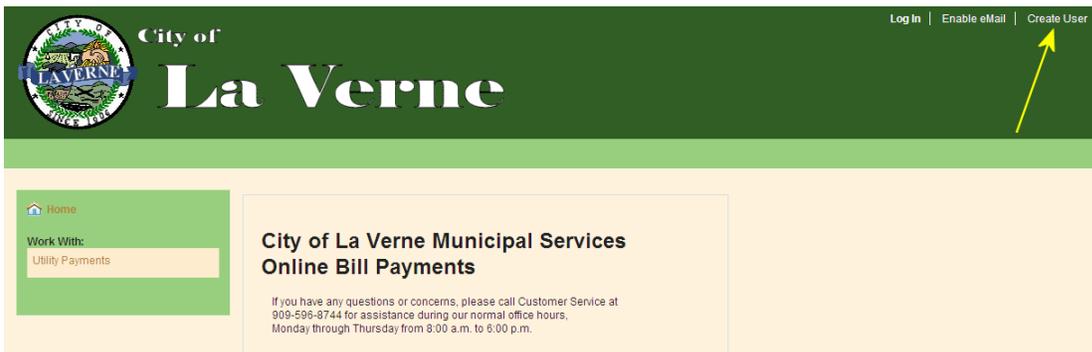


## Instructions for Setting Up Online Bill Payments

There are three steps to setting up online bill payments. The first step is creating a user profile. Second step is adding or linking your utility account to your user profile. The last step is processing your payment. The step-by-step instructions below will assist you with this process.

### How to Create a User Profile

1. Visit the City's website [www.ci.la-verne.ca.us](http://www.ci.la-verne.ca.us) and click on the "Online Services" I link located on the left hand side of the web page under the "Main Menu" section.
2. Select the "Create User" tab located in the top right corner of the web page.



3. Complete the registration form by filling in all required fields. You will need to provide a name, address, email address, and at least one number.

A screenshot of the "Create New User" registration form. The form is titled "Create New User" and includes a red asterisk indicating required fields. The form contains the following fields: \*eMail Address, \*Password, \*Confirm Password, \*First Name, \*Last Name, \*Address 1, Address 2, \*City, \*State (a dropdown menu), \*Zip, Home Phone, Work Phone, Work Ext, and Cell Phone. A red note states "At least one phone must be entered". A "Create New User" button is located at the bottom of the form.

- Once submitted, an email message will be sent to the email address you entered. Follow the instructions in the email to enable your new user account.

\*\*\*\* Please save this email for future reference \*\*\*\*

This email address was registered with City of La Verne Municipal Services. To enable your email follow these steps:

1. Click on the link below to go to the screen to enable your email.

Attention AOL Customers - you must copy and paste the URL into the Address Box.

2. On the screen, enter the email id you registered, your password, and the Confirmation Key below.

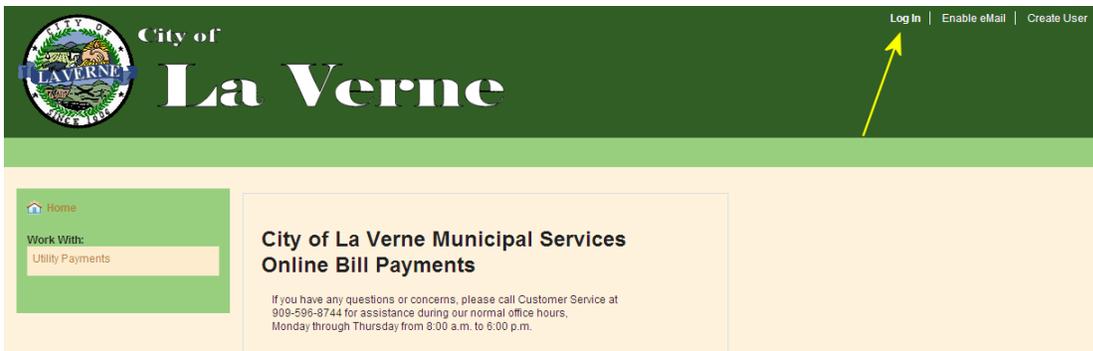
If you have any questions, please call 909-596-8744. Thank you.

Have a nice day.

