1 Click the **General Billing** button in the left banner.

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	Welcome to Citizen Self Service
Home	Announcements
Citizen Self Service	Welcome to the City of Naperville Munis Citizen Self Service (CSS) Portal. Please use this portal to view and pay general (non-utility) bills and to purchase garbage and/or recycling carts from the City of Naperville.
General Billing	This portal cannot be used to view or pay utility bills. If you would like to pay a utility bill, please click the following link: Pay A Utility Bill
	If you have questions about a bill or how to use the portal, please contact the City of Naperville Finance Department at (630) 420-6059 or via email at css@naperville.il.us.
Other Services	The Finance Department call center (630-420-6059) is open:
	Monday, Tuesday, Thursday and Friday from 7:30 am to 5:00 pm Wednesday from 10:00 am to 2:00 pm.
	If you send an email to css@naperville.il.us, the email will be converted to a request in the City's Help Center and will be responded to by a Finance staff member within two (2) business days.
	Profile Information
	Profile information not found.

2 Click the Accounts button under General Billing.

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Citizen Self Service	General Billing Customer Search
General Billing Accounts Contact Us	To search for your account, please enter your Customer ID and the Bill (Invoice) Number from one of your bills. Click the Resources icon in the upper right corner to view an example bill and locate your Customer ID and Bill Number. Customer Number *
Other Services	Bill number *

3 Find the Customer ID you want to view and click the blue **Manage Bills** link.

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Citizen Self Service	General Billing Linked Accounts				
General Billing	Select from your linked accounts				
Accounts	Link to Account				
Contact Us	Customer ID	Customer Name Location		lanage	
Other Services			3	<u>tanage Bills</u>	

The system will automatically check the Pay boxes for bills that have unpaid balances. Identify which bill(s) you want to pay and check/uncheck the associated box(es).

5Click the **Add to Cart** button.

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Citizen Self Service	Gener Manage	al Billing Bills							
General Billing	Customer	name	and the second second						
Accounts	Address		and them a series						
Contact Us	Customer	number	1000						
Manage Bills	2 Bill(s) for	und						bill years 2	2018 to 2026 only
	Pay	<u>Bill Number</u>	<u>Bill Type</u>	Pay By	Total Unpaid	Balance Due	Details		
Customer Information		5298	CLAIMS	7/2/2021	\$250.00	\$250.00	Details		
Other Services		25	CLAIMS	7/2/2021	\$250.00	\$250.00 *	Details		
	As of Date		6/15/2021						
	Total Unpa	id	500.00						
	Total Balan	nce Due	500.00						
	* pending v	veb payment exists		Add to Cart					

⁶A note will appear to let you know the bill was added to your shopping cart.

If you are ready to checkout, click the **Shopping Cart** icon in the upper right corner.

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Citizen Self Service General Billing	General B Manage Bills CLAIMS 529 To proceed	illing s 8 was added to your shopping ca with payment, click "My Cart" ther	t. click "Checkout". ®					
Accounts Contact Us	Customer name Address Customer numbe	27	21927 - ma					
Customer Information	2 Bill(s) found Pay	Bill Number	Bill Type	Pay. By	Total Unpaid	Balance Due	bill years 2018 t Details	to 2026 only
Other Services		5298 25	CLAIMS	7/2/2021 7/2/2021	\$250.00	\$250.00	Details Details	
	As of Date Total Unpaid Total Balance Due	2	6/15/20 500.00 500.00	21				
	* pending web pay	ment exists			Add to Cart			

8 Click the **Checkout** button.

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Citizen Self Service	General Bill Manage Bills	ling ras added to your shopping cart.	- 0			CLAINS 5290 Review C	S25020	8
General Billing	io proceed into	rpayment, electing care there elected						
Accounts	Customer name		Sector of the					
Contact Us	Address		and the second					
Managa Rilla	Customer number		1000					
Customer Information	Vanage Bills 2 Bill(s) found		R				bil	years 2018 to 2026 only
customer mormation	Pay	Bill Number	Bill Type	Pay By	Total Unpaid	Balance Due	Details	
Other Services		5298	CLAIMS	7/2/2021	\$250.00	\$250.00	<u>Details</u>	
		25	CLAIMS	7/2/2021	\$250.00	\$250.00 *	<u>Details</u>	
	As of Date Total Unpaid Total Balance Due	unt exists	6/15/2021 500.00 500.00	Add t	io Cart			

9 Click the blue link for the method by which you want to pay the bill(s):

- Credit card
- E-check *NEW*

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	Pay Bills	
Citizen Self Service	Select Payment Method	
General Billing	The City of Naperville offers credit card and e-check options for payment. Please note you will be charged a \$25 fee for a returned payment.	
Other Services	Pay by Credit Card Pay by eCheck Cancel	
	9	
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¹⁰The system will auto populate the unpaid amount. If you do not want to pay the full unpaid amount, update the Payment Amount field.

11 Click the Continue button.

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Citizen Self Service	Pay Bills Step 1 of 4: Payment a	mount						Step 1 2 3 4
General Billing	Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now Payment Amount	
Other Services	CLAIMS	2021	6/2/2021	5298	7/2/2021	\$250.00	\$250.00 \$ 250.00 10	
							11 Continue Cancel	

Complete Steps 2-4 of the credit card and/or e-check process.

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	Pay Bills		
Citizen Self Service	Step 2 of 4: Please enter the payment information		Step 1 2 3 4
General Billing	Enter the details needed to process this payment.		
Other Services	Credit card information		
	Card type	American Express 💌	
	Card number		
	Card ID (CVV) number	Where is this?	
	Expiration date	Month V Vear V	
		Continue Cancel	
		L§	
		©2021 Tyler Technologies, Inc.	

After the payment is accepted, you will be directed to a confirmation screen with your payment confirmation information. A confirmation email will also be sent to the email address.

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Sector United Sector			E 🍝
	Pay Bills		
Citizen Self Service	Your payment has been successfully processed		
General Billing	Payment submitted on 6/15/2021 Your Confirmation Number is 783613609		
Other Services	Your Authorization Code is 54321ABC		
	Thank you for submitting your payment via the City of f	Naperville Munis Citizen Self-Service Portal. Your confirmation will appear when the payment is complete.	
	You may want to print this page for your records.		
	Payment Amount		
	Bill Description	Due Now	Payment Amount
	CLAIMS 5298	\$250.00	\$5.25
	Subtotal		\$5.25
	Total		\$5.25
	Payment Method		
	Amex	######################################	—
	Billing Address		
	Name	1.12	—
	Address	10.000.0	
	City State Zip	10 TON - 100	
	Phone Number		
	E-mail	Contraction of Contra	