



Customer Self Service User's Guide

This guide provides step-by-step instructions and photos to help you set up and use your Customer Self Service portal.



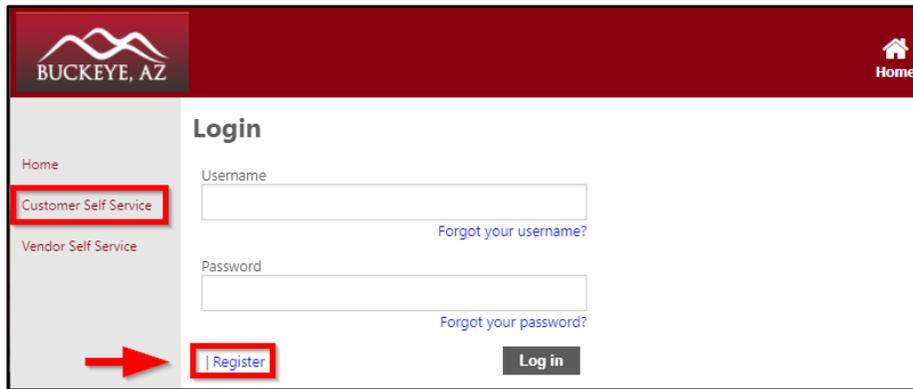
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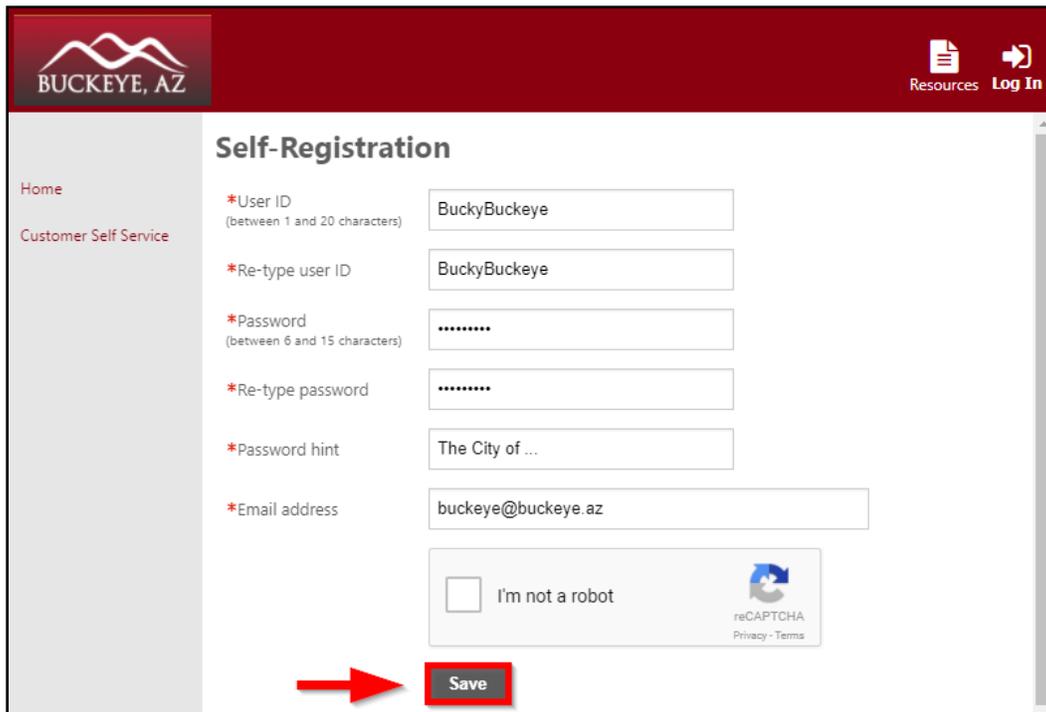
The Customer Self Service (CSS) portal will allow you to easily manage your city accounts. This portal will allow you to make payments either by setting up a recurring payment or paying one time per bill. You can also monitor your past water usage with the easy to view dashboard.

To begin, please go to <https://selfservice.buckeyeaz.gov/MSS/login.aspx> in your browser to access your portal, or click [here](#) (Note: link only works on electronic copy of this document).

Please make sure to select “Customer Self Service” on the left side navigation bar to see the login page. You will be brought to the CSS home screen. If this is your first time visiting, you will need to register to create an account. Click “Register” as indicated below.

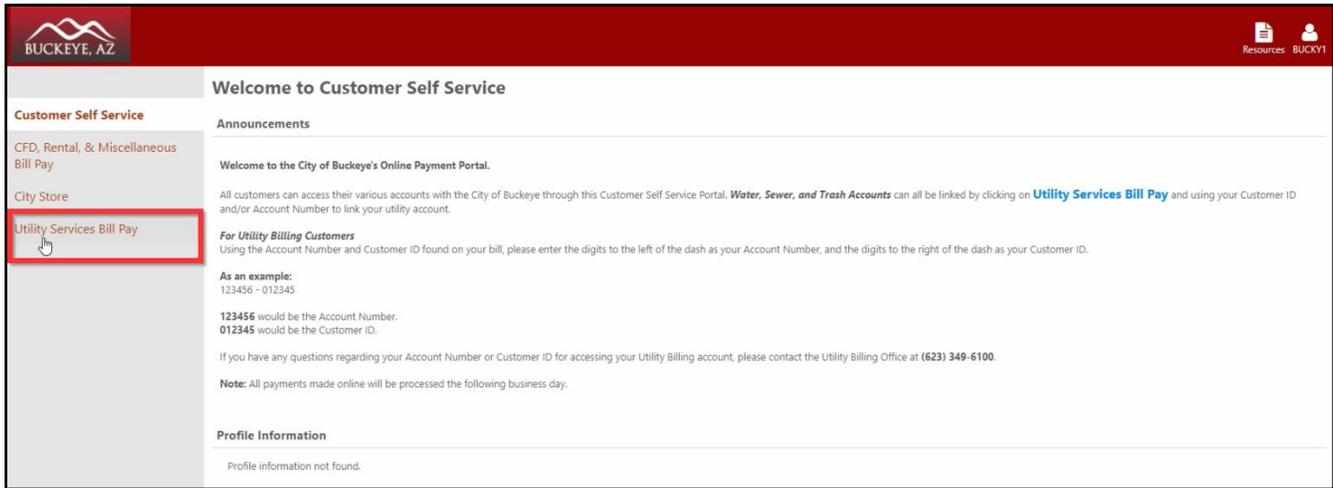


You are now on the “Self-Registration” screen. Choose a secure “User ID” and password that you will remember. If necessary, write down your chosen username and password in a secure location for future reference. Complete all the fields with your chosen information. Once you are done, click “Save”. **NOTE:** Please remember the “user ID” or “username” chosen; city staff cannot look up your account without the User ID.



