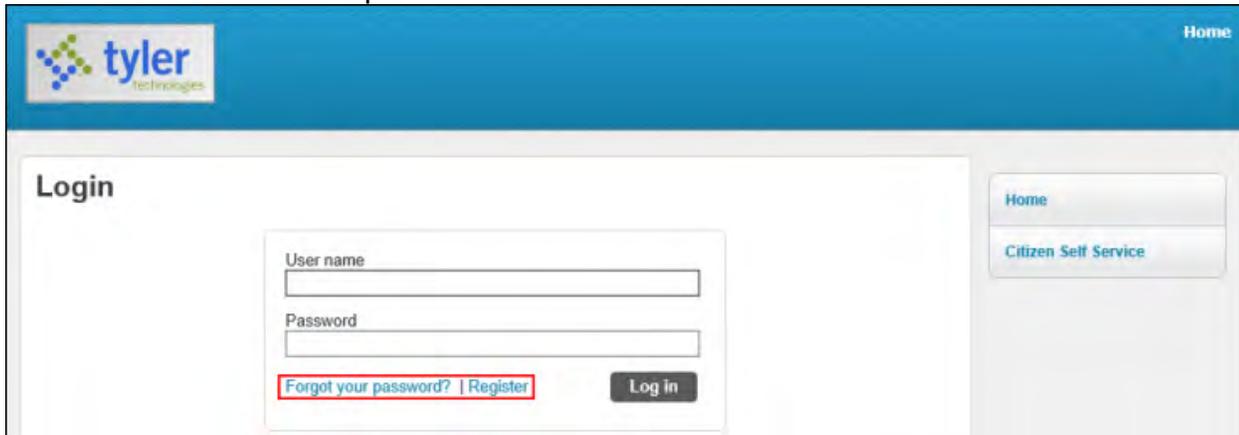
Citizen Self Service is fully integrated with Munis<sup>®</sup> and this guide is intended as a resource for Munis users.

## Citizen Self Service Users

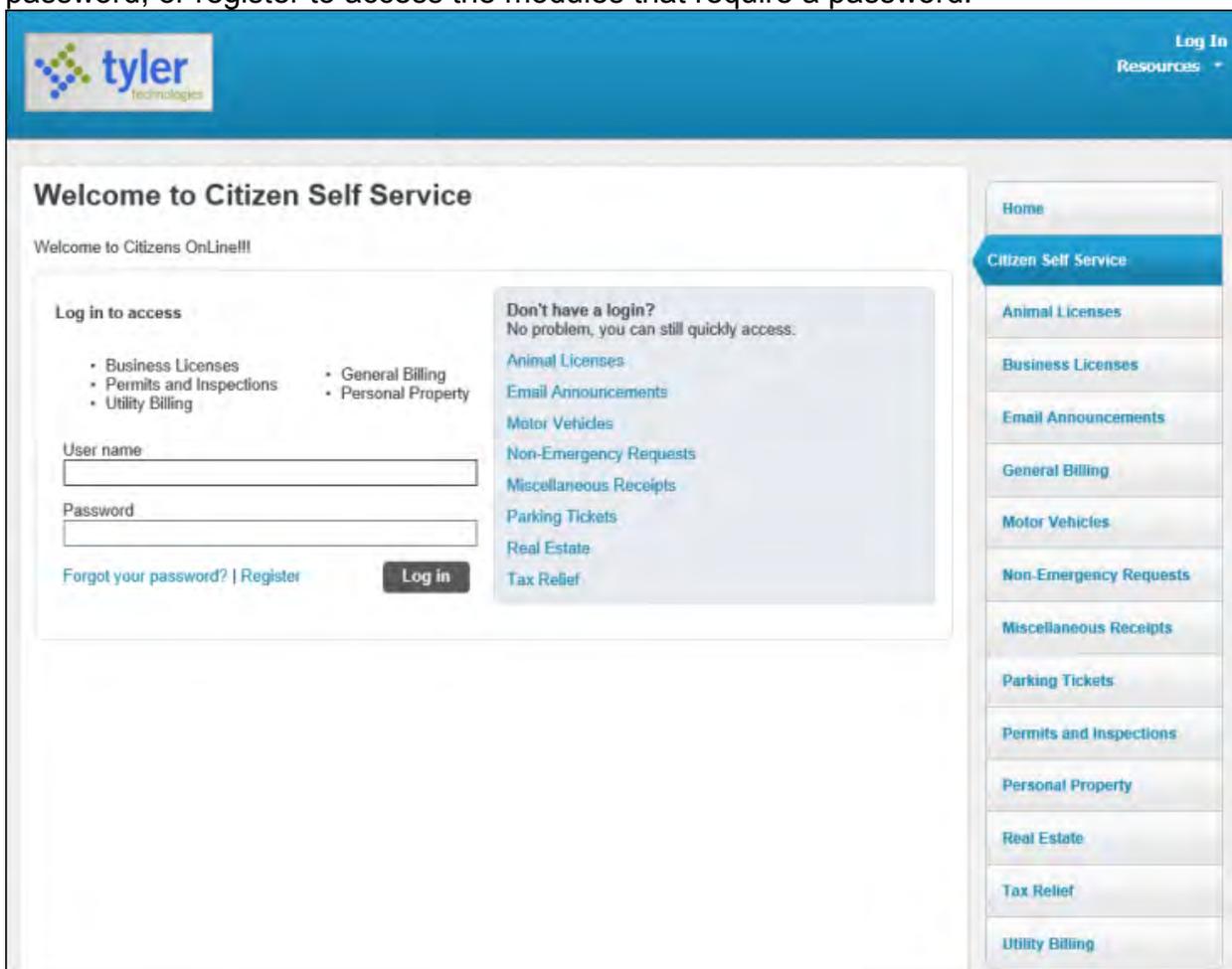
Settings in Munis Self Service Hosting and Citizen Self Service Administration determine which CSS modules you can navigate without an active user name and password. This is due to the public nature of the information contained in CSS and the potential high number of users. If none of the CSS modules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



If all CSS modules require a login, the application prompts you to enter your user name and password. If you are a current user and you forget your password, click **Forgot Your Password** to receive a password reminder by email. If you are a new user, click **Register** to receive a user name and password.

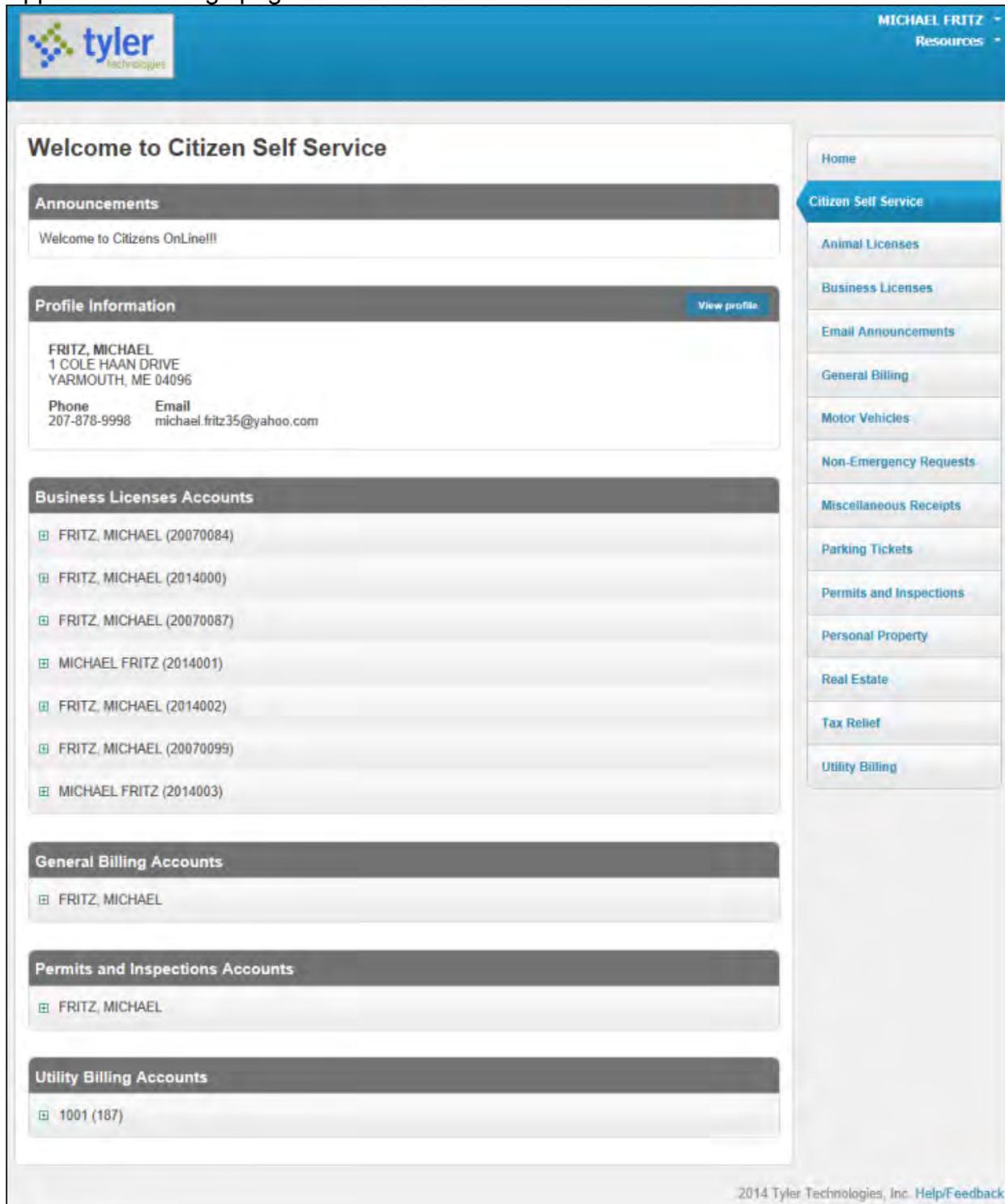


When some modules require a log in and other modules do not, the application presents the Welcome to Citizen Self Service page. You are able to access the modules that do not require a log in, enter your user name and password to access the available modules requiring a password, or register to access the modules that require a password.



## CSS Main Page

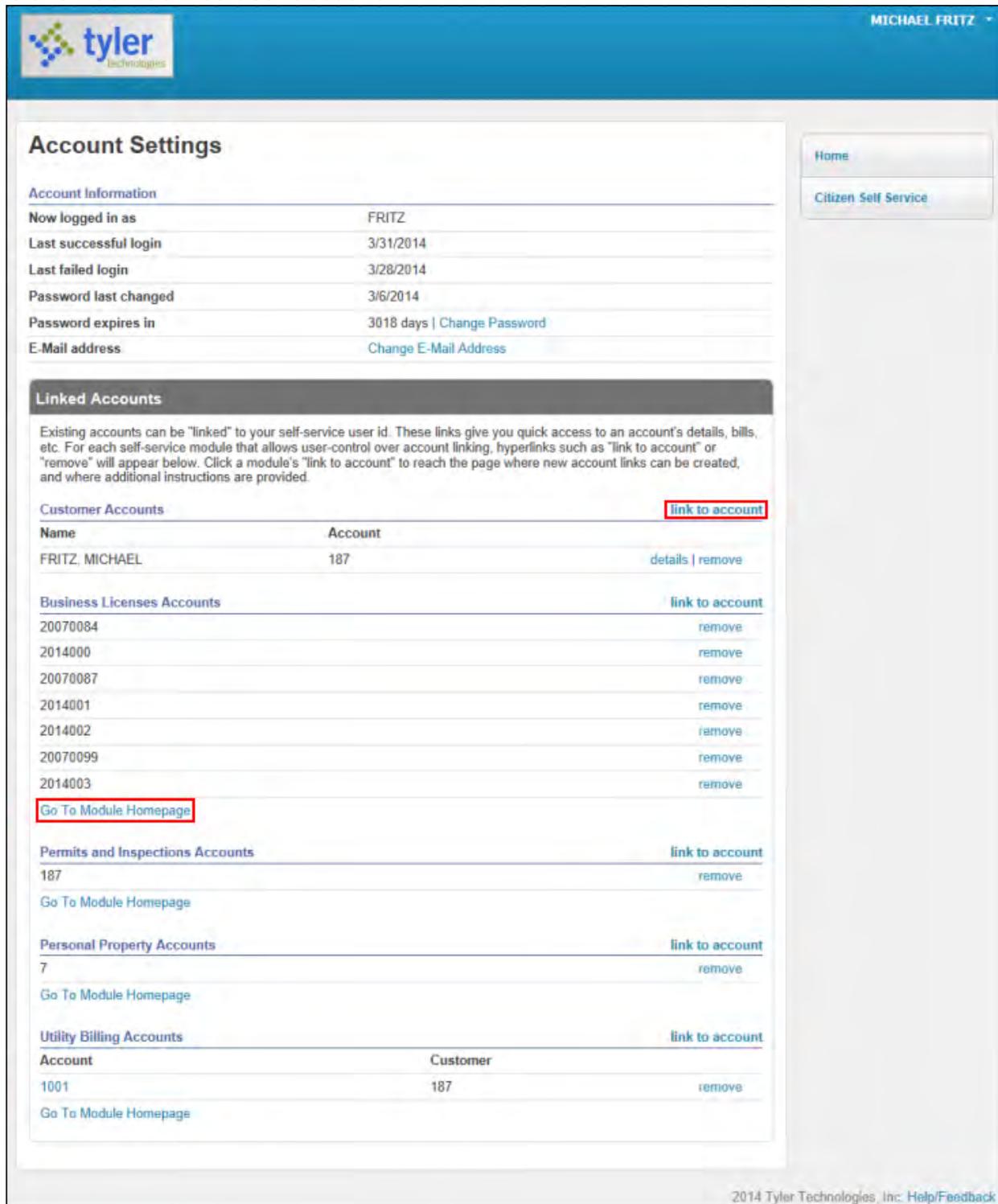
The main page of CSS provides a list of all of the modules available for processing, as well as personal account information and a Resources option that lists any documents or other content that might be useful to you. The content on this page is determined by system administration personnel and is based on the Module Title Display and the Self Registration settings on the Application Settings page in Citizen Administration.



The screenshot displays the 'Welcome to Citizen Self Service' page for user MICHAEL FRITZ. The page features a navigation menu on the right with options like Home, 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, and Utility Billing. The main content area includes sections for Announcements, Profile Information (with a 'View profile' link), Business Licenses Accounts (listing several accounts for FRITZ, MICHAEL and MICHAEL FRITZ), General Billing Accounts, Permits and Inspections Accounts, and Utility Billing Accounts.

## User Name/Account Settings

To access your Account Settings page, click your user name in the upper-right corner. The Account Settings page provides user account information and the modules you can link to your Citizen Self Service user account.



**Account Settings**

Account Information

Now logged in as	FRITZ
Last successful login	3/31/2014
Last failed login	3/28/2014
Password last changed	3/6/2014
Password expires in	3018 days   <a href="#">Change Password</a>
E-Mail address	<a href="#">Change E-Mail Address</a>

**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	<a href="#">details</a>   <a href="#">remove</a>

**Business Licenses Accounts** [link to account](#)

20070084	<a href="#">remove</a>
2014000	<a href="#">remove</a>
20070087	<a href="#">remove</a>
2014001	<a href="#">remove</a>
2014002	<a href="#">remove</a>
20070099	<a href="#">remove</a>
2014003	<a href="#">remove</a>

[Go To Module Homepage](#)

**Permits and Inspections Accounts** [link to account](#)

187	<a href="#">remove</a>
-----	------------------------

[Go To Module Homepage](#)

**Personal Property Accounts** [link to account](#)

7	<a href="#">remove</a>
---	------------------------

[Go To Module Homepage](#)

**Utility Billing Accounts** [link to account](#)

Account	Customer	
1001	187	<a href="#">remove</a>

[Go To Module Homepage](#)

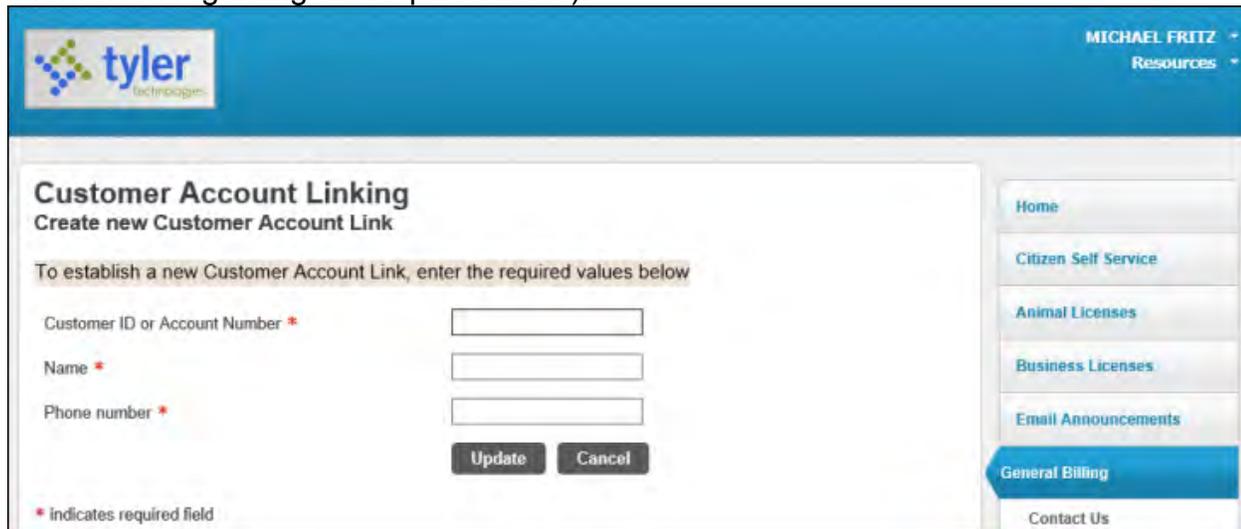
2014 Tyler Technologies, Inc. [Help/Feedback](#)

The Go to Module Homepage option opens the specific module's Search page.

## Linked Accounts

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 login. When you click the plus button, the account information expands to display bills for the account, and in some cases provides an option to pay bills. If account linking is not available for the module, that module does not display.

When you click one of the **Link to Account** options, the application requires entry of specific answers to preset values that are determined by your system administrator through Citizen Administration. Enter the required information and click **Update** to return to the Account Settings page. (Refer to the *Munis Self Service General Administration Guide* for more information regarding the required fields).



The screenshot shows the 'Customer Account Linking' form. At the top left is the Tyler Technologies logo. At the top right, the user's name 'MICHAEL FRITZ' and a 'Resources' link are visible. The main heading is 'Customer Account Linking' with a sub-heading 'Create new Customer Account Link'. Below this, a note states: 'To establish a new Customer Account Link, enter the required values below'. There are three input fields: 'Customer ID or Account Number \*', 'Name \*', and 'Phone number \*'. Below the fields are 'Update' and 'Cancel' buttons. A legend at the bottom left indicates that an asterisk (\*) indicates a required field. On the right side, there is a vertical navigation menu with options: Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing (highlighted in blue), and Contact Us.

Once you have established the customer account link, you can establish the other module-specific links to account data within the Munis database. Details for linked accounts vary according to the account type.

### Business License Accounts

View Bill provides license details. Pay Bill or Add to Cart provide payment options, based on Payment Administration settings.



The screenshot shows a table titled 'Business Licenses Accounts'. The table has a header row with columns: Cycle/Month/Year, Category, Type, and two action buttons: View Bill and Pay Bill. The first row of data shows 'A, 13 2011' for Cycle/Month/Year, 'CCON' for Category, 'TDRY' for Type, and both 'View Bill' and 'Pay Bill' buttons. The second row shows 'A, 1 2012' for Cycle/Month/Year, 'CCON' for Category, 'TDRY' for Type, and a 'View Bill' button.

Cycle/Month/Year	Category	Type	View Bill	Pay Bill
A, 13 2011	CCON	TDRY	View Bill	Pay Bill
A, 1 2012	CCON	TDRY	View Bill	

### General Billing Accounts

Manage Bills displays general billing invoice details.

General Billing Accounts	
FRITZ, MICHAEL	
Customer name	City
FRITZ, MICHAEL	YARMOUTH
<a href="#">Manage Bills</a>	

### Permit and Inspection Accounts

Applications and Inspections provides permit application and inspection details.

Permits and Inspections Accounts	
FRITZ, MICHAEL	
Customer name	City
FRITZ, MICHAEL	YARMOUTH
<a href="#">Applications &amp; Inspections</a>	

### Personal Property Accounts

View Bill provides bill details. Pay Bill or Add to Cart provide payment options, based on Payment Administration settings.

Personal Property Accounts	
FRITZ, MICHAEL (7)	
Tax Year	
2009	<a href="#">View Bill</a>   <a href="#">Pay Bill</a>
2010	<a href="#">View Bill</a>
2011	<a href="#">View Bill</a>   <a href="#">Pay Bill</a>
2013	<a href="#">View Bill</a>   <a href="#">Pay Bill</a>
2013	<a href="#">View Bill</a>   <a href="#">Pay Bill</a>
2013	<a href="#">View Bill</a>   <a href="#">Pay Bill</a>

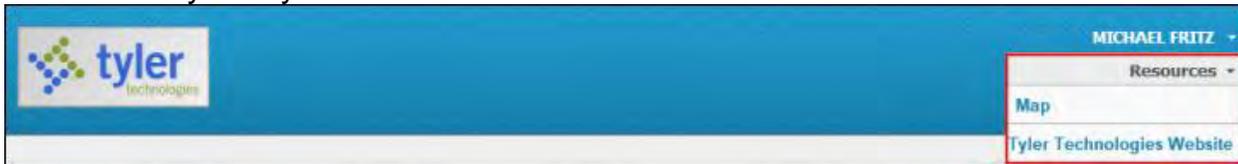
### Utility Billing Accounts

Manage Bills displays 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
<a href="#">Manage Bills</a>				

## Resources

The Resources menu provides access to documents that are uploaded to the web server and links to external web pages. These options display for all users of Citizen Self Service and are maintained by the system administrator.

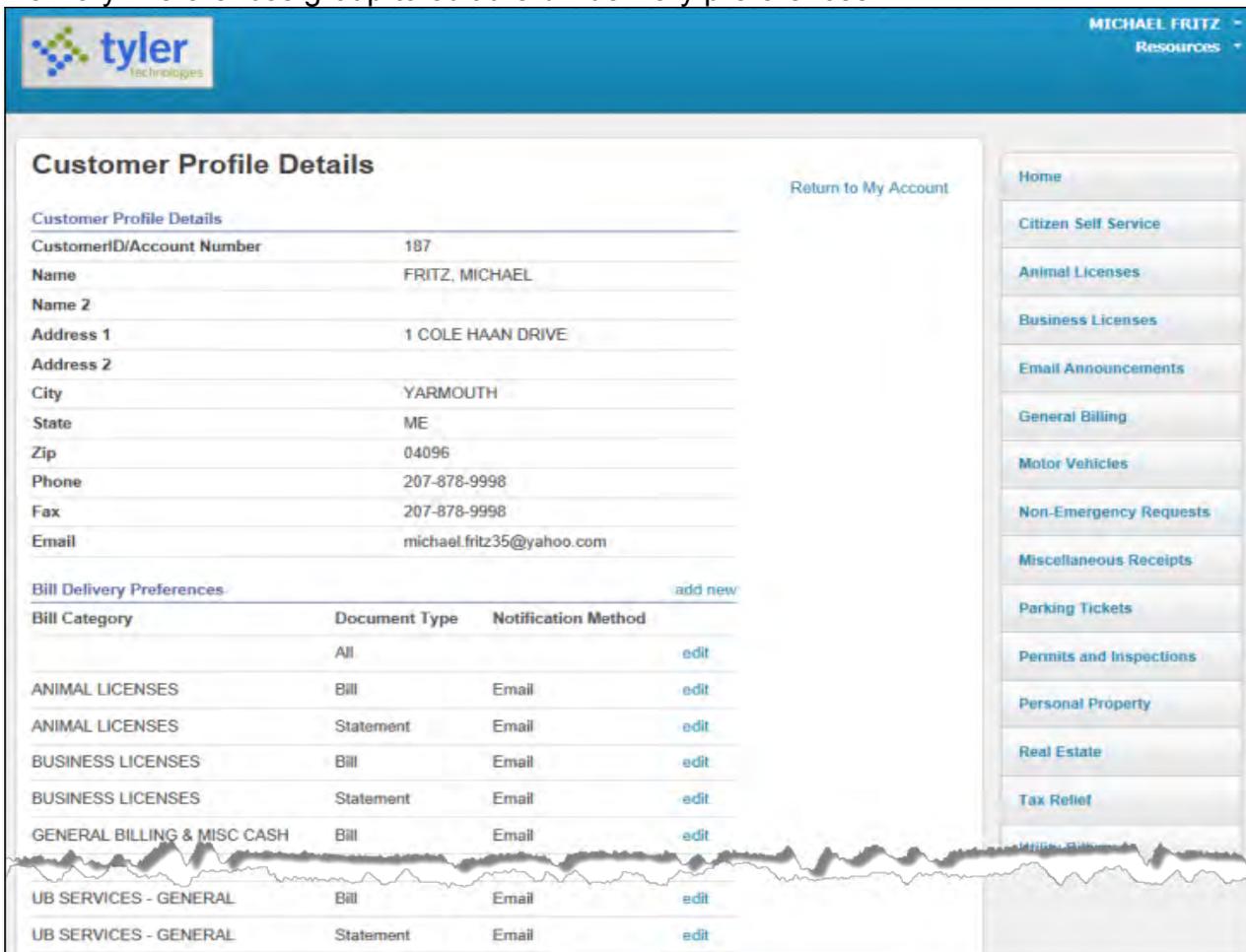


## Announcements

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.

## Profile Information

When you click View Profile, the Customer Profile Details and Bill Delivery Preferences groups are available. The Customer Profile Details group includes account information, such as address, telephone number, and email. Clicking **Return to My Account** returns you to the Account Settings page. On the Customer Profile Details page, click the **Edit** button in the Bill Delivery Preferences group to edit the bill delivery preferences.



**Customer Profile Details**

[Return to My Account](#)

Customer Profile Details

CustomerID/Account Number	187
Name	FRITZ, MICHAEL
Name 2	
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

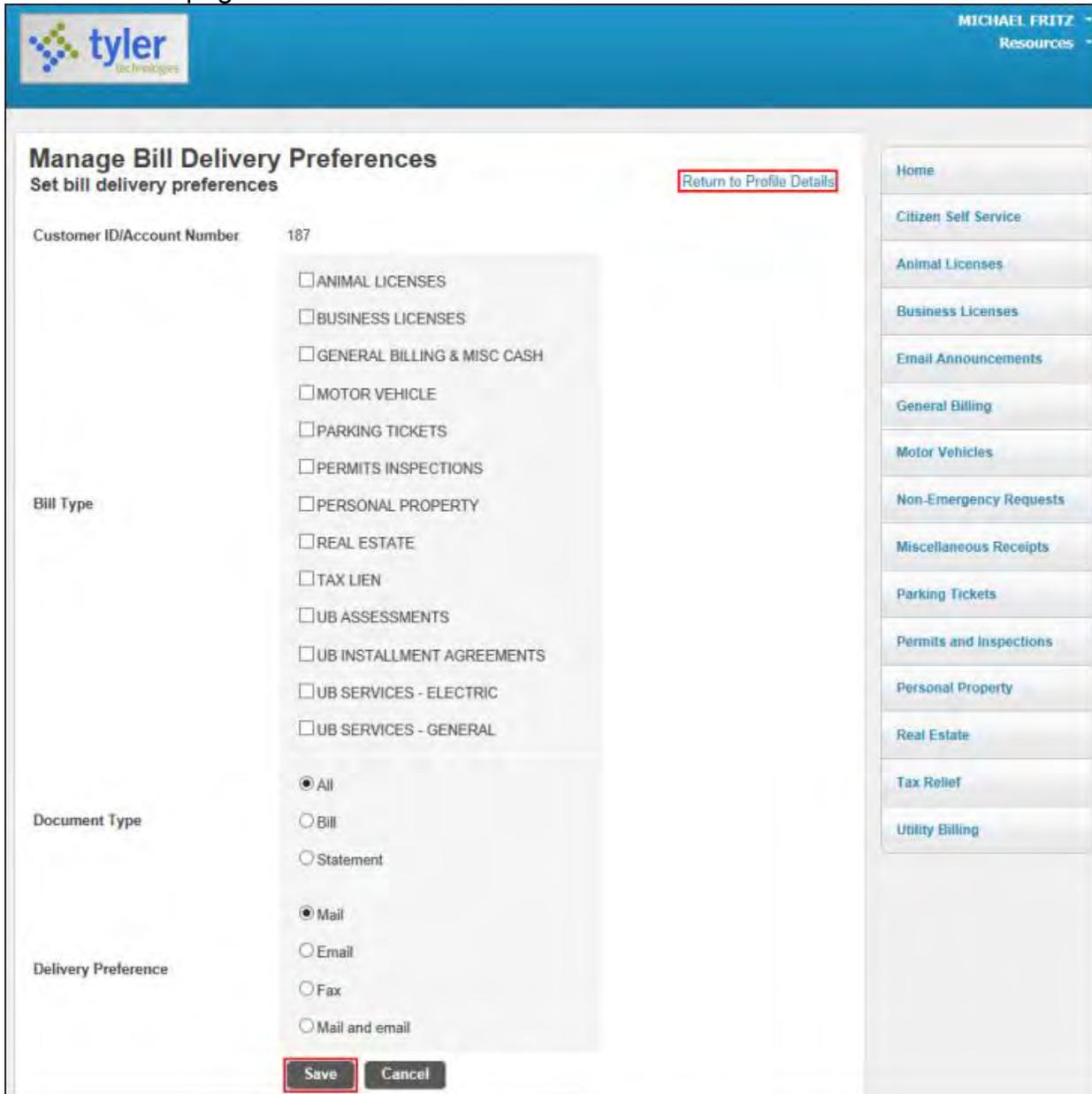
Bill Delivery Preferences [add new](#)

Bill Category	Document Type	Notification Method	
	All		<a href="#">edit</a>
ANIMAL LICENSES	Bill	Email	<a href="#">edit</a>
ANIMAL LICENSES	Statement	Email	<a href="#">edit</a>
BUSINESS LICENSES	Bill	Email	<a href="#">edit</a>
BUSINESS LICENSES	Statement	Email	<a href="#">edit</a>
GENERAL BILLING & MISC CASH	Bill	Email	<a href="#">edit</a>
UB SERVICES - GENERAL	Bill	Email	<a href="#">edit</a>
UB SERVICES - GENERAL	Statement	Email	<a href="#">edit</a>

Home

- 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

Select a check box for a Bill Type and use the options under Document Type and Delivery Preference to indicate how the information is delivered. 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.



**Manage Bill Delivery Preferences**  
Set bill delivery preferences

Customer ID/Account Number: 187

**Bill Type**

- ANIMAL LICENSES
- BUSINESS LICENSES
- GENERAL BILLING & MISC CASH
- MOTOR VEHICLE
- PARKING TICKETS
- PERMITS INSPECTIONS
- PERSONAL PROPERTY
- REAL ESTATE
- TAX LIEN
- UB ASSESSMENTS
- UB INSTALLMENT AGREEMENTS
- UB SERVICES - ELECTRIC
- UB SERVICES - GENERAL

**Document Type**

- All
- Bill
- Statement

**Delivery Preference**

- Mail
- Email
- Fax
- Mail and email

[Return to Profile Details](#)

Navigation Menu:

- Home
- 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

# Citizen Self Service Modules

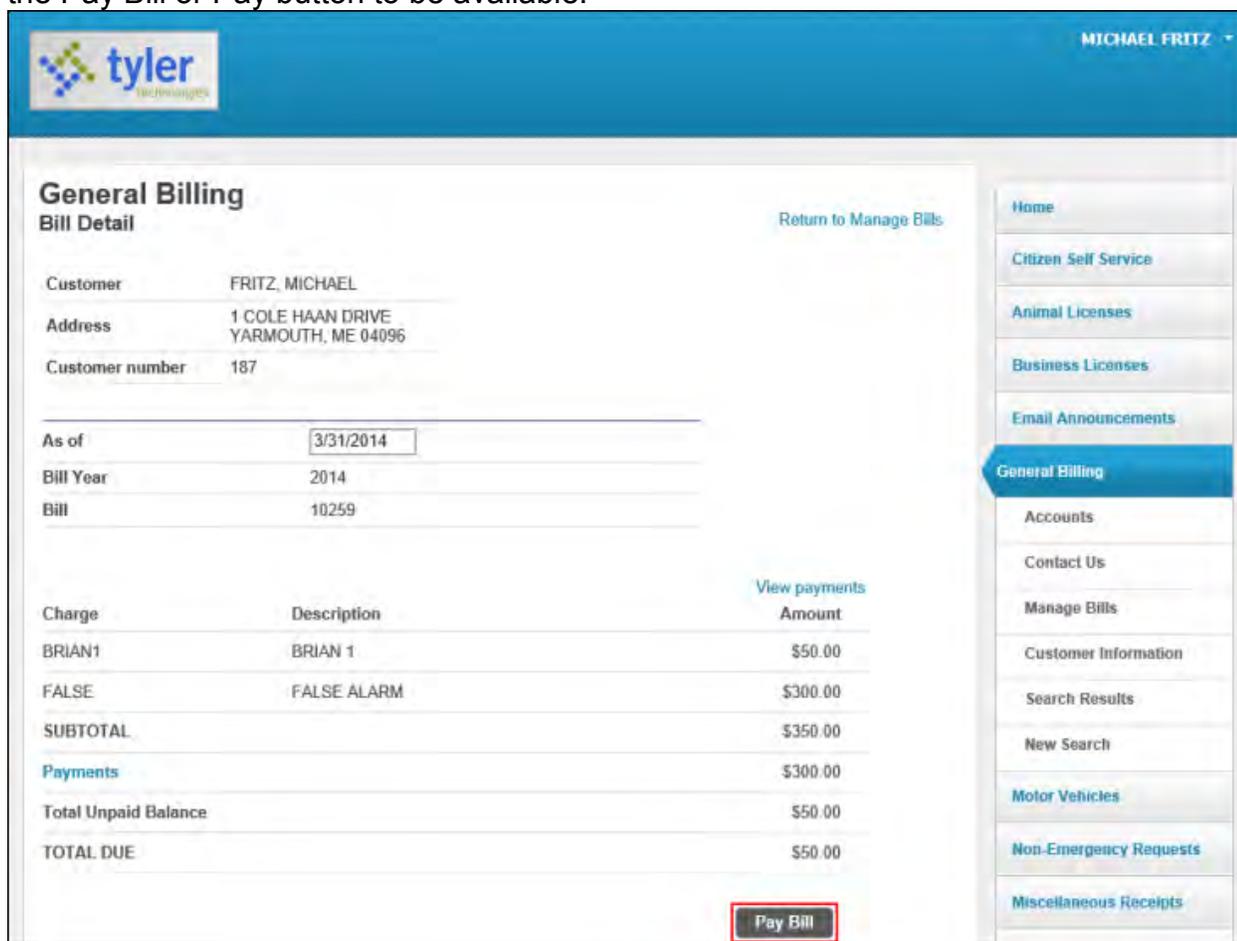
Citizen Self Service modules include detailed information for Animal Licenses, Business Licenses, General Billing invoices, Motor Vehicle bills, Parking Tickets, Permits and Inspections, Real Estate and Personal Property bills, and Utility Billing bills. Using Citizen Self Service, you can view tax relief records, receive email announcements, and submit nonemergency requests.

## 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.

### 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.

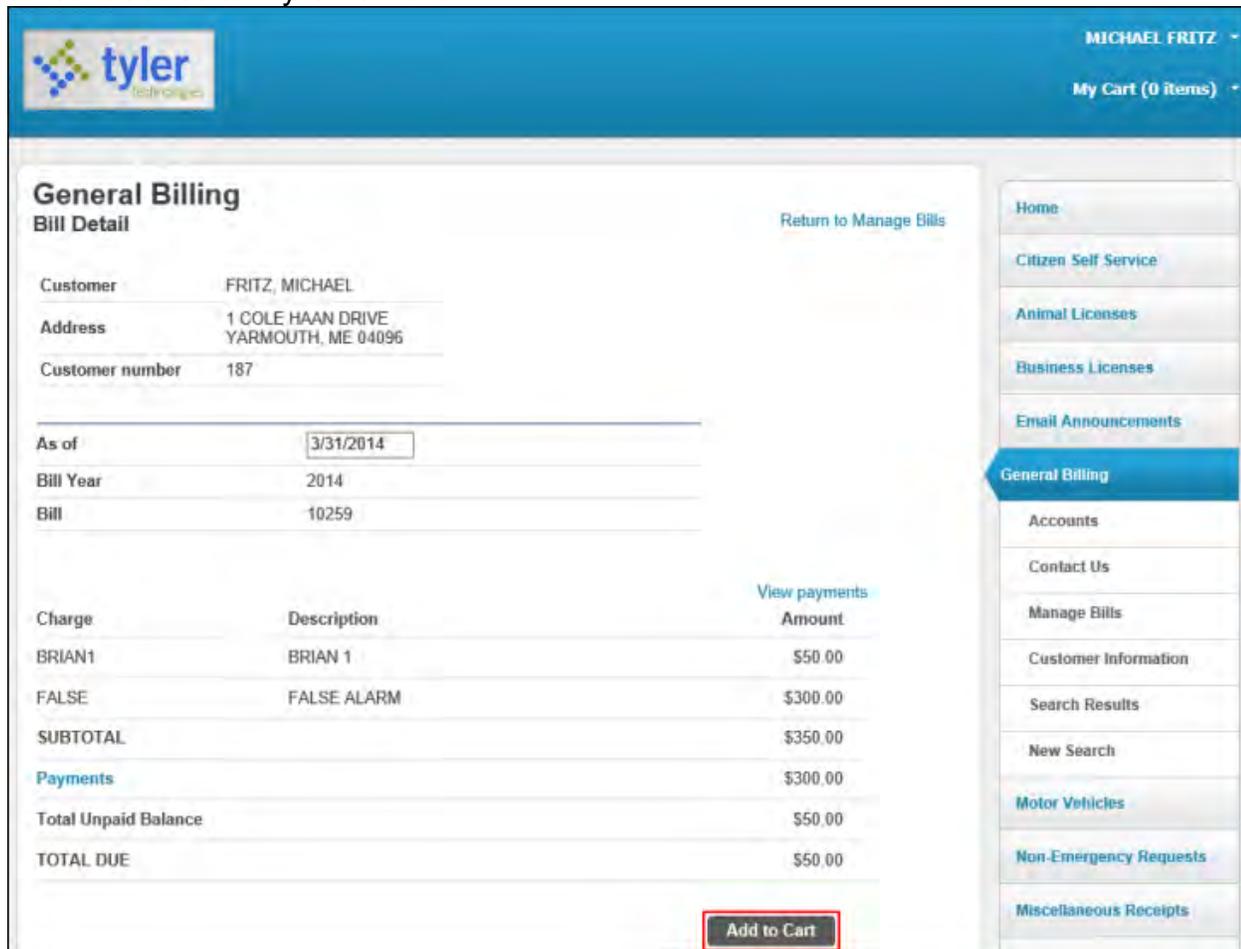


The screenshot shows the Tyler Technologies Citizen Self Service interface. At the top, there is a blue header with the Tyler Technologies logo on the left and the user name 'MICHAEL FRITZ' on the right. Below the header, the main content area is titled 'General Billing' and 'Bill Detail'. It displays customer information for Michael Fritz, including his address and customer number. A table shows bill details for the year 2014, with a bill number of 10259. Below this, a table lists charges: BRIAN1 (\$50.00) and FALSE (FALSE ALARM) (\$300.00). The subtotal is \$350.00, and payments made are \$300.00, leaving a total unpaid balance of \$50.00. The total due is \$50.00. A 'Pay Bill' button is highlighted with a red box at the bottom right of the bill details section. On the right side, there is a vertical navigation menu with options like Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing (selected), Accounts, Contact Us, Manage Bills, Customer Information, Search Results, New Search, Motor Vehicles, Non-Emergency Requests, and Miscellaneous Receipts.

## Shopping Cart

When the Use Shopping Cart for all Bill Types check box is selected on the Shopping Cart Payment Settings Administration 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: 3/31/2014  
Bill Year: 2014  
Bill: 10259

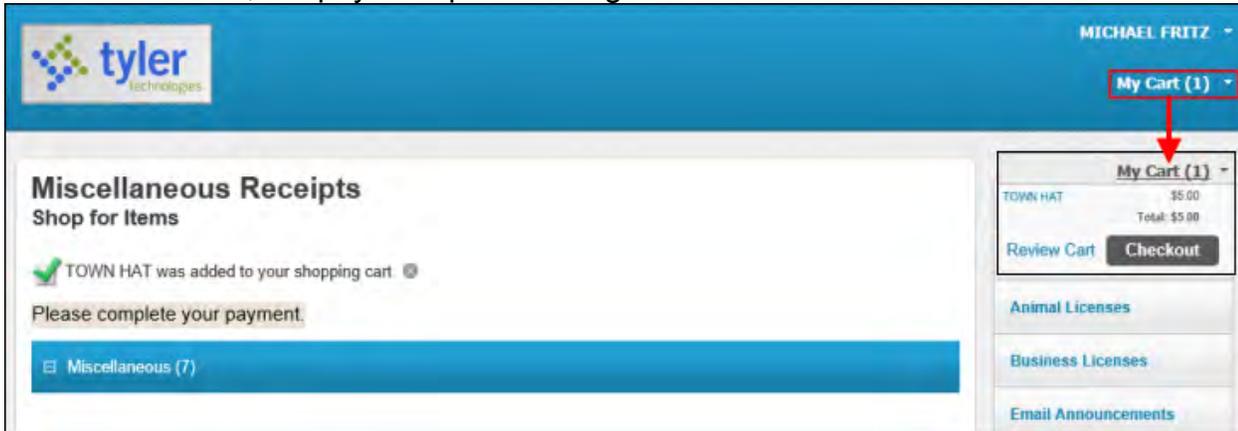
Charge	Description	Amount
BRIAN1	BRIAN 1	\$50.00
FALSE	FALSE ALARM	\$300.00
SUBTOTAL		\$350.00
Payments		\$300.00
Total Unpaid Balance		\$50.00
TOTAL DUE		\$50.00

**Add to Cart**

Navigation menu: Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, **General Billing**, Accounts, Contact Us, Manage Bills, Customer Information, Search Results, New Search, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts

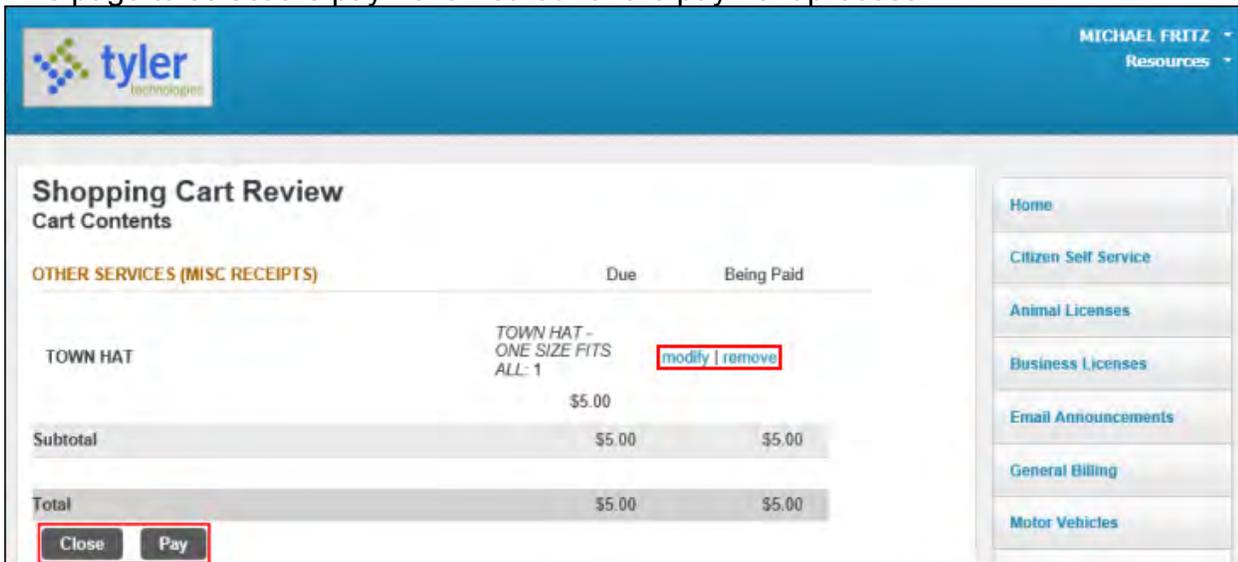
### My Cart

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.



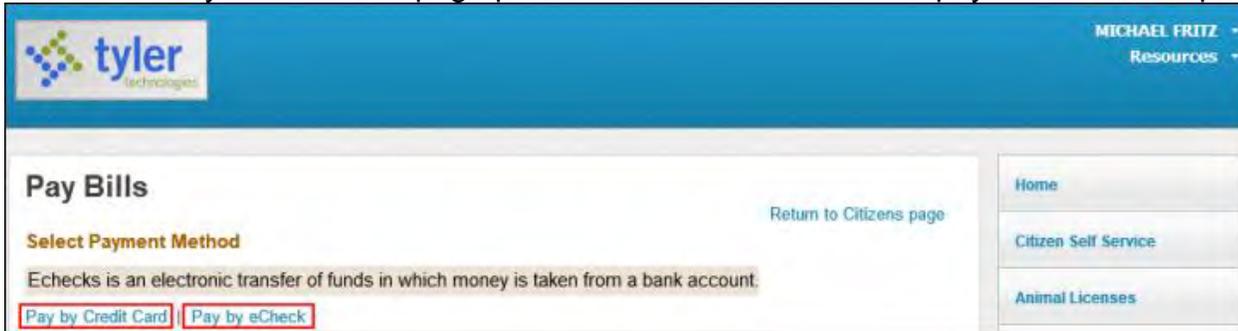
### Shopping Cart Review

When you are using the shopping cart, click an item to add it to the shopping cart, click **Review Cart** to display the Shopping Cart Review page. Here you can modify items in the shopping cart, remove individual items in the shopping cart, or click **Pay** to display the Pay Bills page to select the payment method for the payment process.



## Payment Processing

The Select Payment Method page provides credit card or eCheck payment method options.



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**Pay Bills** Return to Citizens page

**Select Payment Method**

Echecks is an electronic transfer of funds in which money is taken from a bank account.

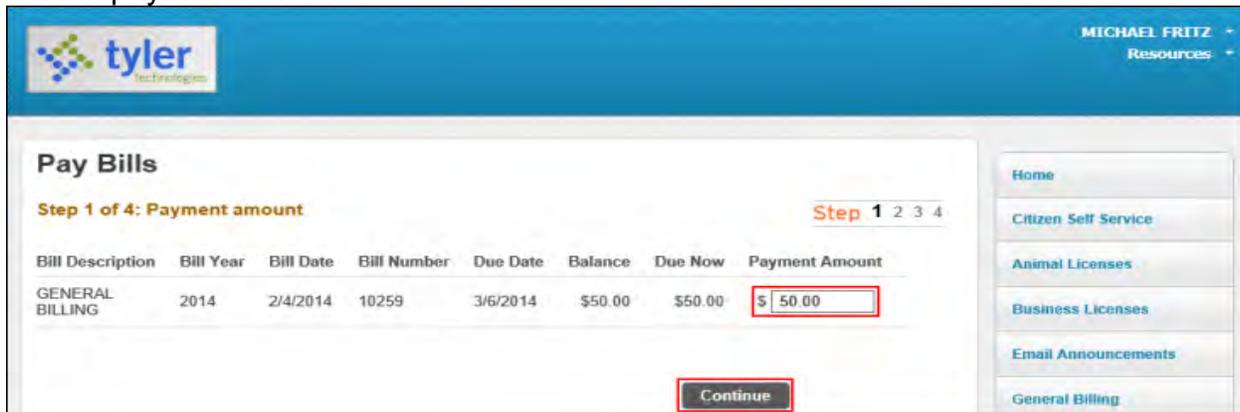
**Pay by Credit Card** **Pay by eCheck**

Home  
Citizen Self Service  
Animal Licenses

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.



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**Pay Bills** Step 1 of 4: Payment amount Step 1 2 3 4

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
GENERAL BILLING	2014	2/4/2014	10259	3/6/2014	\$50.00	\$50.00	\$ 50.00

**Continue**

Home  
Citizen Self Service  
Animal Licenses  
Business Licenses  
Email Announcements  
General Billing

2. Click **Continue** when all payment amounts are correct.
3. 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.



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

Enter the details needed to process this payment.

**Credit card**

Card type: Discover

Card number: 6011123456789101

Card ID (CVV) number: 123 **Where is this?**

Expiration date: 3 / 2016

**Continue**

**MasterCard or Visa**

**American Express**

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

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 as well. Click any of the **Where is This?** options for an image that explains the check number, routing number, and account number.

**Pay Bills**

**Step 2 of 4: Please enter the payment information**

Enter the details needed to process this payment.

**Bank account**

Type of account:  **Where is this?**

Number on check from a check you have not used:  **Where is this?**

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:

**Callout Box:**

Please select:  Checking,  Savings,  Business Checking,  Business Savings

Tom Waits  
123 Main Street  
Any Town, USA, 95055  
Date: 2/13/14  
Pay to the Order of: J S  
Dollar \$  
Memo:   
ABA/Routing Number: 2134 123456789  
Account Number: 123456789  
Check Number: 2134

Legend:  ABA/Routing Number,  Account Number,  Check Number

- Enter the billing address.  
The Billing Address page adds billing information, such as 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**

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 \*:

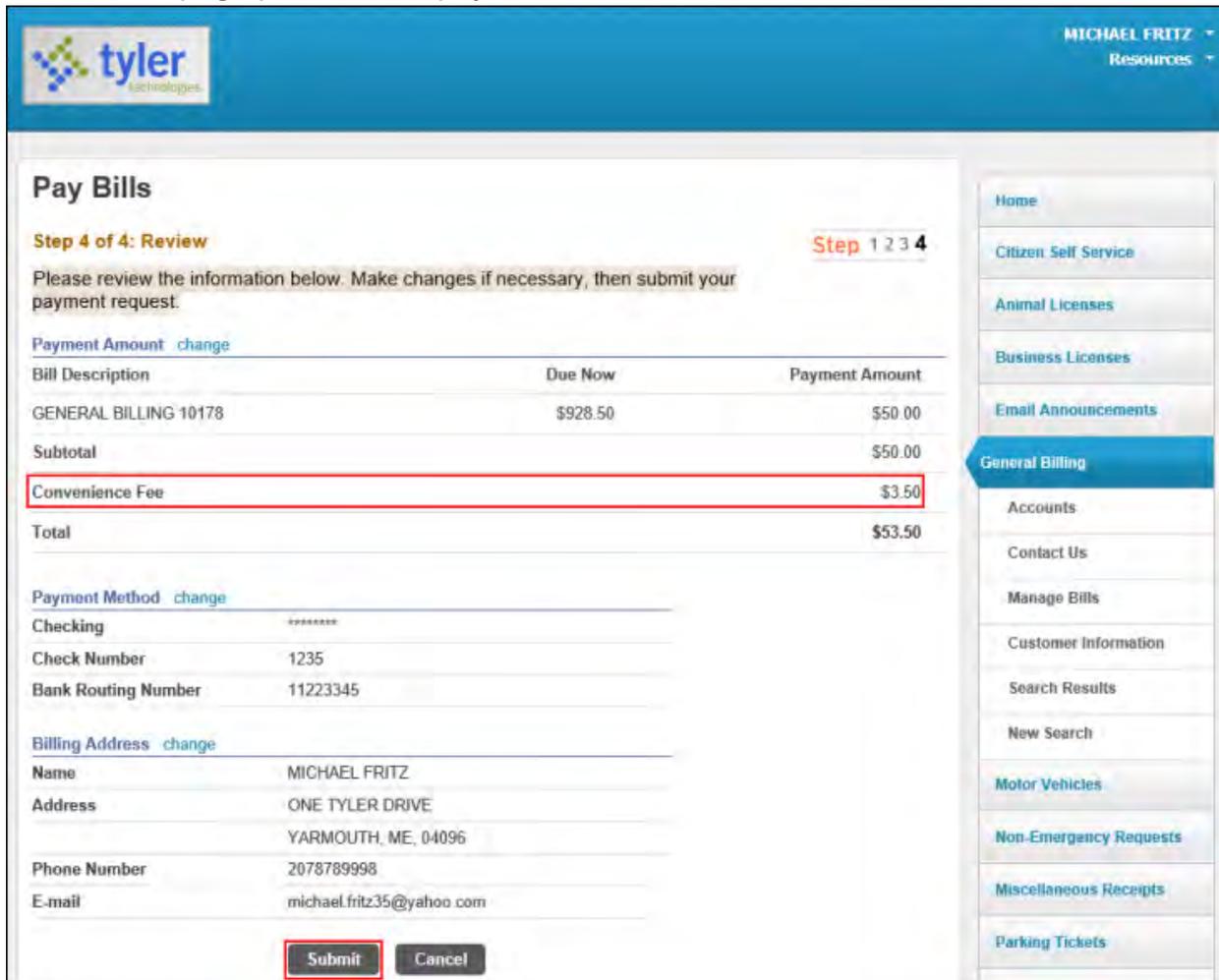
E-Mail for your e-mail confirmation:

Remember these values

to review your payment

\* indicates required field

- Click **Continue**.  
The Review page provides the payment information.



**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 10178	\$928.50	\$50.00
Subtotal		\$50.00
Convenience Fee		\$3.50
Total		\$53.50

[Payment Method change](#)

Checking \*\*\*\*\*

Check Number 1235

Bank Routing Number 11223345

[Billing Address change](#)

Name MICHAEL FRITZ

Address ONE TYLER DRIVE  
YARMOUTH, ME, 04096

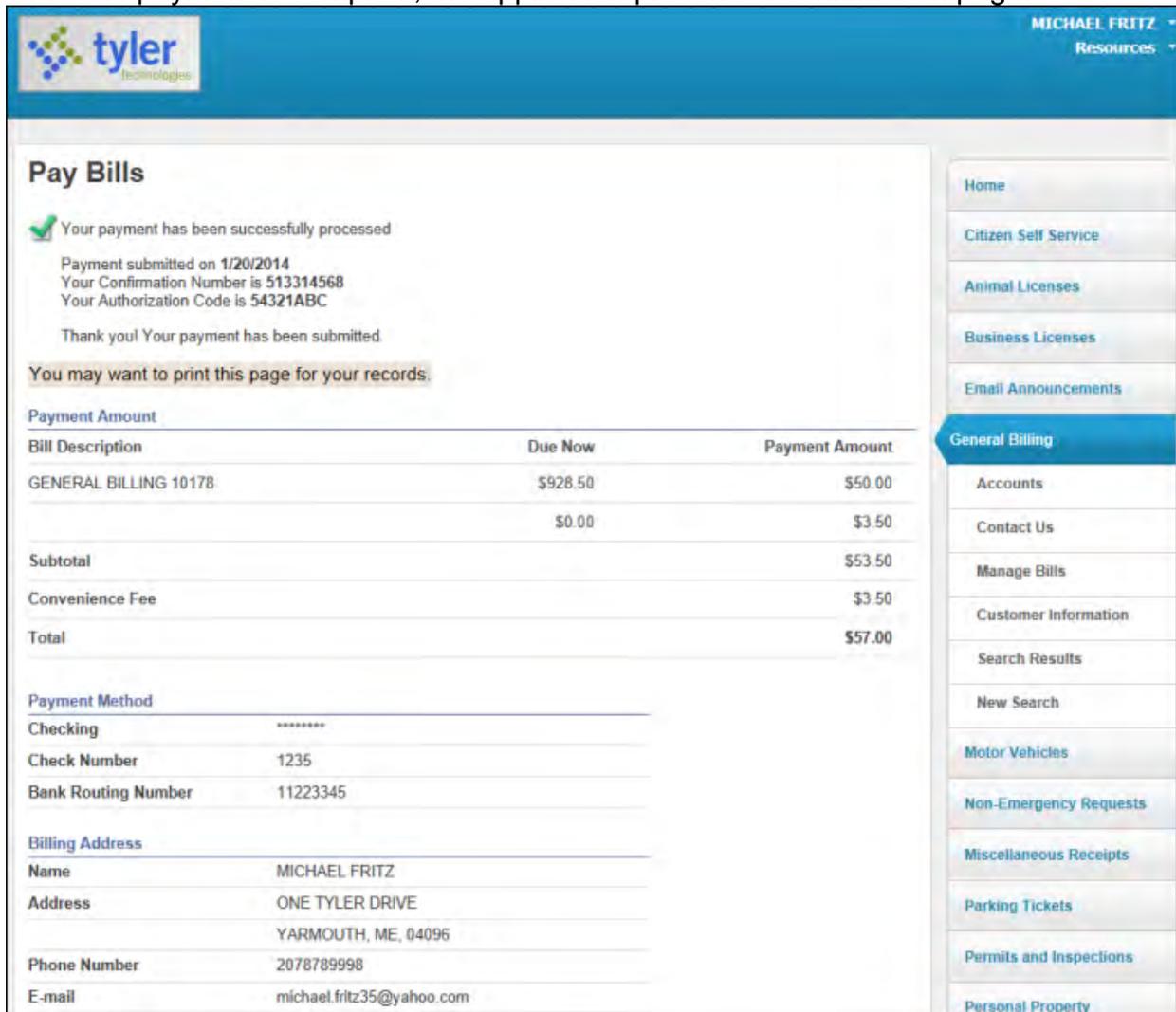
Phone Number 2078789998

E-mail michael.fritz35@yahoo.com

Submit Cancel

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.

6. Click **Submit** to process the record; click **Cancel** to end the payment transaction. Once the payment is complete, the application presents a confirmation page.



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### Pay Bills

✔ Your payment has been successfully processed

Payment submitted on 1/20/2014  
 Your Confirmation Number is 513314568  
 Your Authorization Code is 54321ABC

Thank you! Your payment has been submitted.

You may want to print this page for your records.

Bill Description	Due Now	Payment Amount
GENERAL BILLING 10178	\$928.50	\$50.00
	\$0.00	\$3.50
<b>Subtotal</b>		<b>\$53.50</b>
Convenience Fee		\$3.50
<b>Total</b>		<b>\$57.00</b>

**Payment Method**

Checking	*****
Check Number	1235
Bank Routing Number	11223345

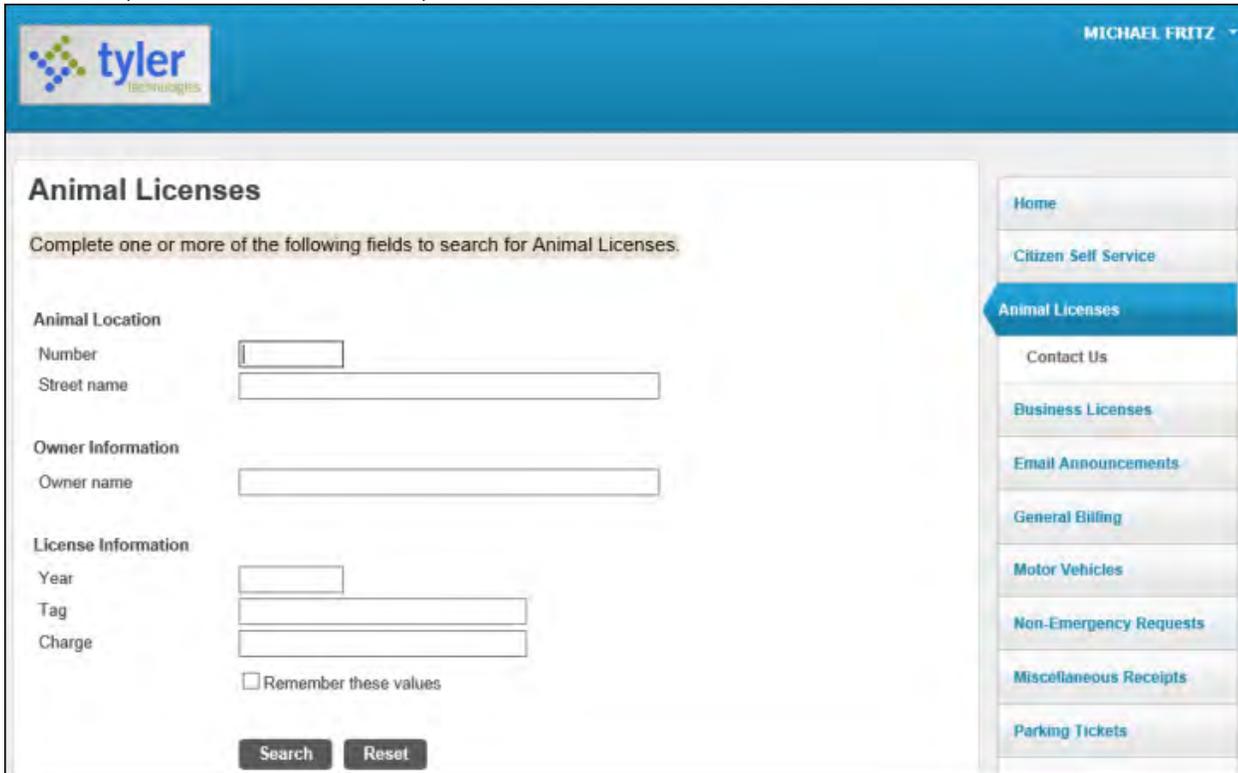
**Billing Address**

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

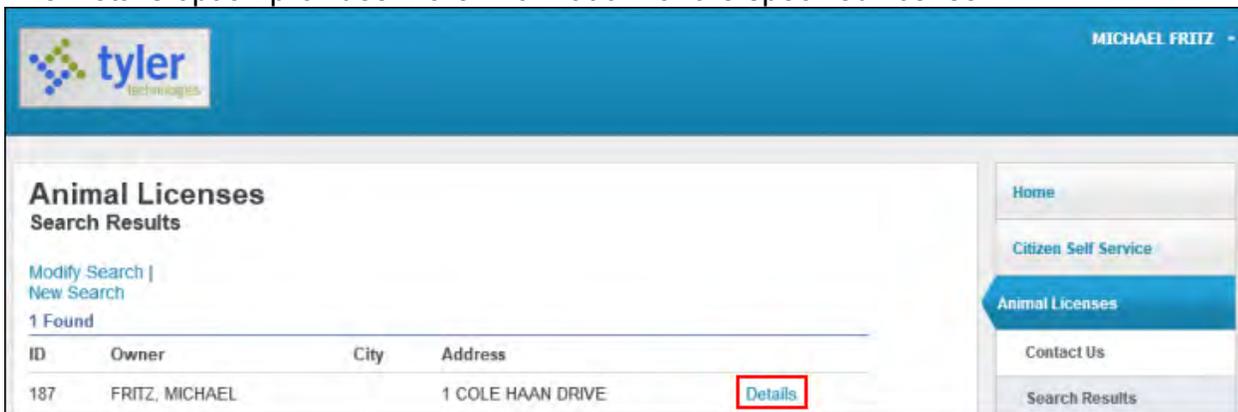
- Home
- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing**
  - Accounts
  - Contact Us
  - Manage Bills
  - Customer Information
  - Search Results
  - New Search
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property

## 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.

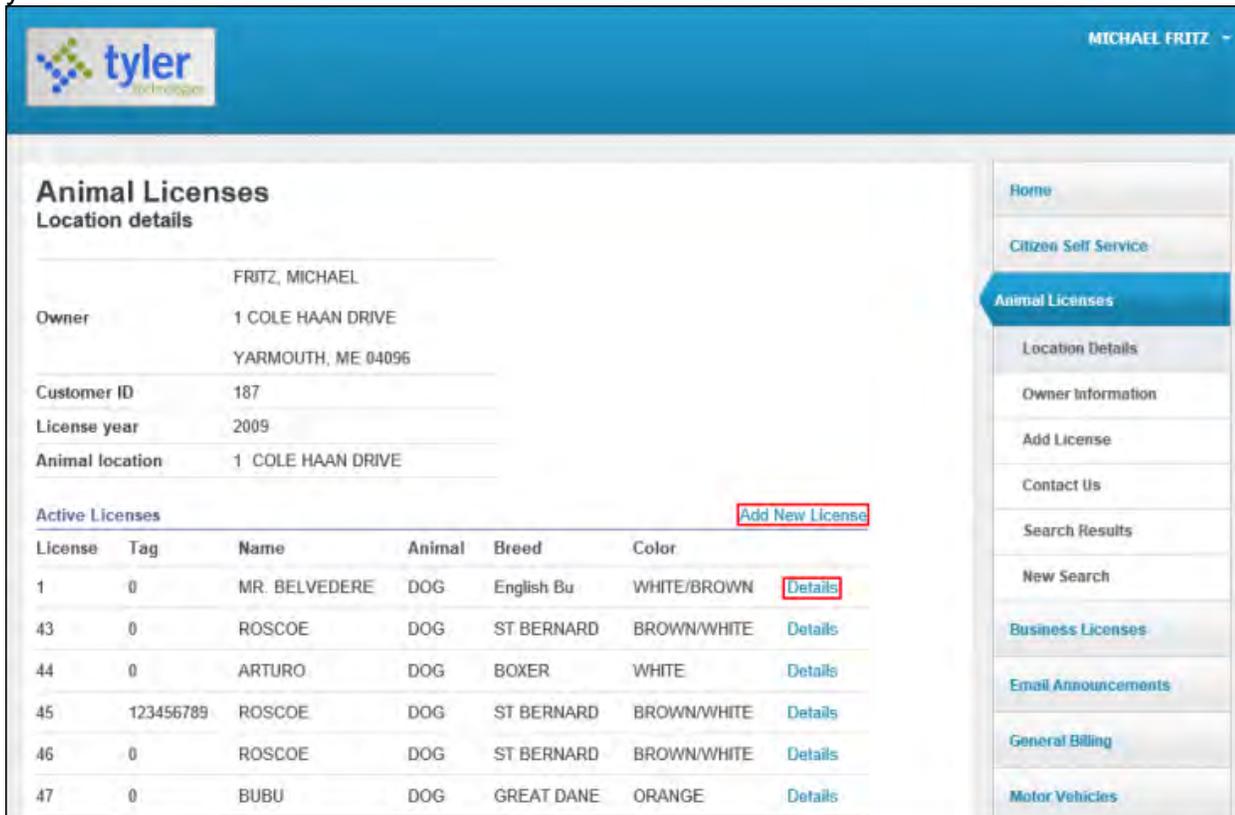


The Details option provides more information for the specified license.



