



Local Sales Tax Section - Finance Department | 425 E State St | Rockford, IL 61104 | (779) 348-7165

Customer Self Service

Step-By-Step Instructions for Paying Self-Reported Taxes Online

Food & Beverage | Package Liquor | Hotel/Motel

Table of Contents

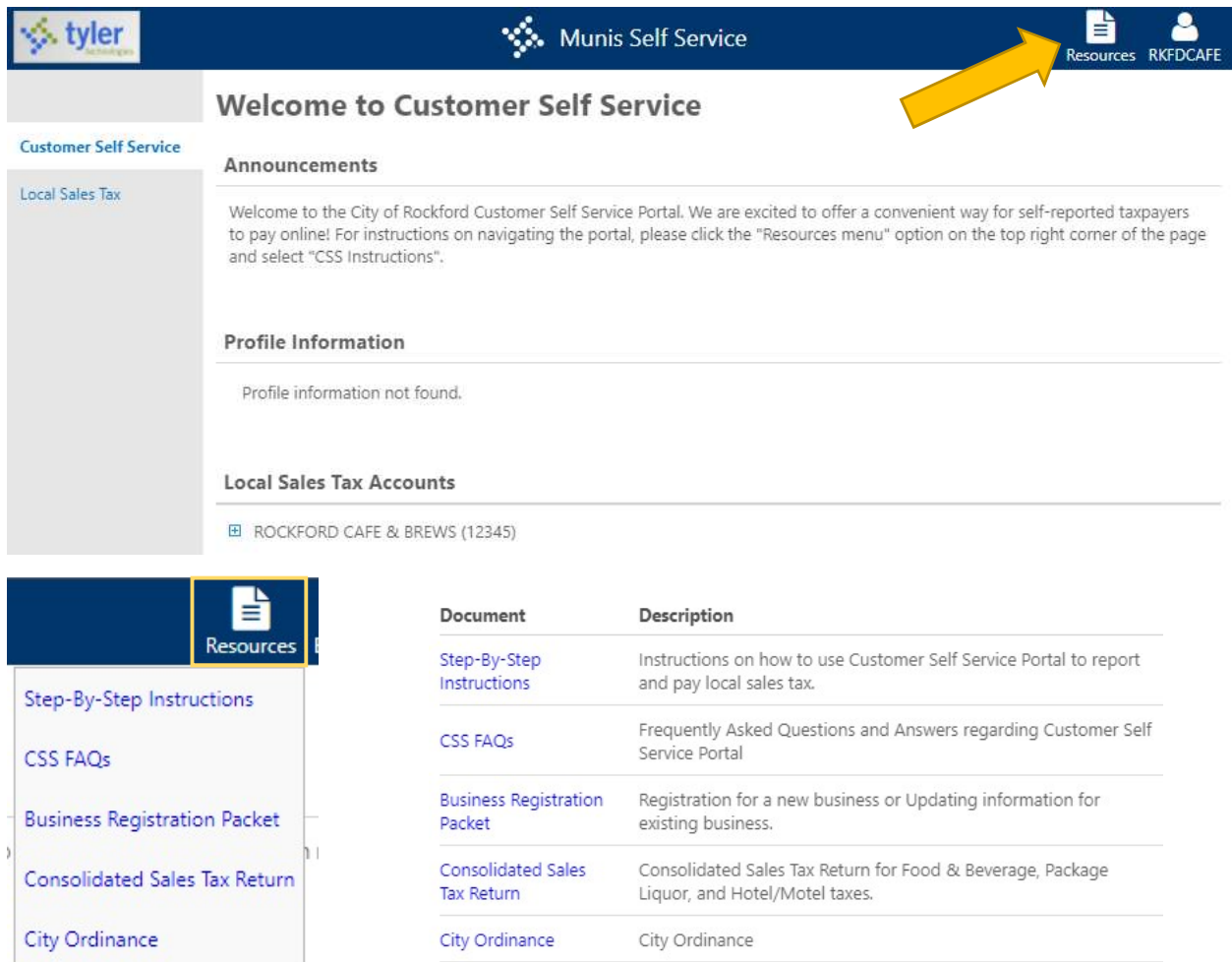
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Welcome to the City of Rockford Customer Self Service Portal for Self-Reported Taxes!

The City of Rockford Customer Self Service is the new payment portal that allows users to easily and conveniently pay self-reported taxes online using a credit card or eCheck. Please note that there is a \$1 convenience fee when using an eCheck. There is no fee to pay by credit card.