- **Linking your account:** Once you have completed the registration process you will be brought to the “Welcome to Customer Self Service” screen as shown below. You will then need to link an available account to manage your city services.

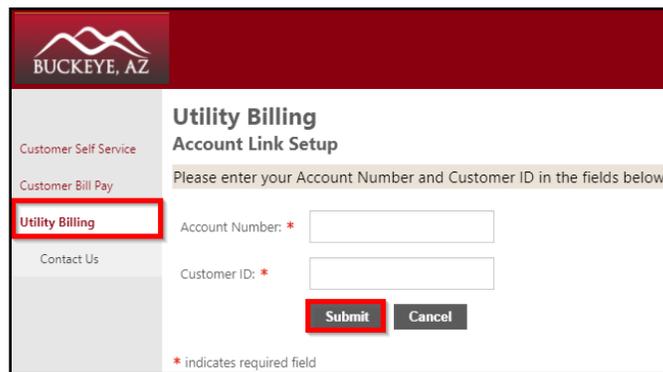
Click the “Utility Services Bill Pay” link located on the left side navigation menu.



Click the “Link to Account” link as shown below.



You are now on the “City of Buckeye Utility Billing Page.” This page will allow to access your utility account with the city. To access your account, you will need your **Account Number** and **Customer ID Number (CID)** located on your bill.



Please locate your bill in order to find the “**Account Number**” field on your new bill, as shown below. Your Account Number is the numbers to the left of the hyphen, and the numbers to the right of the hyphen are your Customer ID. You will need to link your bill to your registered account in the CSS portal to view and or pay your bill.

✂ Detach and return the portion below with your payment ✂



City of Buckeye - Utility Billing
530 E. Monroe Ave
Buckeye, AZ 853
623-349-6100
www.buckeyeaz.gov

Account Number : # **CID Number**

Please write your Account Number on your check and enclose this portion of bill with your payment.

**UTILITY BILL
REMIT PORTION**

Service Address	Bill Number	Account # - Customer ID #	Current Billing Due Date	Amount Due
530 E. Monroe	123456	500000 - 123456	10/09/2019	\$279.55

Note: the numbers used in these examples throughout this document are of a demo account. Please refer to your own bill for your specific Account Number and CID number. If you cannot locate your account number and CID please contact a Utility Billing representative.

Click “**Accounts**” from the left side navigation bar as indicated by the red box below. Then click the blue link “**Link to Account**” in the top right.

- Enter your Account Number (Account ID) (the numbers to the left of the hyphen) in the “**Account Number**” field.
- Enter your Customer ID (CID) (the numbers to the right of the hyphen) in the “**Customer ID**” field.

Click “**Submit**” to search for the bill.



Utility Services Bill Pay

Account Link Setup

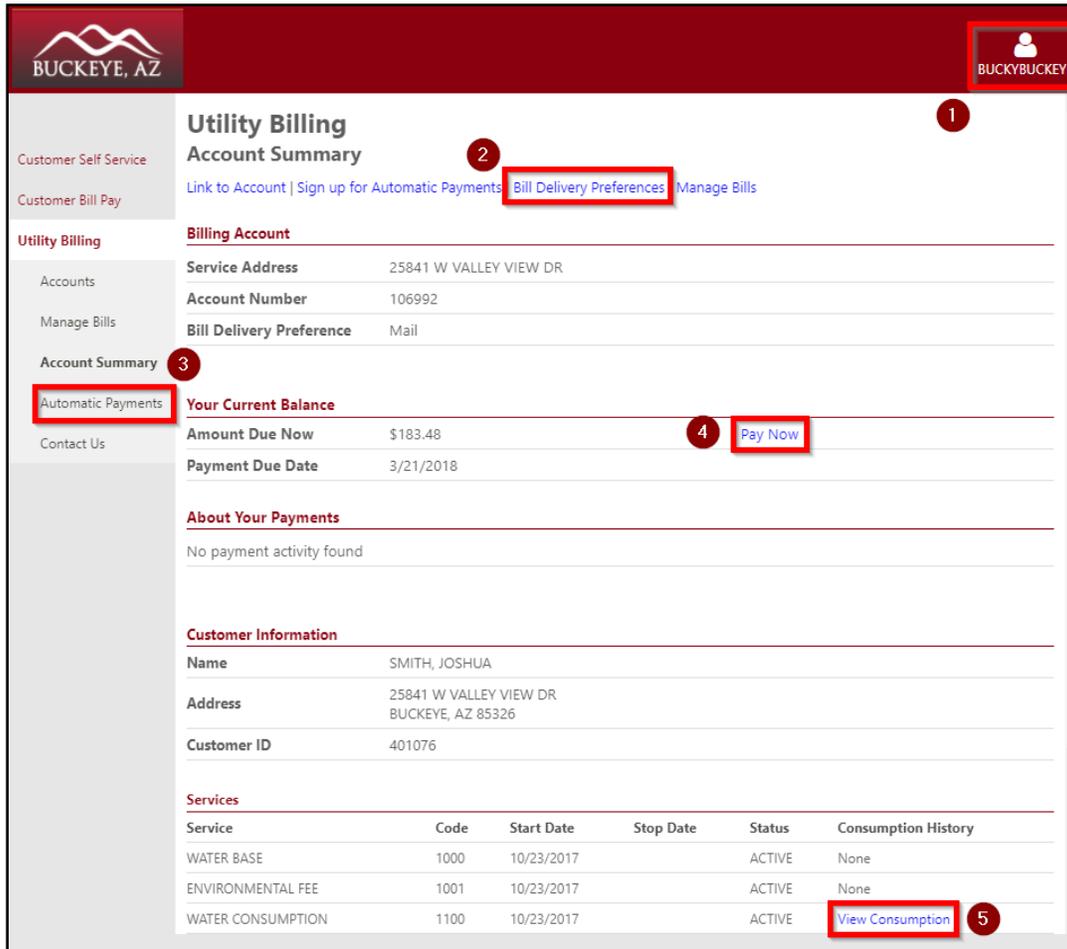
Please enter your Account Number and Customer ID in the fields below:

Account Number: *

Customer ID: *

* indicates required field

As soon as you link an account, you will be taken to the “Utility Billing Account Summary” screen.