ID	Owner	City	Address
187	FRITZ, MICHAEL		1 COLE HAAN DRIVE <a href="#">Details</a>

The Location Details page provides a list of all of the animal licenses for that location. The Details option displays information for a specific license. The Add New License option allows you to add additional animal licenses to the account.



The screenshot shows the Tyler Technologies interface for 'Animal Licenses' under 'Location details'. The user is identified as MICHAEL FRITZ. The page displays owner information, license details, and a table of active licenses. A red box highlights the 'Add New License' button and the 'Details' link for the first license entry.

**Animal Licenses**  
Location details

FRITZ, MICHAEL

Owner: 1 COLE HAAN DRIVE  
YARMOUTH, ME 04096

Customer ID: 187  
License year: 2009  
Animal location: 1 COLE HAAN DRIVE

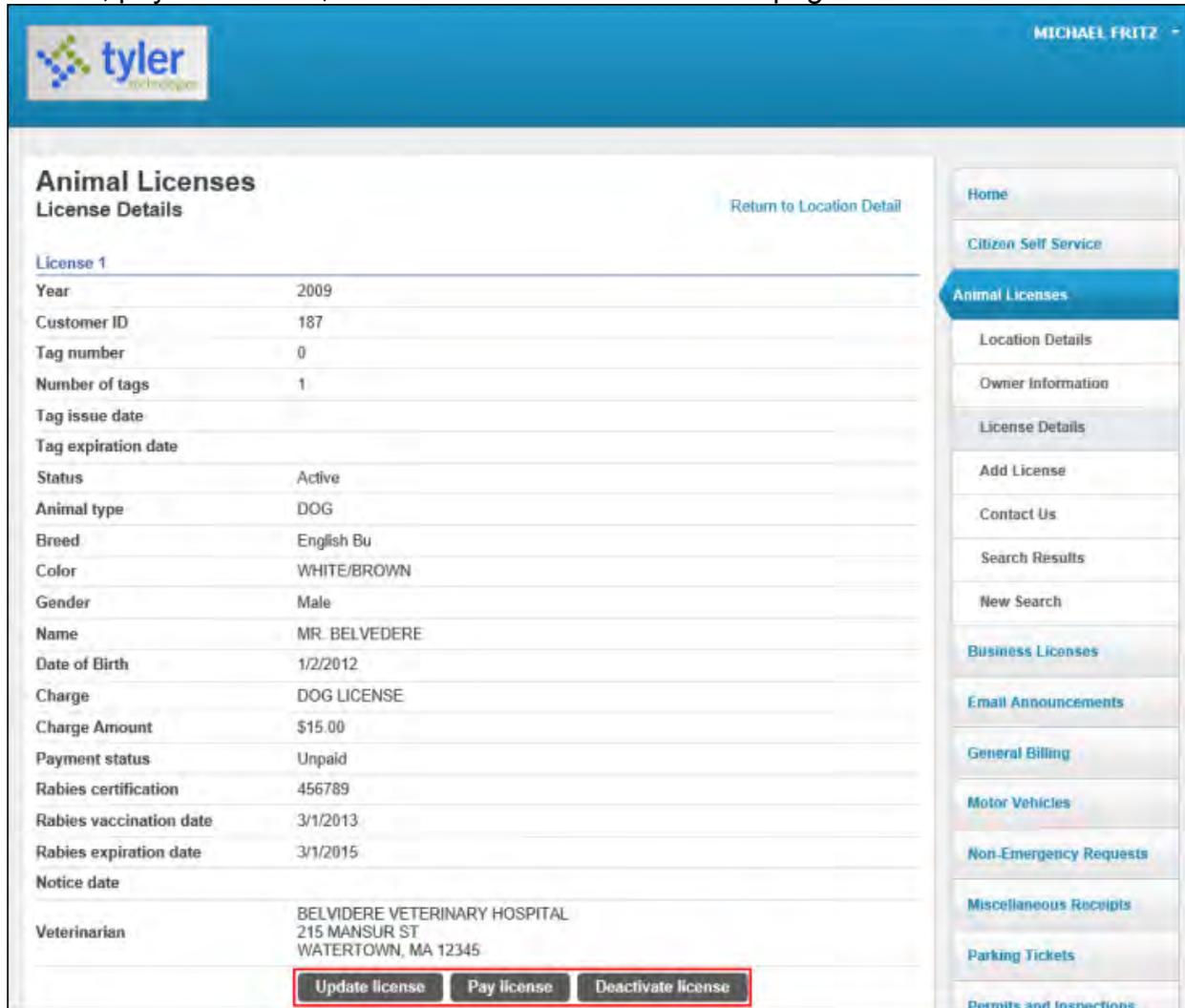
Active Licenses [Add New License](#)

License	Tag	Name	Animal	Breed	Color	
1	0	MR. BELVEDERE	DOG	English Bu	WHITE/BROWN	<a href="#">Details</a>
43	0	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	<a href="#">Details</a>
44	0	ARTURO	DOG	BOXER	WHITE	<a href="#">Details</a>
45	123456789	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	<a href="#">Details</a>
46	0	ROSCOE	DOG	ST BERNARD	BROWN/WHITE	<a href="#">Details</a>
47	0	BUBU	DOG	GREAT DANE	ORANGE	<a href="#">Details</a>

Navigation menu: Home, 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

## Animal License Detail

The License Details page provides information for a specific license, including issue and expiration dates, and veterinarian information. Buttons are available for you to update the license, pay the license, or deactivate the license on this page.



**tyler technologies** MICHAEL FRITZ

### Animal Licenses

License Details [Return to Location Detail](#)

License 1

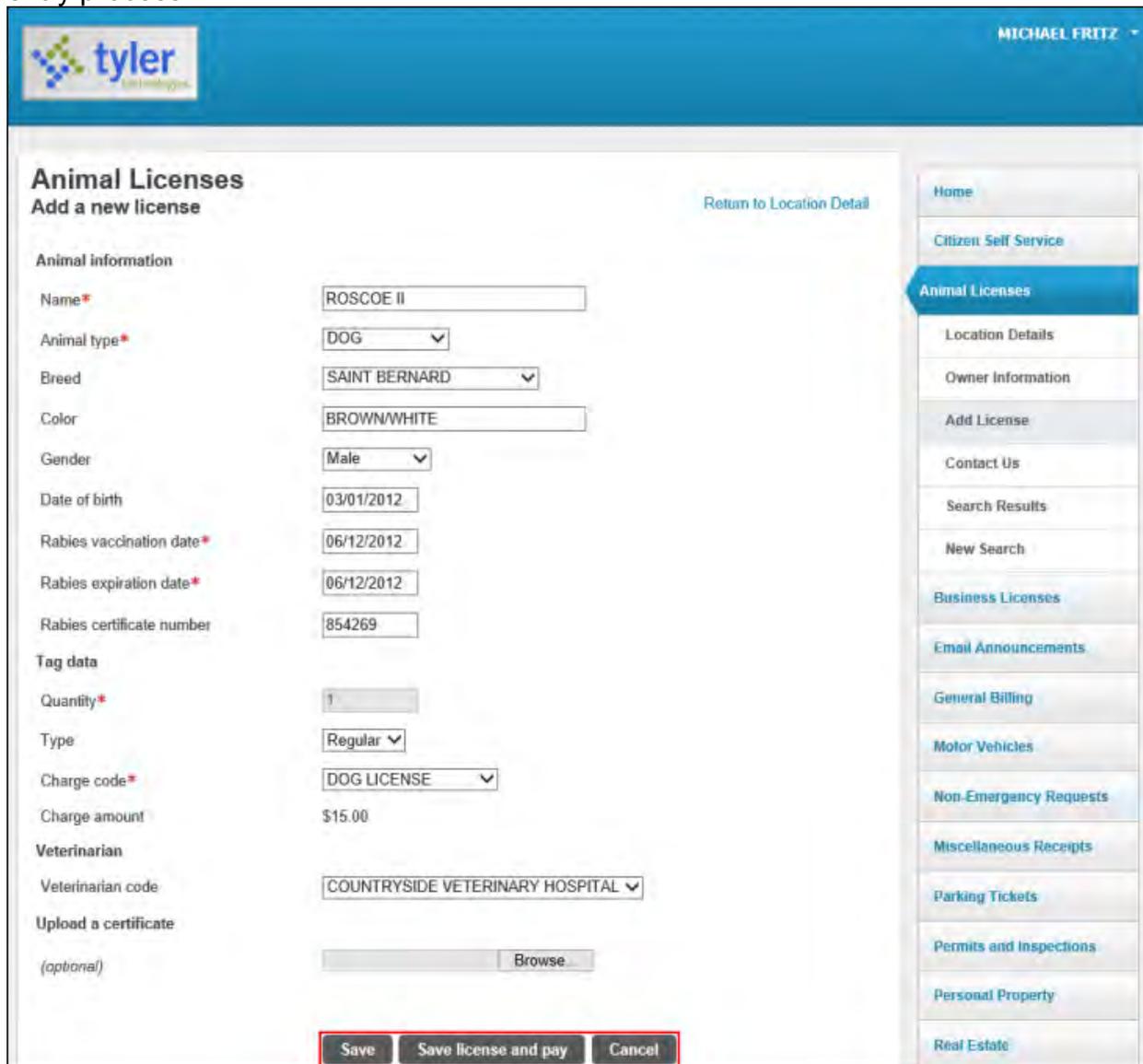
Year	2009
Customer ID	187
Tag number	0
Number of tags	1
Tag issue date	
Tag expiration date	
Status	Active
Animal type	DOG
Breed	English Bu
Color	WHITE/BROWN
Gender	Male
Name	MR. BELVEDERE
Date of Birth	1/2/2012
Charge	DOG LICENSE
Charge Amount	\$15.00
Payment status	Unpaid
Rabies certification	456789
Rabies vaccination date	3/1/2013
Rabies expiration date	3/1/2015
Notice date	
Veterinarian	BELVIDERE VETERINARY HOSPITAL 215 MANSUR ST WATERTOWN, MA 12345

[Update license](#) [Pay license](#) [Deactivate license](#)

- Home
- 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

## 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 expiration dates, and tag information. Add the license and pay later by clicking **Save**, or add the license and pay now by clicking **Save License and Pay** or **Save and Add License to Cart**. Click **Cancel** to discontinue the entry process.



**Animal Licenses**  
Add a new license

[Return to Location Detail](#)

**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 \$15.00

**Veterinarian**

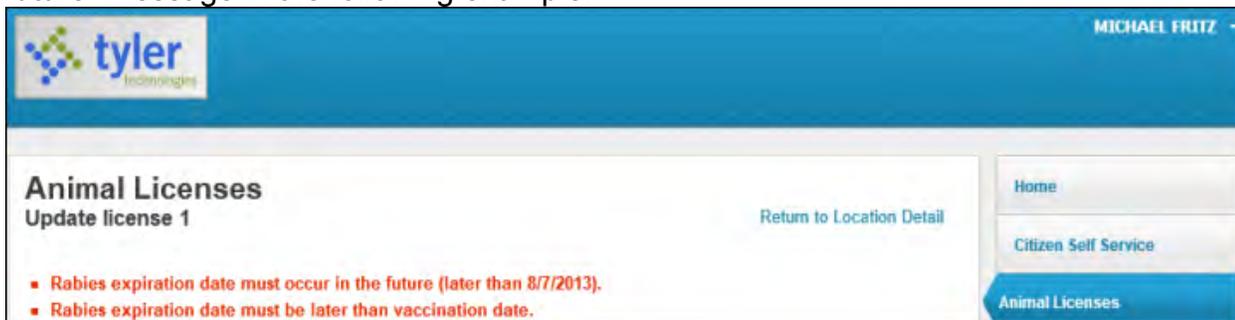
Veterinarian code

**Upload a certificate**  
(optional)

**Navigation:** Home, 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

**User:** MICHAEL FRITZ

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 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 in the following example:



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 and issues the “Rabies expiration date must be later than the vaccination date” message as shown in the example above. The rabies vaccination date must fall on or be prior 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. The Browse button allows you to search for the file.

**Upload a certificate**

(optional)

## 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.


MICHAEL FRITZ

### Animal Licenses

Update license 2 [Return to Location Detail](#)

**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 \$15.00

**Veterinarian**

Veterinarian code

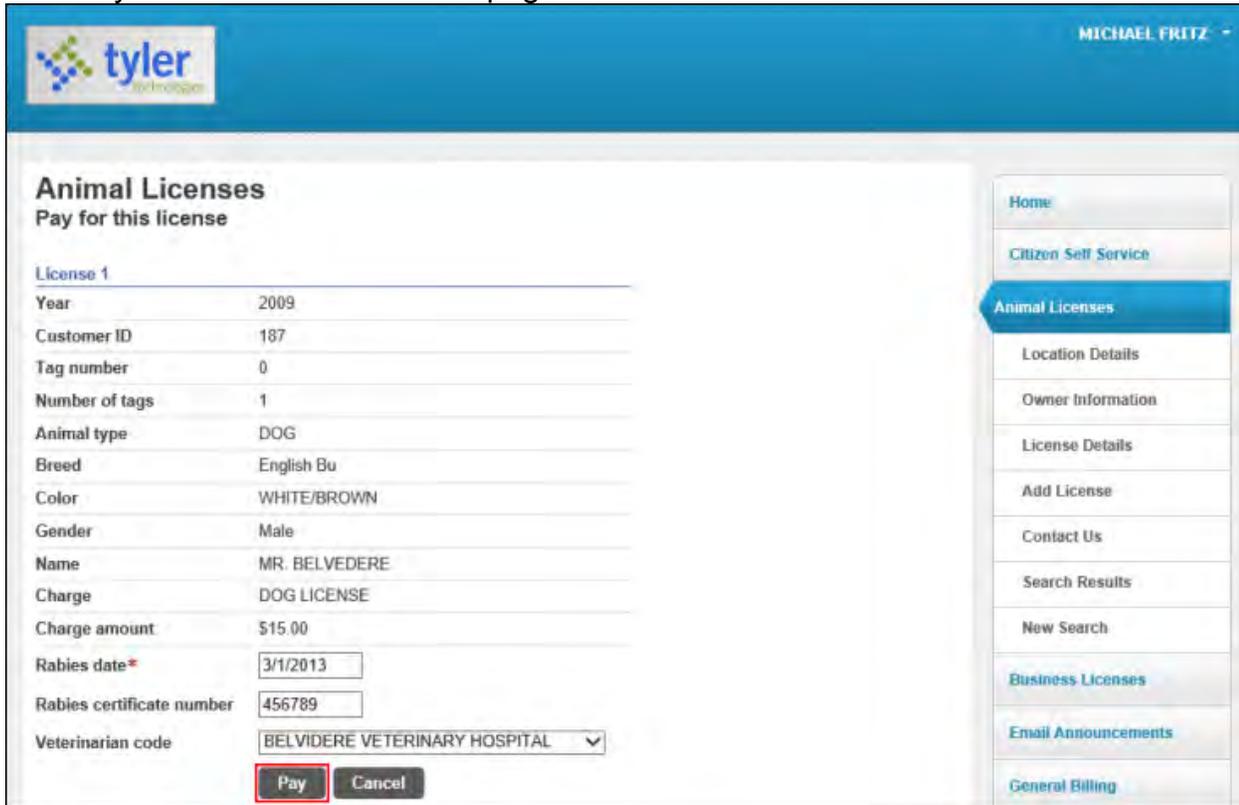
**Upload a certificate**

*(optional)*

- [Home](#)
- [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](#)
- [Personal Property](#)

## Pay License

The Pay button on the Pay License page is used to make a payment. The Cancel button returns you to the License Details page.



**Animal Licenses**  
Pay for this license

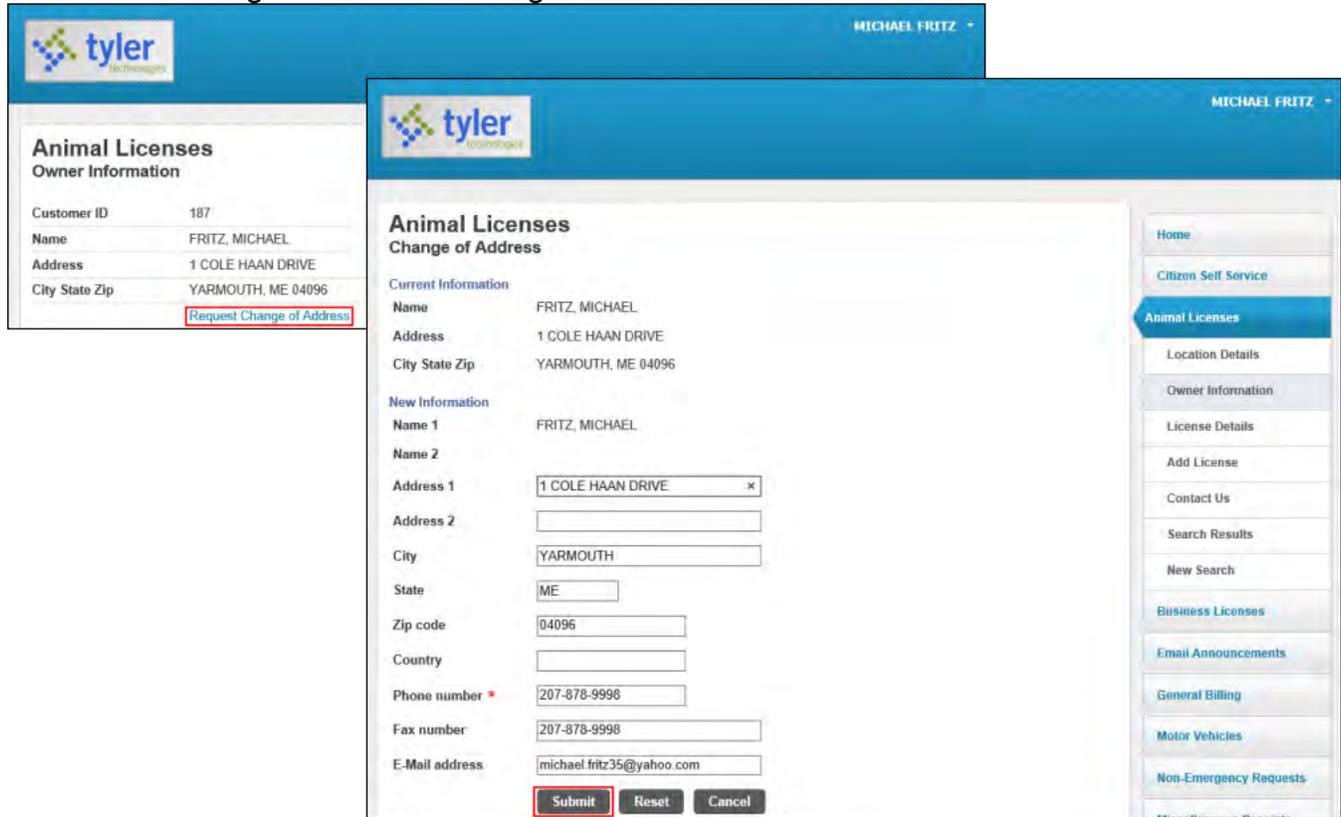
License 1

Year	2009
Customer ID	187
Tag number	0
Number of tags	1
Animal type	DOG
Breed	English Bu
Color	WHITE/BROWN
Gender	Male
Name	MR. BELVEDERE
Charge	DOG LICENSE
Charge amount	\$15.00
Rabies date*	<input type="text" value="3/1/2013"/>
Rabies certificate number	<input type="text" value="456789"/>
Veterinarian code	<input type="text" value="BELVIDERE VETERINARY HOSPITAL"/>

Home  
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

## Request Change of Address

Request Change of Address updates customer details for an account. This option is available if the Allow Change of Address setting is enabled in Citizen Administration.



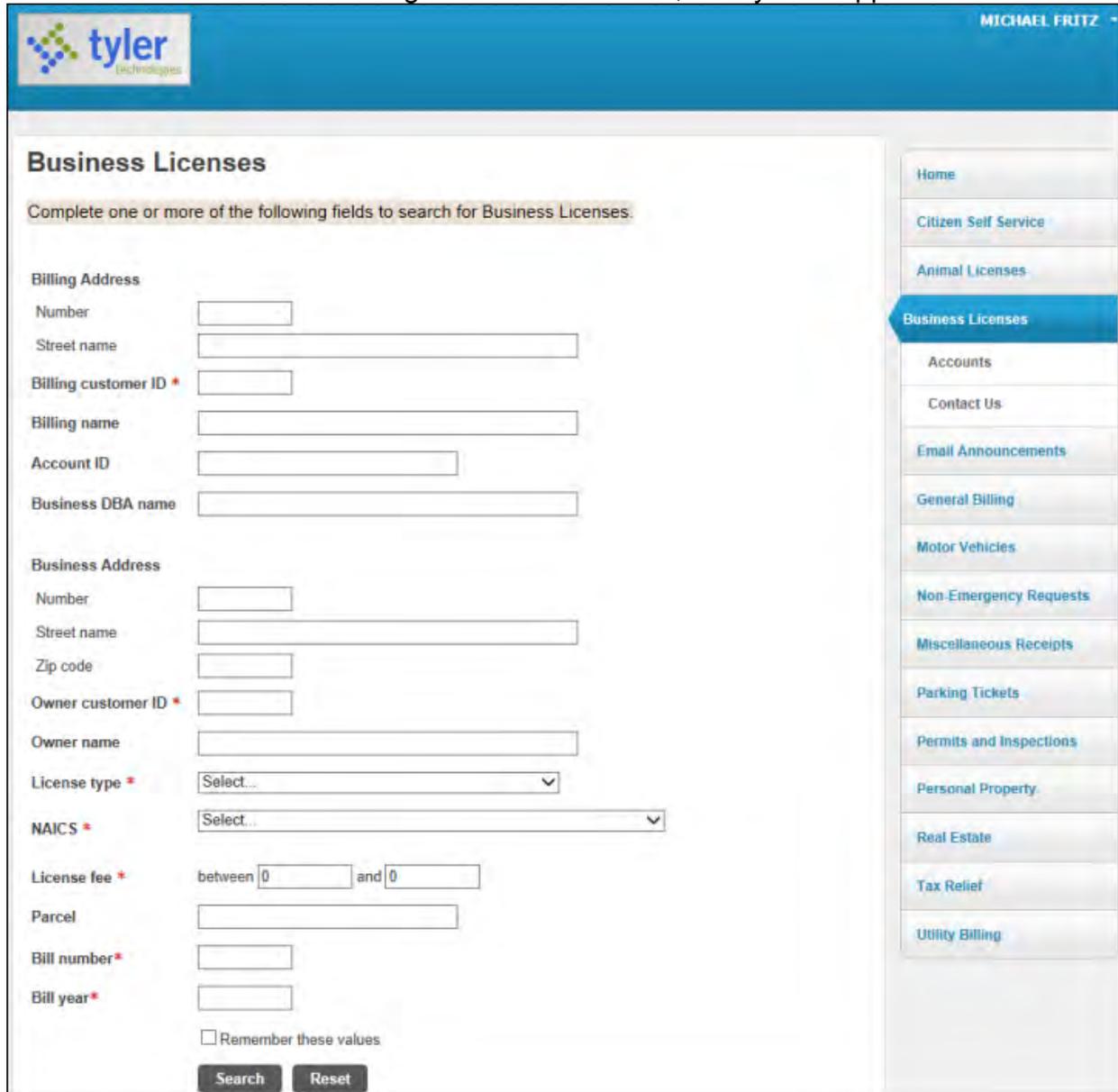
The screenshot shows two overlapping windows from the Tyler Technologies web application. The top window displays the 'Animal Licenses' page with a sidebar menu on the right containing options like Home, Citizen Self Service, Animal Licenses, Location Details, Owner Information, License Details, Add License, Contact Us, Search Results, New Search, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, and Miscellaneous Records. The 'Animal Licenses' section is active, showing 'Owner Information' with fields for Customer ID (187), Name (FRITZ, MICHAEL), Address (1 COLE HAAN DRIVE), and City State Zip (YARMOUTH, ME 04096). A red box highlights the 'Request Change of Address' link.

The bottom window shows the 'Animal Licenses Change of Address' form. It is divided into 'Current Information' and 'New Information' sections. The 'Current Information' section contains fields for Name (FRITZ, MICHAEL), Address (1 COLE HAAN DRIVE), and City State Zip (YARMOUTH, ME 04096). The 'New Information' section contains fields for Name 1 (FRITZ, MICHAEL), Name 2, Address 1 (1 COLE HAAN DRIVE), Address 2, City (YARMOUTH), State (ME), Zip code (04096), Country, Phone number (207-878-9998), Fax number (207-878-9998), and E-Mail address (michael.fritz35@yahoo.com). A red box highlights the 'Submit' button at the bottom of the form.

Once you click **Owner Information** and then click **Request Change of Address**, the page makes fields available for you to update the address and contact information. If the Confidential check box in Munis Customers is selected for your customer record, the Citizen Self Service modules do not allow you to change customer addresses.

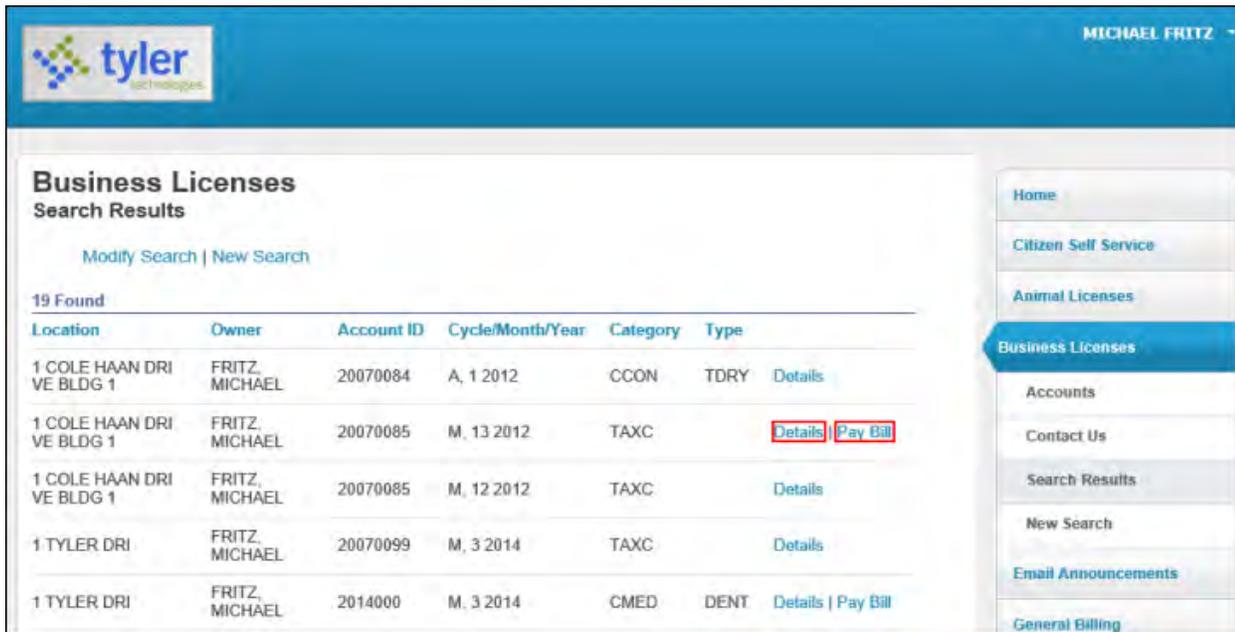
## Business Licenses

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, License Fee range, or by typing the first few letters of the owner name or business name to find bills using wildcard characters, if they are supported.



The screenshot shows the Tyler Technologies user interface for the Business Licenses search page. At the top, the Tyler Technologies logo is on the left, and the user name 'MICHAEL FRITZ' is on the right. Below the header, the page title 'Business Licenses' is displayed. A search instruction reads: 'Complete one or more of the following fields to search for Business Licenses.' The search form is organized into two main sections: 'Billing Address' and 'Business Address'. The 'Billing Address' section includes fields for Number, Street name, Billing customer ID (marked with an asterisk), Billing name, Account ID, and Business DBA name. The 'Business Address' section includes fields for Number, Street name, Zip code, Owner customer ID (marked with an asterisk), Owner name, License type (a dropdown menu with 'Select...' as the current value), NAICS (a dropdown menu with 'Select...' as the current value), License fee (a range between two input boxes), Parcel, Bill number (marked with an asterisk), and Bill year (marked with an asterisk). At the bottom of the form, there is a checkbox for 'Remember these values' and two buttons: 'Search' and 'Reset'. On the right side of the page, there is a vertical navigation menu with the following items: Home, Citizen Self Service, Animal Licenses, Business Licenses (highlighted in blue), 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, and Utility Billing.

When results are returned, click **Details** to view more information on a specific bill. The Pay Bill or Add to Cart options pay the bill according to the process outlined in the [Payments](#) section of this document.



**Business Licenses**  
Search Results

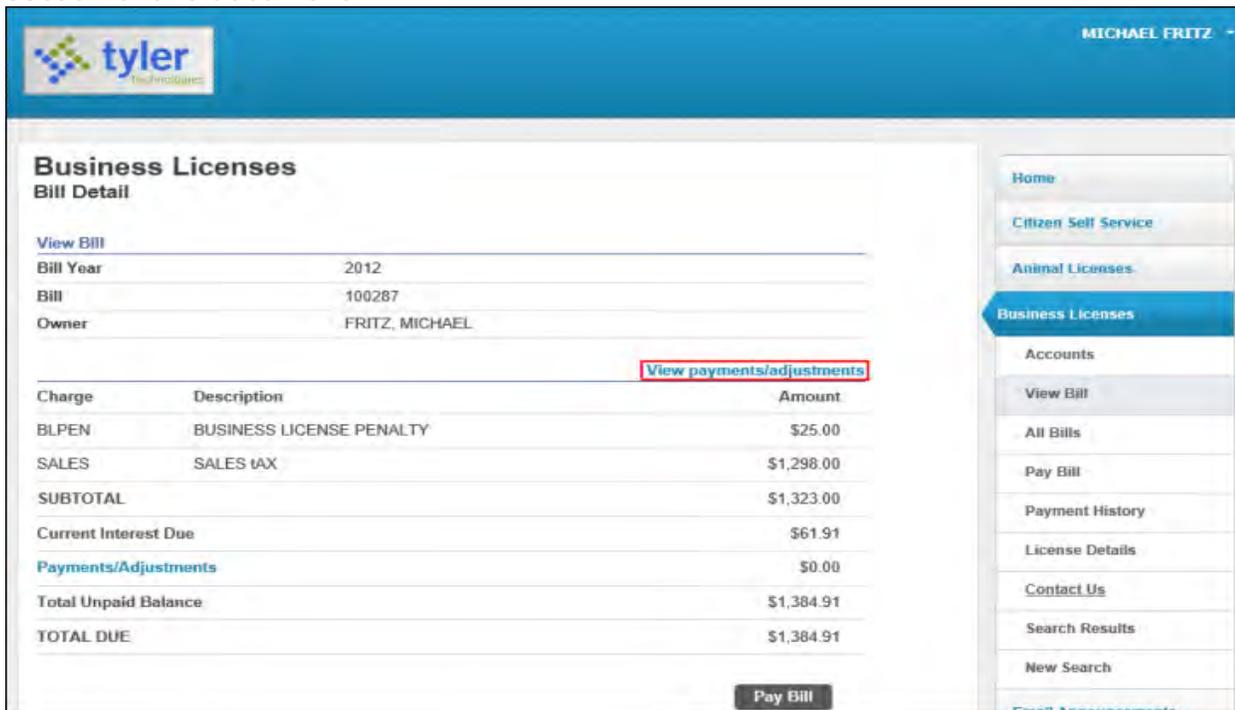
[Modify Search](#) | [New Search](#)

19 Found

Location	Owner	Account ID	Cycle/Month/Year	Category	Type
1 COLE HAAN DRI VE BLDG 1	FRITZ, MICHAEL	20070084	A, 1 2012	CCON	TDRY <a href="#">Details</a>
1 COLE HAAN DRI VE BLDG 1	FRITZ, MICHAEL	20070085	M, 13 2012	TAXC	<a href="#">Details</a> <a href="#">Pay Bill</a>
1 COLE HAAN DRI VE BLDG 1	FRITZ, MICHAEL	20070085	M, 12 2012	TAXC	<a href="#">Details</a>
1 TYLER DRI	FRITZ, MICHAEL	20070099	M, 3 2014	TAXC	<a href="#">Details</a>
1 TYLER DRI	FRITZ, MICHAEL	2014000	M, 3 2014	CMED	DENT <a href="#">Details</a>   <a href="#">Pay Bill</a>

## Details

The Bill Detail page provides a list of the charges and payments/adjustments on a bill. The View Payments/Adjustments option displays the payment history page for the bill. The Payment History option on the Business Licenses menu provides the same information. The Pay Bill or Add to Cart options pay the bill according to the process outlined in the Payments section of this document.



**Business Licenses**  
Bill Detail

[View Bill](#)

Bill Year: 2012

Bill: 100287

Owner: FRITZ, MICHAEL

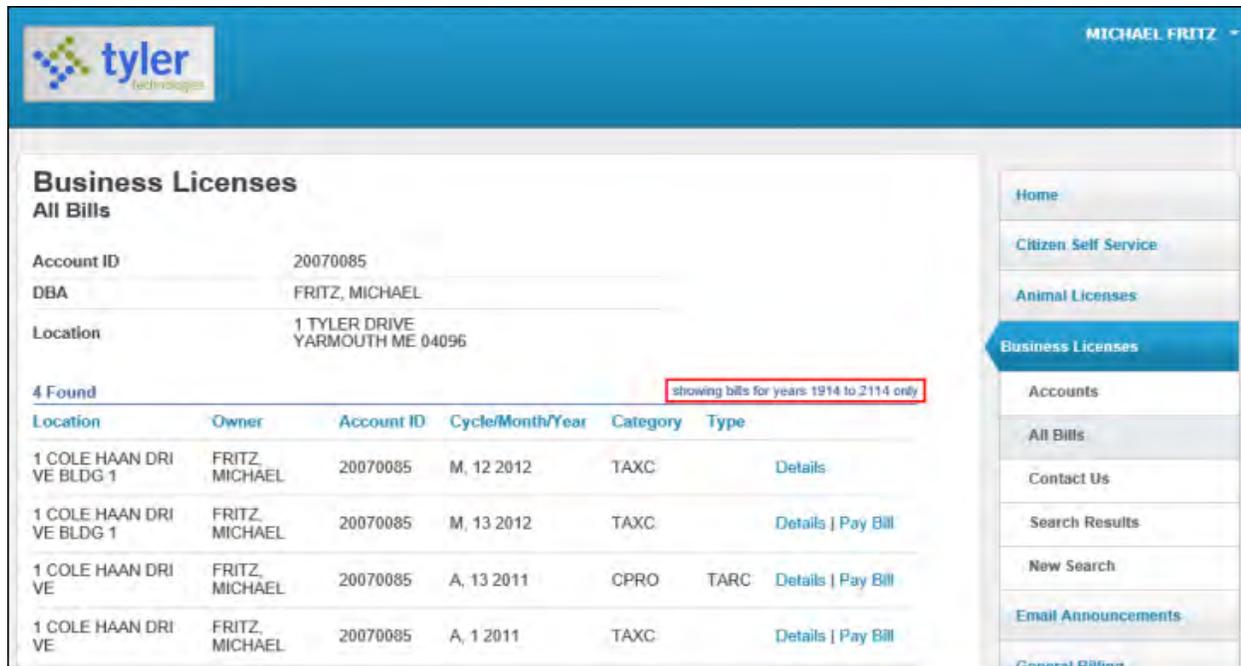
[View payments/adjustments](#)

Charge	Description	Amount
BLPEN	BUSINESS LICENSE PENALTY	\$25.00
SALES	SALES TAX	\$1,298.00
<b>SUBTOTAL</b>		<b>\$1,323.00</b>
Current Interest Due		\$61.91
<b>Payments/Adjustments</b>		<b>\$0.00</b>
Total Unpaid Balance		\$1,384.91
<b>TOTAL DUE</b>		<b>\$1,384.91</b>

[Pay Bill](#)

## 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 the **All Bills** option in the Business Licenses menu. The bills that display on the All Bills page are available when the system administrator selects the Apply Bill Year Search Range to the All Bills Page check box in the Business License Administration page. 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.



**Business Licenses**  
All Bills

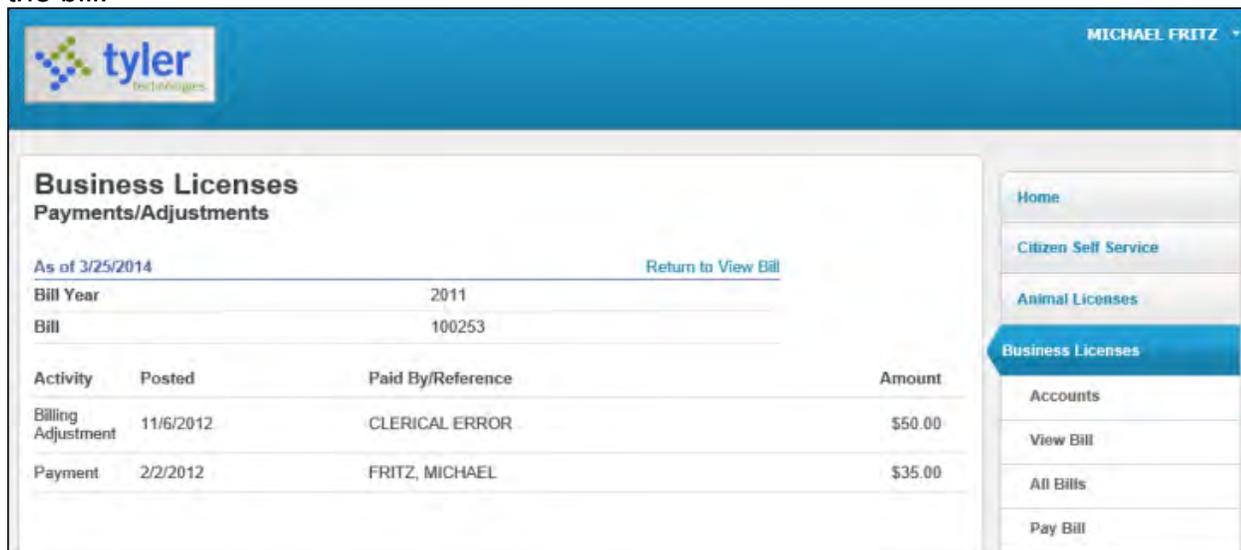
Account ID: 20070085  
DBA: FRITZ, MICHAEL  
Location: 1 TYLER DRIVE, YARMOUTH ME 04096

4 Found showing bills for years: 1914 to 2114 only

Location	Owner	Account ID	Cycle/Month/Year	Category	Type
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	20070085	M, 12 2012	TAXC	<a href="#">Details</a>
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	20070085	M, 13 2012	TAXC	<a href="#">Details</a>   <a href="#">Pay Bill</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL	20070085	A, 13 2011	CPRO	TARC <a href="#">Details</a>   <a href="#">Pay Bill</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL	20070085	A, 1 2011	TAXC	<a href="#">Details</a>   <a href="#">Pay Bill</a>

## Payment History

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



**Business Licenses**  
Payments/Adjustments

As of 3/25/2014 [Return to View Bill](#)

Bill Year: 2011  
Bill: 100253

Activity	Posted	Paid By/Reference	Amount
Billing Adjustment	11/6/2012	CLERICAL ERROR	\$50.00
Payment	2/2/2012	FRITZ, MICHAEL	\$35.00

## License Details

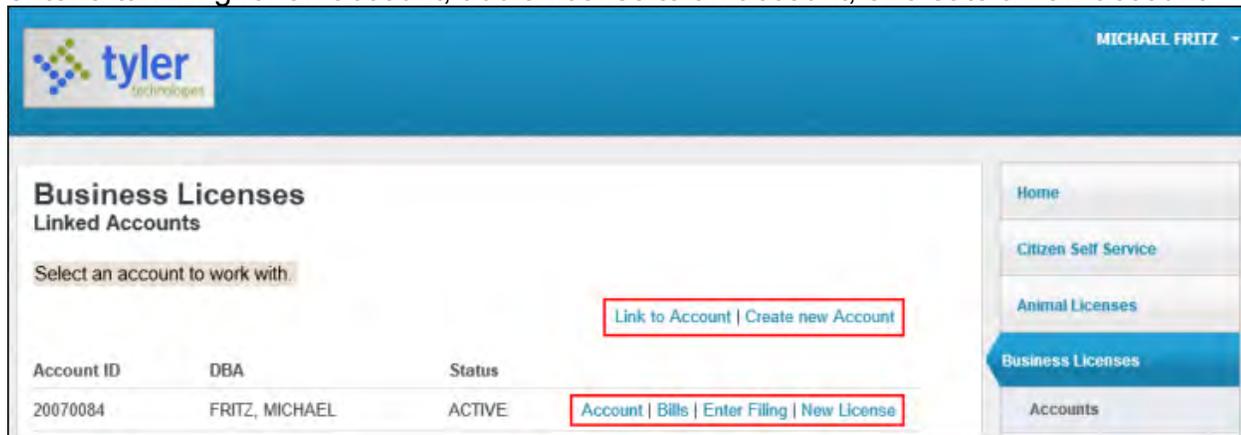
The License Details page provides details for the license, such as the license category, number, and type, as well as the address and billing information.



License Details	
Bill Year	2011
Bill Number	100253
Bill Date	3/7/2012
Name & Address	FRITZ, MICHAEL 1 COLE HAAN DRIVE YARMOUTH, ME 04095
Owner ID	187
Location	1 COLE HAAN DRIVE
License No.	6700140
License Category	PROFESSIONAL
License Type	ARCHITECTS

## Linked Accounts

The Business License 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.



Account ID	DBA	Status	
20070084	FRITZ, MICHAEL	ACTIVE	Account   Bills   Enter Filing   New License

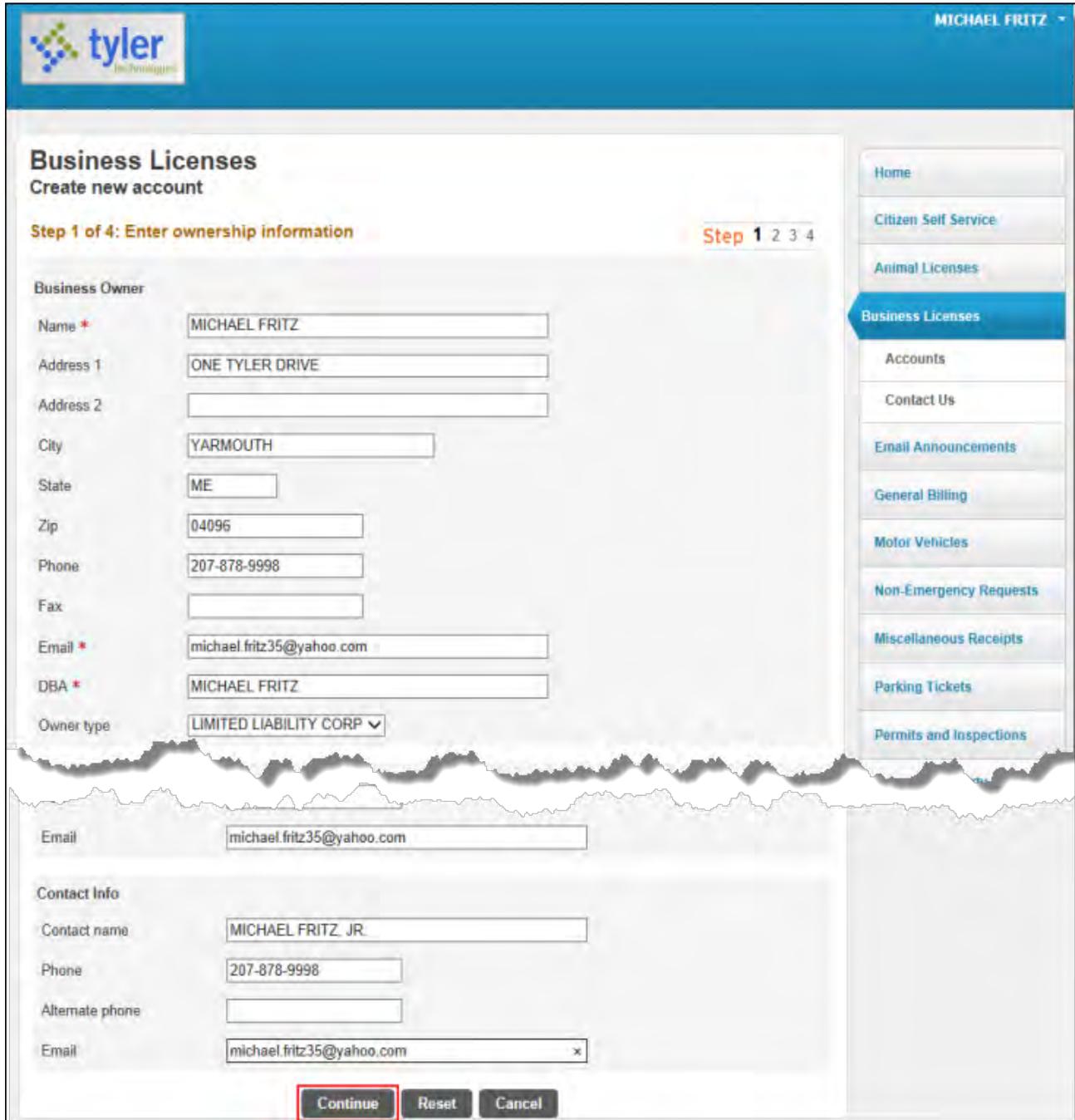
Link business license accounts to your user name by clicking **Link to Account**. Once the account is linked, it is available on the Citizen Self Service main page.

## Create New Account

If the Allow Users to Create or Modify Accounts check box in Business Licenses Administration is selected, you are able to add a new business license account to link to your user name. The Create New Account option on the Accounts page is used to add a new account.

Follow these steps to create the account record:

1. Enter information about the business owner, the agent/operator, and the primary contact for the business.



**Business Licenses**  
Create new account

Step 1 of 4: Enter ownership information      Step 1 2 3 4

**Business Owner**

Name \* MICHAEL FRITZ

Address 1 ONE TYLER DRIVE

Address 2

City YARMOUTH

State ME

Zip 04096

Phone 207-878-9998

Fax

Email \* michael.fritz35@yahoo.com

DBA \* MICHAEL FRITZ

Owner type LIMITED LIABILITY CORP

---

Email michael.fritz35@yahoo.com

**Contact Info**

Contact name MICHAEL FRITZ, JR.

Phone 207-878-9998

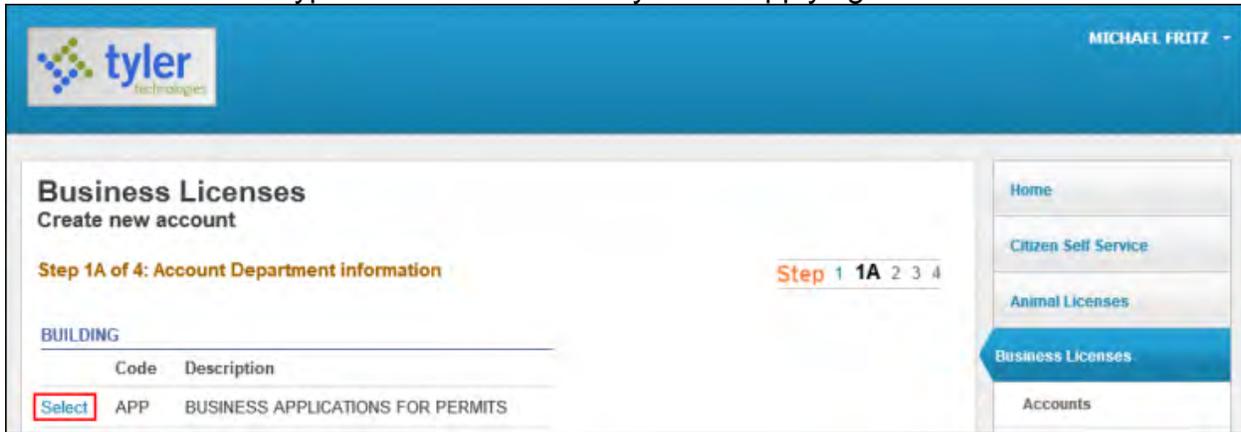
Alternate phone

Email michael.fritz35@yahoo.com

Continue Reset Cancel

2. Click **Continue** when you have completed the information.  
If the Online Application Method on the Self Service tab in Munis Business License Settings is Permits and Code Enforcement, you must select the type of business you are applying for. 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 following screen does not display.

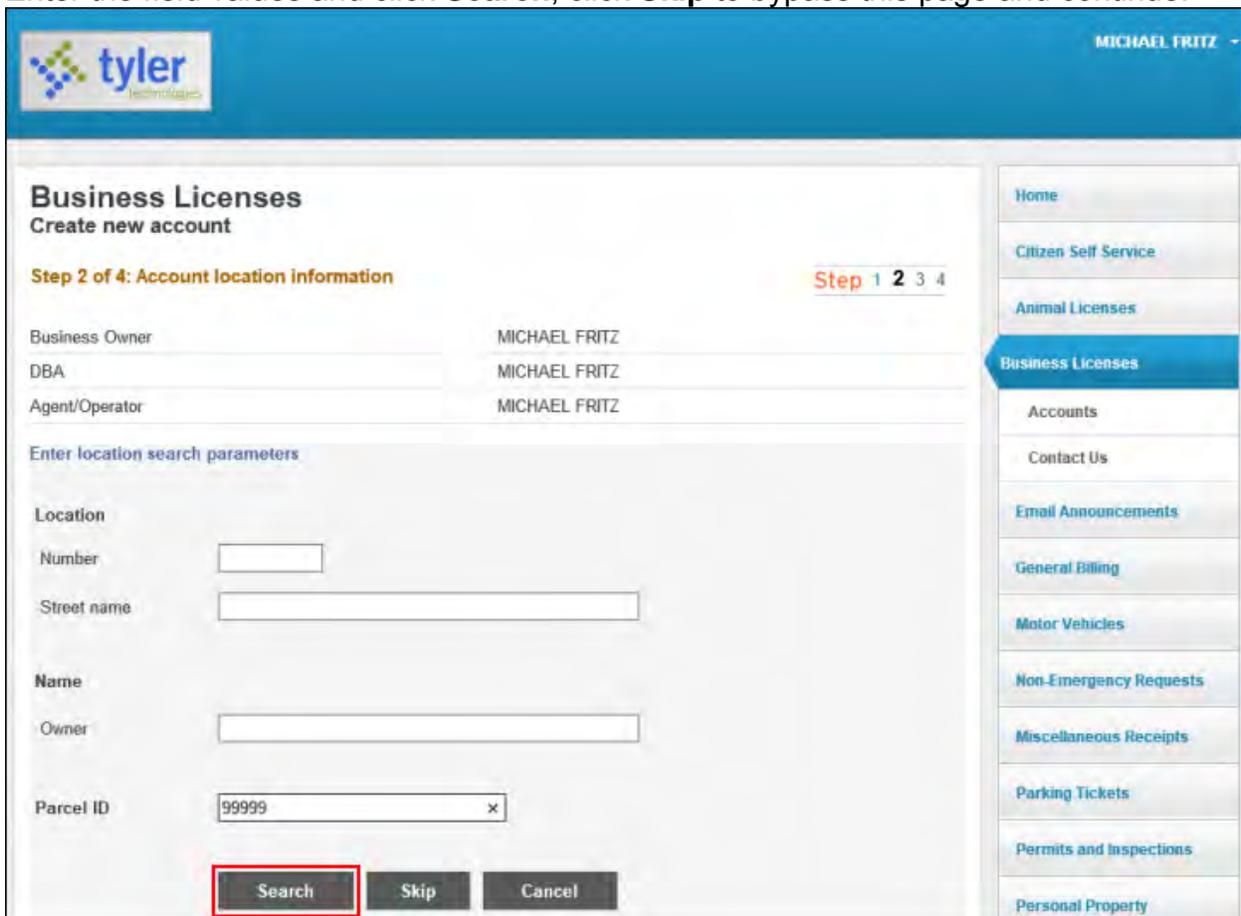
- Click **Select** for the type of business license you are applying for.



The screenshot shows the Tyler Technologies web interface for Business Licenses. The user is logged in as MICHAEL FRITZ. The page title is "Business Licenses" with a sub-header "Create new account". The current step is "Step 1A of 4: Account Department information". A progress indicator shows "Step 1 1A 2 3 4". Below the header, there is a table with columns "Code" and "Description". The first row is "APP BUSINESS APPLICATIONS FOR PERMITS", and the "Select" button next to it is highlighted with a red box. A sidebar on the right contains navigation links: Home, Citizen Self Service, Animal Licenses, Business Licenses (highlighted), and Accounts.

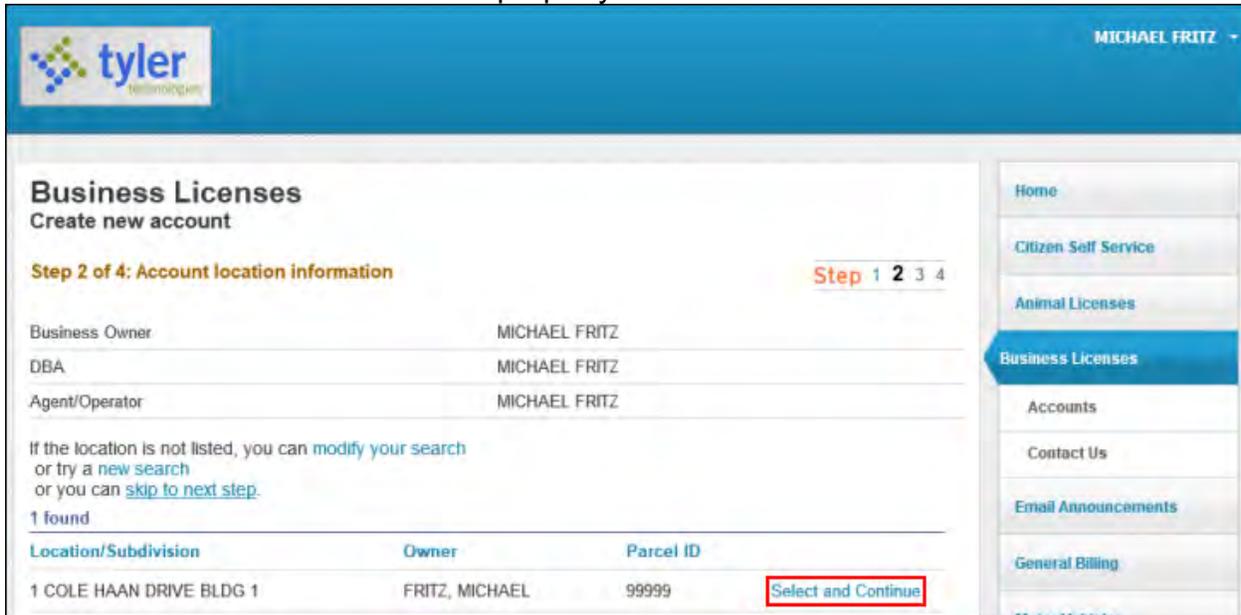
Code	Description
APP	BUSINESS APPLICATIONS FOR PERMITS

- Select the location of the business.  
Search for a location by parcel ID, owner name, or street number and name. Type a partial value to perform a wider search.
- Enter the field values and click **Search**; click **Skip** to bypass this page and continue.



The screenshot shows the Tyler Technologies web interface for Business Licenses. The user is logged in as MICHAEL FRITZ. The page title is "Business Licenses" with a sub-header "Create new account". The current step is "Step 2 of 4: Account location information". A progress indicator shows "Step 1 2 3 4". Below the header, there are three fields: "Business Owner" (MICHAEL FRITZ), "DBA" (MICHAEL FRITZ), and "Agent/Operator" (MICHAEL FRITZ). Below these is a section "Enter location search parameters" with several input fields: "Location Number", "Street name", "Name Owner", and "Parcel ID" (containing "99999" and a clear button "x"). At the bottom, there are three buttons: "Search" (highlighted with a red box), "Skip", and "Cancel". A sidebar on the right contains navigation links: Home, Citizen Self Service, Animal Licenses, Business Licenses (highlighted), Accounts, Contact Us, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections, and Personal Property.

- Click **Select and Continue** for the property where the business is located.



**Business Licenses**  
Create new account

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

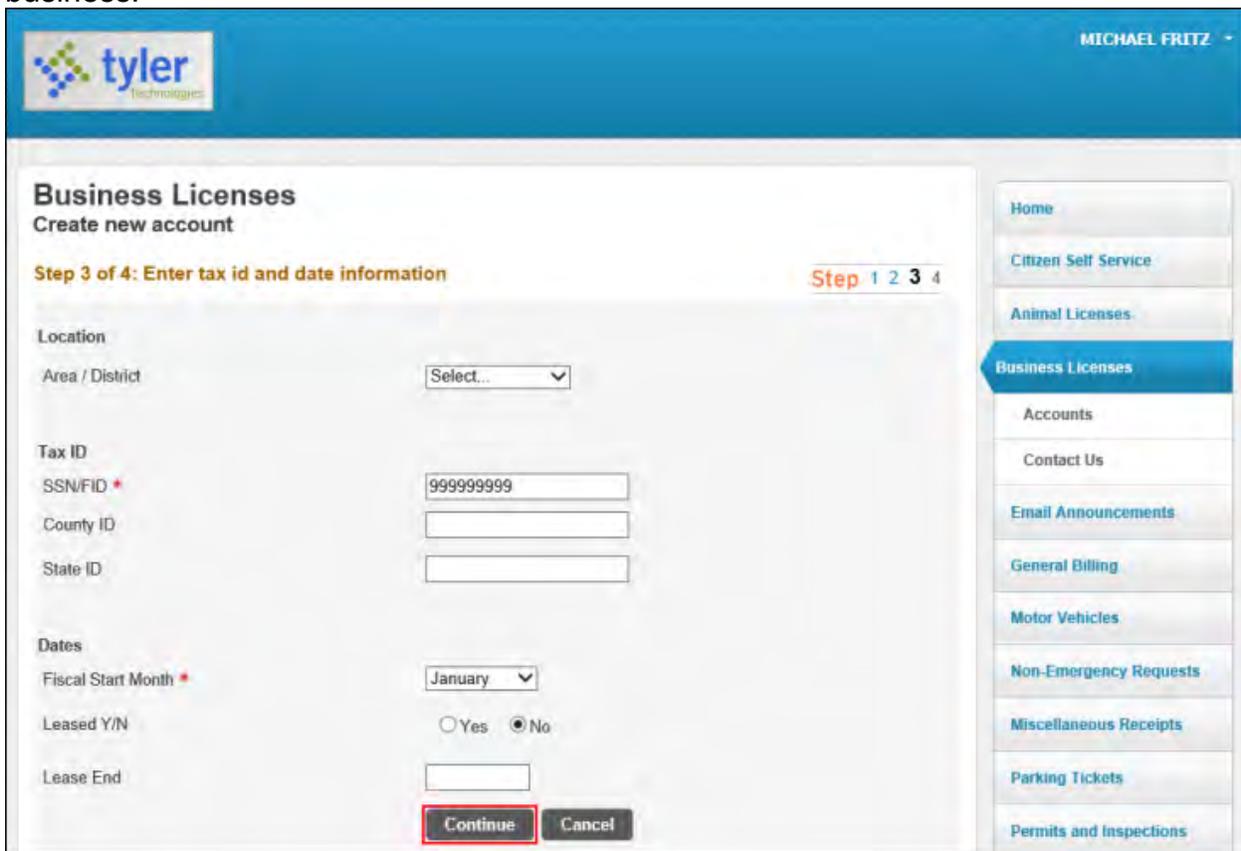
Business Owner: MICHAEL FRITZ  
 DBA: MICHAEL FRITZ  
 Agent/Operator: MICHAEL FRITZ

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

1 found

Location/Subdivision	Owner	Parcel ID	
1 COLE HAAN DRIVE BLDG 1	FRITZ, MICHAEL	99999	<b>Select and Continue</b>

- Enter tax and date information under 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: Select...

**Tax ID**  
 SSN/FID \*: 999999999  
 County ID:   
 State ID:

**Dates**  
 Fiscal Start Month \*: January  
 Leased Y/N:  Yes  No  
 Lease End:

**Continue** **Cancel**

- Click **Continue** when you have completed this information.
- On the Create New Account page, review and verify the information that you have entered.


MICHAEL FRITZ

## Business Licenses

Create new account

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

Step 1 2 3 **4**

<b>Business Owner</b>	<a href="#">change</a>
Name	MICHAEL FRITZ
Address	ONE COLE HAAN DRIVE YARMOUTH, ME 04096
Phone	207-878-9998
Email	michael.fritz35@yahoo.com
<b>DBA</b>	MICHAEL FRITZ
Owner type	LLC
<b>Agent/Operator</b>	<a href="#">change</a>
Name	MICHAEL FRITZ
Address	ONE COLE HAAN DRIVE YARMOUTH, ME 04096
Phone	207-878-9998
Email	michael.fritz35@yahoo.com
<b>Contact Information</b>	<a href="#">change</a>
Contact name	MICHAEL FRITZ, JR.
Phone	207-878-9998
Email	michael.fritz35@yahoo.com
<b>Location Information</b>	<a href="#">change</a>
Parcel ID	99999
Number	1
Street	COLE HAAN DRIVE BLDG 1
City	MUNIS
State	
Zip	
Area / District	
<b>SSN/FID and Fiscal</b>	<a href="#">change</a>
SSN / FID	999999999
Fiscal Start Month	1
Leased	No

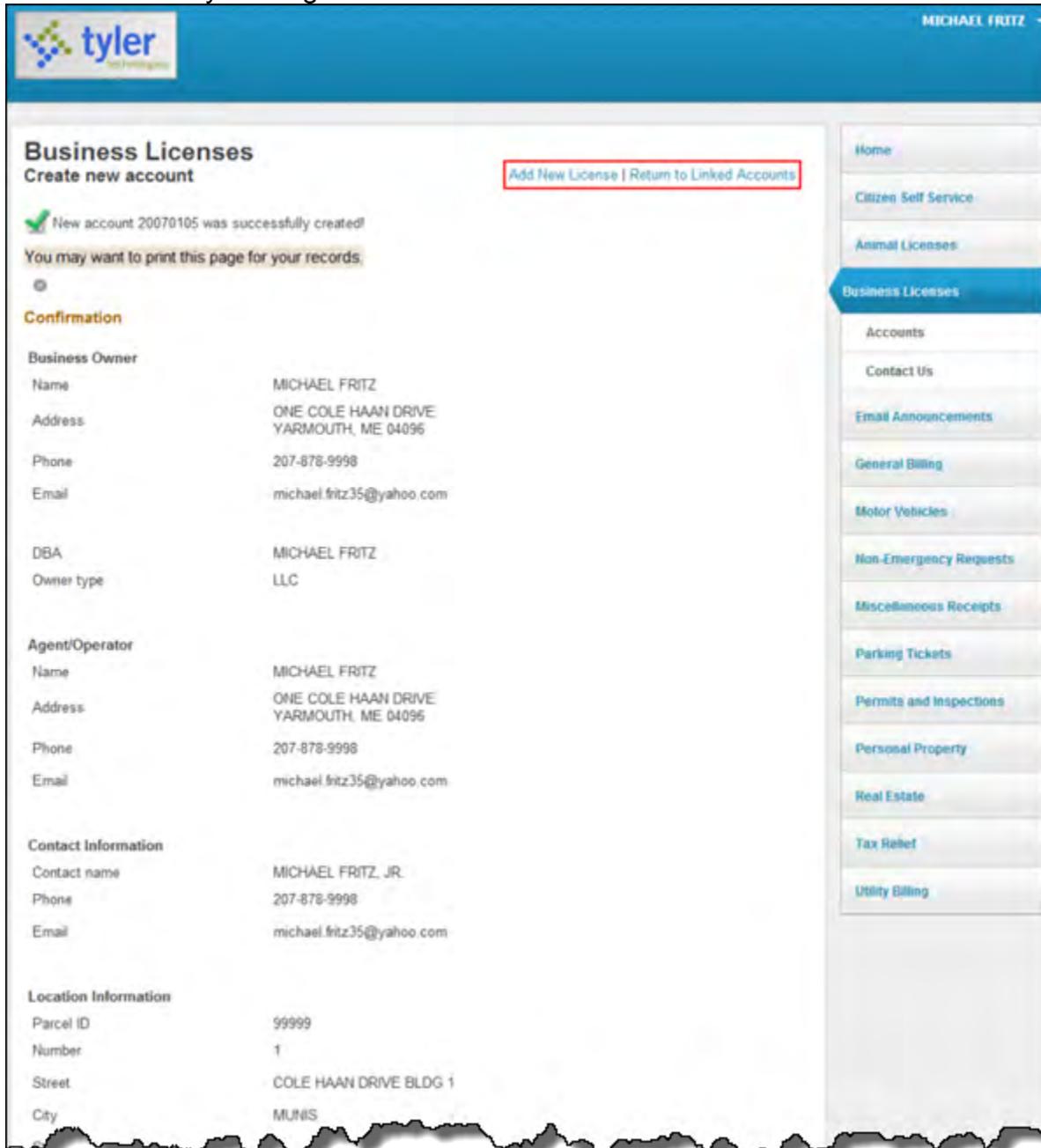
Submit
Cancel

[Home](#)  
[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](#)

10. Click **Change** for any section containing wrong information. If all of the information is correct, click **Submit**.

The application issues a confirmation message containing the new account number at the top of the page.

- Return to the Accounts page by clicking **Return to Linked Accounts** or add a new license to the account by clicking **Add New License**.



**Business Licenses**  
Create new account

[Add New License | Return to Linked Accounts](#)

✓ New account 20070105 was successfully created!  
You may want to print this page for your records.

