



Online Payments

Create an Account

1. Using any web browser visit, www.shafter.com/Payments
2. Once you reach the Login screen, click the "Register" link.

The screenshot shows the login page with a sidebar on the left containing links for Home, Citizen Self Service, Employment Opportunities, and Vendor Self Service. The main content area is titled "Login" and contains fields for Username and Password. Below the password field is a "Forgot your password?" link. At the bottom of the form are "Log in" and "Register" buttons. A red arrow points to the "Register" link. The footer contains the copyright notice "©2020 Tyler Technologies, Inc." and a "Help/Feedback" link.

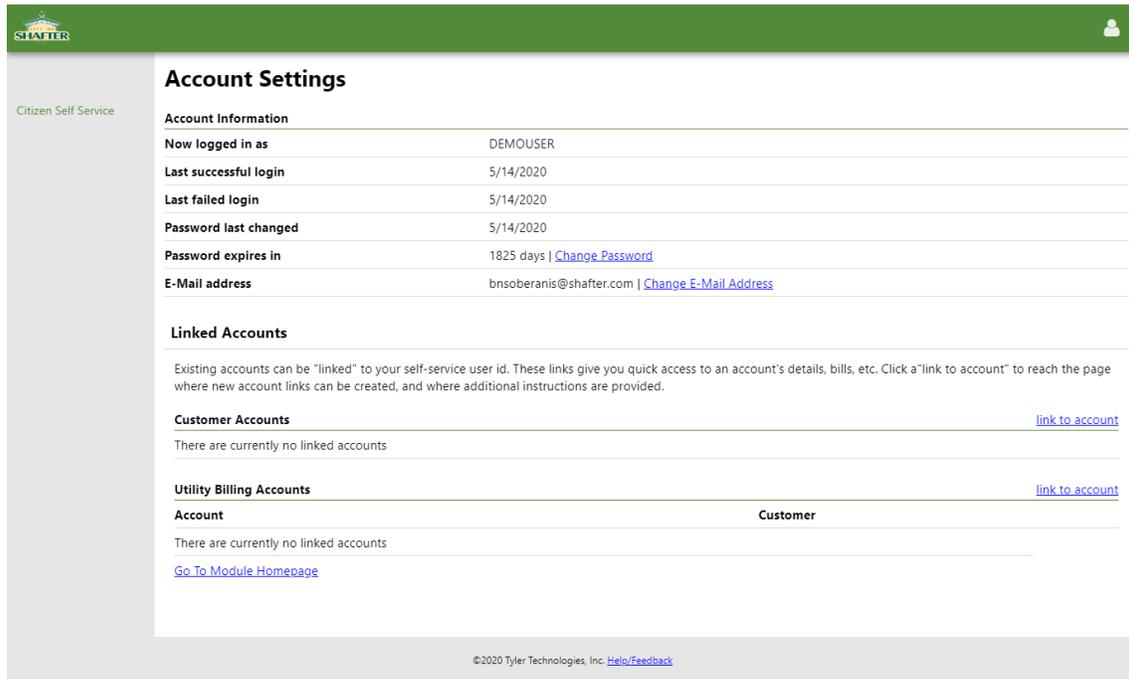
3. On the Registration screen you will create a User ID and Password, Password Hint and provide your email address. Once complete enter the validation numbers and click "Save."

The screenshot shows the registration page with several fields: User ID (filled with "Demouser"), Re-type user ID (filled with "Demouser"), Password (masked with dots), Re-type password (masked with dots), Password hint (filled with "Demo Hint"), and Email address (filled with "bnsobranis@shafter.com"). A "Password strength" indicator shows "Acceptable". Below these fields is a CAPTCHA image showing the number "4388" and an input field containing "4388". A "Save" button is at the bottom. Three red callout boxes provide instructions: one points to the password field with the text "Pay attention to password requirements.", another points to the "Acceptable" strength indicator with the text "If you do not see 'Acceptable' it means your password does not meet the complexity requirements.", and a third points to the "Save" button.