The screenshot shows the 'Utility Billing Account Summary' page. It includes a navigation menu on the left with options like 'Customer Self Service', 'Customer Bill Pay', 'Utility Billing', 'Accounts', 'Manage Bills', 'Account Summary', 'Automatic Payments', and 'Contact Us'. The main content area is titled 'Utility Billing Account Summary' and contains several sections: 'Billing Account' with details like Service Address, Account Number, and Bill Delivery Preference; 'Your Current Balance' showing Amount Due Now (\$183.48) and Payment Due Date (3/21/2018); 'About Your Payments' with a note that no payment activity was found; 'Customer Information' with Name (SMITH, JOSHUA), Address, and Customer ID (401076); and a 'Services' table listing Water Base, Environmental Fee, and Water Consumption. Five red callouts are placed on the page: 1 points to the user profile icon in the top right; 2 points to the 'Bill Delivery Preferences' link; 3 points to the 'Automatic Payments' link in the left menu; 4 points to the 'Pay Now' button; and 5 points to the 'View Consumption' link in the services table.

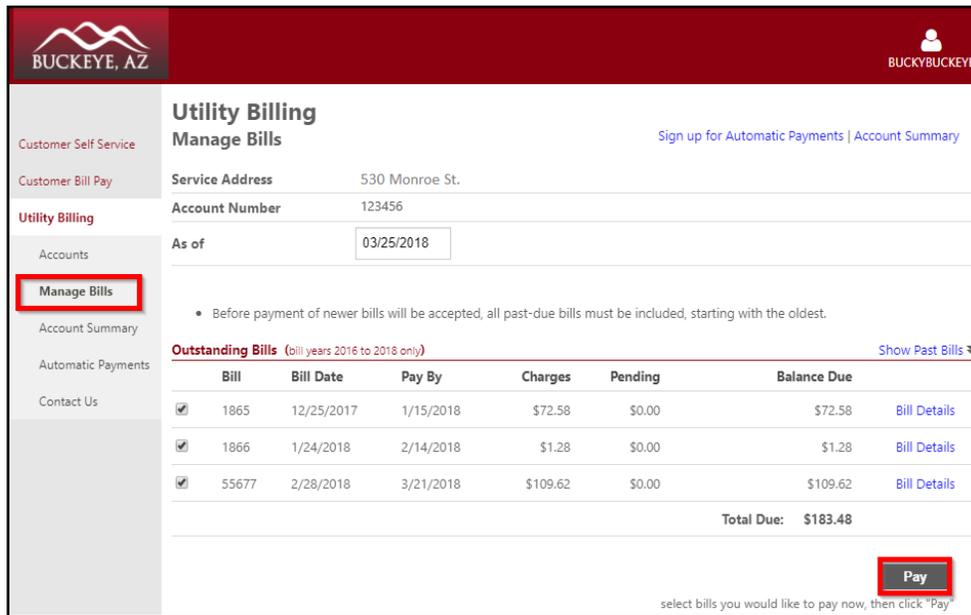
1. **Account Management** – Update account information, remove linked accounts, logout.
2. **Bill Delivery Preferences** – This screen will let you enroll in electronic billing for paperless bills.
3. **Automatic Payments** – Setting up your account payments using Checking or Savings account (EFT).
 - Automatic Payments using your credit card will need to be set up during the manual payment process.
4. **Pay Now** – If there are monies owed on your account, you can use this link to pay by credit card.
5. **View Consumption** – This will allow you to view your previous consumption for previous bill.

➤ **Paying Your Bill:**



You can pay your bill using a Visa, Master Card, or Discover Card. This can be done monthly or you may also enroll your credit card into the Automatic payment system. **Note:** you will be required to update your stored credit card information if you change card information such as an account number or expiration date. You may also enroll your account to be paid via the Electronic Fund Transfer (EFT) from your checking or savings account.

Click the “**Manage Bills**” from the left side navigation menu. You will be shown any pending bills that have an outstanding balance owed. You can choose to pay all or one bill by selecting the check box next to the Bill number and then clicking Pay.



Utility Billing Manage Bills

Service Address: 530 Monroe St.
Account Number: 123456

As of: 03/25/2018

• Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2016 to 2018 only) [Show Past Bills](#)

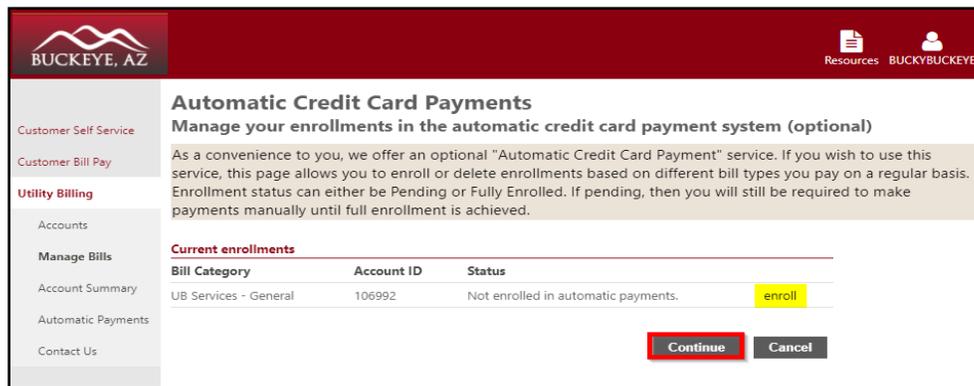
Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	1865	12/25/2017	1/15/2018	\$72.58	\$0.00	\$72.58 Bill Details
<input checked="" type="checkbox"/>	1866	1/24/2018	2/14/2018	\$1.28	\$0.00	\$1.28 Bill Details
<input checked="" type="checkbox"/>	55677	2/28/2018	3/21/2018	\$109.62	\$0.00	\$109.62 Bill Details
					Total Due:	\$183.48

Pay

select bills you would like to pay now, then click "Pay"

You can choose to enroll your account in Automatic Payments using your Credit Card by clicking the blue enroll hyperlink that is highlighted below.

Note: Once the system successfully processes a payment with a credit card, that card is validated and eligible for automatic payments.