**Confirmation**

**Business Owner**

Name	MICHAEL FRITZ
Address	ONE COLE HAAN DRIVE YARMOUTH, ME 04096
Phone	207-878-9998
Email	michael.fritz35@yahoo.com
DBA	MICHAEL FRITZ
Owner type	LLC

**Agent/Operator**

Name	MICHAEL FRITZ
Address	ONE COLE HAAN DRIVE YARMOUTH, ME 04096
Phone	207-878-9998
Email	michael.fritz35@yahoo.com

**Contact Information**

Contact name	MICHAEL FRITZ, JR.
Phone	207-878-9998
Email	michael.fritz35@yahoo.com

**Location Information**

Parcel ID	99999
Number	1
Street	COLE HAAN DRIVE BLDG 1
City	MUNIS

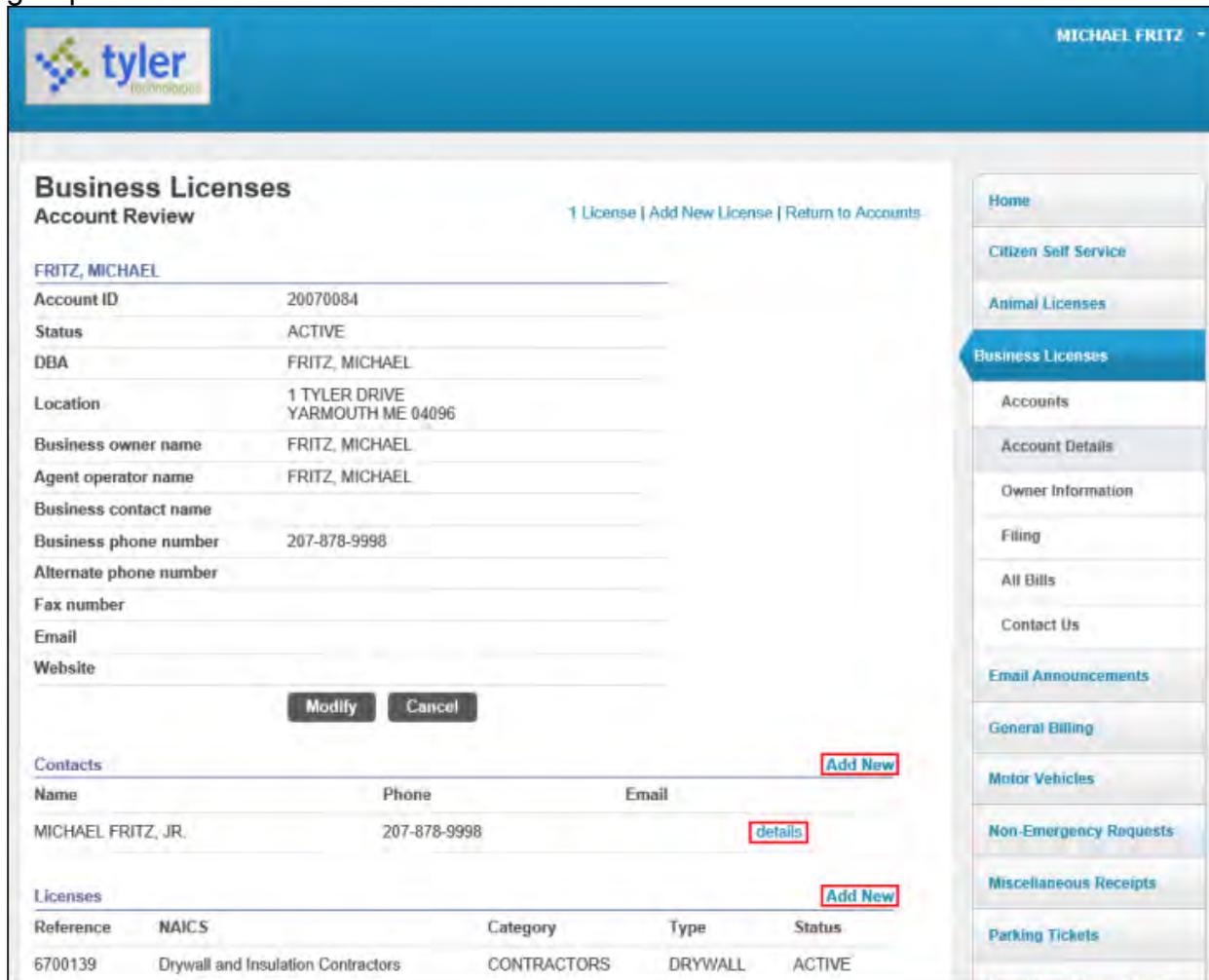
**Navigation Sidebar:**

- Home
- 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

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 you are processing online business applications.

## 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. When you click **View Account**, the application accesses the Account Details 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. The Details option under Contacts displays details for other contacts associated with the account. The Add New option in the Contacts group is used to add contacts to the account. The Add New option in the Licenses group is used to add new license records.



**Business Licenses**  
Account Review 1 License | Add New License | Return to Accounts

FRITZ, MICHAEL

Account ID	20070084
Status	ACTIVE
DBA	FRITZ, MICHAEL
Location	1 TYLER DRIVE YARMOUTH 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
MICHAEL FRITZ, JR.	207-878-9998	<a href="#">details</a>

**Licenses** [Add New](#)

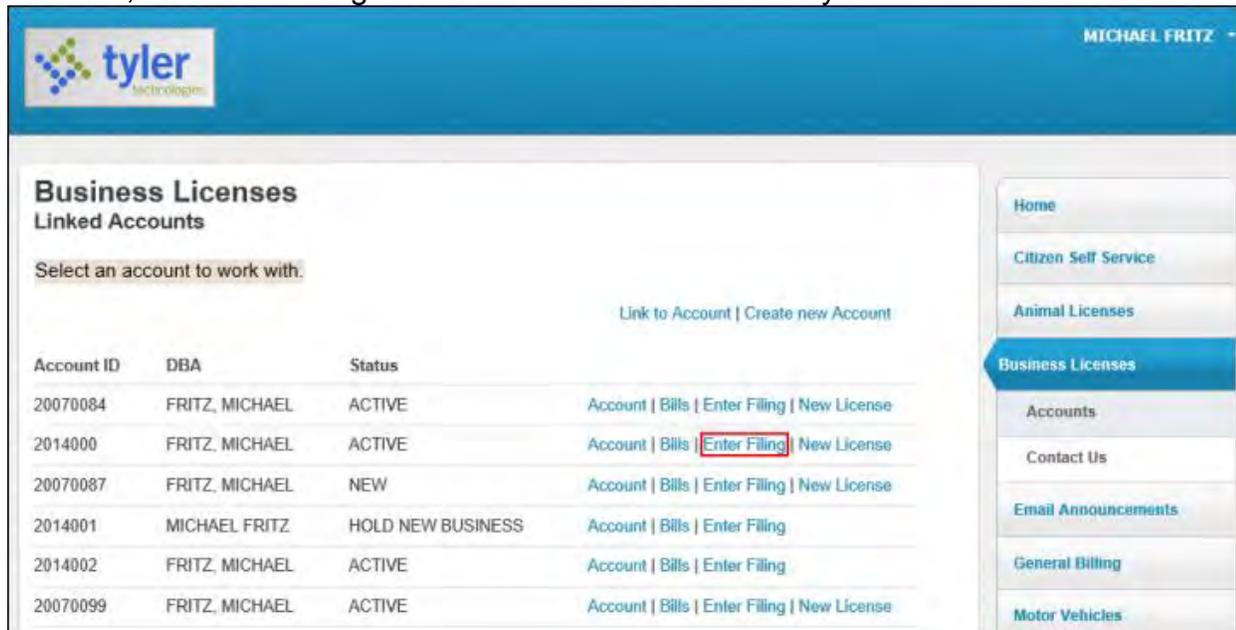
Reference	NAICS	Category	Type	Status
6700139	Drywall and Insulation Contractors	CONTRACTORS	DRYWALL	ACTIVE

**Navigation Menu:**

- Home
- 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

## Business Account Filings

If the Allow Access to Account Filing check box in Business Licenses Administration is selected, enter a tax filing for business accounts linked to your user name.



**Business Licenses**  
Linked Accounts

Select an account to work with.

[Link to Account](#) | [Create new Account](#)

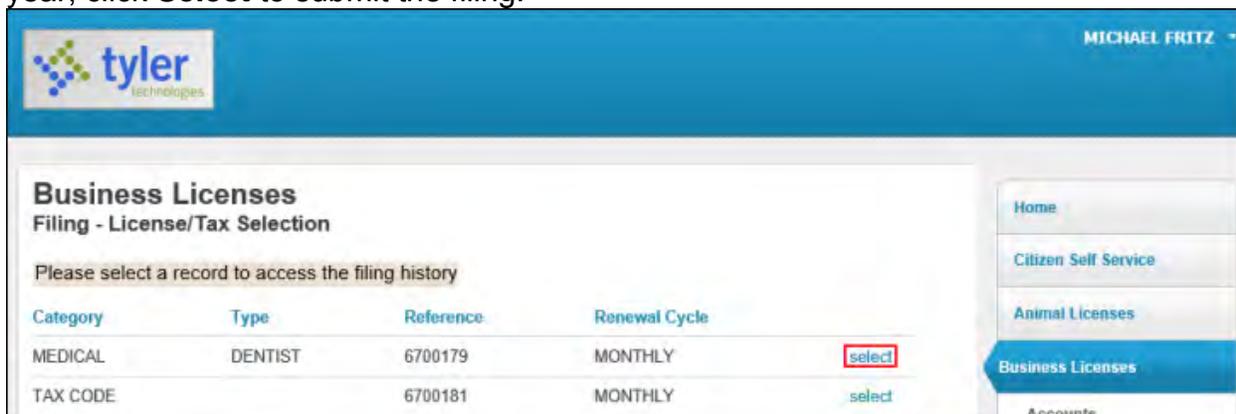
Account ID	DBA	Status	
20070084	FRITZ, MICHAEL	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>
2014000	FRITZ, MICHAEL	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>
20070087	FRITZ, MICHAEL	NEW	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>
2014001	MICHAEL FRITZ	HOLD NEW BUSINESS	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>
2014002	FRITZ, MICHAEL	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>
20070099	FRITZ, MICHAEL	ACTIVE	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>   <a href="#">New License</a>

MICHAEL FRITZ

- Home
- Citizen Self Service
- Animal Licenses
- Business Licenses**
- Accounts
- Contact Us
- Email Announcements
- General Billing
- Motor Vehicles

Follow these steps to create the business tax filing:

1. Click **Enter Filing** on the Accounts page or click **Filing** on the Business Licenses menu to access a list of available accounts with the Enter Filing option.
2. Click **Select** to view details for the filing.  
The Date Selection page lists the years for the filing type. If a filing is needed for a month or year, click **Select** to submit the filing.



**Business Licenses**  
Filing - License/Tax Selection

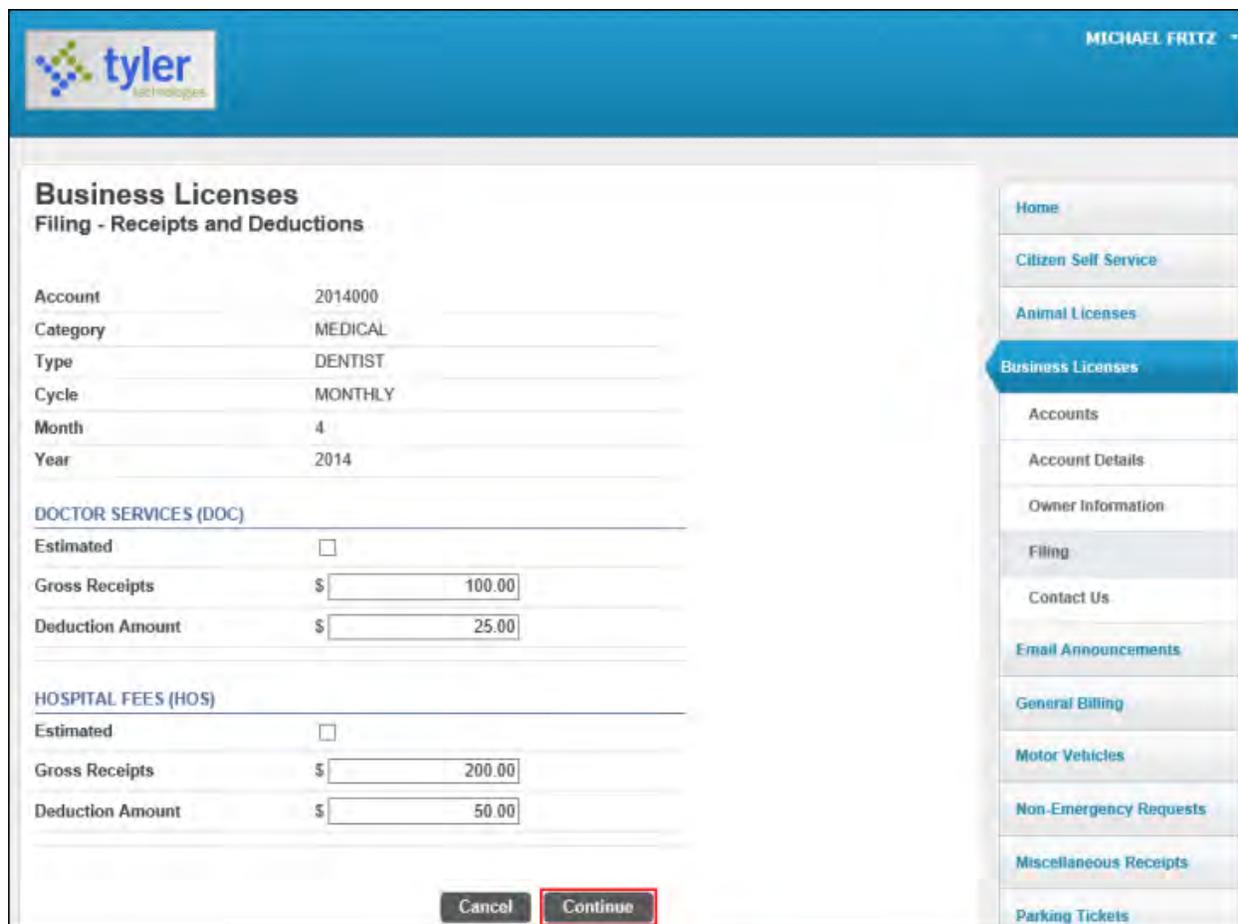
Please select a record to access the filing history

Category	Type	Reference	Renewal Cycle	
MEDICAL	DENTIST	6700179	MONTHLY	<a href="#">select</a>
TAX CODE		6700181	MONTHLY	<a href="#">select</a>

MICHAEL FRITZ

- Home
- Citizen Self Service
- Animal Licenses
- Business Licenses**
- Accounts

3. On the Filing – Receipts and Deductions page enter the amounts for the Gross Receipts and the Deduction Amount.



**tyler** technologies

MICHAEL FRITZ

### Business Licenses

Filing - Receipts and Deductions

Account: 2014000  
 Category: MEDICAL  
 Type: DENTIST  
 Cycle: MONTHLY  
 Month: 4  
 Year: 2014

**DOCTOR SERVICES (DOC)**

Estimated:

Gross Receipts: \$ 100.00  
 Deduction Amount: \$ 25.00

**HOSPITAL FEES (HOS)**

Estimated:

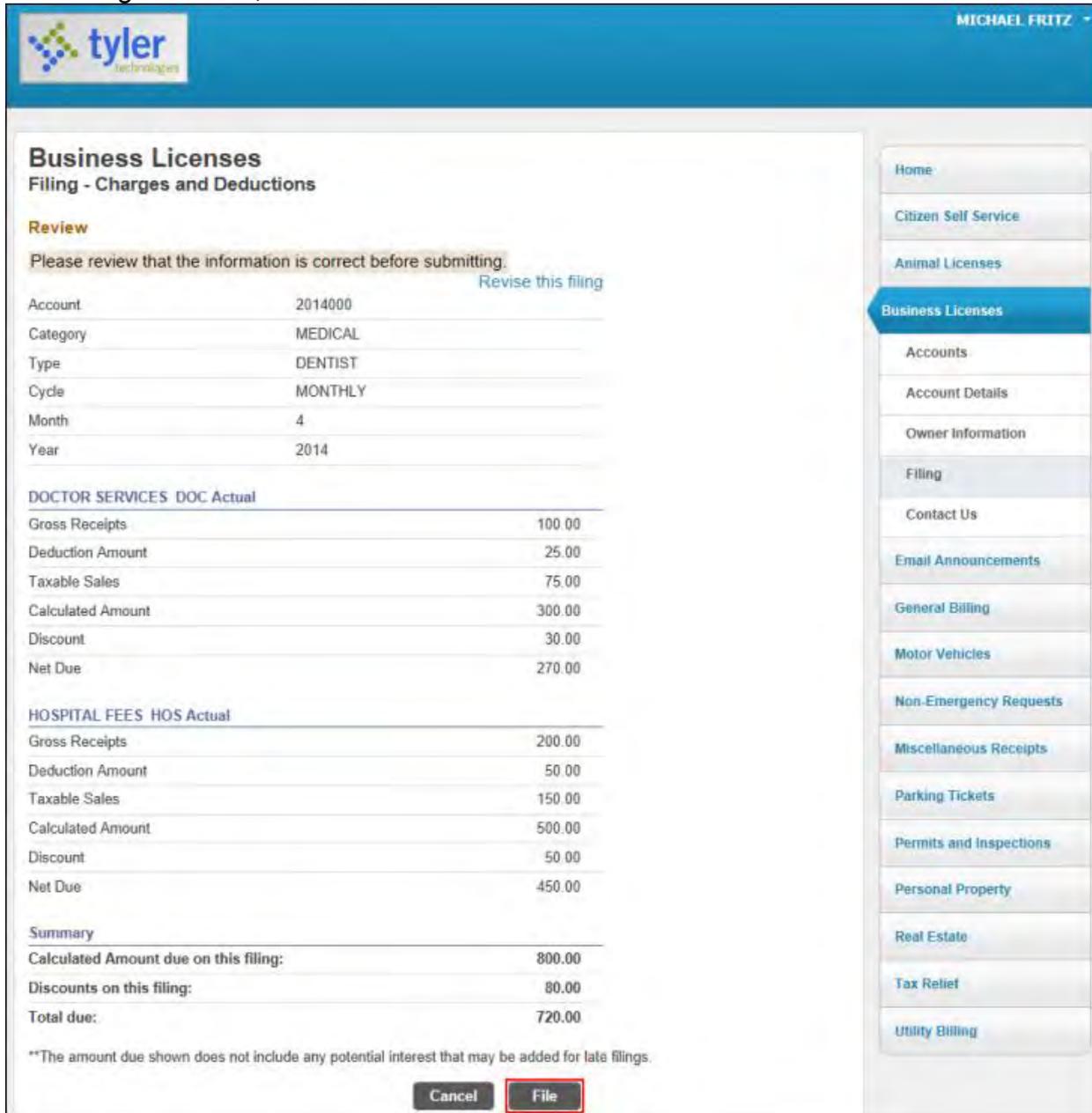
Gross Receipts: \$ 200.00  
 Deduction Amount: \$ 50.00

Cancel Continue

- Home
- Citizen Self Service
- Animal Licenses
- Business Licenses**
- Accounts
- Account Details
- Owner Information
- Filing
- Contact Us
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets

- Click **Continue** to move to the next step.  
 The application presents a review page, allowing you to modify the filing, if necessary.

5. If the filing is correct, click **File**.



**Business Licenses**  
Filing - Charges and Deductions

**Review**  
Please review that the information is correct before submitting. [Revise this filing](#)

Account	2014000
Category	MEDICAL
Type	DENTIST
Cycle	MONTHLY
Month	4
Year	2014

**DOCTOR SERVICES DOC Actual**

Gross Receipts	100.00
Deduction Amount	25.00
Taxable Sales	75.00
Calculated Amount	300.00
Discount	30.00
Net Due	270.00

**HOSPITAL FEES HOS Actual**

Gross Receipts	200.00
Deduction Amount	50.00
Taxable Sales	150.00
Calculated Amount	500.00
Discount	50.00
Net Due	450.00

**Summary**

Calculated Amount due on this filing:	800.00
Discounts on this filing:	80.00
<b>Total due:</b>	<b>720.00</b>

\*\*The amount due shown does not include any potential interest that may be added for late filings.

The application provides a confirmation page when the file is submitted. Submit another filing, attach a document to the filing, or pay the bill that was created. The page also issues an interest warning message for late filings.


MICHAEL FRITZ

## Business Licenses

### Filing - Charges and Deductions

**Confirmation**

**Thank you.** Your information has been successfully submitted. [Pay this bill](#)

Account	2014000
Category	MEDICAL
Type	DENTIST
Cycle	MONTHLY
Month	4
Year	2014

DOCTOR SERVICES DOC Actual	
Gross Receipts	100.00
Deduction Amount	25.00
Taxable Sales	75.00
Calculated Amount	300.00
Discount	30.00
Net Due	270.00

HOSPITAL FEES HOS Actual	
Gross Receipts	200.00
Deduction Amount	50.00
Taxable Sales	150.00
Calculated Amount	500.00
Discount	50.00
Net Due	450.00

Summary	
Calculated Amount due on this filing:	800.00
Discounts on this filing:	80.00
<b>Total due:</b>	<b>720.00</b>

\*\*The amount due shown does not include any potential interest that may be added for late filings.

You can now...

- [• Attach a document](#)
- [• Submit another renewal](#)
- [• Pay this bill](#)

[Home](#)  
[Citizen Self Service](#)  
[Animal Licenses](#)  
[Business Licenses](#)  
[Accounts](#)  
[Account Details](#)  
[Owner Information](#)  
[Filing](#)  
[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](#)

Visibility of various filing charges and summary values on the Filing - Charges and Deductions Confirmation page are controlled by the following rules:

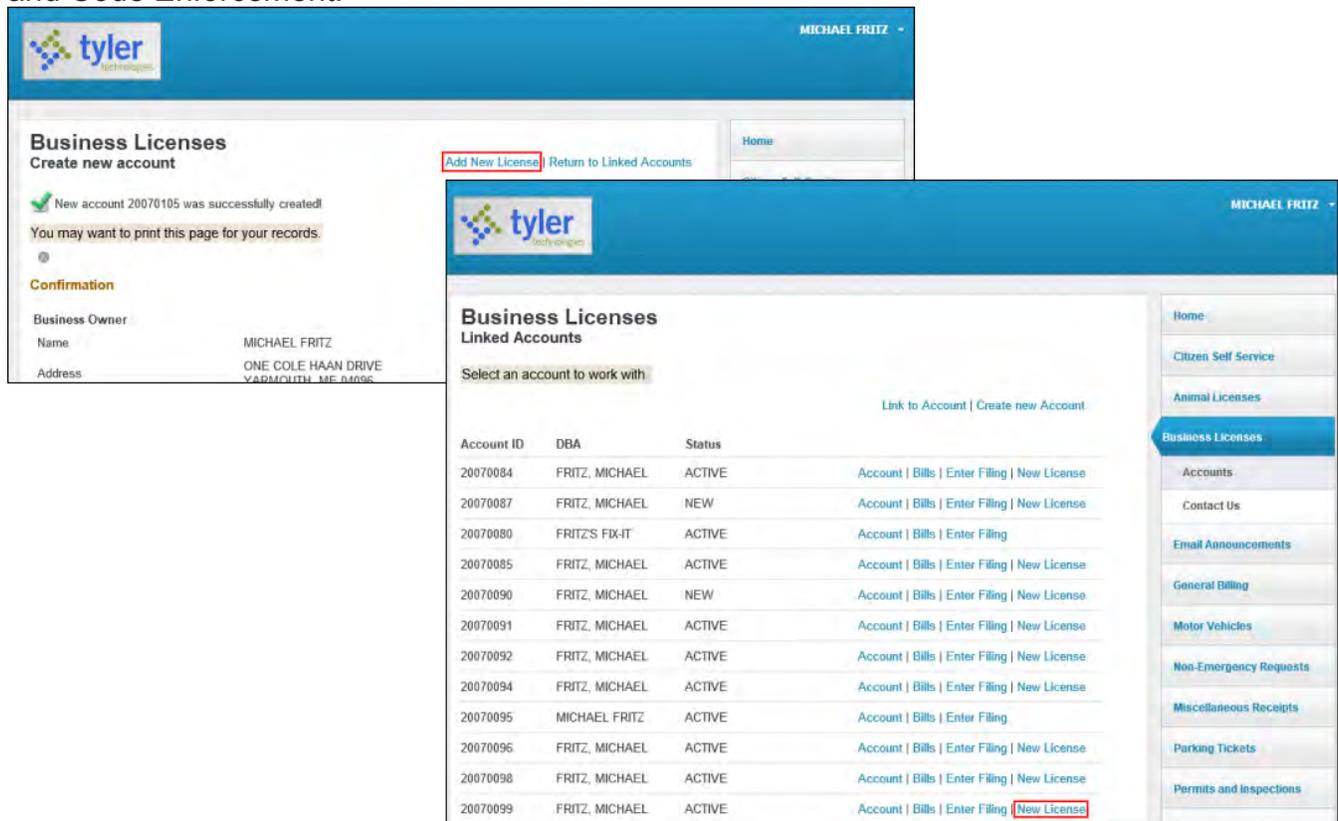
- The Gross Receipts, Deduction Amount, and Taxable Sales rows display when the Charge Type is Receipt in Munis Accounts Receivable Charge Codes.
- The Calculated Amount displays when the Charge Type is Receipt in Accounts Receivable Munis Charge Codes.
- The Discount row displays when the charge is 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.

## Add New Business License

If the Allow Users to Create Licenses check box in Business Licenses Administration is selected, you are able to 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 Accounts page. The fields required for adding a new license depend if you are processing applications through Business Licenses or Permits and Code Enforcement.



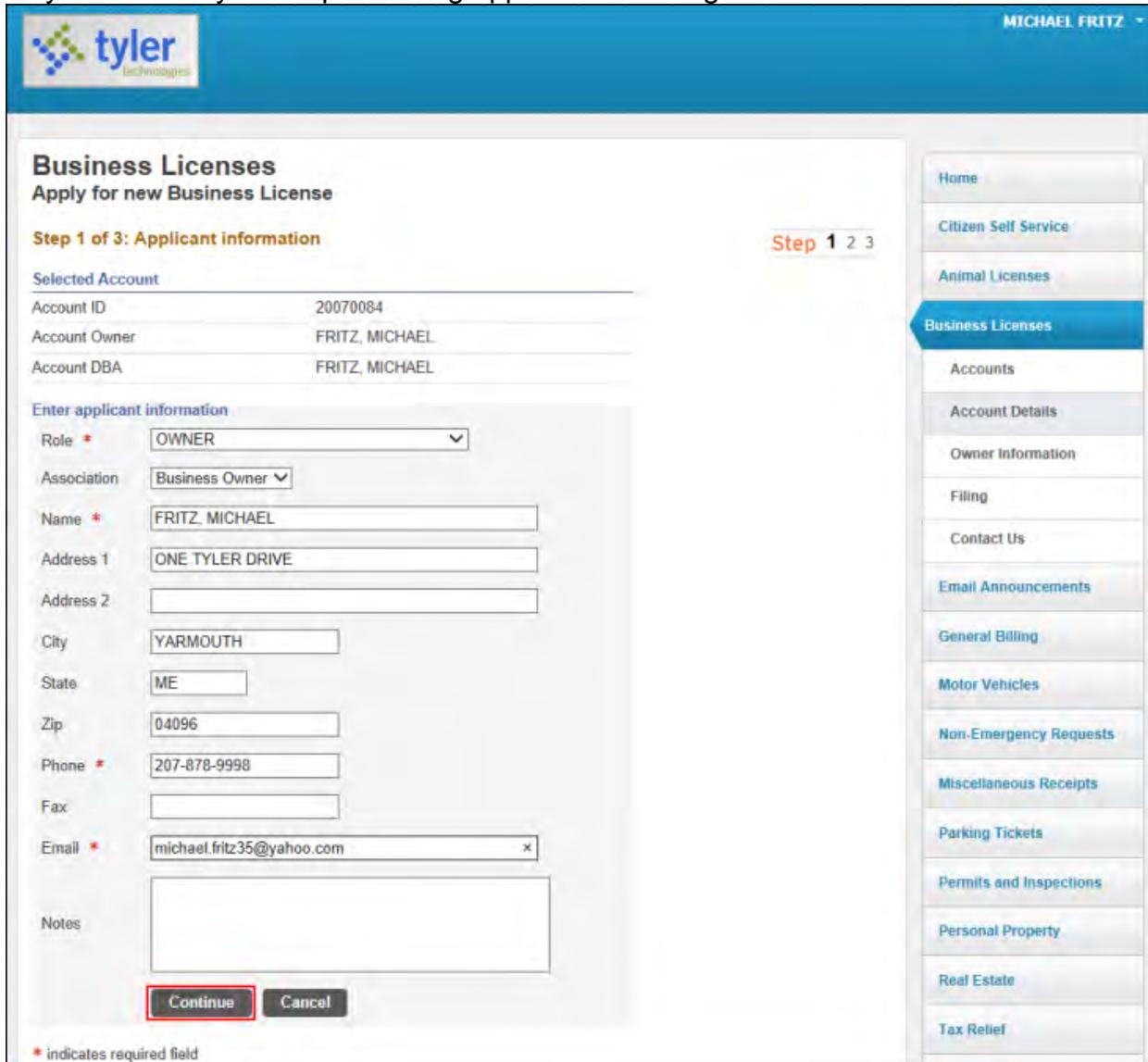
The screenshot displays two overlapping windows from the Tyler Technologies system. The top window shows a confirmation message: "New account 20070105 was successfully created!" and provides business owner details for Michael Fritz. The bottom window shows the "Business Licenses Linked Accounts" page with a table of accounts and a "New License" button highlighted in red.

Account ID	DBA	Status	Actions
20070084	FRITZ, MICHAEL	ACTIVE	Account   Bills   Enter Filing   New License
20070087	FRITZ, MICHAEL	NEW	Account   Bills   Enter Filing   New License
20070080	FRITZ'S FIX-IT	ACTIVE	Account   Bills   Enter Filing
20070085	FRITZ, MICHAEL	ACTIVE	Account   Bills   Enter Filing   New License
20070090	FRITZ, MICHAEL	NEW	Account   Bills   Enter Filing   New License
20070091	FRITZ, MICHAEL	ACTIVE	Account   Bills   Enter Filing   New License
20070092	FRITZ, MICHAEL	ACTIVE	Account   Bills   Enter Filing   New License
20070094	FRITZ, MICHAEL	ACTIVE	Account   Bills   Enter Filing   New License
20070095	MICHAEL FRITZ	ACTIVE	Account   Bills   Enter Filing
20070096	FRITZ, MICHAEL	ACTIVE	Account   Bills   Enter Filing   New License
20070098	FRITZ, MICHAEL	ACTIVE	Account   Bills   Enter Filing   New License
20070099	FRITZ, MICHAEL	ACTIVE	Account   Bills   Enter Filing   <b>New License</b>

Use the following steps to create a new license record:

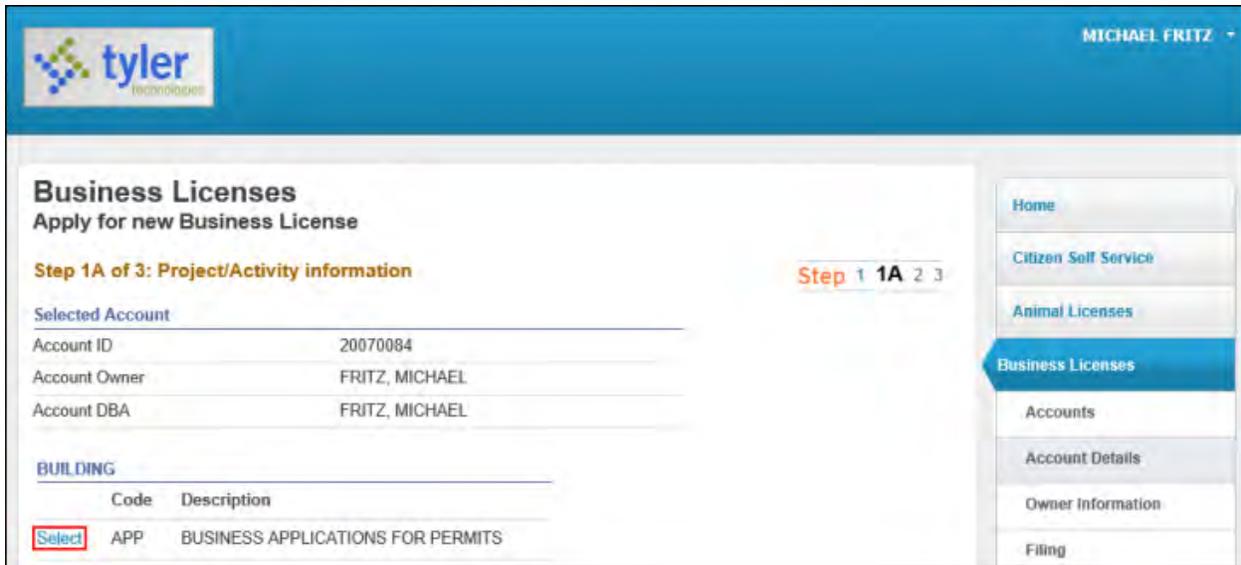
1. Enter information about the applicant.

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.



2. Click **Continue** when you have entered the required information.

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 following screen does not display.



**Business Licenses**  
Apply for new Business License

**Step 1A of 3: Project/Activity information** Step 1 **1A** 2 3

**Selected Account**

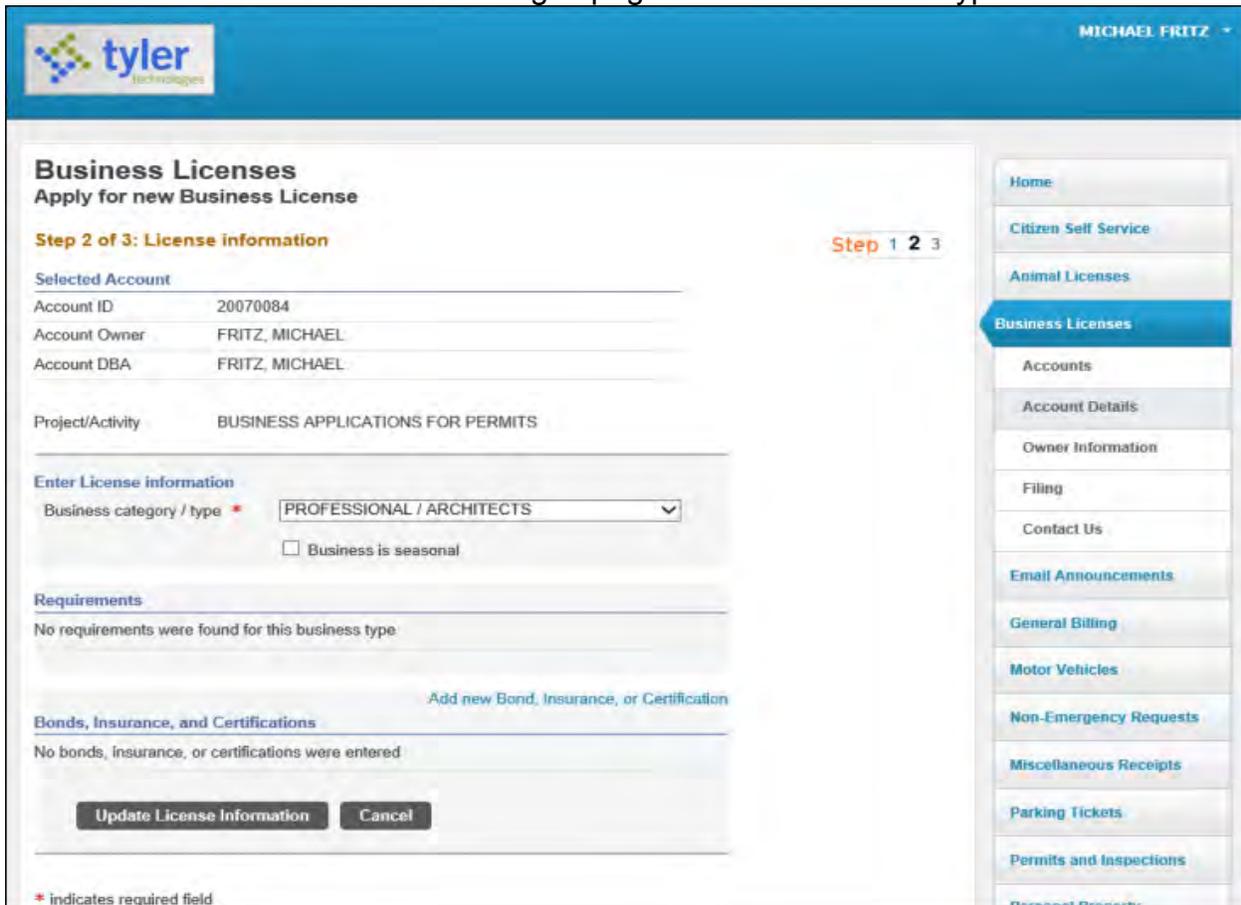
Account ID	20070084
Account Owner	FRITZ, MICHAEL
Account DBA	FRITZ, MICHAEL

**BUILDING**

Code	Description
<span style="border: 1px solid red; padding: 2px;">Select</span> APP	BUSINESS APPLICATIONS FOR PERMITS

Navigation menu: Home, Citizen Self Service, Animal Licenses, **Business Licenses**, Accounts, Account Details, Owner Information, Filing

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.



**Business Licenses**  
Apply for new Business License

**Step 2 of 3: License information** Step 1 2 **3**

**Selected Account**

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

Project/Activity: BUSINESS APPLICATIONS FOR PERMITS

**Enter License information**

Business category / type \* PROFESSIONAL / ARCHITECTS ▼

Business is seasonal

**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

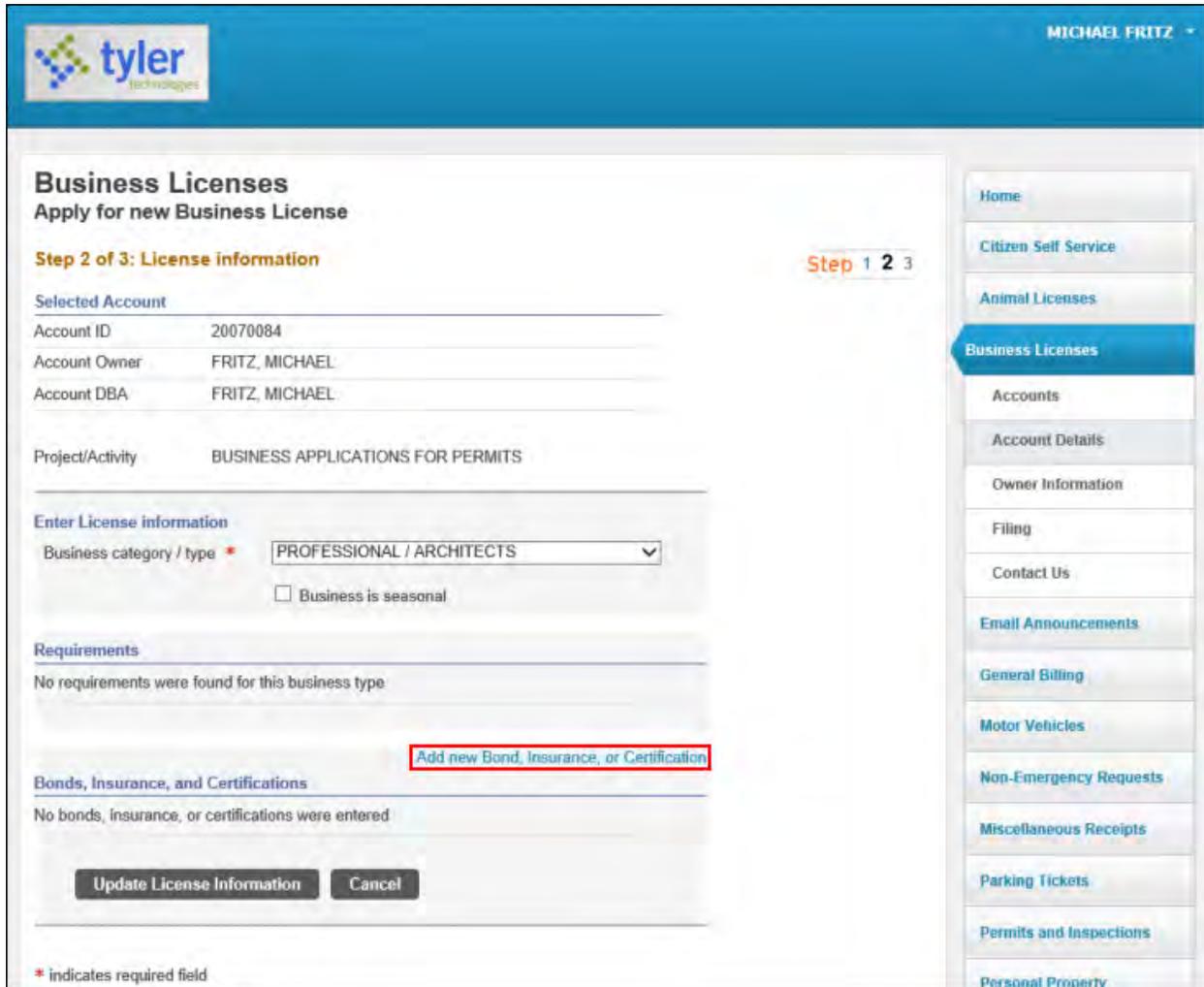
Update License Information Cancel

\* indicates required field

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

Once you select a business type, any requirements for the license display under Requirements.

4. Click **Add New Bond, Insurance, or Certification** to add bond, insurance, or certification information to the license.



**Business Licenses**  
Apply for new Business License

**Step 2 of 3: License Information** Step 1 2 3

**Selected Account**

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

Project/Activity: BUSINESS APPLICATIONS FOR PERMITS

**Enter License information**

Business category / type \* PROFESSIONAL / ARCHITECTS ▼

Business is seasonal

**Requirements**

No requirements were found for this business type

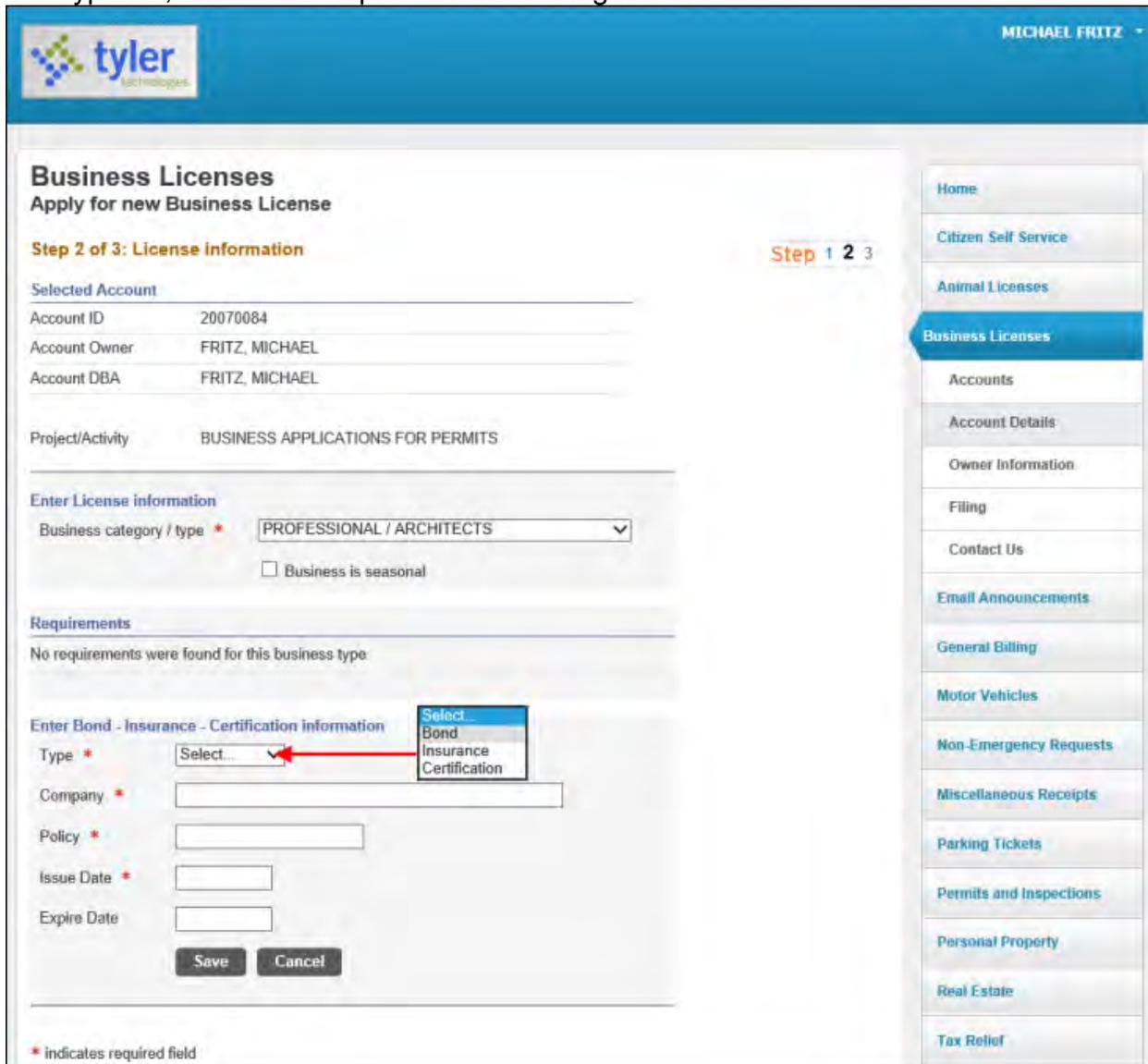
[Add new Bond, Insurance, or Certification](#)

**Bonds, Insurance, and Certifications**

No bonds, insurance, or certifications were entered

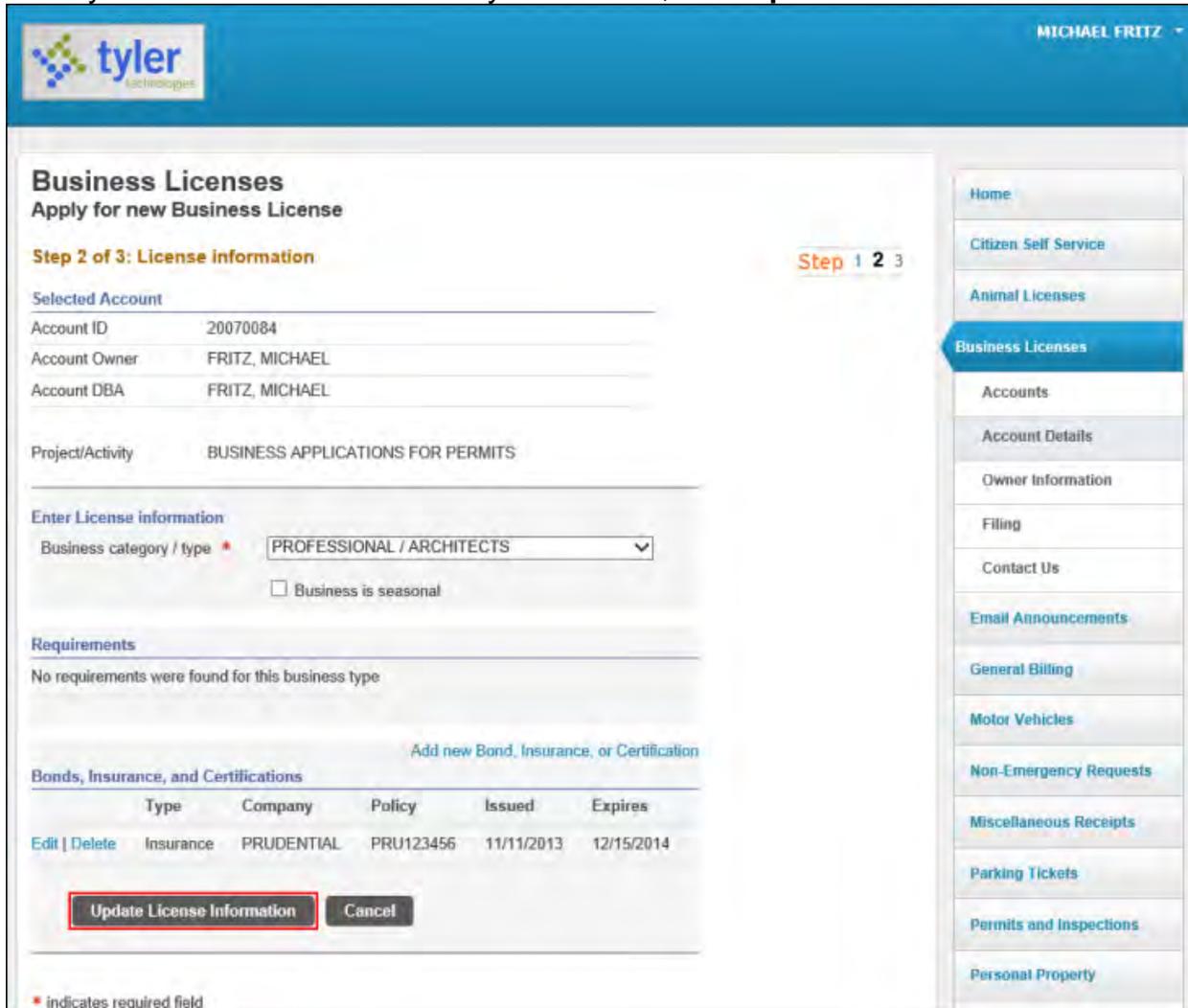
\* indicates required field

- On the Apply for New Business License page select Bond, Insurance, or Certification from the Type list, and then complete the remaining fields.



- Click **Save** when the bond, insurance information, or certification record has been added. You can add more than one bond, insurance, or certification record and can edit or delete each bond, insurance, or certification record.

7. Once you have added the necessary information, click **Update License Information**.



**Business Licenses**  
Apply for new Business License

**Step 2 of 3: License information** Step 1 2 3

**Selected Account**

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

Project/Activity: BUSINESS APPLICATIONS FOR PERMITS

**Enter License information**

Business category / type \* PROFESSIONAL / ARCHITECTS

Business is seasonal

**Requirements**

No requirements were found for this business type

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

**Bonds, Insurance, and Certifications**

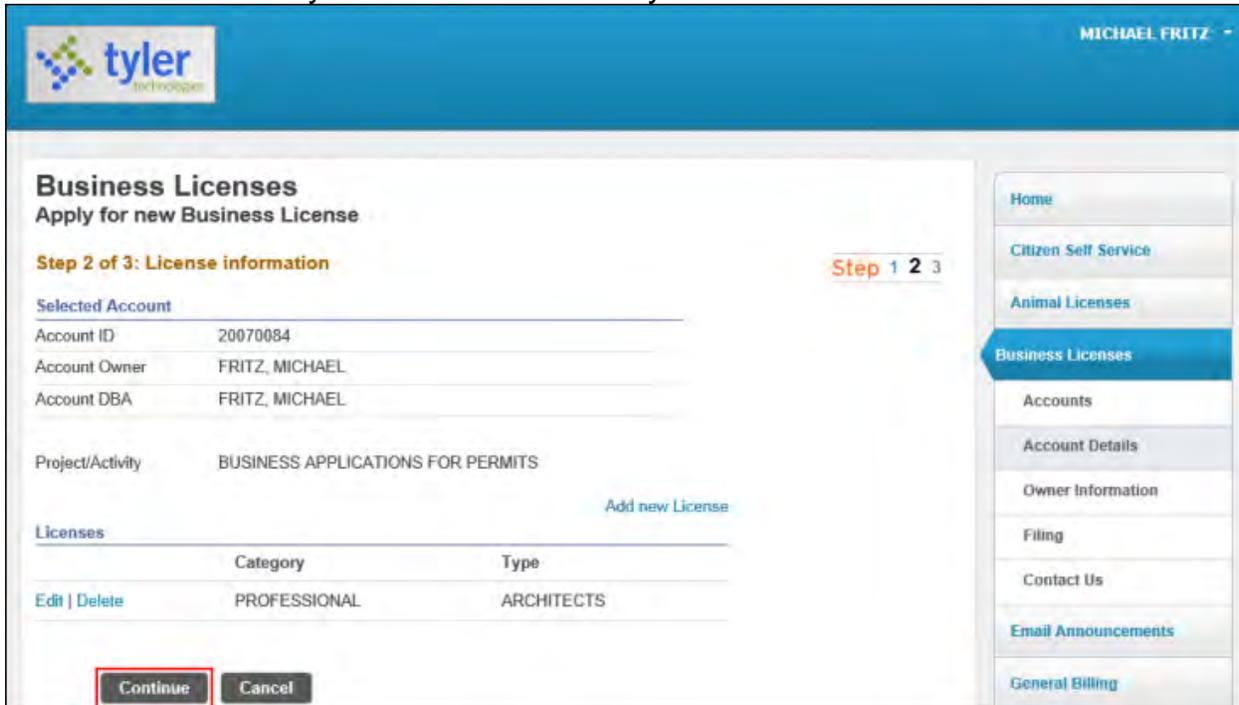
Type	Company	Policy	Issued	Expires	
<a href="#">Edit</a>   <a href="#">Delete</a>	Insurance	PRUDENTIAL	PRU123456	11/11/2013	12/15/2014

Update License Information
Cancel

\* indicates required field

The license information is updated. If appropriate, add another new license to the same account, or edit or delete the license you just added.

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



**Business Licenses**  
Apply for new Business License

**Step 2 of 3: License information** Step 1 2 3

**Selected Account**

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

Project/Activity: BUSINESS APPLICATIONS FOR PERMITS

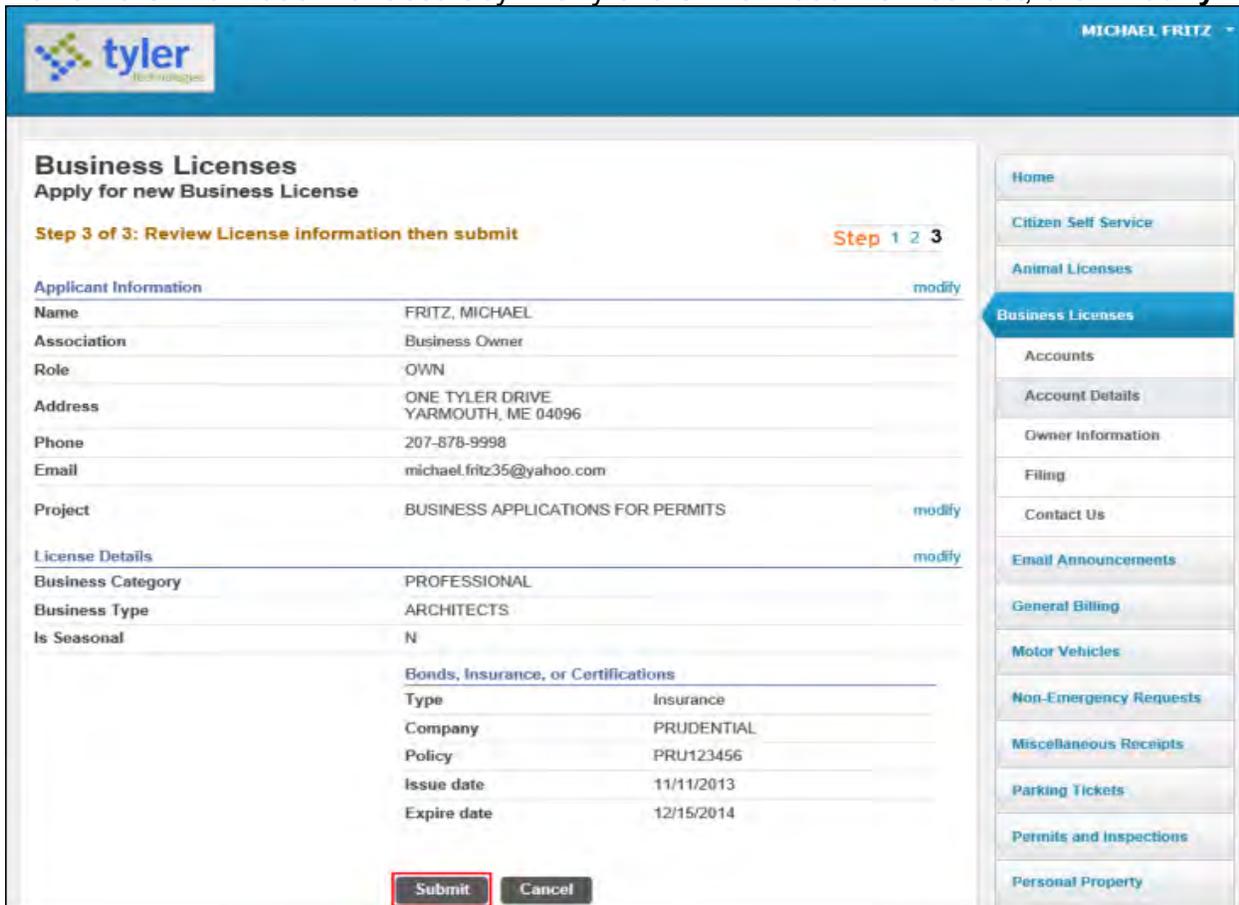
[Add new License](#)

**Licenses**

	Category	Type
<a href="#">Edit</a>   <a href="#">Delete</a>	PROFESSIONAL	ARCHITECTS

**Continue** **Cancel**

9. Review the information for accuracy. If any of the information is incorrect, click **Modify**.



**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
Role	OWN
Address	ONE TYLER DRIVE YARMOUTH, ME 04096
Phone	207-878-9998
Email	michael.fritz35@yahoo.com
Project	BUSINESS APPLICATIONS FOR PERMITS <span style="float: right;"><a href="#">modify</a></span>

**License Details** [modify](#)

Business Category	PROFESSIONAL
Business Type	ARCHITECTS
Is Seasonal	N

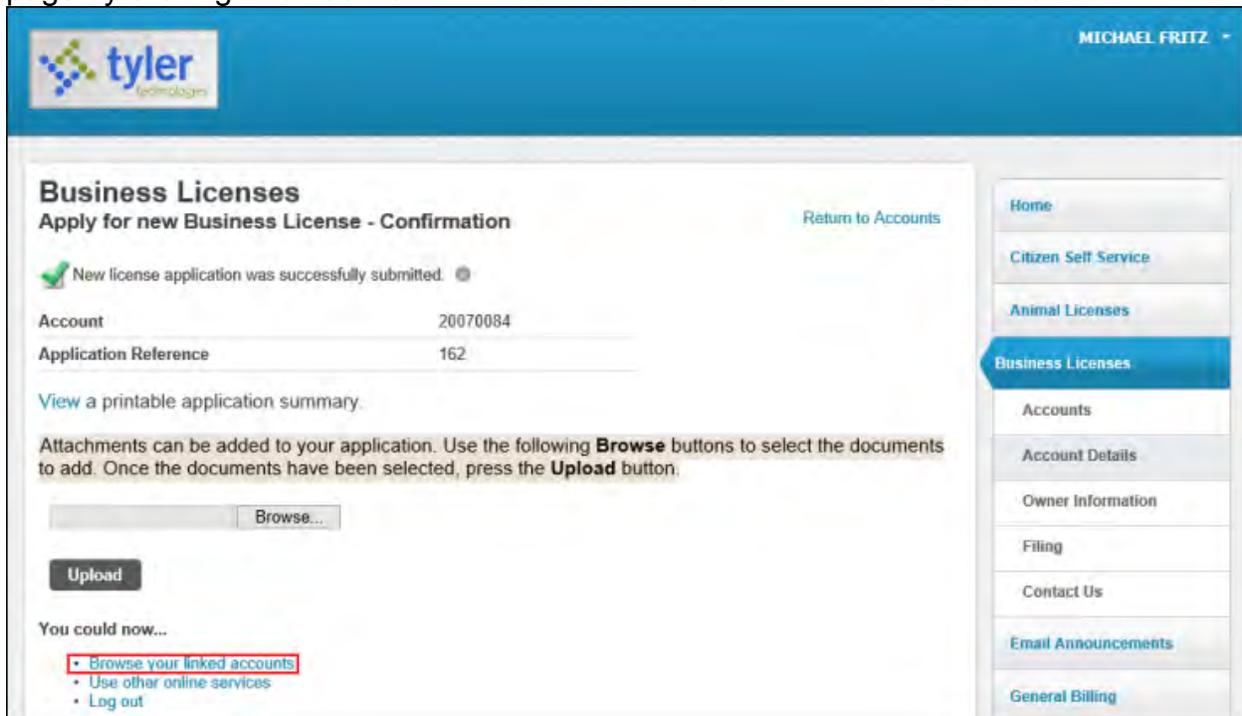
**Bonds, Insurance, or Certifications**

Type	Insurance
Company	PRUDENTIAL
Policy	PRU123456
Issue date	11/11/2013
Expire date	12/15/2014

**Submit** **Cancel**

10. Click **Submit**.

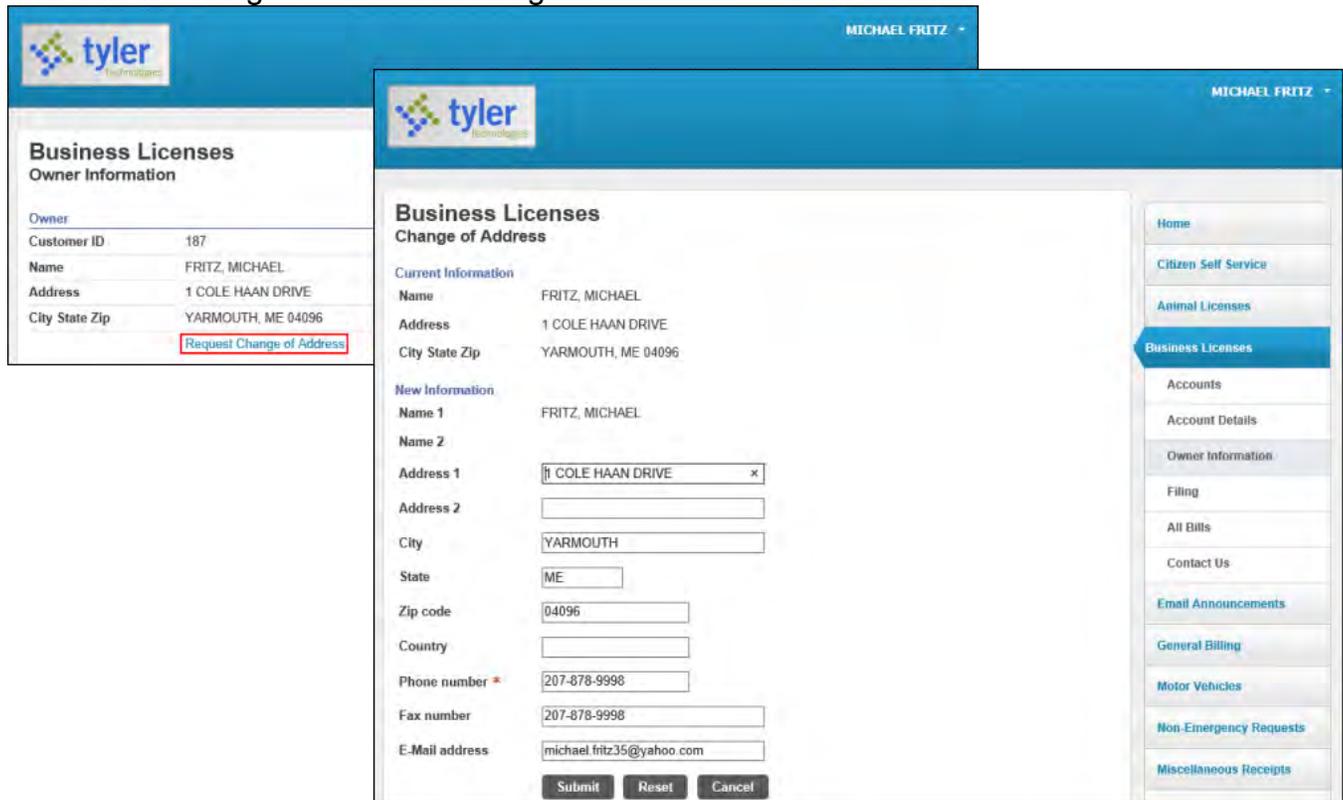
On the confirmation page, add attachments to the application, or return to the Accounts page by clicking **Browse Your Linked Accounts** or **Return to Accounts**.



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.

## Request Change of Address

Request Change of Address updates customer details for an account. This option is available if the Allow Change of Address setting is enabled in Citizen Administration.



**Business Licenses**  
Owner Information

Owner	
Customer ID	187
Name	FRITZ, MICHAEL
Address	1 COLE HAAN DRIVE
City State Zip	YARMOUTH, ME 04096
	<a href="#">Request Change of Address</a>

**Business Licenses**  
Change of Address

Current Information

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

New Information

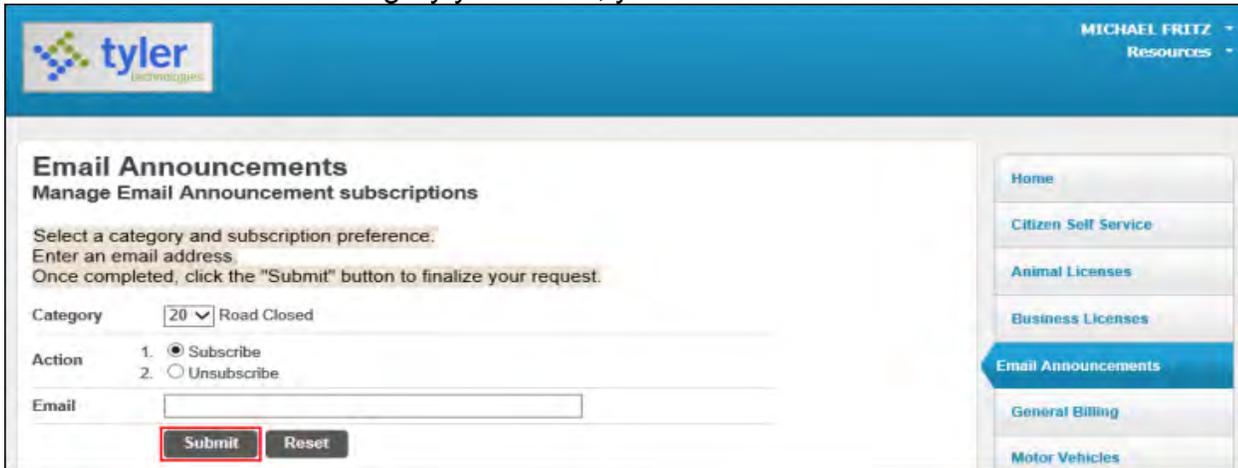
Name 1: FRITZ, MICHAEL  
Name 2:   
Address 1:  x  
Address 2:   
City:   
State:   
Zip code:   
Country:   
Phone number:   
Fax number:   
E-Mail address:

Home  
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

Once you click **Owner Information** and then click **Request Change of Address**, the page makes fields available for you to update the address and contact information. If the Confidential check box in Munis Customers is selected for your customer record, the Citizen Self Service modules do not allow you to change customer addresses.

