

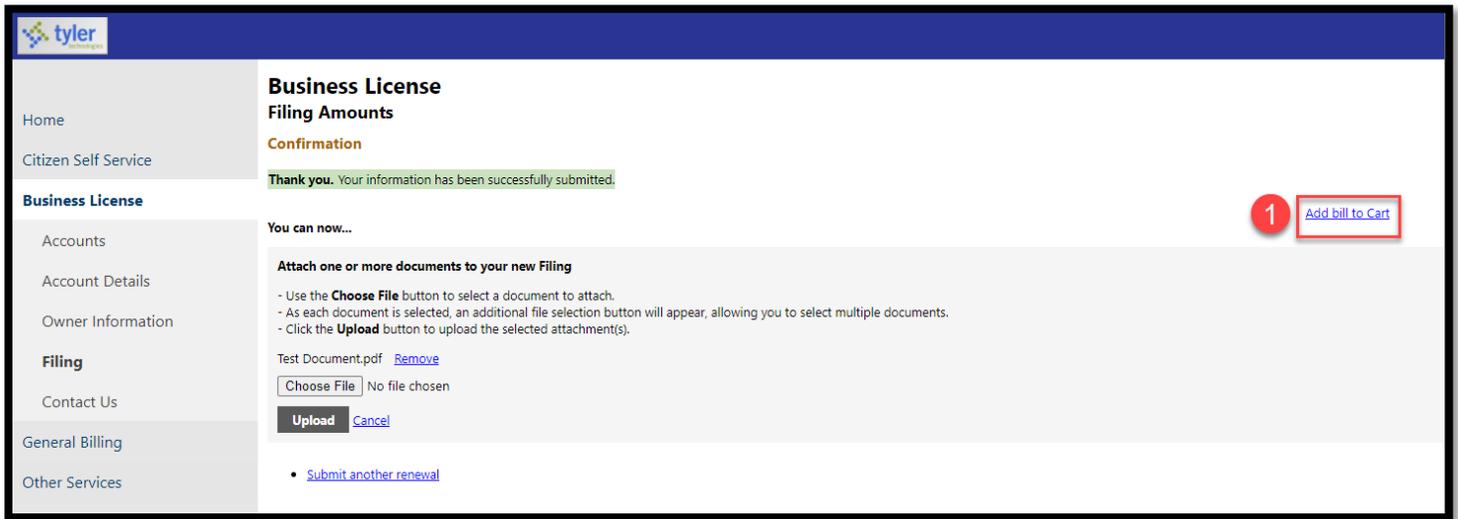
Pay a Local Tax Return

After filing a local tax (food & beverage, hotel/motel use or local gas) in the CSS portal, you have four options for paying:

- Pay electronically with filing in the CSS portal (see Page 1)
- Pay electronically not with filing in the CSS portal (see Page 3)
- Mail payment to the City (see Page 6)
- Pay in person (see Page 8)

Pay Electronically with Filing in the CSS Portal

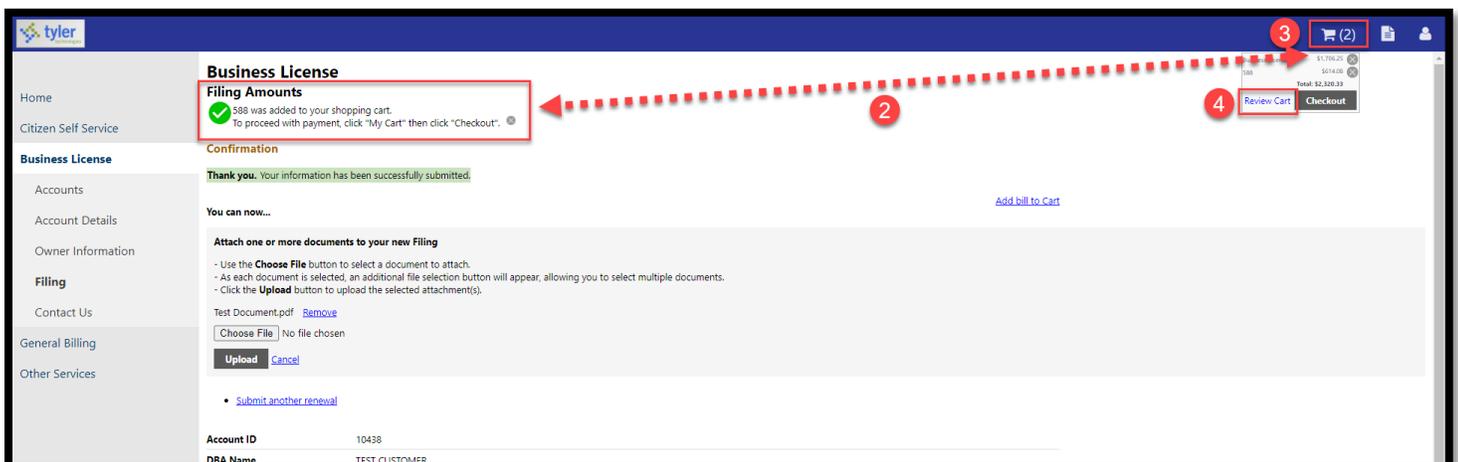
1 After you have attached the documentation to your filing, click the blue **Add Bill to Cart** link on the right side of the screen.



