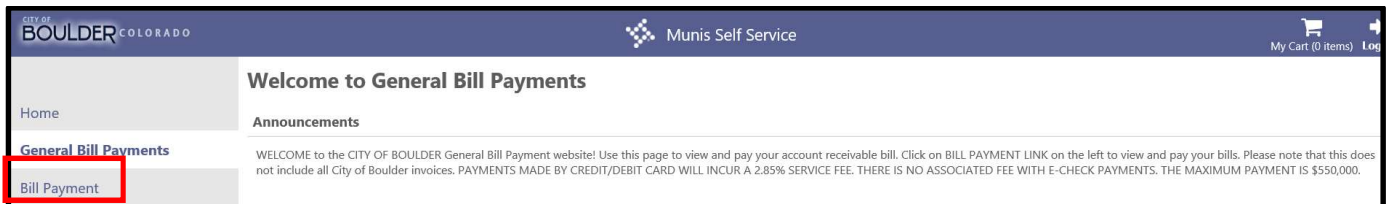


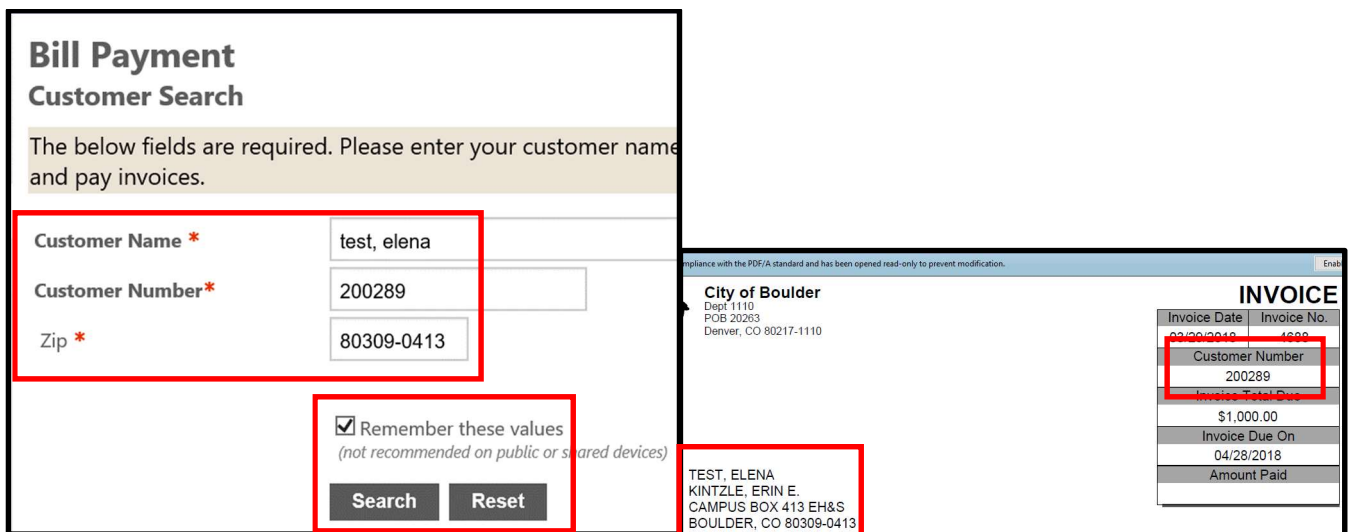
City of Boulder – General Bill Payments - Portal Instructions

CUSTOMERS...please follow the steps below to use the Customer Self Service (CSS) portal. CSS will allow you to view your customer information, view the status and history of your bills, and pay your bills online.

1. Go to <https://bouldercolorado.gov/i-want-to> and scroll down to “Pay/General Bill Payments” to pay a bill.
2. Click on **Bill Payment**



3. Enter your **Customer Name, Customer Number, and Zip** code, EXACTLY as it appears on your invoice. To save your information select the check box labeled **Remember these values**.



