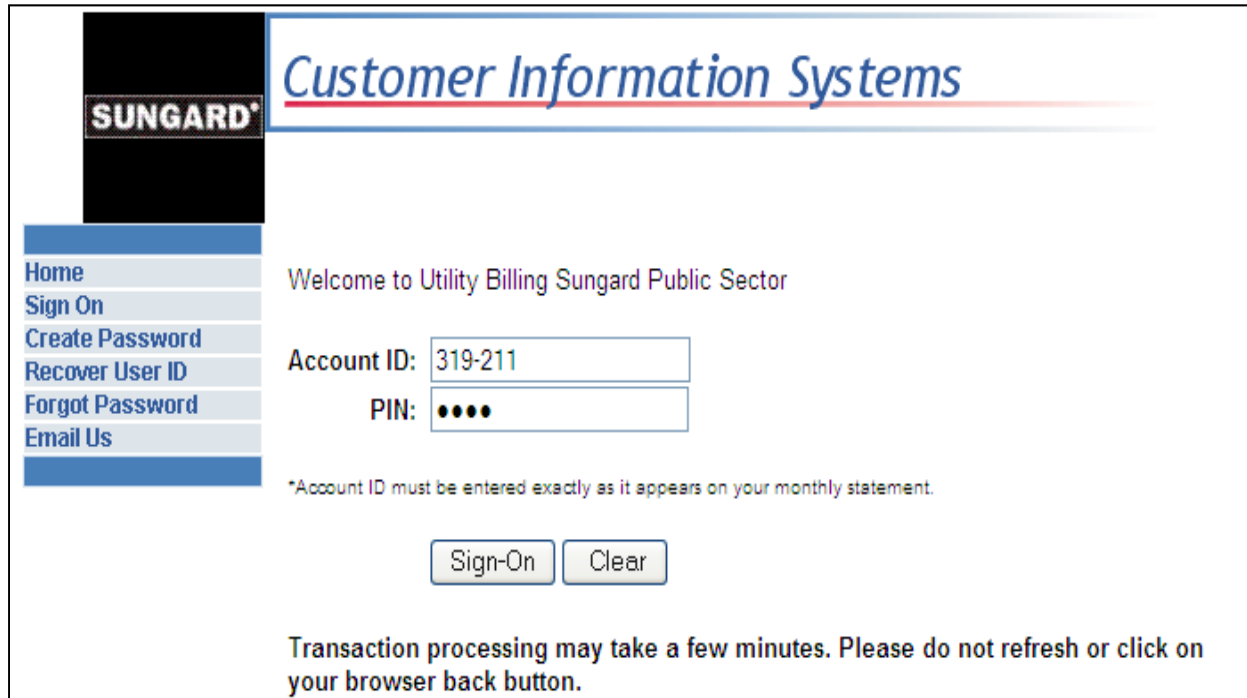


Click2GovCX AutoPay Process#

Below is the main Click2Gov Screen where a citizen will log in to pay their Utility Bill.



SUNGARD

Customer Information Systems

Home
Sign On
Create Password
Recover User ID
Forgot Password
Email Us

Welcome to Utility Billing Sungard Public Sector

Account ID:

PIN:

*Account ID must be entered exactly as it appears on your monthly statement.

Transaction processing may take a few minutes. Please do not refresh or click on your browser back button.

The citizen will enter their utility account number and pin. This example is assuming the citizen has already completed the registration process to pay online. When entering their account number, they do not need to enter the leading zeroes. Then they will click on the 'SignOn' button.

Click2GovCX AutoPay Process#

The Account Information Screen will display, illustrated below.

Click on Auto-Pay on the left side

The screenshot shows the SUNGARD Customer Information Systems interface. On the left is a navigation menu with the following items: Home, Account Information (highlighted with a right-pointing arrow), Payment History, Make Payments, Auto Pay, Consumption, Billing History, Service Summary, Edit Account, Master Account Maintenance, Email Us, and Log Off. The main content area displays account details for account number 319-211, customer ABC CORP, and location 123 MAIN STREET, SOME CITY, FL 12345. It also shows a phone number (407)123-1234. Below this, it states the account status is ACTIVE and payments are allowed, with an account balance of \$6,009.00 and an amount past due of \$6,009.00. A 'Last Bill' button is present, followed by text indicating the last bill was sent on 02/24/2004 for \$627.10 due on 03/10/2004. Another line of text states the last payment was received on 04/24/2009 for \$-2.38. A footnote explains that transactions authorized but not yet posted may be included. A 'Pay Now' button is located at the bottom right of the main content area.

SUNGARD® *Customer Information Systems*

Home
Account Information ►
Payment History
Make Payments
Auto Pay
Consumption
Billing History
Service Summary
Edit Account
Master Account Maintenance
Email Us
Log Off

Account Number: 319-211
Customer: ABC CORP
Location Address: 123 MAIN STREET
SOME CITY, FL 12345
Phone Number: (407)123-1234

Account Status: ACTIVE Payments are allowed
Account Balance: \$6,009.00 *
Amount Past Due: \$6,009.00

Last Bill Your last bill was sent on 02/24/2004 in the amount of \$627.10 due on 03/10/2004.

Your last payment was received on 04/24/2009 in the amount of \$-2.38.

* Transactions that have been authorized but not yet posted may be included.

Pay Now

Following screen displays if not already enrolled for recurring payments.

This screenshot shows the SUNGARD Customer Information Systems interface with a message indicating the account is not enrolled for recurring payments. The navigation menu on the left includes: Home, Account Information, Enroll (highlighted), Email Us, and Log Off. The main content area displays the text: 'Your account is Currently Not Enrolled. To enroll click on Enroll from the menu.' A 'Cancel' button is located at the bottom center of the main content area.

SUNGARD® *Customer Information Systems*

Home
Account Information
Enroll
Email Us
Log Off

Your account is Currently Not Enrolled.
To enroll click on *Enroll* from the menu.

Cancel

Click2GovCX AutoPay Process#

You may also get the following screen depending on the status of the customer in CX.

