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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**

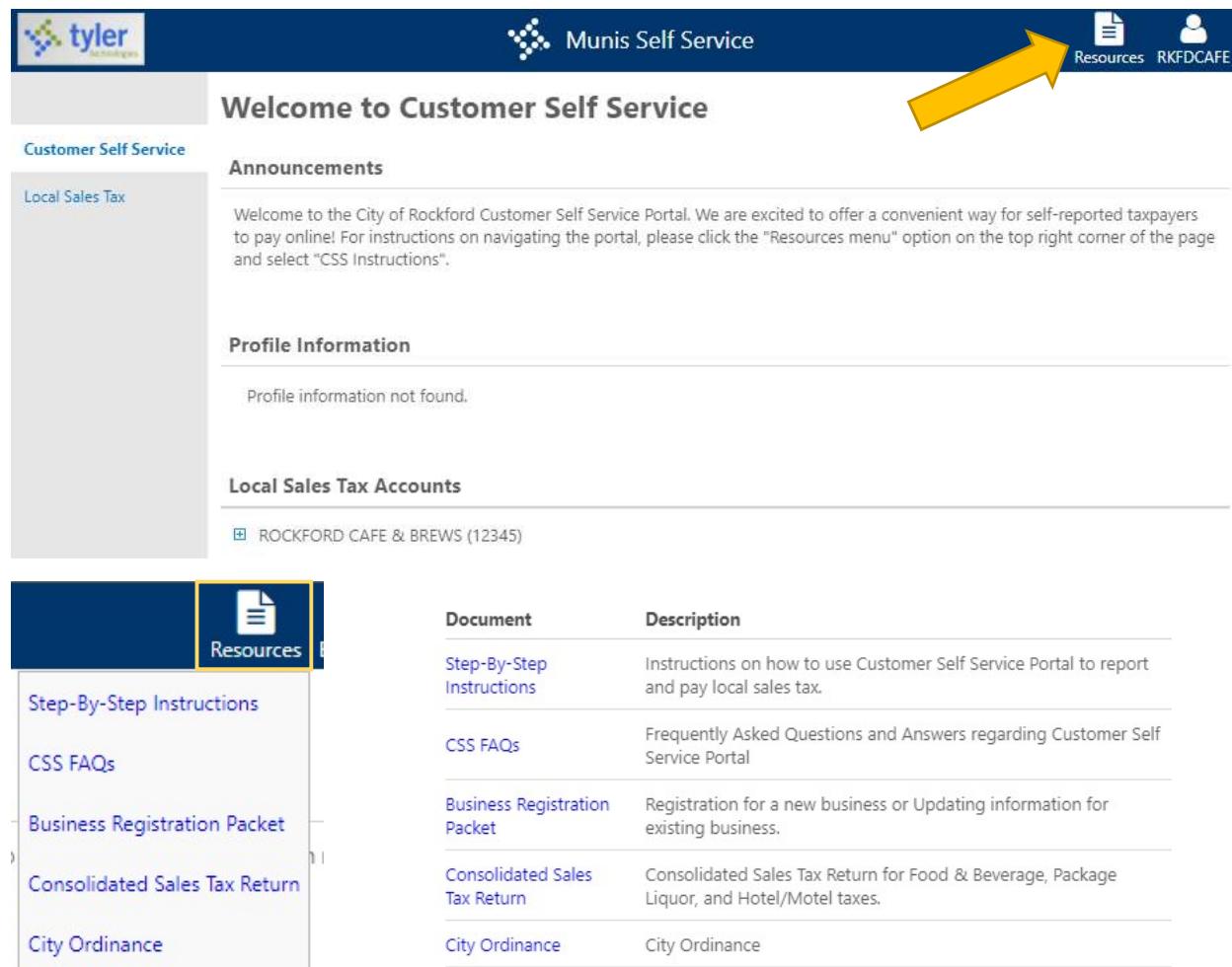
Welcome Message	2
Step 1: Registering	3
Step 2: Linking Business Account	5
Step 3: Filing and Paying a Return	6
Navigating the Customer Self Service Portal	15

