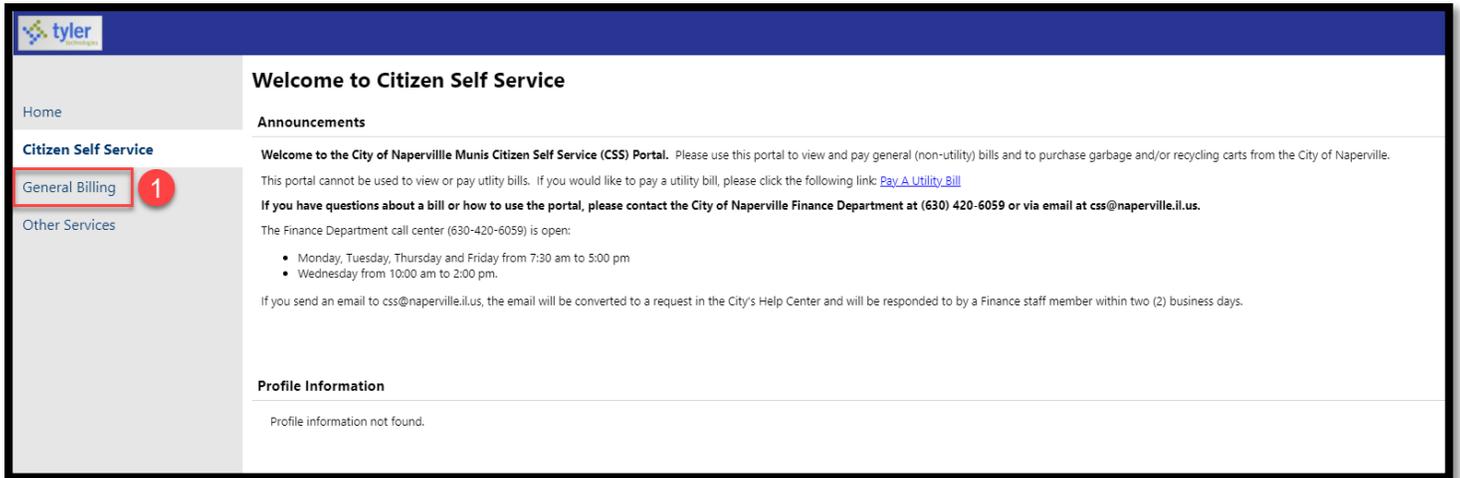
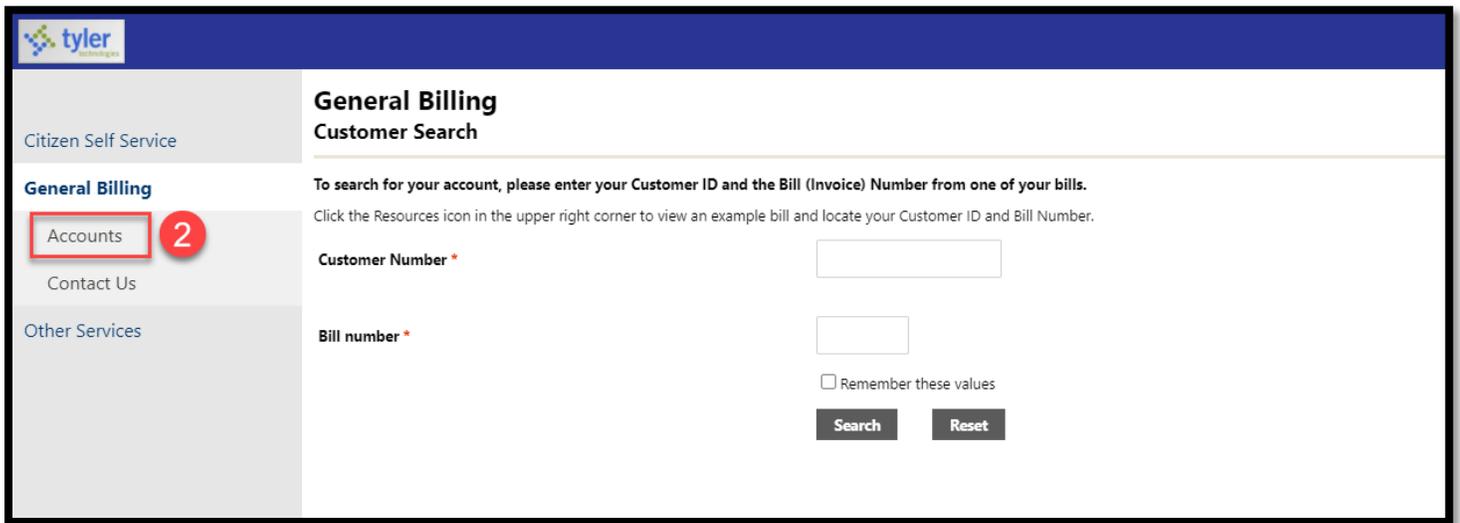