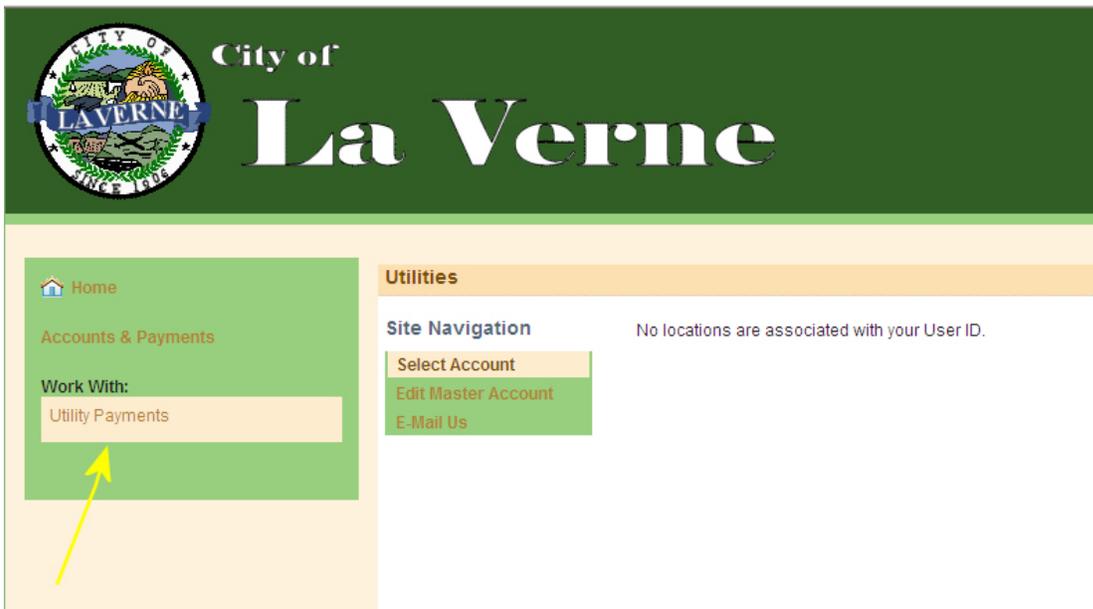
Click this link to enable your email: <https://oam.ci.la-verne.ca.us/wps/portal/UserEnable>  
CONFIRMATION KEY: 8243923241421723109

### Adding or Linking Your Utility Account to Your User Profile

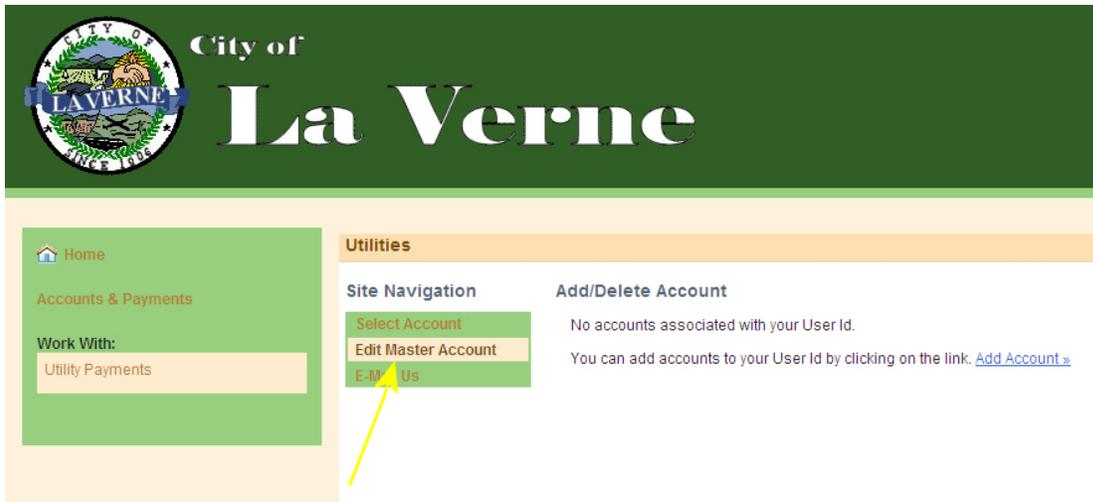
- Click on the “Log In” tab located in the top right corner of the online system portal. This portal is always accessible by the link on the City’s web site.



