

Automatic Payment Instructions

Open your browser (Internet Explorer, Firefox, Chrome, Safari) in your computer system and navigate to:

<https://ccmunis.co.cumberland.nc.us/MSS/citizens/default.aspx>

Log in to your Citizen Self Service account.

The screenshot shows the 'Munis Self Service' website for Cumberland County, North Carolina. The page title is 'Welcome to Citizen Self Service'. It features a navigation menu on the left with links for 'Home', 'Citizen Self Service', 'Non-Emergency Requests', and 'Utility Billing'. The main content area contains a welcome message and instructions for logging in. Below the instructions is a login form with fields for 'Username' (containing 'myuserid') and 'Password' (masked with dots). There are also links for 'Forgot your username?' and 'Forgot your password?'. At the bottom of the form are buttons for 'Register' and 'Log in'.

CUMBERLAND COUNTY NORTH CAROLINA

Munis Self Service

My Cart (0 items) Resources Log In

Welcome to Citizen Self Service

Home

Citizen Self Service

Non-Emergency Requests

Utility Billing

Welcome to the Cumberland County Citizen Self Service Site. If you are already registered with the payment system, you may log in now. Enter your User ID and Password, then click Log In.

If you are not registered, please click the Register button.

If you have forgotten your password, please click the Forgot your password? Button below.

Log in to access

- Non-Emergency Requests
- Utility Billing

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

[Register](#)

Continued on next page

Once logged in, click the plus sign beside your account number,

CUMBERLAND COUNTY NORTH CAROLINA Munis Self Service My Cart (0 items) Resources MYUSERID1

Welcome to Citizen Self Service

Citizen Self Service

- Non-Emergency Requests
- Utility Billing

Announcements

Welcome to the Cumberland County Citizen Self Service Site. If you are already registered with the payment system, you may log in now. Enter your User ID and Password, then click Log In.

If you are not registered, please click the Register button.

If you have forgotten your password, please click the Forgot your password? Button below.

Profile Information

Profile information not found.

Utility Billing Accounts

+ 999999 (999999)

Then click the blue account number.

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Welcome to Citizen Self Service

Citizen Self Service

- Non-Emergency Requests
- Utility Billing

Announcements

Welcome to the Cumberland County Citizen Self Service Site. If you are already registered with the payment system, you may log in now. Enter your User ID and Password, then click Log In.

If you are not registered, please click the Register button.

If you have forgotten your password, please click the Forgot your password? Button below.

Profile Information

Profile information not found.

Utility Billing Accounts

Customer Name	Service Address	Account	Customer	Parcel	
VACANT, VACANT	130 GILLESPIE	999999	999999	0437-63-1780	Manage Bills

Continued on next page

On the Account Summary page, click [Sign up for Automatic Payments](#).

The screenshot shows the 'Utility Billing Account Summary' page. The header includes the Cumberland County logo and 'Munis Self Service' with navigation links for 'My Cart (0 items)', 'Resources', and 'MYUSERID1'. The left sidebar lists options like 'Citizen Self Service', 'Non-Emergency Requests', 'Utility Billing', 'Manage Bills', 'Account Summary', 'Automatic Payments', and 'Contact Us'. The main content area is titled 'Utility Billing Account Summary' and features a red arrow pointing to the 'Sign up for Automatic Payments' link. Below this are sections for 'Billing Account' (Service Address: 130 GILLESPIE ST, Account Number: 999999, Bill Delivery Preference: Mail), 'Your Current Balance' (Amount Due Now: \$12.00, Payment Due Date: 11/7/2017), 'About Your Payments' (No payment activity found), and 'Customer Information' (Name: VACANT VACANT).

This will take you to the Automatic Payments page.