# Pay a General Billing Invoice

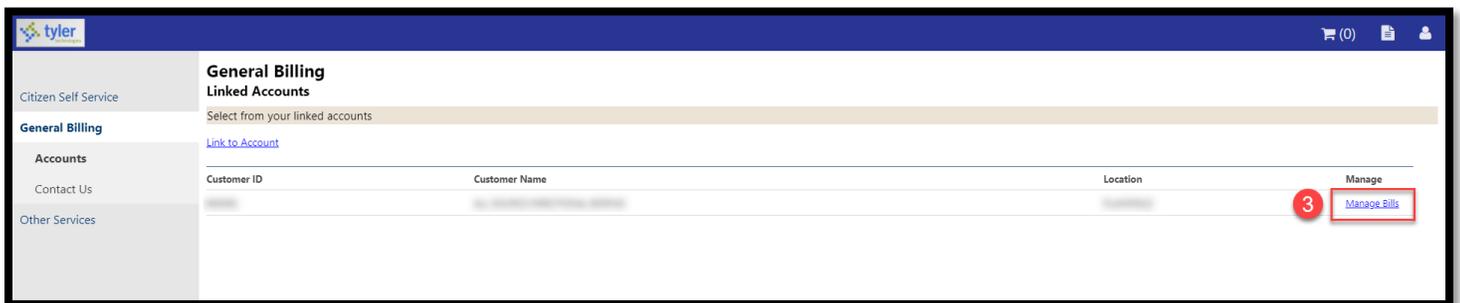
1 Click the **General Billing** button in the left banner.



2 Click the **Accounts** button under General Billing.



3 Find the Customer ID you want to view and click the blue **Manage Bills** link.



4 The system will automatically check the Pay boxes for bills that have unpaid balances. Identify which bill(s) you want to pay and check/uncheck the associated box(es).

5 Click the **Add to Cart** button.

General Billing  
Manage Bills

Customer name  
Address  
Customer number

2 Bill(s) found bill years 2018 to 2026 only

Pay	Bill Number	Bill Type	Pay By	Total Unpaid	Balance Due	Details
<input checked="" type="checkbox"/>	5298	CLAIMS	7/2/2021	\$250.00	\$250.00	<a href="#">Details</a>
<input checked="" type="checkbox"/>	25	CLAIMS	7/2/2021	\$250.00	\$250.00 *	<a href="#">Details</a>