- Click on the “Utility Payments” link under the “Work With” menu.



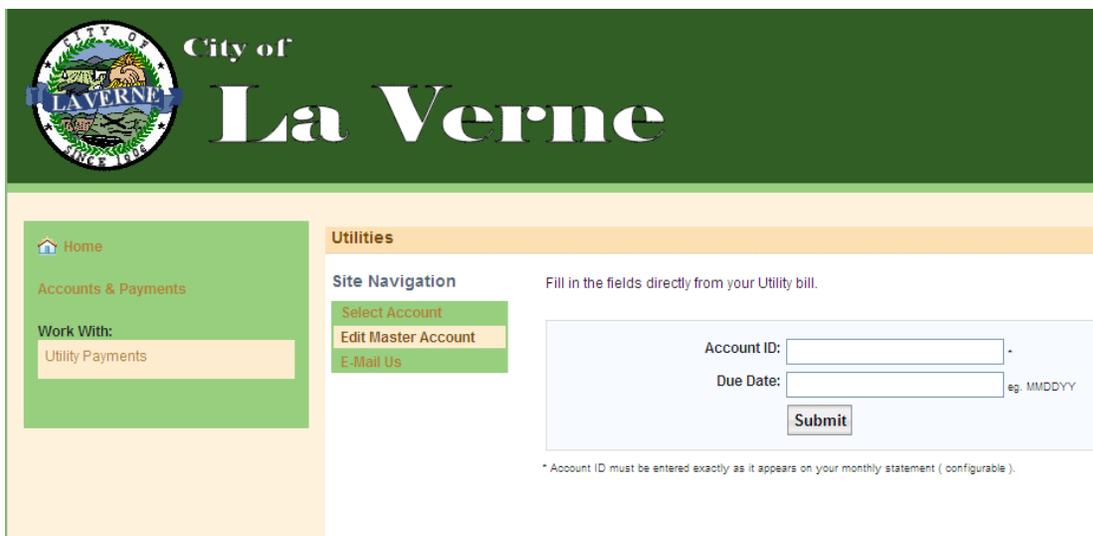
3. Click on the “Edit Master Account” under the Site Navigation Menu.



4. Click on the “Add Account” link under the Add/Delete Account Menu.



5. Enter account information exactly as it appears on your current bill and due date in the associated fields and click Submit.



- Where can I find my account number and due date?

Your account number (example: 11111-22222) and due date can be found in the upper right corner on your most recent bill. It can also be found on the top left of the payment stub found at the bottom of your most recent bill.

City of La Verne Municipal Services  
3660 D Street  
La Verne, CA 91750

JOHN DOE  
3660 D ST  
LA VERNE CA 91750-4116

**ACCOUNT INFORMATION**

Account Number	0000-0000
Cycle-Route	02-14
Service Address	3660 D ST
Bill Date	01/24/2012
<b>DUE DATE FOR CURRENT CHARGES</b>	<b>02/23/2012</b>

**ACCOUNT BALANCE**

Last Bill Amount	114.68
Payments	-114.68
Adjustments	0.00
Balance Forward	0.00
Current Charges	90.47
<b>TOTAL AMOUNT DUE</b>	<b>\$90.47</b>

**PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION**  
*Payments not received by 5:00 pm on the due date incur a 10% late fee*

- Can I register more than one City of La Verne Municipal Services account to my same online user profile?

Yes, you can register more than one account under the same user profile. This feature is especially helpful for landlords, business owners, or property managers with multiple accounts in the La Verne service territory. Follow the same steps as in FAQ #3 above. The new account information will be viewable immediately after you have registered the additional account.

### **Making Online Payments**

Customers may pay their service bills online using e-check, debit card, or Visa, MasterCard, or Discover card by following the steps below.

- Have your personal/business check or debit/credit card (Visa, MasterCard or Discover) available. For E-check payments, you will need your bank’s routing number along with your checking or savings account number. For debit/credit card payments, you will need your credit card number, expiration date, and security pin.
- Register and Logon to the online system via the City’s website.
- Click on “Utility Payments” in the menu box on the left side of the screen and select the account you would like to make a payment for by clicking on the account number.

