City of Florence SC - Citizen Self-Service: Online Credit Card Payments

Go to: https://ubonline.cityofflorence.com/UBOnline to register and access your account

Note: Once you have successfully set up your profile and linked your account(s) using the instructions below, in future months you simply log in, then choose your linked account(s) and "Manage Bills" and pay.

For the one-time setup for user profile registration and linking, please follow the instructions below.

To set up your account, click "Citizen Self Service"

Munis Self Services

Home

Citizen Self Service

Then on the next screen, click "Register"

Munis Self Service

Login

User name

Password

Forgot your password? | Register   Log in
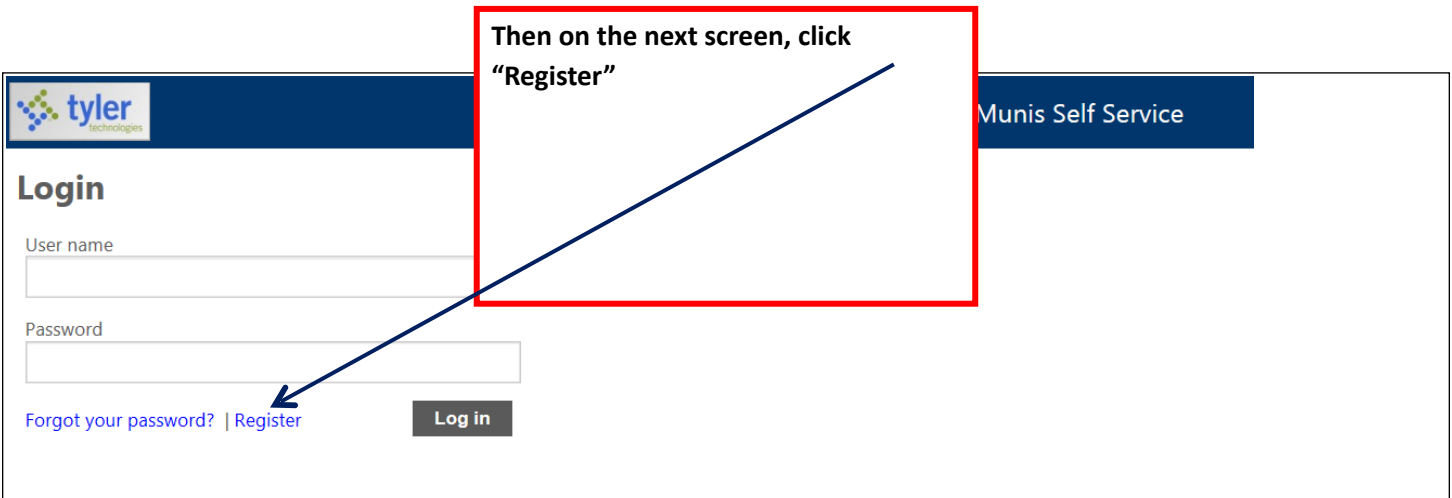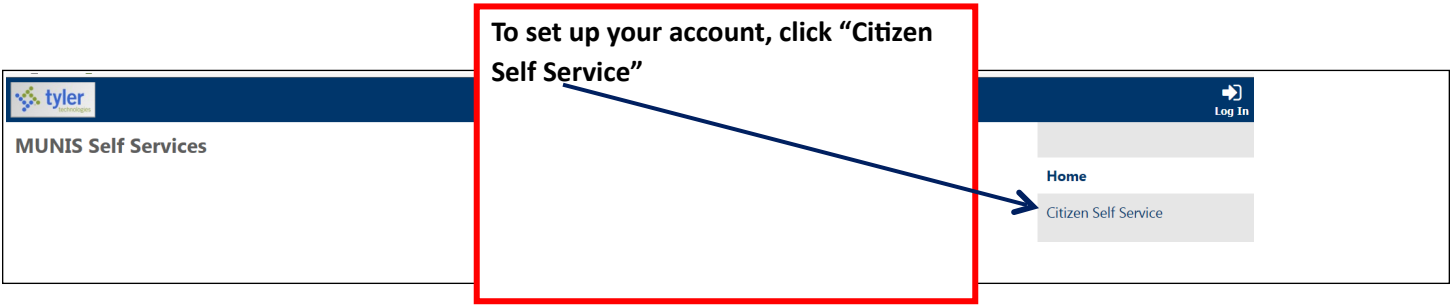
Self-Registration

*User ID
(between 1 and 20 characters)

*Re-type user ID

*Password
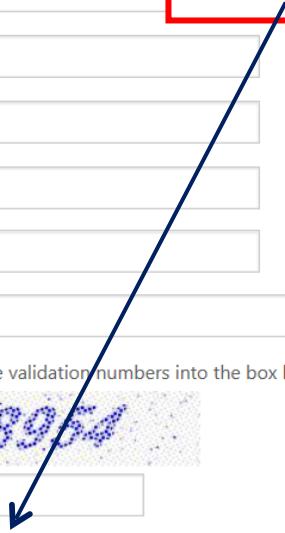(between 0 and 15 characters)

*Re-type password

*Password hint

*Email address

> **Enter the required information and click "Save"**

Enter these validation numbers into the box below them

8954

Save

Welcome to Citizen Self Service

> **Click "Utility Billing" on the right side of the screen to access your Utility Bill(s).**

Citizen Self Service

Utility Billing

Announcements

There are currently no announcements.