4. Click **Search**.

5. A list of bills will populate the screen. All outstanding bills have a check mark next to the bill #.

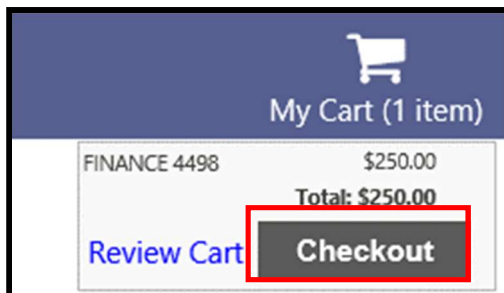
*Note: If a payment is pending for a bill, it will be reflected with a red asterisk **

Bill Payment						
Manage Bills						
Customer	ELENA TEST					
Address	CAMPUS BOX 413 EH&S BOULDER, CO 80309-0413					
Customer number	200289					
8 Found bill year						
<input type="checkbox"/>	Bill	Type	Pay By	Total Unpaid	Balance Due	
<input checked="" type="checkbox"/>	4498	FINANCE	2/23/2018	\$250.00	\$250.00	Details
<input type="checkbox"/>	4491	FINANCE	2/9/2018	\$0.00	\$0.00	Details
<input type="checkbox"/>	4492	OCCUPATION TAX	2/9/2018	\$0.00	\$0.00	Details
<input type="checkbox"/>	4493	PW UTILITIES	2/9/2018	\$0.00	\$0.00	Details
<input checked="" type="checkbox"/>	4490	HUMAN SERVICES	2/4/2018	\$231.00	\$231.00 *	Details

6. Select the check box for any bills you'd like to pay; click **Add to Cart**. **** (Be sure to uncheck any bills that you are not paying and also the payments that are already pending)****

As of	<input type="text" value="1/24/2018"/>
Total Unpaid	3735.00
Total Balance Due	3735.00
Add to Cart	
* pending web payment exists	

7. Click **My Cart** in the top right corner of your screen, and then click **Checkout**.



- Select your **Payment Method**. You have the option to **Pay by Credit Card** (includes Debit card), **Pay by eCheck** or **Cancel**. **(PLEASE NOTE: Debit and Credit card payments will be charged a 2.85% service fee. Payments greater than \$550,000 cannot be accepted, but multiple payments can be made for one invoice on separate days.)**

Pay Bills

Select Payment Method

All credit/debit card payments will incur a 2.85% service fee is \$550,000.

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

- The selected bill will appear, click **Continue**.

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
FINANCE	2018	1/24/2018	4498	2/23/2018	\$250.00	\$250.00	\$ <input style="width: 50px;" type="text" value="250.00"/>

Continue
Cancel

- The One Time Payment Screen will appear with the Bill and Customer Number information. A copy of the receipt will be sent to the email address listed. You may change the email address here if needed. Make any necessary changes and click **Continue**.

One Time Payment
Account Information

[Return to the City of Boulder's Self Service Site](#)

Enter Account Information

Payment Type

City of Boulder Miscellaneous Payments

Please enter your bill number and customer number as shown on your bill.

Bill Number

Customer Number

Email

Re-Enter email

Continue

Where is my Bill Number and Customer Number?

City of Boulder
1201 ARMY STREET
BOULDER, CO 80501

INVOICE

Invoice Date: 06/13/2017

Invoice Number: 120456789

Invoice Type: Due

Invoice Due On: 06/13/2017

Invoice Paid:

11. If paying by Debit or Credit card enter the required card information and click **Continue**.
****Please remember that all debit/credit card payments will be charged a 2.85% service fee.****

The screenshot shows a form titled "Enter Payment Information" with a card icon. It contains the following fields:

- First Name: BILL TEST
- Middle Name: (empty)
- Last Name: AR
- Daytime Phone Number: (303) 441-3068
- ZIP Code: 80306
- Pay this Amount \$: 1.00
- Payment Method: (dropdown menu)
- Credit Card section (highlighted with a red box):
 - Logos: VISA, MasterCard, DISCOVER NETWORK
 - Card Number: Enter card number
 - CVV: CVV
 - Expiration Date: MM (dropdown), YYYY (dropdown)
 - Card Holder Name: BILL TEST AR
- Debit Card section:
 - Logos: VISA DEBIT, Debit MasterCard


For eCheck payments enter the banking information for your **checking or savings** account. Make sure to select the check box labeled **I Authorize ACH direct debit payment (ACH Debit)** and click **Continue**. ****There is no fee if paying by eCheck.**


The screenshot shows an eCheck payment form with the following fields:

- First Name: ELENA
- Middle Name: (empty)
- Last Name: TEST,
- Daytime Phone Number: (303) 492-4002
- ZIP Code: 80309-0413
- Pay this Amount \$: 10.00
- Payment Method:
 - Credit Card (with VISA, MasterCard, DISCOVER logos)
 - Debit Card (with VISA, Debit MasterCard logos)
 - eCheck / Bank Account (highlighted with a red box)
- Where can I find the below information?
 - Checking
 - Savings
- Routing Number: Enter routing number
- Account Number: Enter account number
- Bank Name: Enter bank name
- Account Holder Name: Enter account holder
- View Authorization Agreement for direct debit payment (ACH Debit):
 - I authorize ACH direct debit payment (ACH Debit)
- Buttons: < Back, Continue

12. Confirm your Payment by checking the check box labeled, **I agree...**and then click **Pay <\$amount>**. If any changes are needed, click **<Back**.

Confirm Payment

 **Confirm Payment**

Payment Method  *****4448

Payment Amount \$250.00	+	Paymentus Fee \$7.13	=	Total Amount \$257.13
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Click to read the Terms and Conditions

I agree to the Terms and Conditions.

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 \$257.13

13. A **Payment Receipt** is generated showing your payment has been accepted. You are given the option to **Print**, **Make Another Payment**, or go **Back to home**.

 **Payment Receipt**

Your payment has been accepted.

Confirmation #	48660624
Payment Type	City of Boulder Miscellaneous Payments
Bill #	4498
Status	ACCEPTED
Payment Date	Jan 24, 2018 – 11:02:52 AM
Payment Method	Visa *****4448
Payment Amount	\$250.00
Service Fee	\$7.13
Total Amount Charged	\$257.13

Print Make Another Payment Back to home

14. You will receive 2 receipts via email, one from the City of Boulder and the other from Paymentus.
Please note: the confirmation number is unique within each system.

The payment amount on the City of Boulder receipt does not include the applicable service fee for payments made via debit/credit card. The Payment details show a separate payment amount for each bill number paid.

Dear ELENA TEST,

This message confirms your online payment of \$11101.00 applied to the card provided number.

The confirmation number for this payment is 668004057.

Payment details:

1. 2018 GENERAL BILLING & MISC CASH bill number 4688, payment amount: \$1000.00
2. 2018 GENERAL BILLING & MISC CASH bill number 4689, payment amount: \$10001.00
3. 2018 GENERAL BILLING & MISC CASH bill number 4693, payment amount: \$100.00

The Paymentus receipt includes the 2.85% service fee for debit/credit card payments in the total amount charged. If your payment is for more than one bill, the receipt only lists one bill number.

Dear ELENA TEST,,

We are pleased to confirm your Payment with City of Boulder. Below is the summary of your payment transaction. Your payment has been received and will be posted to your account. Thank you for your continued relationship with City of Boulder.

Confirmation number:	49433273
Payment date:	Apr 16, 2018 2:14:38 PM
Payment amount:	\$11,101.00
Paymentus fee:	\$316.38
Total amount charged:	\$11,417.38

Payment status: **ACCEPTED**

Contact Information

First name: **ELENA**
Last name: **TEST,**

ZIP Code: **803090413**
Daytime Phone Number:
Email:

Account Information

Payment type: **City of Boulder General Bill Payments**
Bill number: **4693**
Customer number: **200289**
Payment method: **Credit Card**

Payment Method Information

Card type: **MasterCard**
Card number: *******5454**
Card holder name: **test**

For help on this CSS portal, the City of Boulder Accounts Receivable team can be reached by clicking **Contact Us** to send an email to AR-CSS@bouldercolorado.gov or you may call 303-441-3068 for assistance during the hours 8:00 – 5:00 p.m., Monday – Friday.



The screenshot shows a navigation menu for the City of Boulder. At the top, it says "CITY OF BOULDER COLORADO". Below this, there is a list of menu items: "Home", "General Bill Payments", "Bill Payment", and "Contact Us". The "Contact Us" item is highlighted. To the right of the menu, there is a section titled "Bill Payment Contact Us" with contact information: "Phone 303-441-3068" and "E-Mail AR-CSS@BOULDERCOLORADO.GOV".

CITY OF BOULDER COLORADO	
Home	Bill Payment Contact Us Phone 303-441-3068 E-Mail AR-CSS@BOULDERCOLORADO.GOV
General Bill Payments	
Bill Payment	
Contact Us	