# Welcome to the new Pulaski County Customer Self Service system.
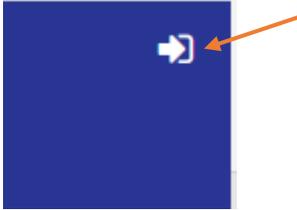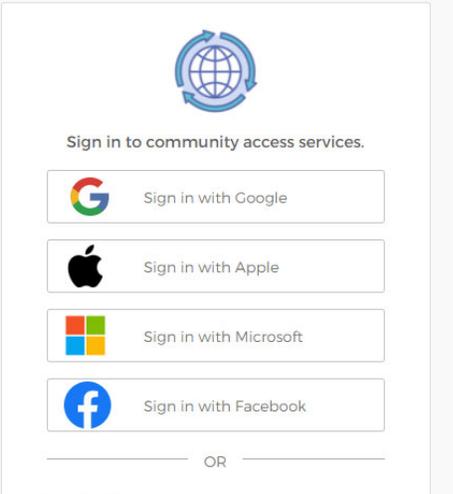
How to setup your account for the first time.

1. Go to https://selfservice.pulaskicounty.org/css
2. In the top right corner of the screen click on the arrow.



3. Select a login choice to create your account.



4. Once you have logged into system you will then begin to set up your account information.



5. Click on "link to account" under Utility Billing Accounts

6. The next step you will need to know your account number and customer ID number (CID). These numbers can be found on your bill or you can reach out to the PSA Billing office.

| CUSTOMER NAME | SERVICE ADDRESS |
|---|---|
| ****VACANT**** | |

| BILL NUMBER | BILL DATE | ACCOUNT NUMBER - CUSTOMER NUMBER | CURRENT BILLING DUE DATE |
|---|---|---|---|
| 90235009 | 02/28/2022 | 1032 - 999999 | 03/25/2022 |

| DESCRIPTION | METER NUMBER | READ CODE | PREVIOUS READ DATE | CURRENT READ DATE | PREVIOUS READING | CURRENT READING | USAGE | UOM | CHARGE AMOUNT |
|---|---|---|---|---|---|---|---|---|---|

THIS IS YOUR ACCOUNT NUMBER

THIS IS YOUR CUSTOMER ID NUMBER

## Utility Billing
### Account Link Setup

What is the account ID? *  `1032`

What is the CID? *  `999999`

**Submit**   **Cancel**

7. Click "Submit"
8. If you have more than one PSA account you can repeat step 6 to add them to your CSS account.
9. The Account Summary Page will appear please make sure that the following information is correct
    a. Service Address
    b. Customer Information is correct.
10. To make a payment please select "Pay Now"

Pay Now

11. If you have more than one bill due on an account you can select all of them or some of them to pay by check or unchecking the box under Pay Bill. Once you have selected the bills you want to pay click "Add to Cart"

**Outstanding Bills** (bill years 9 to 12008 only)   Show Past Bills ⩱

| Pay Bill | Bill | Bill Date | Pay By | Charges | Pending | Balance Due | Details |
|---|---|---|---|---|---|---|---|
| ☑ | 90220252 | 12/31/2021 | 1/25/2022 | $32.56 | $0.00 | $32.56 | Bill Details |
| ☑ | 90229461 | 1/31/2022 | 2/25/2022 | $32.56 | $0.00 | $32.56 | Bill Details |
| ☑ | 90235009 | 2/28/2022 | 3/25/2022 | $35.56 | $0.00 | $35.56 | Bill Details |
| | | | | | | Total Due: $100.68 | |

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

12. Once the bills have been added to your cart you will select the "cart" in the top right-hand corner of the screen than select "Checkout"

🛒 (3)

13. Choose your method of payment
14. On the Pay Bills screen you can adjust the payment amount if you need to, you just nee to make sure to click "calculate subtotal" if you make any changes.
15. Select "continue"

16. You will be taken to the Pulaski County Paymentus screen that should look like this. Fill out your email address on both lines and select continue. **Do not change your account number.**

Enter Account Information

Payment Type

Utility Bill

Please enter your account number without the dash as shown on your bill.

Account Number

1032

Email ❓

Enter email address

Re-Enter email

Re-enter email address

Continue

Paymentus

17. The next screen you will fill out all of your payment information, once completed you will then select continue.

18. The next screen you are able to save the payment information for future use. Once completed select "Pay Now"

Confirm Payment

| Payment Method | VISA ***********1111 |
| Payment Date | Now (03/15/2022) |

☑ Use this payment method for future payments.

| Payment Amount | | Paymentus Fee | | Total Amount |
| $100.68 | ➕ | $2.75 | = | $103.43 |

Click to read the Payment Authorization Terms

☑ I authorize payment and agree to the Payment Authorization Terms

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 $103.43

19. You will get a payment confirmation at the next screen, then select "Back Home"
20. Select Mange Bills from the menu. You will see that there are pending payments for these bills.

**Outstanding Bills** (bill years 9 to 12008 only)

| Pay Bill | Bill | Bill Date | Pay By | Charges | Pending | Balance Due |
|---|---|---|---|---|---|---|
| ☑ | 90220252 | 12/31/2021 | 1/25/2022 | $32.56 | $32.56 | $32.56** |
| ☑ | 90229461 | 1/31/2022 | 2/25/2022 | $32.56 | $32.56 | $32.56** |
| ☑ | 90235009 | 2/28/2022 | 3/25/2022 | $35.56 | $35.56 | $35.56** |
| | | | | | | Total Due: $100.68 |

select bills you would like to pay now, t

** This bill has pending web payments that are not currently reflected in the payments amount.

21. Payments will be reflected on your account within two business days.