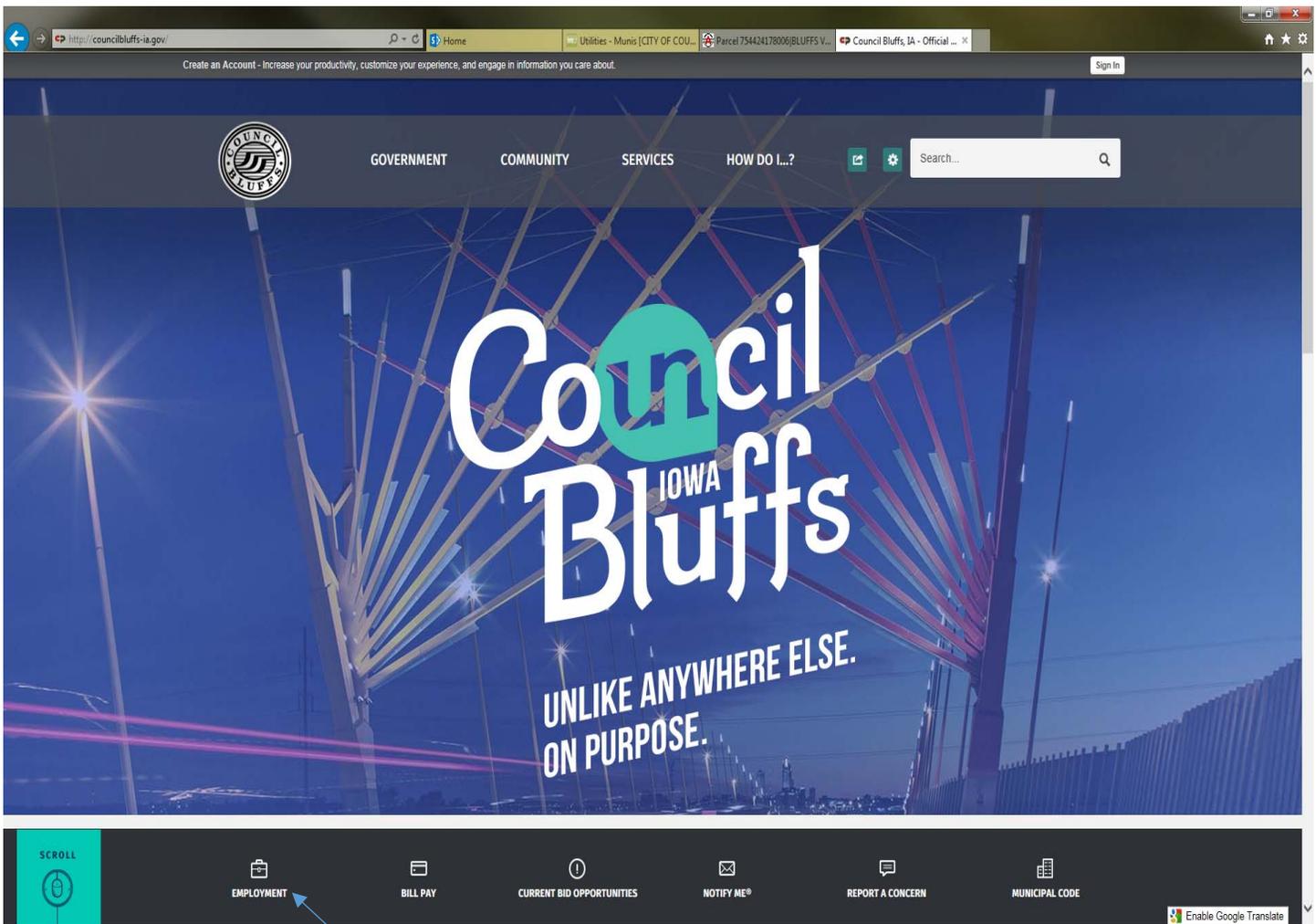


# ONLINE BILL PAY INSTRUCTIONS

Go to the Council Bluffs web site <http://councilbluffs-ia.gov>



From here click on “BILL PAY”.

This will take you to the “Utility Billing” page.

Utility Billing

Please search using your account and customer number from your billing statement.

Account Number\*

Customer ID \*

Remember these values  
(not recommended on public or shared devices)

Search Reset

Home  
Citizen Self Service  
**Utility Billing**  
Contact Us

You will be asked for your “Account Number” and “Customer ID” number. You can find this on the top portion of your bill. The numbers before the hyphen are the account number, the numbers after the hyphen are the customer ID number. Enter the numbers in the appropriate fields and click on “Search”.