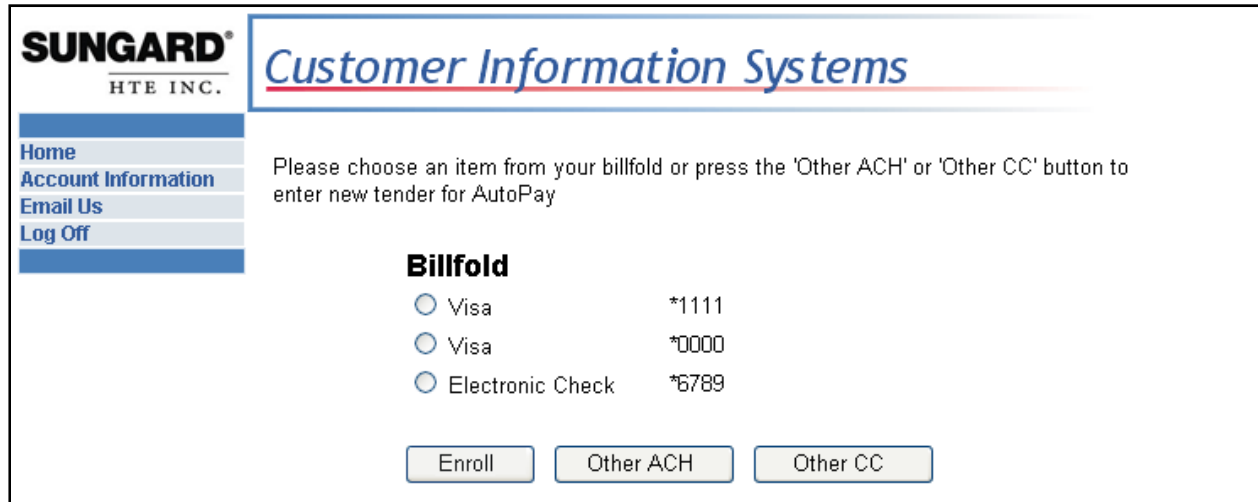
The screenshot shows the SUNGARD HTE INC. logo in the top left corner. Below the logo is a vertical menu with the following items: Home, Account Information, Email Us, and Log Off. The main header area displays "Customer Information Systems" in a blue, italicized font. Below the header, a red error message reads: "* Terminating account can not set up auto pay". Further down, a message states: "We are sorry!! Your account is ineligible for enrollment at this time." At the bottom center, there is a "Cancel" button.

If the citizen is not eligible to enroll in Auto Pay, the 'Enroll' button will not display from the left menu bar. If the citizen's account is eligible to enroll in Auto Pay, click on the 'Enroll' button. The following screen will display when the citizen clicks on 'Enroll'.

The screenshot shows the SUNGARD HTE INC. logo in the top left corner. Below the logo is a vertical menu with the following items: Home, Account Information, Email Us, and Log Off. The main header area displays "Customer Information Systems" in a blue, italicized font. Below the header, a message reads: "Please choose an item from your billfold or press the 'Other ACH' or 'Other CC' button to enter new tender for AutoPay". Below this message, another message states: "Your billfold is empty, you can add new tender to your billfold from the Make Payments Menu on the Account Information Page." At the bottom center, there are two buttons: "Other ACH" and "Other CC".

Click2GovCX AutoPay Process#

If the citizen already has information stored in their billfold, that information will display on this screen also. Example is below.



SUNGARD®
HTE INC.

Customer Information Systems

Home
Account Information
Email Us
Log Off

Please choose an item from your billfold or press the 'Other ACH' or 'Other CC' button to enter new tender for AutoPay

Billfold

☐ Visa *1111
☐ Visa *0000
☐ Electronic Check *6789

Enroll Other ACH Other CC

If the citizen wants to use an item stored in their billfold for their Auto Pay transactions, click on the radio button, then click 'Enroll'. Otherwise, to use an E-check for their Auto Pay, click on 'Other ACH'. To use a credit card for their Auto Pay, click on 'Other CC'.

Click2GovCX AutoPay Process#

ACH/E-check Auto Pay Enrollment

The following screen will display if the citizen select 'Other ACH'. The setup of 'Auto Pay' under File Maintenance → System Control in CIS determines if the 'Draft Day' displays. The citizen must enter their Routing Number and Account Number of their checking or savings account. The Draft Day allows the citizen to choose what day of the month they want their payment drafted. The Draft Day field is a drop down field. Only the days checked in the Auto Pay setup under System Control will display as selections.

The screenshot shows the SUNGARD Customer Information Systems interface. On the left is a navigation menu with links: Home, Account Information, Email Us, and Log Off. The main content area is titled 'ACH Information:' and includes the instruction 'Please select your desired draft day.' Below this are four input fields: 'Account Type' (a dropdown menu showing 'Checking'), 'Routing Number' (a text box containing '123456789'), 'Account Number' (a text box containing '99999999999999'), and 'Draft Day' (a dropdown menu showing '1'). A small asterisk with the text '* indicates required information' is located below the Draft Day field. At the bottom right of the form are two buttons: 'Continue' and 'Cancel'.

When the Checking account information is completed, click on 'Continue'.

Click2GovCX AutoPay Process#

The following screen will display allowing the citizen to review the information that has been entered.