Automatic Credit Card Payments
Manage your enrollments in the automatic credit card payment system (optional)

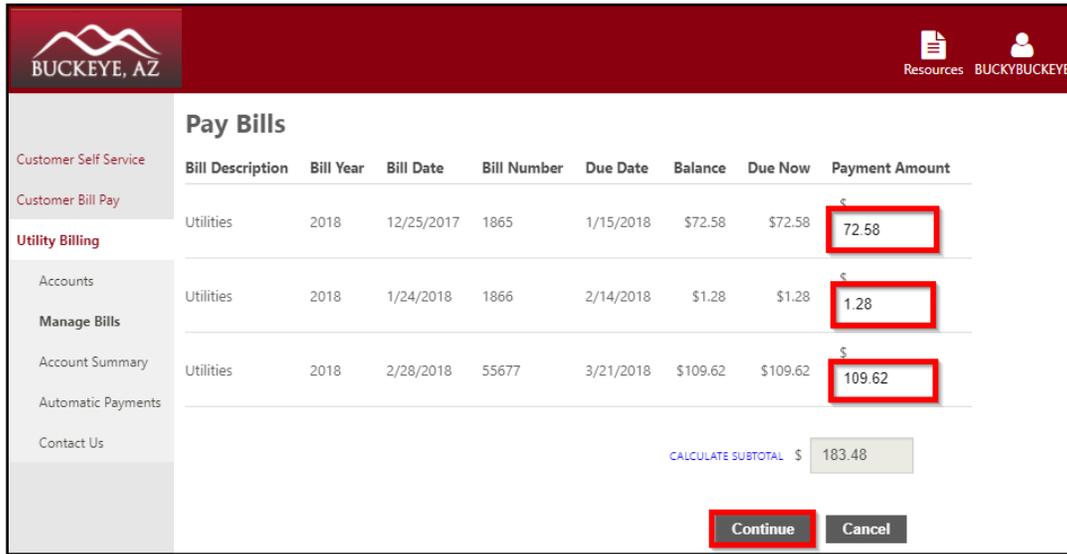
As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. If you wish to use this service, this page allows you to enroll or delete enrollments based on different bill types you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

Current enrollments

Bill Category	Account ID	Status	
UB Services - General	106992	Not enrolled in automatic payments.	enroll

Continue **Cancel**

Once you click “**continue**”; you will be taken to the payment screen. This screen will allow you to change the amount you can pay against your bill.



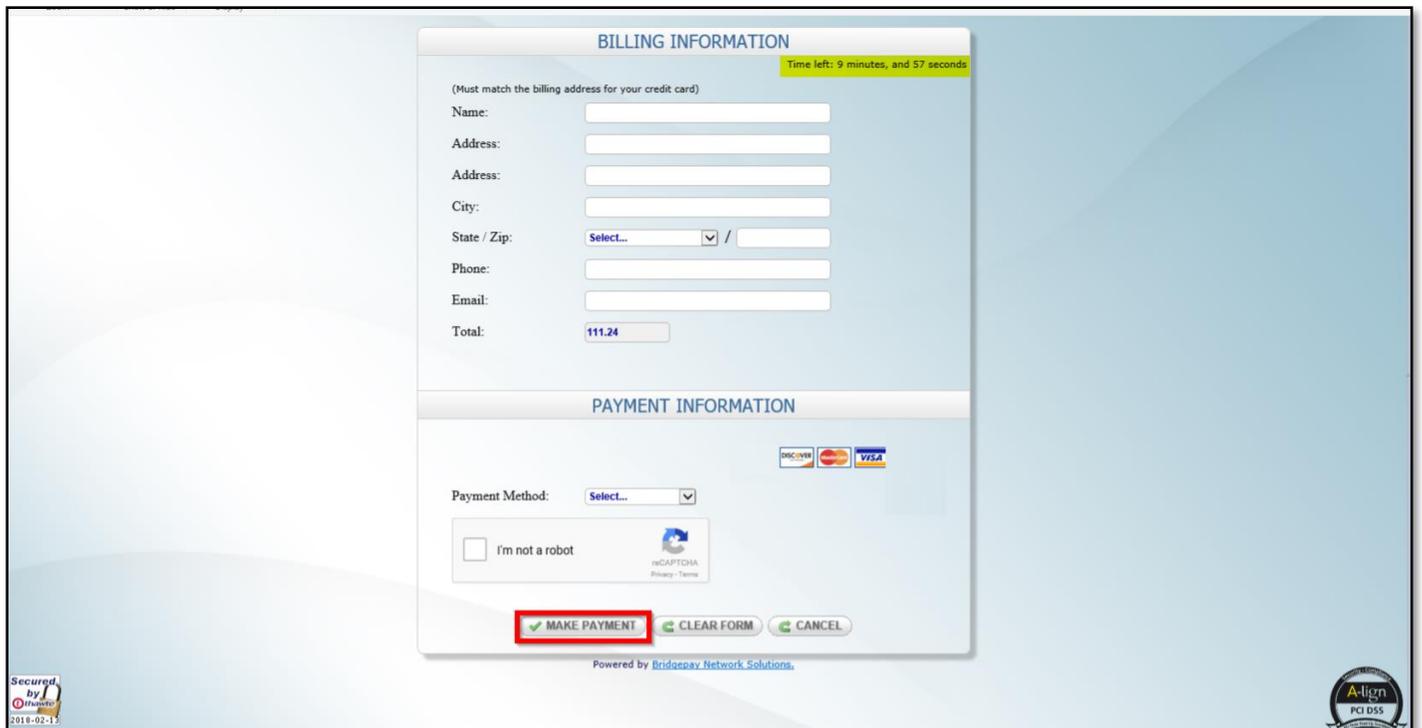
Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2018	12/25/2017	1865	1/15/2018	\$72.58	\$72.58	\$ 72.58
Utilities	2018	1/24/2018	1866	2/14/2018	\$1.28	\$1.28	\$ 1.28
Utilities	2018	2/28/2018	55677	3/21/2018	\$109.62	\$109.62	\$ 109.62

CALCULATE SUBTOTAL \$ 183.48

Continue Cancel

Click “**Continue**” you will now be taken to the payment processor screen. You can pay by most major credit cards. Enter all billing address information matching your credit card billing information on file with your bank.

Note: the security token for this process has a timer located in the top right of the screen; you will only have 10 minutes to complete the payment process.