If you have questions or issues during the registration or filing process, please contact the Local Sales Tax Section of the Finance Department at (779) 348-7165. Someone will be available to assist you Monday – Friday 8:00am to 5:00pm. You may also send an email to LocalSalesTax@rockfordil.gov for assistance.

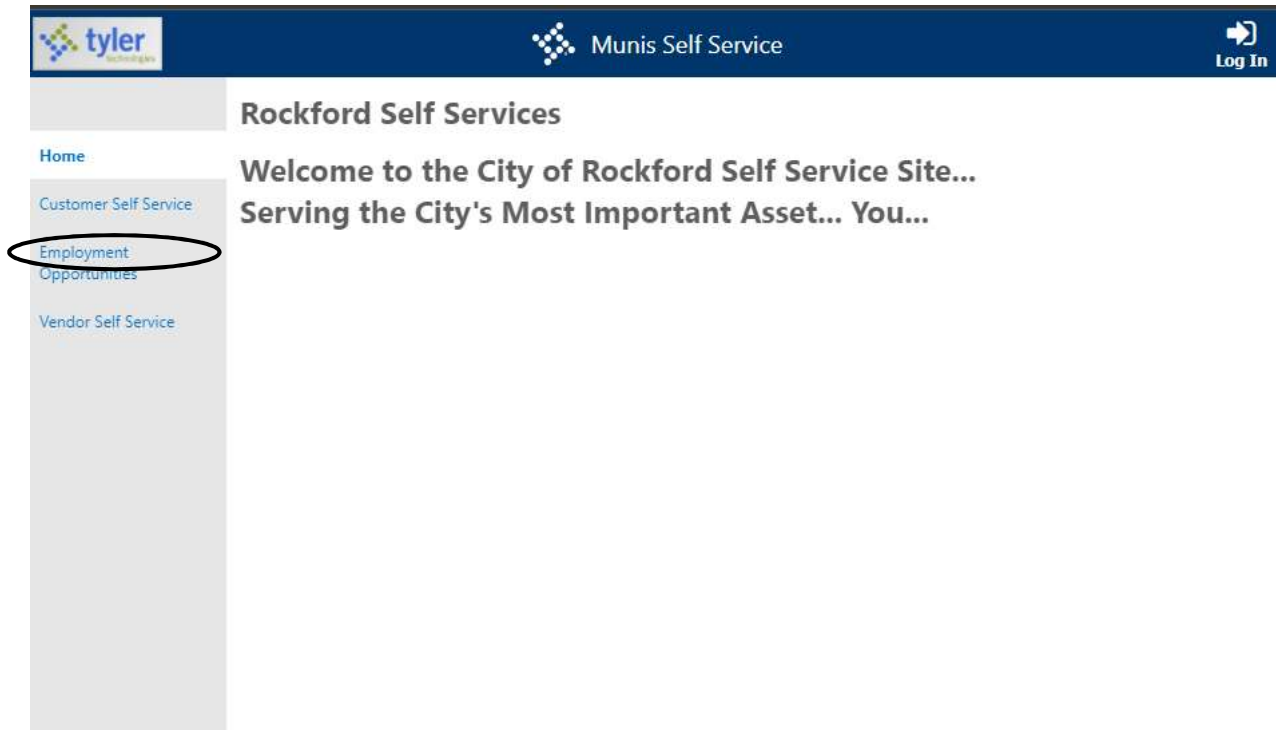
A helpful button to remember is the **“Resources menu” in the upper right corner when logged into the Customer Self Service homepage**. Clicking it will give you the option to view a PDF of these instructions, as well as PDFs of the tax remittance forms is you need to review deductions and other calculations.



Document	Description
Step-By-Step Instructions	Instructions on how to use Customer Self Service Portal to report and pay local sales tax.
CSS FAQs	Frequently Asked Questions and Answers regarding Customer Self Service Portal
Business Registration Packet	Registration for a new business or Updating information for existing business.
Consolidated Sales Tax Return	Consolidated Sales Tax Return for Food & Beverage, Package Liquor, and Hotel/Motel taxes.
City Ordinance	City Ordinance


Step 1: Registering

To access the Self Service portal, go to: <https://ess.rockfordil.gov/css/>. Select "Customer Self Service" on the left-hand menu.





After clicking “Customer Self Service”, you will be brought to the Login page. To register, click the hyperlinked “Sign up” button below the login fields.