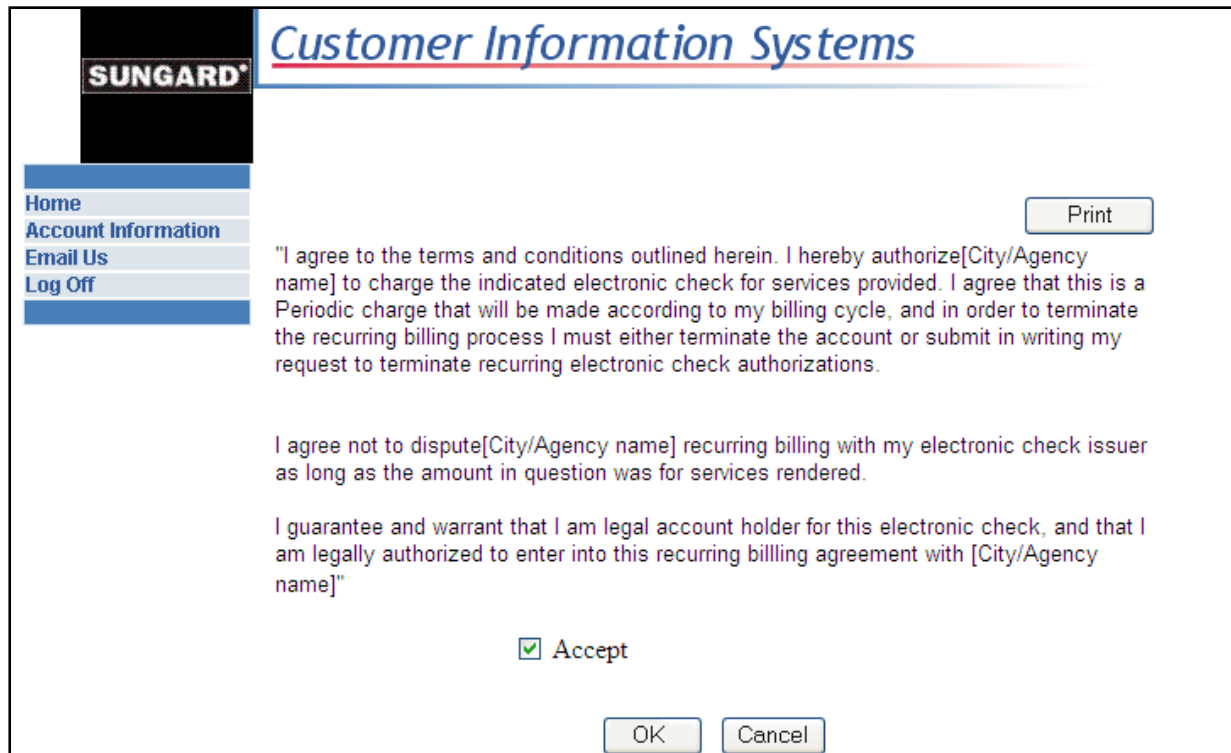
The screenshot shows a web interface for SUNGARD's Customer Information Systems. On the left is a navigation menu with links: Home, Account Information, Email Us, and Log Off. The main content area is titled 'Confirm ACH Information:' with a sub-instruction 'Press Continue to Confirm.' Below this, a table displays the entered ACH information. At the bottom right are three buttons: 'Continue', 'Edit', and 'Cancel'.

SUNGARD*		<i>Customer Information Systems</i>	
Confirm ACH Information:		Press Continue to Confirm.	
Account Type	Checking		
Routing Number	111000025		
Bank	SOME BANK		
Account Number	*1480		
Draft Day	1		
		<input type="button" value="Continue"/>	<input type="button" value="Edit"/> <input type="button" value="Cancel"/>

If the information is incorrect, the citizen may click on the 'Edit' button to redisplay the screen to correct their information. If the citizen changes their mind, they can click on 'Cancel' exit the process. Otherwise, to continue with the Auto Pay Enrollment process, click on the 'Continue' button.

Click2GovCX AutoPay Process#

The following screen will display.



SUNGARD

Customer Information Systems

Home
Account Information
Email Us
Log Off

Print

"I agree to the terms and conditions outlined herein. I hereby authorize[City/Agency name] to charge the indicated electronic check for services provided. I agree that this is a Periodic charge that will be made according to my billing cycle, and in order to terminate the recurring billing process I must either terminate the account or submit in writing my request to terminate recurring electronic check authorizations.

I agree not to dispute[City/Agency name] recurring billing with my electronic check issuer as long as the amount in question was for services rendered.

I guarantee and warrant that I am legal account holder for this electronic check, and that I am legally authorized to enter into this recurring billing agreement with [City/Agency name]"

☒ Accept

OK Cancel

The text on this screen can be modified in the CX.cfg file. The settings in the CX.cfg file that can be changed are:

Text.AutoPayTermsACH.Message= For E-check Auto Pay enrollment

The citizen has the option to print the message by clicking on the 'Print' button in the upper right-hand corner of the screen. The 'Accept' checkbox must be checked to continue with the enrollment process.

Click2GovCX AutoPay Process#

The citizen will click on 'OK' when completing this screen to display the following screen.

The screenshot shows a web interface with a black header containing the 'SUNGARD' logo. Below the header is a blue navigation bar with links: Home, Account Information, Email Us, and Log Off. The main content area has a title 'Customer Information Systems' in blue. Below the title, a message states: 'The following accounts were successfully enrolled.' followed by a bulleted list: '• 319-211'. At the bottom center, there is an 'OK' button.

Click on OK to display the following screen reviewing the checking account information.

The screenshot shows a web interface with a black header containing the 'SUNGARD' logo. Below the header is a blue navigation bar with links: Home, Account Information, Email Us, and Log Off. The main content area has a title 'Customer Information Systems' in blue. Below the title, the section 'Confirm ACH Information:' is displayed, followed by the instruction 'Press Continue to Confirm.' Below this, a table lists account details:

Account Type	Checking
Routing Number	111000025
Bank	SOME BANK
Account Number	*1480
Draft Day	1

At the bottom right, there are three buttons: 'Continue', 'Edit', and 'Cancel'.

Click on OK to return to the Account Information Screen.

Click2GovCX AutoPay Process#

Credit Card Auto Pay Enrollment

The following screen will display if the citizen select 'Other CC'. The citizen must enter the information from the credit in the following fields.

SUNGARD®
HTE INC.

Customer Information Systems

[Home](#)
[Account Information](#)
[Email Us](#)
[Log Off](#)

Credit Card Information:
Please select your desired draft day.

Card Type
Visa *
Card Number
1111111111111111 *
Expiration
January 2010 *
First Name
Click *
MI
T
Last Name
Gov *
Billing Address
8320 Business Center Drive *

City
Lake Mary *
State
FLORIDA *
Zip Code
85284 *
Draft Day
15 *
* indicates required information

Continue Cancel

When the credit card information has been entered, click on 'Continue'.