2 The system will show a message indicating that the bill was added to the Shopping Cart. In addition, the shopping cart will show a bill in it.

3 Click the **Shopping Cart** icon in the upper right corner when you are ready to pay.

4 Click the blue **Review Cart** link to review your shopping cart.



5 Review the bill(s) in your shopping cart. If you do not want to pay a bill, click the blue **Remove** link next to the bill you want to review.

6 When you are ready to pay, click the **Pay** button.

BUSINESS LICENSES		
	Due	Being Paid
588	\$614.08	\$614.08 remove
Subtotal	\$614.08	\$614.08
Total	\$614.08	\$614.08

7 Click either the blue **Pay by Credit Card** or **Pay by eCheck** link depending upon how you would like to pay.

The system will transfer you to BridgePay to complete your credit card or e-check payment. When the transaction is complete, you will receive an email from BridgePay confirming payment.

If you look at the bill after the payment is completed, the bill will show that a payment is pending. The transaction will be posted on the next business day.

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.

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

Pay Electronically Not with Filing in the CSS Portal

1 Click **Business License** on the left side of the screen.

Welcome to Citizen Self Service

Announcements

Welcome to the City of Naperville Citizen Self Service (CSS) Portal. Please use this portal to view and pay general (non-utility) bills from the City of Naperville.

There are some bills that currently cannot be viewed or paid via this portal. If there is an electronic option, a link is provided below:

- If you would like to pay a utility bill, please click the following link: [Pay a Utility Bill](#)
- If you would like to purchase a garbage cart, please click the following link: [Purchase a Garbage Cart](#)
- If you would like to purchase a recycling cart, please click the following link: [Purchase a Recycling Cart](#)

If you have any 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.

The Finance Department call center (630) 420-6059 is open:

- Monday, Tuesday, Thursday and Friday from 7:30 am to 5:00pm
- Wednesday from 10am to 2pm

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

TEST CUSTOMER [View profile](#)
123 MAIN ST
ANY TOWN, IL 60540

2 Click the blue **Bills** link at the end of the business account/customer for which you want to pay a bill.

Business License

Linked Accounts

Select an account to work with.

[Link to Account](#)

Accounts	Account ID	DBA Name	Location	Status	Details
Contact Us	10434	TEST CUSTOMER	PARCEL NOT AVAILABLE	ACTIVE	Account Bills Enter Filing
General Billing	10438	TEST CUSTOMER	50 S MAIN ST	ACTIVE	Account Bills Enter Filing