Complete the registration fields and click “Save”. **User ID must be the business email address on file.** Password requirements are a length between 8 to 15 characters with at least one numeric, one non-alphanumeric character, one uppercase, and one lowercase. **Most browsers will have the option to save your login details. Whether or not you store your login on your browser, we recommend that you additionally document and save your User ID and password on your computer or in a paper file.**




Sign in to community access services for
City of Rockford.

 [Sign in with Google](#)


 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

 This field cannot be left blank


☐ Keep me signed in

[Next](#)

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)



Sign up

Email

First name

Last name

Mobile phone Optional

Password

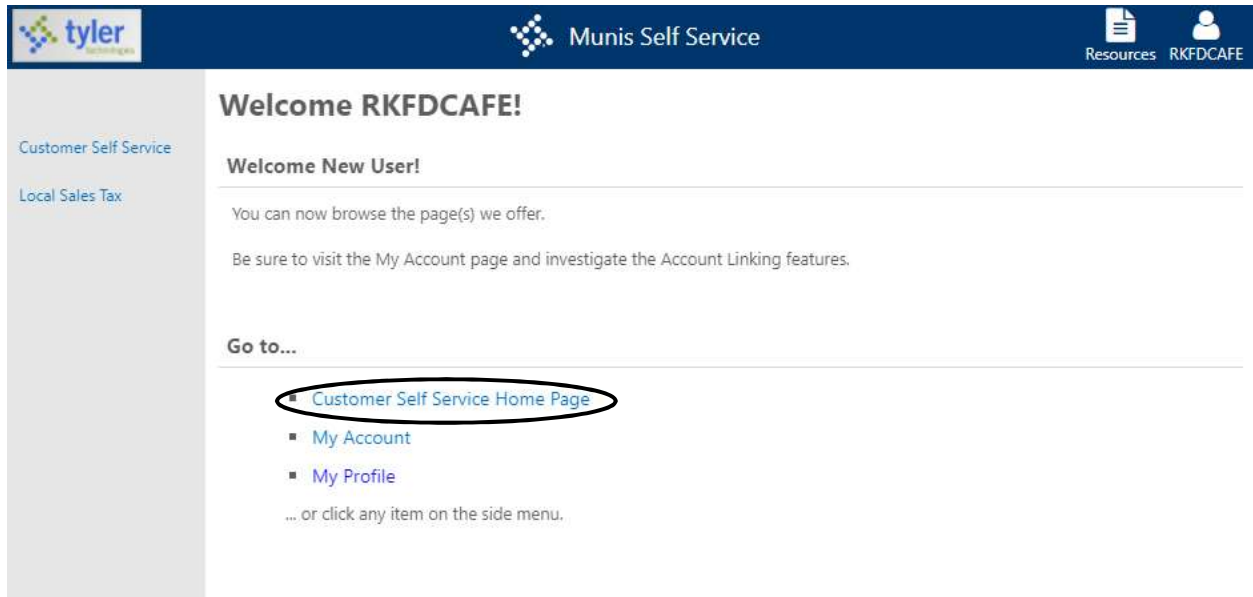
Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

[Sign Up](#)

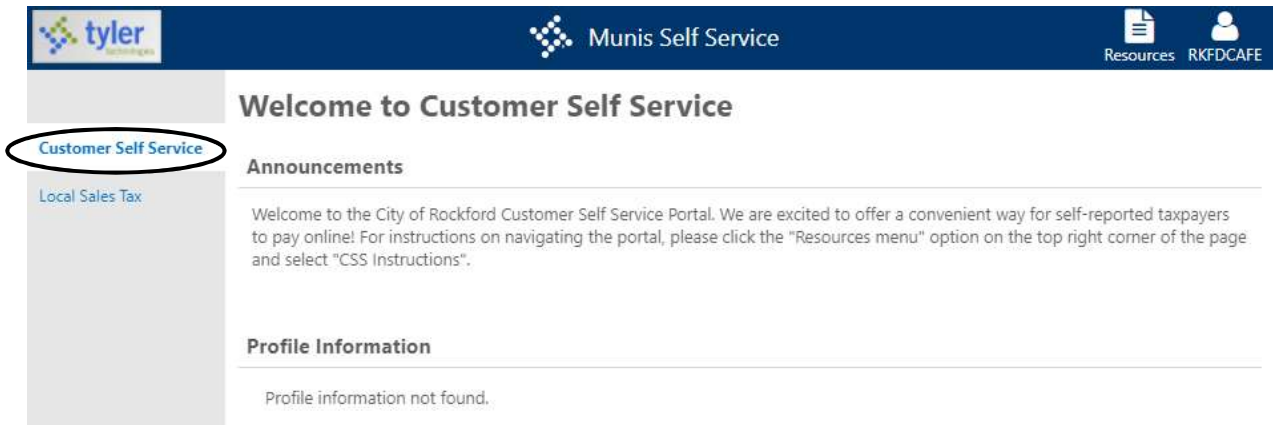
[Already have an account?](#)