BILLING INFORMATION
Time left: 9 minutes, and 57 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip: /

Phone:

Email:

Total: 111.24

PAYMENT INFORMATION

Payment Method:

I'm not a robot

MAKE PAYMENT CLEAR FORM CANCEL

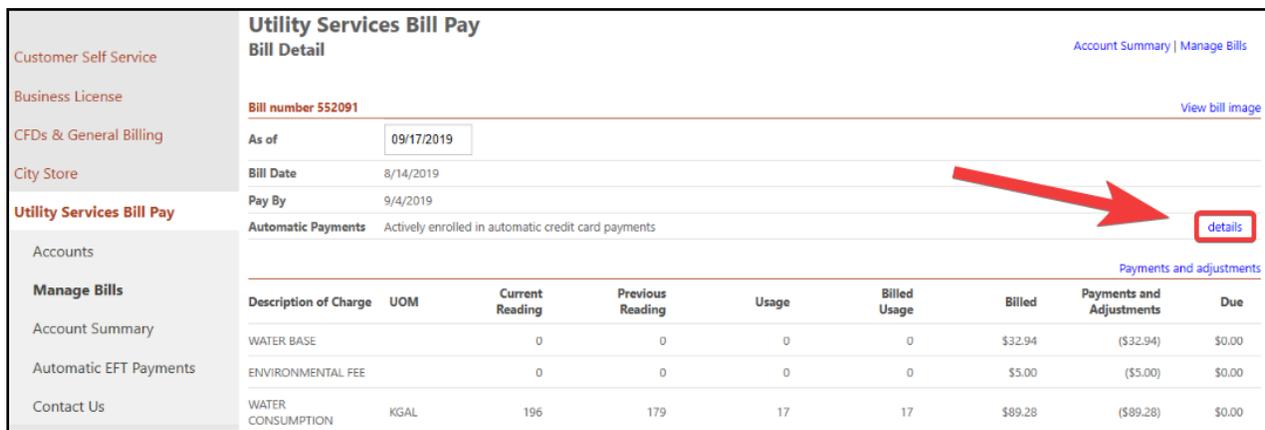
Secured by  2018-02-15

Powered by  

Upon successful completion of the payment process, you will receive a confirmation message. You will also receive an email copy of the confirmation that will be delivered to the email address provided at the time of payment.

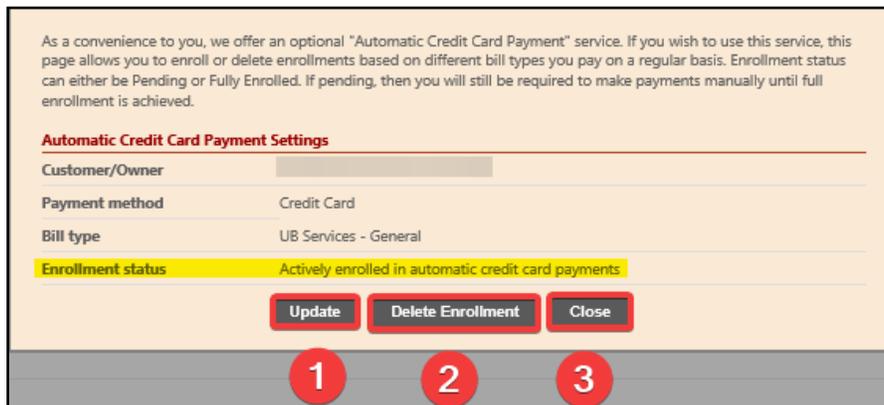


Updating/Removing Automatic Payment subscriptions: If you need to update the credit card on file please log into your CSS portal account and navigate to the “**Manage Bills**” section. Once in this area you can click the “**details**” hyperlink located to the right of the screen. This will bring up the “**Automatic Credit Card Payment Settings**” window.

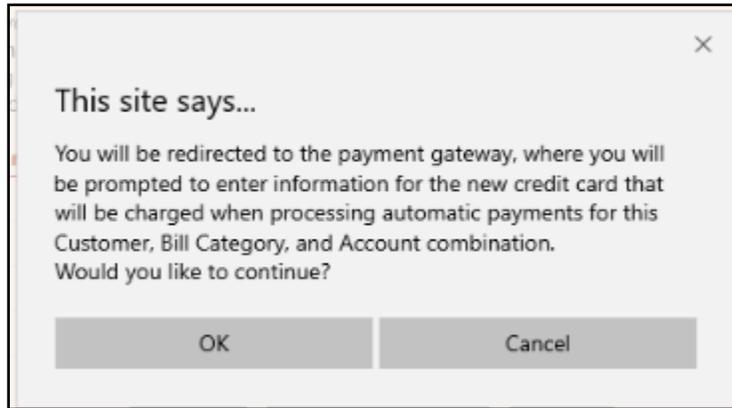


Options – Automatic Credit Card Payment Screen

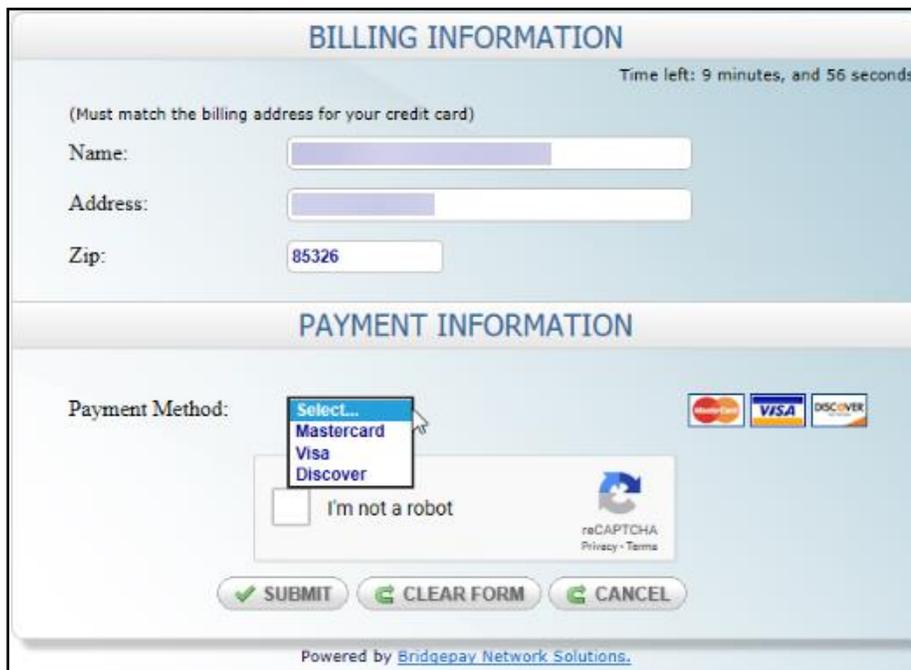
1. Update: Used to update to a new credit card, or to update the Credit Card number and or expiration date.
2. Delete Enrollment: Delete enrollment of the current credit card on file.
 - a. After the card is deleted it can be re-enrolled at any time but one payment will have to be done manually.
3. Close: this button will allow you to close the window without making any changes.