3 Find the bill you want to pay and click the blue **Pay Bill** link at the end of the bill.

Business License

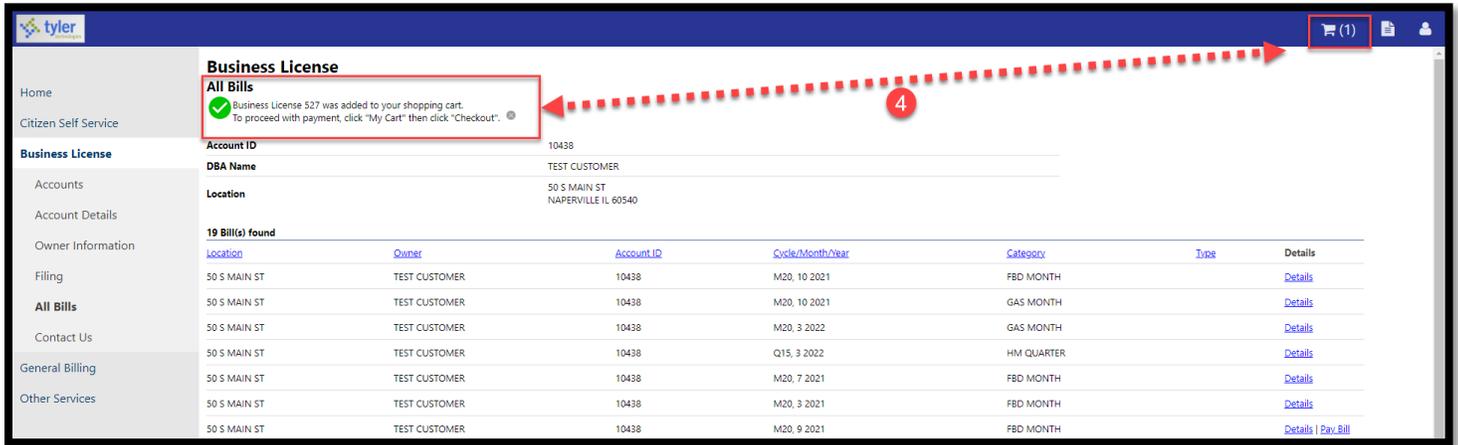
All Bills

Account ID: 10438
DBA Name: TEST CUSTOMER
Location: 50 S MAIN ST, NAPERVILLE IL 60540

19 Bill(s) found

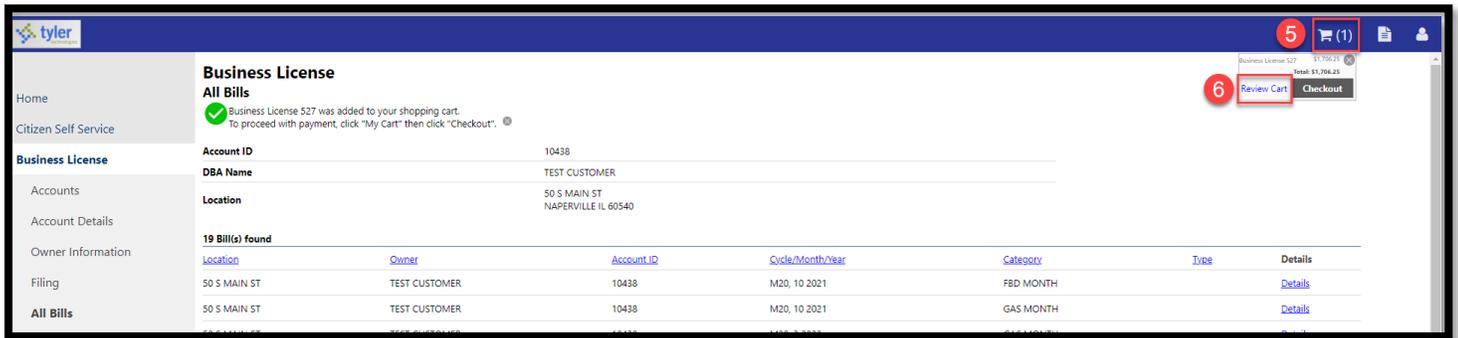
Location	Owner	Account ID	Cycle/Month/Year	Category	Type	Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 10 2021	FBD MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 10 2021	GAS MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 3 2022	GAS MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	Q15, 3 2022	HM QUARTER		Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 7 2021	FBD MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 3 2021	FBD MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 9 2021	FBD MONTH		Details Pay Bill
50 S MAIN ST	TEST CUSTOMER	10438	M20, 7 2021	GAS MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	Q15, 3 2021	HM QUARTER		Details Pay Bill