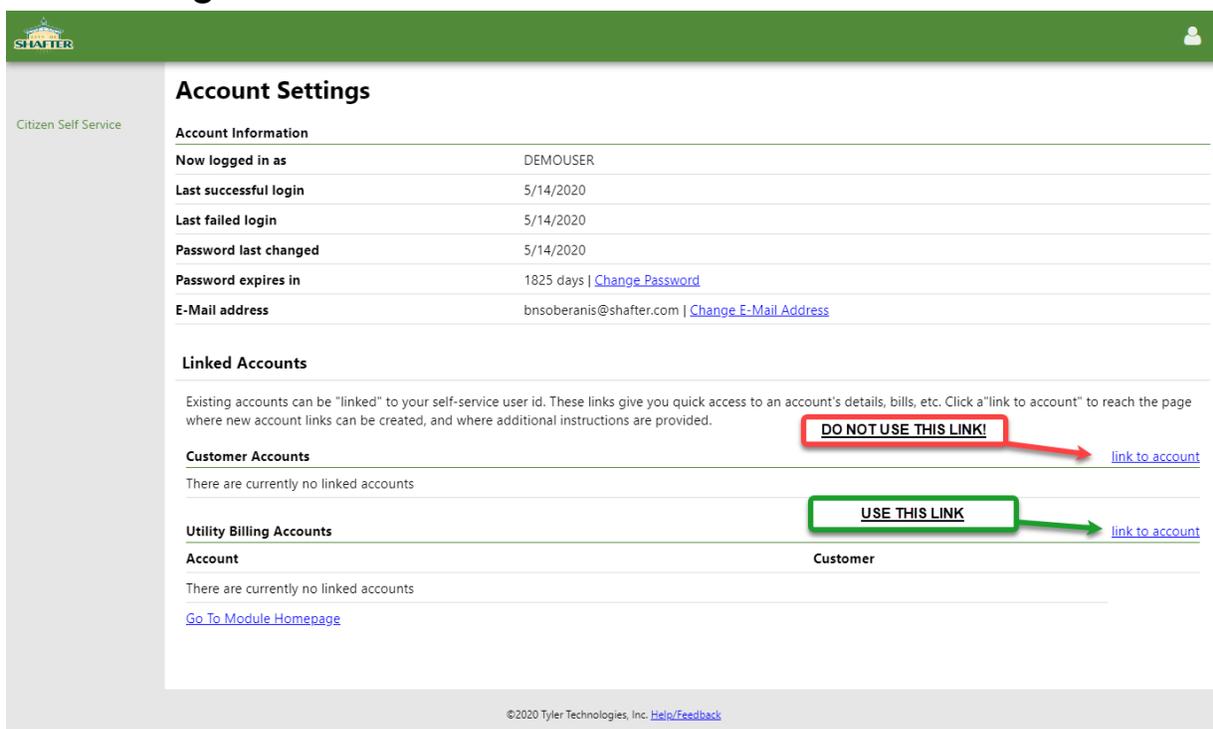
Online Payments Link Utility Billing Account

4. You will be taken to the "Account Settings" screen. You have successfully created your account.



Next Step.....Link Utility Billing Account.

5. From the "Account Settings" screen, click "Link to Account" next to the Utility Billing Accounts header. DO NOT CLICK "Link to Account" next to Customer Accounts Heading





Online Payments Link Utility Billing Account

6. Enter Your Account ID and Customer ID. Refer to your bill for those numbers. Click Submit.

YOUR ACCOUNT NUMBER CHANGED MAY 2020. Look at a bill issued after that date to ensure you have the correct ID numbers.

The Account ID is located on the second line of the bill header (light green). Customer ID is located on the first line of the bill header (dark green)



336 Pacific Ave
Shafter, CA 93263
(661)746-5001

CUSTOMER COPY
[1/1]

CUSTOMER NAME		CUSTOMER NO.	PARCEL ID		SERVICE LOCATION				
SAMPLE CUSTOMER		15060	2674105		716 RODEO ST				
BILL NUMBER	BILL DATE	ACCOUNT #		ACCOUNT TYPE	DUE DATE				
1002289	05/13/2020	110220		RESIDENTIAL	06/07/2020				
DESCRIPTION	METER NUMBER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	UOM	CHARGE AMOUNT
WATER BASE CHARGE - METER SERVICE FEE			03/31/2020	04/14/2020					\$41.45
WATER USAGE	06268967	A	03/17/2020	04/14/2020	531869	540158	8289	GAL	\$7.13
SEWER BASE CHARGE			03/31/2020	04/14/2020					\$28.20
REFUSE			03/31/2020	04/14/2020					\$27.30

7. You will be returned to the "Account Settings" screen. You can confirm that your account was successfully linked by looking in the "Linked Accounts" section.

Next Step.....Pay Utility Bill.