Once you click update, you will get the below pop-up taking you to the Bridge Pay screen (cities payment processor). This will then take you into their website to update the payment information. You will have a 10 minute window to complete this process.

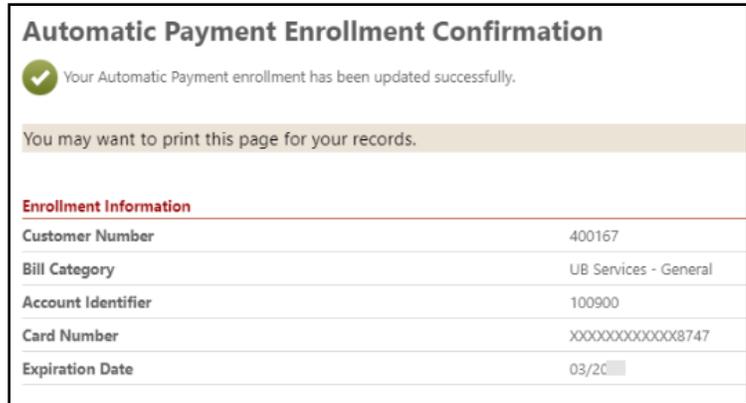


Select the appropriate Payment Method (Credit Card) and then update the information as required.



Note: You may need to make other payment arrangements if your card is expired at the time of automated billing. The cities payment processor does not currently allow the charging of a card that expires the same month as billing.

Upon successful completion of the update process you will be re-directed back to CSS and a confirmation page will display, you may print this for your personal records.



Automatic Payment Enrollment Confirmation

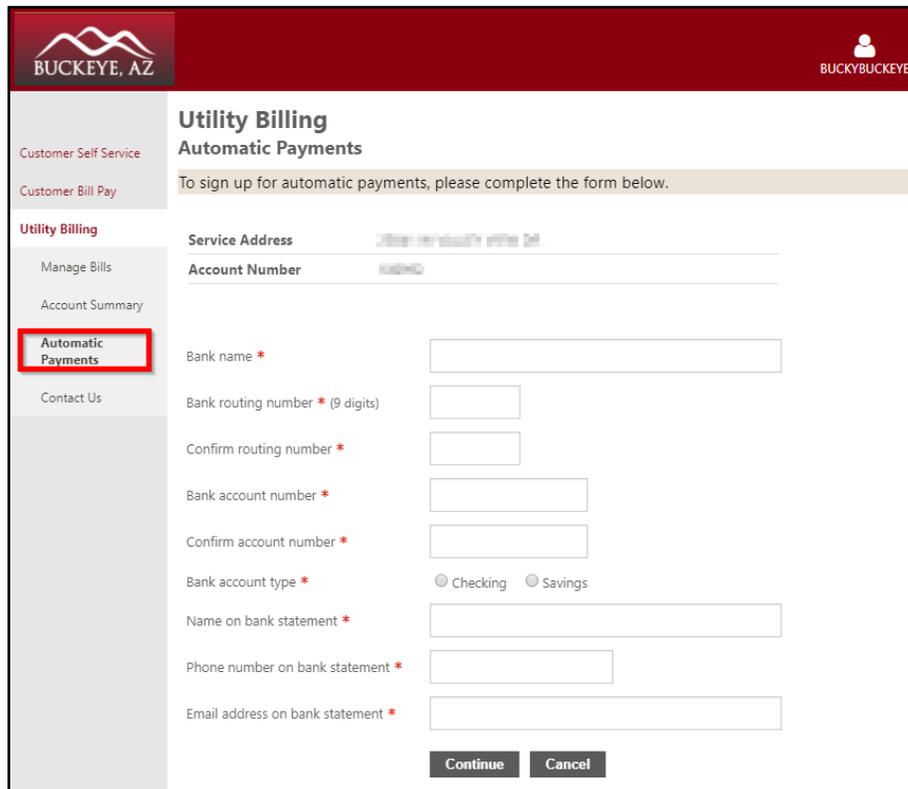
Your Automatic Payment enrollment has been updated successfully.

You may want to print this page for your records.

Enrollment Information	
Customer Number	400167
Bill Category	UB Services - General
Account Identifier	100900
Card Number	XXXXXXXXXXXX8747
Expiration Date	03/20

➤ **Setting up automatic payments (EFT - Electronic Fund Transfer):**

Click the “**Automatic Payments**” from the left side navigation menu. You can link your Checking or Savings account to pay your city bills automatically. You will need your bank information to set this feature up; setting up the account for automatic payments through this method will authorize the monies to be pulled directly from your selected bank account.



BUCKEYE, AZ BUCKYBUCKEYE

Utility Billing
Automatic Payments

To sign up for automatic payments, please complete the form below.

Service Address

Account Number

Bank name *

Bank routing number * (9 digits)