Click2GovCX AutoPay Process#

The following screen will display allowing the citizen to review the information that has been entered.

The screenshot displays the SUNGARD HTE INC. Customer Information Systems interface. On the left is a navigation menu with links: Home, Account Information, Email Us, and Log Off. The main content area is titled 'Confirm Credit Card Information:' and includes the instruction 'Press Continue to Confirm.' Below this, a table lists the credit card details:

Card Type	Visa
Card Number	*1111
Expiration Date	01/2010
Name	Click T Gov
Billing Address	8320 Business Center Drive Lake Mary, FL 85284
Draft Day	15

At the bottom right of the form are three buttons: 'Continue', 'Edit', and 'Cancel'.

If the information is incorrect, the citizen may click on the 'Edit' button to redisplay the screen to correct their information. If the citizen changes their mind, they can click on 'Cancel' exit the process. Otherwise, to continue with the Auto Pay Enrollment process, click on the 'Continue' button.

Click2GovCX AutoPay Process#

The following screen will display.

The screenshot shows the SUNGARD HTE INC. logo on the left. A navigation menu includes links for Home, Account Information, Email Us, and Log Off. The main heading is "Customer Information Systems". A "Print" button is in the top right. The central text contains three paragraphs of terms and conditions regarding credit card authorization. At the bottom, there is an "Accept" checkbox and "OK" and "Cancel" buttons.

SUNGARD®
HTE INC.

[Home](#)
[Account Information](#)
[Email Us](#)
[Log Off](#)

Customer Information Systems

[Print](#)

"I agree to the terms and conditions outlined herein. I hereby authorize [City/Agency name] to charge the indicated credit card for services provided. I agree that this is a Periodic charge that will be made according to my billing cycle, and in order to terminate the recurring billing process I must either terminate the account or submit in writing my request to terminate recurring credit card authorizations.

I agree not to dispute [City/Agency name] recurring billing with my credit card issuer as long as the amount in question was for services rendered.

I guarantee and warrant that I am legal card holder for this credit card, and that I am legally authorized to enter into this recurring billing agreement with [City/Agency name]"

☐ Accept

[OK](#) [Cancel](#)

The text on this screen can be modified in the CX.cfg file. The settings in the CX.cfg file that can be changed are:

Text.AutoPayTermsCC.Message= For Credit Card Auto Pay enrollment

The citizen has the option to print the message by clicking on the 'Print' button in the upper right-hand corner of the screen. The 'Accept' checkbox must be checked to continue with the enrollment process. The citizen will click on 'OK' when completing this screen to display the following screen.

The screenshot shows the SUNGARD HTE INC. logo on the left. A navigation menu includes links for Home, Account Information, Email Us, and Log Off. The main heading is "Customer Information Systems". The central text states "The following accounts were successfully enrolled." followed by a bulleted list containing "319-211". An "OK" button is at the bottom.

SUNGARD®
HTE INC.

[Home](#)
[Account Information](#)
[Email Us](#)
[Log Off](#)

Customer Information Systems

The following accounts were successfully enrolled.

- 319-211

[OK](#)

Click2GovCX AutoPay Process#

Click on the 'OK' button to continue with the enrollment process. The following screen will display.

SUNGARD®
HTE INC.

[Home](#)
[Account Information](#)
[Modify Enrollment](#)
[Disable](#)
[Switch to ACH](#)
[Email Us](#)
[Log Off](#)

Customer Information Systems

Credit Card Information:

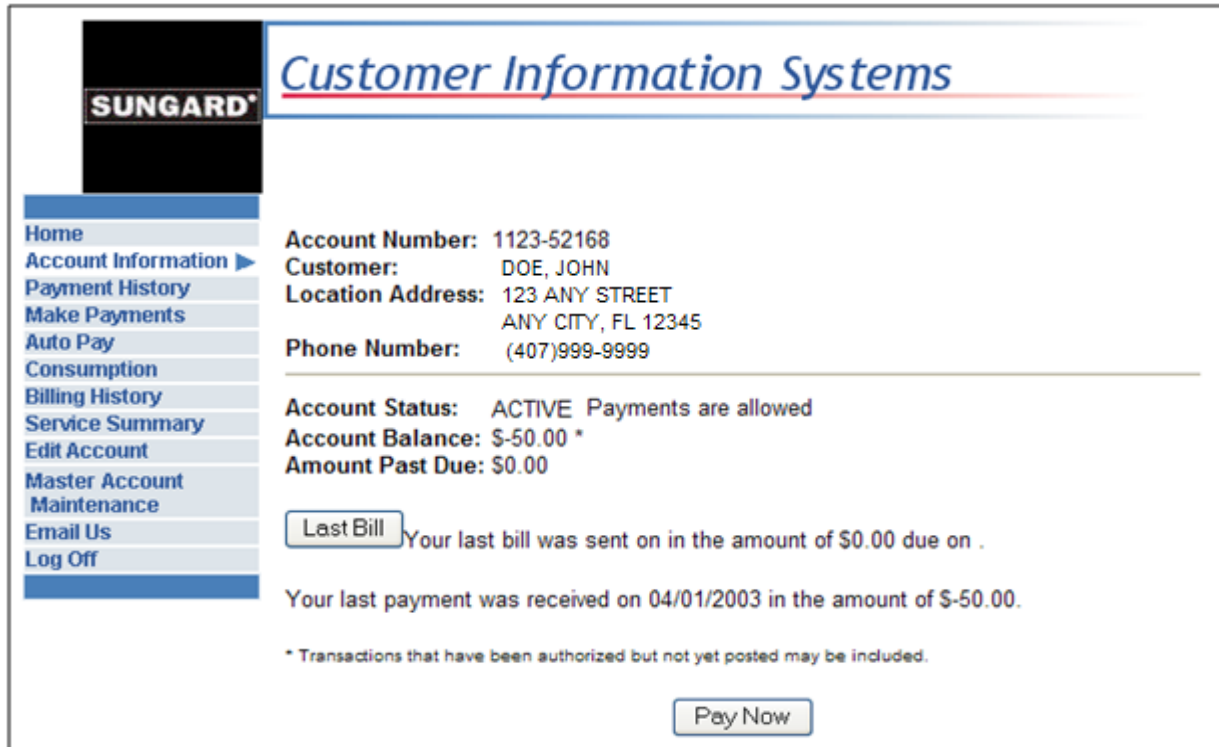
Card Type	Visa
Card Number	*1111
Expiration Date	01/2010
Name	Click T Gov
Billing Address	8320 Business Center Drive Lake Mary, FL 85284

