View a General Billing Invoice



$m{1}$ 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	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.
Accounts 2 Contact Us	Customer Number *
Other Services	Bill number *
	Remember these values
	Search Reset

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

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	General Billing Linked Accounts				
General Billing	Select from your linked accounts				
Accounts	Link to Account	 			
Contact Us	Customer ID	Location	Manage		
Other Services		3	Manage B	Sills	
				-	_

The system will show all of the bills associated with the Customer ID. Find the bill you want to view and click the blue **Details** link.

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Citizen Self Service	General Manage B									
General Billing	Customer nan	ne	Contraction of Contraction							
Accounts	Address		10 March 10	Contract of the second s						
Contact Lis	Customer nur	mber	100							
Contact Us 2 Bill(s) found								bill years	2018 to 2026 only	
Manage Bills	Pay	Bill Number	Bill Type	Pay By		Total Unpaid	Balance Due	Details		
Customer Information		5298	CLAIMS	7/2/2021		\$250.00	\$250.00	<u>Details</u>		
Other Services		25	CLAIMS	7/2/2021		\$250.00	\$250.00 *	<u>Details</u>	4	
	As of Date Total Unpaid Total Balance	Due	6/15/2021 500.00 500.00							
	* pending web	payment exists			Add to Cart					

5 Click the blue **View Bill Image** link to view an electronic copy of the bill.

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	General Billing Bill Detail				
General Billing	Customer name	territory of the second			
Accounts	Address	10 March 10			
Contact Us	Customer number	1000			
				View bill image	5
Manage Bills Customer Information	As of Date		6/15/2021		•
	Bill Year		2021		
Other Services	Bill Number		25		
	Charge Code	Description			<u>View payments</u> Amount
	TRECLM	TREE DAMAGE	CLAIM		\$250.00
	SUBTOTAL				\$250.00
	Payments **				\$0.00
	Total Unpaid Balance				\$250.00
	TOTAL DUE				\$250.00
	**Pending web payments (not reflected in the total due)				\$125.00

The system will return an electronic copy of the bill.

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		Promptly Send Payment City of Naperville 400 S. Eagle St. PO Box 3020 Naperville, IL 60566-70 630-420-6059				Invo	Date ice Number tomer Number		INVOICE REMIT PORTION 06/02/2021 25 \$0.00	0	Popen in Acro	obat	×
	,	EXAMPLE CUSTO	MER	TURN THE PORTION		Due Inve TI 00000182	e Date pice Total Due his account is due and 20234000000	Allow 7 days	for Mail Payment.				
		EXAMPLE CUSTOMER	06/02/2021	25	BER	\$0.00	07/02/2021		\$250.00				
		DESCRIPTION TREE DAMAGE CLAIM	QUANTITY 1	PRICE \$250.00	UOM EACH	S250.00	ADJUSTED \$0.00	PAID \$0.00	\$250.00				
		EXAMPLE BILUNVOICE				Invoice	Total:	\$250	.00				