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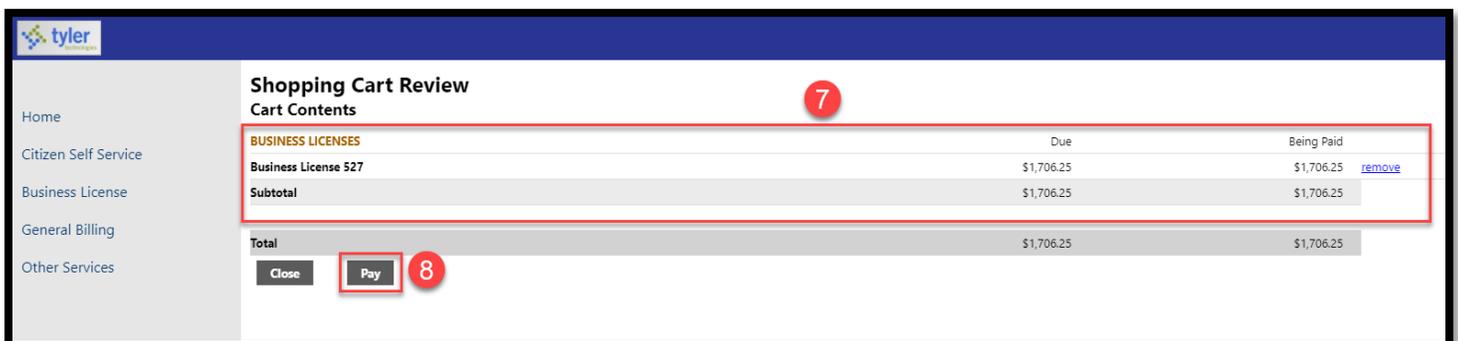
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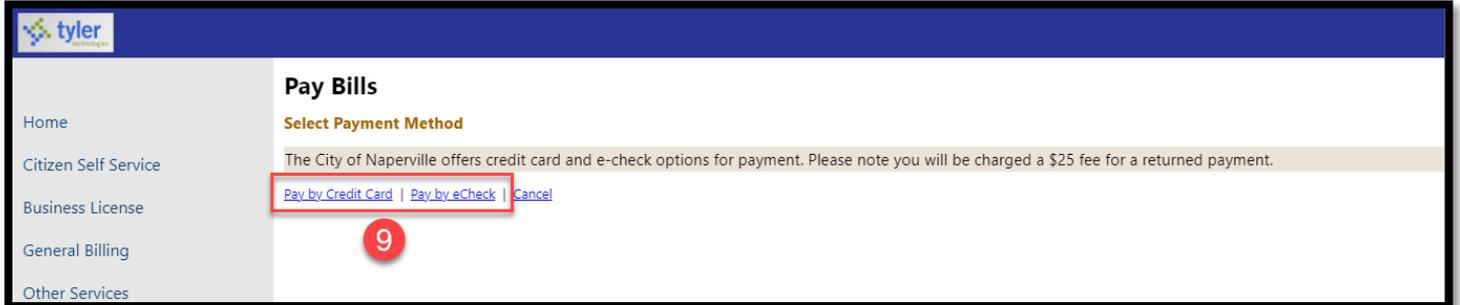
8 When you are ready to pay, click the **Pay** button.



9 Click either the blue **Pay by Credit Card** or **Pay by eCheck** link depending upon how you would like to pay.

The system will transfer you to BridgePay to complete your credit card or e-check payment. When the transaction is complete, you will receive an email from BridgePay confirming payment.

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Mail Payment to the City

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ANY TOWN, IL 60540

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Business License

Linked Accounts

Select an account to work with.

[Link to Account](#)

Accounts	Account ID	DBA Name	Location	Status	Details
Contact Us	10434	TEST CUSTOMER	PARCEL NOT AVAILABLE	ACTIVE	Account Bills Enter Filing
General Billing	10438	TEST CUSTOMER	50 S MAIN ST	ACTIVE	Account Bills Enter Filing

3 Find the bill you want to pay and click the blue **Details** link at the end of the bill.

Business License

All Bills

Account ID: 10438
DBA Name: TEST CUSTOMER
Location: 50 S MAIN ST, NAPERVILLE IL 60540

19 Bill(s) found

Location	Owner	Account ID	Cycle/Month/Year	Category	Type	Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 10 2021	FBD MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 10 2021	GAS MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 3 2022	GAS MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	Q15, 3 2022	HM QUARTER		Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 7 2021	FBD MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 3 2021	FBD MONTH		Details
50 S MAIN ST	TEST CUSTOMER	10438	M20, 9 2021	FBD MONTH		Details Pay Bill
50 S MAIN ST	TEST CUSTOMER	10438	M20, 7 2021	GAS MONTH		Details

4 Print a copy the bill from your internet browser.

Mail the copy of the bill and a check to:

City of Naperville
Finance Department – Local Taxes
400 S Eagle St
Naperville, IL 60540

The postmark date on the envelope will be used to determine the received date for discount and/or penalty purposes.

