



HOW TO SIGN UP FOR AUTOPAY

AutoPay Setup (Step by Step with Screenshot)

***Important:** Residents must pay their current balance on the account to avoid getting a late fee. AutoPay will not start until the billing period on the next invoice.

1. Go to mucpayments.com and sign in to online account
2. Click on **My Account** on the top right side of the online account

Amount	Current Balance
\$0.00	(\$316.96)
(\$50.00)	(\$316.96)

3. From My Account, on the left-hand side there will be an option under “Payment Settings” labeled **AutoPay**. Click on this.

My Account

About Me

- User Login
- Phone
- Email

Payment Settings

- AutoPay
- Payment Methods

Bill Delivery

- eBill

Address

- View/Change Address

User Login Information

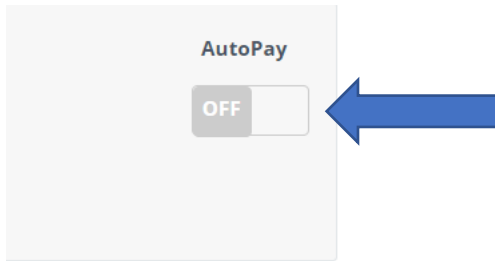
Username: laguon@multifamilyutility.com

Password: *****



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4. On the right-hand side of the AutoPay page, click on the switch to turn AutoPay in the “ON” position. Please see below:



5. This will bring up a screen that will show the payment options for AutoPay (ECheck or Credit/Debit Card). Select the payment you wish to add and fill out all the necessary fields:

AutoPay

AutoPay For:	Keylen Beltran
Account #:	1523224
For Service at:	999 Rubs San Diego , AL 91999
Current Balance:	(\$316.96)

[Add New Payment Method](#)

Choose a Payment Type:*

Credit/Debit Cards

ECheck

- a. For Credit/Debit Card:
 - Enter card number (do not include any spaces)
 - Select the expiration date (month/year)
 - Enter the three-digit security code on the back of the card
- b. For Echeck:
 - Enter bank name
 - Enter name on account
 - Select account type (Checking/Savings/Business Checking)
 - Enter bank routing number and account number
- c. Enter the first and last name as it appears on the card/account



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For services at:

Account Name: Keylen Beltran
Service Address: 999 Rubs
San Diego ,AL 91999
USA

Billing Address

First Name:*

Last Name:*

- d. Enter the billing address as it appears on the credit/debit card or echeck statement
- If the billing address is the same as service address, select **Use Service Address**
 - If the billing address differs from the service address, select **New Billing Address** and manually enter the address associated with the card.

New Billing Address Use Service Address

Street Address:*

City:*

Country

USA ▼

State

Alabama ▼

Zip Code:*

- e. The Contact Information (phone number, email, additional notes) is not, but it is recommended that you enter an email address so that you can receive notifications when the AutoPay processes or if it is declined.
6. After you have completed all the necessary fields, scroll to the bottom of the page and click **Continue**.

Email

lagoon@multifamilyutility.com

Additional Notes

CANCEL

CONTINUE



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7. You will then be brought to a page that will display the information you have just entered. Review the information to verify its accuracy. Click on the box below this section to save your payment information (if it is not already check-marked)

AutoPay

AutoPay For:	Keylen Beltran
Account #:	1523224
For Service at:	999 Rubs San Diego , AL 91999
Current Balance:	(\$316.96)

Billing Address (Information):	geoarge wallace 999 Rubs San Diego, Alabama 91999 USA
	laguon@multifamilyutility.com
Service Address (Information):	Keylen Beltran 999 Rubs San Diego , AL 91999 USA

Bank Name:	union bank
Name On Account:	geoarge Wallace
Account Type:	Checking
Bank Routing Number:	123456789
Your Account Number:	15156969
Notes:	

****IMPORTANT**:** • All payments submitted after 9:00PM PST will be applied to your utility account the following day • A late fee will be assessed to accounts not paid in full by the due date • For all E-CHECK payments your full name on the checking account is required • Your payment will not reflect on your account without a full name • Please contact Customer Service if your payment is not posting as banking rules have changed. MUC is not responsible for bank fees due to duplicate payments initiated by the resident. ****IMPORTANT****

By clicking the button below, I authorize my bank account information to be saved for future use.

8. At the bottom of the same page will be the **AutoPay Terms and Conditions**. Read the terms and conditions, which will contain information about the processing fees and a warning about an NSF fee for any payments that are returned or rejected. After reading the terms and conditions, click on the box at the bottom.



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AutoPay Terms and Conditions

By inputting my information, I authorize Multifamily Utility Company (MUC) & their financial institution to charge account listed for payment of my monthly bill. My account will be charged 5 days before the listed due date. MUC will charge a processing fee of 5% of the payment or a minimum of \$2.50 for credit cards or \$0.45 for eChecks per payment. I understand this authorization will remain in effect until I cancel the AutoPay enrollment. I certify that I am the authorized user of this credit/debit card or named on bank account & I will not dispute the payment with my credit card company or banking institution, so long as the transaction corresponds to the terms indicated. If any payment is returned/rejected a \$35 fee will be assessed. It is my responsibility to update any changes in my accounts. The current balance due will not be paid using AutoPay, only bills processed after your activation will process. The current balance must be paid with a one-time payment to avoid any fees.

Yes, I have read the above and want to activate AutoPay!

CANCEL

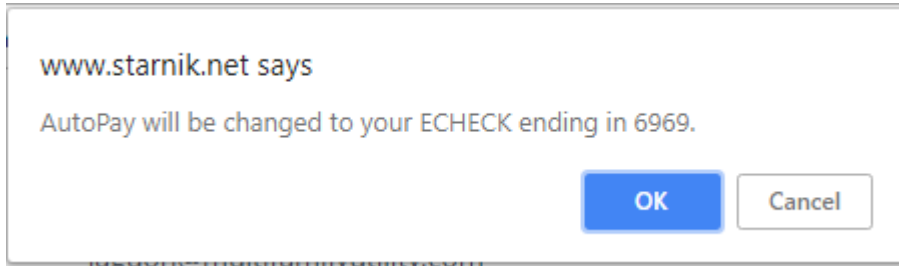
9. Clicking on the box will bring up a button labeled **ACCEPT AND ENALE AUTOPAY**.

Yes, I have read the above and want to activate AutoPay!

CANCEL

ACCEPT AND ENABLE AUTOPAY

10. This will bring up a prompt informing you that the account will be set up for AutoPay with the payment method that was entered. Click OK to activate the AutoPay.



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