After saving your registration information, you will receive a Welcome Screen. Click on “Customer Self Service Home Page” be directed to the Self Service homepage. Then continue to the next section for directions on linking a business account.



Step 2: Linking Business Account

Starting on the Self Service homepage, click “Local Sales Tax” on the left-hand menu.



Clicking “Local Sales Tax” directs you to the “Linked Accounts” page. Click the “Link to Account” hyperlink to begin linking a business account.

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Customer Self Service

Local Sales Tax

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Local Sales Tax

Linked Accounts

Select an account to work with.

[Link to Account](#)

No Business License accounts have been linked to this MSS User.

Enter both the business account ID and the business's customer ID in the corresponding fields. You should have received both from the Finance Department prior to registering. Please contact the Local Sales Tax Section of the Finance Department at (779) 348-7165 if you have issues linking a business account.

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Account Link Setup

For existing businesses you will need your Account # and Operator's CID #. For new businesses please complete the "Business Registration Packet" located in the "Resources Menu" to obtain this information. Contact metrotax@rockfordil.gov or (779) 348-7165 for assistance.

What is the account ID of this business? *

What is the operator's CID? *

[Submit](#) [Cancel](#)

* indicates required field

Once linked, you will see the options to view your account, manage your account's bills, and enter a filing.

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Linked Accounts

Select an account to work with.

[Link to Account](#)

Account ID	DBA	Location	Status	
12345	ROCKFORD CAFE & BREWS	123 S STATE STREET	ACTIVE	Account Bills Enter Filing

Step 3: Filing and Paying a Return

To file a return, you can reach the "Enter Filing" hyperlink two ways: 1) you go to the Accounts screen and click the "Enter Filing" hyperlink next to the relevant business account.

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Linked Accounts

Select an account to work with.

[Link to Account](#)

Account ID	DBA	Location	Status	
12345	ROCKFORD CAFE & BREWS	123 S STATE STREET	ACTIVE	Account Bills Enter Filing

2) OR you can select “Enter Filing” after logging into Customer Self Service and expanding your tax accounts from the main page.

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Customer Self Service

Local Sales Tax

Welcome to Customer Self Service

Announcements

Welcome to the City of Rockford Customer Self Service Portal. We are excited to offer a convenient way for self-reported taxpayers to pay online! For instructions on navigating the portal, please click the “Resources menu” option on the top right corner of the page and select “CSS Instructions”.

Profile Information

Profile information not found.

Local Sales Tax Accounts

<input checked="" type="checkbox"/>	ROCKFORD CAFE & BREWS (12345)	Enter Filing
-------------------------------------	-------------------------------	---------------------

There are no outstanding bills for this account.

Click the “Select” hyperlink next to the tax account for which you are filing.

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Filing - License/Tax Selection

Please select a record to access the filing history

Category	Type	Reference	Renewal Cycle	
FOOD & BEVERAGE		22681	METRO TAX	select
PACKAGED LIQUOR		22682	METRO TAX	select

Click “Select” next to the specific month you wish to file.

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Filing - Date Selection

Account ID

12345

Category

FOOD & BEVERAGE

Type

Cycle

METRO TAX

To continue, please select a period that has not been filed or is late from the list below

Year	Month	Status	Total	Balance	
2021	4	UNFILED	0.00	0.00	select
2021	3	UNFILED	0.00	0.00	select
2021	2	LATE	0.00	0.00	select

You will be directed to the **Filing Amounts** page, verify your State ID and the monthly Gross Receipts and any Deductions. Click “Continue” to proceed to the filing review page.