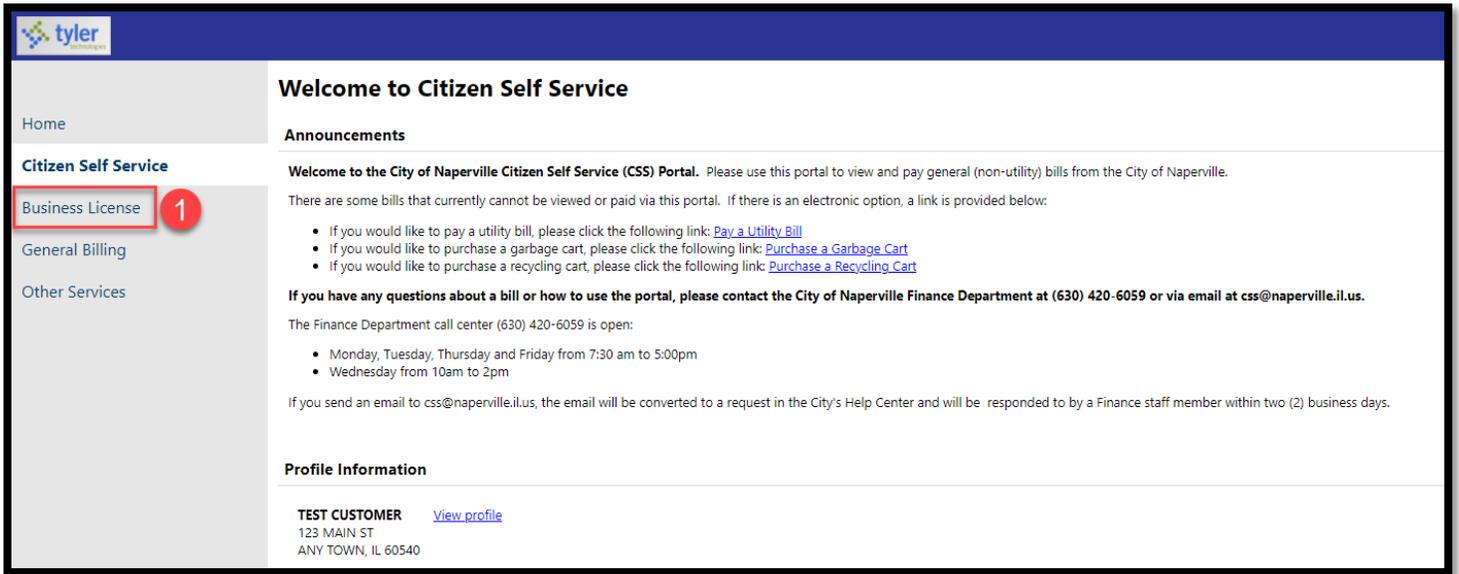
The screenshot shows a web browser window with the URL napervilleilcitizenstest.muniselfservice.com/citizens/BusinessLicenses/ViewBill.aspx. The page title is "Business License Bill Detail". The left navigation menu includes: Home, Citizen Self Service, Business License, Accounts, Account Details, Owner Information, Filing, View Bill, All Bills, Payment History, License Details, Contact Us, General Billing, and Other Services. The main content area displays the following bill details:

View Bill	
Bill Year	2021
Bill Number	527
Owner Name	TEST CUSTOMER
View c	
Charge Code	Description
FBDP	FOOD & BEVERAGE TAX LATE PENALTY - DWTN
FBD	FOOD & BEVERAGE TAX - DOWNTOWN
FBC	FOOD & BEVERAGE TAX - CITYWIDE
SUBTOTAL	
Penalty	\$393.75
Payments/Adjustments	\$0.00
Total Unpaid Balance	\$1,706.25
TOTAL DUE	\$1,706.25

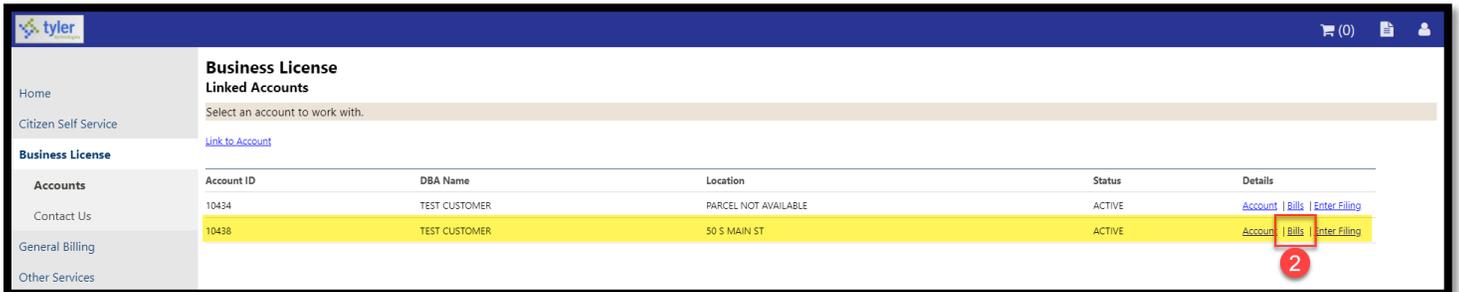
The right-hand menu is open, showing options: New tab, New window, New Incognito window, History, Downloads, Bookmarks, Zoom (100%), Print... (highlighted with a red circle), Cast..., Find..., More tools, Edit, Cut, Copy, Paste, Settings, Help, Exit, and Managed by your organization. An "Add to Cart" button is visible at the bottom right of the page.

