



MANHEIM BOROUGH

15 EAST HIGH STREET
MANHEIM, PA 17545

January, 2022

Welcome to the Borough's new trash billing system. You will now have additional options to pay your bills and will also have immediate access to your account details. We hope this new system will make this process more efficient and user-friendly for all of our residents and businesses.

First, a few notes on the new billing format:

The bill shows any previous balance you may have on your account along with prior payments. It also shows the "Current Period Charges" due for the current trash billing period (01/01/2022 – 06/30/2022). The "Total Due" shown is the sum of past dues amounts, if any, and the current period charges. If you are up to date, the "Total Due" will be the same as the "Current Period Charges" - \$114. **Please be sure to pay the amount labelled as "Total Due".**

Because of some delays in getting the prior data transferred and the new system tested and implemented, the due date to avoid any late penalties has been extended to **February 28th for this bill.**

Please be assured that you may continue to pay bills as you have done in the past. Now, however, you will also have the option of paying directly within the new online portal for your account as well as an option to set up automatic payments.

IMPORTANT! To pay by eCheck and avoid the convenience fee associated with paying by credit card, you will need to create your account in the portal. The only option to pay online without setting up your account in the online portal is credit card.

The instructions for setting up and accessing the portal are as follows:

Step 1: Go to <https://manheimborough.secure.munibilling.com>

Step 2: Select **"Create New Account"**

Step 3: Enter Account Number (#####) – **This is shown on both the upper and lower portions of your bill.**

Enter Access Code (#####) – **This is shown at the bottom of your bill**

Enter an Email Address

Confirm Email Address

Step 4: Check your email for email from munibilling, and **"confirm"**

Step 5: Create a username and password

Step 6: Log into your new customer portal

The portal landing page contains information about the status of your account and payment options. Please consider taking advantage of setting up automatic payments.

You will also be able to choose how you would like to receive future bills – mail, email, or both.

This is a new system, so we understand that you may have some questions. Please do not hesitate to call the office and we will be sure to get the answers you need.