OK

Click2GovCX AutoPay Process#

Modifying the Auto Pay Enrollment

The citizen will log into their account as normal. From the Account Information page below, click on 'Auto Pay'.



SUNGARD *Customer Information Systems*

- Home
- Account Information ►
- Payment History
- Make Payments
- Auto Pay
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Email Us
- Log Off

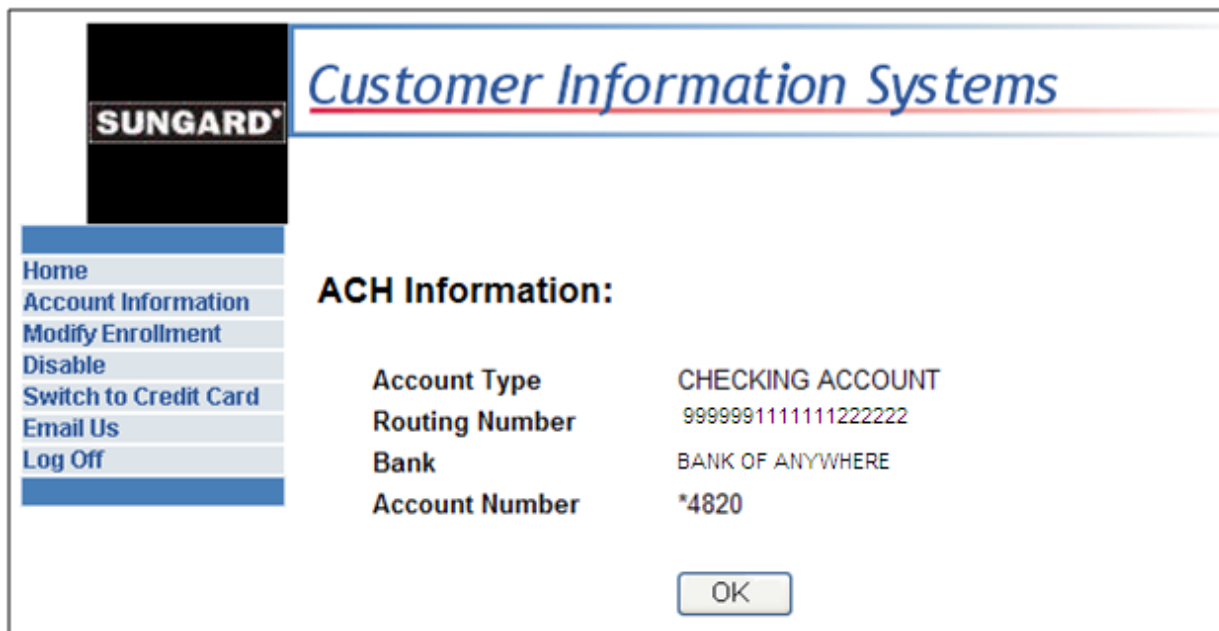
Account Number: 1123-52168
Customer: DOE, JOHN
Location Address: 123 ANY STREET
ANY CITY, FL 12345
Phone Number: (407)999-9999

Account Status: ACTIVE Payments are allowed
Account Balance: \$-50.00 *
Amount Past Due: \$0.00

Your last bill was sent on in the amount of \$0.00 due on .
Your last payment was received on 04/01/2003 in the amount of \$-50.00.

* Transactions that have been authorized but not yet posted may be included.

The citizen clicks on the 'Auto Pay' button; the following screen will display reflecting how the citizen is currently enrolled in Auto Pay.



SUNGARD *Customer Information Systems*

- Home
- Account Information
- Modify Enrollment
- Disable
- Switch to Credit Card
- Email Us
- Log Off

ACH Information:

Account Type	CHECKING ACCOUNT
Routing Number	999999111111222222
Bank	BANK OF ANYWHERE
Account Number	*4820

If you click on 'OK', the Account Information page will redisplay.

Click2GovCX AutoPay Process#

Modify Enrollment

The 'Modify Enrollment' allows the citizen to change the checking account or the Draft Day. The following screen will display when you click on the 'Modify Enrollment' button.

SUNGARD *Customer Information Systems*

Home
Account Information
Email Us
Log Off

Edit ACH Information:

Account Type: -

Routing Number: -

Bank:

Account Number:

Draft Day: -

* indicates required information

Once the changes are made, the citizen will click on 'Save'. The modify enrollment function will only allow you to do the following. When you click on 'Save', the following screen will display.

SUNGARD *Customer Information Systems*

Home
Account Information
Email Us
Log Off

Confirm ACH Information:
Press Continue to Confirm.