The screenshot shows the 'Utility Billing Automatic Payments' page. The header is identical to the previous page. The left sidebar highlights 'Automatic Payments'. The main content area is titled 'Utility Billing Automatic Payments' and includes a message: 'To sign up for automatic payments, please complete the form below.' The form contains the following fields: 'Service Address' (130 GILLESPIE ST), 'Account Number' (999999), 'Bank name *', 'Bank routing number * (9 digits)', 'Confirm routing number *', 'Bank account number *', 'Confirm account number *', 'Bank account type *' (with radio buttons for 'Checking' and 'Savings'), 'Preferred draft day *' (with a dropdown menu set to 'No Preference'), 'Name on bank statement *', 'Phone number on bank statement *', and 'Email address on bank statement *'. At the bottom of the form are 'Continue' and 'Cancel' buttons.

Continued on next page

There is a list of banks pre-filled into the system. When you begin typing the bank name, the list should appear. The numbers beside the bank name are routing numbers. If your bank has more than one entry, please choose the one that includes your routing number. If you do not see your bank listed, please type in the name in the Bank Name field.

Utility Billing Automatic Payments

To sign up for automatic payments, please complete the form below.

Service Address 130 GILLESPIE ST

Account Number 999999

Bank name *

Bank routing number * (9 digits)

Confirm routing number *

Bank account number *

Confirm account number *

Bank account type *

Preferred draft day *

- ABNB FEDERAL CREDIT UNION - 251481627
- ACADEMY BANK - 107001481
- ALLY BANK - 124003116
- AMERICAN EXPRESS CENTURION BANK - 124071889
- ARMED FORCES BANK - 101108319
- BANK OF AMERICA - 084301767
- BANK OF AMERICA - 114000653
- BANK OF AMERICA - 053000196
- BANK OF AMERICA - 122101706
- BANK OF AMERICA - 111000025
- BANK OF AMERICA - 081000032
- BANK OF AMERICA - 011200365
- BANK OF AMERICA - 061000052
- BANK OF AMERICA - 089104804

If your bank and routing number are already in the system, when you make that selection the system will fill in the routing number for you. If your bank and/or routing number was not in the system you must fill in this information.

Utility Billing Automatic Payments

To sign up for automatic payments, please complete the form below.

Service Address 130 GILLESPIE ST

Account Number 999999

[Copy current EFT information](#)

Bank name *

Bank routing number * (9 digits)

Confirm routing number *

Bank account number *

Confirm account number *

Bank account type * Checking Savings

Preferred draft day *

Continued on next page

Next, enter your account number and confirm it,

CUMBERLAND COUNTY NORTH CAROLINA

Munis Self Service

My Cart (0 Items) Resources MYUSERID1

Utility Billing Automatic Payments

To sign up for automatic payments, please complete the form below.

Service Address 130 GILLESPIE ST

Account Number 999999

[Copy current EFT information](#)

Bank name * BANK OF AMERICA - 084301767

Bank routing number * (9 digits) 084301767

Confirm routing number * 084301767

Bank account number * 1234567890

Confirm account number * 1234567890

Bank account type * Checking Savings

Preferred draft day * No Preference

Then the type of account that will be drafted.

CUMBERLAND COUNTY NORTH CAROLINA

Munis Self Service

My Cart (0 Items) Resources MYUSERID1

Utility Billing Automatic Payments

To sign up for automatic payments, please complete the form below.

Service Address 130 GILLESPIE ST

Account Number 999999

[Copy current EFT information](#)

Bank name * BANK OF AMERICA - 084301767

Bank routing number * (9 digits) 084301767

Confirm routing number * 084301767

Bank account number * 1234567890

Confirm account number * 1234567890

Bank account type * Checking Savings

Preferred draft day * No Preference

Continued on next page

For Preferred Draft Day, select the day of the month you would like your payment to come out on. Please keep in mind that payments are due by the 10th of every month.

The screenshot shows the 'Munis Self Service' interface for 'CUMBERLAND COUNTY NORTH CAROLINA'. The user is logged in as 'MYUSERID1'. The main content area is titled 'Copy current EFT information' and contains the following fields:

- Bank name *: BANK OF AMERICA - 084301767
- Bank routing number *: (9 digits) 084301767
- Confirm routing number *: 084301767
- Bank account number *: 1234567890
- Confirm account number *: 1234567890
- Bank account type *: Checking Savings
- Preferred draft day *: 5th (dropdown menu, highlighted with a red arrow)
- Name on bank statement *: (empty field)
- Phone number on bank statement *: (empty field)
- Email address on bank statement *: (empty field)

Buttons: Continue, Cancel

* indicates required values.

