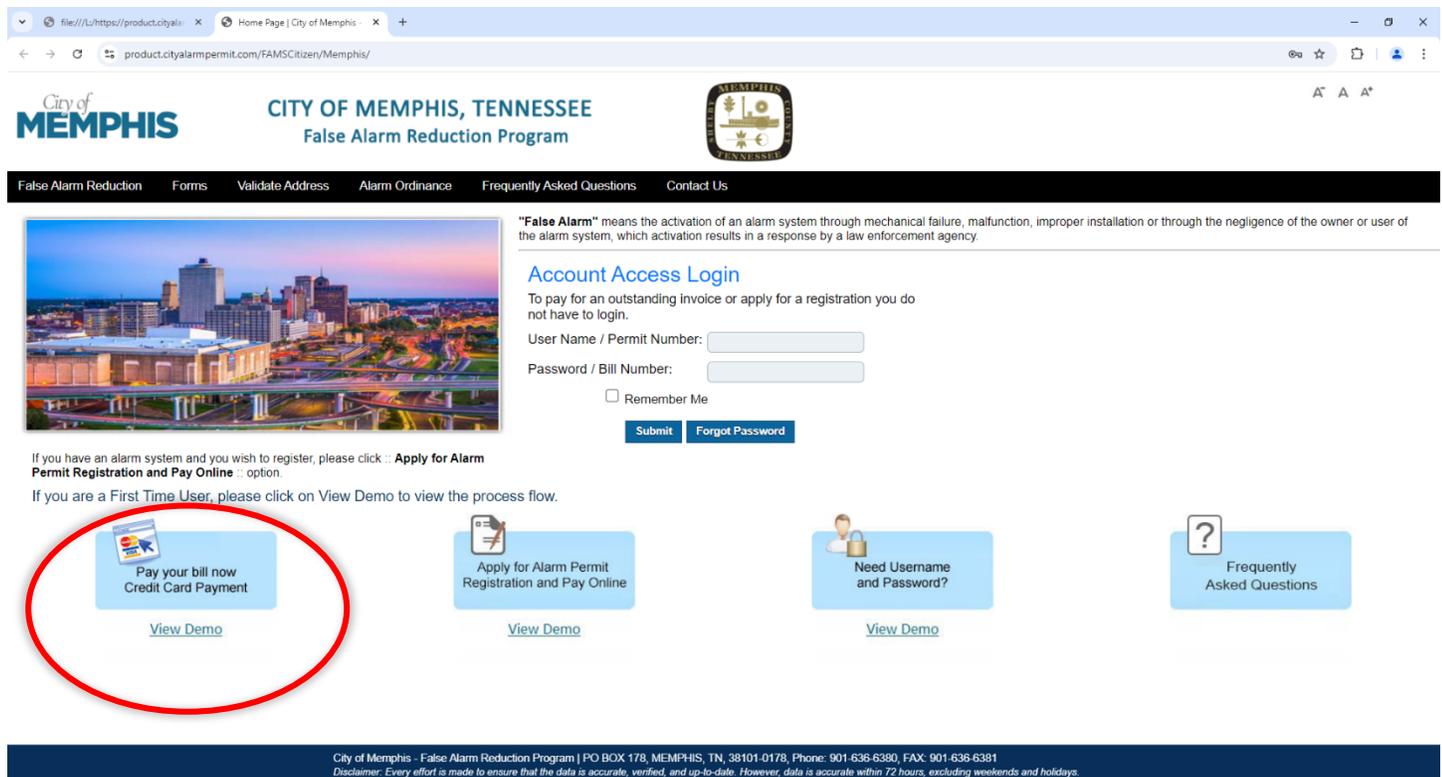


CoM False Alarm Management System Citizen Portal: Payment Instructions

Step 1. Online Payments

Navigate to [City of Memphis FAMS Citizen Portal](#). Online Payments can be made from the Citizen False Alarm Reduction Program homepage without registering or logging into an account. Payments can be made after logging into a registered account. If the account is registered, view the online payment history and invoices from the account menu. See *CoM False Alarm Management System Citizen Portal: Login Instructions* and *CoM False Alarm Management System Citizen Portal: Registration Instructions*.

Pay from Homepage



City of Memphis
MEMPHIS

CITY OF MEMPHIS, TENNESSEE
False Alarm Reduction Program

False Alarm Reduction Forms Validate Address Alarm Ordinance Frequently Asked Questions Contact Us

"False Alarm" means the activation of an alarm system through mechanical failure, malfunction, improper installation or through the negligence of the owner or user of the alarm system, which activation results in a response by a law enforcement agency.

[Account Access Login](#)
To pay for an outstanding invoice or apply for a registration you do not have to login.

User Name / Permit Number:

Password / Bill Number:

Remember Me

[Submit](#) [Forgot Password](#)

If you have an alarm system and you wish to register, please click on: **Apply for Alarm Permit Registration and Pay Online** option.

If you are a **First Time User**, please click on **View Demo** to view the process flow.