## Email Announcements

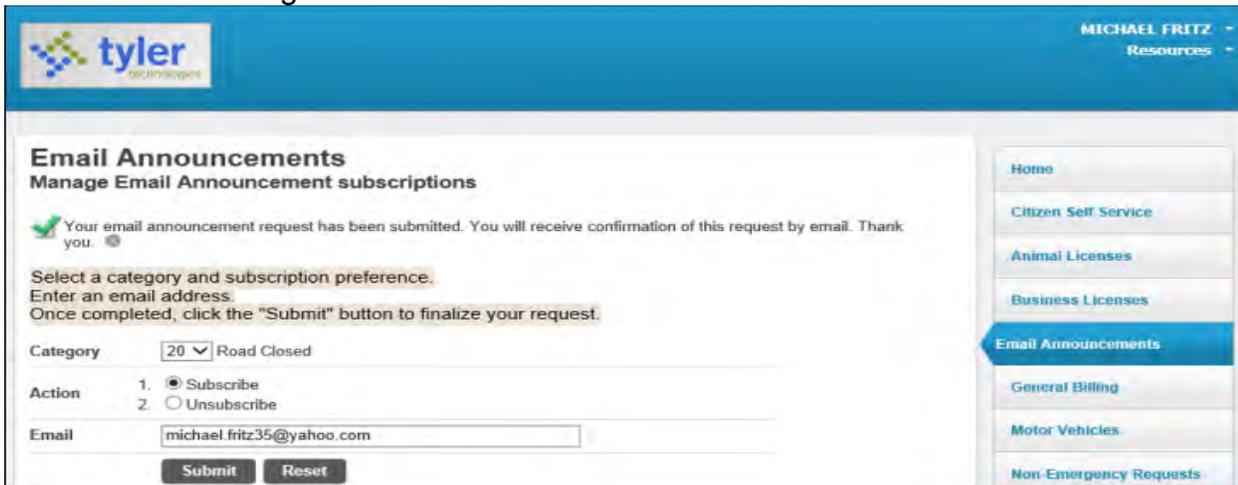
The Email Announcements page is available when you are logged in to Citizen Self Service. This page presents options to subscribe to, or unsubscribe from, categories of email announcements. The email announcements themselves are created and generated by system administrators in Citizen Administration. When an system administrator creates an email announcement for the category you select, you receive the email notification.



The screenshot shows the 'Email Announcements' page with the following details:

- Header:** tyler technologies logo on the left, and 'MICHAEL FRITZ Resources' on the right.
- Navigation:** A vertical menu on the right includes Home, Citizen Self Service, Animal Licenses, Business Licenses, **Email Announcements** (highlighted), General Billing, and Motor Vehicles.
- Main Content:**
  - Title:** Email Announcements
  - Subtitle:** Manage Email Announcement subscriptions
  - Instructions:** Select a category and subscription preference. Enter an email address. Once completed, click the "Submit" button to finalize your request.
  - Category:** A dropdown menu is set to '20 Road Closed'.
  - Action:** Radio buttons for '1.  Subscribe' and '2.  Unsubscribe'.
  - Email:** An empty text input field.
  - Buttons:** 'Submit' and 'Reset' buttons at the bottom.

Once you successfully subscribe to email announcements, the application presents a confirmation message.



The screenshot shows the 'Email Announcements' page with a confirmation message:

- Header:** tyler technologies logo on the left, and 'MICHAEL FRITZ Resources' on the right.
- Navigation:** A vertical menu on the right includes Home, Citizen Self Service, Animal Licenses, Business Licenses, **Email Announcements** (highlighted), General Billing, Motor Vehicles, and Non-Emergency Requests.
- Main Content:**
  - Title:** Email Announcements
  - Subtitle:** Manage Email Announcement subscriptions
  - Confirmation:** A green checkmark icon followed by the text: 'Your email announcement request has been submitted. You will receive confirmation of this request by email. Thank you.' with a small circular icon.
  - Instructions:** Select a category and subscription preference. Enter an email address. Once completed, click the "Submit" button to finalize your request.
  - Category:** A dropdown menu is set to '20 Road Closed'.
  - Action:** Radio buttons for '1.  Subscribe' and '2.  Unsubscribe'.
  - Email:** The text input field now contains 'michael.fritz35@yahoo.com'.
  - Buttons:** 'Submit' and 'Reset' buttons at the bottom.

You also receive a confirmation message at the email address you enter in the Email box. The email you receive includes a link to Citizen Self Service for unsubscribing from email announcements.

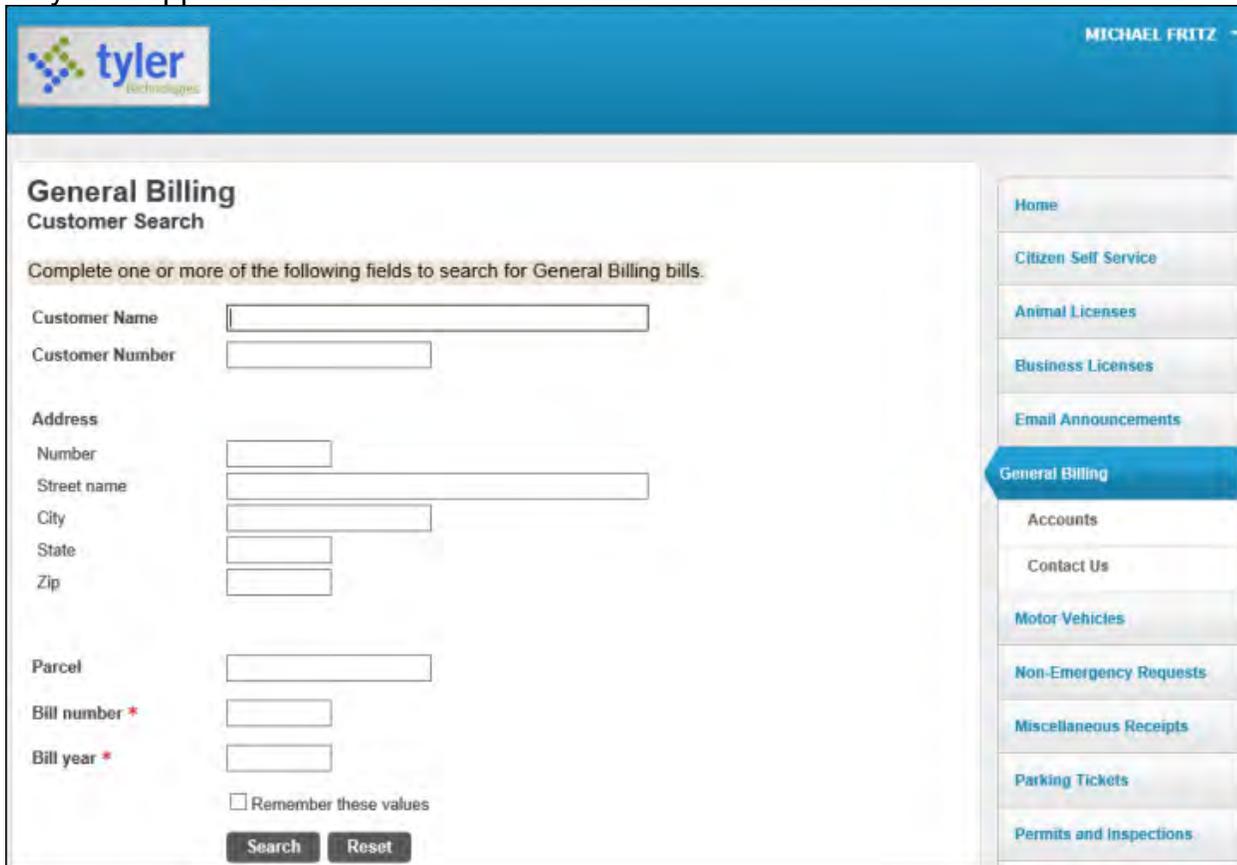


The screenshot shows an email confirmation message with the following content:

- Subject:** E-Mail Announcement Subscription
- From:** NoReply@MUNIS.com
- To:** Me
- Date:** Today at 2:54 PM
- Body:**
  - You have been subscribed to receive E-Mail announcements for the category '20'.
  - The information you provided to us is confidential and for the express purpose of sending you information that is of interest to you. At no time will your e-mail address be shared with any outside companies or agencies unless we are bound to do so by legal order.
  - If you did not sign up for this service or would like to remove your name from the mailing list, feel free to visit our website <http://devmas.tylertech.com/v105/brandle/citizens/EmailAnnouncements/Default.aspx> to unsubscribe.
  - Thank-You for choosing to use our E-Mail Announcement Service.

## General Billing

The General Billing module provides information for outstanding general bills. Search for General Billing bills by exact customer name or number, by address information, or by typing the first few letters of your name or account numbers to find bills using wildcard characters, if they are supported.



**General Billing**  
Customer Search

Complete one or more of the following fields to search for General Billing bills.

Customer Name

Customer Number

Address

Number

Street name

City

State

Zip

Parcel

Bill number \*

Bill year \*

Remember these values

Home

Citizen Self Service

Animal Licenses

Business Licenses

Email Announcements

**General Billing**

Accounts

Contact Us

Motor Vehicles

Non-Emergency Requests

Miscellaneous Receipts

Parking Tickets

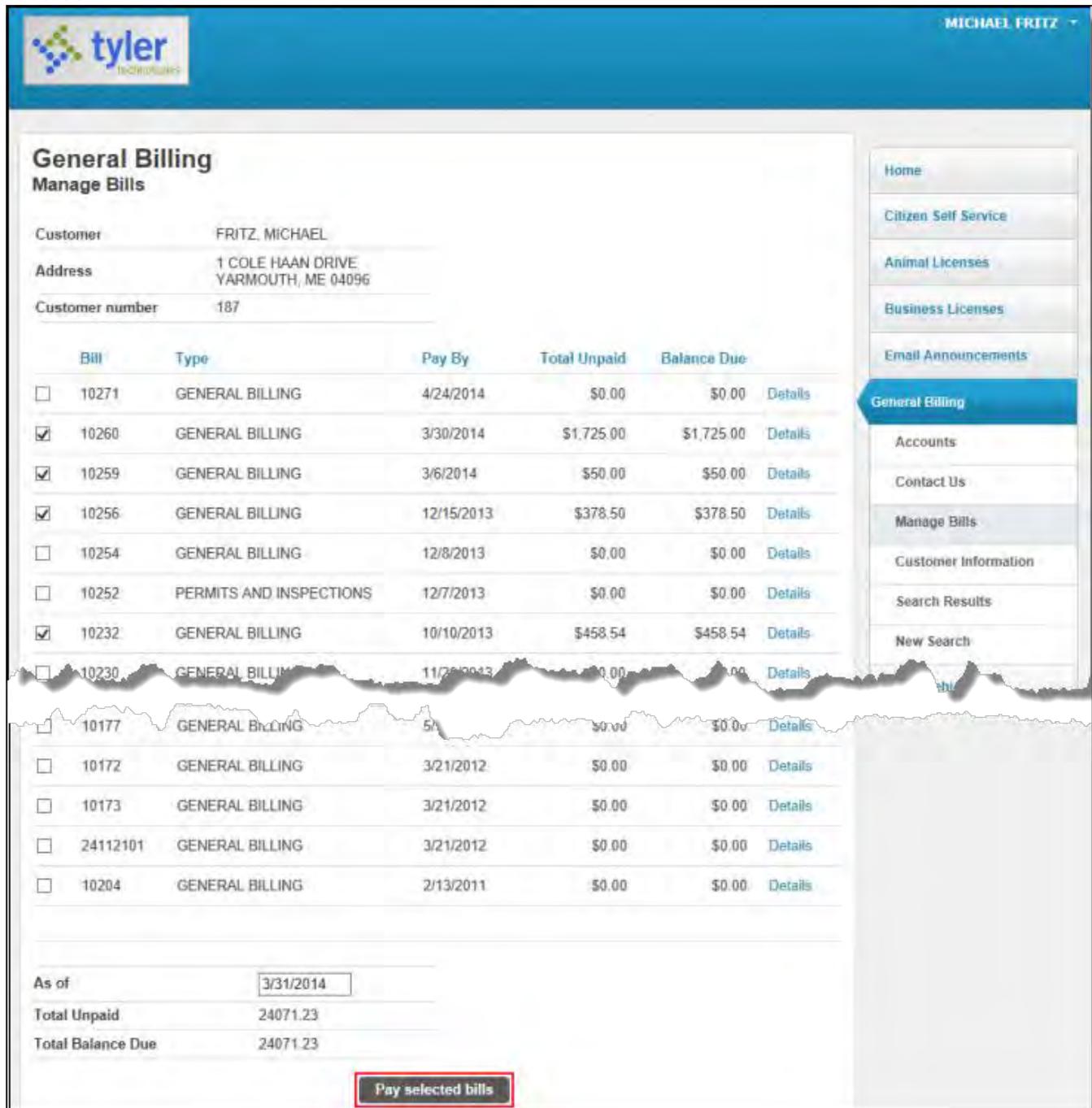
Permits and Inspections

MICHAEL FRITZ

**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.

## 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 the invoice.



**General Billing**  
Manage Bills

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

Bill	Type	Pay By	Total Unpaid	Balance Due	
<input type="checkbox"/> 10271	GENERAL BILLING	4/24/2014	\$0.00	\$0.00	<a href="#">Details</a>
<input checked="" type="checkbox"/> 10260	GENERAL BILLING	3/30/2014	\$1,725.00	\$1,725.00	<a href="#">Details</a>
<input checked="" type="checkbox"/> 10259	GENERAL BILLING	3/6/2014	\$50.00	\$50.00	<a href="#">Details</a>
<input checked="" type="checkbox"/> 10256	GENERAL BILLING	12/15/2013	\$378.50	\$378.50	<a href="#">Details</a>
<input type="checkbox"/> 10254	GENERAL BILLING	12/8/2013	\$0.00	\$0.00	<a href="#">Details</a>
<input type="checkbox"/> 10252	PERMITS AND INSPECTIONS	12/7/2013	\$0.00	\$0.00	<a href="#">Details</a>
<input checked="" type="checkbox"/> 10232	GENERAL BILLING	10/10/2013	\$458.54	\$458.54	<a href="#">Details</a>
<input type="checkbox"/> 10230	GENERAL BILLING	11/20/2013	\$0.00	\$0.00	<a href="#">Details</a>
<input type="checkbox"/> 10177	GENERAL BILLING	5/1/2012	\$0.00	\$0.00	<a href="#">Details</a>
<input type="checkbox"/> 10172	GENERAL BILLING	3/21/2012	\$0.00	\$0.00	<a href="#">Details</a>
<input type="checkbox"/> 10173	GENERAL BILLING	3/21/2012	\$0.00	\$0.00	<a href="#">Details</a>
<input type="checkbox"/> 24112101	GENERAL BILLING	3/21/2012	\$0.00	\$0.00	<a href="#">Details</a>
<input type="checkbox"/> 10204	GENERAL BILLING	2/13/2011	\$0.00	\$0.00	<a href="#">Details</a>

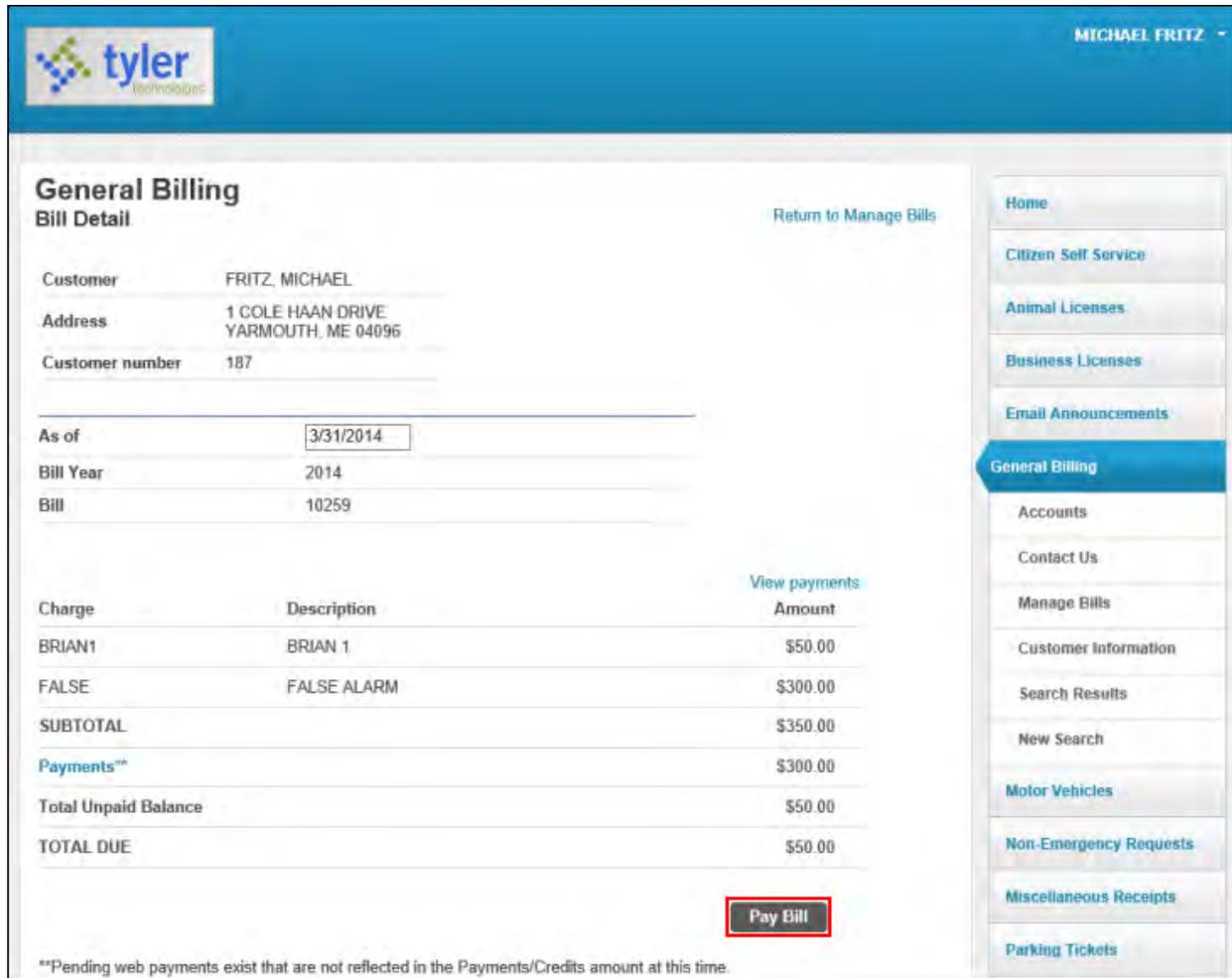
As of:

Total Unpaid: 24071.23  
Total Balance Due: 24071.23

[Pay selected bills](#)

## 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 process outlined in the Payments section of this document.



**General Billing**  
Bill Detail [Return to Manage Bills](#)

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

As of: 3/31/2014  
Bill Year: 2014  
Bill: 10259

Charge	Description	View payments Amount
BRIAN1	BRIAN 1	\$50.00
FALSE	FALSE ALARM	\$300.00
SUBTOTAL		\$350.00
Payments**		\$300.00
Total Unpaid Balance		\$50.00
TOTAL DUE		\$50.00

**Pay Bill**

\*\*Pending web payments exist that are not reflected in the Payments/Credits amount at this time.

- Home
- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing**
- Accounts
- Contact Us
- Manage Bills
- Customer Information
- Search Results
- New Search
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets

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

**General Billing Payments**

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

As of 3/31/2014 [Return to Bill Detail](#)

Bill Year: 2014  
 Bill: 10259

Activity	Posted	Paid By/Reference	Amount
Payment	2/4/2014	GB INTERNAL	\$300.00

### Request Change of Address

Request Change of Address updates customer details for an account. This option is available if the Allow Change of Address setting is enabled in Citizen Administration.

**General Billing Customer Information**

Customer ID: 187  
 Name: FRITZ, MICHAEL  
 Address: 1 COLE HAAN DRIVE  
 City State Zip: YARMOUTH, ME 04096  
[Request Change of Address](#)

**General Billing Change of Address**

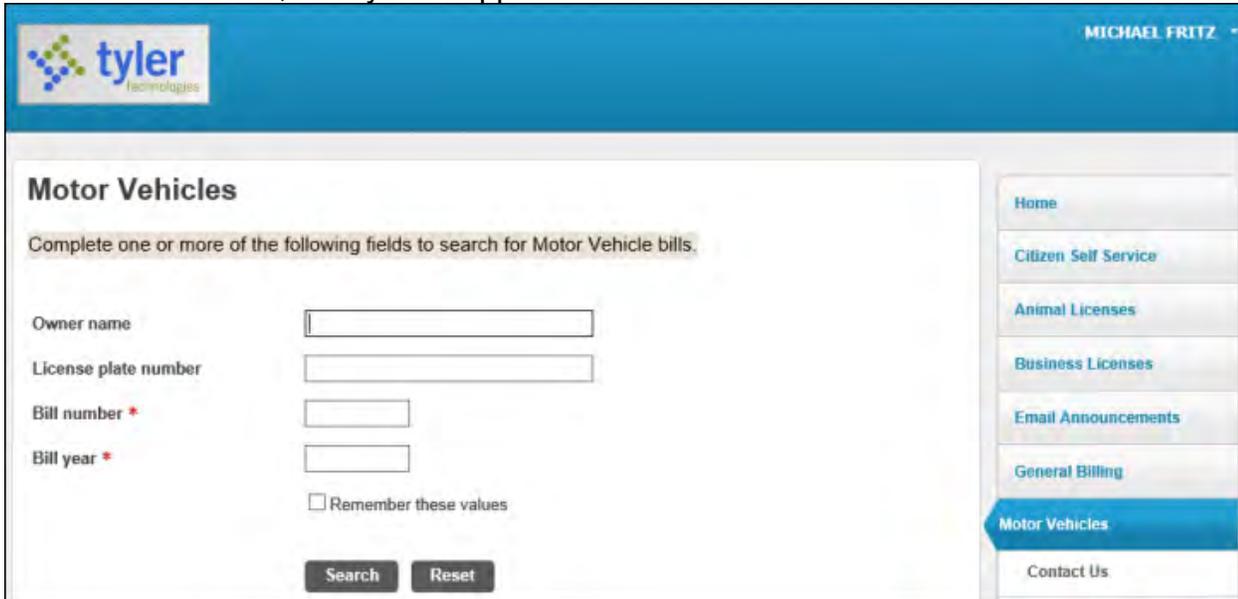
**Current Information**  
 Name: FRITZ, MICHAEL  
 Address: 1 COLE HAAN DRIVE  
 City State Zip: YARMOUTH, ME 04096

**New Information**  
 Name 1: FRITZ, MICHAEL  
 Name 2:  
 Address 1: 1 COLE HAAN DRIVE  
 Address 2:  
 City: YARMOUTH  
 State: ME  
 Zip code: 04096  
 Country:  
 Phone number \*: 207-878-9998  
 Fax number: 207-878-9998  
 E-Mail address: michael.fritz35@yahoo.com

Once you click **Owner Information** and then click **Request Change of Address**, the page makes fields available for you to update the address and contact information. If the Confidential check box in Munis Customers is selected for your customer record, the Citizen Self Service modules do not allow you to change customer addresses.

## Motor Vehicle Taxes

The Motor Vehicles module provides search criteria for motor vehicle records. Search for motor vehicle bills by typing the owner name, license plate number, bill number, bill year, or by typing the first few letters of the owner's name or license plate numbers to find bills using wildcard characters, if they are supported.



### View Bill

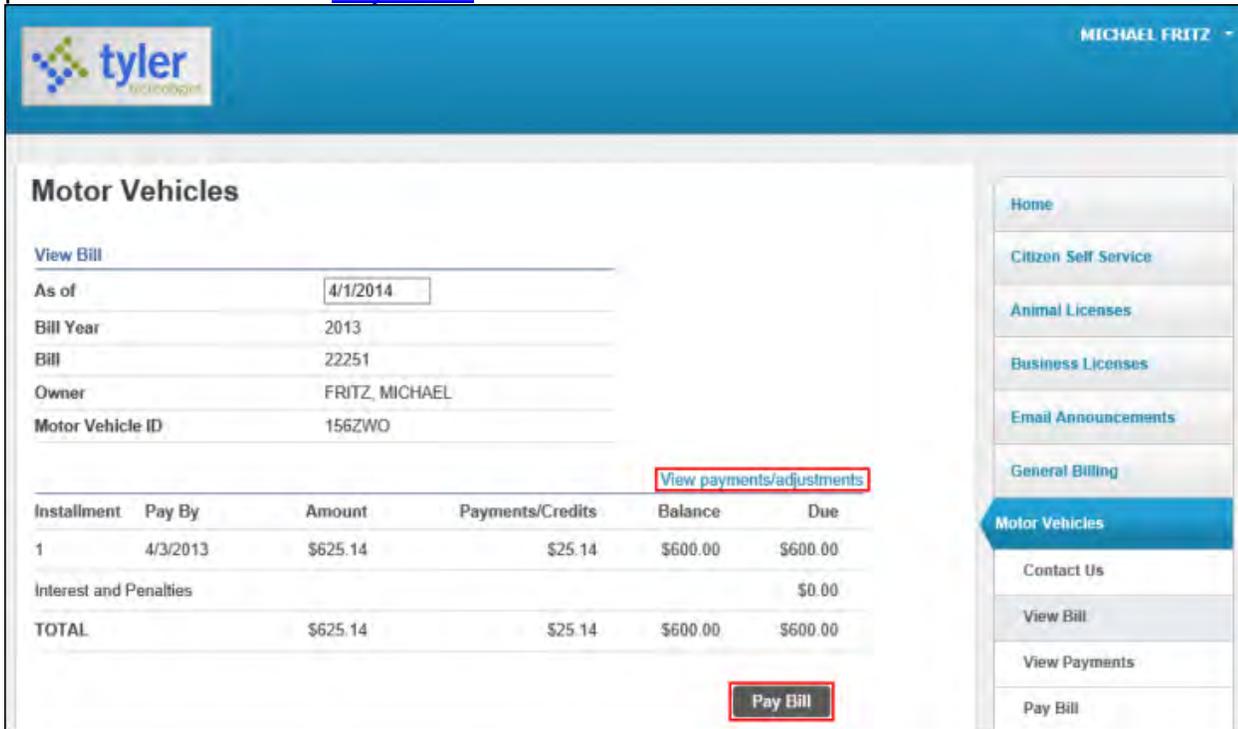
When results are returned, click **View Bill** to view the details of the motor vehicle bill.



Owner	Vehicle Year	Make	Model	Plate	Bill	
FRITZ, MICHAEL	0			156ZWO	22251	<a href="#">View Bill</a>

## Payments

The View Payments/Adjustments option displays any payments or adjustments that have been applied to the bill. Pay Bill or Add to Cart are used to pay an outstanding bill according to the process outlined in the [Payments](#) section of this document.



**Motor Vehicles**

View Bill

As of

Bill Year 2013

Bill 22251

Owner FRITZ, MICHAEL

Motor Vehicle ID 156ZWO

[View payments/adjustments](#)

Installment	Pay By	Amount	Payments/Credits	Balance	Due
1	4/3/2013	\$625.14	\$25.14	\$600.00	\$600.00
Interest and Penalties					\$0.00
<b>TOTAL</b>		\$625.14	\$25.14	\$600.00	\$600.00

[Pay Bill](#)

Home

Citizen Self Service

Animal Licenses

Business Licenses

Email Announcements

General Billing

**Motor Vehicles**

Contact Us

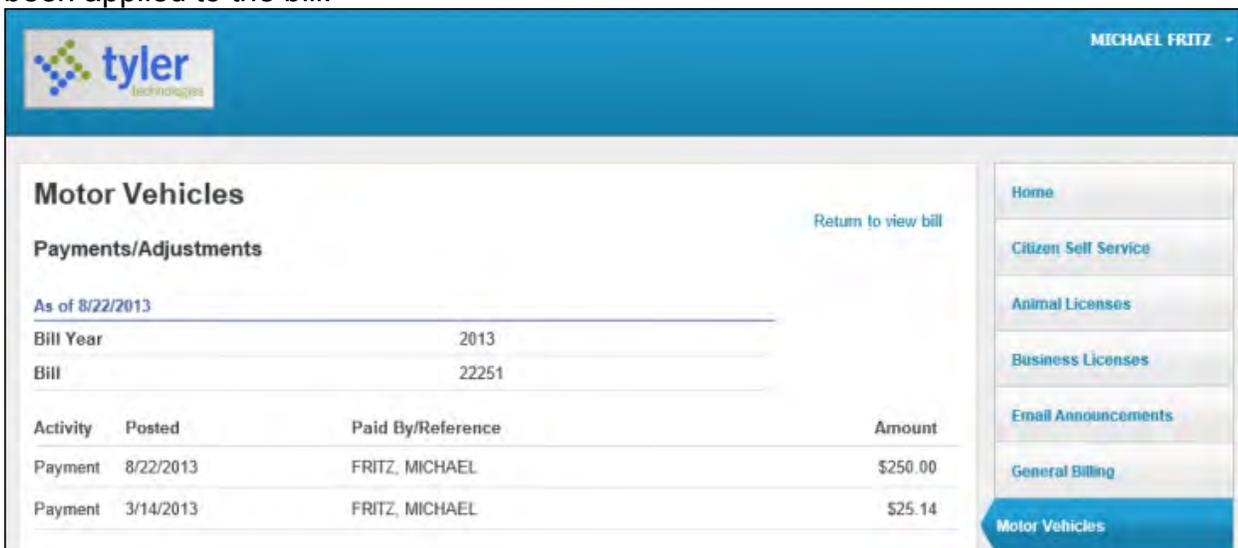
View Bill

View Payments

Pay Bill

## Payments/Adjustments

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



**Motor Vehicles**

Payments/Adjustments

[Return to view bill](#)

As of 8/22/2013

Bill Year 2013

Bill 22251

Activity	Posted	Paid By/Reference	Amount
Payment	8/22/2013	FRITZ, MICHAEL	\$250.00
Payment	3/14/2013	FRITZ, MICHAEL	\$25.14

Home

Citizen Self Service

Animal Licenses

Business Licenses

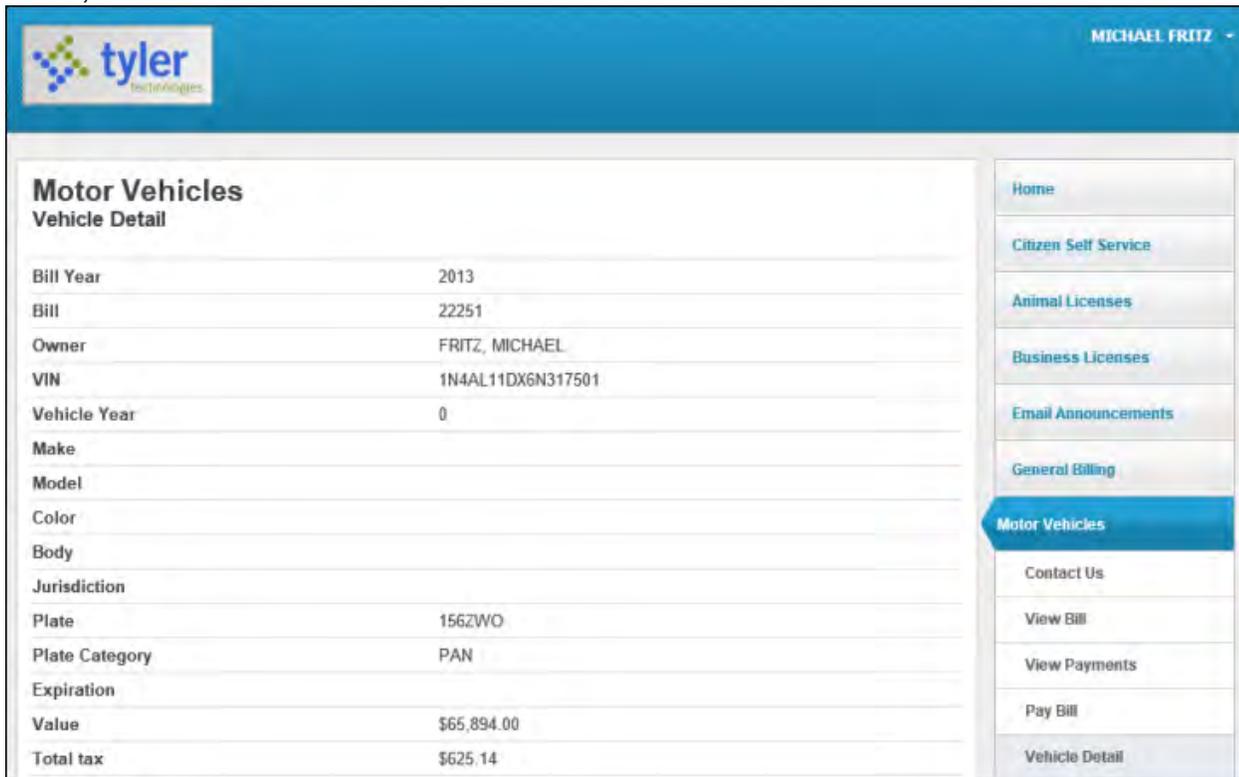
Email Announcements

General Billing

**Motor Vehicles**

## Vehicle Detail

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



The screenshot shows the 'Motor Vehicles Vehicle Detail' page. The header includes the Tyler Technologies logo and the user name 'MICHAEL FRITZ'. The main content area displays the following information:

Bill Year	2013
Bill	22251
Owner	FRITZ, MICHAEL
VIN	1N4AL11DXGN317501
Vehicle Year	0
Make	
Model	
Color	
Body	
Jurisdiction	
Plate	156ZWO
Plate Category	PAN
Expiration	
Value	\$65,894.00
Total tax	\$625.14

A sidebar on the right contains navigation links: Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles (highlighted), Contact Us, View Bill, View Payments, Pay Bill, and Vehicle Detail.

## Charges and Exemptions

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



The screenshot shows the 'Motor Vehicles Charges & Exemptions' page. The header includes the Tyler Technologies logo and the user name 'MICHAEL FRITZ'. The main content area displays the following information:

Bill Year	2013
Bill	22251
Owner	FRITZ, MICHAEL

**Charges**

Description	Value	Rate	Amount
MOTOR VEHICLE	\$0.00	25.000	\$625.14
Total			\$0.00

**Exemptions**

No exemptions or credits were found for this bill.

A sidebar on the right contains navigation links: Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles (highlighted), Contact Us, and View Bill.

## Tax Rates

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



The screenshot shows a web interface for Tyler Technologies. At the top left is the Tyler Technologies logo. At the top right, the user name "MICHAEL FRITZ" is displayed with a dropdown arrow. The main content area is titled "Motor Vehicles Tax Rates". It contains a table with the following data:

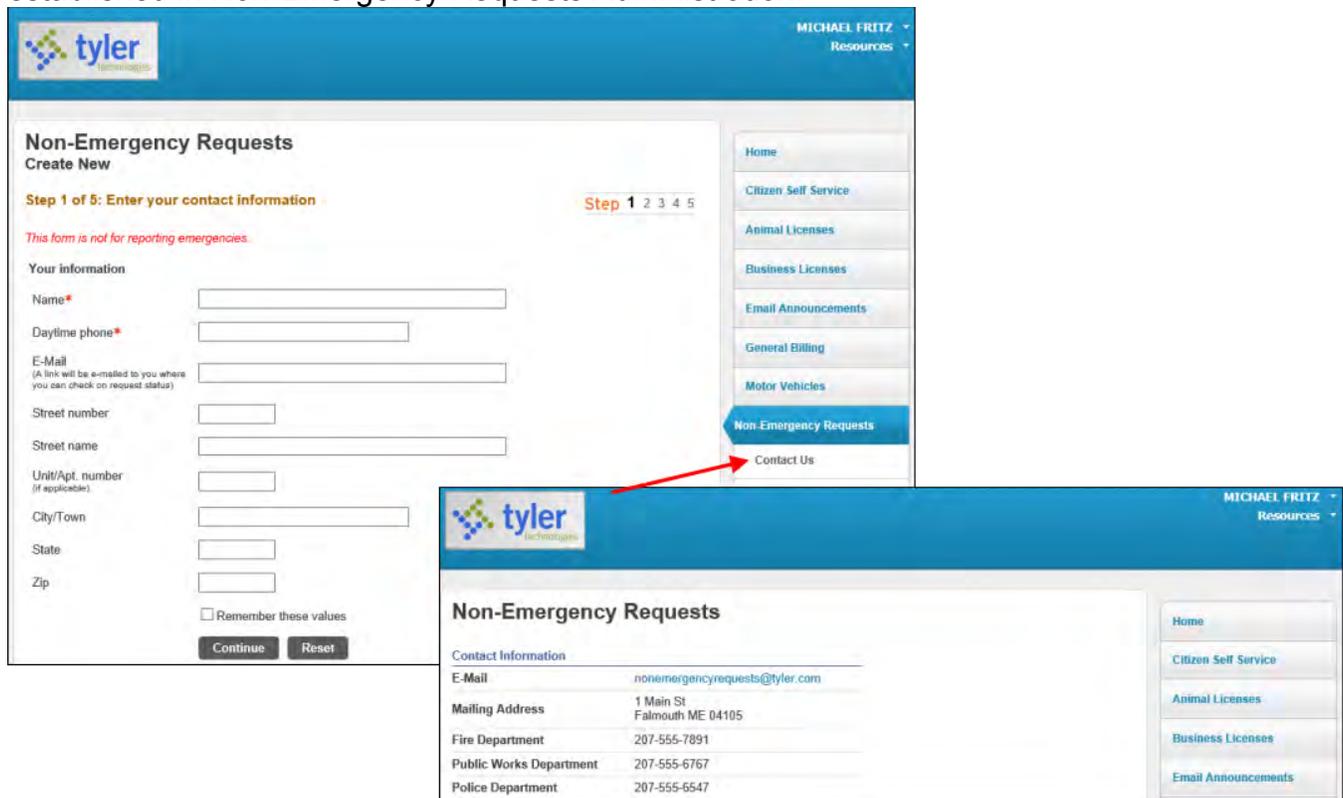
Bill Year	2013
Bill	22251
Description	Tax Rate*
MOTOR VEHICLE	25
	0

On the right side of the page, there is a vertical navigation menu with the following links: Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, and General Billing.

## Non-Emergency Requests

The Non-Emergency Request functionality gives you a means to request service or action of a specific municipal department. You can make individual determinations as to which departments receive requests and the type of requests that may be submitted.

From the Citizen Self Service homepage, click **Non-Emergency Requests**. Click Contact Us to display the contact information, such as departments and contacts, along with phone numbers, email, and physical addresses, for nonemergency 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

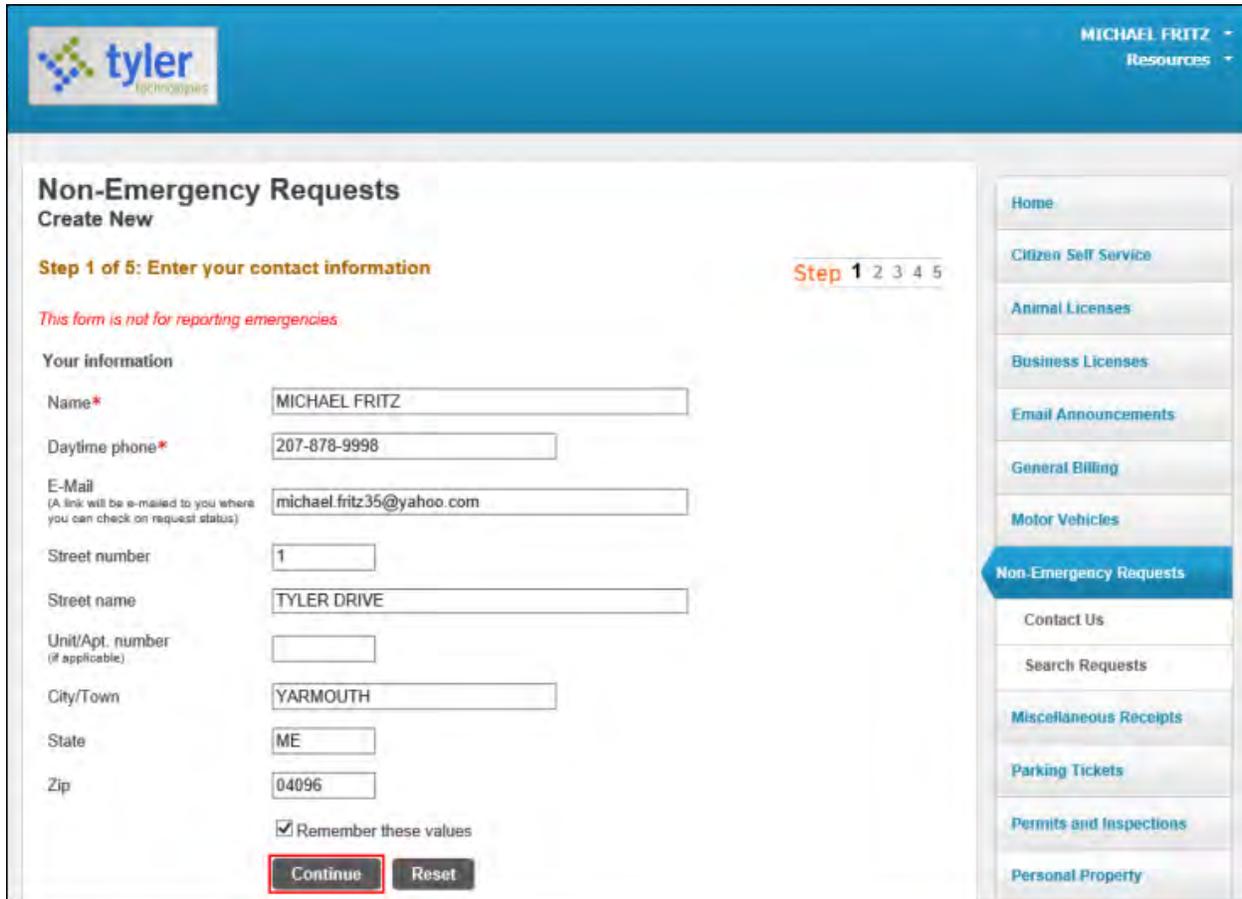
**Non-Emergency Requests**

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

To enter and submit a nonemergency request:

1. Enter your contact information.  
Indicate your name, contact telephone number, and email address, as well as your address.



The screenshot shows the 'Non-Emergency Requests' form at Step 1 of 5. The form is titled 'Non-Emergency Requests Create New' and includes a warning: 'This form is not for reporting emergencies.' The user's information is as follows:

- Name\*: MICHAEL FRITZ
- Daytime phone\*: 207-878-9998
- E-Mail: michael.fritz35@yahoo.com (Note: 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

There is a checked box for 'Remember these values' and two buttons: 'Continue' (highlighted with a red box) and 'Reset'.

2. Click **Continue** for the next step.
3. Select the nature of the request and click **Continue**.



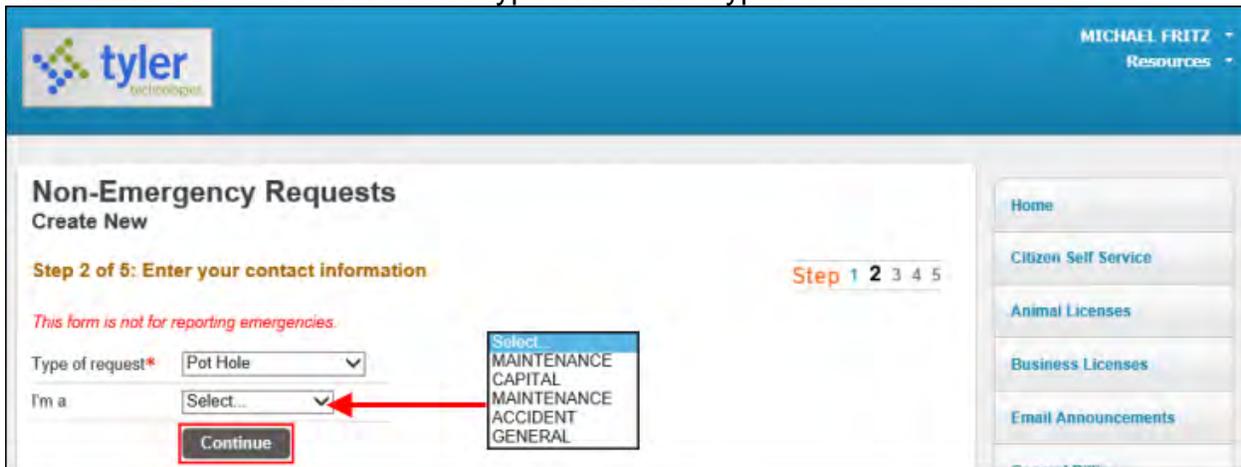
The screenshot shows the 'Non-Emergency Requests' form at Step 2 of 5. The form is titled 'Non-Emergency Requests Create New' and includes the same warning: 'This form is not for reporting emergencies.' The 'Type of request\*' dropdown menu is open, showing the following options:

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

A red arrow points to the dropdown menu. The 'Continue' button is highlighted with a red box.

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.



**Non-Emergency Requests**  
Create New

Step 2 of 5: Enter your contact information

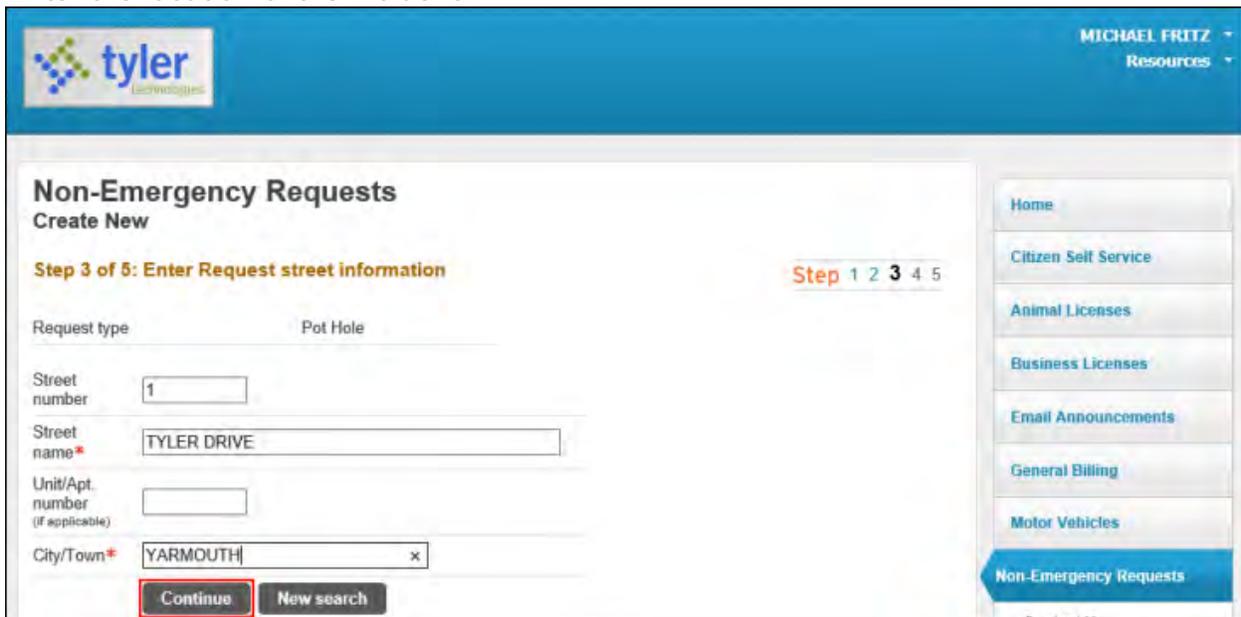
This form is not for reporting emergencies.

Type of request\* Pot Hole

I'm a Select... **Continue**

- Select...
- MAINTENANCE
- CAPITAL
- MAINTENANCE
- ACCIDENT
- GENERAL

4. Enter the location of the incident.



**Non-Emergency Requests**  
Create New

Step 3 of 5: Enter Request street information

Request type Pot Hole

Street number 1

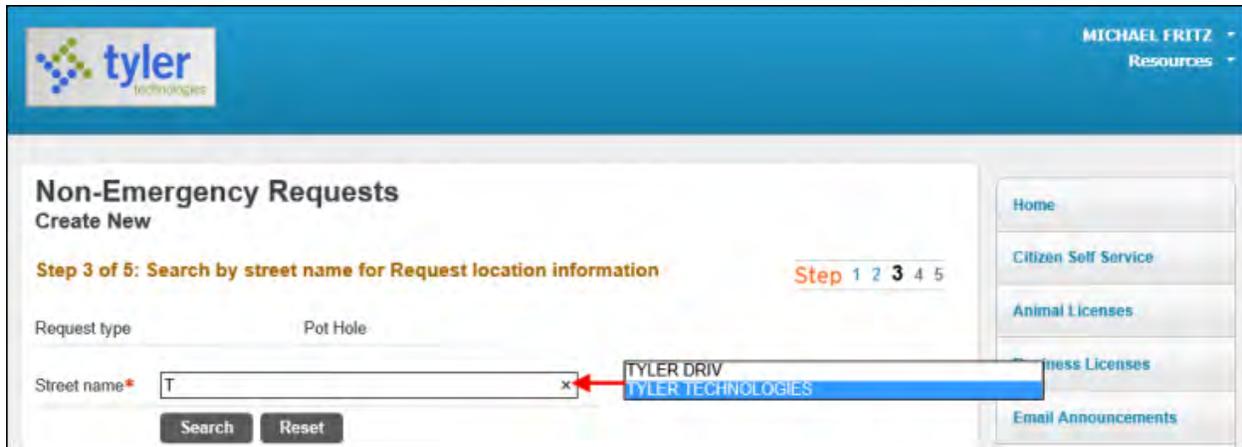
Street name\* TYLER DRIVE

Unit/Apt. number (if applicable)

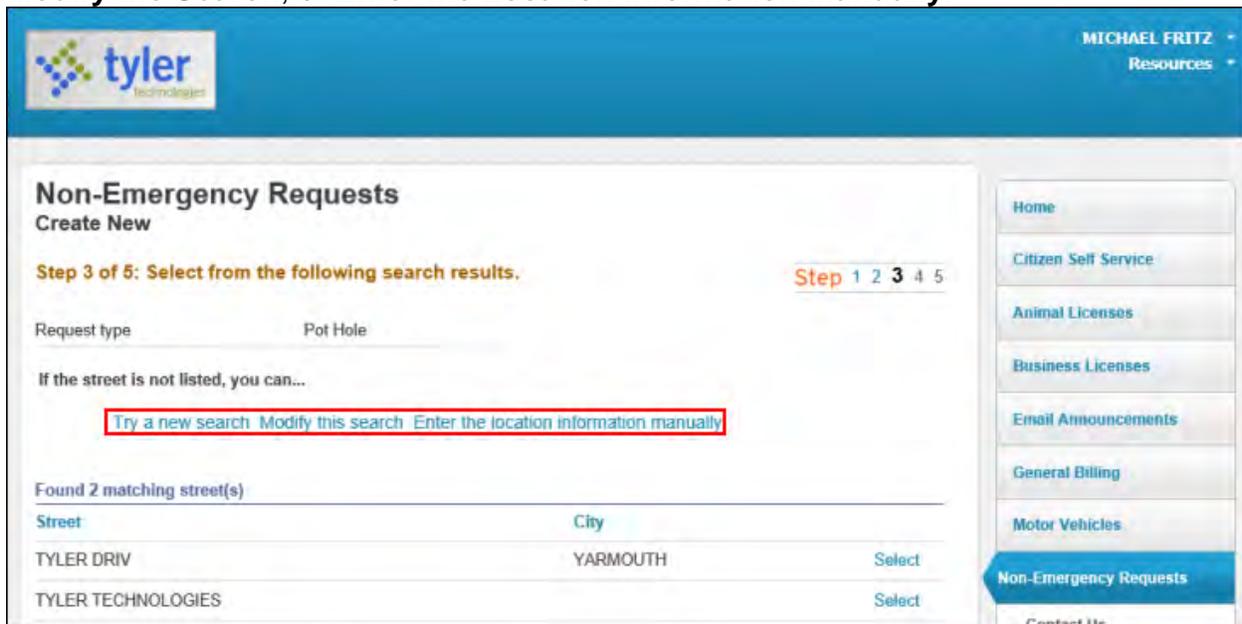
City/Town\* YARMOUTH x

**Continue** New search

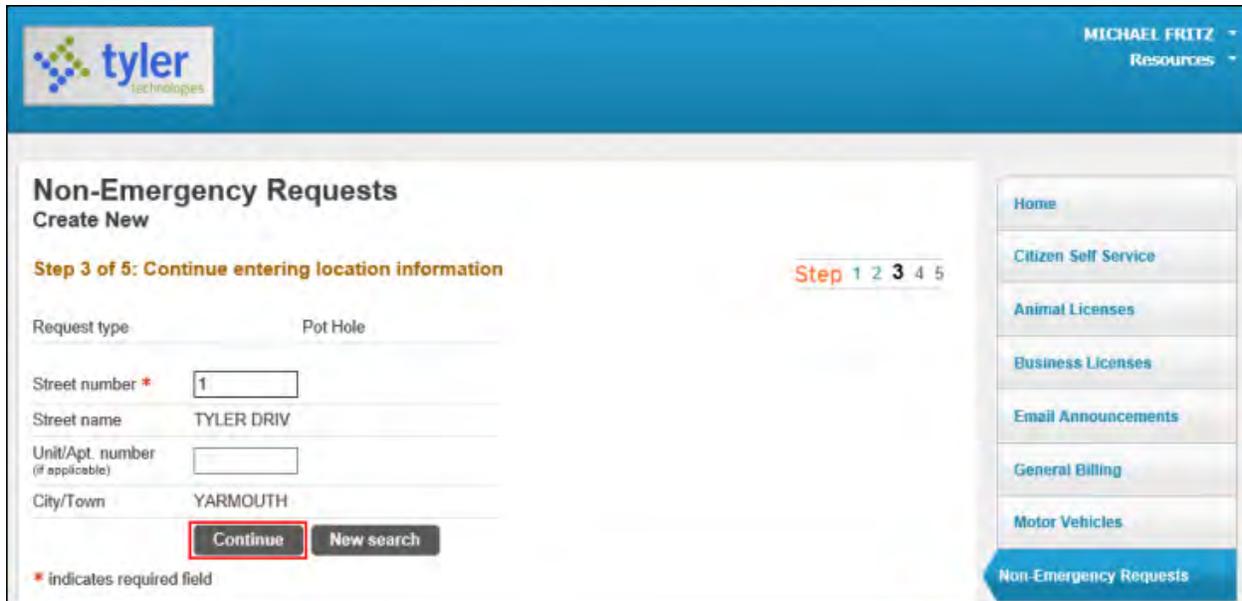
If the Validate Street with Central Property check box is selected on the Request Types screen in Munis Citizen Request Settings, begin to type the street name in the box. As street name is typed, the options for street names begin to narrow and the appropriate option becomes available in the list. Another option is for you to type a partial street name with a wildcard character and click **Search**.



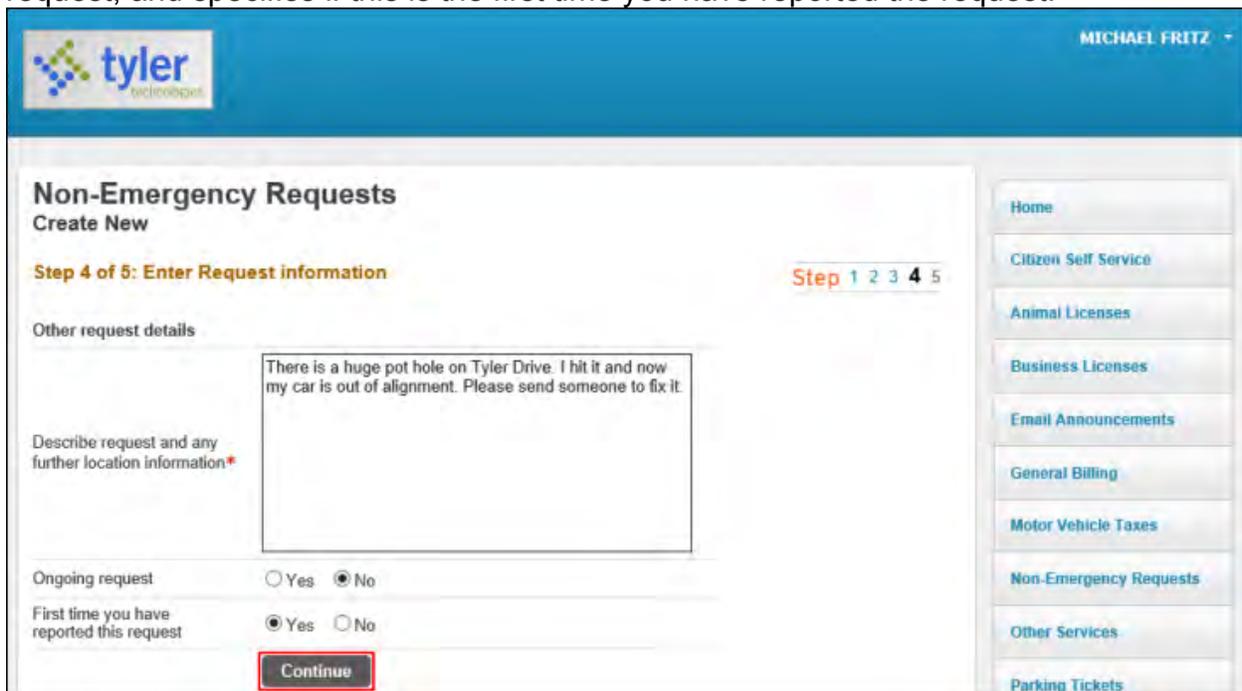
Once you click **Search**, the application presents a list of the streets that match the criteria you entered. If the street is not listed, click one of the following options: **Try a New Search**, **Modify the Search**, or **Enter the Location Information Manually**.



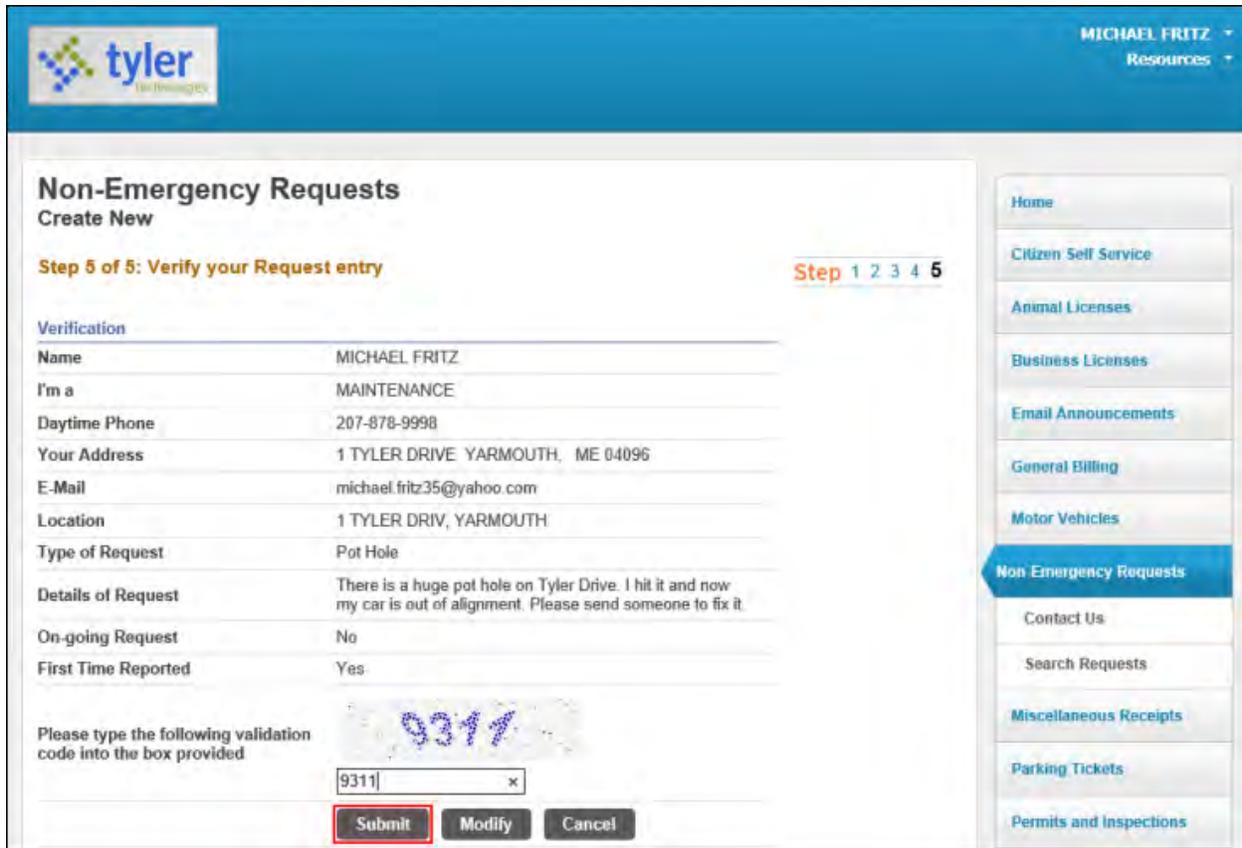
When you select a street, enter the street number and unit number, if applicable. If the request type is set up to validate street numbers with Munis Central Property, the Street Number box is required and must match a valid street number in Munis Central Property.



5. Click **Continue** to proceed to the next step in the process.
6. Complete the additional information.  
This page provides a text box for additional request details, indicates if it is an ongoing request, and specifies if this is the first time you have reported the request.



7. Click **Continue**.
8. Review the request information and make changes, if necessary.  
This step also contains a validation code security measure that requires authentication to prevent spamming of the system.



9. Click **Submit**.

Once you submit the request, the application presents a confirmation page. This confirmation page includes the Request ID that you can use as a reference. If you are reporting other issues, click **Make Another Request** to make another nonemergency request.

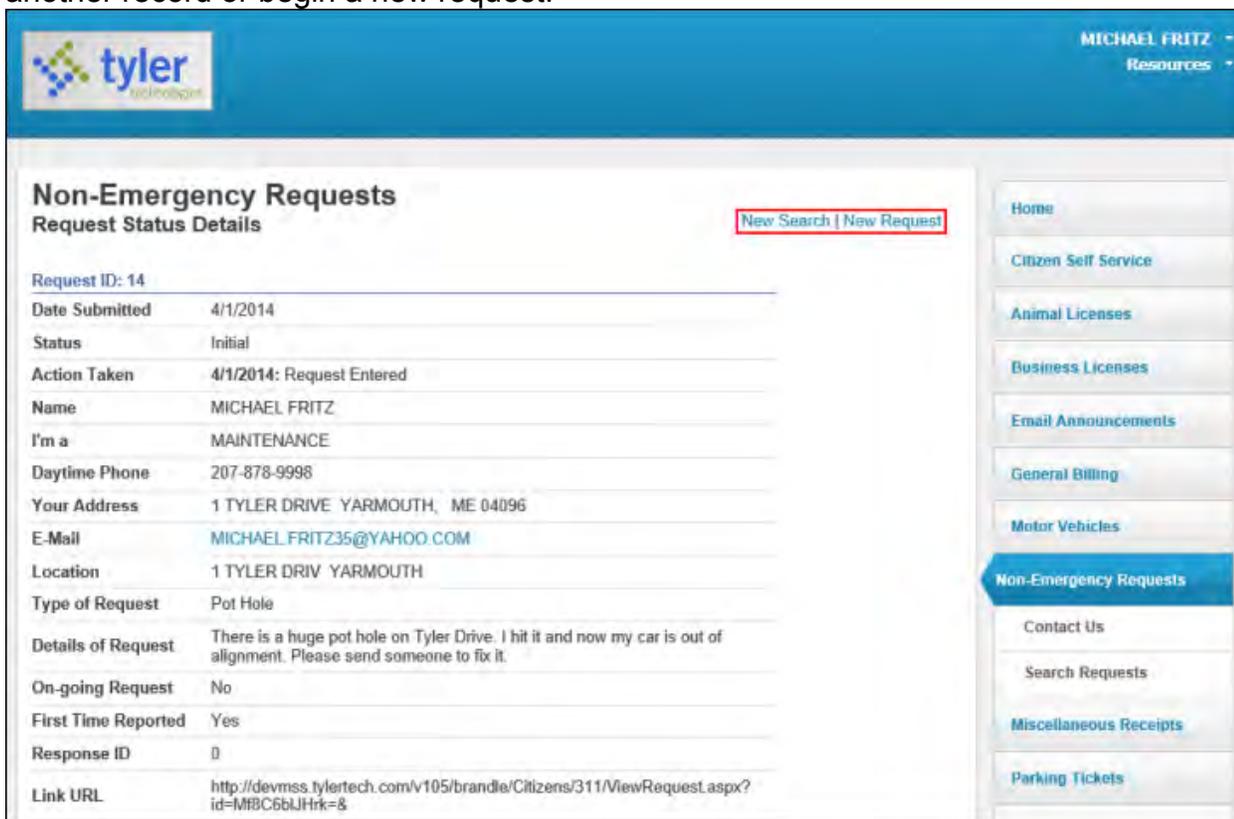


### Email Confirmation

Once a request is submitted, and as long as an email address was entered, you receive an email confirmation automatically generated by CSS. 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.