EXAMPLE



## Utility Billing

Please search using your account and customer number from your billing statement.

Account Number\*

10503367

Customer ID \*

406116

Remember these values  
*(not recommended on public or shared devices)*

Search

Reset

Click search.

This will bring up your search results.



Munis Self Service

## Utility Billing

### Search Results

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

1 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
ALBRIGHT, HARRY-PATRICIA	1716 AVENUE L	10503367	406116	754426204004	<a href="#">Manage Bills</a>

If the information is correct click on "Manage Bills".

This will bring up the Manage Bills screen.

Utility Billing  
Manage Bills [Account Summary](#)

Service Address 1716 AVENUE L  
Account Number 10503367  
As of 11/17/2016

Outstanding Bills (bill years 2006 to 2026 only) [Show Past Bills](#)

Bill	Bill Date	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 104252	10/1/2016	11/14/2016	\$54.00	\$54.00
				<b>Total Due: \$54.00</b>

[Bill Details](#)

[Add to Cart](#)  
select bills you would like to pay now, then click "Add to Cart"

From here you can look at past bills or the details of your current billing. If you owe more than one bill, both will be listed. If you only want to pay one bill, uncheck the bills you are not paying.

Click on "Add to Cart" once you have decided what is being paid.

If you look in the upper left corner of the screen, you will notice the prompt that the bill has been added to the cart.

Utility Billing  
Manage Bills

Utilities 104252 was added to your shopping cart.  
To proceed with payment, click "My Cart" then click "Checkout".

Service Address 1716 AVENUE L  
Account Number 10503367  
As of 11/17/2016

From here you will click on "My Cart"; this is in the upper right hand corner of the screen. Notice 1 item in the cart.

Account Summary [Show Past Bills](#)

Balance Due \$54.00 [Bill Details](#)

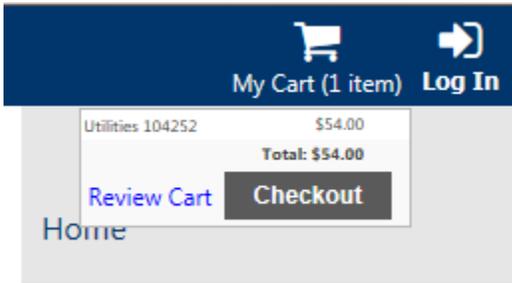
**Total Due: \$54.00**

[Add to Cart](#)  
select bills you would like to pay now, then click "Add to Cart"

My Cart (1 item) [Log In](#)

Home  
Citizen Self Service  
Utility Billing  
Manage Bills  
Account Summary  
Contact Us  
Search Results  
New Search

Click on "My Cart", and then click on "Checkout".



Select your payment method.



## Pay Bills

### Select Payment Method

Please select your payment type.

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

Click on "Continue".



## Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2017	10/1/2016	104252	11/15/2016	\$54.00	\$54.00	\$ 54.00

[Continue](#) [Cancel](#)

Paying by credit card. Enter your information then click on "Process".

Fields marked \* are required information. The other fields are optional.



**SALE**

**Order Section**

Credit Card Number:  \*

Expiration Date(MMY):  \*

Amount:  \*

3 digit Card Security Code:

**Billing Address**

Company:

First Name:  \*

Last Name:  \*

Address1:

Address2:

City:  \*

State/Province:  \*

Postal Code:  \*

Country (if not USA):  ▼

Phone:  \*

Email Address:

You will receive the "Authorization Results".



#### Transaction Detail

##### Authorization Results

User:	cityofcb1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	171116B38-0417DAC7-7BE0-4F23-8234-08D02BC007C8
Date / Time:	11/17/2016 04:46:17 PM
Response:	AA
Message:	APPROVAL
Approval Code:	017380
AVS Response:	Z
ECI:	
CVV2 Response:	
Account Balance:	0.00
Transaction Reference Number:	1117224617

##### Order Section

Credit Card Number:	54*****2395
Expiration Date(MMY):	0217
Amount:	54.00

##### Billing Address

Company:	
First Name:	Patty
Last Name:	Albright
Address1:	
Address2:	
City:	Council Bluffs
State/Province:	IA
Postal Code:	51501
Country (if not USA):	
Phone:	712-310-9369
Email Address:	

[Thank You For Your Payment](#)

"Thank You for Your Payment" will be displayed.