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Filing Amounts

Account

12345

Category

FOOD & BEVERAGE

Type

Cycle

METRO TAX

Month

1

Year

2021

State ID

9876-5432

METRO FOOD & BEVERAGE (MFB)

Gross sales of Food & Beverages	\$	0.00	
Less sales thru Marketplace Facilitators			
Code	Description	Amount	
MPF	MARKETPLACE FACILITATC	0.00	Delete

[Add another line](#)

Cancel

Continue

After clicking “Continue”, you will be directed to the final review form before submitting your filing. This shows the calculation of your payment due. **To make changes prior to submitting, click the “Revise this filing” hyperlink in the top right corner.**

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Local Sales Tax Filing Amounts

Review

Please review that the information is correct before submitting.

[Revise this filing](#)

Account	12345
Category	FOOD & BEVERAGE
Type	
Cycle	METRO TAX
Month	1
Year	2021
State ID	9876-5432

METRO FOOD & BEVERAGE MFB Actual

Gross sales of Food & Beverages	15.00
MPF MARKETPLACE FACILITATORS SALES	3.00
Less sales thru Marketplace Facilitators	3.00
Taxable Sales	12.00
Calculated Amount	0.12
Net Due	0.12

Summary

Calculated Amount due on this filing:	0.12
Penalty on this filing:	0.00
Total due:	0.12

**The amount due shown does not include any potential interest that may be added for late filings.

Check the following box to signify acknowledgement

☐ I hereby acknowledge that the information I am about to submit is 100% accurate and understand the license cannot be issued if a shortage or missing payments exist on my account.

Cancel

File

If the filing passes final review, scroll to the bottom, click the gray checkbox to signify acknowledgement, and then hit "File"

**The amount due shown does not include any potential interest that may be added for late filings.

Check the following box to signify acknowledgement

☐ I hereby acknowledge that the information I am about to submit is 100% accurate and understand the license cannot be issued if a shortage or missing payments exist on my account.

Cancel


File

A confirmation screen will appear. From here you can attach your Illinois Department of Revenue ST-1, St-2, or RHM-1 form(s) by clicking the "Attach a document to your new Filing" hyperlink.

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Confirmation

Thank you. Your information has been successfully submitted.

[Pay this bill](#)

You can now...

- [Attach a document to your new Filing](#)
- [Submit another renewal](#)
- [Pay Bill](#)

A gray box will expand with options to “Choose File” and then “Upload”

signify
acknowledgement

submit is 100% accurate and understand the license cannot be issued if a shortage or missing payments exist on my account.

You can now...

Attach one or more documents to your new Filing

- Use the **Choose File** button to select a document to attach.
- As each document is selected, an additional file selection button will appear, allowing you to select multiple documents.
- Click the **Upload** button to upload the selected attachment(s).

Attachment: **Choose File** No file chosen

Upload Cancel

- [Submit another renewal](#)
- [Pay Bill](#)

After choosing your file and clicking “Upload” to attach your document, you will receive this message highlighted in green: “Successfully attached # document.” The message will appear next to the “Attach a document to your new Filing” hyperlink.

Local Sales Tax Filing Amounts Confirmation

Thank you. Your information has been successfully submitted.

Pay this bill

Attach one or more documents to your new Filing

- Use the **Choose File** button to select a document to attach.
- As each document is selected, an additional file selection button will appear, allowing you to select multiple documents.
- Click the **Upload** button to upload the selected attachment(s).

Sales Tax Return 2.2.21.pdf Remove

Attachments: Choose File No file chosen

Upload Cancel

If you forget to attach a copy of your ST-1, ST-2, or RHM-1 form(s), you can mail the form(s) to the Local Sales Tax Section or email as an attachment to LocalSalesTax@rockfordil.gov.

If you would like a paper copy of your online filing, we recommend that at this point you right click the web page and select "Print", or go to your browser's settings and select "Print". Your browser's print screen should appear. Follow the steps to print a paper copy of your online filing.

Print

Total: 2 sheets of paper

Printer: HP Officejet 4500 G510n-z

Copies: 1

Layout: Portrait

Pages: All

Color: Black and white

Print on both sides: Print on one side

More settings

Print using system dialog (Ctrl+Shift+P)

Troubleshoot printer issues

Print Cancel

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Local Sales Tax Filing Amounts Confirmation

Thank you. Your information has been successfully submitted.

Pay this bill

Account	12345
Category	FOOD & BEVERAGE
Type	METRO TAX
Cycle	1
Month	2021
Year	2021
State ID	9876-5432
Gross sales of Food & Beverages	15.00
MPP MARKETPLACE FACILITATORS SALES	3.00
Less sales thru Marketplace Facilitators	3.00
Taxable Sales	12.00
Calculated Amount	0.12
Net Due	0.12

Summary

Calculated Amount due on this filing	0.12
Penalty on this filing	0.00
Total due	0.12

***The amount due shown does not include any potential interest that may be added for late filings.

Check the following box to signify acknowledgment

I hereby acknowledge that the information I am about to submit is 100% accurate and understand the license cannot be issued if a shortage or missing payments exist on my account.