## 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](mailto:LocalSalesTax@rockfordil.gov) for assistance.

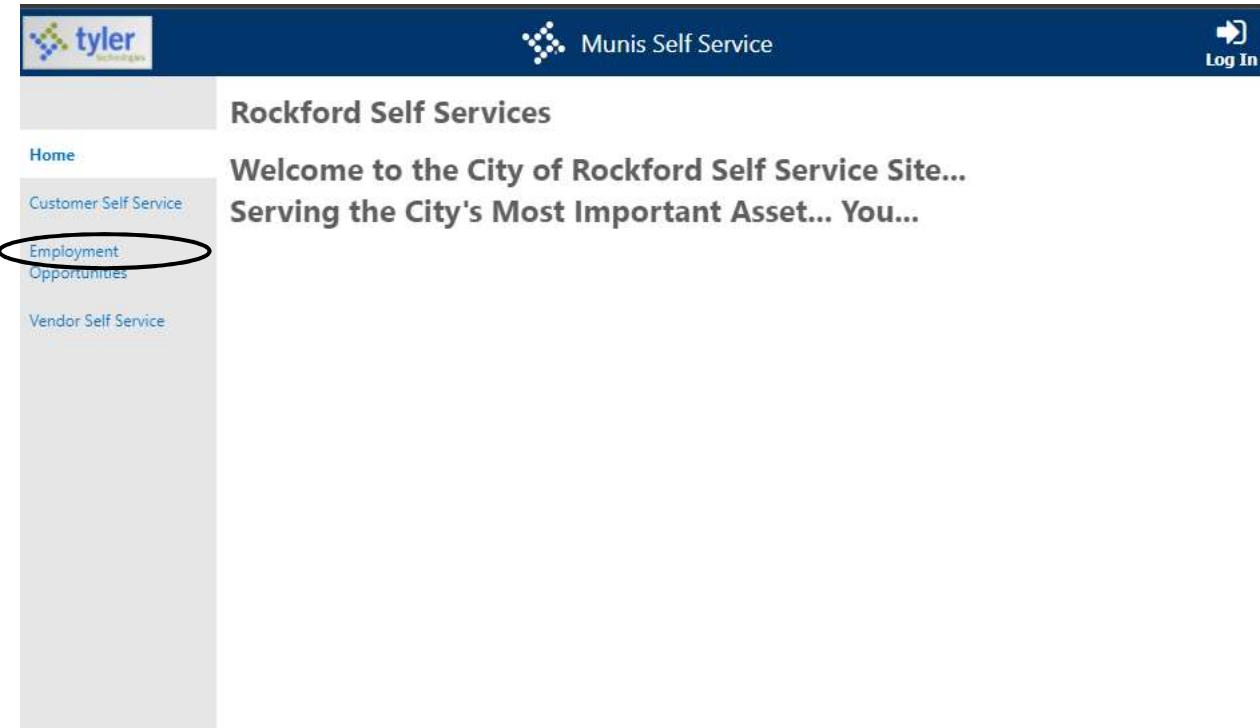
A helpful button to remember is the **“Resources menu” in the upper right corner when logged into the Customer Self Service homepage**. Clicking it will give you the option to view a PDF of these instructions, as well as PDFs of the tax remittance forms if you need to review deductions and other calculations.



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.



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Munis Self Service

Log In

Rockford Self Services

Welcome to the City of Rockford Self Service Site...  
Serving the City's Most Important Asset... You...

