



Bayfield Utility

Payment Service Network: Information Reference Guide

Updated: July 16, 2019

1. Go into Payment Service Network by using the www.cityofbayfield.com link.
2. Customer Registration process:
 - a. Use First & L- Account **and** – Account Number
 - b. Choose the correct account and press **“Select.”**
 - c. Give primary email address **and** confirm that email address
 - d. Select a password **and** confirm the password
 - e. Select a secret question that only **“YOU”** know the answer
 - f. Press **“continue.”**

3. You are now in the system to make a payment and navigate through PSN

*****If a customer forgets their password there is a **“Forgot Password”** button they can click to generate a new password that will be sent to their primary email.*****

If they need to speak to a PSN rep. to reset their password, they can call the 866.917.7368 and a rep will assist with their password needs.

**Payment Service Network Office Hours: Monday – Friday, 7:00am – 7:00pm CST
Saturday and Sunday: 8:00am – 5:00pm CST**

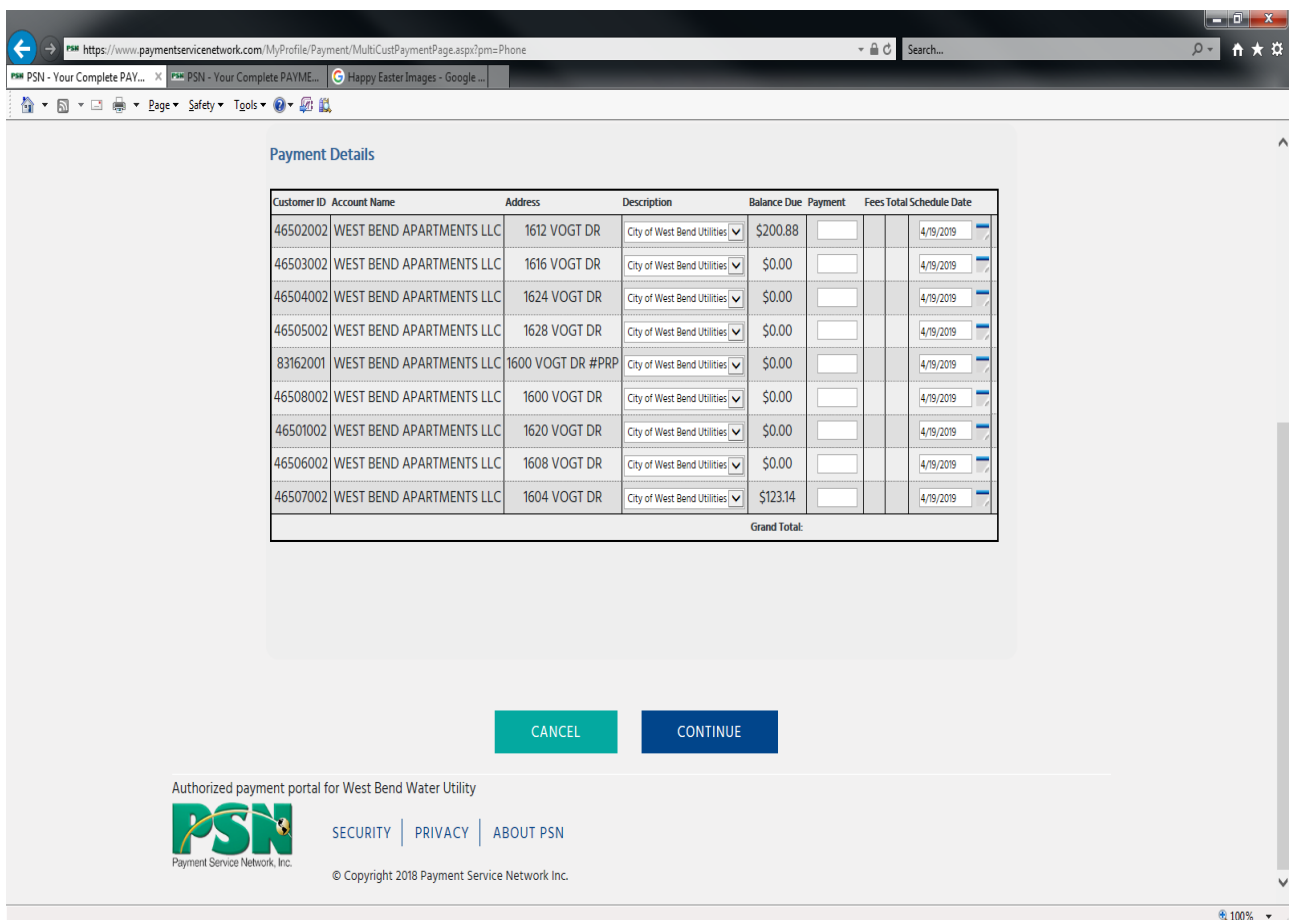
4. Payments:
 - a. Online & Phone payments are accessed a convenience fee to the payer:
 - i. You may pay using Checking/Savings account or by Credit/Debit Cards online or by phone.
 - ii. Maximum Check/Savings payment is: \$15,000.00 Minimum: \$1.00
 - iii. Check/Savings payments will have an additional \$1.00 added.
 - iv. Maximum Credit Card Payment is: \$5,000.00, Minimum: \$5.00 (**Visa, MC, Discover & AMEX**)
 - v. Credit/Debit payments are accessed 2.75% and if payment is below \$100.00, there is an additional \$.50 as a processing fee.