Confirm routing number *

Bank account number *

Confirm account number *

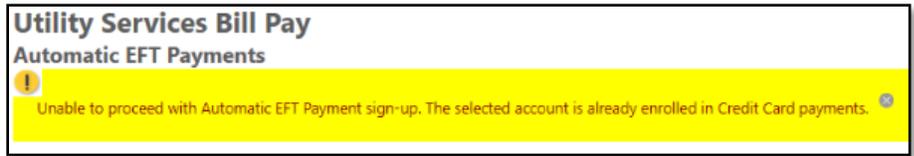
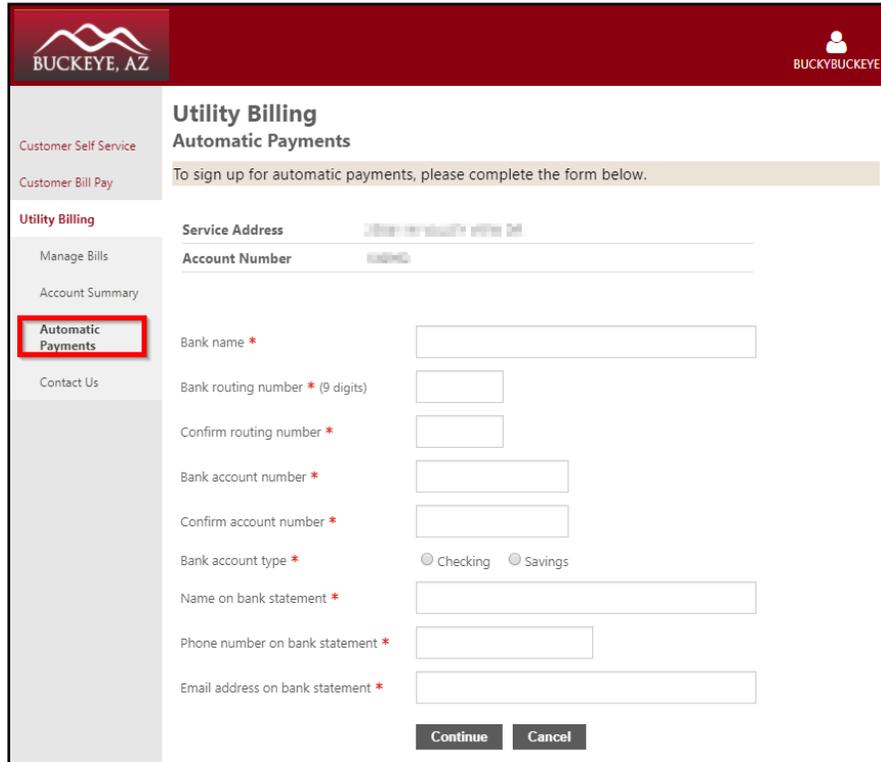
Bank account type * Checking Savings

Name on bank statement *

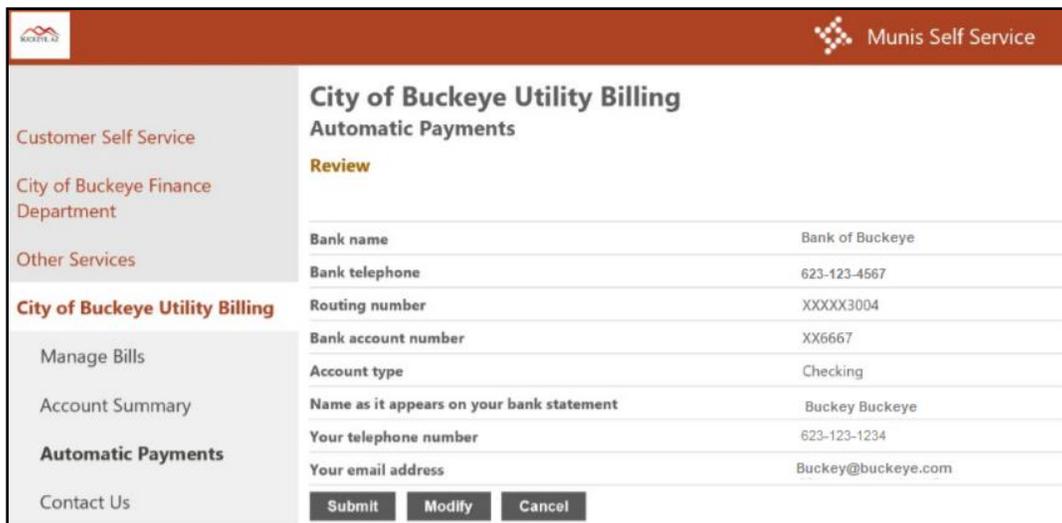
Phone number on bank statement *

Email address on bank statement *

Note: you cannot have your account enrolled in Automatic Payment and Automatic Credit Card at the same time. The payment process entered second will give you an error message as show to the right.

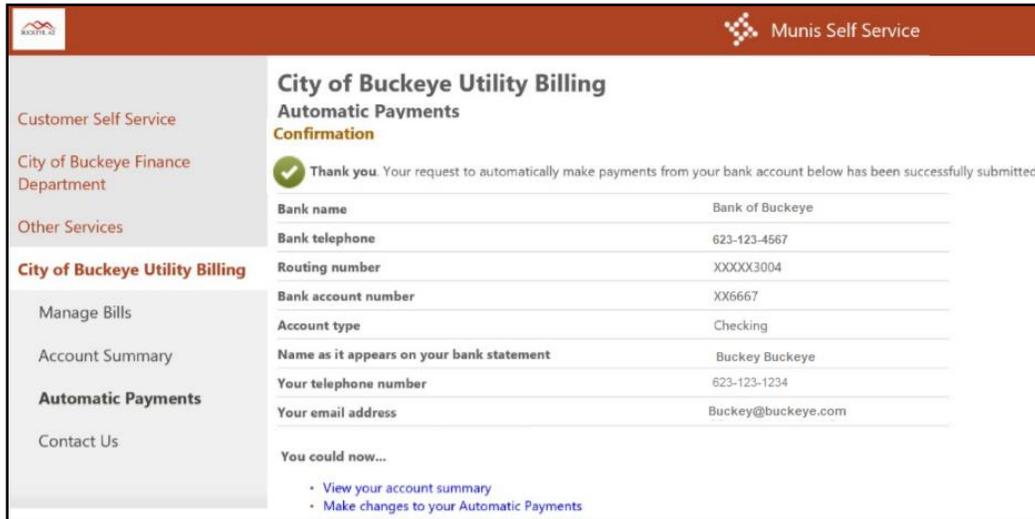



After inputting all the required banking information, you will be presented to a **“Review”** screen before you click **“Submit”** review all information for accuracy.