As of Date: 6/15/2021

Total Unpaid: 500.00

Total Balance Due: 500.00

\* pending web payment exists

**5** Add to Cart

6 A note will appear to let you know the bill was added to your shopping cart.

7 If you are ready to checkout, click the **Shopping Cart** icon in the upper right corner.

General Billing  
Manage Bills

**6** CLAIMS 5298 was added to your shopping cart.  
To proceed with payment, click "My Cart" then click "Checkout".

Customer name  
Address  
Customer number

2 Bill(s) found bill years 2018 to 2026 only

Pay	Bill Number	Bill Type	Pay By	Total Unpaid	Balance Due	Details
<input checked="" type="checkbox"/>	5298	CLAIMS	7/2/2021	\$250.00	\$250.00	<a href="#">Details</a>
<input type="checkbox"/>	25	CLAIMS	7/2/2021	\$250.00	\$250.00 *	<a href="#">Details</a>

As of Date: 6/15/2021

Total Unpaid: 500.00

Total Balance Due: 500.00

\* pending web payment exists

**7** (1)

Add to Cart

8 Click the **Checkout** button.

The screenshot shows the Tyler 'Manage Bills' interface. At the top right, a shopping cart icon contains the number '1'. Next to it, a 'Checkout' button is highlighted with a red box and a red circle containing the number '8'. A notification at the top left states: 'CLAIMS 5298 was added to your shopping cart. To proceed with payment, click "My Cart" then click "Checkout".' Below this, there are fields for 'Customer name', 'Address', and 'Customer number'. A table titled '2 Bill(s) found' lists two bills. The first bill is selected with a checked checkbox. The table columns are: Pay, Bill Number, Bill Type, Pay By, Total Unpaid, Balance Due, and Details. Below the table, there is an 'As of Date' field set to 6/15/2021, and a summary section showing 'Total Unpaid' and 'Total Balance Due' both at 500.00. An 'Add to Cart' button is located at the bottom right of the bill list area.

Pay	Bill Number	Bill Type	Pay By	Total Unpaid	Balance Due	Details
<input checked="" type="checkbox"/>	5298	CLAIMS	7/2/2021	\$250.00	\$250.00	<a href="#">Details</a>
<input type="checkbox"/>	25	CLAIMS	7/2/2021	\$250.00	\$250.00 *	<a href="#">Details</a>

9 Click the blue link for the method by which you want to pay the bill(s):

- Credit card
- E-check **\*NEW\***

The screenshot shows the Tyler 'Pay Bills' interface. A section titled 'Select Payment Method' contains a message: 'The City of Naperville offers credit card and e-check options for payment. Please note you will be charged a \$25 fee for a returned payment.' Below this message, three links are displayed: 'Pay by Credit Card', 'Pay by eCheck', and 'Cancel'. The 'Pay by Credit Card' link is highlighted with a red box and a red circle containing the number '9'. The footer of the page reads '©2021 Tyler Technologies, Inc.'

10 The system will auto populate the unpaid amount. If you do not want to pay the full unpaid amount, update the Payment Amount field.

11 Click the Continue button.

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

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
CLAIMS	2021	6/2/2021	5298	7/2/2021	\$250.00	\$250.00	\$ 250.00

Continue Cancel

Complete Steps 2-4 of the credit card and/or e-check process.

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

Enter the details needed to process this payment.

**Credit card information**

Card type: American Express

Card number: [input field]

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

Expiration date: Month [dropdown] Year [dropdown]

Continue Cancel

© 2021 Tyler Technologies, Inc.

After the payment is accepted, you will be directed to a confirmation screen with your payment confirmation information. A confirmation email will also be sent to the email address.

**tyler**

Citizen Self Service  
General Billing  
Other Services

### Pay Bills

✔ Your payment has been successfully processed

Payment submitted on **6/15/2021**  
Your Confirmation Number is: **783613609**  
Your Authorization Code is **54321ABC**

Thank you for submitting your payment via the City of Naperville Munis Citizen Self-Service Portal. Your confirmation will appear when the payment is complete.

You may want to print this page for your records.

Payment Amount	Due Now	Payment Amount
CLAIMS 5298	\$250.00	\$5.25
Subtotal		\$5.25
Total		\$5.25

**Payment Method**  
Amex

**Billing Address**  
Name  
Address  
City State Zip  
Phone Number  
E-mail