[Pay your bill now Credit Card Payment](#)
[View Demo](#)

[Apply for Alarm Permit Registration and Pay Online](#)
[View Demo](#)

[Need Username and Password?](#)
[View Demo](#)

[Frequently Asked Questions](#)

City of Memphis - False Alarm Reduction Program | PO BOX 178, MEMPHIS, TN, 38101-0178, Phone: 901-636-6380, FAX: 901-636-6381
Disclaimer: Every effort is made to ensure that the data is accurate, verified, and up-to-date. However, data is accurate within 72 hours, excluding weekends and holidays.

1.a. View Demo

If you have never paid online, click [View Demo](#) under Pay your bill now Credit Card Payment to watch a brief video with instructions.

View Demo

Alarm Program

False Alarm Reduction Forms Alarm Bylaw Frequently Asked Questions Contact Us

"False Alarm" means a signal from an alarm system that results in a request to the City Police Service to attend at a premises but where investigation, law enforcement or other emergency services customarily provided by the City Police Service are not required.

Account Access Login

To pay for an outstanding invoice or apply for a registration you do not have to login.

User Name:

Password:

Remember Me

If you have an alarm system and you wish to register, please click :: **Apply for Alarm Permit Registration and Pay Online** :: option.

If you are a First Time User, please click on View Demo to view the process flow.

[View Demo](#)

Welcome to the false alarm management system demonstration for the bill payment process

00:02 00:35

1.b. Pay Your Bill Now from the Homepage

Click Pay your bill now Credit Card Payment to pay your bill online from the homepage.

Pay Your Bill Now Credit Card Payment

Home Page | City of Memphis - x +

product.cityalarmpermit.com/FAMSCitizen/Memphis/

"False Alarm" means the activation of an alarm system through mechanical failure, malfunction, improper installation or through the negligence of the owner or user of the alarm system, which activation results in a response by a law enforcement agency.

Account Access Login

To pay for an outstanding invoice or apply for a registration you do not have to login.

User Name / Permit Number:

Password / Bill Number:

Remember Me

If you have an alarm system and you wish to register, please click :: **Apply for Alarm Permit Registration and Pay Online** :: option.

If you are a First Time User, please click on View Demo to view the process flow.

[View Demo](#) [View Demo](#) [View Demo](#)

City of Memphis - False Alarm Reduction Program | PO BOX 178, MEMPHIS, TN, 38101-0178, Phone: 901-636-6380, FAX: 901-636-6381
Disclaimer: Every effort is made to ensure that the data is accurate, verified, and up-to-date. However, data is accurate within 72 hours, excluding weekends and holidays.

1.c. Provide Account & Invoice Number

Type the Account/Permit Number into the field. Type the Invoice Number into the field. Click Continue. *Note: If the oldest outstanding invoice is pending, the payment will be applied to that invoice first.

Pay Invoice Step 1

PAY INVOICE

Step 1: Provide Account & Invoice Number | Step 2: Add more invoices & Proceed to Pay | Step 3: Payment Confirmation

Account Number (Permit Number): 500003

Invoice Number: 4823132

Continue

Note: If the oldest outstanding invoice is pending, the payment will be applied to that invoice first.

1.d. Add More Invoices & Proceed to Pay

The invoice is shown in Step 2. Click Continue Payment.

Invoice

CONFIRM PAYMENT

Step 1: Provide Account & Invoice Number | Step 2: Add more invoices & Proceed to Pay | Step 3: Payment Confirmation

Account Number: 500003 | Registrant Name: PM AM TEST PERMIT R

Invoice No.	Invoice Date	O/S Amount	Payment
<input checked="" type="checkbox"/> 4823132	9/25/2024	\$ 150.00	\$ 150.00

Total (\$): 150.00

Amount to be paid (\$): 150.00

Continue Payment

1.e. Enter Account Information: Email Address

Enter your account's email address and re-enter it to confirm.

Account Email Address

Account Information: One Time x +

secure1.paymentus.com/rotp/MEMA?header.amount=150.00&header.accountNumber=500003

One Time Payment Account Information

Enter Account Information

All fields are required unless labeled as optional.

Payment Type

Payment on Account

Please enter your account number.

Account Number

500003

Email

Enter email address

Re-Enter email

Re-enter email address

Continue

Where is my Account Number ?

00000-0000
02/28/2020
Statement

Paymentus

© Paymentus Corp. All Rights Reserved

[Privacy Notice](#) [Privacy Notice to California Residents](#) [Website Conditions of Use](#) [Payment Authorization Terms](#)

1.f. Payment Method and Information

Enter your payment information. Note: Enter the nine-digit ZIP Code without a dash. If you enter the ZIP Code with a dash, as shown below, you will be prompted to remove it.

Enter Payment Information: Name, Phone, ZIP Code

Enter Payment Information

All fields are required unless labeled as optional.

First Name Middle Name (Optional)

Jane

Last Name Daytime Phone Number

Doe 9015550000

ZIP Code:

38111-4334

Pay this Amount \$ 150.00

Payment Method

VISA Mastercard DISCOVER Credit Card

VISA Mastercard Debit Card

eCheck / Bank Account

PayPal

PayPal Credit

Venmo

< Back You will continue under the PayPal Terms and Conditions.