Account Type: Checking

Routing Number: 111000025

Bank: BANK OF SOMEWHERE

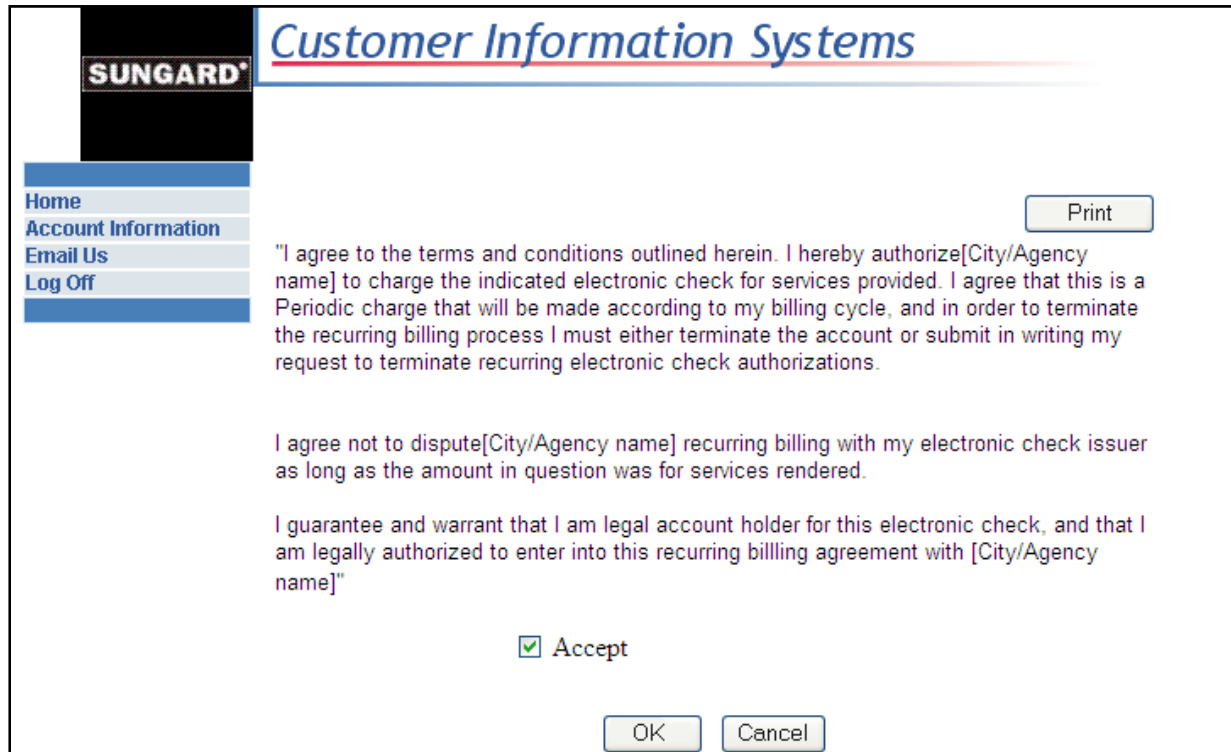
Account Number: *9999

Draft Day: 1

Click2GovCX AutoPay Process#

If enrolled using a checking account, the checking account information can be changed. If enrolled using a credit card, the credit card information can be changed. This function is not used to check enrollment from checking account to credit card or vice versa.

To continue with modify enrollment process, click on 'Continue' to display the following screen.



The screenshot shows the SUNGARD Customer Information Systems interface. On the left is a navigation menu with links: Home, Account Information, Email Us, and Log Off. The main content area displays the following text:

SUNGARD* *Customer Information Systems*

[Print](#)

"I agree to the terms and conditions outlined herein. I hereby authorize [City/Agency name] to charge the indicated electronic check for services provided. I agree that this is a Periodic charge that will be made according to my billing cycle, and in order to terminate the recurring billing process I must either terminate the account or submit in writing my request to terminate recurring electronic check authorizations.

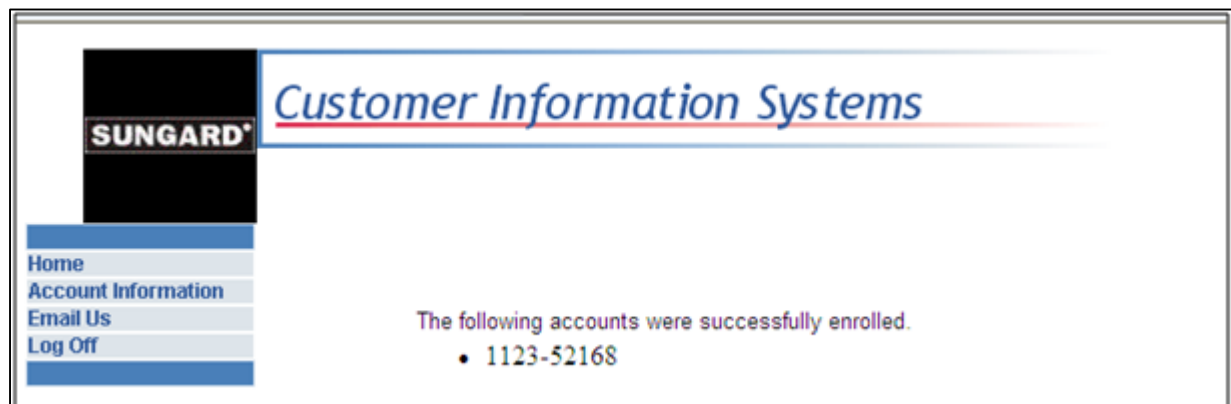
I agree not to dispute [City/Agency name] recurring billing with my electronic check issuer as long as the amount in question was for services rendered.

I guarantee and warrant that I am legal account holder for this electronic check, and that I am legally authorized to enter into this recurring billing agreement with [City/Agency name]"

☒ Accept

[OK](#) [Cancel](#)

Click on 'Accept' and click on 'OK' to display the following verification page.