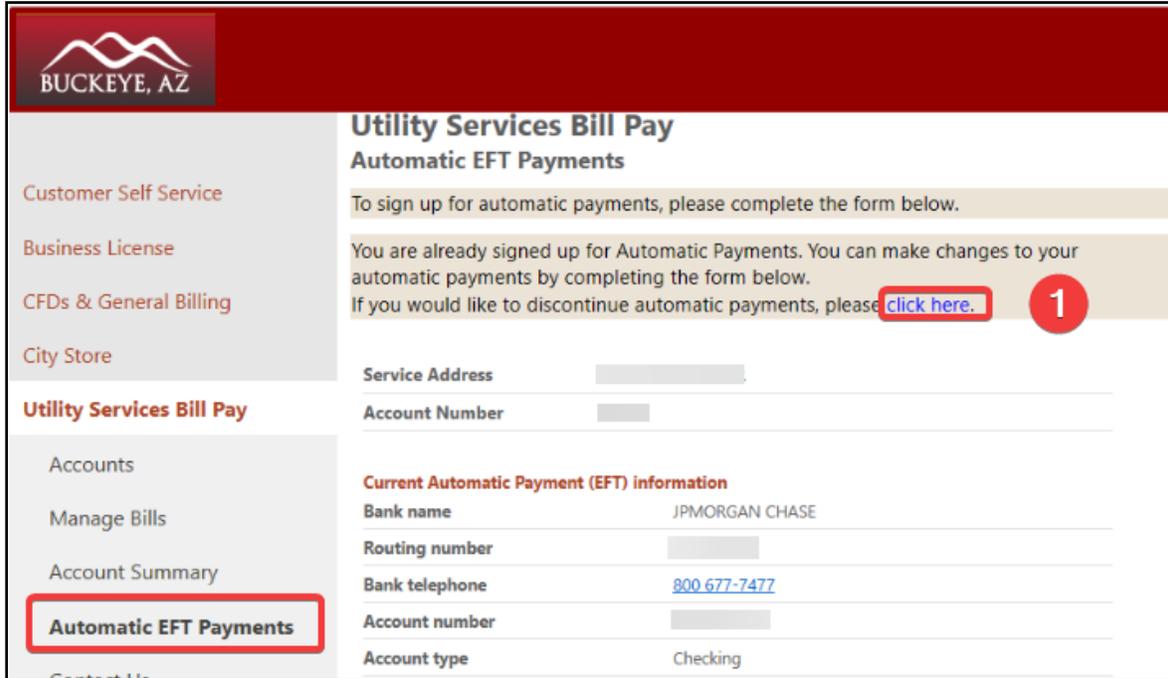
Review	
Bank name	Bank of Buckeye
Bank telephone	623-123-4567
Routing number	XXXX3004
Bank account number	XX6667
Account type	Checking
Name as it appears on your bank statement	Buckey Buckeye
Your telephone number	623-123-1234
Your email address	Buckey@buckeye.com

After submitting the information, you will get the Confirmation screen. **Note:** until you have been notified that automatic payments are in effect; you will need to make your payment using another method such as online, mail, or visiting one of the two Utility Billing offices.



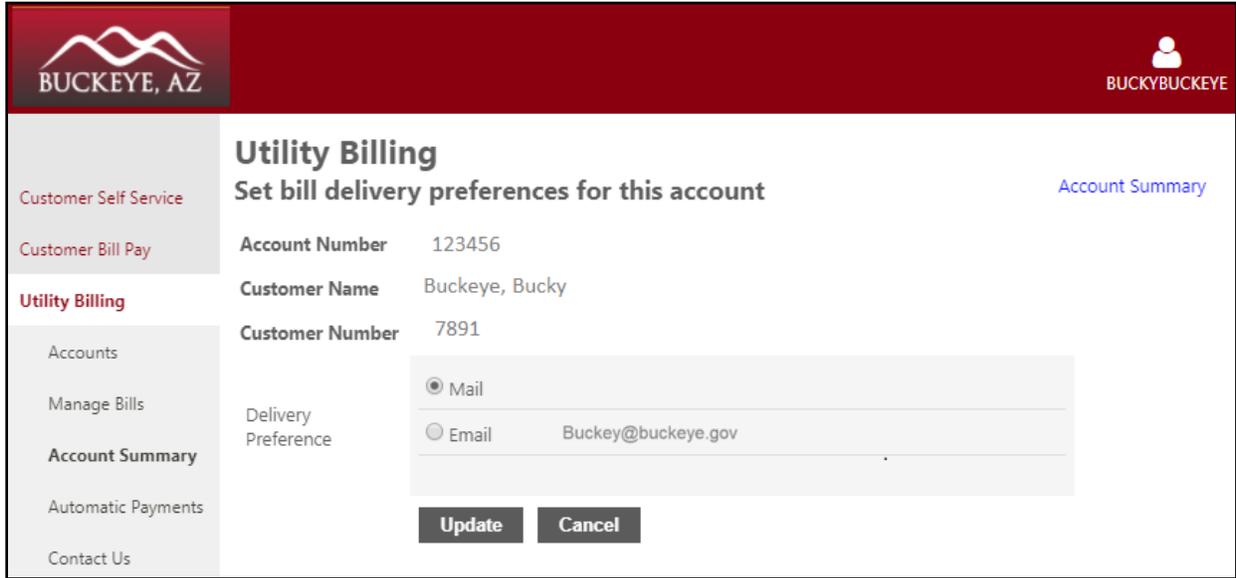
➤ Removing “Automatic Payments” (EFT)

Select the “Automatic Payments” in the left side navigation bar.



➤ **Paperless Billing | E-mail bill delivery**

You can select your billing delivery preference to mail or e-mail; this screen will also allow you to update your email address if at any time it changes. Once billing has been completed you will receive either a paper bill in the mail or an e-mail letting you know that you can view your bill on CSS depending on your preference.



The screenshot shows a web interface for 'BUCKEYE, AZ' with a 'BUCKYBUCKEYE' user profile. The main heading is 'Utility Billing' with a sub-heading 'Set bill delivery preferences for this account' and a link for 'Account Summary'. A sidebar on the left lists navigation options: 'Customer Self Service', 'Customer Bill Pay', 'Utility Billing' (highlighted), 'Accounts', 'Manage Bills', 'Account Summary', 'Automatic Payments', and 'Contact Us'. The main content area displays account information: 'Account Number 123456', 'Customer Name Buckeye, Bucky', and 'Customer Number 7891'. Below this is a 'Delivery Preference' section with two radio button options: 'Mail' (selected) and 'Email' (with the address 'Buckey@buckeye.gov'). At the bottom are 'Update' and 'Cancel' buttons.

For additional help please contact one of our representatives from the Utility Billing department.

Phone: **623-349-6100**: 7:00am – 6:00pm. Monday – Thursday (excluding government holidays).

You can also e-mail for help billing@buckeyeaz.gov; please provide a good contact number and a brief explanation of your issue and a representative will get back to you during normal business hours.

<http://www.buckeyeaz.gov/water-resources/>

City Hall Location 530. East Monroe Ave Buckeye, Az 85326	Sundance Location 21749 W. Yuma Road, Suite 107 Buckeye, Az 85326
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