## 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** or **New Request** to search for another record or begin a new request.



The screenshot shows the 'Request Status Details' page for a non-emergency request. The page includes a header with the Tyler Technologies logo and the user's name, MICHAEL FRITZ, with a 'Resources' dropdown. The main content area is titled 'Non-Emergency Requests Request Status Details' and features a 'New Search | New Request' link. The request details are as follows:

Request ID:	14
Date Submitted	4/1/2014
Status	Initial
Action Taken	4/1/2014: Request Entered
Name	MICHAEL FRITZ
I'm a	MAINTENANCE
Daytime Phone	207-878-9998
Your Address	1 TYLER DRIVE YARMOUTH, ME 04096
E-Mail	MICHAEL.FRITZ35@YAHOO.COM
Location	1 TYLER DRIV YARMOUTH
Type of Request	Pot Hole
Details of Request	There is a huge pot hole on Tyler Drive. I hit it and now my car is out of alignment. Please send someone to fix it.
On-going Request	No
First Time Reported	Yes
Response ID	0
Link URL	http://devmss.tylertech.com/v105/brandie/Citizens/311/ViewRequest.aspx?id=Mf8C6bUJHrk=8

A right-hand navigation menu contains links for Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests (highlighted), Contact Us, Search Requests, Miscellaneous Receipts, and Parking Tickets.

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.



The screenshot shows the 'Search Requests' page. It features a header with the Tyler Technologies logo and the user's name, MICHAEL FRITZ, with a 'Resources' dropdown. The main content area is titled 'Non-Emergency Requests Search Requests' and contains two input fields: 'Request ID\*' with the value '14' and 'Daytime phone\*' with the value '207-878-9998'. A 'Search' button is located below the input fields. The right-hand navigation menu is partially visible, showing links for Home, Citizen Self Service, Animal Licenses, and Business Licenses.

The application includes a list of all of the requests that meet the search criteria. You can perform a new search or make a new request.

### **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.

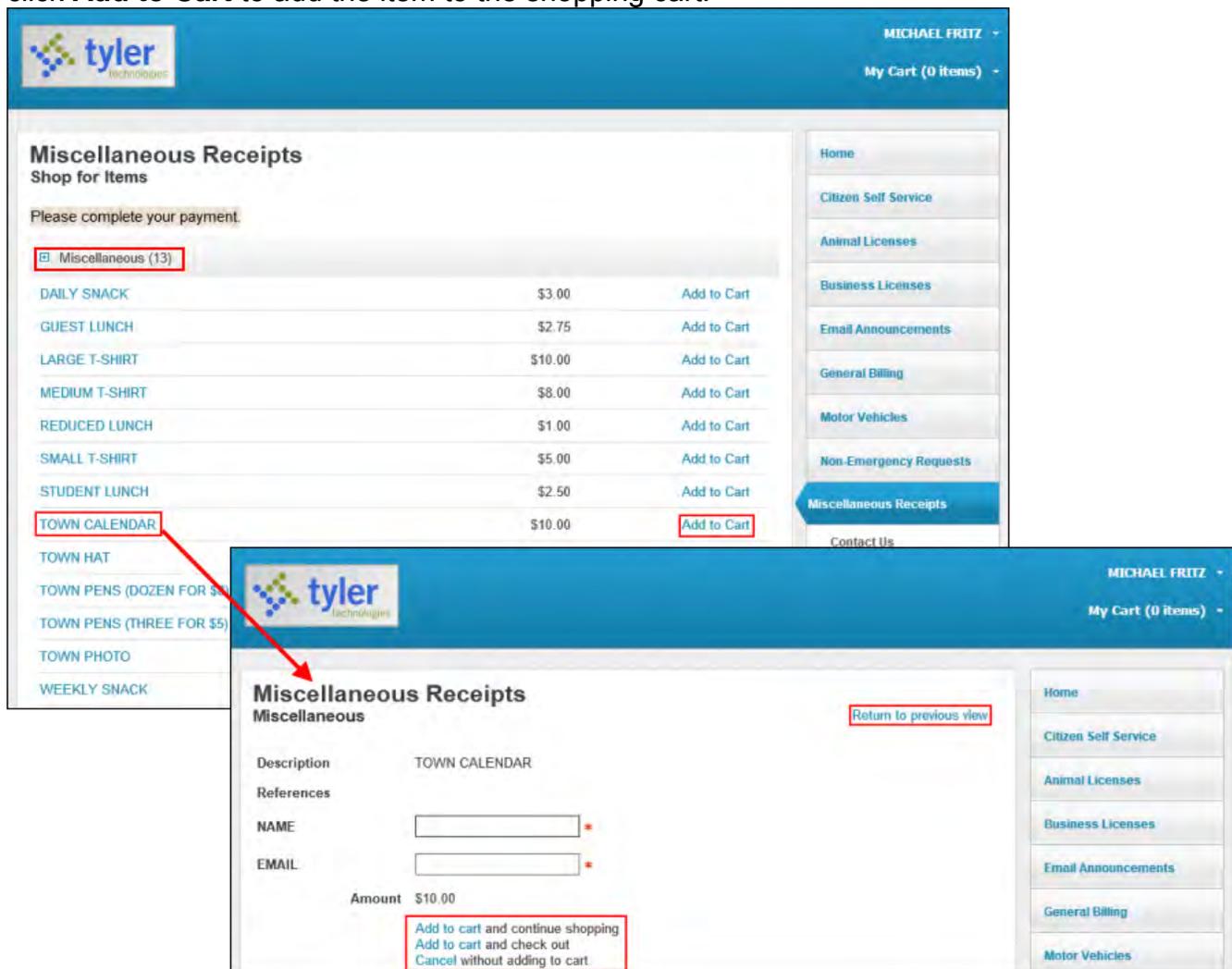
## Other Services

The Other Services page includes miscellaneous items, such as school or town merchandise (t-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 an item to view its details on the View Details page, or click **Add to Cart** to add the item to the shopping cart.



The screenshot shows the Tyler Technologies 'Miscellaneous Receipts' application. The top navigation bar includes the Tyler logo, the user name 'MICHAEL FRITZ', and a 'My Cart (0 items)' link. The main content area is titled 'Miscellaneous Receipts' and 'Shop for Items'. A message says 'Please complete your payment.' Below this is a list of items under the 'Miscellaneous (13)' category. The 'TOWN CALENDAR' item is highlighted with a red box and an 'Add to Cart' button. A red arrow points from this item to a detailed view of the 'TOWN CALENDAR' item. This detailed view shows the item description, references, and a form with fields for 'NAME' and 'EMAIL', both with asterisks indicating they are required. The amount is listed as '\$10.00'. Below the form are three buttons: 'Add to cart and continue shopping', 'Add to cart and check out', and 'Cancel without adding to cart'. A 'Return to previous view' button is also present. A sidebar on the right contains navigation links for various services.

Item Name	Price	Action
DAILY SNACK	\$3.00	Add to Cart
GUEST LUNCH	\$2.75	Add to Cart
LARGE T-SHIRT	\$10.00	Add to Cart
MEDIUM T-SHIRT	\$8.00	Add to Cart
REDUCED LUNCH	\$1.00	Add to Cart
SMALL T-SHIRT	\$5.00	Add to Cart
STUDENT LUNCH	\$2.50	Add to Cart
TOWN CALENDAR	\$10.00	Add to Cart
TOWN HAT		
TOWN PENS (DOZEN FOR \$)		
TOWN PENS (THREE FOR \$5)		
TOWN PHOTO		
WEEKLY SNACK		

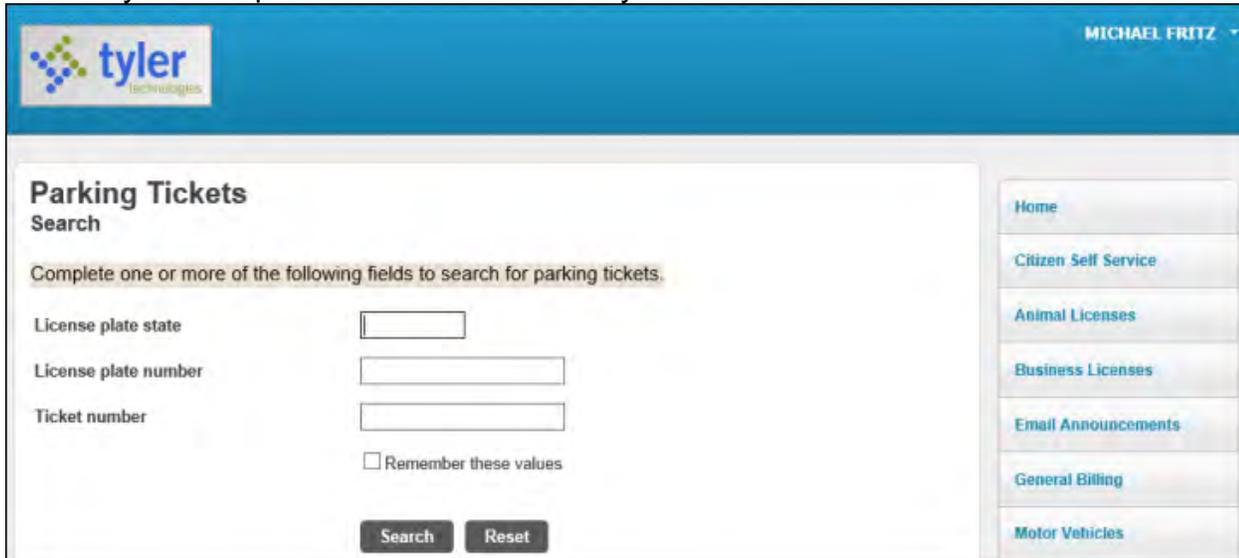
Click **Add to Cart** to add the selected item to the Shopping Cart. If Munis Accounts Receivable Charge Code uses the Citizen Self Service Reference Label 1 and 2 fields, the following box appears and you can complete the information in the labeled boxes. Complete the fields and click OK to continue the payment process.



The screenshot shows a dialog box titled "TOWN CALENDAR". Below the title is the instruction "Enter additional information (required)". There are two input fields: "NAME" with the value "MICHAEL FRIT" and "EMAIL" with the value "5@yahoo.com". At the bottom of the dialog are two buttons: "OK" and "Cancel".

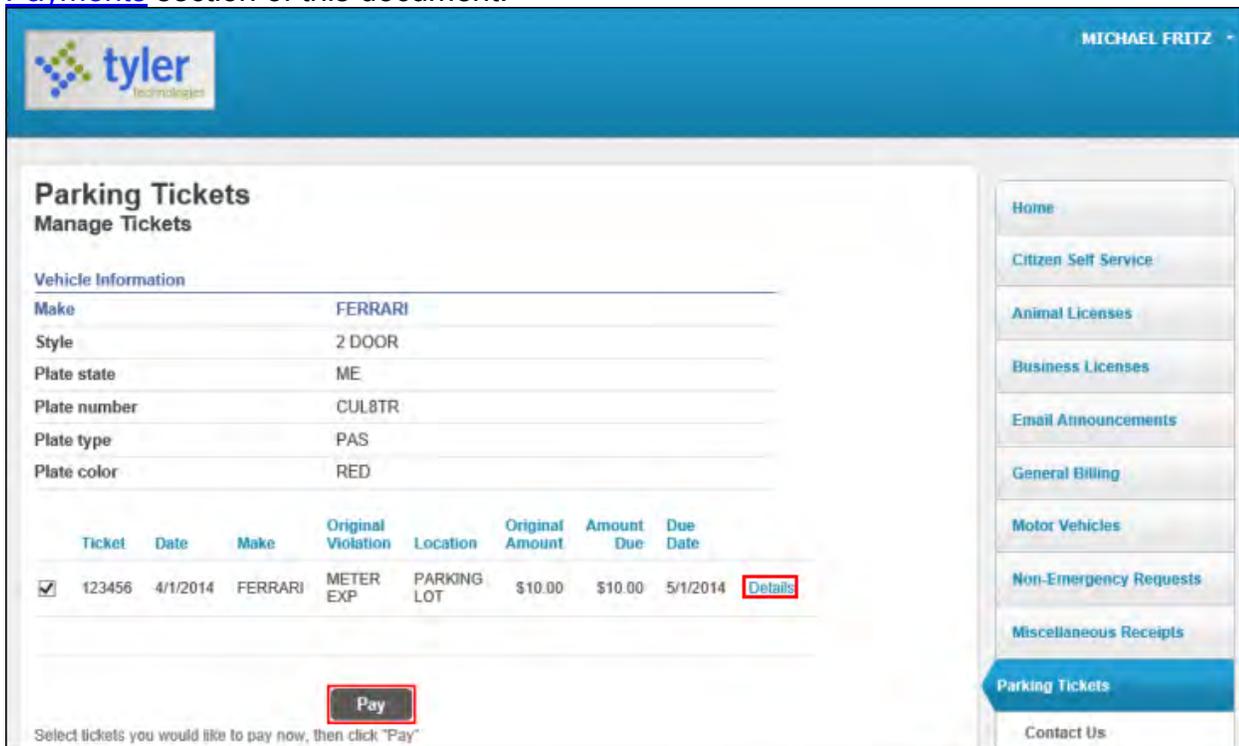
## Parking Tickets

The Parking Tickets module provides details for issued parking tickets. Search for parking tickets by license plate state or number or by ticket number.



## Manage Tickets

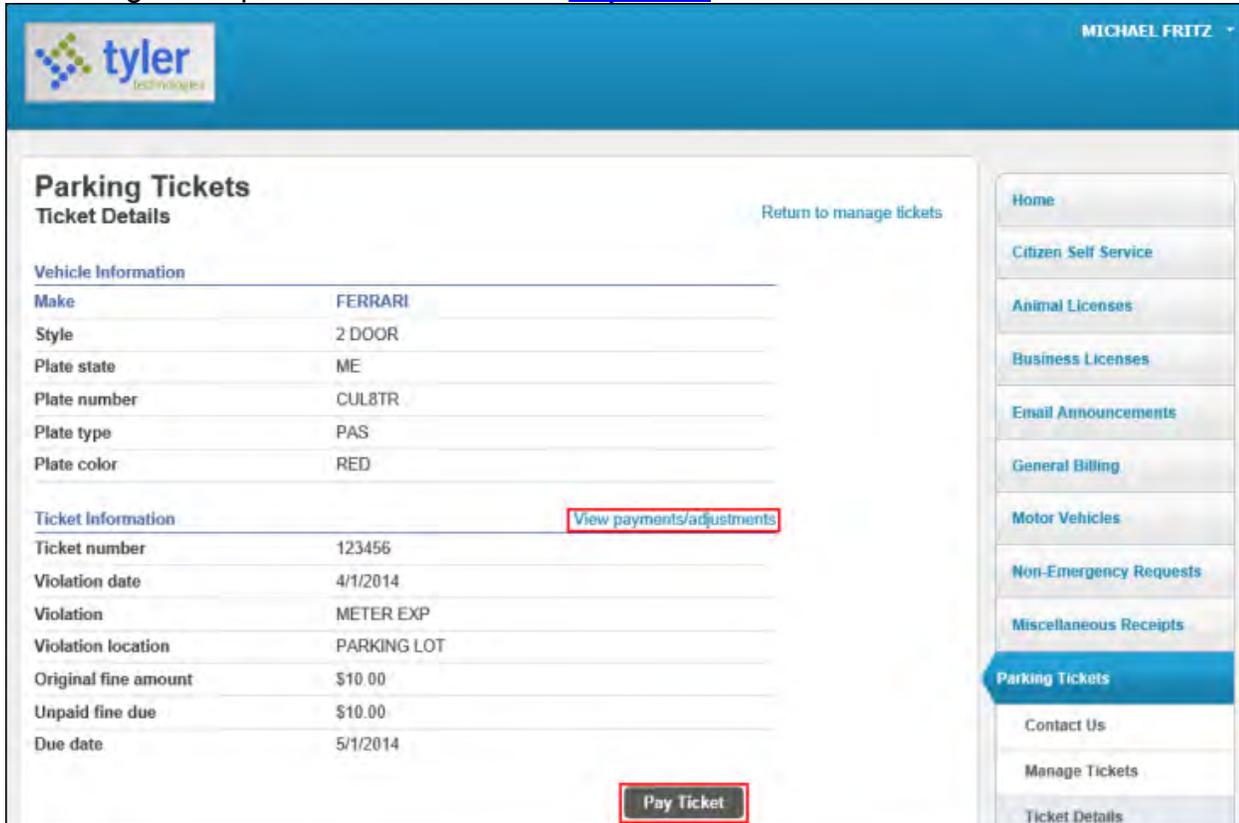
The Manage Tickets page provides a list of all of the outstanding parking tickets for the vehicle. When you click **Details**, the page displays more information about a ticket. The Pay or Add to Cart buttons allow you to make a payment according to the process outlined in the [Payments](#) section of this document.



Ticket	Date	Make	Original Violation	Location	Original Amount	Amount Due	Due Date		
<input checked="" type="checkbox"/>	123456	4/1/2014	FERRARI	METER EXP	PARKING LOT	\$10.00	\$10.00	5/1/2014	<a href="#">Details</a>

## 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 according to the process outlined in the [Payments](#) section of this document.



**Parking Tickets**  
Ticket Details [Return to manage tickets](#)

**Vehicle Information**

Make	FERRARI
Style	2 DOOR
Plate state	ME
Plate number	CUL8TR
Plate type	PAS
Plate color	RED

**Ticket Information** [View payments/adjustments](#)

Ticket number	123456
Violation date	4/1/2014
Violation	METER EXP
Violation location	PARKING LOT
Original fine amount	\$10.00
Unpaid fine due	\$10.00
Due date	5/1/2014

[Pay Ticket](#)

**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

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 4/1/2014*

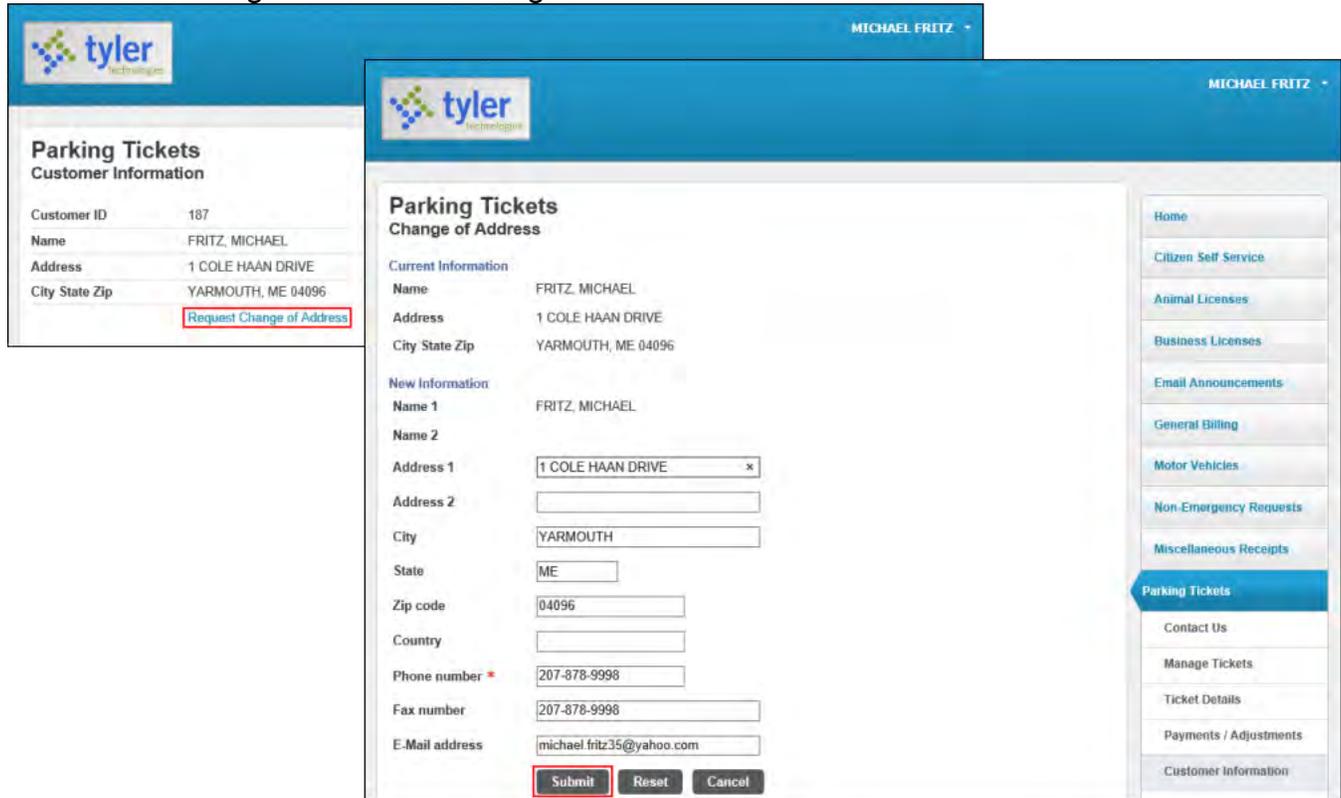
Bill Year	2013
Ticket number	123456

Activity	Posted	Paid By/Reference	Amount
Payment	4/1/2014	MICHAEL FRITZ	\$5.00

**Navigation Sidebar:**  
[Home](#)  
[Citizen Self Service](#)  
[Animal Licenses](#)  
[Business Licenses](#)  
[Email Announcements](#)  
[General Billing](#)

## Request Change of Address

Request Change of Address updates customer details for an account. This option is available if the Allow Change of Address setting is enabled in Citizen Administration.



**Parking Tickets Customer Information**

Customer ID	187
Name	FRITZ, MICHAEL
Address	1 COLE HAAN DRIVE
City State Zip	YARMOUTH, ME 04096

[Request Change of Address](#)

---

**Parking Tickets Change of Address**

Current Information

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

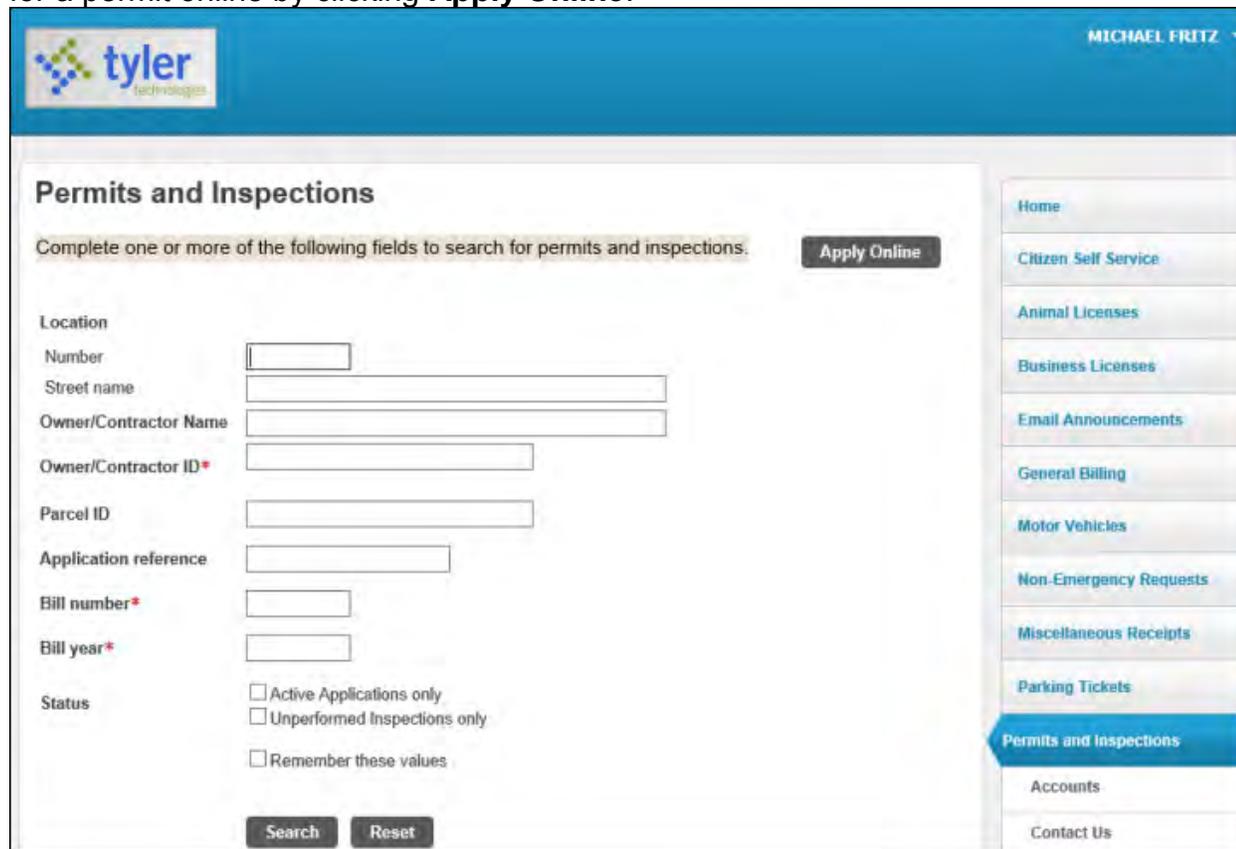
New Information

Name 1: FRITZ, MICHAEL  
 Name 2:   
 Address 1:  x  
 Address 2:   
 City:   
 State:   
 Zip code:   
 Country:   
 Phone number \*:   
 Fax number:   
 E-Mail address:

Once you click **Owner Information** and then click **Request Change of Address**, the page makes fields available for you to update the address and contact information. If the Confidential check box in Munis Customers is selected for your customer record, the Citizen Self Service modules do not allow you to change customer addresses.

## 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 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 | Inspections options at the top of the page allow you to navigate between the two tables.

## Search Results

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.


MICHAEL FRITZ

### Permits and Inspections

#### Search Results

40 Applications | 8 Inspections

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

Show active Applications only

Applications (40 found)

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	
1 COLE HAAN DRIVE	FRITZ, MICHAEL	9999	ACTIVE	145	\$2,647.50	\$2,647.50	<a href="#">Details</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL	9999	ACTIVE	138	\$2,522.50	\$2,522.50	<a href="#">Details</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL	9999	ACTIVE	139	\$2,557.50	\$2,557.50	<a href="#">Details</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL	9999	ACTIVE	143	\$30.00	\$30.00	<a href="#">Details</a>
1 COLE HAAN DRIVE	FRITZ, MICHAEL / SMITH CONTRACTORS	9999	ACTIVE	134	\$3,317.50	\$40.00	<a href="#">Details</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	ACTIVE	136	\$75.00	\$75.00	<a href="#">Details</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	ON-LINE	144	\$0.00	\$0.00	<a href="#">Details</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	ON-LINE	146	\$15.00	\$15.00	<a href="#">Details</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	WITHDRAWN	147	\$0.00	\$0.00	<a href="#">Details</a>
1 TYLER DRIVE	FRITZ, MICHAEL / SMITH CONTRACTORS	99999	ACTIVE	148	\$2,647.50	\$2,647.50	<a href="#">Details</a>

1 2 3 4

Show unperformed Inspections only

Inspections \* (8 found)

Location	Owner/Contractor	Parcel	Type	Scheduled	Result	Fee	Due	
1 TYLER DRIVE	FRITZ, MICHAEL / CHASE ELECTRIC CO	99999	ELECTRIC ROUGH #1	3/1/2013		\$100.00	\$100.00	<a href="#">Details</a> <a href="#">Alert</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	FOUNDATION #1	2/4/2013 - AM		\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	FOUNDATION #1			\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Schedule</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	FOUNDATION #1	2/6/2012		\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	ARBORIST INSPECTION	10/9/2013 - AM		\$50.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	FOOTING #1	2/15/2012		\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	FOOTING #1	11/14/2013	PASS	\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>
1 TYLER DRIVE	FRITZ, MICHAEL	99999	FOOTING #1	3/19/2013 - PM		\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>

\* List only includes inspections with no associated application.

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

## Permits and Inspections

Clicking **Details** in the Applications group opens the Permits and Inspections page. The View Application Information option displays details about the application. View Issues Alerts

Munis Citizen Self Service User Guide, Version 10.5

Page 74

displays 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 click **Pay** or **Add to Cart** to pay the bill according to the process outlined in the [Payments](#) section of this document.



## Permits and Inspections

Application reference 112

9 Permits | 12 Inspections

Status	ACTIVE / NEW
Project/Activity	NEW SINGLE FAMILY DETACHED
Location	1 TYLER DRIVE MUNIS
Owner	FRITZ, MICHAEL
Parcel ID	99999

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

Permits (9 found)

<input checked="" type="checkbox"/>	Permit Type	Status	Total Fees	Balance Due		
<input type="checkbox"/>	Pay BLDG EST	ISSUED	\$685.00	\$685.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay COO	REVIEWING	\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay ELECTRIC	ISSUED	\$25.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input checked="" type="checkbox"/>	Pay GAS	ISSUED	\$418.75	\$393.75	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay MECHANICAL	REVIEWING	\$25.00	\$0.00	<a href="#">Details</a>	<a href="#">Issue</a>
<input type="checkbox"/>	Pay PLUMBING	ISSUED	\$50.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input checked="" type="checkbox"/>	Pay PLAN REV	FEE	\$342.50	\$342.50	<a href="#">Details</a>	<a href="#">Alert</a>
<input checked="" type="checkbox"/>	Pay SEWER	REVIEWING	\$1,250.00	\$1,250.00	<a href="#">Details</a>	<a href="#">Issue</a>

<input type="checkbox"/>	Permit Type	Permittee	Issue Date	Status	Total Fees	Balance Due		
<input type="checkbox"/>	Pay ELECTRIC FINAL #1	FRITZ, MICHAEL / CHASE ELECTRIC CO	3/4/2013	PASS	\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay MECHANICAL FINAL #1	FRITZ, MICHAEL	4/1/2014	PASS	\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay PLUMBING FINAL #1	FRITZ, MICHAEL	4/1/2014	PASS	\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay GAS FINAL #1	FRITZ, MICHAEL	4/1/2014	PASS	\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>
<input type="checkbox"/>	Pay FINAL #1	FRITZ, MICHAEL	4/1/2014	PASS	\$0.00	\$0.00	<a href="#">Details</a>	<a href="#">Alert</a>

**Pay**

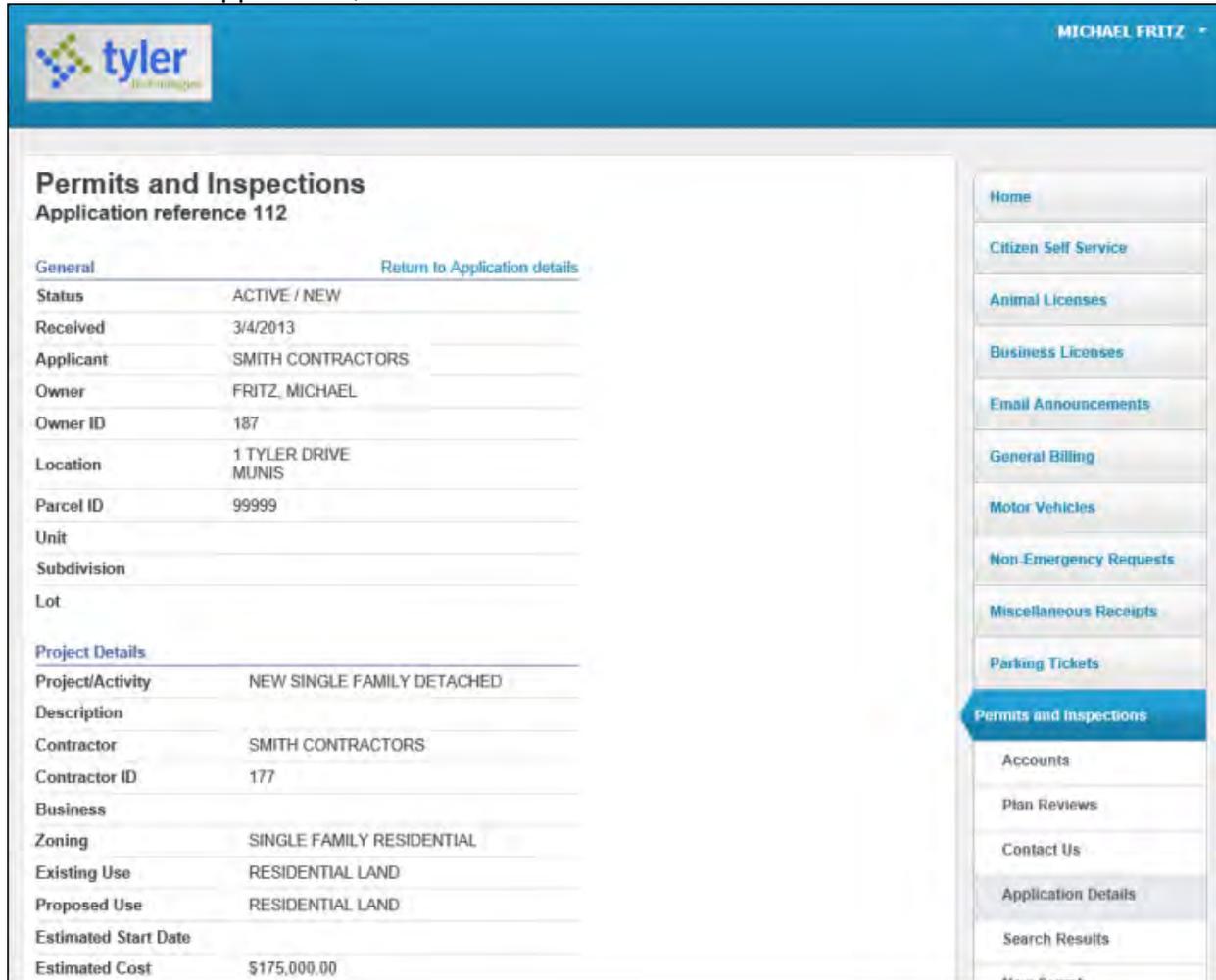
select Permits/inspections you would like to pay now, then click "Pay"

\* 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.

- Home
- 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

## Application Information

When you click **View Application Information**, the Application Information page displays details for the application, such as location and use codes.



The screenshot shows the Tyler Technologies web interface. At the top left is the Tyler Technologies logo, and at the top right is the user name "MICHAEL FRITZ". The main content area is titled "Permits and Inspections" with a sub-header "Application reference 112". Below this is a "General" section with a "Return to Application details" link. The "General" section contains the following information:

Status	ACTIVE / NEW
Received	3/4/2013
Applicant	SMITH CONTRACTORS
Owner	FRITZ, MICHAEL
Owner ID	187
Location	1 TYLER DRIVE MUNIS
Parcel ID	99999
Unit	
Subdivision	
Lot	

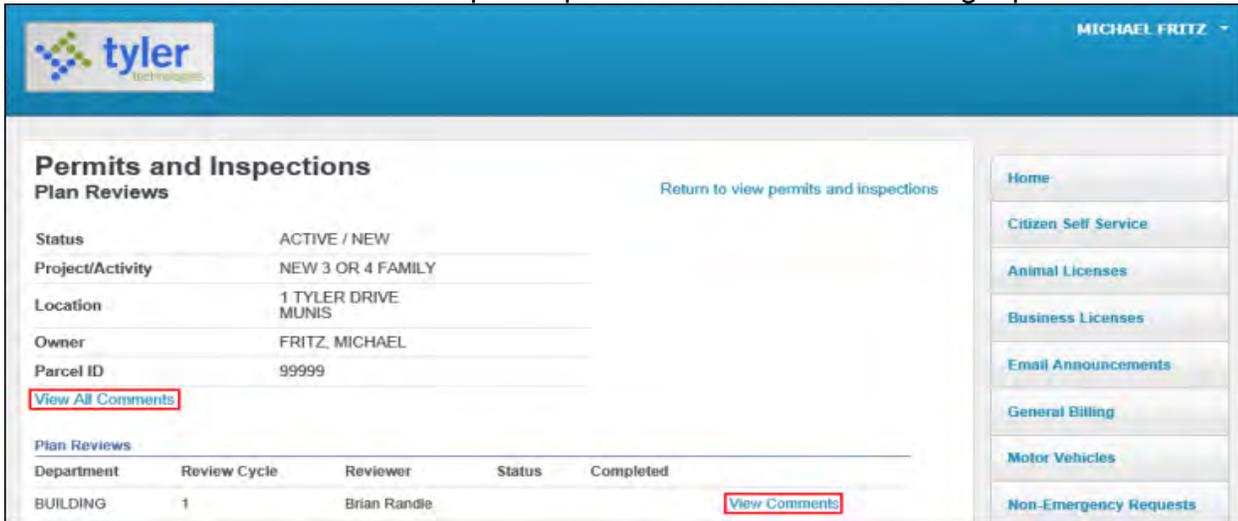
Below the "General" section is a "Project Details" section with the following information:

Project/Activity	NEW SINGLE FAMILY DETACHED
Description	
Contractor	SMITH CONTRACTORS
Contractor ID	177
Business	
Zoning	SINGLE FAMILY RESIDENTIAL
Existing Use	RESIDENTIAL LAND
Proposed Use	RESIDENTIAL LAND
Estimated Start Date	
Estimated Cost	\$175,000.00

On the right side of the page is a vertical navigation menu with the following items: Home, 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, Plan Reviews, Contact Us, Application Details, Search Results, and New Search.

## 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.



**Permits and Inspections**  
Plan Reviews

Return to view permits and inspections

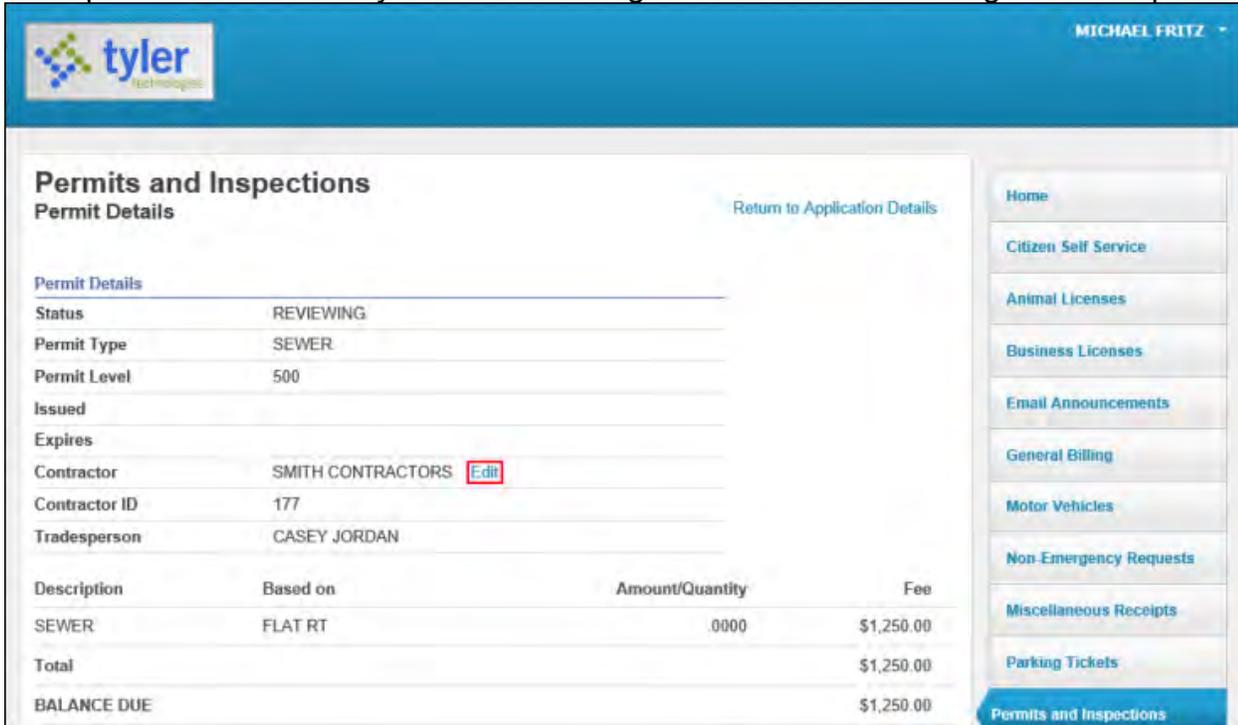
Status: ACTIVE / NEW  
Project/Activity: NEW 3 OR 4 FAMILY  
Location: 1 TYLER DRIVE MUNIS  
Owner: FRITZ, MICHAEL  
Parcel ID: 99999

[View All Comments](#)

Department	Review Cycle	Reviewer	Status	Completed
BUILDING	1	Brian Randle		<a href="#">View Comments</a>

## 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 you to make changes to the contractor assigned to the permit.



**Permits and Inspections**  
Permit Details

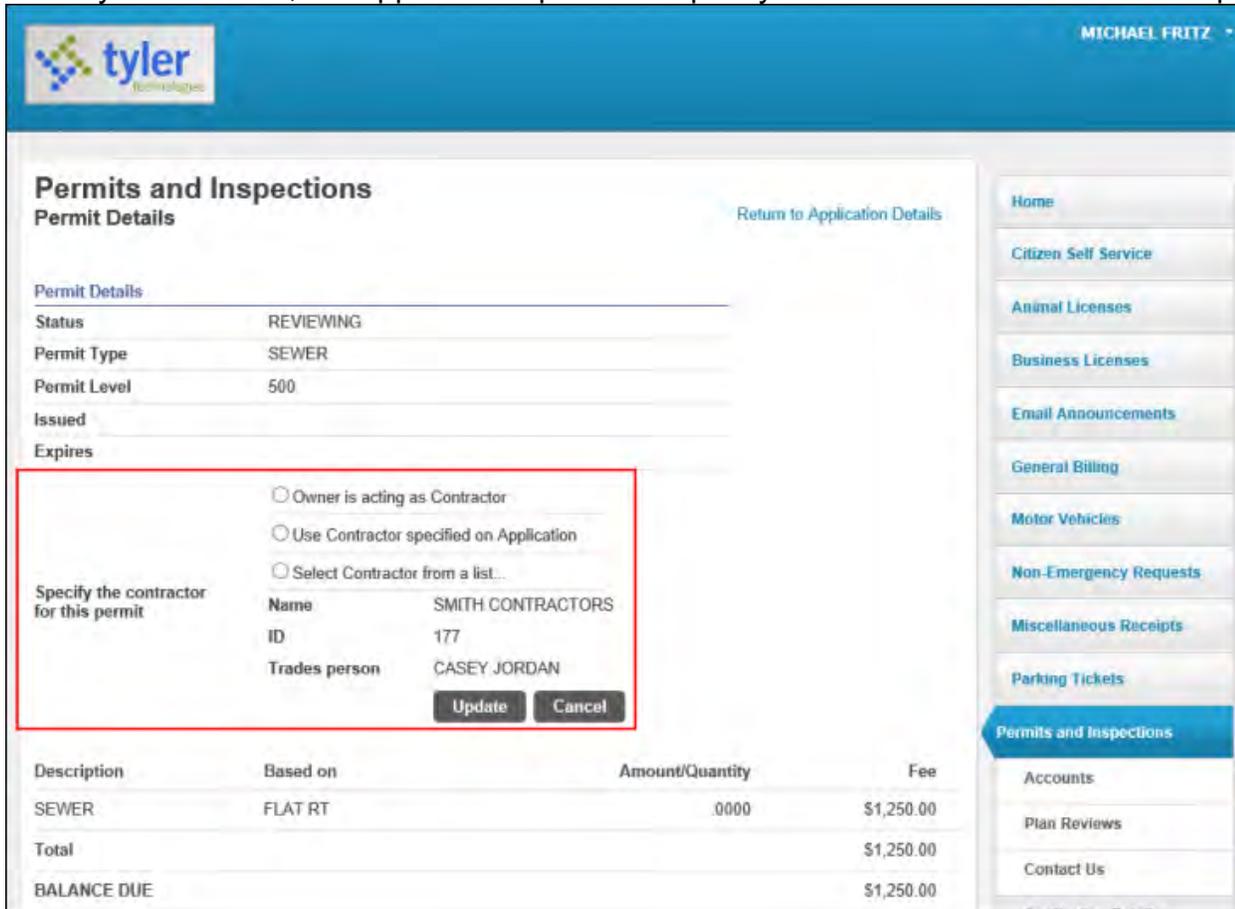
Return to Application Details

Permit Details

Status: REVIEWING  
Permit Type: SEWER  
Permit Level: 500  
Issued:  
Expires:  
Contractor: SMITH CONTRACTORS [Edit](#)  
Contractor ID: 177  
Tradesperson: CASEY JORDAN

Description	Based on	Amount/Quantity	Fee
SEWER	FLAT RT	0000	\$1,250.00
<b>Total</b>			\$1,250.00
<b>BALANCE DUE</b>			\$1,250.00

When you click **Edit**, the application opens the Specify the Contractor for this Permit options.



**Permits and Inspections**  
Permit Details

Return to Application Details

Permit Details

Status	REVIEWING
Permit Type	SEWER
Permit Level	500
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
SEWER	FLAT RT	0000	\$1,250.00
Total			\$1,250.00
BALANCE DUE			\$1,250.00

Select the Select Contractors from a List option and 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

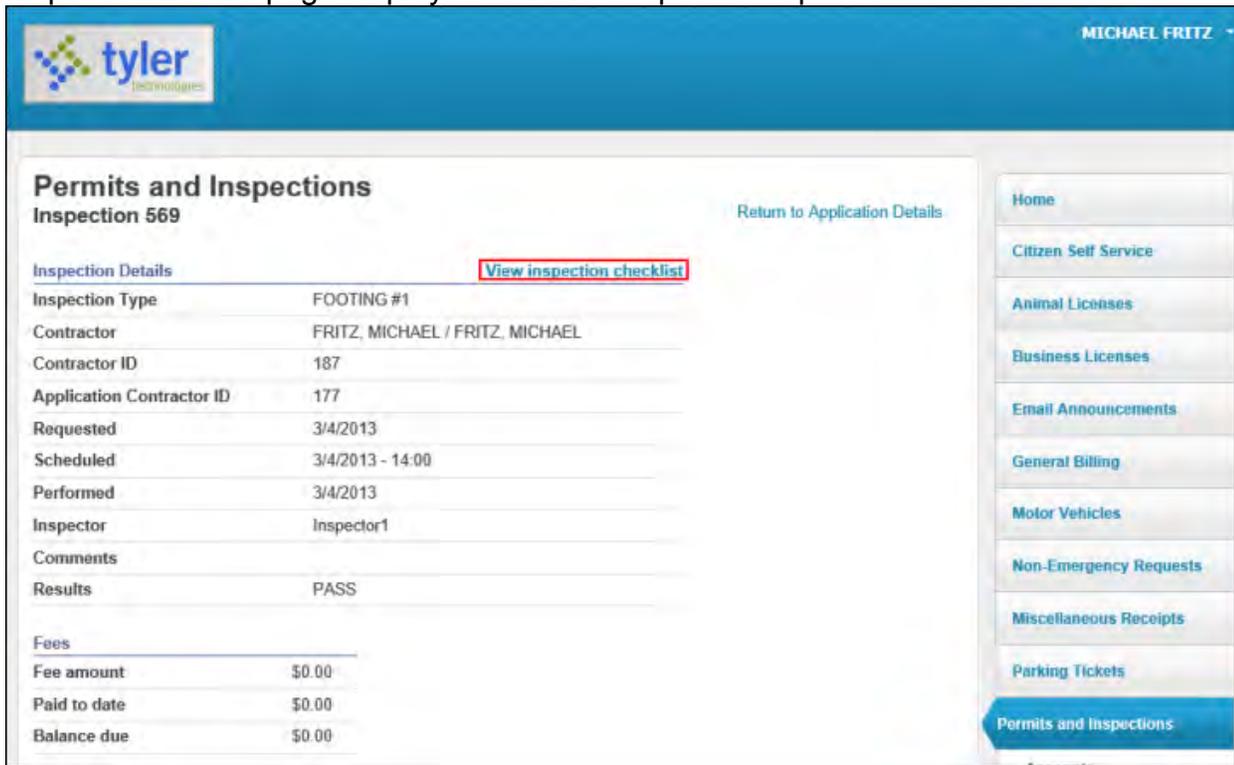
ID	Type	Name	City	State
Select 2	CONTRACTOR	ABC-ELECTRIC	MUNIS	US
Select 38	MOVE	ADMIRAL BUILDING MOVERS	MUNIS	US
Select 41	POOL	AFFORDABLE POOLS INC	MUNIS	US
Select 30	FENCE	ALL STAR FENCE	MUNIS	US
Select 22	SEWER	ASAP DRAINS INC	MUNIS	US

Cancel

When you have selected the contractor and completed the necessary fields, click **Update** on the Permit Details page.

## 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**  
Inspection 569

[Return to Application Details](#)

Inspection Details [View inspection checklist](#)

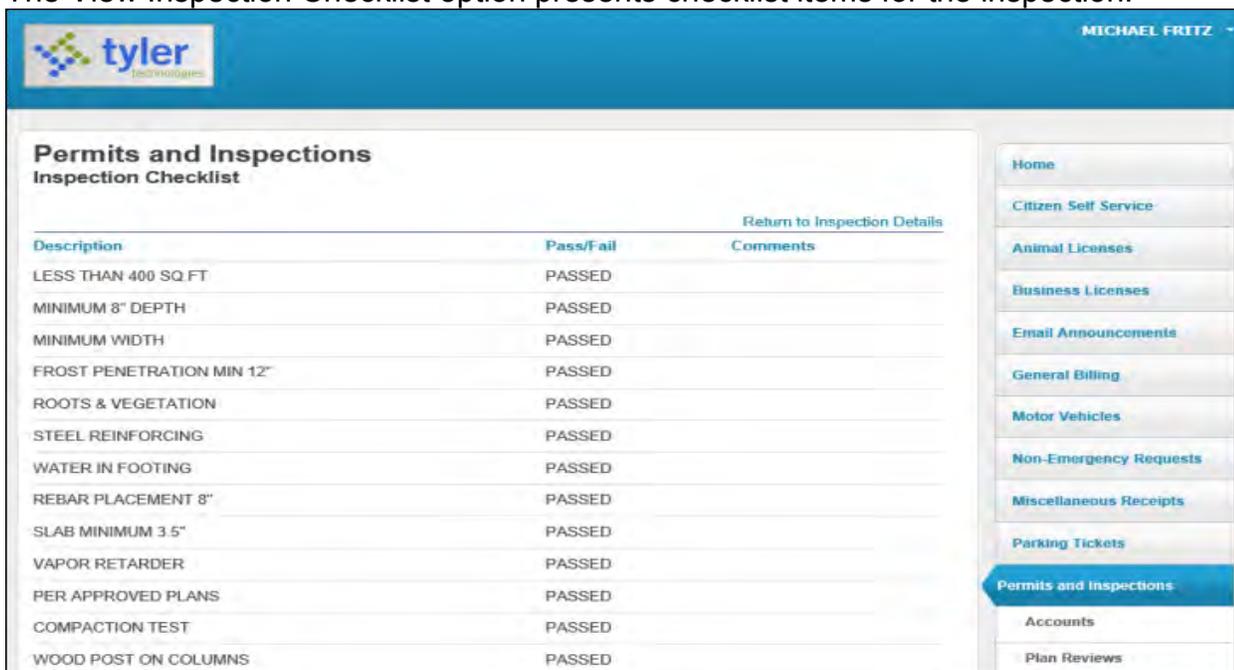
Inspection Type	FOOTING #1
Contractor	FRITZ, MICHAEL / FRITZ, MICHAEL
Contractor ID	187
Application Contractor ID	177
Requested	3/4/2013
Scheduled	3/4/2013 - 14:00
Performed	3/4/2013
Inspector	Inspector1
Comments	
Results	PASS

**Fees**

Fee amount	\$0.00
Paid to date	\$0.00
Balance due	\$0.00

Navigation menu: Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, **Permits and Inspections**

The View Inspection Checklist option presents checklist items for the inspection.



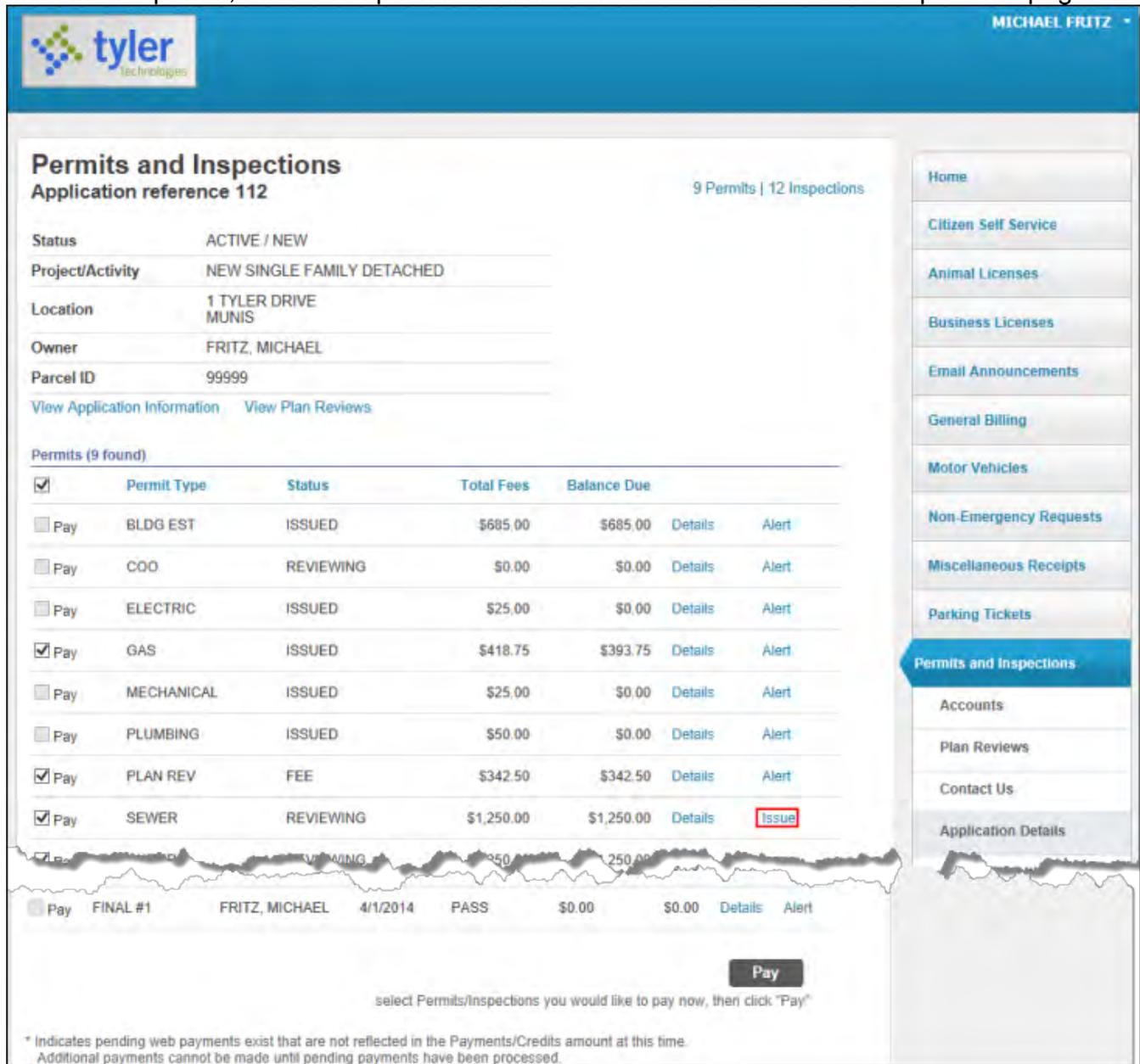
**Permits and Inspections**  
Inspection Checklist

[Return to Inspection Details](#)

Description	Pass/Fail	Comments
LESS THAN 400 SQ.FT	PASSED	
MINIMUM 8" DEPTH	PASSED	
MINIMUM WIDTH	PASSED	
FROST PENETRATION MIN 12"	PASSED	
ROOTS & VEGETATION	PASSED	
STEEL REINFORCING	PASSED	
WATER IN FOOTING	PASSED	
REBAR PLACEMENT 8"	PASSED	
SLAB MINIMUM 3.5"	PASSED	
VAPOR RETARDER	PASSED	
PER APPROVED PLANS	PASSED	
COMPACTION TEST	PASSED	
WOOD POST ON COLUMNS	PASSED	

Navigation menu: Home, 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

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.



**Permits and Inspections**  
Application reference 112

9 Permits | 12 Inspections

Status: ACTIVE / NEW  
Project/Activity: NEW SINGLE FAMILY DETACHED  
Location: 1 TYLER DRIVE MUNIS  
Owner: FRITZ, MICHAEL  
Parcel ID: 99999

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

Permits (9 found)

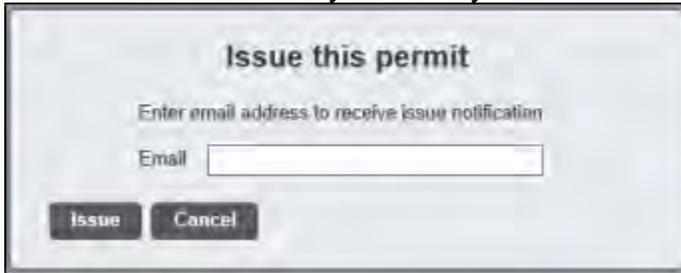
<input checked="" type="checkbox"/>	Permit Type	Status	Total Fees	Balance Due				
<input type="checkbox"/>	Pay BLDG EST	ISSUED	\$685.00	\$685.00	Details	Alert		
<input type="checkbox"/>	Pay COO	REVIEWING	\$0.00	\$0.00	Details	Alert		
<input type="checkbox"/>	Pay ELECTRIC	ISSUED	\$25.00	\$0.00	Details	Alert		
<input checked="" type="checkbox"/>	Pay GAS	ISSUED	\$418.75	\$393.75	Details	Alert		
<input type="checkbox"/>	Pay MECHANICAL	ISSUED	\$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	Issue		
<input type="checkbox"/>	Pay FINAL #1	FRITZ, MICHAEL	4/1/2014	PASS	\$0.00	\$0.00	Details	Alert

select Permits/Inspections you would like to pay now, then click "Pay"

\* 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.

**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 prior to permit fees being collected online.

When you click **Issue** on the Application Reference page, the application displays the Issue This Permit box. Once you enter your email address, click the **Issue** button.

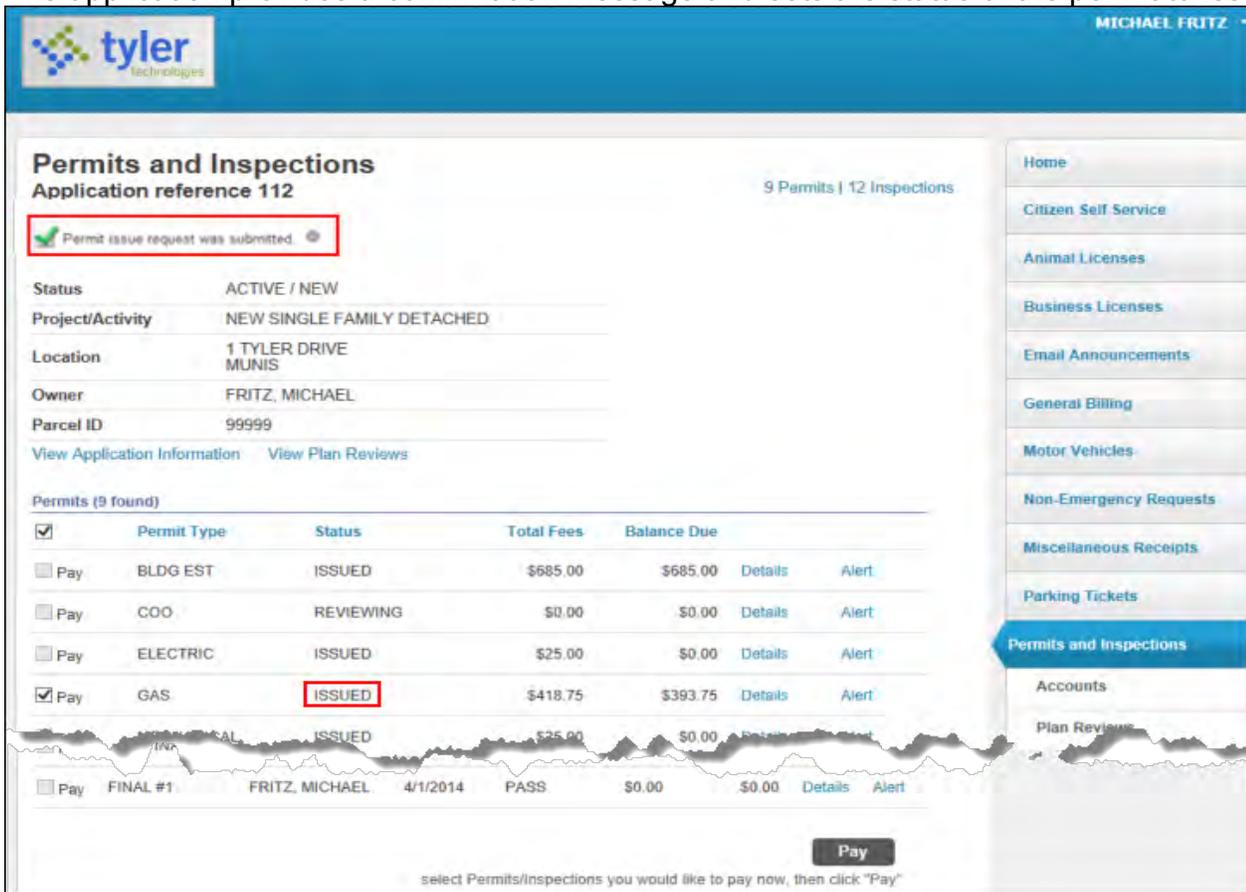


**Issue this permit**

Enter email address to receive issue notification

Email

The application provides a confirmation message and sets the status of the permit to Issued.



**tyler technologies** MICHAEL FRITZ

**Permits and Inspections**  
Application reference 112 9 Permits | 12 Inspections

Permit issue request was submitted.

Status: ACTIVE / NEW  
Project/Activity: NEW SINGLE FAMILY DETACHED  
Location: 1 TYLER DRIVE, MUNIS  
Owner: FRITZ, MICHAEL  
Parcel ID: 99999

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

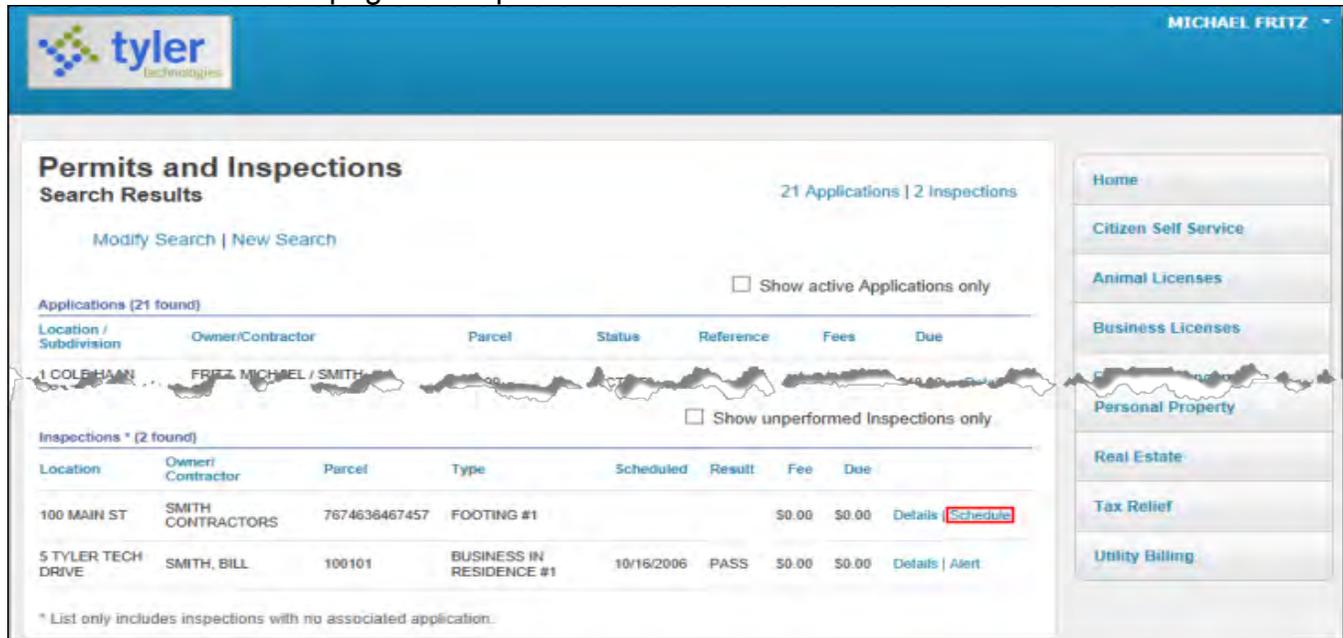
Permits (9 found)	Permit Type	Status	Total Fees	Balance Due				
<input type="checkbox"/> Pay	BLDG EST	ISSUED	\$685.00	\$685.00	Details	Alert		
<input type="checkbox"/> Pay	COO	REVIEWING	\$0.00	\$0.00	Details	Alert		
<input type="checkbox"/> Pay	ELECTRIC	ISSUED	\$25.00	\$0.00	Details	Alert		
<input checked="" type="checkbox"/> Pay	GAS	ISSUED	\$418.75	\$393.75	Details	Alert		
<input type="checkbox"/> Pay	FINAL #1	FRITZ, MICHAEL	4/1/2014	PASS	\$0.00	\$0.00	Details	Alert

select Permits/Inspections you would like to pay now, then click "Pay"

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."

## 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 available on the Search Results page for inspections that can be scheduled.



**Permits and Inspections Search Results** 21 Applications | 2 Inspections

Modify Search | New Search

Show active Applications only

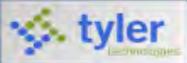
Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due
1 COLEMAN	FRTZ, MICHAEL / SMITH					

Show unperformed Inspections only

Location	Owner/Contractor	Parcel	Type	Scheduled	Result	Fee	Due	
100 MAIN ST	SMITH CONTRACTORS	7674636467457	FOOTING #1			\$0.00	\$0.00	Details   <b>Schedule</b>
5 TYLER TECH DRIVE	SMITH, BILL	100101	BUSINESS IN RESIDENCE #1	10/16/2006	PASS	\$0.00	\$0.00	Details   Alert

\* List only includes inspections with no associated application.