The screenshot shows the SUNGARD Customer Information Systems interface after successful enrollment. The navigation menu on the left remains the same. The main content area displays the following text:

SUNGARD* *Customer Information Systems*

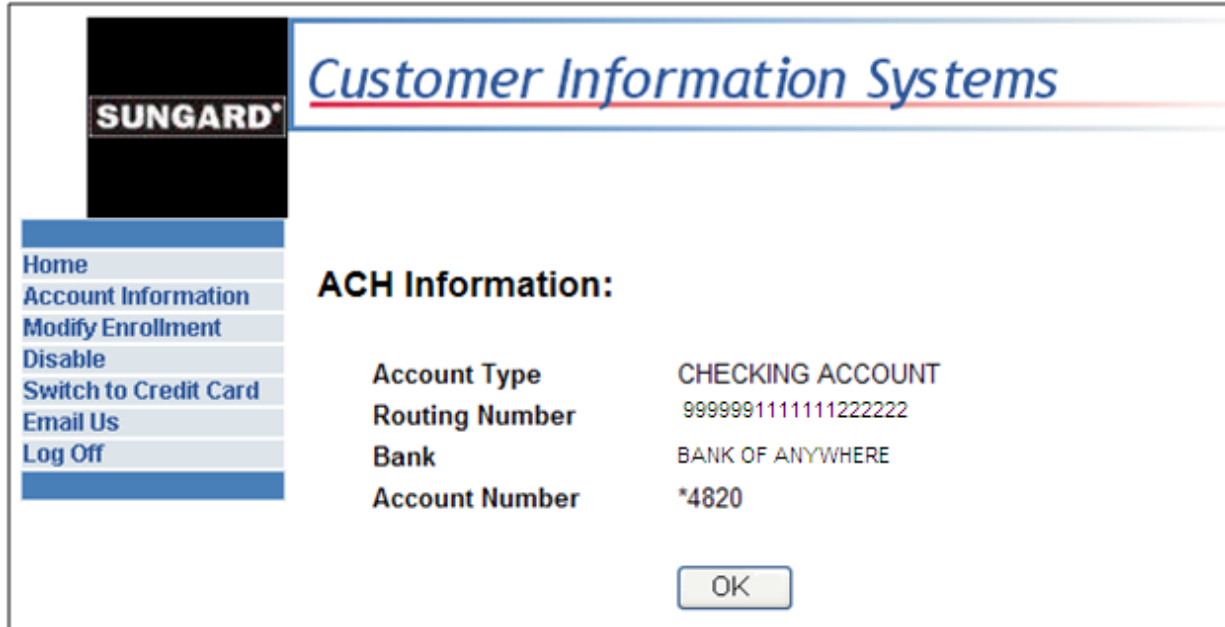
The following accounts were successfully enrolled.

- 1123-52168

Click2GovCX AutoPay Process#

Disable

If the citizen no longer wants to have their account enrolled in 'Auto Pay', they can disable their account from the website. The following page will display when the 'AutoPay' button is selected from the Account Information page. This displays how the citizen is currently enrolled.

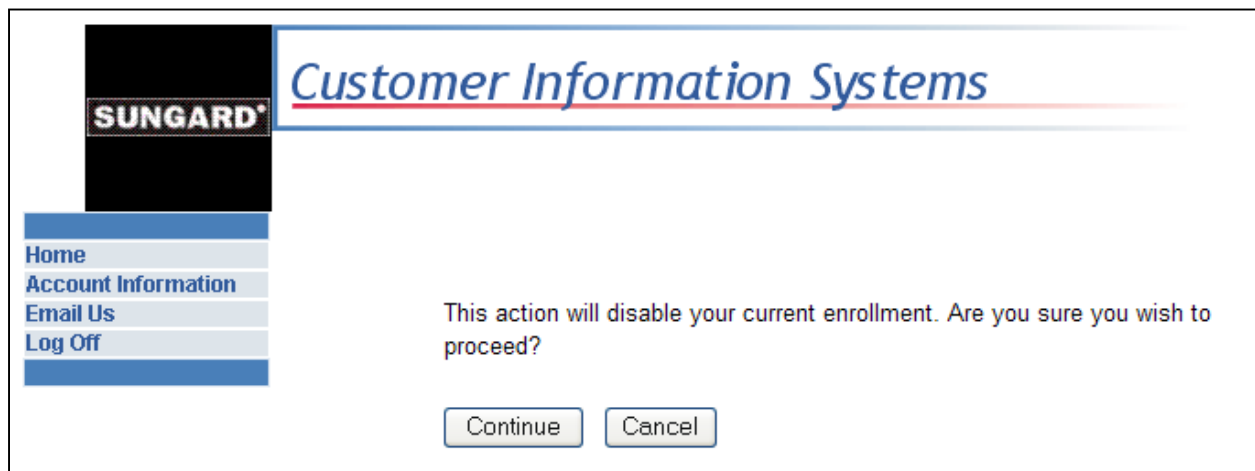


The screenshot shows the 'Customer Information Systems' interface. On the left is a navigation menu with the SUNGARD logo at the top, followed by links: Home, Account Information, Modify Enrollment, Disable, Switch to Credit Card, Email Us, and Log Off. The 'Disable' link is highlighted. The main content area is titled 'ACH Information:' and displays the following details:

Account Type	CHECKING ACCOUNT
Routing Number	999999111111222222
Bank	BANK OF ANYWHERE
Account Number	*4820

An 'OK' button is located at the bottom right of the ACH information section.

Click on the 'Disable' button to display the following screen.



The screenshot shows the 'Customer Information Systems' interface with the 'Disable' link highlighted in the navigation menu. The main content area displays a confirmation message:

This action will disable your current enrollment. Are you sure you wish to proceed?

Below the message are two buttons: 'Continue' and 'Cancel'.

If the citizen changes their mind, they can click on 'Cancel' to display the following screen.

Click2GovCX AutoPay Process#

If citizen wants to continue with the unenrollment process, click on 'Continue' to display the following screen.

SUNGARD®
HTE INC.

Customer Information Systems

Home
Account Information
Email Us
Log Off

Your recurring payment configuration has been successfully disabled.

OK

Click on 'OK' to display the following screen to verify the process is complete.

SUNGARD®

Customer Information Systems

Home
Account Information
Enroll
Email Us
Log Off

Your account is Currently Not Enrolled.
To enroll click on *Enroll* from the menu.

Cancel

When the citizen clicks on the 'Cancel' button, the Account Information page will display.

SUNGARD®

Customer Information Systems

Home
Account Information ►
Payment History
Make Payments
Auto Pay
Consumption
Billing History
Service Summary
Edit Account
Master Account
Maintenance
Email Us
Log Off

Account Number: 319-211
Customer: ABC CORP
Location Address: 123 MAIN STREET
SOME CITY, FL 12345
Phone Number: (407)123-1234

Account Status: ACTIVE Payments are allowed
Account Balance: \$6,009.00 *
Amount Past Due: \$6,009.00

Last Bill Your last bill was sent on 02/24/2004 in the amount of \$627.10 due on 03/10/2004.