You can now...

Attach one or more documents to your new Filing

Use the **Choose File** button to select a document to attach.

As each document is selected, an additional file selection button will appear, allowing you to select multiple documents.

Click the **Upload** button to upload the selected attachment(s).

Sales Tax Return 2.2.21.pdf Remove

Attachments: Choose File No file chosen

Upload Cancel

- Submit another renewal
- Pay Bill

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Once all relevant documents have been attached, and is you have printed the web page as needed, click the "Pay this Bill" hyperlink. **If the amount owed is \$0.00, click the "Submit another renewal" hyperlink.** This will save you filing and redirect you to the Linked Accounts page.

Local Sales Tax Filing Amounts Confirmation

Thank you. Your information has been successfully submitted.

Click Here
If the amount owed is greater than \$0.01

[Pay this bill](#)

~~~~~

You can now...

**Attach one or more documents to your new Filing**

- Use the **Choose File** button to select a document to attach.
- As each document is selected, an additional file selection button will appear, allowing you to select multiple documents.
- Click the **Upload** button to upload the selected attachment(s).

Sales Tax Return 2,2,21.pdf [Remove](#)

Attachments: [Choose File](#) No file chosen

[Upload](#) [Cancel](#)

Click Here  
If the amount owed is \$0.00

- [Submit another renewal](#)
- [Pay Bill](#)

After clicking “Pay this Bill”, select your payment method. **There is a \$1.00 convenience fee for paying with an eCheck. There is no fee to pay by credit card.**

**Pay Bills**

[Return to Citizens page](#)

**Select Payment Method**

The City of Rockford accepts credit and debit card payments for American Express, Discover, Master Card and Visa with no additional fee charged. The City of Rockford also accepts payment via eCheck. There will be a \$1 convenience fee for processing the payment.

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

You will be directed to the payment portal to enter your billing address and payment information. Please note that once you click “Make Payment,” the transaction will immediately processed.

← → ↻ 🏠 🔒 https://www.bridgepaynetsecuretx.com/WebLink3/WebLink.aspx 🌟 | 🌟 🧑 ...

### BILLING INFORMATION

Time left: 7 minutes, and 55 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip:  /





Phone:

Email:

Total Amt:

Description:

### PAYMENT INFORMATION







Payment Method:


Card Number:

Exp. Date:  /

Security Code:  [What is this?](#)


✓ I'm not a robot 

reCAPTCHA  
Privacy - Terms


Secured by  2021-04-23

ABOUT SSL CERTIFICATES

Powered by [Bridgepay Network Solutions](#).



After submitting payment, you will be directed to this payment confirmation screen. Click the “here” hyperlink at the bottom of the message box to be redirected to Customer Self Service.



City Hall

Your payment was successfully processed. Please print this receipt for your records.

### Payment Details

|                      |        |
|----------------------|--------|
| <b>Total Amount:</b> | .14    |
| <b>Description:</b>  |        |
| <b>Invoice No.:</b>  | 107003 |
| <b>Auth code:</b>    | 093019 |

Click [here](#) to return to City Hall

You may receive a message requesting verification that you intend to change websites. Click “yes” and you will be redirected to the Customer Self Service Home Page.


You can view you paid bill by going to the business account from you Linked Accounts screen and clicking the “Account” hyperlink,


| Account ID | DBA                   | Location           | Status |
|------------|-----------------------|--------------------|--------|
| 12345      | ROCKFORD CAFE & BREWS | 123 S STATE STREET | ACTIVE |


then selecting All Bills on the left hand menu,



then clicking the “Details” hyperlink to the right of the bill that you want to view.







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Account ID

DBA

Location

12345

ROCKFORD CAFE & BREWS

123 S STATE STREET  
ROCKFORD IL 61101


4 Found


bill years 2020 to 2023 only



| Location           | Owner                 | Account ID | Cycle/Month/Year | Category | Type                                               |
|--------------------|-----------------------|------------|------------------|----------|----------------------------------------------------|
| 123 S STATE STREET | ROCKFORD CAFE & BREWS | 12345      | MTAX, 1 2021     | PL       | <a href="#">Details</a>   <a href="#">Pay Bill</a> |
| 123 S STATE STREET | ROCKFORD CAFE & BREWS | 12345      | MTAX, 2 2021     | PL       | <a href="#">Details</a>                            |