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Pay Utility Bill

8. To pay your bill click on the Account Number link from the Account Settings screen.

The screenshot shows the 'Account Settings' page. It has a green header with the 'SHAFTER' logo and a user icon. The main content area is white. Under 'Linked Accounts', there is a paragraph explaining linking accounts and a 'link to account' link. Under 'Customer Accounts', there is a 'link to account' link and the text 'There are currently no linked accounts'. Under 'Utility Billing Accounts', there is a 'link to account' link and a table with columns 'Account' and 'Customer'. The 'Account' column has a link '110220' with a red arrow pointing to it. The 'Customer' column has the value '15060' and a 'remove' link. At the bottom, there is a 'Go To Module Homepage' link.

Account	Customer
110220	15060

9. This will take you to the Utility Billing Account Summary screen. Here you will see your account information including the current balance and payment due date. When you are ready to pay your bill click the "Pay Now" link in the middle of the page.

The screenshot shows the 'Utility Billing Account Summary' page. It has a green header with the 'SHAFTER' logo and a user icon. The left sidebar contains navigation links: Citizen Self Service, Business License, General Billing, Utility Billing (highlighted), Accounts, Manage Bills, Account Summary, and Contact Us. The main content area is white. At the top, it says 'Utility Billing Account Summary' with links for 'Link to Account', 'Request Change of Address', 'Bill Delivery Preferences', and 'Manage Bills'. Under 'Billing Account', there is a table with 'Service Address' (716 RODEO ST), 'Account Number' (110220), and 'Bill Delivery Preference' (Mail). Under 'Your Current Balance', there is a table with 'Amount Due Now' (\$104.08) and 'Payment Due Date' (6/7/2020). A 'Pay Now' link is next to the 'Amount Due Now' row, with a red arrow pointing to it. Below this is an 'About Your Payments' section with the text 'No payment activity found'. At the bottom, there is a 'Customer Information' section with fields for 'Name' and 'Address'.

Service Address	716 RODEO ST
Account Number	110220
Bill Delivery Preference	Mail

Your Current Balance	
Amount Due Now	\$104.08
Payment Due Date	6/7/2020



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Pay Utility Bill

10. This will take you to the "Manage Bills" screen. Here you will see any outstanding bills. Click the checkbox(es) next to the bills you wish to pay. Note that you must pay past due bills first.

Utility Billing
Manage Bills [Account Summary](#)

Service Address 716 RODEO ST
Account Number 110220
As of 05/14/2020

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

Outstanding Bills (bill years 2015 to 2022 only) [Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	1002289	5/13/2020	6/7/2020	\$0.00	\$0.00	\$104.08	Bill Details

Total Due: \$104.08

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

11. Select your preferred payment method. You may choose credit card or e-check.

Pay Bills

Select Payment Method

You may elect to pay your Utility Bill with a Credit Card or an Electronic Check (e-Check).

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

12. The next screen will give you the opportunity to sign up for automatic credit card payments. If you wish to enroll click "enroll." Otherwise, click "continue."

Automatic Credit Card Payments
Manage your enrollments in the automatic credit card payment system (optional)

As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. If you wish to use this service, this page allows you to enroll or delete enrollments based on different bill types you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

Current enrollments	Bill Category	Account ID	Status
	UB Services - General	110220	Not enrolled in automatic credit card payments. enroll

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



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Pay Utility Bill

13. On the "Pay Bills" screen you may enter the amount you wish to pay. It will be automatically populated with the full amount due, but you can choose to pay more or less by typing in a different amount. Then click "Continue"

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2020	5/13/2020	1002289	6/7/2020	\$104.08	\$104.08	\$ 104.08

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

14. You will then be taken to the payment screen. Enter your Billing Information and either credit card or e-check information based on your selected payment method. Click "Make Payment."

BILLING INFORMATION
Time left: 9 minutes, and 35 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip: /

Phone:

Email:

Total:

PAYMENT INFORMATION

Payment Method: **E-Check**

Routing #:

Account #:

Check Type:

Account Type:

I'm not a robot

[MAKE PAYMENT](#) [CLEAR FORM](#)

PAYMENT INFORMATION

Payment Method: **Credit Card**

Card Number:

Exp. Date: /

Security Code: [What is this?](#)

I'm not a robot

[MAKE PAYMENT](#) [CLEAR FORM](#)



Online Payments

Pay Utility Bill

15. When you have successfully completed the payment you will see the following screen. You may print receipt for your record. You will also receive a receipt via email. Click the link at the bottom to return to the Citizen Self Service portal.



Utilities WEB

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount:	1.00
Description:	Total
Invoice No.:	1002289
Auth code:	

Click [here](#) to return to Utilities WEB