When you click **Schedule**, the application provides the Schedule Inspection page, where you establish scheduling preferences and contact information. The amount of advanced noticed 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**.


MICHAEL FRITZ ▾

### Permits and Inspections

#### Schedule Inspection 205

Owner/Contractor	SMITH CONTRACTORS
Location	100 MAIN ST
Type	FOOTING #1

**Contact Information**

Name *	<input type="text" value="MICHAEL FRITZ"/>
Phone *	<input type="text" value="207-878-9998"/>
Email *	<input type="text" value="michael.fritz@yahoo.com"/>

**Schedule Preferences**

Date *	<input type="text" value="04/02/2014"/> <small>Note: Inspection scheduling requires 5 day advanced notice</small>
Shift/Time	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="Afternoon"/> ▾
Priority/Comments	<input type="text"/>

Enter the following validation numbers into the box provided.



<input type="text" value="5567"/>	<input type="button" value="x"/>
<input type="button" value="Schedule"/> <input type="button" value="Cancel"/>	

\* indicates required field

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

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


MICHAEL FRITZ

## Permits and Inspections

### Schedule Inspection 205

**⚠** Requested Date/Time is unavailable.  
Alternate dates returned.  
Please select from the Alternate Schedule Dates/Times and try scheduling again.

Owner/Contractor	SMITH CONTRACTORS
Location	100 MAIN ST
Type	FOOTING #1

**Contact Information**

Name *	MICHAEL FRITZ
Phone *	207-878-9998
Email *	michael.fritz@yahoo.com

**Schedule Preferences**

Date *	04/02/2014	<small>Note: Inspection scheduling requires 5 day advanced notice.</small>
Shift/Time	Afternoon	

Select from the following alternate inspection dates and times

Date	Time	
4/6/2014	PM	Select
4/6/2014	AM	Select
4/6/2014	LN	Select

Priority/Comments

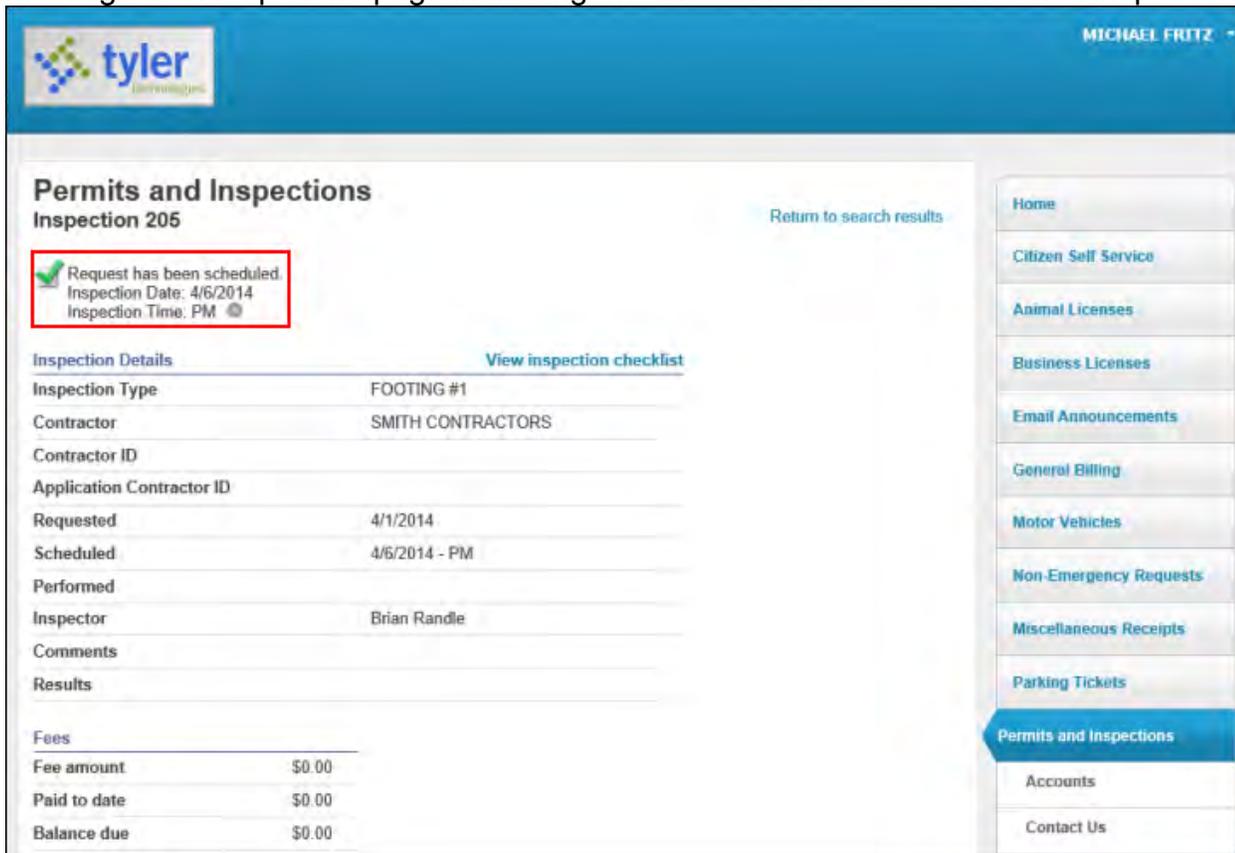
Enter the following validation numbers into the box provided.



\* indicates required field

- Home
- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Accounts
- Contact Us
- 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 at the top of the page indicating the date and time of the scheduled inspection.



**Permits and Inspections**  
Inspection 205

Return to search results

Request has been scheduled  
Inspection Date: 4/6/2014  
Inspection Time: PM

[View inspection checklist](#)

Inspection Details	
Inspection Type	FOOTING #1
Contractor	SMITH CONTRACTORS
Contractor ID	
Application Contractor ID	
Requested	4/1/2014
Scheduled	4/6/2014 - PM
Performed	
Inspector	Brian Randle
Comments	
Results	

Fees	
Fee amount	\$0.00
Paid to date	\$0.00
Balance due	\$0.00

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

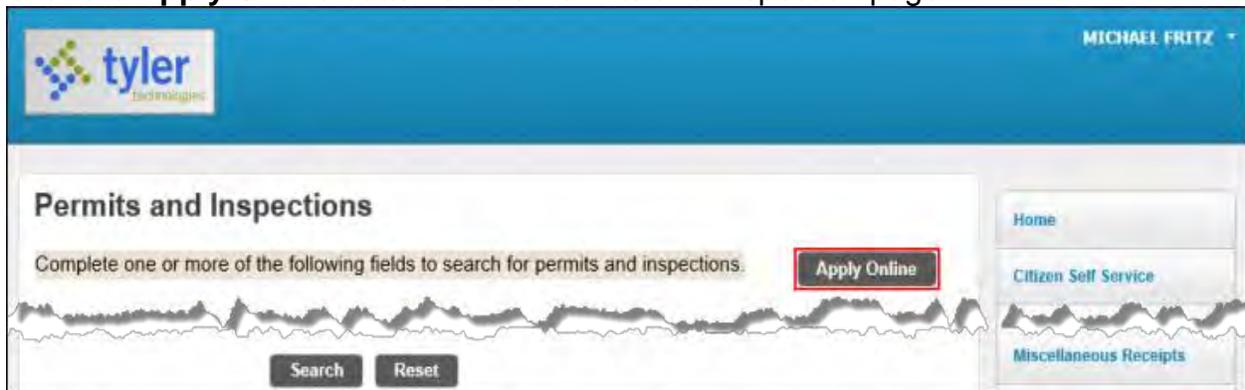
The application also sends a confirmation email message to the address that you entered in the Email box.

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.

## Apply for a Permit

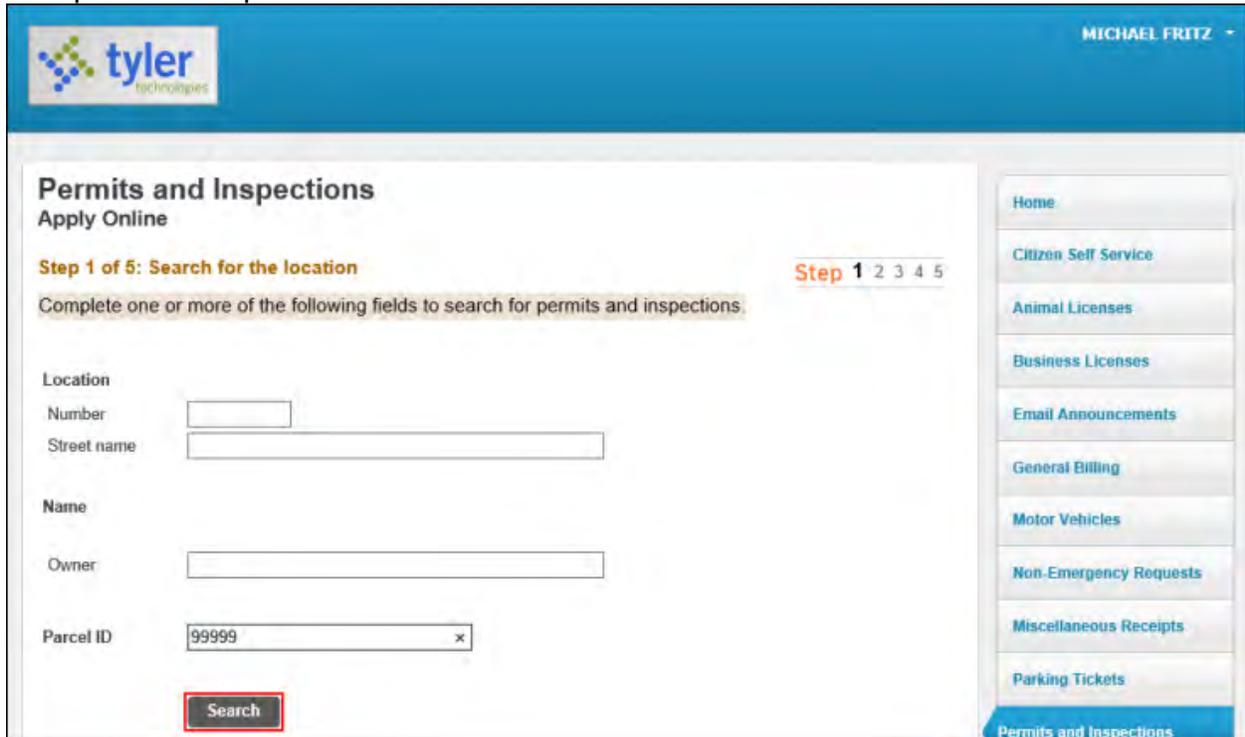
To apply for a permit through Citizen Self Service:

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



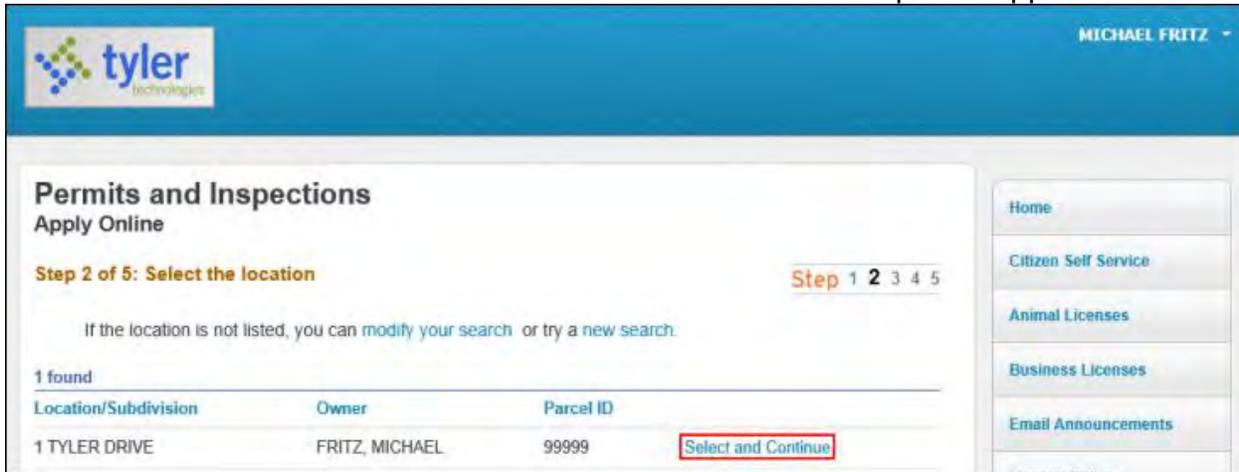
The screenshot shows the Tyler Technologies website interface. At the top right, the user name 'MICHAEL FRITZ' is displayed. The main heading is 'Permits and Inspections'. Below the heading, there is a search instruction: 'Complete one or more of the following fields to search for permits and inspections.' To the right of this instruction is a red-bordered button labeled 'Apply Online'. Below the search instruction are two buttons: 'Search' and 'Reset'. On the right side of the page, there is a vertical menu with links: 'Home', 'Citizen Self Service', and 'Miscellaneous Receipts'.

2. Complete the required fields and click Search.

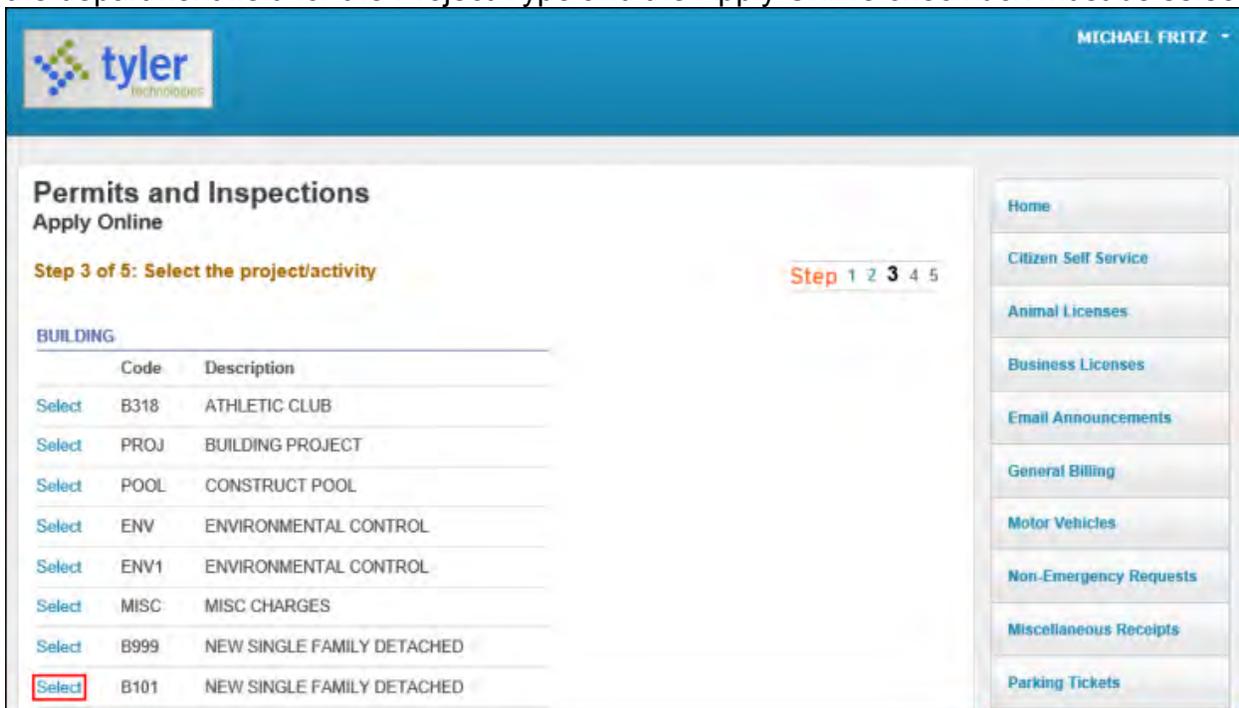


The screenshot shows the Tyler Technologies website interface for the 'Apply Online' process. The user name 'MICHAEL FRITZ' is at the top right. The main heading is 'Permits and Inspections' with a sub-heading 'Apply Online'. Below this, it says 'Step 1 of 5: Search for the location' and 'Step 1 2 3 4 5'. The search instruction is 'Complete one or more of the following fields to search for permits and inspections.' There are four input fields: 'Location Number', 'Street name', 'Name Owner', and 'Parcel ID' (containing '99999'). A red-bordered 'Search' button is at the bottom left. On the right side, there is a vertical menu with links: 'Home', 'Citizen Self Service', 'Animal Licenses', 'Business Licenses', 'Email Announcements', 'General Billing', 'Motor Vehicles', 'Non-Emergency Requests', 'Miscellaneous Receipts', 'Parking Tickets', and 'Permits and Inspections' (which is highlighted in blue).

- Click **Select and Continue** to select this location to use on the permit application.



- When you click **Select and Continue**, the application provides a list of all of the available project/activity codes for each department. The available Project/Activity codes are established in the Munis Project Types program. The responsible department must be in the department field for the Project Type and the Apply Online check box must be selected.



- Click **Select** to use the Project/Activity code on the application.

- Complete general application information such as contractor information and start and end dates.


MICHAEL FRITZ ▾

## Permits and Inspections

### Apply Online

Step 4 of 5: Details of project/activity

Step
1
2
3
4
5

Department	BUILDING
Project	NEW SINGLE FAMILY DETACHED

Describe location

Describe project/activity

Your role in project \* GENERAL CONTRACTOR ▾

Reason for applying

Estimated cost 177500

Proposed start date 05/23/2014

Proposed end date 07/18/2014

**Contractor (or applicant if no contractor) \***

Name \* FRITZ, MICHAEL ▾

Address 1 COLE HAAN DRIVE

City YARMOUTH

State ME

Zip 04096

Phone \* 207-878-9998

Fax

Email \* michael.fritz35@yahoo.com x

**Additional information**

Any additional information you would like to provide

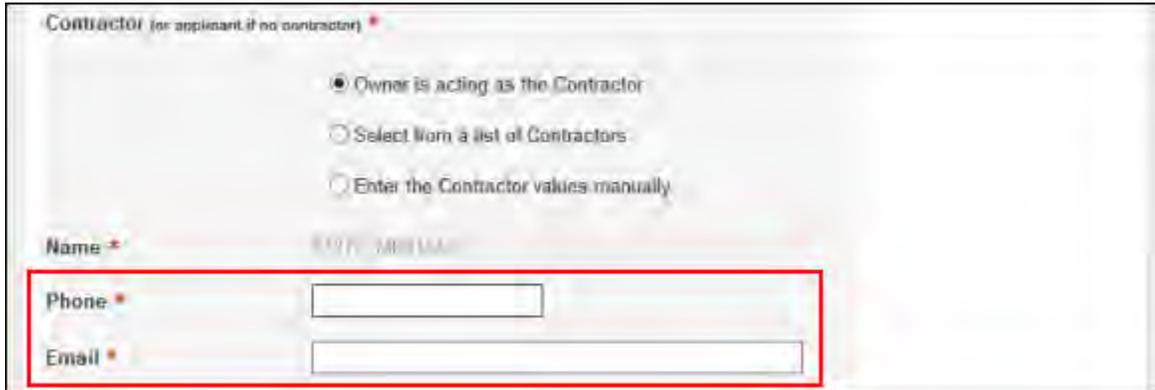
Continue

- Home
- 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

Munis Citizen Self Service User Guide, Version 10.5

Page 89

If you select the Owner is Acting as the Contractor option, you must enter the telephone number and email address for the owner.



Contractor (or applicant if no contractor) \*

Owner is acting as the Contractor  
 Select from a list of Contractors  
 Enter the Contractor values manually

Name ±

Phone \*

Email \*

If you choose the Select from a List of Contractors option, the application includes a list of contractors to select from. Click **Select** to select the contractor.



Contractor (or applicant if no contractor) \*

Owner is acting as the Contractor  
 Select from a list of Contractors  
 Enter the Contractor values manually

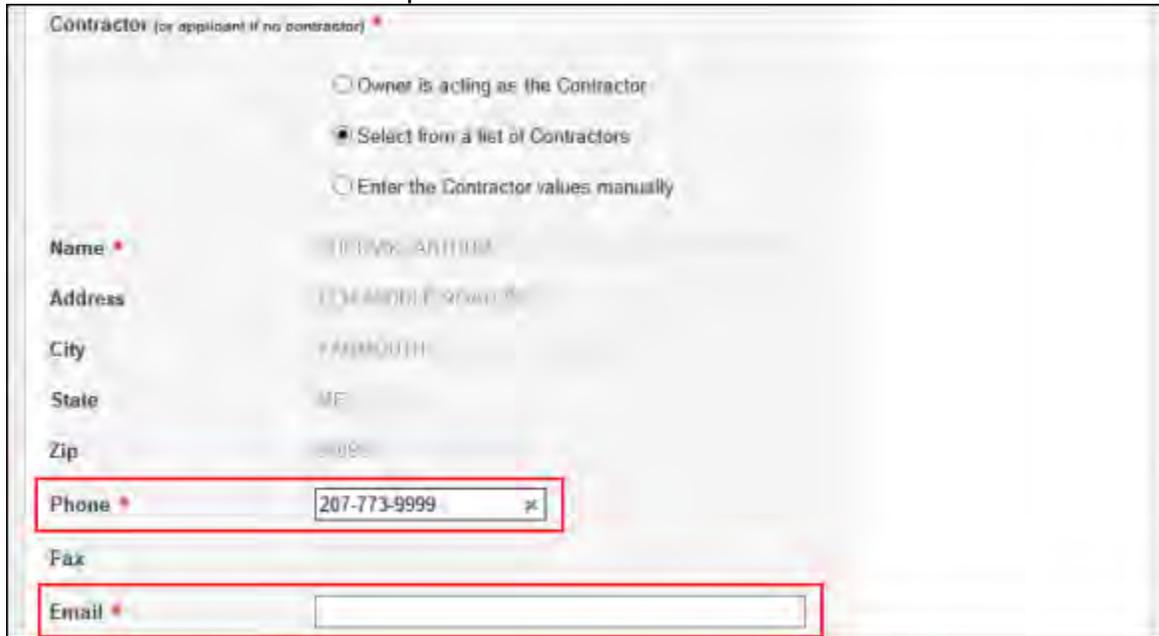
Contractor (click letters to list associated names)

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

	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

You must then enter the telephone number and email address for the contractor.



Contractor (or applicant if no contractor) \*

Owner is acting as the Contractor

Select from a list of Contractors

Enter the Contractor values manually

Name \* ITMANK ANTONIA

Address ITMANK ANTONIA

City FARMOUTH

State ME

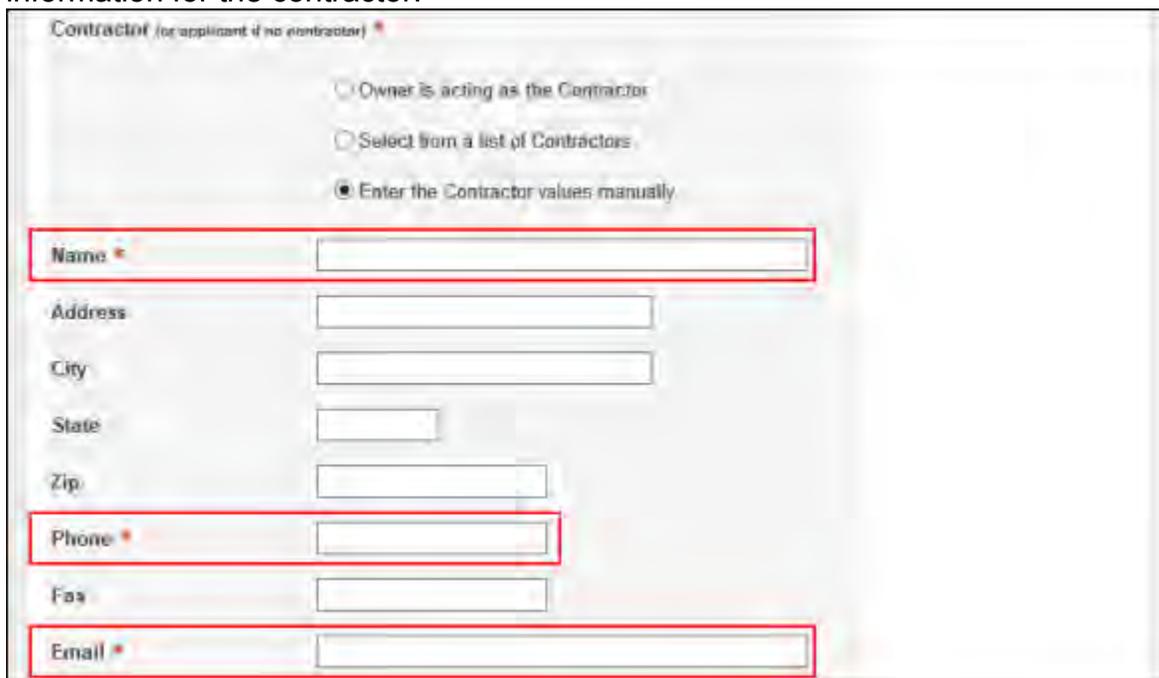
Zip 04002

Phone \* 207-773-9999 ✕

Fax

Email \*

If you select Enter Contractor values manually, you must complete all of general information for the contractor.



Contractor (or applicant if no contractor) \*

Owner is acting as the Contractor

Select from a list of Contractors

Enter the Contractor values manually

Name \*

Address

City

State

Zip

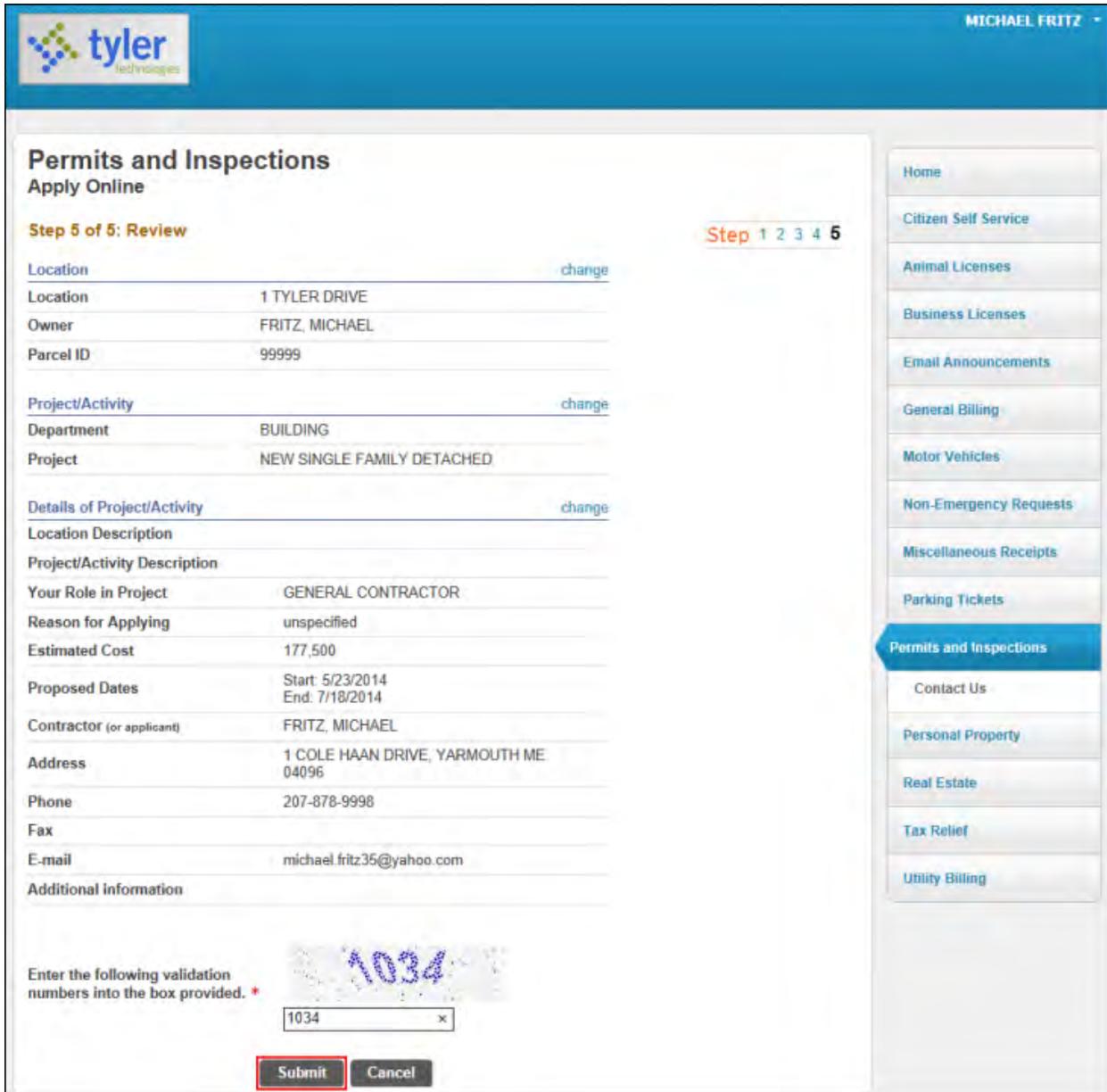
Phone \*

Fax

Email \*

7. Click **Continue**.

The application presents a Confirmation page that provides a review the application details. If the information is incorrect, click **Change** for a section to make changes to that information.



**Permits and Inspections**  
Apply Online

**Step 5 of 5: Review** Step 1 2 3 4 5

<b>Location</b> <span style="float: right;">change</span>	
Location	1 TYLER DRIVE
Owner	FRITZ, MICHAEL
Parcel ID	99999
<b>Project/Activity</b> <span style="float: right;">change</span>	
Department	BUILDING
Project	NEW SINGLE FAMILY DETACHED
<b>Details of Project/Activity</b> <span style="float: right;">change</span>	
Location Description	
Project/Activity Description	
Your Role in Project	GENERAL CONTRACTOR
Reason for Applying	unspecified
Estimated Cost	177,500
Proposed Dates	Start: 5/23/2014 End: 7/18/2014
Contractor (or applicant)	FRITZ, MICHAEL
Address	1 COLE HAAN DRIVE, YARMOUTH ME 04096
Phone	207-878-9998
Fax	
E-mail	michael.fritz35@yahoo.com
Additional information	

Enter the following validation numbers into the box provided. \*

1034

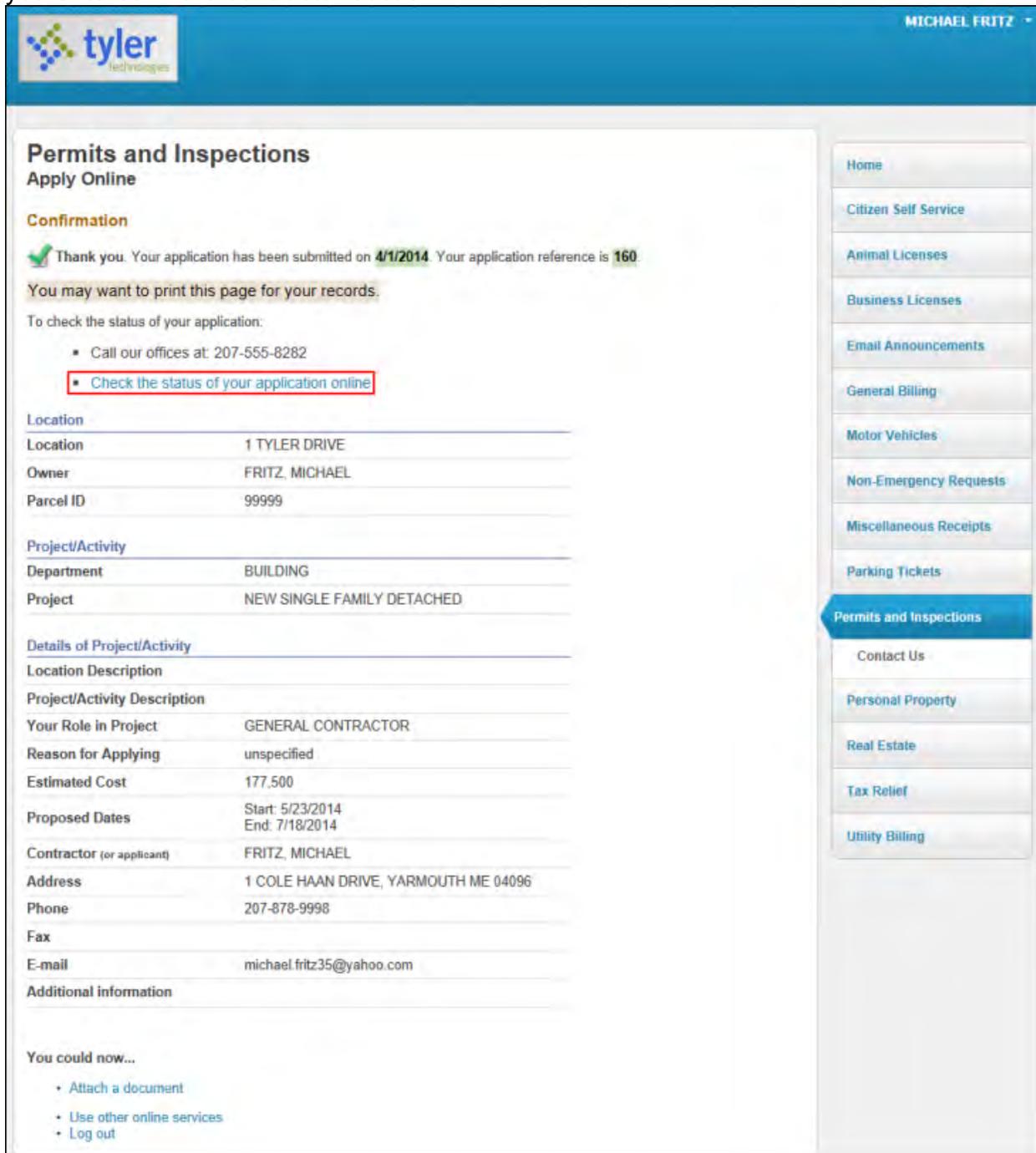
1034

**Submit** Cancel

8. Enter the validation numbers in the box.

9. Click **Submit**.

When you click Submit, the application provides a confirmation page. Review the status of the application or use other Citizen Self Services online services. You can also upload a file to attach to the application. The application sends an email message to the address that you entered in the contractor section.



**tyler technologies** MICHAEL FRITZ

## Permits and Inspections

Apply Online

**Confirmation**

Thank you. Your application has been submitted on **4/1/2014**. Your application reference is **160**.

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**

**Location**

Location	1 TYLER DRIVE
Owner	FRITZ, MICHAEL
Parcel ID	99999

**Project/Activity**

Department	BUILDING
Project	NEW SINGLE FAMILY DETACHED

**Details of Project/Activity**

Location Description

Project/Activity Description

Your Role in Project	GENERAL CONTRACTOR
Reason for Applying	unspecified
Estimated Cost	177,500
Proposed Dates	Start: 5/23/2014 End: 7/18/2014
Contractor (or applicant)	FRITZ, MICHAEL
Address	1 COLE HAAN DRIVE, YARMOUTH ME 04096
Phone	207-878-9998
Fax	
E-mail	michael.fritz35@yahoo.com

Additional information

You could now...

- Attach a document
- Use other online services
- Log out

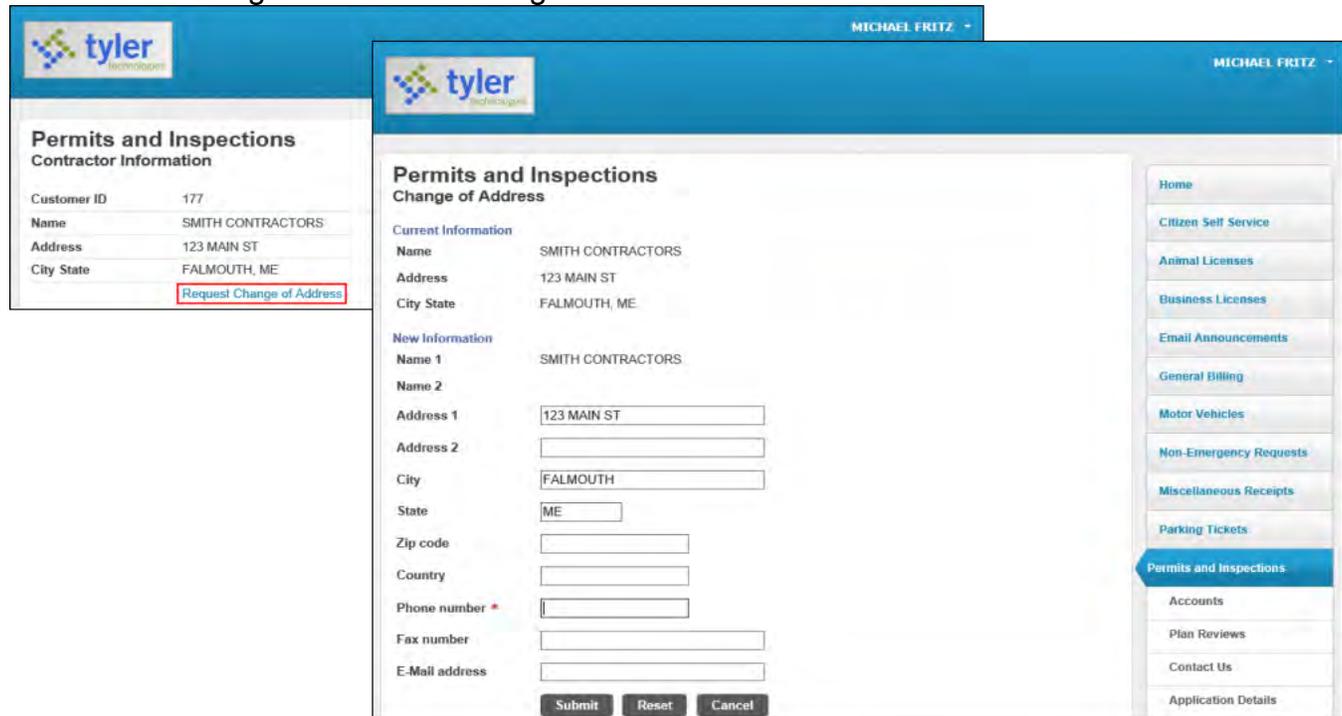
**Navigation Sidebar:**

- Home
- 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

The application is now 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.

### Request Change of Address

Request Change of Address updates customer details for an account. This option is available if the Allow Change of Address setting is enabled in Citizen Administration.

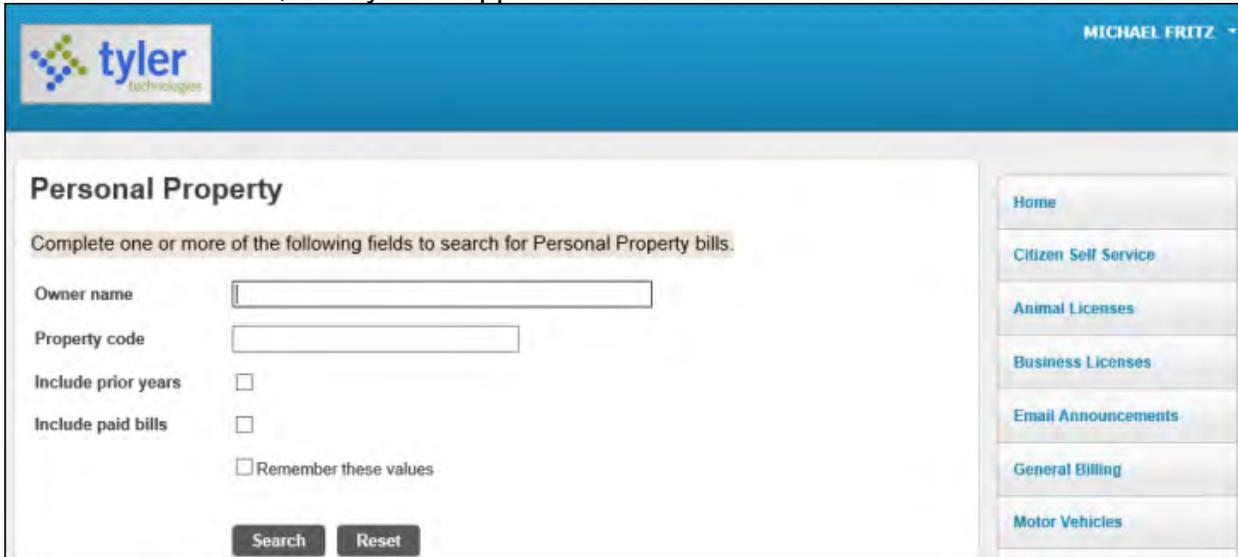


The screenshot displays the Tyler Technologies web application interface. On the left, a sidebar titled "Permits and Inspections Contractor Information" lists customer details: Customer ID 177, Name SMITH CONTRACTORS, Address 123 MAIN ST, and City State FALMOUTH, ME. A red box highlights the "Request Change of Address" link. The main content area, titled "Permits and Inspections Change of Address", shows a form for updating contractor information. It includes sections for "Current Information" (Name: SMITH CONTRACTORS, Address: 123 MAIN ST, City State: FALMOUTH, ME) and "New Information" (Name 1: SMITH CONTRACTORS, Name 2: [empty], Address 1: 123 MAIN ST, Address 2: [empty], City: FALMOUTH, State: ME, Zip code: [empty], Country: [empty], Phone number: [empty], Fax number: [empty], E-Mail address: [empty]). At the bottom of the form are "Submit", "Reset", and "Cancel" buttons. A right-hand navigation menu includes links for Home, 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, Plan Reviews, Contact Us, and Application Details.

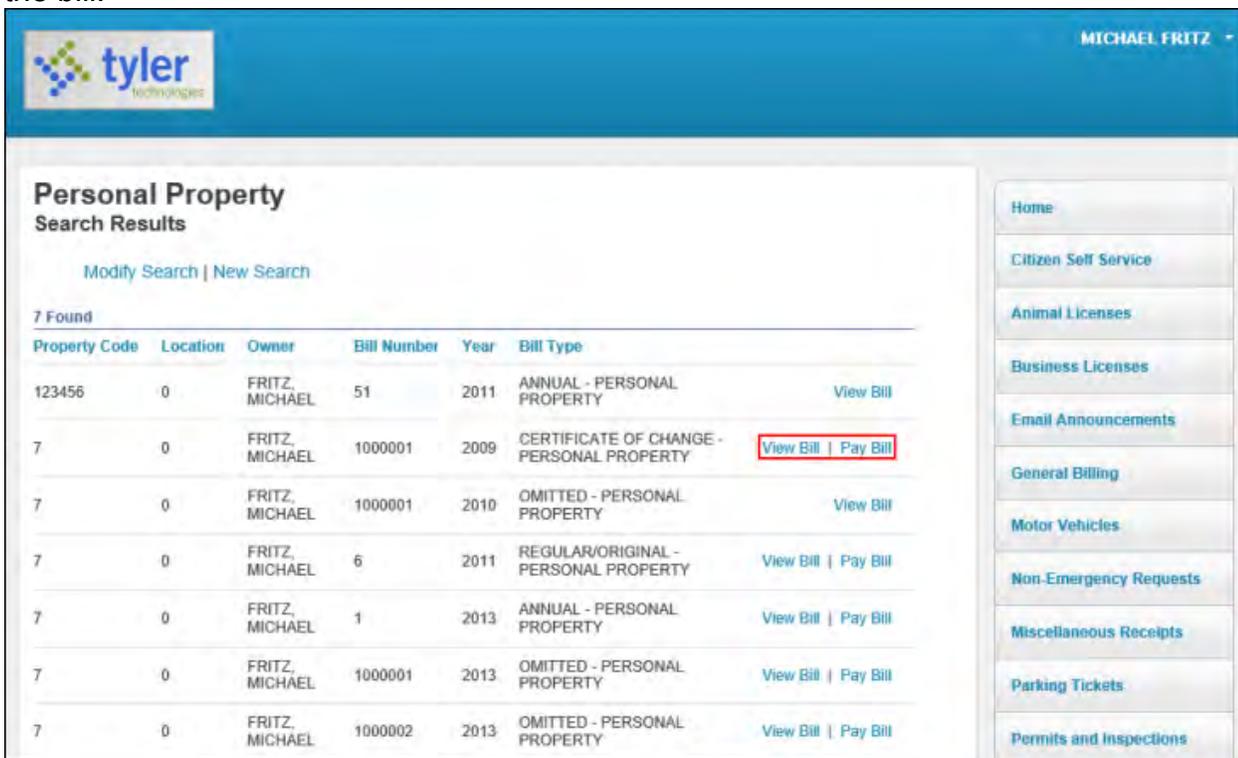
Once you click **Owner Information** and then click **Request Change of Address**, the page makes fields available for you to update the address and contact information. If the Confidential check box in Munis Customers is selected for your customer record, the Citizen Self Service modules do not allow you to change customer addresses.

## 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, address number and street name, or by typing the first few letters of the owner's name or property code numbers to find bills using wildcard characters, if they are supported.



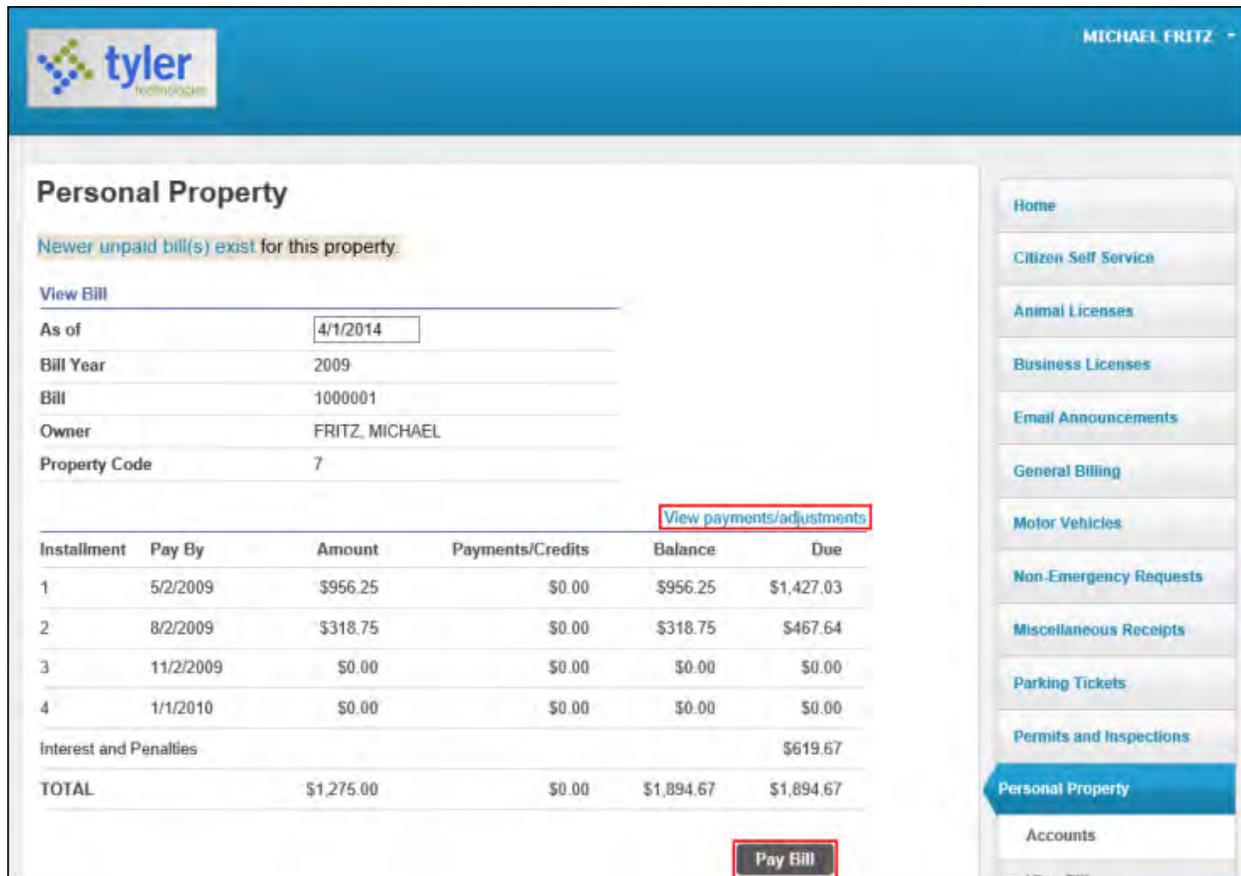
The View Bill option displays bill details, The Pay Bill or Add to Cart options allow you to pay the bill.



Property Code	Location	Owner	Bill Number	Year	Bill Type	Actions
123456	0	FRITZ, MICHAEL	51	2011	ANNUAL - PERSONAL PROPERTY	<a href="#">View Bill</a>
7	0	FRITZ, MICHAEL	1000001	2009	CERTIFICATE OF CHANGE - PERSONAL PROPERTY	<a href="#">View Bill</a>   <a href="#">Pay Bill</a>
7	0	FRITZ, MICHAEL	1000001	2010	OMITTED - PERSONAL PROPERTY	<a href="#">View Bill</a>
7	0	FRITZ, MICHAEL	6	2011	REGULAR/ORIGINAL - PERSONAL PROPERTY	<a href="#">View Bill</a>   <a href="#">Pay Bill</a>
7	0	FRITZ, MICHAEL	1	2013	ANNUAL - PERSONAL PROPERTY	<a href="#">View Bill</a>   <a href="#">Pay Bill</a>
7	0	FRITZ, MICHAEL	1000001	2013	OMITTED - PERSONAL PROPERTY	<a href="#">View Bill</a>   <a href="#">Pay Bill</a>
7	0	FRITZ, MICHAEL	1000002	2013	OMITTED - PERSONAL PROPERTY	<a href="#">View Bill</a>   <a href="#">Pay Bill</a>

## View Personal Property Bill

The View Bill page includes details for the selected bill. The Pay Bill or Add to Cart buttons are used to pay the bill according to the process outlined in the [Payments](#) section of this document.



**Personal Property**

Newer unpaid bill(s) exist for this property.

**View Bill**

As of: 4/1/2014  
 Bill Year: 2009  
 Bill: 1000001  
 Owner: FRITZ, MICHAEL  
 Property Code: 7

[View payments/adjustments](#)

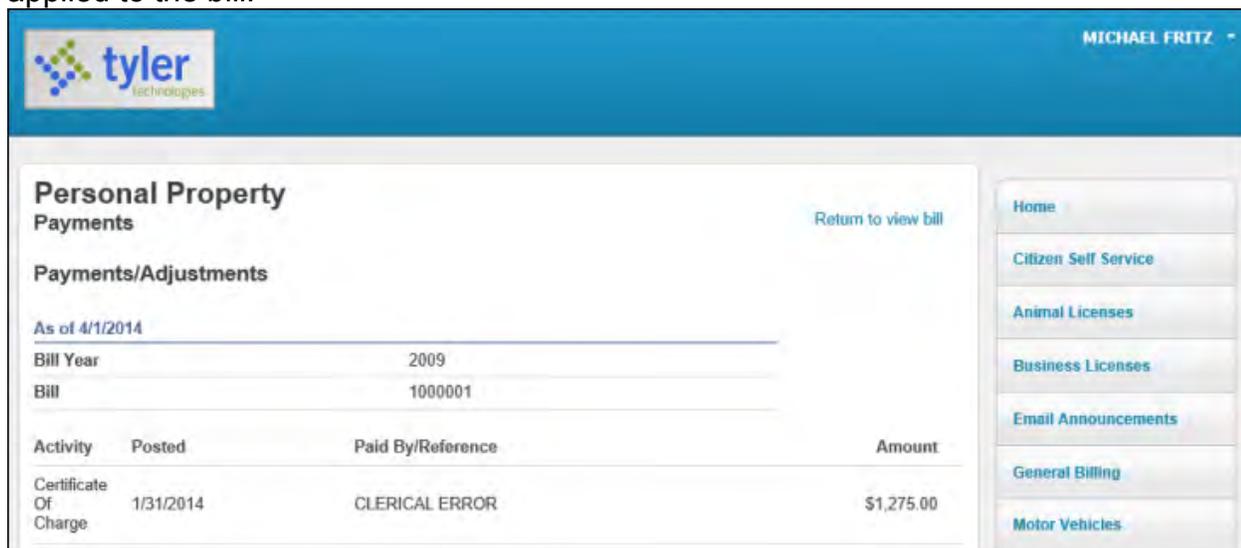
Installment	Pay By	Amount	Payments/Credits	Balance	Due
1	5/2/2009	\$956.25	\$0.00	\$956.25	\$1,427.03
2	8/2/2009	\$318.75	\$0.00	\$318.75	\$467.64
3	11/2/2009	\$0.00	\$0.00	\$0.00	\$0.00
4	1/1/2010	\$0.00	\$0.00	\$0.00	\$0.00
Interest and Penalties					\$619.67
<b>TOTAL</b>		\$1,275.00	\$0.00	\$1,894.67	\$1,894.67

[Pay Bill](#)

Navigation menu: Home, 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

## 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 4/1/2014

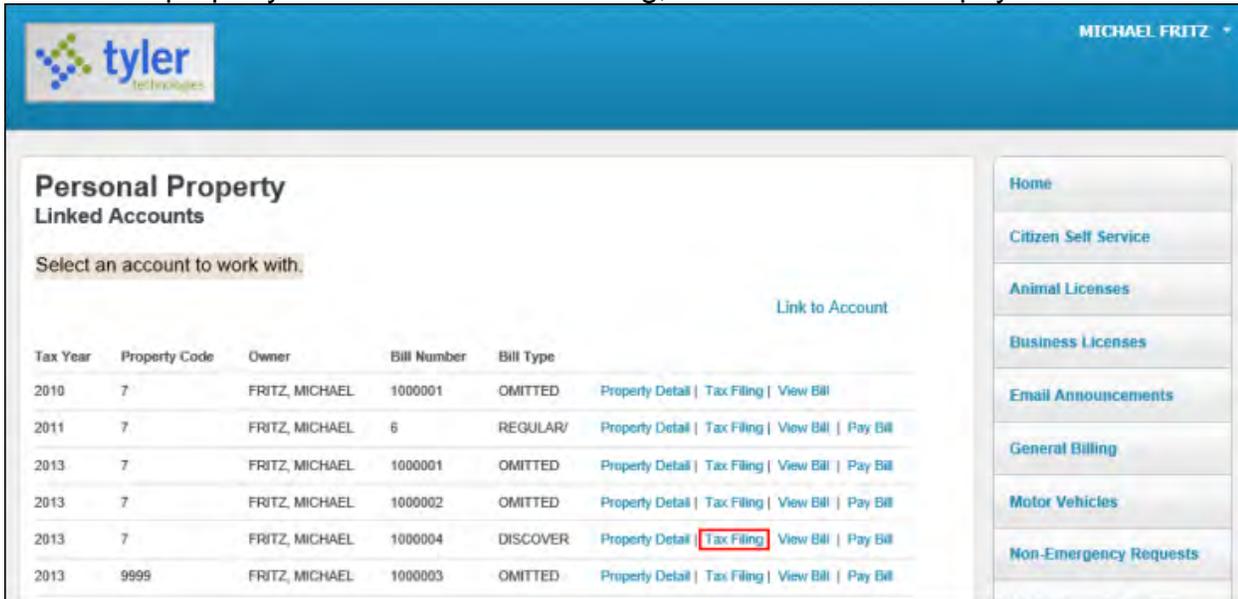
Bill Year: 2009  
 Bill: 1000001

Activity	Posted	Paid By/Reference	Amount
Certificate Of Charge	1/31/2014	CLERICAL ERROR	\$1,275.00

Navigation menu: Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles

## Property Accounts

When you click **Accounts** in the menu, you can view linked accounts where you are able to access the property detail or submit a tax filing, as well as view and pay bills.



**Personal Property Linked Accounts**

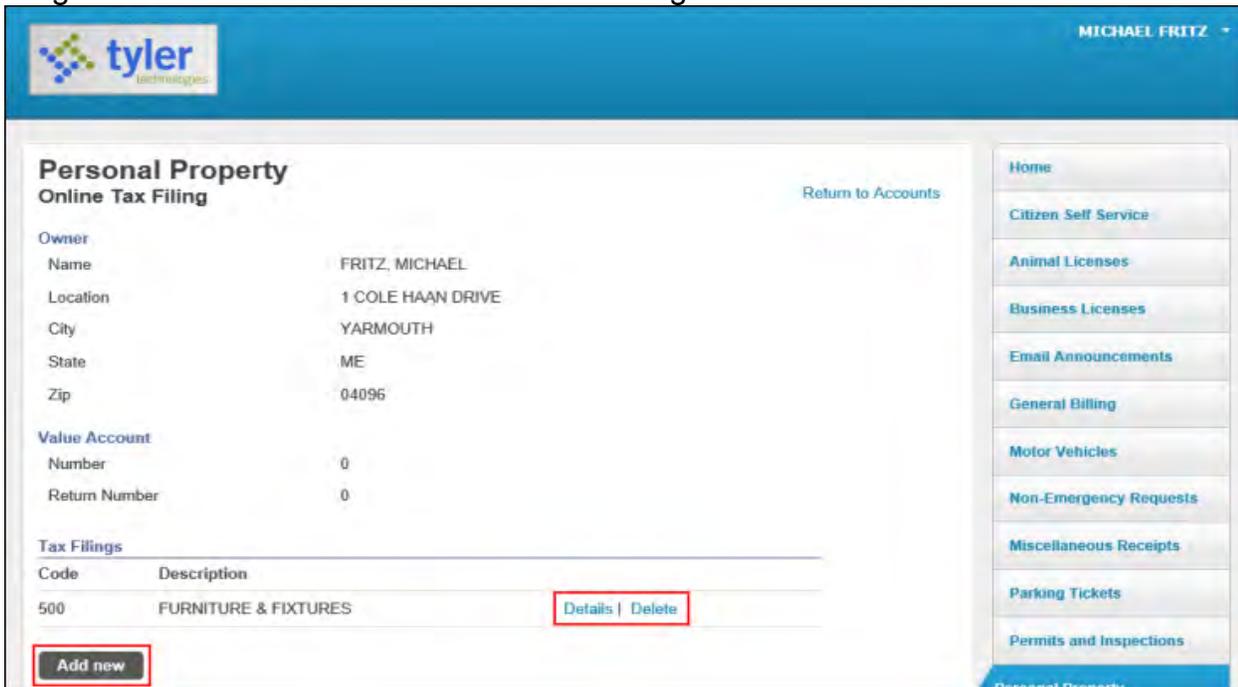
Select an account to work with. [Link to Account](#)

Tax Year	Property Code	Owner	Bill Number	Bill Type	
2010	7	FRITZ, MICHAEL	1000001	OMITTED	<a href="#">Property Detail</a>   <a href="#">Tax Filing</a>   <a href="#">View Bill</a>
2011	7	FRITZ, MICHAEL	6	REGULAR/	<a href="#">Property Detail</a>   <a href="#">Tax Filing</a>   <a href="#">View Bill</a>   <a href="#">Pay Bill</a>
2013	7	FRITZ, MICHAEL	1000001	OMITTED	<a href="#">Property Detail</a>   <a href="#">Tax Filing</a>   <a href="#">View Bill</a>   <a href="#">Pay Bill</a>
2013	7	FRITZ, MICHAEL	1000002	OMITTED	<a href="#">Property Detail</a>   <a href="#">Tax Filing</a>   <a href="#">View Bill</a>   <a href="#">Pay Bill</a>
2013	7	FRITZ, MICHAEL	1000004	DISCOVER	<a href="#">Property Detail</a>   <a href="#">Tax Filing</a>   <a href="#">View Bill</a>   <a href="#">Pay Bill</a>
2013	9999	FRITZ, MICHAEL	1000003	OMITTED	<a href="#">Property Detail</a>   <a href="#">Tax Filing</a>   <a href="#">View Bill</a>   <a href="#">Pay Bill</a>

## Enter a Tax Filing

**Note:** This setting applies to North Carolina and Virginia only.

When you click **Tax Filing**, the Online Tax Filing page provides information for the owner and value account. Click **Details** to view the Property Detail. You can click **Delete** to remove the filing record or click **Add New** to add a new filing.



**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

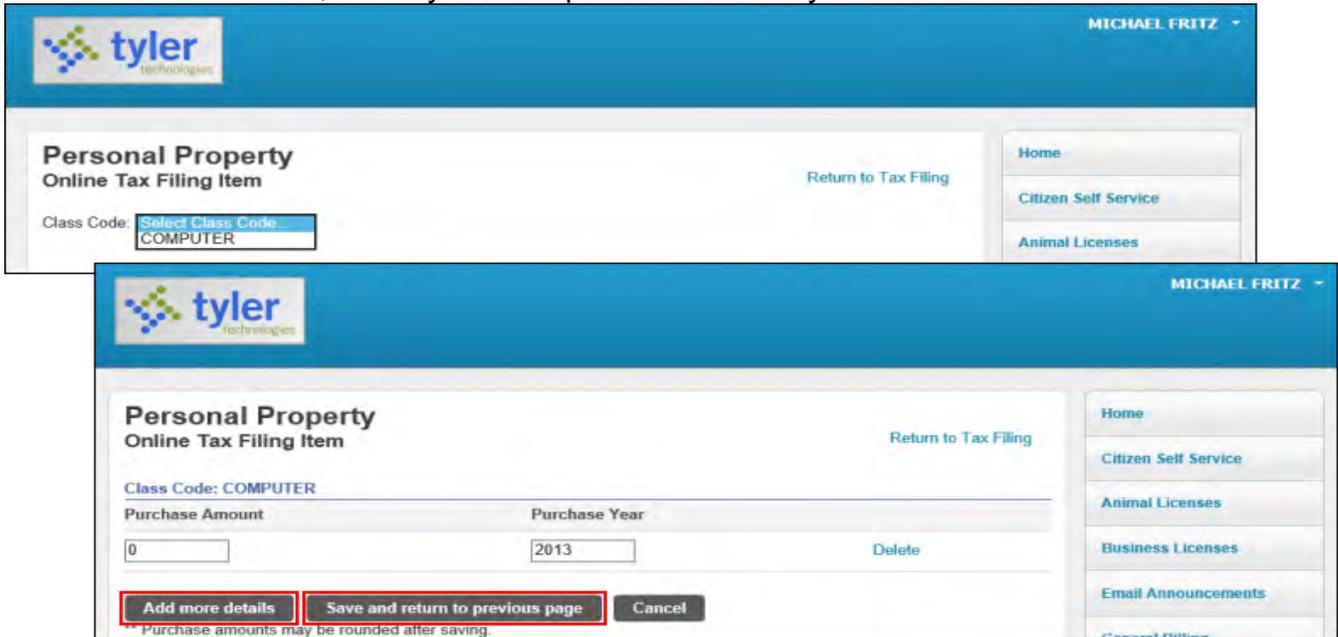
Return Number: 0

**Tax Filings**

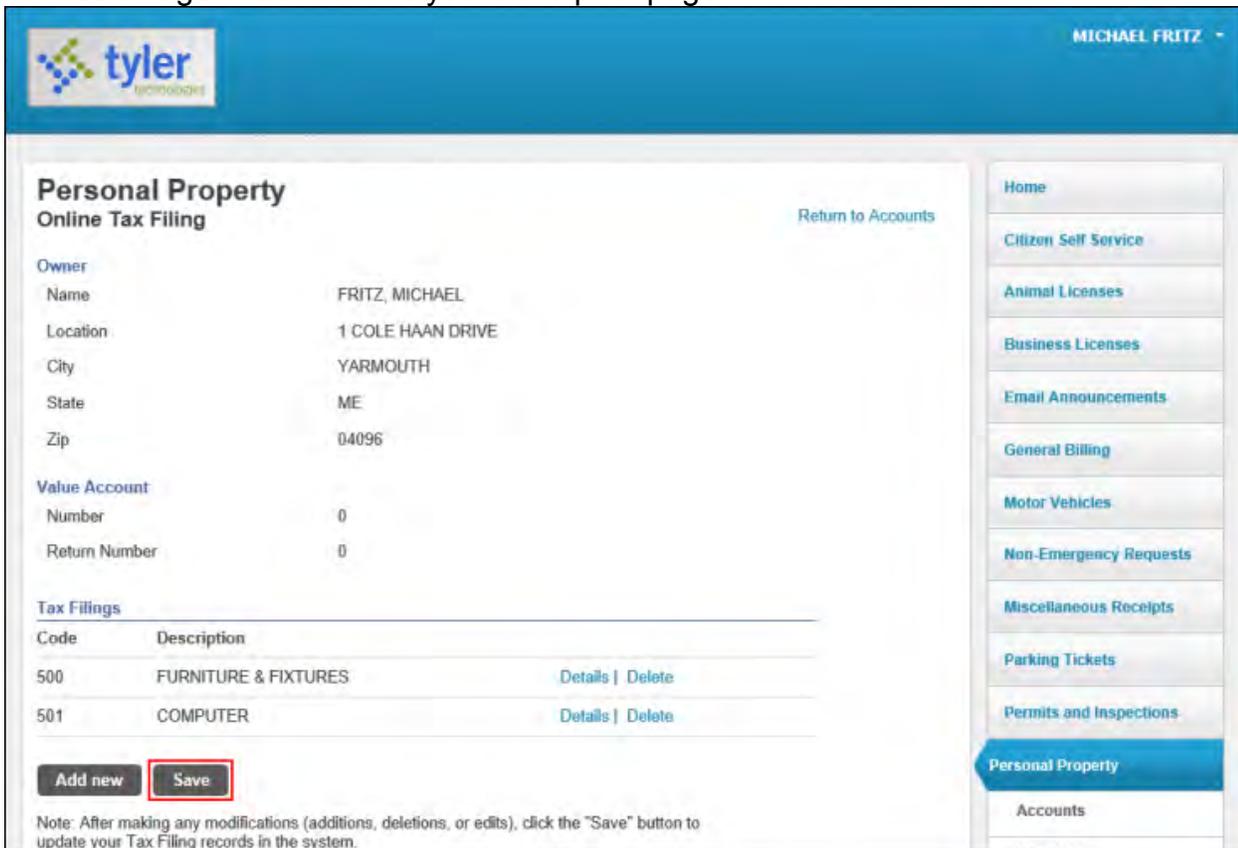
Code	Description	
500	FURNITURE & FIXTURES	<a href="#">Details</a>   <a href="#">Delete</a>

[Add new](#)

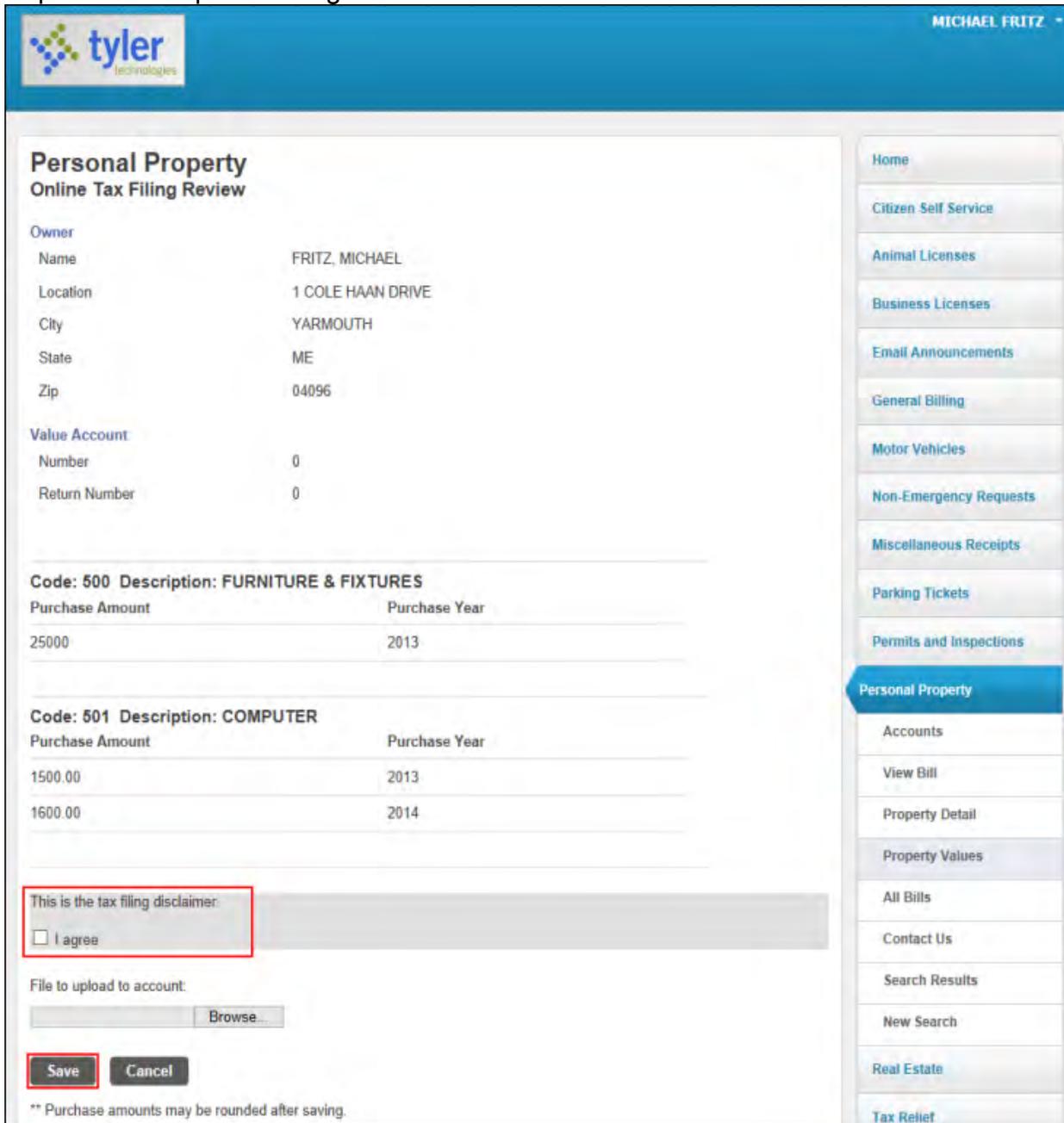
Once you click Add New, select a class code from the Class Code list on the Online Tax Filing Item page and enter a Purchase Amount in the provided box. The application provides the default Purchase Year, which you can update if necessary.