| 123 S STATE STREET | ROCKFORD CAFE & BREWS | 12345      | MTAX, 1 2021     | FB       | <a href="#">Details</a>   <a href="#">Pay Bill</a> |
| 123 S STATE STREET | ROCKFORD CAFE & BREWS | 12345      | MTAX, 2 2021     | FB       | <a href="#">Details</a>                            |

## Navigating the Customer Self Service Portal

Logging into Customer Self Service directs you to your account homepage.





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
Local Sales Tax Accounts


Welcome to the City of Rockford Customer Self Service Portal. We are excited to offer a convenient way for self-reported taxpayers to pay online! For instructions on navigating the portal, please click the “Resources menu” option on the top right corner of the page and select “CSS Instructions”.


Profile information not found.


ROCKFORD CAFE & BREWS (12345)

From the homepage, you can expand the linked business account(s) to view bills, pay unpaid bills, or enter a new filing.

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[Resources](#)

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Customer Self Service

Local Sales Tax

## Welcome to Customer Self Service


### Announcements

Welcome to the City of Rockford Customer Self Service Portal. We are excited to offer a convenient way for self-reported taxpayers to pay online! For instructions on navigating the portal, please click the "Resources menu" option on the top right corner of the page and select "CSS Instructions".

### Profile Information


Profile information not found.


### Local Sales Tax Accounts


 ROCKFORD CAFE & BREWS (12345)

| Cycle/Month/Year | Category | Type |                                                      |
|------------------|----------|------|------------------------------------------------------|
| MTAX, 1 2021     | FB       |      | <a href="#">View Bill</a>   <a href="#">Pay Bill</a> |
| MTAX, 2 2021     | FB       |      | <a href="#">View Bill</a>                            |
| MTAX, 1 2021     | PL       |      | <a href="#">View Bill</a>   <a href="#">Pay Bill</a> |
| MTAX, 2 2021     | PL       |      | <a href="#">View Bill</a>                            |

Clicking “Local Sales Tax” on the left hand menu directs you to the **Linked Accounts** screen. Clicking the “Account” hyperlink directs you to the **Account Review** screen.




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## Local Sales Tax

### Linked Accounts

Select an account to work with.

| Account ID | DBA                   | Location           | Status |                                                                              |
|------------|-----------------------|--------------------|--------|------------------------------------------------------------------------------|
| 12345      | ROCKFORD CAFE & BREWS | 123 S STATE STREET | ACTIVE | <a href="#">Account</a> <a href="#">Bills</a>   <a href="#">Enter Filing</a> |



**Account Review** allows you to view your account details. If any of this information is incorrect, please complete the Business Registration Packet, that is located in the **Resources** menu, and email to [LocalSalesTax@rockfordil.gov](mailto:LocalSalesTax@rockfordil.gov). Please note the list of expanded options on the left-hand menu.

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Account Review

[Return to Accounts](#)

ROCKFORD CAFE & BREWS

Account ID

12345

Status

ACTIVE

DBA

ROCKFORD CAFE & BREWS

Location

123 S STATE STREET  
ROCKFORD IL 61101

Business owner name

ROCKFORD CAFE & BREWS

Agent operator name

ROCKFORD CAFE & BREWS

Business contact name

MARIE ANN FRIZZLE

Business phone number

779-123-4567

Alternate phone number

Fax number

Email

DRINK@ROCKFORD.COM

Website

Contacts

| Name              | Phone        | Email              |                         |
|-------------------|--------------|--------------------|-------------------------|
| MARIE ANN FRIZZLE | 779-123-4567 | DRINK@ROCKFORD.COM | <a href="#">details</a> |

Licenses

No licenses found for this account.

**Owner Information** directs you to view the registered owner's mailing address. If any of this information is incorrect, please complete the Business Registration Packet, that is located in the **Resources** menu, and email to [LocalSalesTax@rockfordil.gov](mailto:LocalSalesTax@rockfordil.gov).

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**Owner Information**

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All Bills

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Owner Information

Owner

Customer ID

9954812

Name

ROCKFORD CAFE & BREWS

Name 2

MARIE ANN FRIZZLE

Address

123 S STATE STREET

City State Zip

ROCKFORD, IL 61101