Pay In-Person

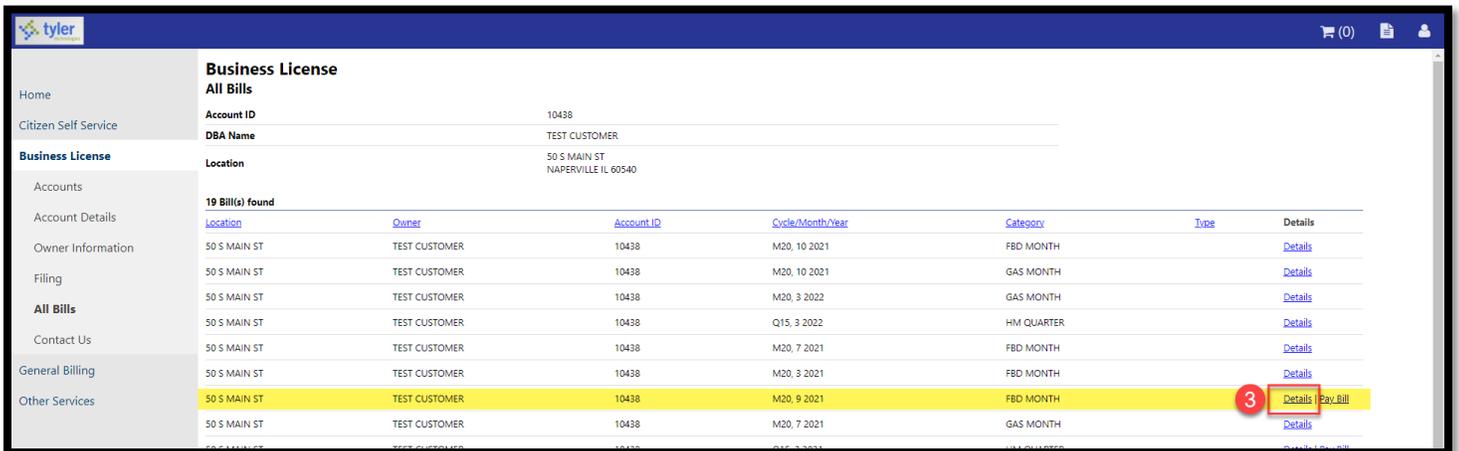
1 Click **Business License** on the left side of the screen.



2 Click the blue **Bills** link at the end of the business account/customer for which you want to pay a bill.



3 Find the bill you want to pay and click the blue **Details** link at the end of the bill.



4 Print a copy the bill from your internet browser.

Bring the copy of the bill and payment (cash, check or credit card) to the Finance Department at the Naperville Municipal Center (400 S Eagle St) during business hours:

Monday, Tuesday, Thursday, and Friday
Wednesday

7:30am to 5:00pm
10:00am to 2:00pm

The screenshot shows a web browser window with the URL `naperville\citizenstest.muniselfservice.com/citizens/BusinessLicenses/ViewBill.aspx`. The page title is "Business License Bill Detail". A left sidebar contains navigation links: Home, Citizen Self Service, Business License, Accounts, Account Details, Owner Information, Filing, View Bill, All Bills, Payment History, License Details, Contact Us, General Billing, and Other Services. The main content area displays bill information: Bill Year (2021), Bill Number (527), and Owner Name (TEST CUSTOMER). Below this is a table of charges:

Charge Code	Description
FBDP	FOOD & BEVERAGE TAX LATE PENALTY - DWTN
FBD	FOOD & BEVERAGE TAX - DOWNTOWN
FBC	FOOD & BEVERAGE TAX - CITYWIDE

Summary items include: SUBTOTAL, Penalty (\$393.75), Payments/Adjustments (\$0.00), Total Unpaid Balance (\$1,706.25), and TOTAL DUE (\$1,706.25). A red circle with the number "4" highlights the "Print..." button in the browser's menu. An "Add to Cart" button is visible at the bottom right of the page.