The Add More Details button is used to add another detail line and the Save and Return to Previous Page button returns you to the prior page.



The Save button retains updates to the filing record. The application provides the Online Tax Filing Review page. 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 settings are optional and are not required to complete a filing.




MICHAEL FRITZ

### 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
25000	2013

---

**Code: 501 Description: COMPUTER**

Purchase Amount	Purchase Year
1500.00	2013
1600.00	2014

---

This is the tax filing disclaimer:

I agree

File to upload to account:

\*\* Purchase amounts may be rounded after saving.

- Home
- 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
- Property Values
- All Bills
- Contact Us
- Search Results
- New Search
- Real Estate
- Tax Relief

## Property Detail

The Property Detail page includes details for the property, such as the jurisdiction, class code, location, and so on. The Net Value option presents property values for the year.



tyler technologies MICHAEL FRITZ

### Personal Property Property Detail

Bill Year	2013
Owner	FRITZ, MICHAEL
Owner as of	FRITZ, MICHAEL
Property ID	7
Jurisdiction	MUNIS
Class	F&F
Status	A
Gross Assessment	\$10,000.00
<b>Net 2013 Value</b>	<b>\$10,000.00</b>
2013 Charges	\$100.00

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

## Property Values

The Property Values page specifies the property values for the year.



tyler technologies MICHAEL FRITZ

### Personal Property Property Values

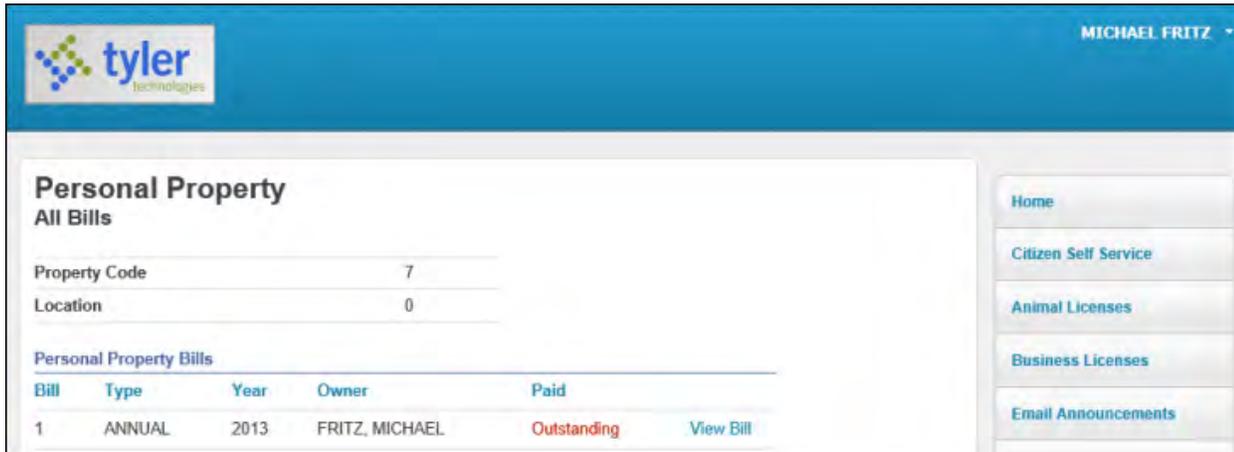
Bill Year	2013
Property ID	7
Owner	FRITZ, MICHAEL
Bill Number	1000002
Customer Number	187

Class	Description	Gross Assessment	
500	F&F	\$10,000.00	<a href="#">view details</a>

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

## All Bills

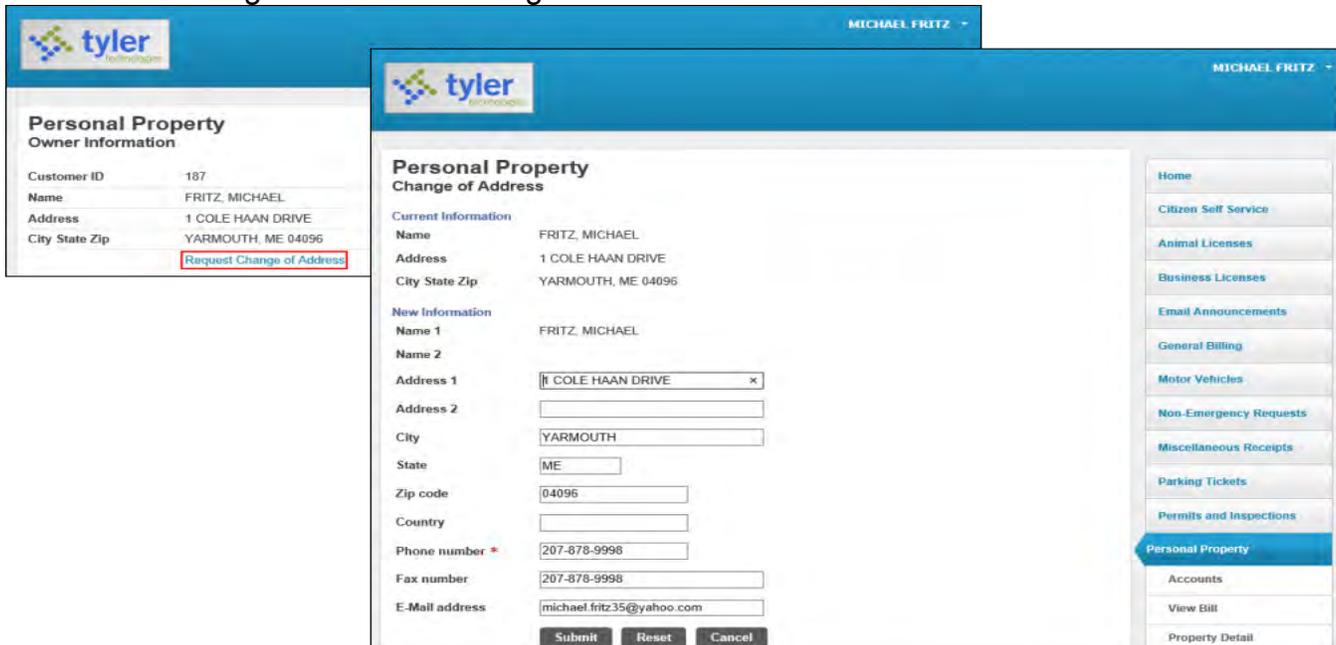
The All Bills page presents a list of all bills associated with the property ID. The bills that display on the All Bills page are available when your system administrator selects the Apply Bill Year Search Range to the All Bills Page check box in the Personal Property Administration page. When that check 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.



Bill	Type	Year	Owner	Paid	
1	ANNUAL	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>

## Request Change of Address

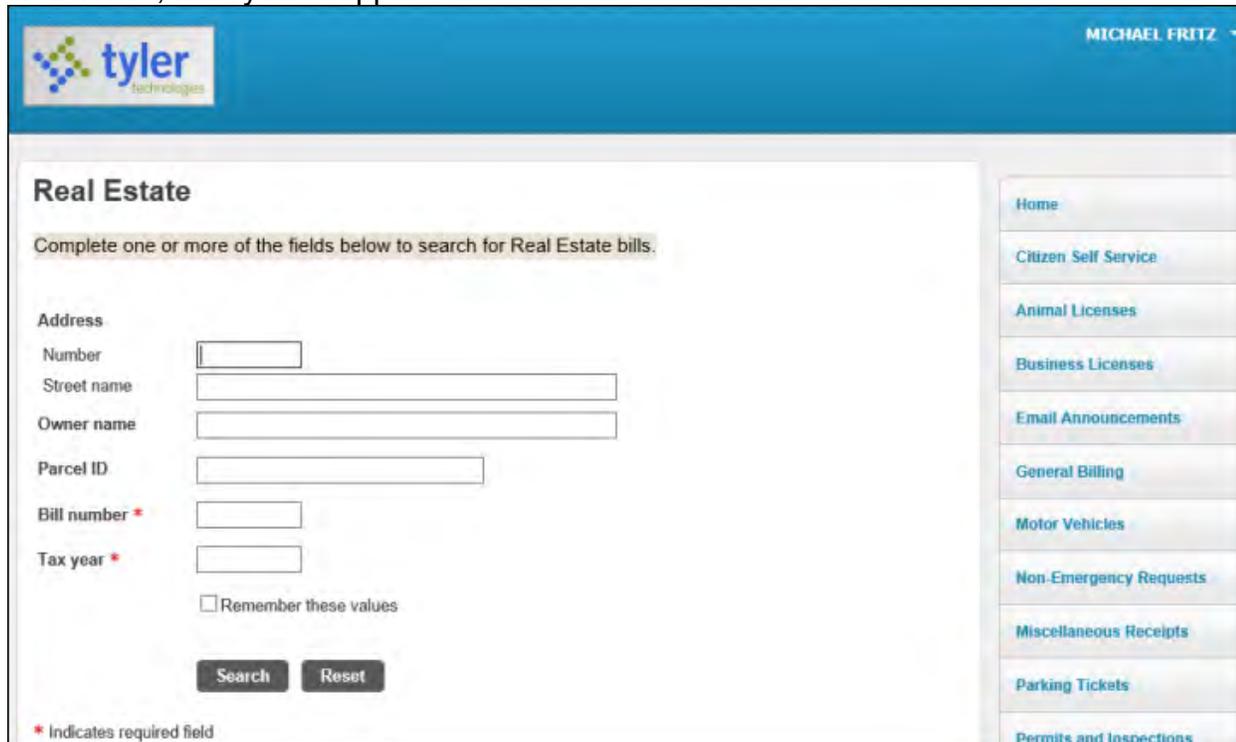
Request Change of Address updates customer details for an account. This option is available if the Allow Change of Address setting is enabled in Citizen Administration.



Once you click **Owner Information** and then click **Request Change of Address**, the page makes fields available for you to update the address and contact information. If the Confidential check box in Munis Customers is selected for your customer record, the Citizen Self Service modules do not allow you to change customer addresses.

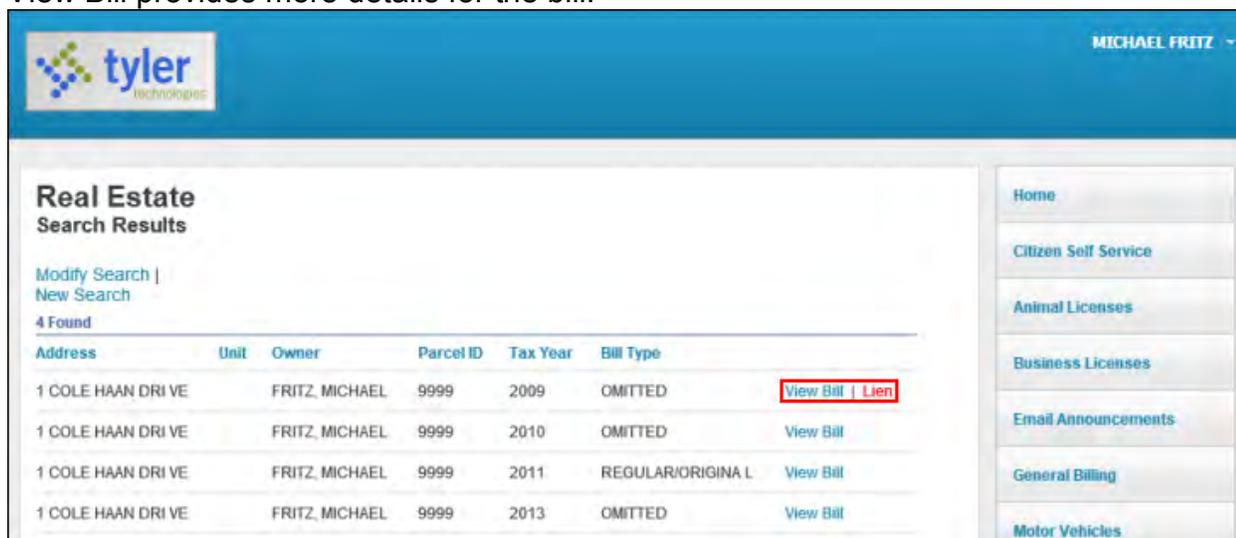
## Real Estate Property Taxes

The Real Estate Property Taxes module provides search capabilities for real estate bills by the tax year and the exact parcel ID, owner name, address number and street name, or by typing the first few letters of a name or the first few numbers of a parcel ID to find bills using wildcard characters, if they are supported.



The screenshot shows the 'Real Estate' search interface. At the top left is the Tyler Technologies logo, and at the top right is the user name 'MICHAEL FRITZ'. The main heading is 'Real Estate' with a sub-heading 'Complete one or more of the fields below to search for Real Estate bills.' Below this are several input fields: 'Address' (with sub-fields for 'Number' and 'Street name'), 'Owner name', 'Parcel ID', 'Bill number \*', and 'Tax year \*'. There is a 'Remember these values' checkbox and 'Search' and 'Reset' buttons. A note at the bottom left states '\* Indicates required field'. On the right side, there is a vertical menu with links to various services: Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, and Permits and Inspections.

View Bill provides more details for the bill.



The screenshot shows the 'Real Estate Search Results' page. At the top left is the Tyler Technologies logo, and at the top right is the user name 'MICHAEL FRITZ'. The main heading is 'Real Estate Search Results' with links for 'Modify Search | New Search'. Below this, it says '4 Found'. A table displays the search results with columns for Address, Unit, Owner, Parcel ID, Tax Year, and Bill Type. The first row has a 'View Bill | Lien' link highlighted in red. The other rows have 'View Bill' links. On the right side, there is a vertical menu with links to various services: Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, and Motor Vehicles.

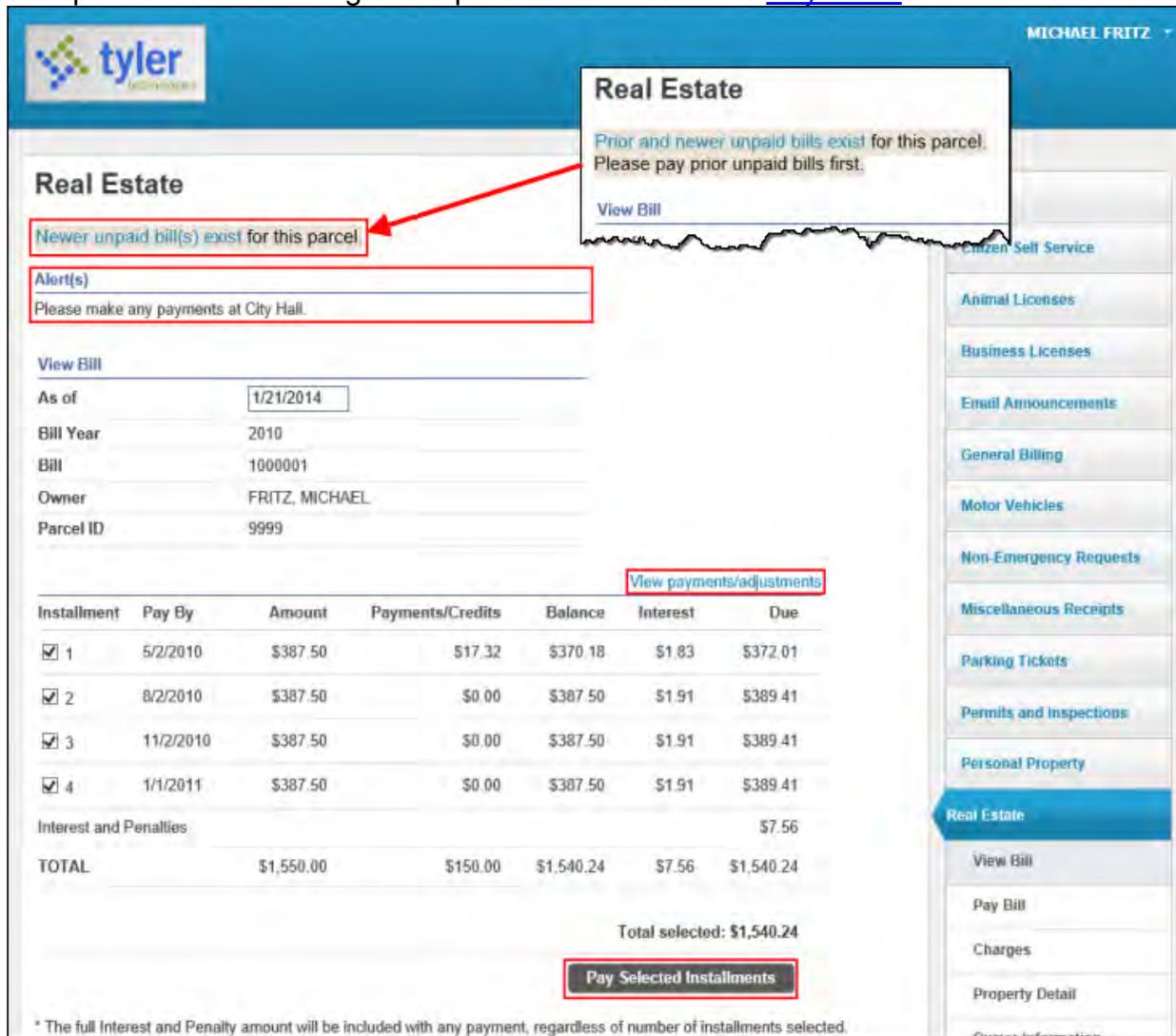
Address	Unit	Owner	Parcel ID	Tax Year	Bill Type	
1 COLE HAAN DRI VE		FRITZ, MICHAEL	9999	2009	OMITTED	<a href="#">View Bill   Lien</a>
1 COLE HAAN DRI VE		FRITZ, MICHAEL	9999	2010	OMITTED	<a href="#">View Bill</a>
1 COLE HAAN DRI VE		FRITZ, MICHAEL	9999	2011	REGULAR/ORIGINAL	<a href="#">View Bill</a>
1 COLE HAAN DRI VE		FRITZ, MICHAEL	9999	2013	OMITTED	<a href="#">View Bill</a>

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.

## 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 process outlined in the [Payments](#) section of this document.



**Real Estate**

Prior and newer unpaid bills exist for this parcel.  
Please pay prior unpaid bills first.

[View Bill](#)

**Real Estate**

Newer unpaid bill(s) exist for this parcel

**Alert(s)**  
Please make any payments at City Hall.

**View Bill**

As of: 1/21/2014  
Bill Year: 2010  
Bill: 1000001  
Owner: FRITZ, MICHAEL  
Parcel ID: 9999

[View payments/adjustments](#)

Installment	Pay By	Amount	Payments/Credits	Balance	Interest	Due
<input checked="" type="checkbox"/> 1	5/2/2010	\$387.50	\$17.32	\$370.18	\$1.83	\$372.01
<input checked="" type="checkbox"/> 2	8/2/2010	\$387.50	\$0.00	\$387.50	\$1.91	\$389.41
<input checked="" type="checkbox"/> 3	11/2/2010	\$387.50	\$0.00	\$387.50	\$1.91	\$389.41
<input checked="" type="checkbox"/> 4	1/1/2011	\$387.50	\$0.00	\$387.50	\$1.91	\$389.41
Interest and Penalties						\$7.56
<b>TOTAL</b>		<b>\$1,550.00</b>	<b>\$150.00</b>	<b>\$1,540.24</b>	<b>\$7.56</b>	<b>\$1,540.24</b>

Total selected: \$1,540.24

**Pay Selected Installments**

\* The full Interest and Penalty amount will be included with any payment, regardless of number of installments selected.

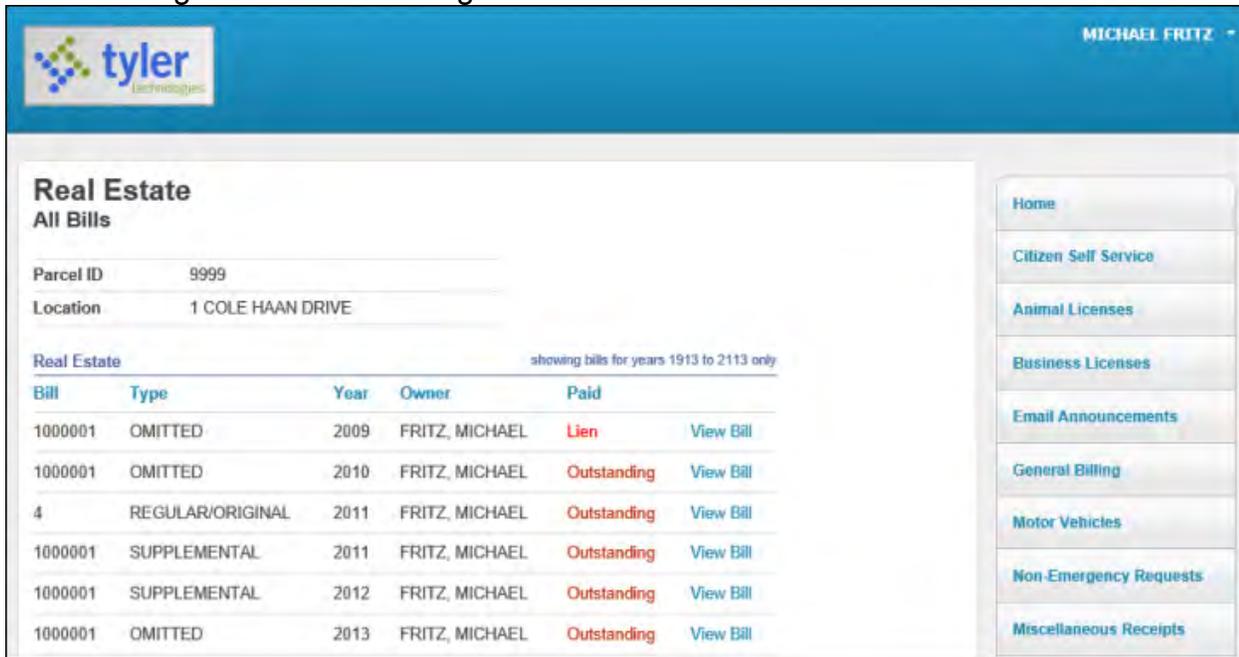
**Citizen Self Service**

- 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
  - Pay Bill
  - Charges
  - Property Detail
  - Owner Information

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, 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

Real Estate showing bills for years 1913 to 2113 only

Bill	Type	Year	Owner	Paid	
1000001	OMITTED	2009	FRITZ, MICHAEL	Lien	<a href="#">View Bill</a>
1000001	OMITTED	2010	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
4	REGULAR/ORIGINAL	2011	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	SUPPLEMENTAL	2011	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	SUPPLEMENTAL	2012	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	OMITTED	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>

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.

### 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.

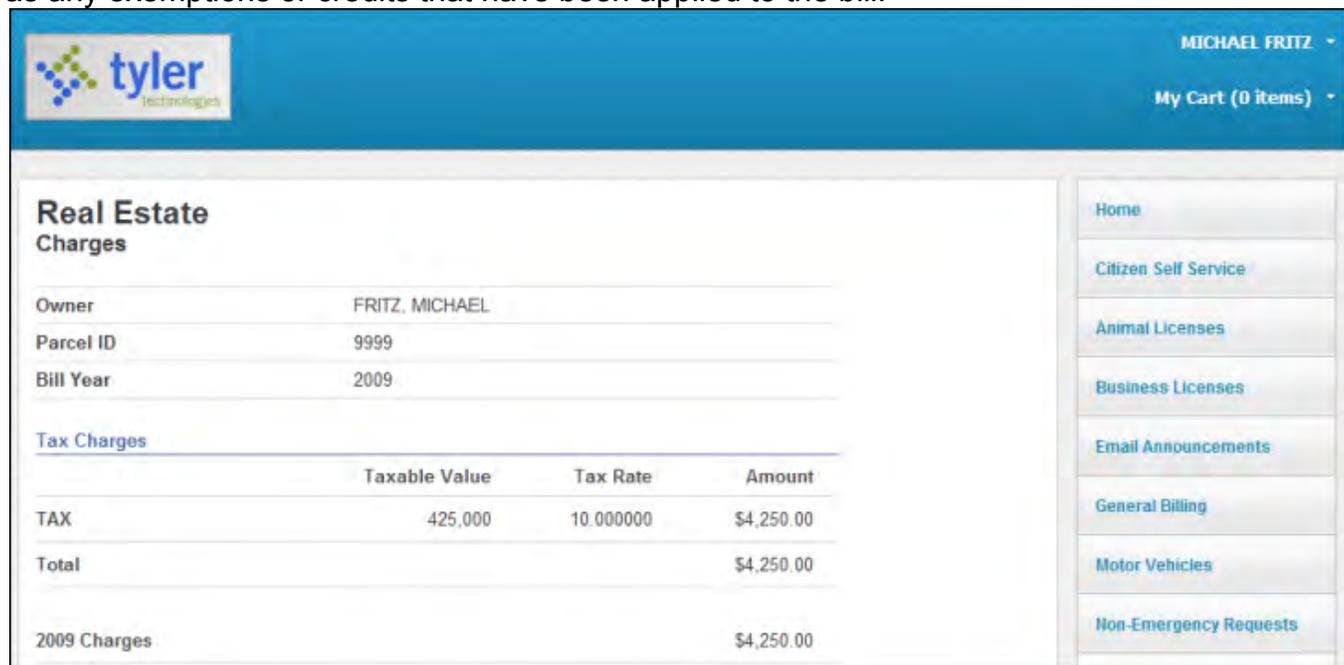


The screenshot shows the 'Real Estate Payments/Adjustments' page. At the top left is the Tyler Technologies logo, and at the top right is the user name 'MICHAEL FRITZ'. Below the logo is a 'Return to view bill' link. The main content area is titled 'Real Estate Payments/Adjustments' and includes a sub-section 'As of 8/26/2013'. Below this, there are two rows of information: 'Bill Year' 2013 and 'Bill' 1000001. A table follows with columns for 'Activity', 'Posted', 'Paid By/Reference', and 'Amount'. The table contains two rows: a payment of \$500.00 on 8/26/2013 by 'FRITZ, MICHAEL' and an abatement of (\$10.80) on 3/8/2013 for 'TAX RELIEF'. A second 'Return to view bill' link is at the bottom right of the table. On the right side of the page is a vertical navigation menu with links for Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, and Motor Vehicles.

Activity	Posted	Paid By/Reference	Amount
Payment	8/26/2013	FRITZ, MICHAEL	\$500.00
Abatement	3/8/2013	TAX RELIEF	(\$10.80)

### 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.



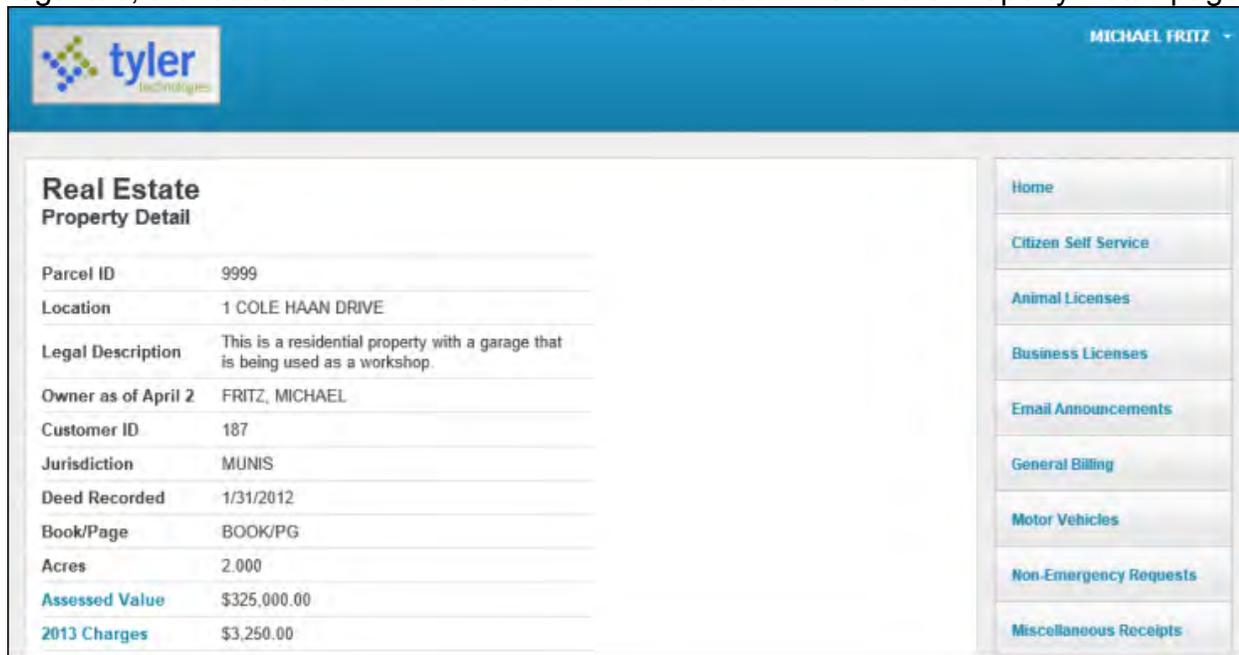
The screenshot shows the 'Real Estate Charges' page. At the top left is the Tyler Technologies logo, and at the top right is the user name 'MICHAEL FRITZ' and a 'My Cart (0 items)' link. Below the logo is a 'Return to view bill' link. The main content area is titled 'Real Estate Charges' and includes a sub-section 'Owner' with the name 'FRITZ, MICHAEL'. Below this are 'Parcel ID' 9999 and 'Bill Year' 2009. A table follows with columns for 'Taxable Value', 'Tax Rate', and 'Amount'. The table contains two rows: 'TAX' with a taxable value of 425,000, a tax rate of 10.000000, and an amount of \$4,250.00; and 'Total' with an amount of \$4,250.00. Below the table is a row for '2009 Charges' with an amount of \$4,250.00. On the right side of the page is a vertical navigation menu with links for Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, and Non-Emergency Requests.

	Taxable Value	Tax Rate	Amount
TAX	425,000	10.000000	\$4,250.00
Total			\$4,250.00

2009 Charges \$4,250.00

## 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.



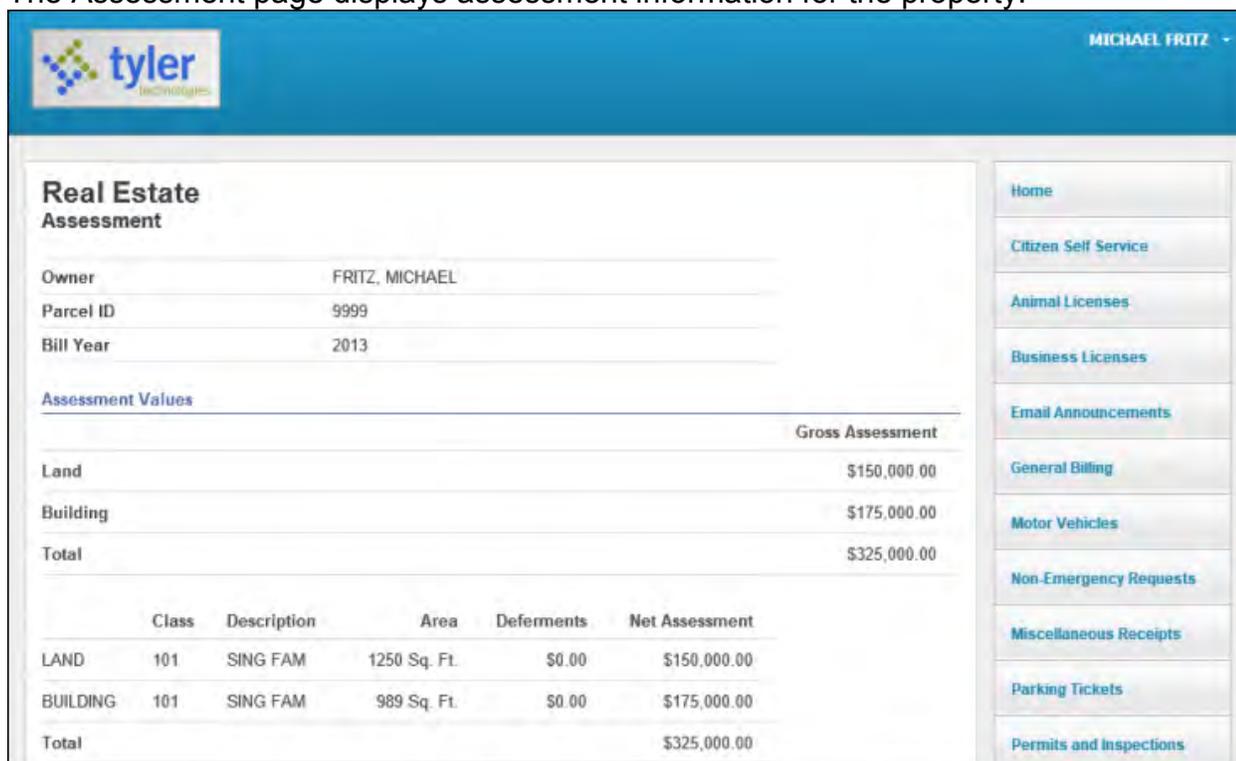
**Real Estate Property Detail**

Parcel ID	9999
Location	1 COLE HAAN DRIVE
Legal Description	This is a residential property with a garage that is being used as a workshop.
Owner as of April 2	FRITZ, MICHAEL
Customer ID	187
Jurisdiction	MUNIS
Deed Recorded	1/31/2012
Book/Page	BOOK/PG
Acres	2.000
Assessed Value	\$325,000.00
2013 Charges	\$3,250.00

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

## Assessment

The Assessment page displays assessment information for the property.



**Real Estate Assessment**

Owner	FRITZ, MICHAEL
Parcel ID	9999
Bill Year	2013

**Assessment Values**

	Gross Assessment
Land	\$150,000.00
Building	\$175,000.00
<b>Total</b>	<b>\$325,000.00</b>

	Class	Description	Area	Deferments	Net Assessment
LAND	101	SING FAM	1250 Sq. Ft.	\$0.00	\$150,000.00
BUILDING	101	SING FAM	989 Sq. Ft.	\$0.00	\$175,000.00
<b>Total</b>					<b>\$325,000.00</b>

Navigation menu: Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections.

## Assessment History

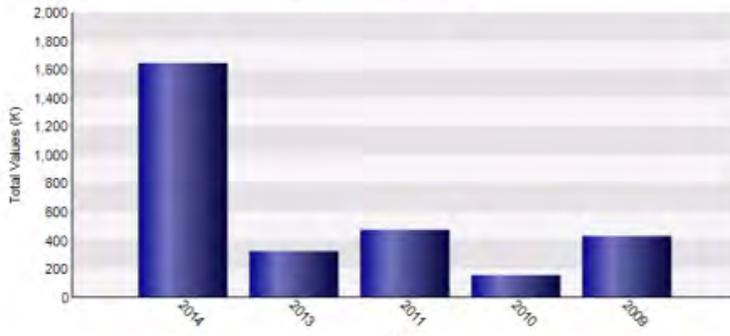
The Assessment History page specifies assessment values for the property from prior years. Select a number from the Number of Years list to view the history of the bill. This page includes a bar graph of assessment history for the property.


MICHAEL FRITZ ▾

### Real Estate Assessment History

Owner	FRITZ, MICHAEL			
Parcel ID	9999			
Number of years	20 ▾			
Year	Land Value	Building Value	Personal Value	Total Value
2014	880000	765000	0	1645000
2013	150000	175000	0	325000
2011	230000	240000	0	470000
2010	75000	80000	0	155000
2009	250000	175000	0	425000

**Tax Assessment History**



Year	Total Value (K)
2014	1,645
2013	325
2011	470
2010	155
2009	425

- Home
- 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
- Pay Bill
- Charges
- Property Detail

## Tax Rates

The Tax Rates page specifies tax rates for the bill.



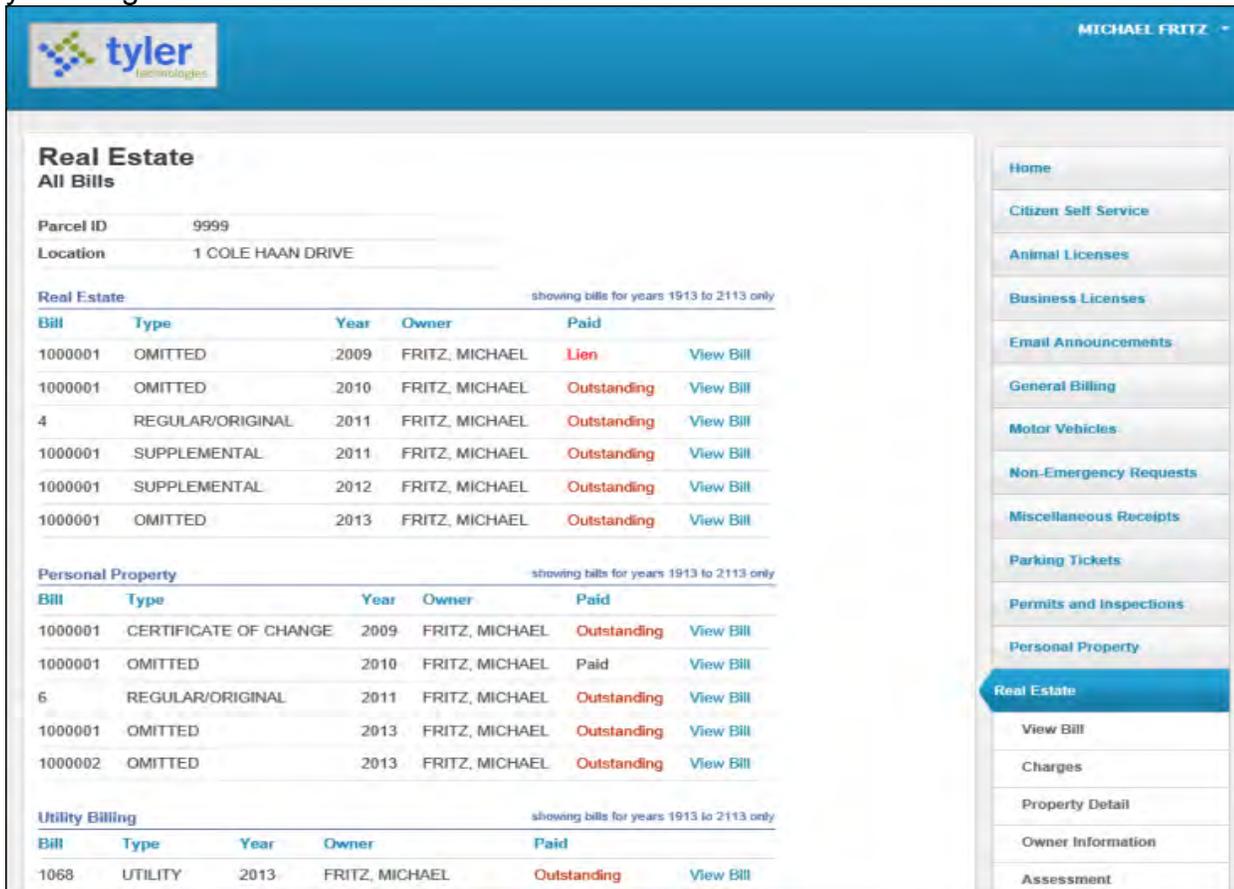
**Real Estate Tax Rates**

Bill Year: 2013  
 Bill: 1000001 / REAL ESTATE

Description	Tax Rate
TAX	10.000000
0	

## All Bills

The All Bills page presents a list of all bills associated with the parcel ID, including bills of other types. The bills that display on the All Bills page are available when your system administrator selects the Apply Bill Year Search Range to the All Bills Page check box in the Real Estate Administration page. 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 showing bills for years 1913 to 2113 only

Bill	Type	Year	Owner	Paid	
1000001	OMITTED	2009	FRITZ, MICHAEL	Lien	<a href="#">View Bill</a>
1000001	OMITTED	2010	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
4	REGULAR/ORIGINAL	2011	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	SUPPLEMENTAL	2011	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	SUPPLEMENTAL	2012	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	OMITTED	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>

Personal Property showing bills for years 1913 to 2113 only

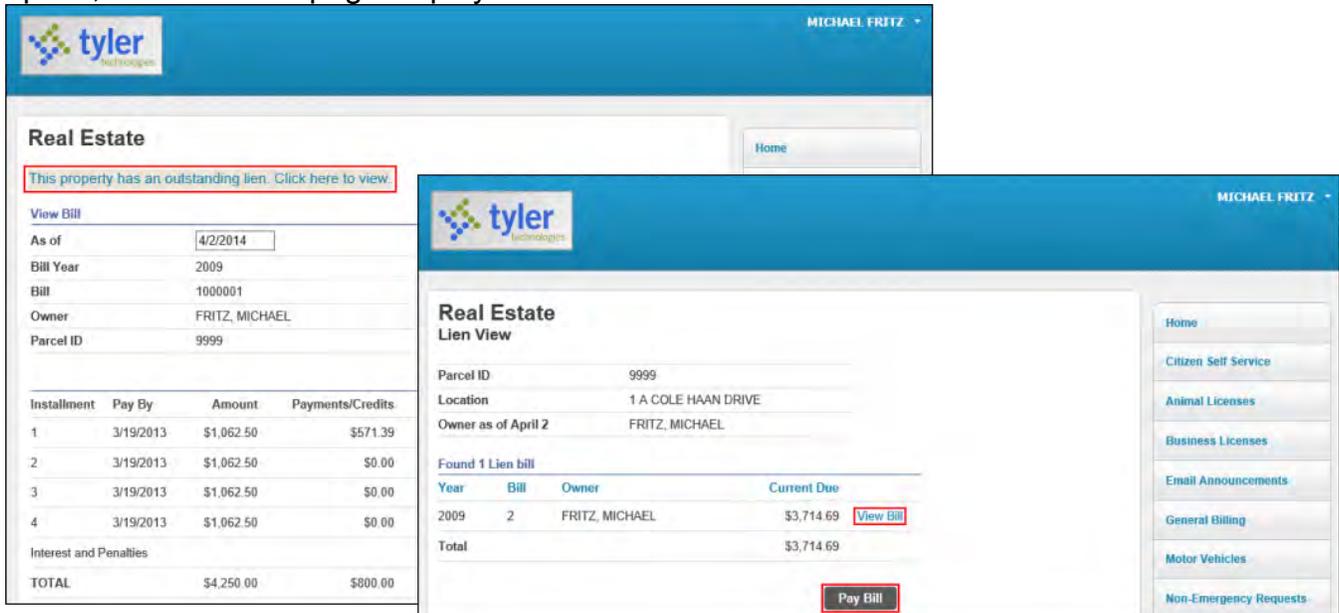
Bill	Type	Year	Owner	Paid	
1000001	CERTIFICATE OF CHANGE	2009	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	OMITTED	2010	FRITZ, MICHAEL	Paid	<a href="#">View Bill</a>
6	REGULAR/ORIGINAL	2011	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000001	OMITTED	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>
1000002	OMITTED	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>

Utility Billing showing bills for years 1913 to 2113 only

Bill	Type	Year	Owner	Paid	
1068	UTILITY	2013	FRITZ, MICHAEL	Outstanding	<a href="#">View Bill</a>

## 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. Click Here to View option. When you click that option, the Lien View page displays.

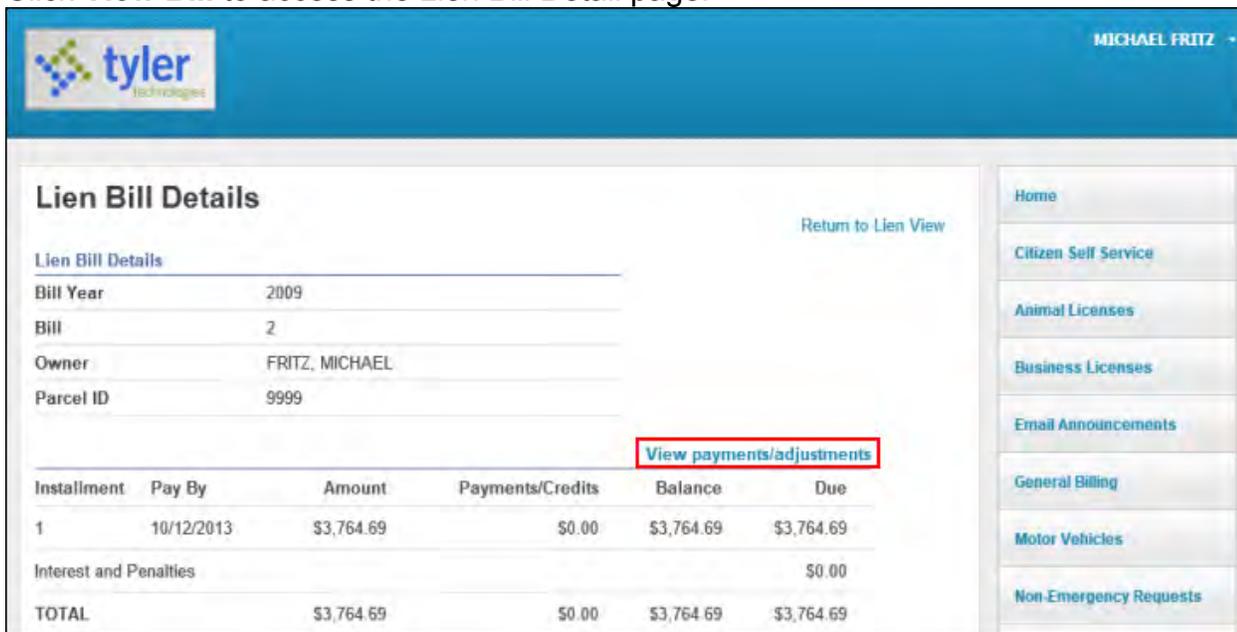


The screenshot shows the Tyler Technologies Real Estate Lien View page. At the top, there is a navigation bar with the Tyler logo and the user name 'MICHAEL FRITZ'. Below the navigation bar, the page is titled 'Real Estate' and includes a 'Home' button. A red box highlights a message: 'This property has an outstanding lien. Click here to view.' Below this message, there is a 'View Bill' section with a table of bill details. To the right, the 'Real Estate Lien View' section displays property information: Parcel ID 9999, Location 1 A COLE HAAN DRIVE, and Owner as of April 2 FRITZ, MICHAEL. A table titled 'Found 1 Lien bill' shows a single entry for 2009, Bill 2, with a current due amount of \$3,714.69. A red box highlights the 'View Bill' link next to this entry. At the bottom right, there is a 'Pay Bill' button. On the far right, a vertical navigation menu includes links for Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, and Non-Emergency Requests.

Installment	Pay By	Amount	Payments/Credits
1	3/19/2013	\$1,062.50	\$571.39
2	3/19/2013	\$1,062.50	\$0.00
3	3/19/2013	\$1,062.50	\$0.00
4	3/19/2013	\$1,062.50	\$0.00
Interest and Penalties			
TOTAL		\$4,250.00	\$800.00

Year	Bill	Owner	Current Due
2009	2	FRITZ, MICHAEL	\$3,714.69
Total			\$3,714.69

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



The screenshot shows the Tyler Technologies Lien Bill Details page. At the top, there is a navigation bar with the Tyler logo and the user name 'MICHAEL FRITZ'. Below the navigation bar, the page is titled 'Lien Bill Details' and includes a 'Return to Lien View' button. The 'Lien Bill Details' section displays property information: Bill Year 2009, Bill 2, Owner FRITZ, MICHAEL, and Parcel ID 9999. A red box highlights a 'View payments/adjustments' link. Below this link, there is a table with columns for Installment, Pay By, Amount, Payments/Credits, Balance, and Due. At the bottom right, there is a 'Pay Bill' button. On the far right, a vertical navigation menu includes links for Home, Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, and Non-Emergency Requests.

Installment	Pay By	Amount	Payments/Credits	Balance	Due
1	10/12/2013	\$3,764.69	\$0.00	\$3,764.69	\$3,764.69
Interest and Penalties					\$0.00
TOTAL		\$3,764.69	\$0.00	\$3,764.69	\$3,764.69

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

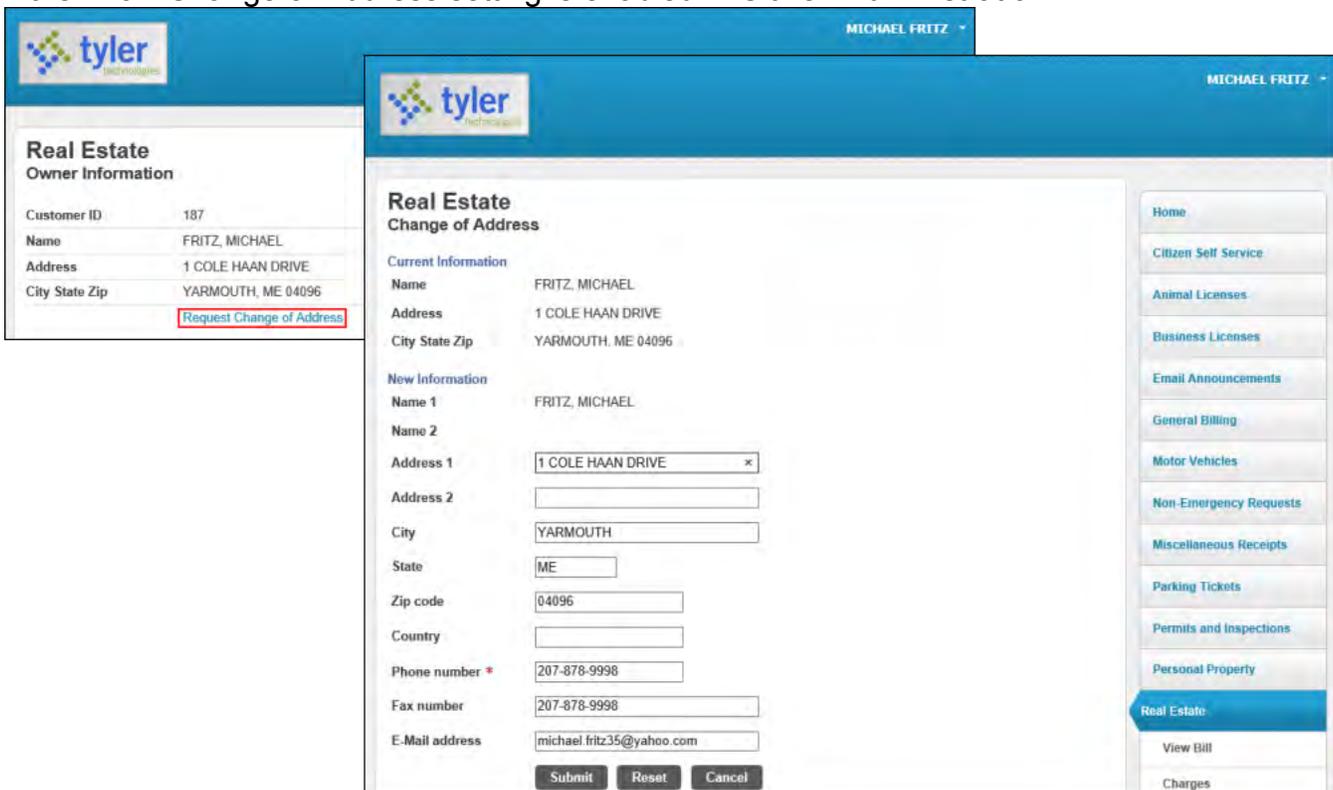
As of 10/29/2013

Bill Year	2009
Bill	2

Activity	Posted	Paid By/Reference	Amount
Payment	10/29/2013	FRITZ, MICHAEL	\$50.00

### Request Change of Address

Request Change of Address updates customer details for an account. This option is available if the Allow Change of Address setting is enabled in Citizen Administration.



**Real Estate**  
Owner Information

Customer ID	187
Name	FRITZ, MICHAEL
Address	1 COLE HAAN DRIVE
City State Zip	YARMOUTH, ME 04096

[Request Change of Address](#)

**Real Estate**  
Change of Address

Current Information

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

New Information

Name 1: FRITZ, MICHAEL  
Name 2:  
Address 1: 1 COLE HAAN DRIVE  
Address 2:  
City: YARMOUTH  
State: ME  
Zip code: 04096  
Country:  
Phone number \*: 207-878-9998  
Fax number: 207-878-9998  
E-Mail address: michael.fritz35@yahoo.com

Submit Reset Cancel

Once you click **Owner Information** and then click **Request Change of Address**, the page makes fields available for you to update the address and contact information. If the Confidential check box in Munis Customers is selected for your customer record, the Citizen Self Service modules do not allow you to change customer addresses.

## 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**.

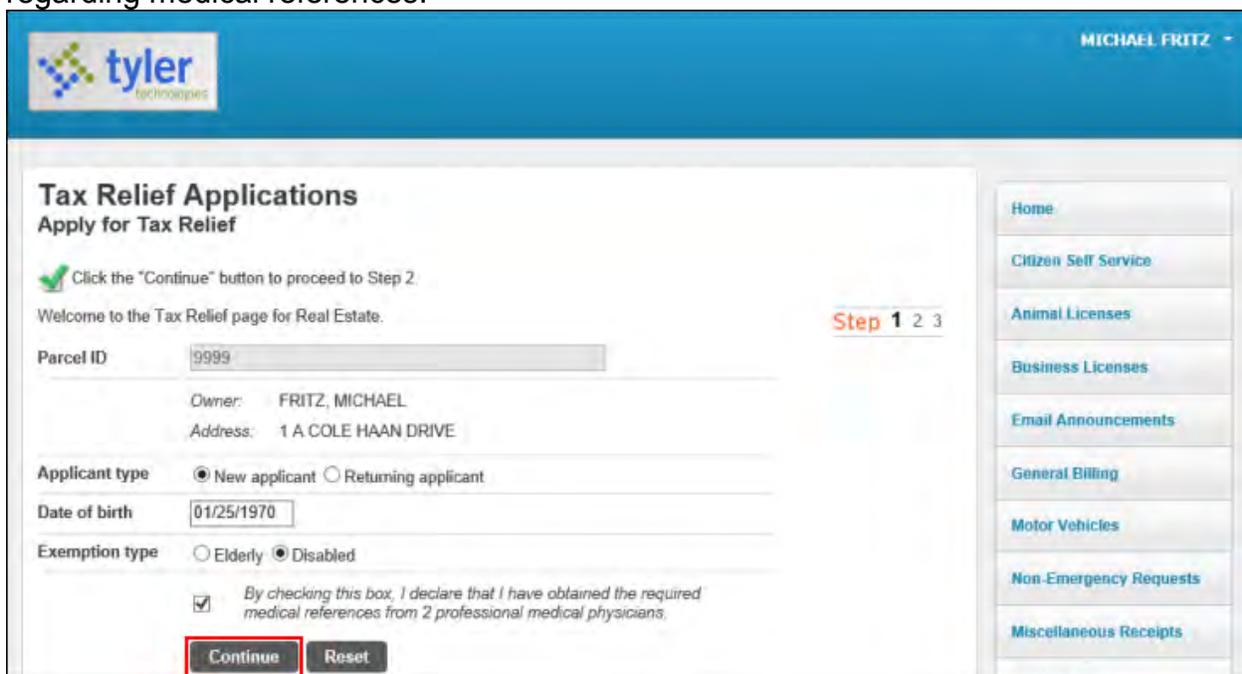


2. On the Apply for Tax Relief page, select if you are a new or returning applicant.

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.


MICHAEL FRITZ

### Tax Relief Application

This is the header for Real Estate Tax Relief.

Step 1 2 3

Please check the program for which you are applying:

Tax Relief     Tax Freeze

Parcel    9999

Owner    FRITZ, MICHAEL

Address    1 A COLE HAAN DRIVE

**Applicant (Property Owner)**

Name   

Birth Date   

Social Security Number   

Telephone   

**Spouse (Property Owner)**

Name   

Birth Date   

Social Security Number   

Telephone   

Is this dwelling occupied by the applicant as his/her sole dwelling?

Yes     No

Is the applicant owner or partial owner, life estate?

Owner     Partial Owner

If partial ownership, explain how the ownership is legally held and the proportion owned by the applicant.

List the name, relationship, age and social security number of each person related to the applicant who occupies the above dwelling.

Name	Relationship	Age	Social Security Number
<input type="text" value="n/a"/>	<input type="text" value="n/a"/>	<input type="text" value="n/a"/>	<input type="text" value="n/a"/>
<input type="text" value="n/a"/>	<input type="text" value="n/a"/>	<input type="text" value="n/a"/>	<input type="text" value="n/a"/>
<input type="text" value="n/a"/>	<input type="text" value="n/a"/>	<input type="text" value="n/a"/>	<input type="text" value="n/a"/>
<input type="text" value="n/a"/>	<input type="text" value="n/a"/>	<input type="text" value="n/a"/>	<input type="text" value="n/a"/>

Continue

- Home
- 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 **Continue** when the form field values are complete.

Munis Citizen Self Service User Guide, Version 10.5

Page 112

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.


MICHAEL FRITZ

## Tax Relief Application Gross Income and Assets

Step 1 2 **3**

Gross Income	Applicant	Spouse	Other Persons Living in Dwelling
Salaries, Wages, Etc.	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Pensions	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Social Security	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Interest	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Dividends	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Rent(s)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Welfare	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Gifts	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Capital Gains	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Other Sources	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Deduct \$10,000 from other person's total income			<input type="text" value="0"/>
<b>Total</b>	0	0	0
Total Gross Combined Income of the Applicant, Spouse and Other Persons 0			

NET VALUE OF ASSETS as of 4/2/2014	Applicant	Spouse
Real Estate (In town, other than residence)	<input type="text" value="0"/>	<input type="text" value="0"/>
Real Estate (Out of town)	<input type="text" value="0"/>	<input type="text" value="0"/>
Personal Property (Auto)	<input type="text" value="0"/>	<input type="text" value="0"/>
Savings Account(s)	<input type="text" value="0"/>	<input type="text" value="0"/>
Checking Account(s)	<input type="text" value="0"/>	<input type="text" value="0"/>
Stocks	<input type="text" value="0"/>	<input type="text" value="0"/>
Bonds	<input type="text" value="0"/>	<input type="text" value="0"/>
Insurance (Cash Value)	<input type="text" value="0"/>	<input type="text" value="0"/>
Other Assets	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>Total</b>	0	0
Total Combined Net Financial Worth of the Applicant and Spouse 0		

I agree to the above statement.  4/2/2014  
This is the footer for Real Estate Tax Relief.

- [Home](#)
- [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](#)

Munis Citizen Self Service User Guide, Version 10.5

Page 113

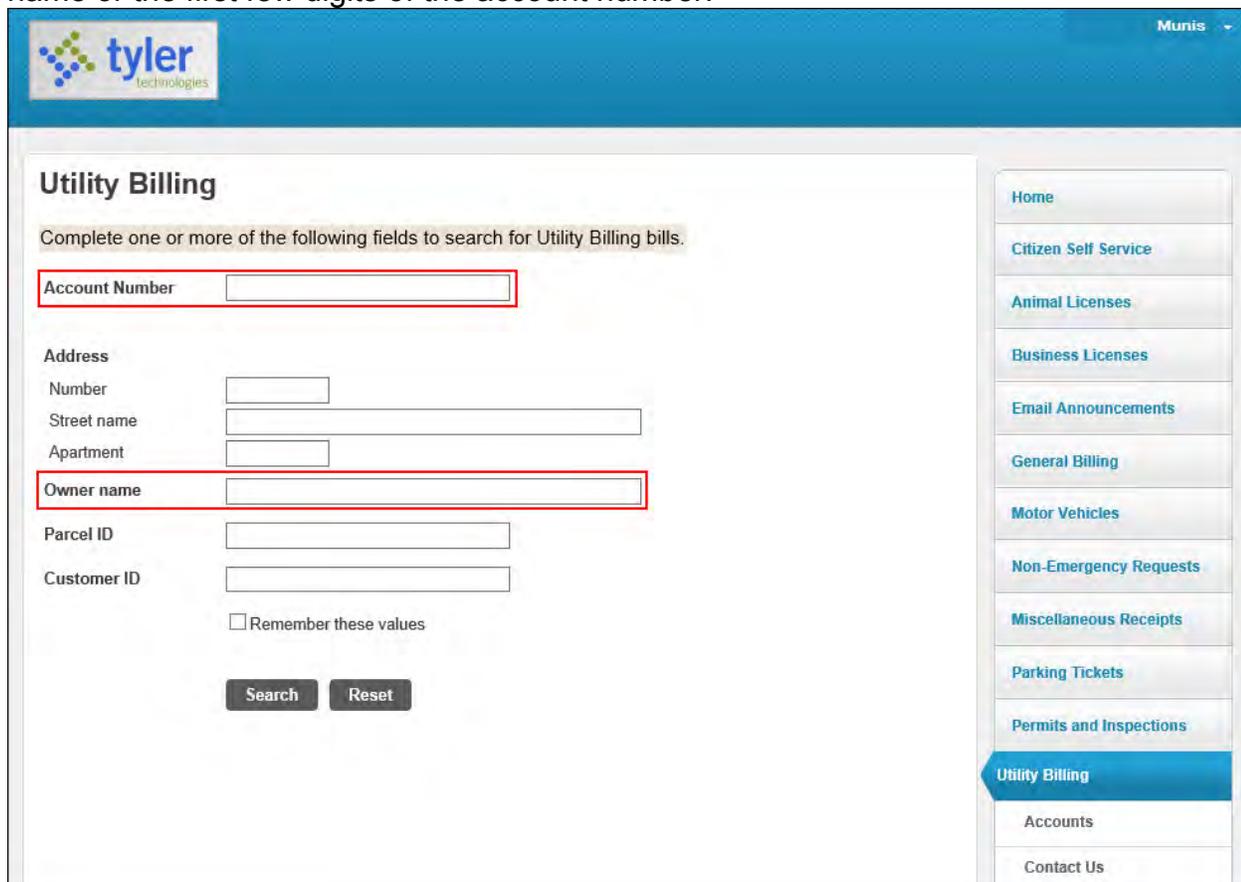
## Utility Bills

Utility Bills 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 Bills from the Citizen Self Service (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 the Citizen Self Service Administration program.

### Searches

If searches are permitted, when you select Utility Bills from the Citizen Self Service 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 just 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. For example, click **Customer Name** to sort the list from ascending to descending order; click **Customer Name** again to reverse the sort order.