**Filing** directs you to the “Filing – License/Tax Section” screen. Click the “Select” hyperlink by the tax account to view filing details.

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### Local Sales Tax

#### Filing - License/Tax Selection

Please select a record to access the filing history

| Category        | Type | Reference | Renewal Cycle |                        |
|-----------------|------|-----------|---------------|------------------------|
| FOOD & BEVERAGE |      | 22681     | METRO TAX     | <a href="#">select</a> |
| PACKAGED LIQUOR |      | 22682     | METRO TAX     | <a href="#">select</a> |

You will be directed to the account’s “Filing – Date Selection” page. This is where you can view your submitted filings at a glance and enter a new filing, if applicable.

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### Local Sales Tax

#### Filing - Date Selection

Account ID 12345

Category FOOD & BEVERAGE

Type

Cycle METRO TAX

To continue, please select a period that has not been filed or is late from the list below

| Year | Month | Status  | Total | Balance |                        |
|------|-------|---------|-------|---------|------------------------|
| 2021 | 4     | UNFILED | 0.00  | 0.00    | <a href="#">select</a> |
| 2021 | 3     | UNFILED | 0.00  | 0.00    | <a href="#">select</a> |
| 2021 | 2     | FILED   | 50.00 | 0.00    |                        |
| 2021 | 1     | FILED   | 0.12  | 0.12    |                        |

**All Bills** will take you to a screen showing the history and details of past bills, including showing a hyperlinked “Pay Bill” option, if a bill is not yet paid. Click the “Details” hyperlink to view the details of the selected bill.

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### Local Sales Tax

#### All Bills

**Account ID** 12345

**DBA** ROCKFORD CAFE & BREWS

**Location** 123 S STATE STREET  
ROCKFORD IL 61101

**4 Found** bill years 2020 to 2023 only

| Location           | Owner                 | Account ID | Cycle/Month/Year | Category | Type                                               |
|--------------------|-----------------------|------------|------------------|----------|----------------------------------------------------|
| 123 S STATE STREET | ROCKFORD CAFE & BREWS | 12345      | MTAX, 1 2021     | PL       | <a href="#">Details</a>   <a href="#">Pay Bill</a> |
| 123 S STATE STREET | ROCKFORD CAFE & BREWS | 12345      | MTAX, 2 2021     | PL       | <a href="#">Details</a>                            |
| 123 S STATE STREET | ROCKFORD CAFE & BREWS | 12345      | MTAX, 1 2021     | FB       | <a href="#">Details</a>   <a href="#">Pay Bill</a> |
| 123 S STATE STREET | ROCKFORD CAFE & BREWS | 12345      | MTAX, 2 2021     | FB       | <a href="#">Details</a>                            |

After clicking the “Details” hyperlink, the left-side menu will expand with the **View Bill** option.

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**View Bill**

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### Local Sales Tax

#### Bill Detail

**View Bill**

**Bill Year** 2021

**Bill** 107006

**Owner** ROCKFORD CAFE & BREWS  
MARIE ANN FRIZZLE

[View payments/adjustments](#)

| Charge                               | Description           | Amount   |
|--------------------------------------|-----------------------|----------|
| MPLIQ                                | METRO PACKAGED LIQUOR | \$140.58 |
| <b>SUBTOTAL</b>                      |                       | \$140.58 |
| <a href="#">Payments/Adjustments</a> |                       | \$0.00   |
| <b>Total Unpaid Balance</b>          |                       | \$140.58 |
| <b>TOTAL DUE</b>                     |                       | \$140.58 |

[Pay](#)

Click on **Payment History** to see the history of specific payments or adjustments.

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Customer Self Service

## Local Sales Tax

### Payments/Adjustments

As of 4/23/2021 [Return to View Bill](#)

**Bill Year** 2021  
**Bill** 107007

| Activity | Posted    | Paid By/Reference     | Amount   |
|----------|-----------|-----------------------|----------|
| Payment  | 4/23/2021 | ROCKFORD CAFE & BREWS | \$185.24 |

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Account Details

Owner Information

Filing

View Bill

All Bills

**Payment History**

License Details

Contact Us

**Contact Us** provides the Finance Department main phone number and the department email address.

LARSEN, DE'ANNA M

Home  
Customer Self Service  
Local Sales Tax / Business License

## Local Sales Tax / Business License

### Contact Us

**Phone** 779-348-7165  
**E-Mail** [localsalestax@rockfordil.gov](mailto:localsalestax@rockfordil.gov)

Accounts

**Contact Us**