Your last payment was received on 04/24/2009 in the amount of \$-2.38.

* Transactions that have been authorized but not yet posted may be included.

Pay Now

Click2GovCX AutoPay Process#

Switch to ACH or to Credit Card

The switch function allows a citizen to change their Auto Pay from an ACH enrollment to a Credit Card enrollment or vice versa. One of the following screens will display when the 'AutoPay' button is selected from the Account Information page. The screen that displays will depend on how the citizen is currently enrolled in AutoPay, ACH or Credit Card.

SUNGARD® *Customer Information Systems*

ACH Information:

Account Type	CHECKING ACCOUNT
Routing Number	999999111111222222
Bank	BANK OF ANYWHERE
Account Number	*4820

OK

Menu: Home, Account Information, Modify Enrollment, Disable, Switch to Credit Card, Email Us, Log Off

SUNGARD® HTE INC. *Customer Information Systems*

Credit Card Information:

Card Type	Visa
Card Number	*1111
Expiration Date	01/2010
Name	Click T Gov
Billing Address	8320 Business Center Drive Lake Mary, FL 85284

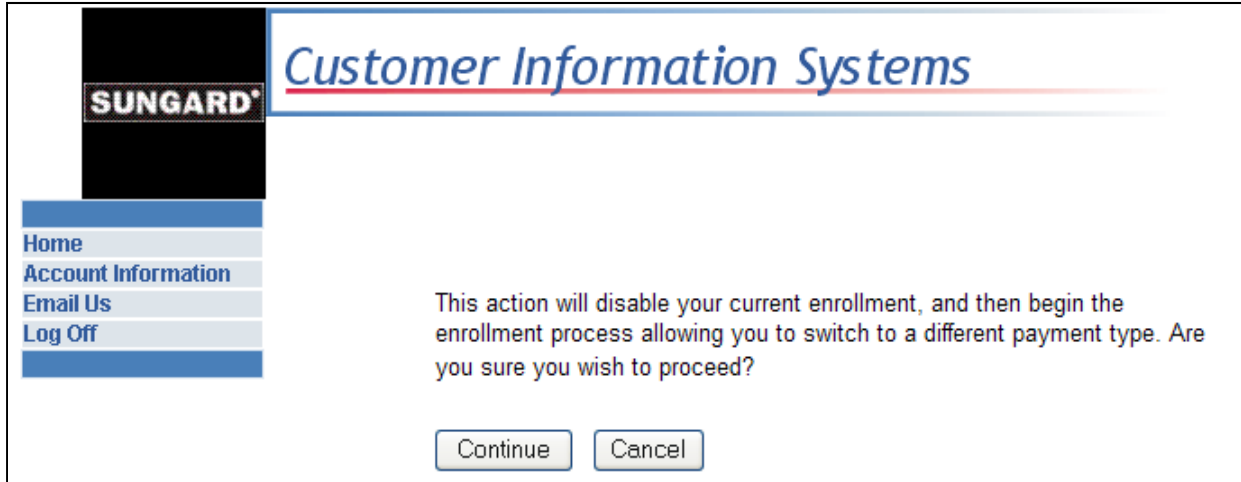
OK

Menu: Home, Account Information, Modify Enrollment, Disable, Switch to ACH, Email Us, Log Off

The button will reflect 'Switch to Credit Card' or 'Switch to ACH' depending on how the citizen is currently enrolled.

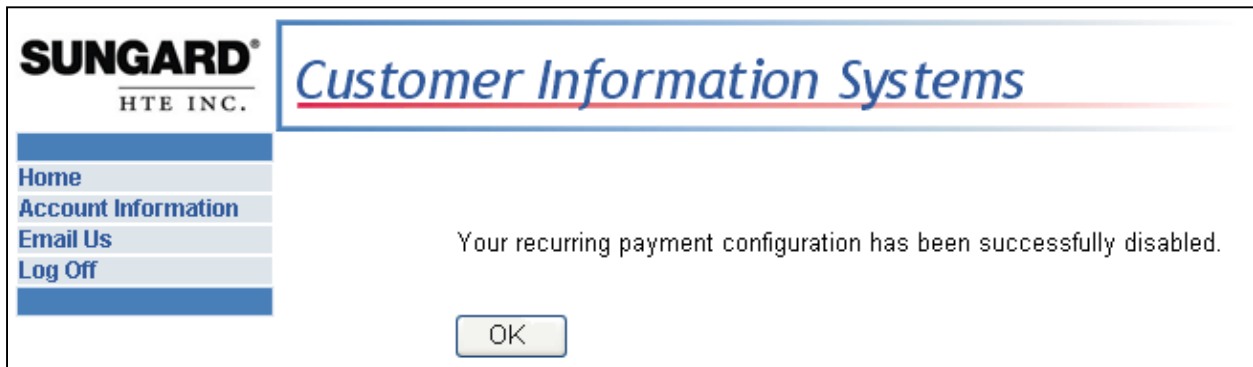
Click2GovCX AutoPay Process#

The following screen will display when the 'Switch to Button' is selected.



The screenshot shows the Sungard Customer Information Systems interface. On the left is a navigation menu with the following items: Home, Account Information, Email Us, and Log Off. The main content area displays the text: "This action will disable your current enrollment, and then begin the enrollment process allowing you to switch to a different payment type. Are you sure you wish to proceed?". Below this text are two buttons: "Continue" and "Cancel".

If the citizen wants to continue with the process, click on 'Continue'. The following screen will display verifying the recurring payment has been disabled.



The screenshot shows the Sungard Customer Information Systems interface. On the left is a navigation menu with the following items: Home, Account Information, Email Us, and Log Off. The main content area displays the text: "Your recurring payment configuration has been successfully disabled.". Below this text is a single button: "OK".