Munis

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

## Utility Billing

**Search Results**

Modify Search | 9 found

Customer Name

RIZZO, FRANK

BANYA, KENNETH

LEIBOWITZ, FAWN

CHEN, JULIE

BRKICH, AMBER

HOPKINS, MICHAEL

HYNDE, CHRISSY

UNIVERSAL PROPERTY ASSOCIATES

FTD FLORISTS

### Utility Billing

**Search Results**

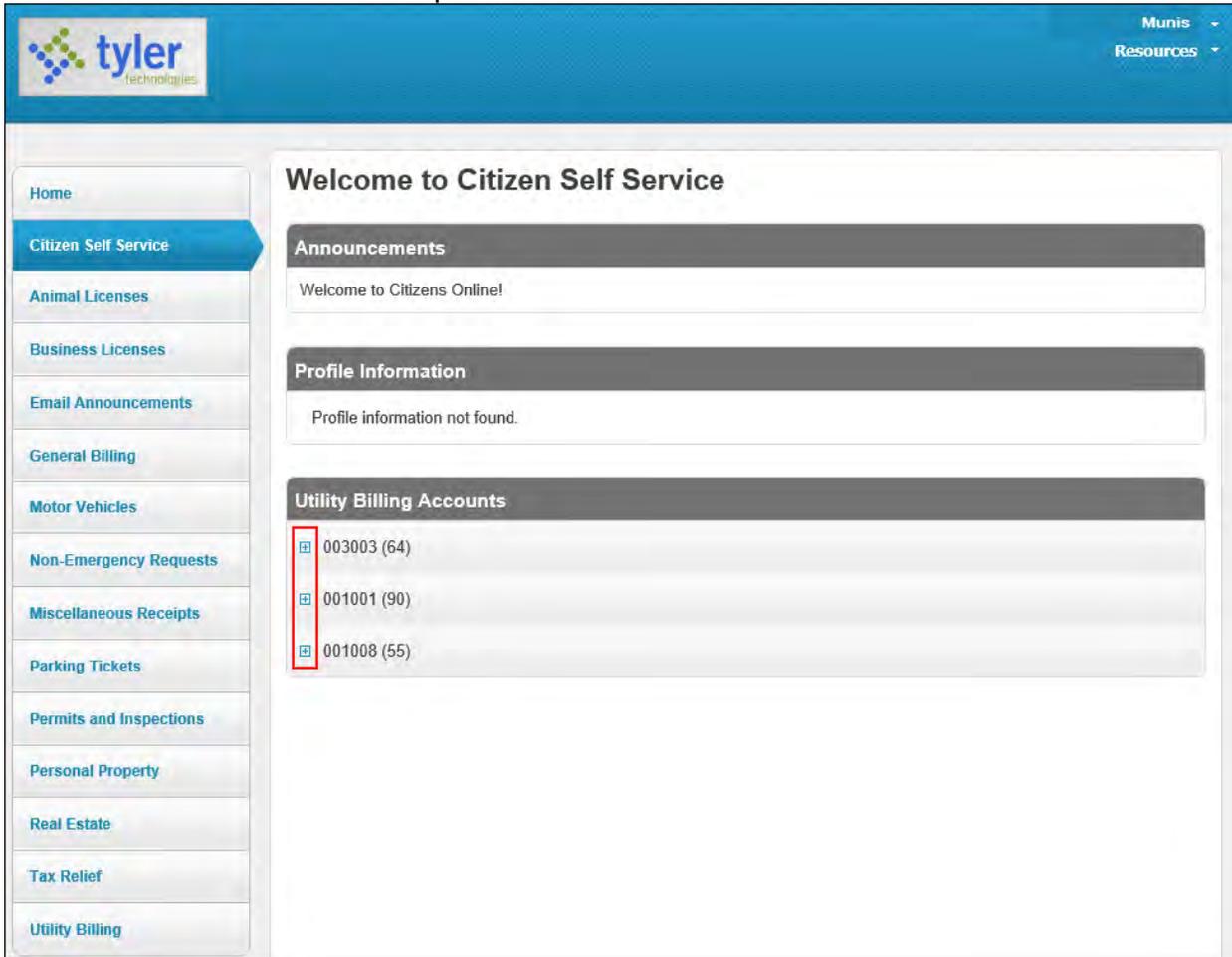
Modify Search | New Search

9 Found

Customer Name ^	Service Address	Account Number	Customer ID	Parcel ID	
BANYA, KENNETH	21 BAY AVE	001002	93	001003000000	Manage Bills
BRKICH, AMBER	15 BAY AVE	001005	96	001006000000	Manage Bills
CHEN, JULIE	17 BAY AVE	001004	59	001005000000	Manage Bills
FTD FLORISTS	30 BAY AVE	001010	67	001060000000	Manage Bills
HOPKINS, MICHAEL X	13 BAY AVE	001006	69	001006001000	Manage Bills
HYNDE, CHRISSY	11 BAY AVE	001007	92	001007000000	Manage Bills
LEIBOWITZ, FAWN	19 BAY AVE	001003	89	001004000000	Manage Bills
RIZZO, FRANK	23 BAY AVE	001001	90	001002000000	Manage Bills
UNIVERSAL PROPERTY ASSOCIATES	7 BAY AVE	001008	55	001008000000	Manage Bills

## 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.

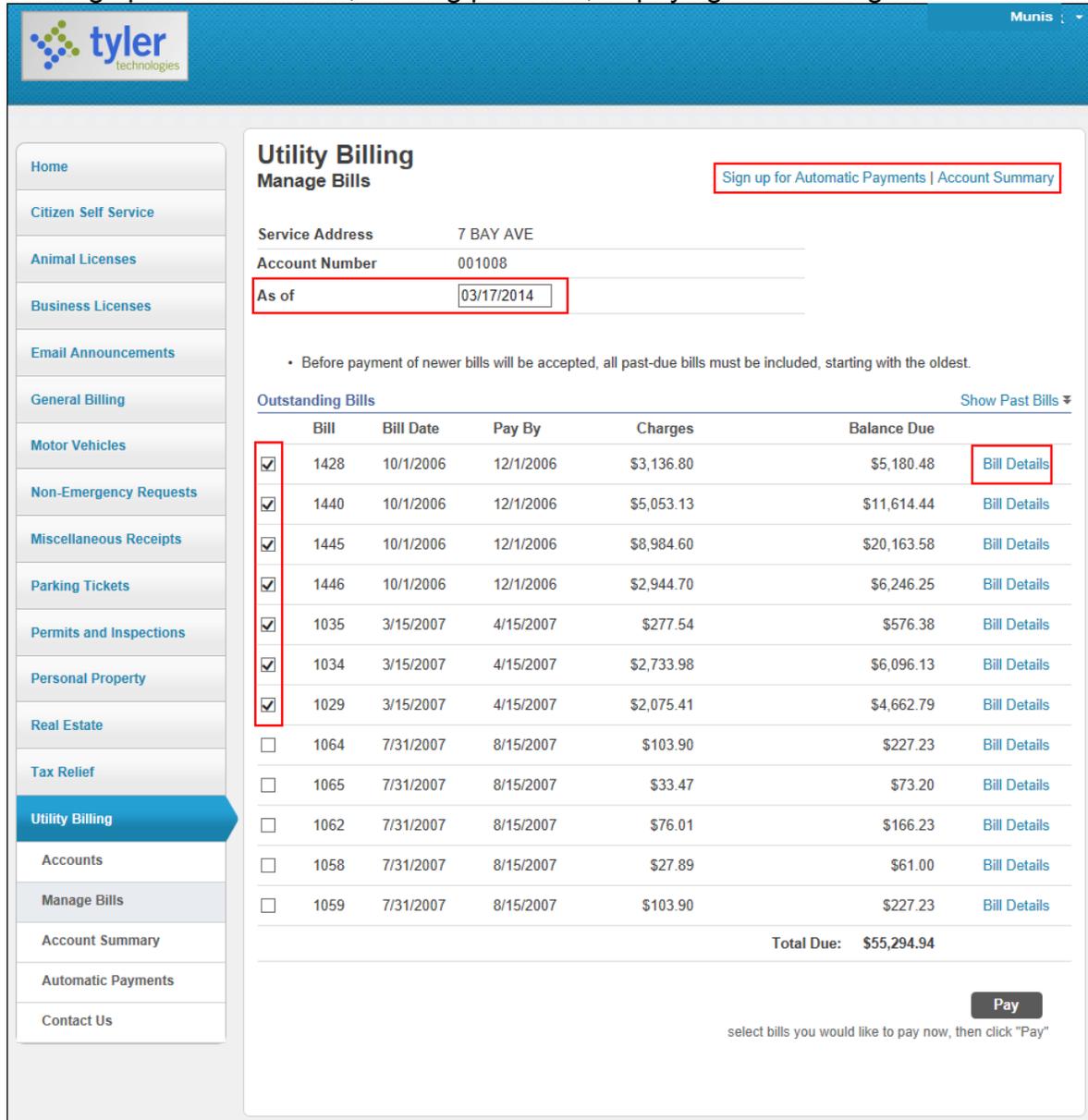


Once you expand the account details, click **Manage Bills** to display a list of all bills for the selected account or click the account number to view an account summary.

Utility Billing Accounts					
<input type="checkbox"/>	003003	(64)			
<input type="checkbox"/>	001001	(90)			
<input checked="" type="checkbox"/>	001008	(55)			
Customer Name	Service Address	Account	Customer	Parcel	
UNIVERSAL PROPERTY ASSOCIATES	7 BAY AVE	<span style="border: 1px solid red; padding: 2px;">001008</span>	55	001008000000	<span style="border: 1px solid red; padding: 2px;">Manage Bills</span>

## 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.



**Utility Billing**  
Manage Bills

Service Address: 7 BAY AVE  
Account Number: 001008  
As of: 03/17/2014

• Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills Show Past Bills ▾

	Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/>	1428	10/1/2006	12/1/2006	\$3,136.80	\$5,180.48	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1440	10/1/2006	12/1/2006	\$5,053.13	\$11,614.44	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1445	10/1/2006	12/1/2006	\$8,984.60	\$20,163.58	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1446	10/1/2006	12/1/2006	\$2,944.70	\$6,246.25	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1035	3/15/2007	4/15/2007	\$277.54	\$576.38	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1034	3/15/2007	4/15/2007	\$2,733.98	\$6,096.13	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1029	3/15/2007	4/15/2007	\$2,075.41	\$4,662.79	<a href="#">Bill Details</a>
<input type="checkbox"/>	1064	7/31/2007	8/15/2007	\$103.90	\$227.23	<a href="#">Bill Details</a>
<input type="checkbox"/>	1065	7/31/2007	8/15/2007	\$33.47	\$73.20	<a href="#">Bill Details</a>
<input type="checkbox"/>	1062	7/31/2007	8/15/2007	\$76.01	\$166.23	<a href="#">Bill Details</a>
<input type="checkbox"/>	1058	7/31/2007	8/15/2007	\$27.89	\$61.00	<a href="#">Bill Details</a>
<input type="checkbox"/>	1059	7/31/2007	8/15/2007	\$103.90	\$227.23	<a href="#">Bill Details</a>
<b>Total Due:</b>					<b>\$55,294.94</b>	

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

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 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.

If the Require Full Payment of Past-Due Bills, Oldest First setting is enabled in Citizen Self Service Administration–Utility Billing, 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.

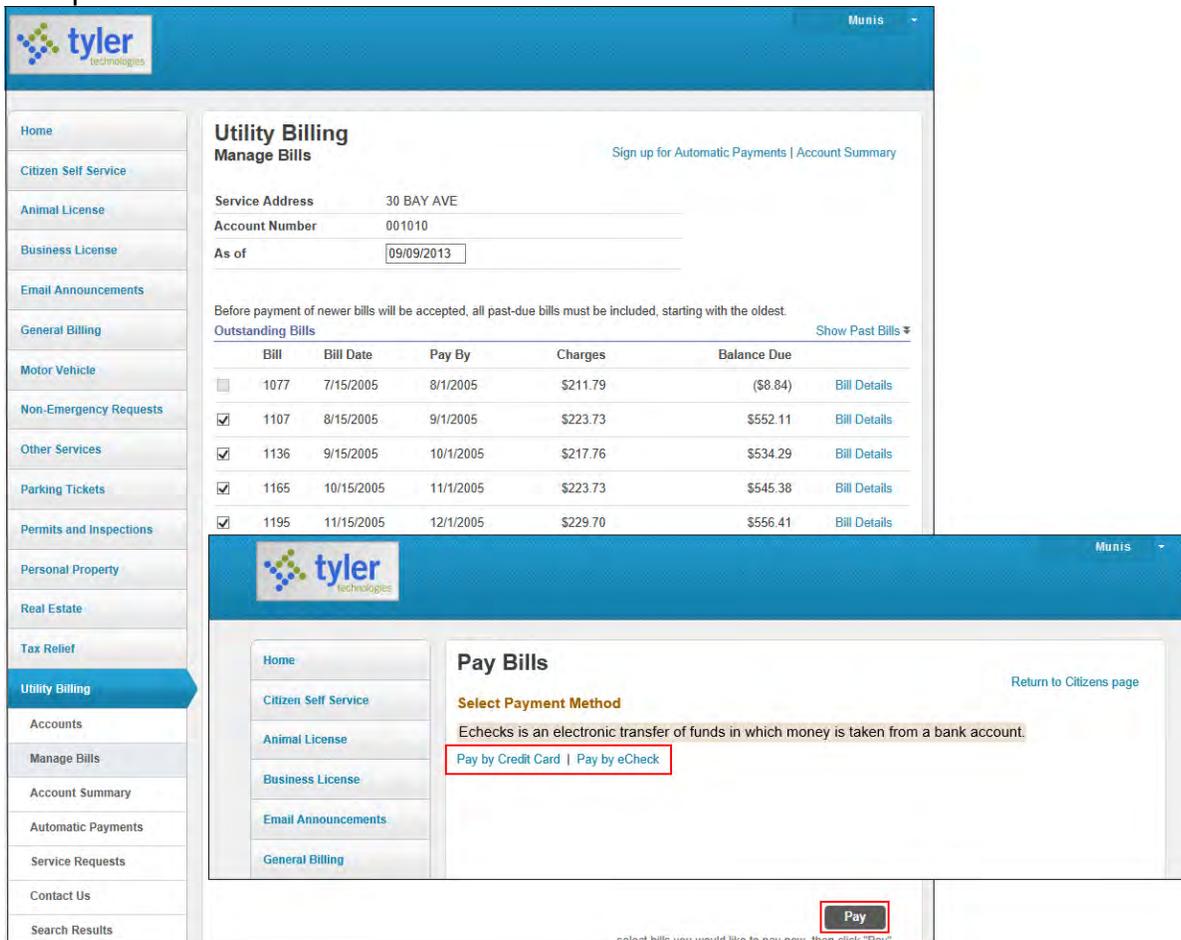
If all bills under Outstanding Bills on the Manage Bill page are not payable, the check boxes for these bills are cleared and not available for selection. If you click **Pay** in an attempt to pay these bills, the program displays the following message: "No bills are eligible for payment."

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.

### 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 screenshot displays two views of the Tyler Technologies Munis interface. The top view shows the 'Utility Billing Manage Bills' page with a sidebar menu on the left and a main content area. The sidebar menu includes options like Home, Citizen Self Service, Animal License, Business License, Email Announcements, General Billing, Motor Vehicle, Non-Emergency Requests, Other Services, Parking Tickets, Permits and Inspections, Personal Property, Real Estate, Tax Relief, Utility Billing (highlighted), Accounts, Manage Bills, Account Summary, Automatic Payments, Service Requests, Contact Us, and Search Results. The main content area shows 'Utility Billing Manage Bills' with fields for Service Address (30 BAY AVE), Account Number (001010), and As of (09/09/2013). Below these fields is a table of Outstanding Bills:

Bill	Bill Date	Pay By	Charges	Balance Due	
<input type="checkbox"/>	1077	7/15/2005	8/1/2005	\$211.79	(\$8.84) <a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1107	8/15/2005	9/1/2005	\$223.73	\$552.11 <a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1136	9/15/2005	10/1/2005	\$217.76	\$534.29 <a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1165	10/15/2005	11/1/2005	\$223.73	\$545.38 <a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1195	11/15/2005	12/1/2005	\$229.70	\$556.41 <a href="#">Bill Details</a>

The bottom view shows the 'Pay Bills' page with a sidebar menu on the left and a main content area. The sidebar menu includes options like Home, Citizen Self Service, Animal License, Business License, Email Announcements, and General Billing. The main content area shows 'Pay Bills' with a 'Select Payment Method' section. Below this section is a text box explaining eChecks: 'Echecks is an electronic transfer of funds in which money is taken from a bank account.' Below the text box are two buttons: 'Pay by Credit Card' and 'Pay by eCheck'. At the bottom of the page, there is a 'Pay' button and a note: 'select bills you would like to pay now, then click "Pay"'. The Tyler Technologies logo and 'Munis' are visible in the top right corner of both views.

The Pay Bills process verifies that the User Can Alter Payment Amount on Selected Bills option in the Utility Billing Services - General Payments page within Bill Categories in 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 the [Payments](#) section of this document. 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.

### 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.

## Utility Billing

### Manage Bills

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

Service Address: 7 BAY AVE

Account Number: 001008

As of:

- Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

**Outstanding Bills**

Bill	Bill Date	Pay By	Charges	Balance Due
<a href="#">Show Past Bills</a> ▼				

**Pay**

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

**Past Bills**

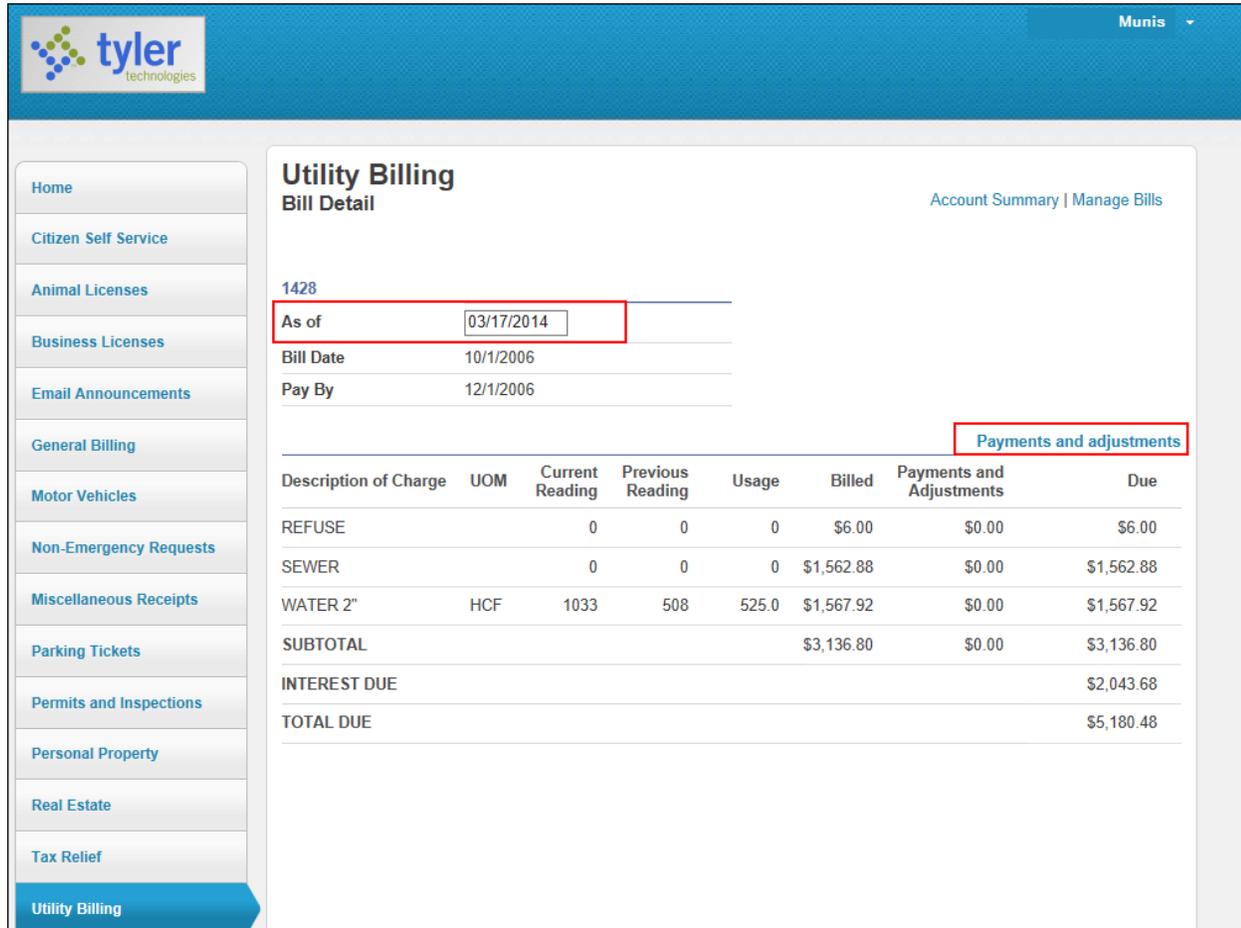
Bill	Bill Date	Post Date	Total Paid	
1427	10/1/2006	10/16/2006	\$3,631.84	<a href="#">Bill Details</a>

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

## 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](#)

1428

As of

Bill Date 10/1/2006

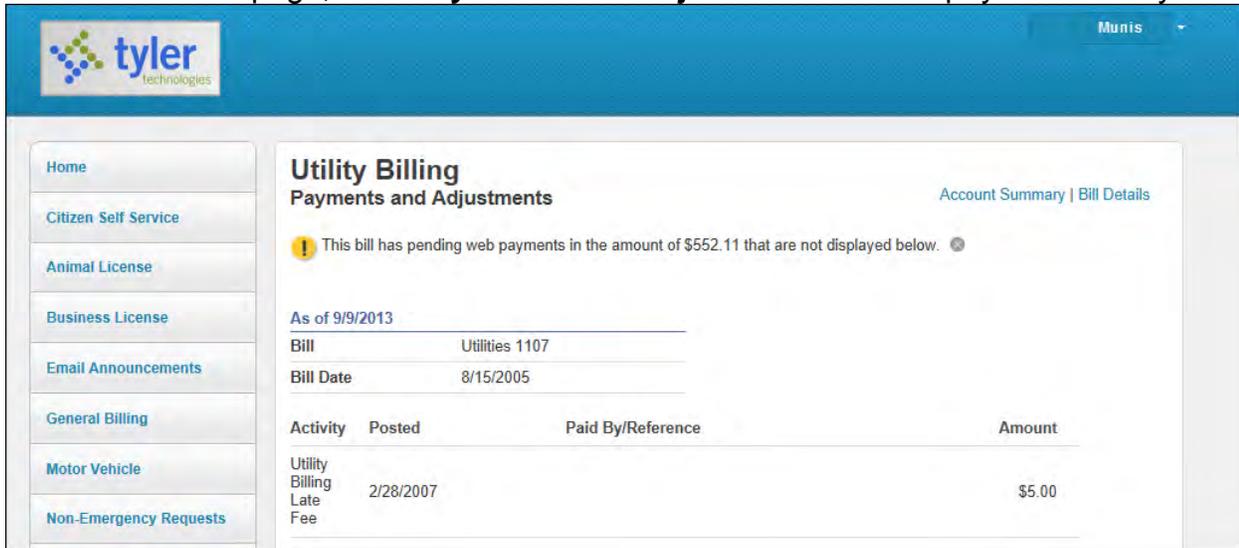
Pay By 12/1/2006

[Payments and adjustments](#)

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed	Payments and Adjustments	Due
REFUSE		0	0	0	\$6.00	\$0.00	\$6.00
SEWER		0	0	0	\$1,562.88	\$0.00	\$1,562.88
WATER 2"	HCF	1033	508	525.0	\$1,567.92	\$0.00	\$1,567.92
<b>SUBTOTAL</b>					\$3,136.80	\$0.00	\$3,136.80
<b>INTEREST DUE</b>							\$2,043.68
<b>TOTAL DUE</b>							\$5,180.48

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](#)

**!** This bill has pending web payments in the amount of \$552.11 that are not displayed below. 

As of 9/9/2013

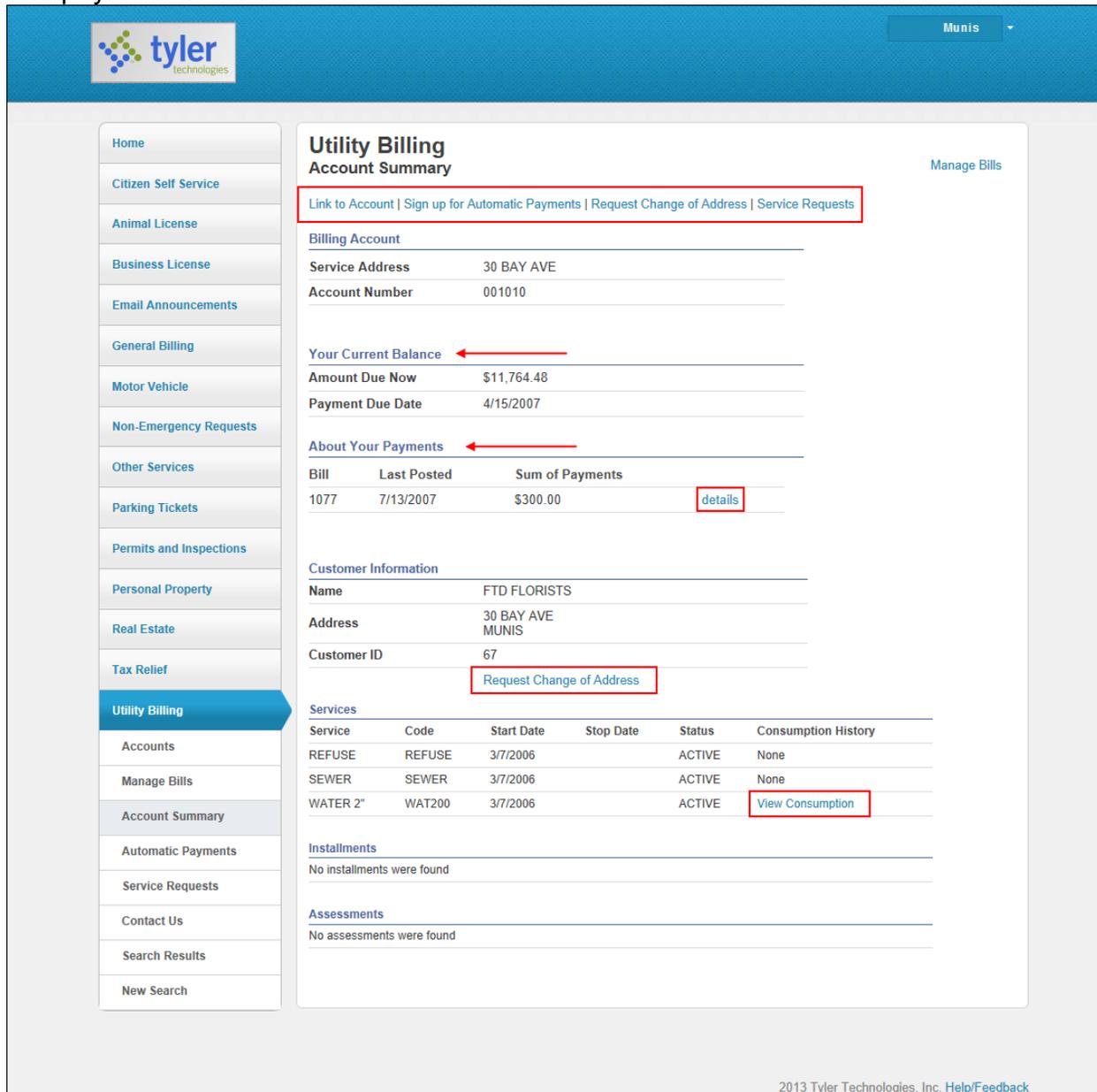
Bill	Utilities 1107
Bill Date	8/15/2005

Activity	Posted	Paid By/Reference	Amount
Utility Billing Late Fee	2/28/2007		\$5.00

If you have completed online payments that have not been credited to your account, the program provides a message indicating the pending payment amount.

## Account Summary

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



The screenshot displays the 'Utility Billing Account Summary' page. On the left is a navigation menu with 'Utility Billing' selected. The main content area includes a 'Manage Bills' link, a navigation bar with 'Link to Account | Sign up for Automatic Payments | Request Change of Address | Service Requests', and several sections: 'Billing Account' (Service Address: 30 BAY AVE, Account Number: 001010), 'Your Current Balance' (Amount Due Now: \$11,764.48, Payment Due Date: 4/15/2007), 'About Your Payments' (table with 1 row: Bill 1077, Last Posted 7/13/2007, Sum of Payments \$300.00, details link), 'Customer Information' (Name: FTD FLORISTS, Address: 30 BAY AVE MUNIS, Customer ID: 67, Request Change of Address link), 'Services' (table with 3 rows: REFUSE, SEWER, WATER 2", with View Consumption link for WATER 2"), 'Installments' (No installments were found), and 'Assessments' (No assessments were found).

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 and each row has

a Details link that displays the Payments and Adjustment page for the bill.

Utility Billing		Payments and Adjustments		<a href="#">Account Summary</a>   <a href="#">Bill Details</a>
<b>As of 9/9/2013</b>				
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:   
Address 2:   
City:   
State:   
Zip code:   
Country:   
Phone number \*:   
Fax number:   
E-Mail address:

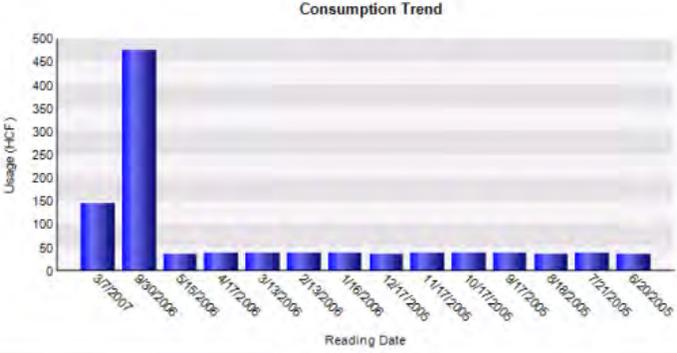
### Utility Billing Consumption History

[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

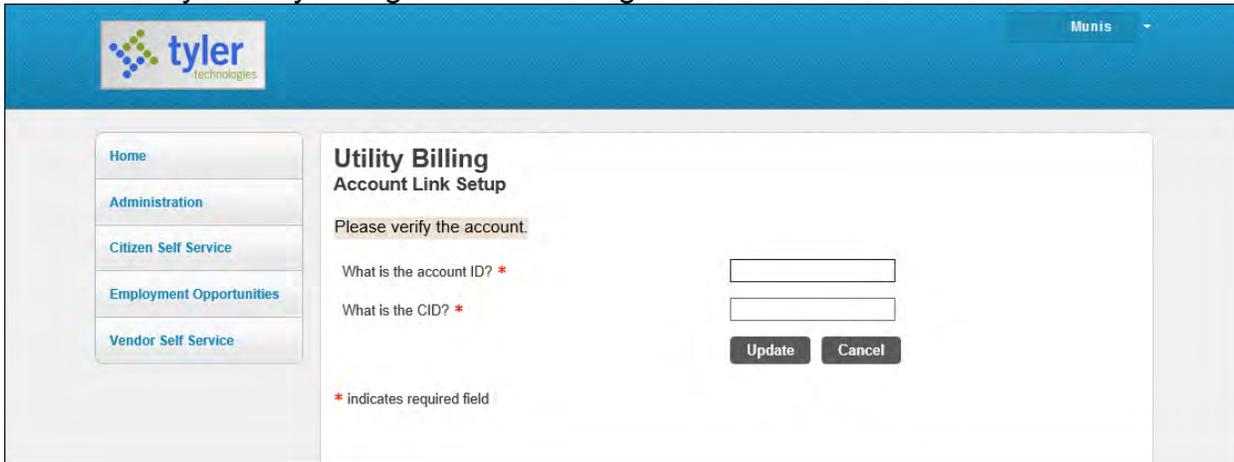
**Consumption Trend**



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.

### Link to Account

Linking associates specific accounts to user or customer ID. The Link to Account option is available only if Utility Billing Account Linking is enabled in Citizen Administration.



**Utility Billing Account Link Setup**

Please verify the account.

What is the account ID? \*

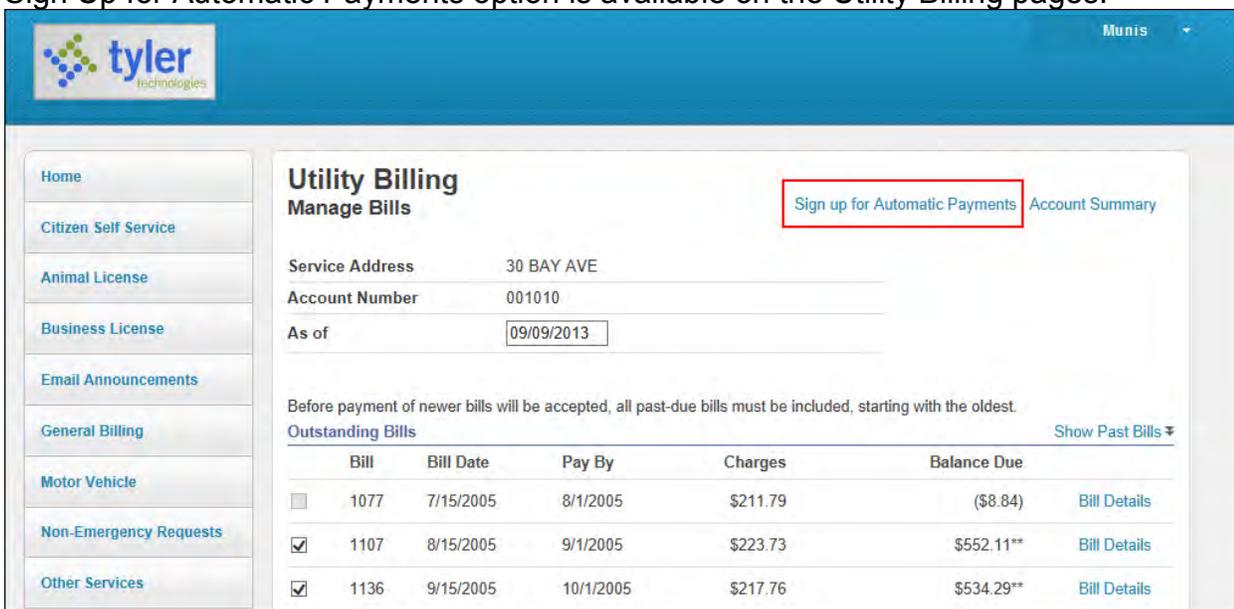
What is the CID? \*

\* indicates required field

On the Account Link Setup page, you must verify access to an account by providing account details. For account linking, additional verification is required and the specific verification requirements are established in Citizen Administration.

### Automatic Payments

Automatic Payments establishes regular payments from a designated bank account on a specified day each month. If automatic payments are permitted using Citizen Self Service and linked accounts are available, the Automatic Payments option is available on the menu and the Sign Up for Automatic Payments option is available on the Utility Billing pages.



**Utility Billing Manage Bills**

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

Service Address: 30 BAY AVE

Account Number: 001010

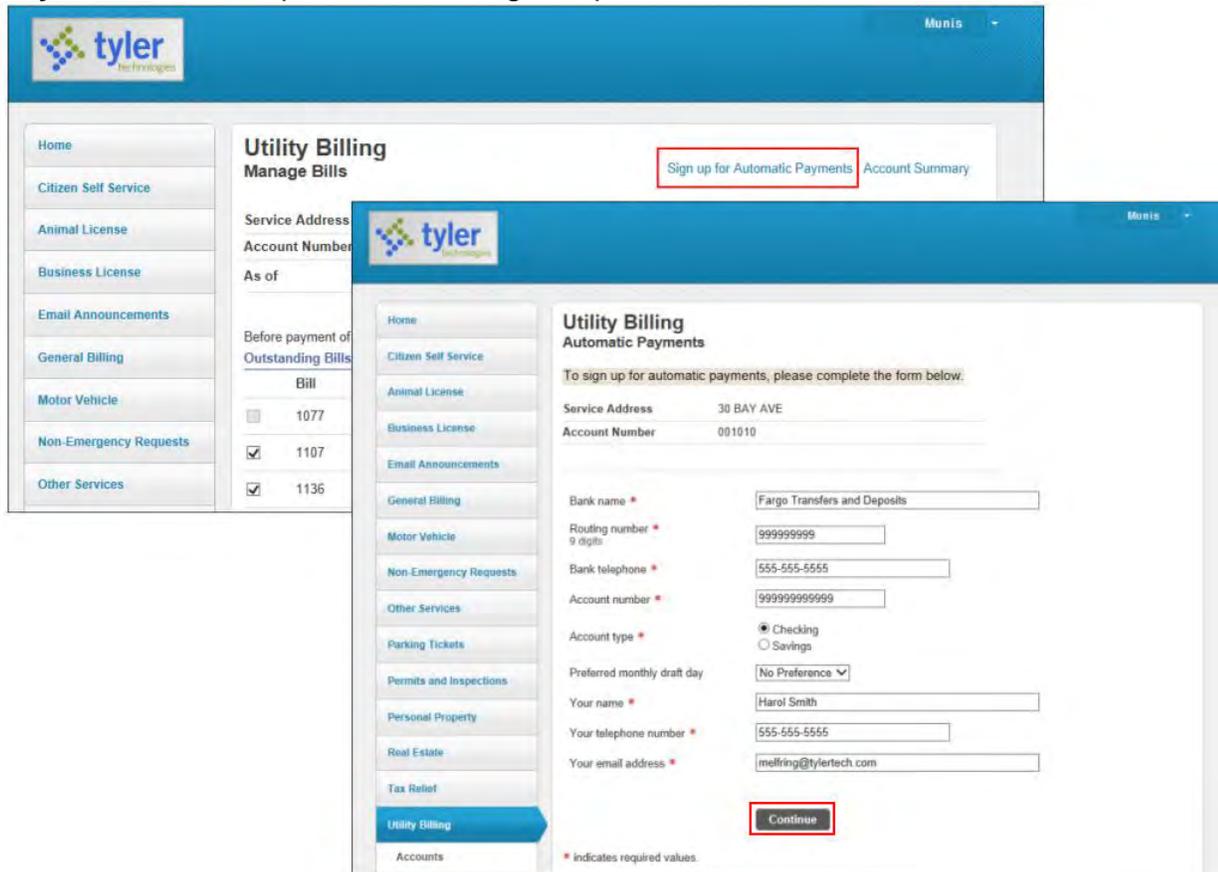
As of: 09/09/2013

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

**Outstanding Bills** [Show Past Bills ▾](#)

	Bill	Bill Date	Pay By	Charges	Balance Due	
<input type="checkbox"/>	1077	7/15/2005	8/1/2005	\$211.79	(\$8.84)	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1107	8/15/2005	9/1/2005	\$223.73	\$552.11**	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/>	1136	9/15/2005	10/1/2005	\$217.76	\$534.29**	<a href="#">Bill Details</a>

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



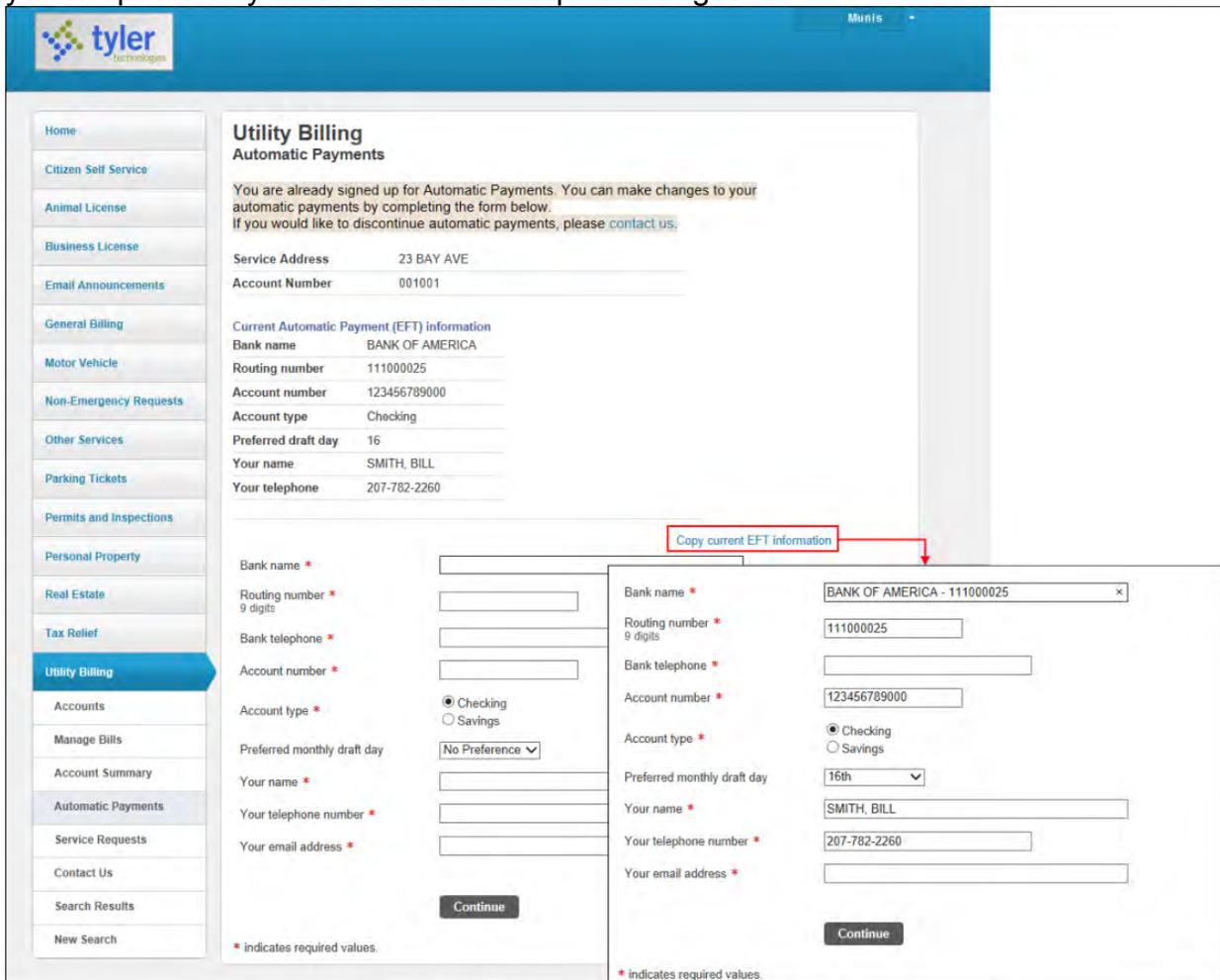
The screenshot shows two overlapping windows from the Tyler Technologies website. The top window is titled 'Utility Billing Manage Bills' and features a navigation menu on the left with options like 'Home', 'Citizen Self Service', 'Animal License', 'Business License', 'Email Announcements', 'General Billing', 'Motor Vehicle', 'Non-Emergency Requests', and 'Other Services'. The main content area shows 'Service Address' and 'Account Number' fields, and a table for 'Before payment of Outstanding Bills' with columns for 'Bill' and 'Amount'. A red box highlights the 'Sign up for Automatic Payments' link. The bottom window is titled 'Utility Billing Automatic Payments' and contains a form to complete banking and personal details. The form includes fields for 'Bank name', 'Routing number', 'Bank telephone', 'Account number', 'Account type' (with radio buttons for 'Checking' and 'Savings'), 'Preferred monthly draft day', 'Your name', 'Your telephone number', and 'Your email address'. A red box highlights the 'Continue' button at the bottom of the form.

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.

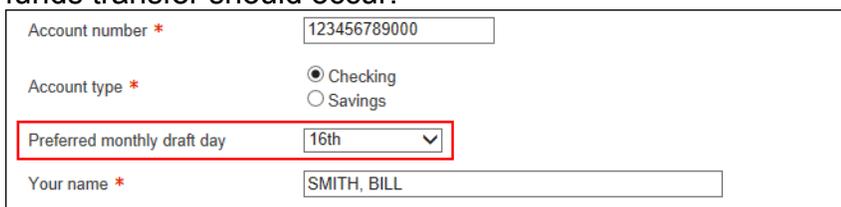
When you add or update automatic payment information, the program sends an email confirmation. The email message, generated from the Automatic Payment Plan submission, contains the bank name and the bank code appears to the right of the bank name, if the code is available.

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.

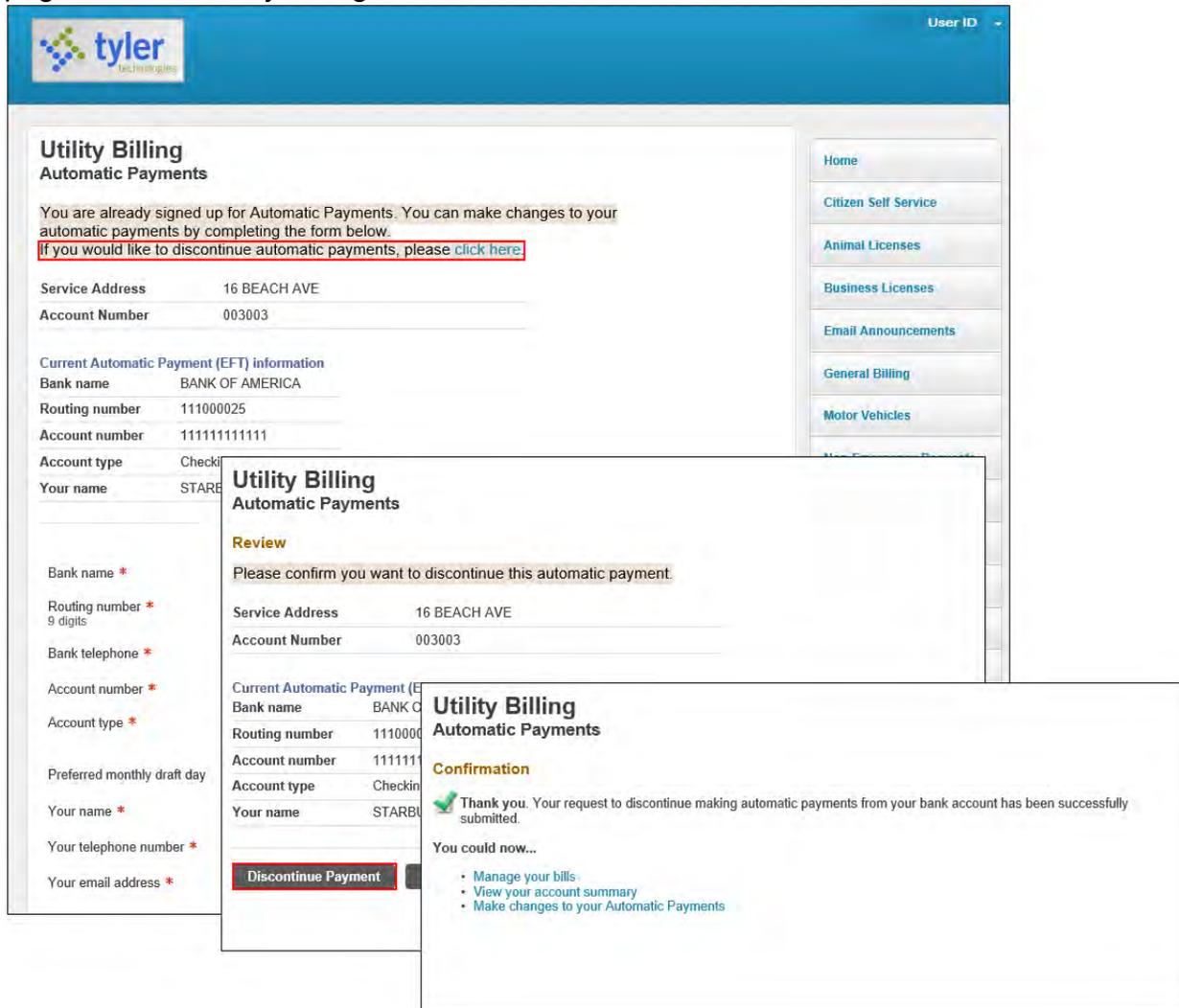


If the Allow Users to Specify Preferred Draft Day permission is enabled in Citizen Self Service Administration for Utility Billing, the Preferred Monthly Draft Day list is included on the Automatic Payments page. Use this list to identify the day of the month that the electronic funds transfer should occur.



Automatic payments are applicable to linked accounts only.

When the Activate Automatic Account Payments and the Update Munis EFT When Users Modify Automatic Payment Settings check boxes are selected in CSS Administration for Utility Billing, the Discontinue Automatic Payments option is available on the Automatic Payments page in CCS - Utility Billing.



The screenshot shows the Tyler Technologies web interface for Utility Billing Automatic Payments. The main content area displays the following information:

- Utility Billing Automatic Payments**
- Text: "You are already signed up for Automatic Payments. You can make changes to your automatic payments by completing the form below." A link is provided: "If you would like to discontinue automatic payments, please [click here](#)."
- Service Address:** 16 BEACH AVE
- Account Number:** 003003
- Current Automatic Payment (EFT) information:**
  - Bank name:** BANK OF AMERICA
  - Routing number:** 111000025
  - Account number:** 11111111111
  - Account type:** Checkin
  - Your name:** STARB

On the left side, there is a form with the following fields:

- Bank name \*
- Routing number \* (9 digits)
- Bank telephone \*
- Account number \*
- Account type \*
- Preferred monthly draft day
- Your name \*
- Your telephone number \*
- Your email address \*

A **Discontinue Payment** button is visible at the bottom of the form.

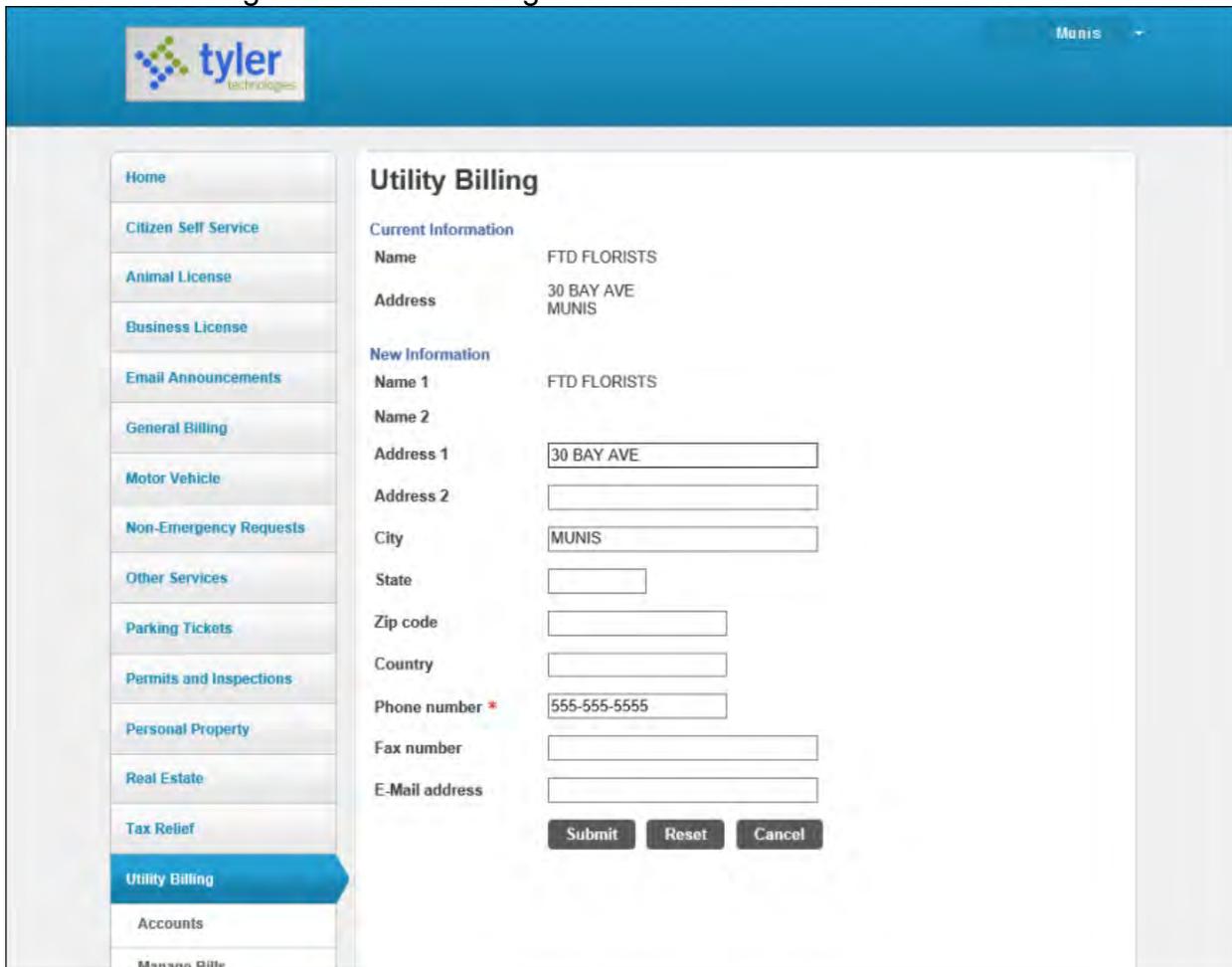
When the button is clicked, a confirmation page is displayed with the following content:

- Utility Billing Automatic Payments**
- Confirmation**
- Message: "Thank you. Your request to discontinue making automatic payments from your bank account has been successfully submitted."
- You could now...**
  - [Manage your bills](#)
  - [View your account summary](#)
  - [Make changes to your Automatic Payments](#)

When you select this option, CSS 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.

## Request Change of Address

Request Change of Address updates customer details for an account. This option is available if the Allow Change of Address setting is enabled in Citizen Administration.



**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 \* 555-555-5555

Fax number

E-Mail address

Submit Reset Cancel

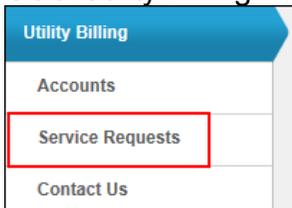
Click **Request Change of Address** to update the billing address, telephone, and email information for the account.

## Service Requests

Citizen Self Service Utility Bills, in conjunction with the Munis Citizen Request Settings and Assign Citizen Requests programs, accepts and processes nonemergency 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 CSS–Utility Bills.

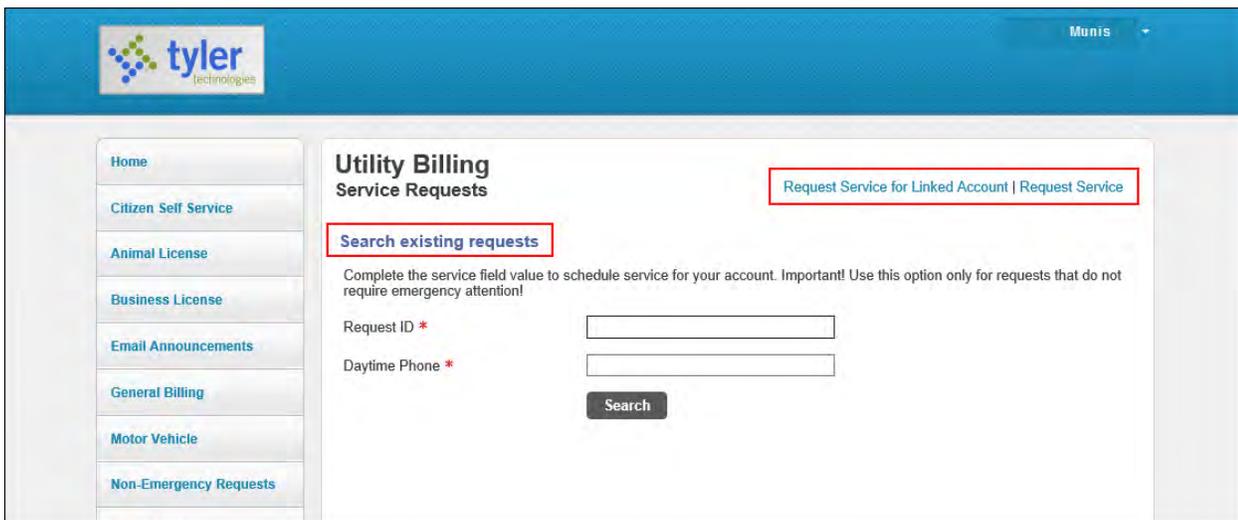
When service requests are made using CSS, the Munis Assign Citizen Requests program receives the requests and provides direct access to Munis programs that manage service request processing. To display service request details in Munis, double-click the request item or select a utility service request option from the ribbon on the Assign Citizen Requests screen.

Once the service request set up is complete in CSS Administration, the Utility Billing menu in CSS-Utility Billing includes the Service Requests item.

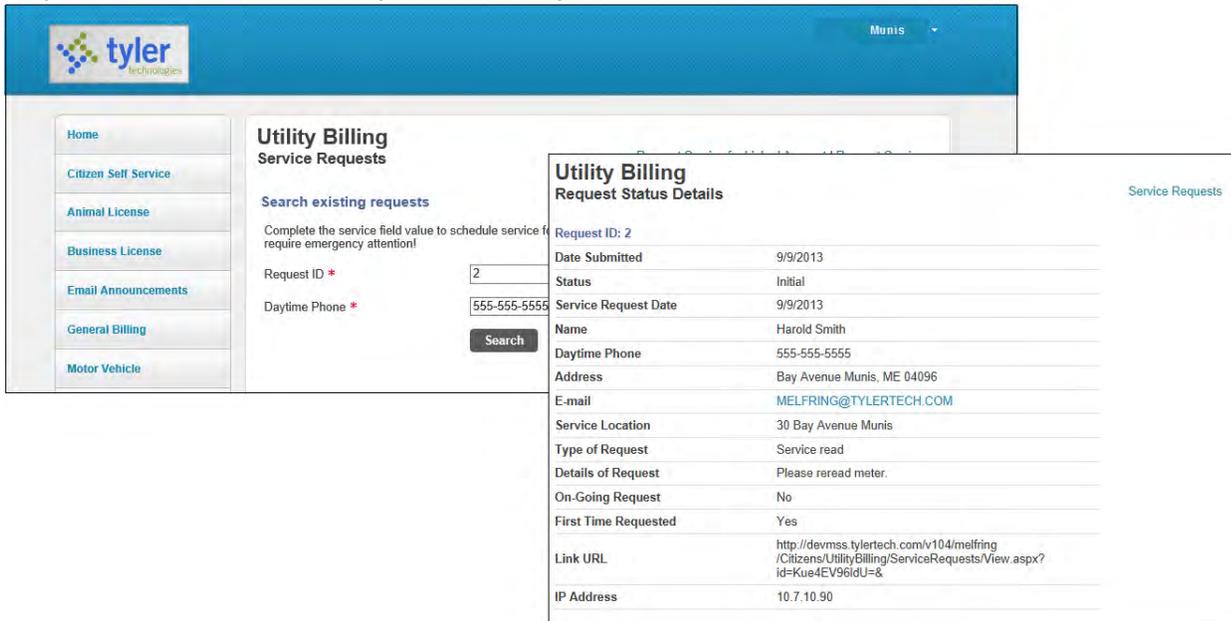


The main Service Requests page provides three options:

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



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

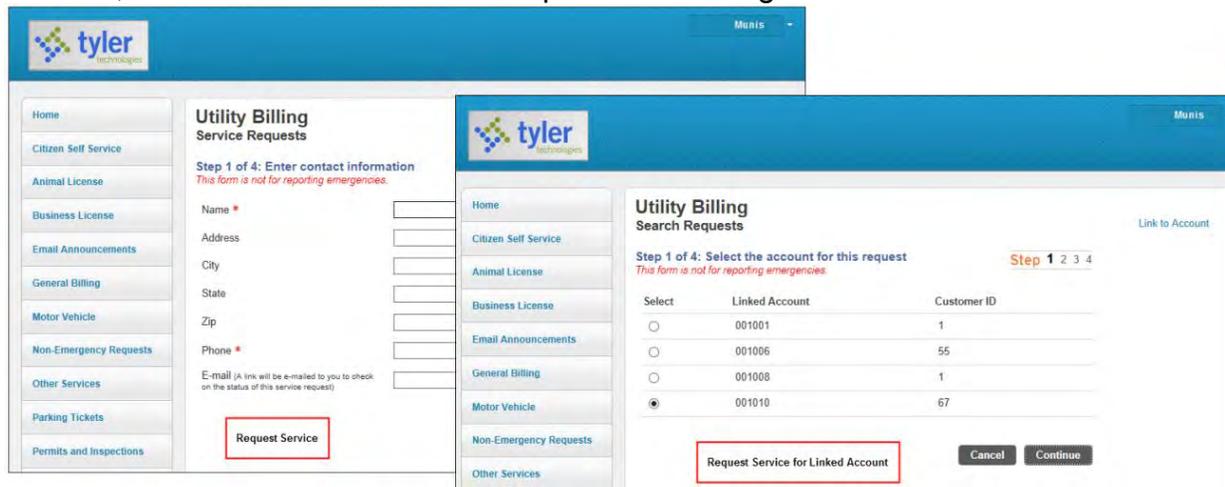


**Utility Billing Request Status Details**

Request ID:	2
Date Submitted:	9/9/2013
Status:	Initial
Service Request Date:	9/9/2013
Name:	Harold Smith
Daytime Phone:	555-555-5555
Address:	Bay Avenue Munis, ME 04096
E-mail:	MELFRING@TYLERTECH.COM
Service Location:	30 Bay Avenue Munis
Type of Request:	Service read
Details of Request:	Please reread meter.
On-Going Request:	No
First Time Requested:	Yes
Link URL:	http://devmss.tylertech.com/v104/melfring/Citizens/UtilityBilling/ServiceRequests/View.aspx?id=Kue4EV96idU=&
IP Address:	10.7.10.90

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.

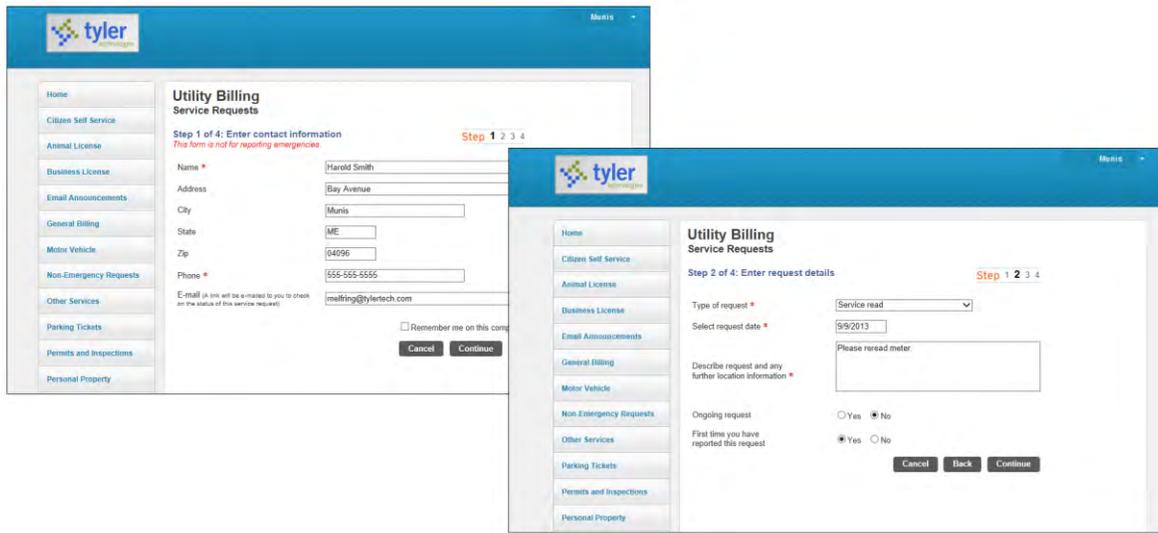


**Step 1 of 4: Select the account for this request**

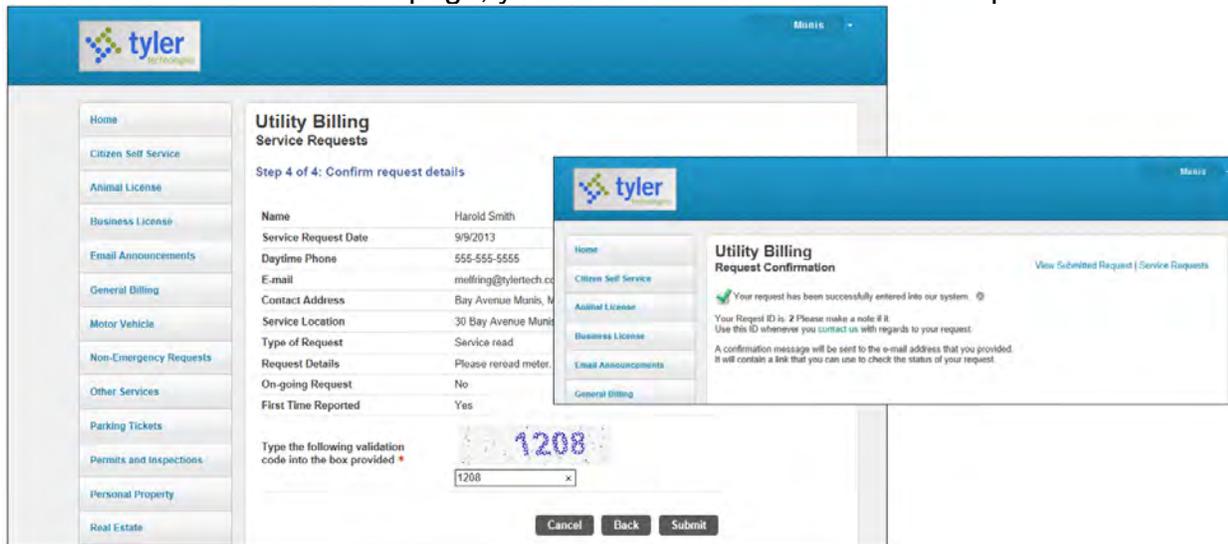
Select	Linked Account	Customer ID
<input type="radio"/>	001001	1
<input type="radio"/>	001006	55
<input type="radio"/>	001008	1
<input checked="" type="radio"/>	001010	67

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.

First you enter your personal details, and then you enter the specific details for the requested service.



On the Confirmation Review page, you must enter the validation code provided.



Once the request is validated, the program displays a final confirmation page.