Enter your payment information by choosing a payment method. You can use a credit card, debit card, eCheck/Bank Account, PayPal, PayPal Credit, or Venmo. Click the bubble next to your preferred payment method. Enter One-time Payment Information.

Any payment method selected expands to the details that must be entered. For example, if you click the credit card option, the window expands to show each field required to pay with a credit card. Enter the Card Number, the CW number, the expiry month, the expiry year (use dropdown menus), and the cardholder's name.

Enter Credit Card Information

Pay this Amount \$ 150.00

Payment Method

VISA Mastercard DISCOVER Credit Card

Card Number CVV

Expiry Month Expiry Year

Card Holder Name

VISA Mastercard Debit Card

eCheck / Bank Account

PayPal

1.g. Authorize and Pay

Review the Confirm Payment information to ensure accuracy. Check the box to authorize the payment. Click Pay [USD amount]

Payment Confirmation

Confirm Payment

Payment Method VISA *****1111

Payment Date Now (09/30/2024)

Payment Amount \$150.00 + Paymentus Fee \$3.98 = Total Amount \$153.98

authorize and agree per Payment Authorization Terms.

By clicking the PAY button, you agree to the service fee charged by Paymentus to be added to this payment.

Click the PAY button to complete your payment.

< Back **Pay \$153.98**

Paymentus

© Paymentus Corp. All Rights Reserved
[Privacy Notice](#) [Privacy Notice to California Residents](#) [Website Conditions of Use](#) [Payment Authorization Terms](#)

1.h. Payment Receipt and Email

The Payment Receipt pops up with the options to Print, Make Another Payment, and go Back to Home. You will also receive payment confirmation in an email from BillPay@Paymentus.com.

Payment Receipt

 Payment Receipt

Your payment has been accepted

Confirmation #	112080548
Payment Type	Payment on Account
Account #	500003
Status	ACCEPTED
Payment Date	Sep 30, 2024 – 10:58:51 AM
Payment Method	Visa *****1111
Payment Amount	\$150.00
Service Fee	\$3.98
Total Amount Charged	\$153.98

[Print](#) [Make Another Payment](#) [Back to home](#)

Paymentus

© Paymentus Corp, All Rights Reserved

[Privacy Notice](#) [Privacy Notice to California Residents](#) [Website Conditions of Use](#)
[Payment Authorization Terms](#)

Step 2. Login to Registered Account to Pay and View Past Payments and Invoices

Payments can be made after logging into a registered account. If the account is registered, you can view your online payment history and invoices. See *CoM False Alarm Management System: Citizen Portal Login Instructions* and *CoM False Alarm Management System: Citizen Portal Registration Instructions*.

2.a. Login to Registered Account to Pay

Log in to the home page. Click Invoice in the left-hand side menu. View your invoice(s) and click Pay Now.

Invoices

- Registration
- Incidents
- Payments
- Invoices**
- Change Password
- Alarm Ordinance
- Logout

 INVOICE

Account Number:	500003	Registrant Name:	PM AM TEST PERMIT R
Street Address:	100 TEST ST A		
Invoice Number:	4823132		
Invoice date:	9/25/2024		
Invoice Amount:	\$ 150	Pay Now	
O/S Amount:	\$ 150		
Invoice due date:	10/25/2024		

Payment Awaited ! No Reminders Received

Invoice Number:	4823131
Invoice date:	9/25/2024
Invoice Amount:	\$ 10
O/S Amount:	\$ 0
Invoice due date:	7/31/2025

Receipt date: 9/25/2024
Receipt Amount: \$ 10
Paid By: Cash

2.b. View Payment and Proceed to Pay

View the Payment you are making. Click Continue Payment.

Continue Payment

CONFIRM PAYMENT

Step 1: Provide Account & Invoice Number | **Step 2: Add more invoices & Proceed to Pay** | Step 3: Payment Confirmation

Account Number: 500003 Registrant Name: PM AM TEST PERMIT R

Invoice No.	Invoice Date	O/S Amount	Payment
<input checked="" type="checkbox"/> 4823132	9/25/2024	\$ 150.00	\$ 150.00

Total (\$):

Amount to be paid (\$):

[Continue Payment](#)

2.c. Continue Payment

Repeat steps 1.c. through 1.h. to complete your payment, receive the payment receipt, and receive Paymentus email confirmation.

2.d. View Payments

Click on Payments in the left-hand menu to view payments made.

Payments

PAYMENTS

Account Number: 500003 Alarm Name: PM AM TEST PERMIT R

Street Address: 100 TEST STA

Receipt Date	Receipt Amount	Payment Mode	Invoice Number	Invoice Amount
09/25/2024	\$ 10	Cash	4823131	\$ 10

City of Memphis - False Alarm Reduction Program | PO BOX 178, MEMPHIS, TN, 38101-0178, Phone: 901-436-6390, FAX: 901-636-4631
Disclaimer: Every effort is made to ensure that the data is accurate, verified, and up-to-date. However, data is accurate within 72 hours, excluding we