Fill in the Name field,

The screenshot shows the same 'Munis Self Service' interface. The 'Name on bank statement' field is now filled with 'Jane Doe' and is highlighted with a red arrow.

- Bank name *: BANK OF AMERICA - 084301767
- Bank routing number *: (9 digits) 084301767
- Confirm routing number *: 084301767
- Bank account number *: 1234567890
- Confirm account number *: 1234567890
- Bank account type *: Checking Savings
- Preferred draft day *: 5th (dropdown menu)
- Name on bank statement *: Jane Doe (highlighted with a red arrow)
- Phone number on bank statement *: (empty field)
- Email address on bank statement *: (empty field)

Buttons: Continue, Cancel

* indicates required values.

Continued on next page,

Then the Phone Number field,

The screenshot shows the 'Munis Self Service' interface for Cumberland County, North Carolina. The page title is 'Copy current EFT information'. The form contains the following fields and values:

- Bank name *: BANK OF AMERICA - 084301767
- Bank routing number *: (9 digits) 084301767
- Confirm routing number *: 084301767
- Bank account number *: 1234567890
- Confirm account number *: 1234567890
- Bank account type *: Checking Savings
- Preferred draft day *: 5th
- Name on bank statement *: Jane Doe
- Phone number on bank statement *: 9106787682 (highlighted with a red arrow)
- Email address on bank statement *: (empty)

Buttons: Continue, Cancel

* indicates required values.

And lastly the Email field. Then click "Continue".

The screenshot shows the 'Munis Self Service' interface for Cumberland County, North Carolina. The page title is 'Copy current EFT information'. The form contains the following fields and values:

- Bank name *: BANK OF AMERICA - 084301767
- Bank routing number *: (9 digits) 084301767
- Confirm routing number *: 084301767
- Bank account number *: 1234567890
- Confirm account number *: 1234567890
- Bank account type *: Checking Savings
- Preferred draft day *: 5th
- Name on bank statement *: Jane Doe
- Phone number on bank statement *: 9106787682
- Email address on bank statement *: publicutilities@co.cumberland.nc.us (highlighted with a red arrow)

Buttons: Continue (highlighted with a red arrow), Cancel

* indicates required values.

Continued on next page

You will be taken to the “Review” screen. Please review all information entered for accuracy. If something needs to be corrected, please click “Modify”. If everything is correct, please click “Submit”

CUMBERLAND COUNTY NORTH CAROLINA

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Review

Bank name	BANK OF AMERICA
Routing number	XXXXX1767
Bank account number	XXXXXX7890
Account type	Checking
Preferred monthly draft day	5th
Name as it appears on your bank statement	Jane Doe
Your telephone number	9106787682
Your email address	publicutilities@co.cumberland.nc.us

[Submit](#) [Modify](#) [Cancel](#)

Once you click “Submit” you will receive a confirmation that your request went through.

CUMBERLAND COUNTY NORTH CAROLINA

Munis Self Service

My Cart (0 items) Resources MYUSERID1

Utility Billing

Automatic Payments

Confirmation

Thank you. Your request to automatically make payments from your bank account below has been successfully submitted.

You will be notified when automatic payments have started. Until then, please continue to make payments.

Bank name	BANK OF AMERICA
Routing number	XXXXX1767
Bank account number	XXXXXX7890
Account type	Checking
Preferred monthly draft day	5th
Name as it appears on your bank statement	Jane Doe
Your telephone number	9106787682
Your email address	publicutilities@co.cumberland.nc.us

You could now...

- [View your account summary](#)
- [Make changes to your Automatic Payments](#)

If you have any errors or questions, please contact Public Utilities at (910) 678-7682 (press 0 for the operator) or publicutilities@co.cumberland.nc.us