Customer must click on the **“Submit Payment” button to complete payment.**

5. Set-up Auto Payments: (customers screen)
 - a. Make sure you choose the date that you would like payment to be deducted from your account. Best results, have the auto-pay run two days before bill due date.
 - b. Make sure you choose an amount of what you wish to have deducted or choose the button that states **“Pay Balance in Full.”**
6. Setting up the Auto Payments: (Office) Your tab calls it **“Setup/Change Auto-Payment”**
 - a. Use Payment Tool Tab
 - b. Select **“Setup/change auto-payment”** button
 - c. Click on **“Add New Auto-Pay”** button
 - d. Find your customer and click on **“Search”** and then **“Select”**
 - e. Run like a normal payment just choose date to draw payment
 - f. Verify and then click on **“Submit Payment”** starts auto-pay.

7. Setting up multi profiles to a primary profile: (customers screen)
 - a. Register into your primary account
 - b. Adding profiles will be performed from a primary account
 - c. Click on the left side of the page **“Manage Profiles”**
 - d. It will display your primary account in the middle of the page and below that you will click on the button on far right of page that says **“Add New Account”**
 - e. Select an option: "Add Account from "Name of Utility (RT25703)."
 - f. Click on button that says, "Next."
 - g. **Have your account numbers that you wish to add to this profile handy! (Have all your statements available to see account numbers)**
 - h. FOLLOW Category Titles on the Left side of the page.
 - i. **“Account Number,”** then **“Last Name.”** personal accounts or
 - j. **“Account Number”** then **“Business Name”**
 - k. Click on **“Search”** button at the bottom of the page.
 - l. This will bring up a pop-up of the name of the account and then if this is correct you will then click on the right side of the page the button that says **“Link Customer.”**
 - m. **YOU HAVE SUCCESSFULLY LINKED A PROFILE TO YOUR PRIMARY ACCOUNT!**


When making a payment the screen would look like this then;



Payment Details

Customer ID	Account Name	Address	Description	Balance Due	Payment	Fees Total	Schedule Date
46502002	WEST BEND APARTMENTS LLC	1612 VOGT DR	City of West Bend Utilities	\$200.88			4/19/2019
46503002	WEST BEND APARTMENTS LLC	1616 VOGT DR	City of West Bend Utilities	\$0.00			4/19/2019
46504002	WEST BEND APARTMENTS LLC	1624 VOGT DR	City of West Bend Utilities	\$0.00			4/19/2019
46505002	WEST BEND APARTMENTS LLC	1628 VOGT DR	City of West Bend Utilities	\$0.00			4/19/2019
83162001	WEST BEND APARTMENTS LLC	1600 VOGT DR #PRP	City of West Bend Utilities	\$0.00			4/19/2019
46508002	WEST BEND APARTMENTS LLC	1600 VOGT DR	City of West Bend Utilities	\$0.00			4/19/2019
46501002	WEST BEND APARTMENTS LLC	1620 VOGT DR	City of West Bend Utilities	\$0.00			4/19/2019
46506002	WEST BEND APARTMENTS LLC	1608 VOGT DR	City of West Bend Utilities	\$0.00			4/19/2019
46507002	WEST BEND APARTMENTS LLC	1604 VOGT DR	City of West Bend Utilities	\$123.14			4/19/2019
Grand Total:							

Authorized payment portal for West Bend Water Utility


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 Payment Service Network, Inc.

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Telephone Numbers for PSN (Payment Service Network)

Payments: 877.885.7968 (to make automated payments)

Customer Service: 866.917.7368 (If in need of assistance)