Home  
Accounts & Payments  
Work With:  
Utility Payments

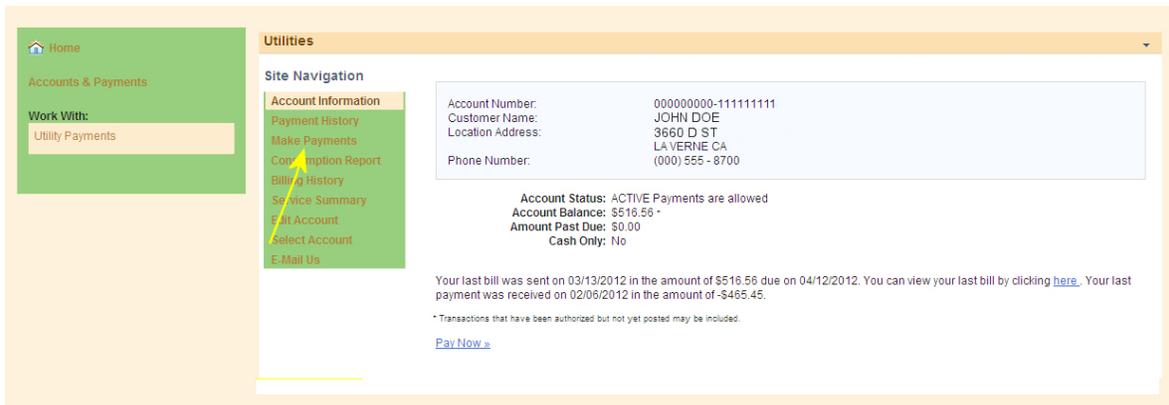
Utilities

Site Navigation  
Select Account  
Edit Master Account  
E-Mail Us

Select the location you would like to work with:

Account Number	Location Address	Total	Cash Only?
<a href="#">00000000-11111111</a>	3660 D LV	\$161.19	
<a href="#">00000000-22222222</a>	3660 D LV	\$111.28	

4. Select "Make Payments" on the left menu bar under Site Navigation.

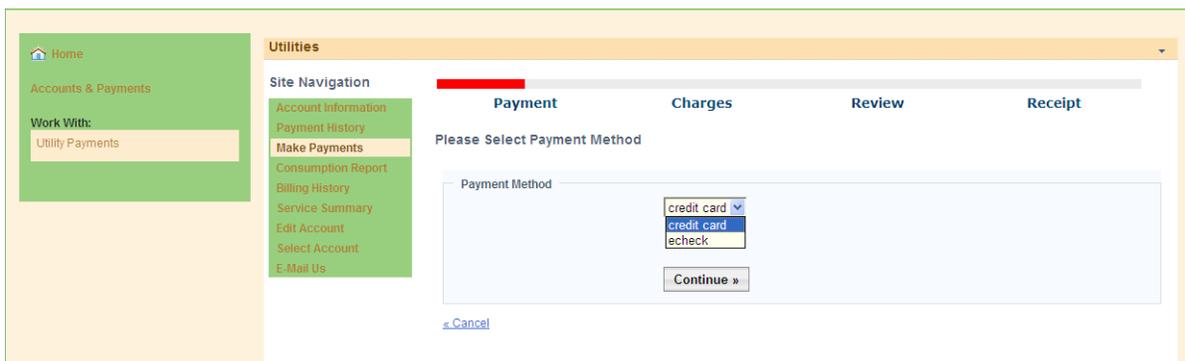


5. Enter the one-time payment amount you would like to pay and click "Continue."



**NOTE: If your account is past due, you must pay at least the past due amount to be able to pay your bill online.**

6. Select your payment method and click "Continue".



7. For E-check payments, complete required fields and click “Continue.”

Home  
Accounts & Payments  
Work With:  
Utility Payments

Utilities

Site Navigation  
Account Information  
Payment History  
Make Payments  
Consumption Report  
Billing History  
Service Summary  
Edit Account  
Select Account  
E-Mail Us

Payment Charges Review Receipt

Payment Information

Please complete the fields below with your payment information. The cardholder name must appear exactly as it does on your credit card. Also, be sure to use the billing address of the credit card as it appears on your statement.

Asterisk (\*) indicates required fields.