Profile Information

Profile information not found.
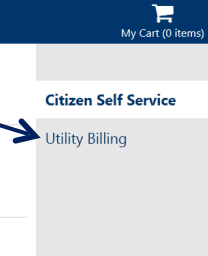
> **Then click "Accounts"**
>
> **Then click "Link to Account" to permanently link an account to your profile.**

Utility Billing

Account Number	
Customer ID	

☐ Remember these values

Search   Reset

Citizen Self Service

Utility Billing

Accounts

Contact Us

Utility Billing Accounts

Select an account to work with.

Link to Account

Citizen Self Service

Utility Billing

Accounts

Account ID   Customer ID
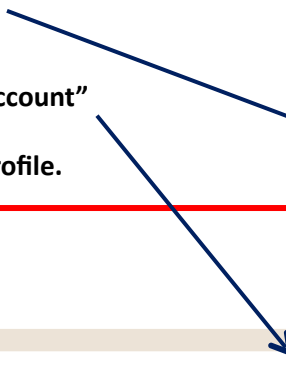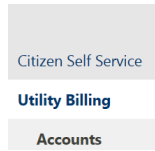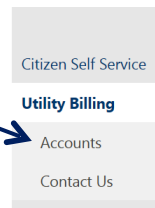
NOTE: if you click only "Utility Billing" and then proceed to fill in the Account Number and Customer ID without clicking "Accounts" and "Link to Account", you will be allowed to search for and view/pay an account, but it will not permanently link the account to your profile.

Utility Billing
Account Link Setup

Enter the ACCT NUMBER (8 digits to left of dash on bill) *

Enter the CUST NUMBER (6 digits to right of dash on bill) *

[Submit] [Cancel]

* indicates required field

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My Cart (0 items)

Citizen Self Service

Utility Billing

Accounts

Contact Us

On the Account Link Setup page, you will be prompted to enter your Account ID and CID.

The Account ID is the 8 digit number to the left of the dash <u>on your bill received on or after September 26, 2017</u>.

   The CID (Customer ID) is the 6-digit   number to the right of the dash on that bill.

Click "Submit" to create the permanent account link.

ACCT-CUST NUMBER

11112222 – 998877

Utility Billing
Account Summary

Link to Account | Manage Bills

Billing Account

Service Address

Account Number   6

Your Current Balance

Amount Due Now $

Payment Due Date   9

About Your Payments

No payment activity found

Customer Information

Name   O

Address   1
                        F

Customer ID   4

Services

Service	Code	Start Date	Stop Date

Pay Now

Once successfully linked, your Account Summary page will appear.

Scroll down for Services Information

Click "Manage Bills"

or "Pay Now"

to view or pay your bill.

Check the bill(s) that you want to pay and click "Add to Cart".

Utility Billing
Manage Bills

Service Address

Account Number

As of   09/12/2017

- 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 2018 only)   Show Past Bills ⬇

Bill	Bill Date	Pay By	Charges	Balance Due	
☑	8/16/2017	8/31/2017	$75.72	$75.72	Bill Details
				Total Due: $75.72	

Add to Cart

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

Then click on "My Cart" to enter your payment information and pay.
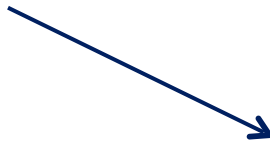
My Cart (1 item)

Account Summary

Citizen Self Service

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

Show Past Bills ⍗

Balance Due

$75.72   Bill Details

Total Due: **$75.72**

Add to Cart

You can "Review Cart"

Or "Checkout". Click "Checkout" to pay.

My Cart (1 item)

Utilities 108398	$75.72
Total:	$75.72

Review Cart | **Checkout**

Confirm the amount or change it here.

Then click "Continue"

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Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number		Due Now	Payment Amount
Utilities	2018		215946		$89.58	$ 89.58

Continue | Cancel

Enter payment information, review for accuracy, and then click "Process" at the bottom of the form.

SALE

Order Section

Credit Card Number:		*
Expiration Date(MMYY):		*
Amount:	1.00	*
CVV2:		*

Billing Address

Company:	
First Name:	*
Last name:	*
Address1:	*
Address2:	
City:	
State/Province:	
Postal Code:	*
Country:	Please select a Country
Phone:	*
Email Address:	*

Process

You will receive this confirmation screen, and your payment is now completed.

You will receive a payment confirmation sent to the email that you provided in the previous step.

Transaction Detail	
Authorization Results	
User:	gateway
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	191017A14-335A3E6E-C4A4-4DC1-A9CD-448E98F45C9D
Date / Time:	10/19/2017 10:23:13 AM
Response:	AA
Message:	APPROVAL
Approval Code:	249571
AVS Response:	Y
ECI:	
CVV2 Response:	M
Account Balance:	0.00
Transaction Reference Number:	1019142313

Order Section	
Credit Card Number:	************2004
Expiration Date(MMYY):	****
Amount:	1.00

Billing Address	
Phone:	8436653162
Email Address:	sedwards@cityofflorence.com

Thank you for your payment

Thank you for using the City of Florence Online Credit Card Payment application.