1. Account Holder Name  
\*First Name:   
Middle Initial:   
\*Last Name:

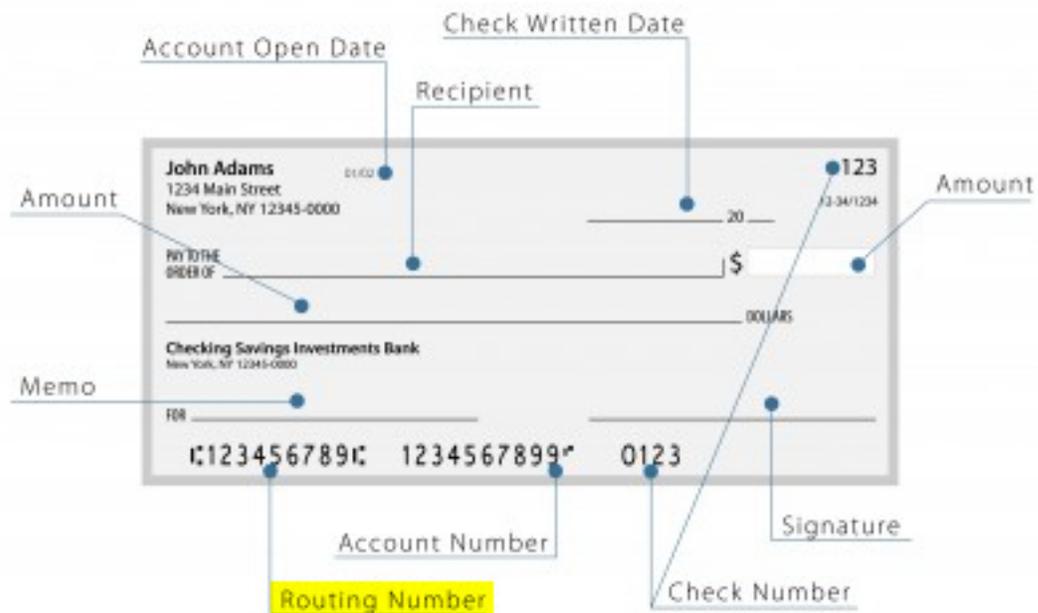
2. Account Holder Address  
\*Address (line 1):   
Address (line 2):   
\*City:   
\*State:   
\*ZIP Code:

3. Check Details  
\*Account Type:   
\*Routing Number:   
\*Account Number:   
\*Check Type:   
Company Name:

Continue »

Cancel

The bank routing number and the checking or savings account number is printed on the bottom of your personal check. View the sample check below for assistance.



8. For debit/credit cards (*Visa, MasterCard, or Discover*), please select credit card.

The screenshot shows a web interface for utility payments. On the left is a green sidebar with navigation links: Home, Accounts & Payments, Work With: Utility Payments. The main content area is titled 'Utilities' and has a 'Site Navigation' menu with links like Account Information, Payment History, Make Payments, Consumption Report, Billing History, Service Summary, Edit Account, Select Account, and E-Mail Us. The main content area has tabs for Payment, Charges, Review, and Receipt. The 'Payment' tab is active, showing 'Payment Information' with instructions: 'Please complete the fields below with your payment information. The cardholder name must appear exactly as it does on your credit card. Also, be sure to use the billing address of the credit card as it appears on your statement.' Below this are logos for Discover, MasterCard, and Visa, and a note: 'Asterisk (\*) indicates required fields.' The form is divided into three sections: 1. Cardholder Name (with fields for \*First Name, Middle Initial, and \*Last Name), 2. Billing Address (with fields for \*Address (line 1), Address (line 2), \*City, \*State, and \*ZIP Code), and 3. Card Details (with fields for \*Card Type, \*Card Number, \*Card Security Code, and \*Expiration Date). At the bottom are 'Back' and 'Continue' buttons.

9. Confirm your information/payment amount and click “Submit.”

**If you are having trouble paying you bill online after you click the “submit” button on the one-time payment screen, please ensure that your web browser allows pop-ups from this site.**

10. Once your online payment is successfully processed, a payment receipt should display on your computer screen. You can print the receipt or record the receipt number for your records. If you entered a valid email address when entering your payment, you will also receive an email confirmation on your electronic payment transaction.