Home

Customer Self Service

Employment Opportunities

Vendor Self Service

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

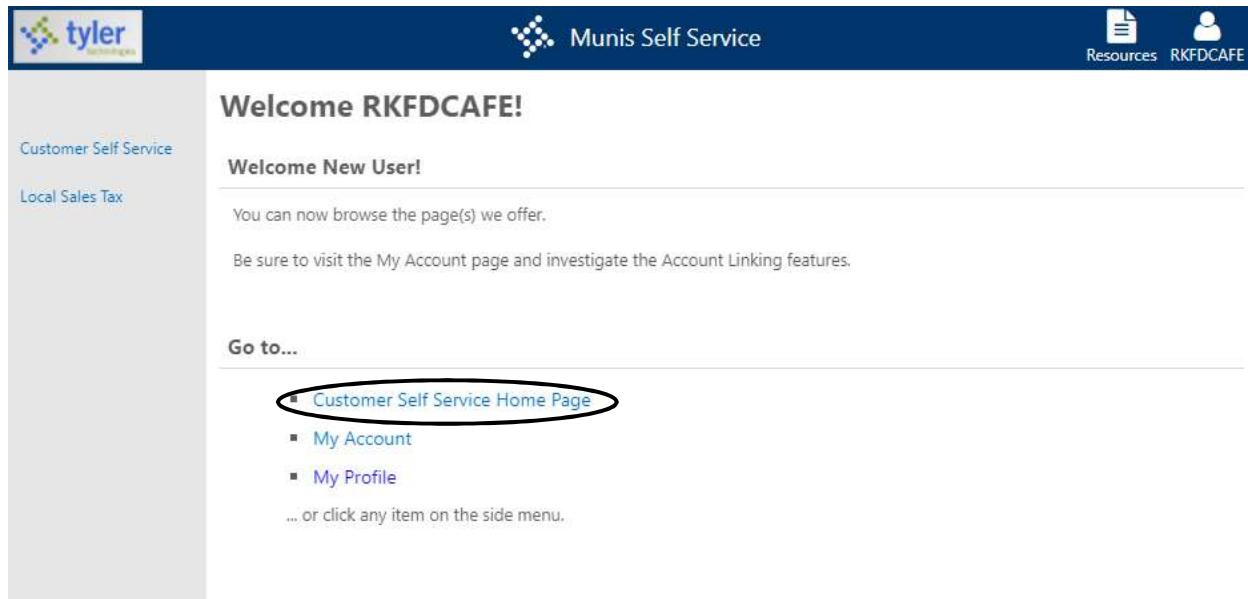
Password requirements:

- 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.



**Welcome RKFDCAFE!**

**Welcome New User!**

You can now browse the page(s) we offer.

Be sure to visit the My Account page and investigate the Account Linking features.

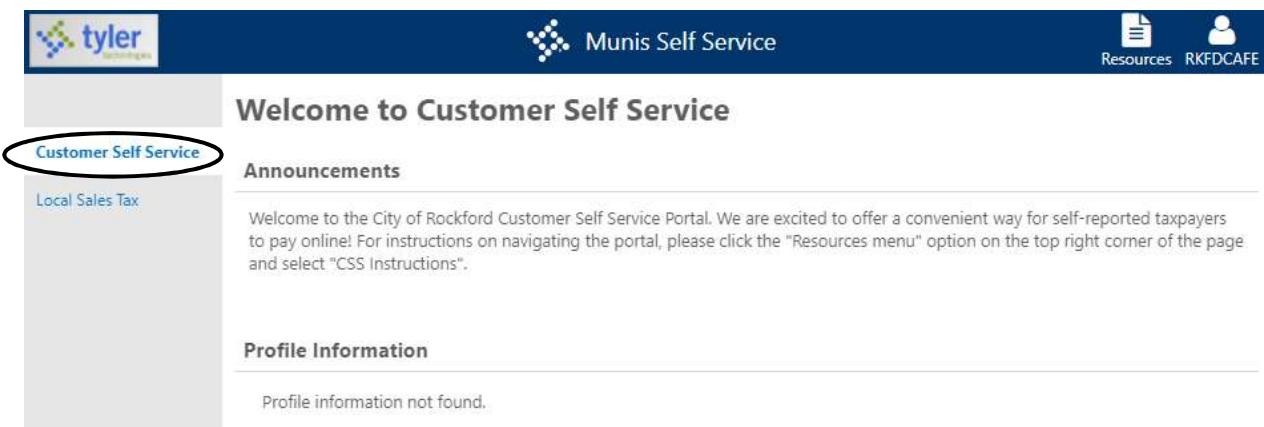
**Go to...**

- [Customer Self Service Home Page](#) **(Circled)**
- [My Account](#)
- [My Profile](#)

... or click any item on the side menu.

## Step 2: Linking Business Account

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



**Welcome to Customer Self Service**

**Customer Self Service** **(Circled)**

**Local Sales Tax**

**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.

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



**Local Sales Tax**  
**Linked Accounts**

Select an account to work with.

[Link to Account](#)

**Customer Self Service**  
**Local Sales Tax**  
**Accounts**  
**Contact Us**

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.



**Local Sales Tax**  
**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](mailto: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

**Customer Self Service**  
**Local Sales Tax**  
**Accounts**  
**Contact Us**

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



**Local Sales Tax**  
**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	<a href="#">Account</a>   <a href="#">Bills</a>   <a href="#">Enter Filing</a>

**Customer Self Service**  
**Local Sales Tax**  
**Accounts**  
**Contact Us**

### 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.

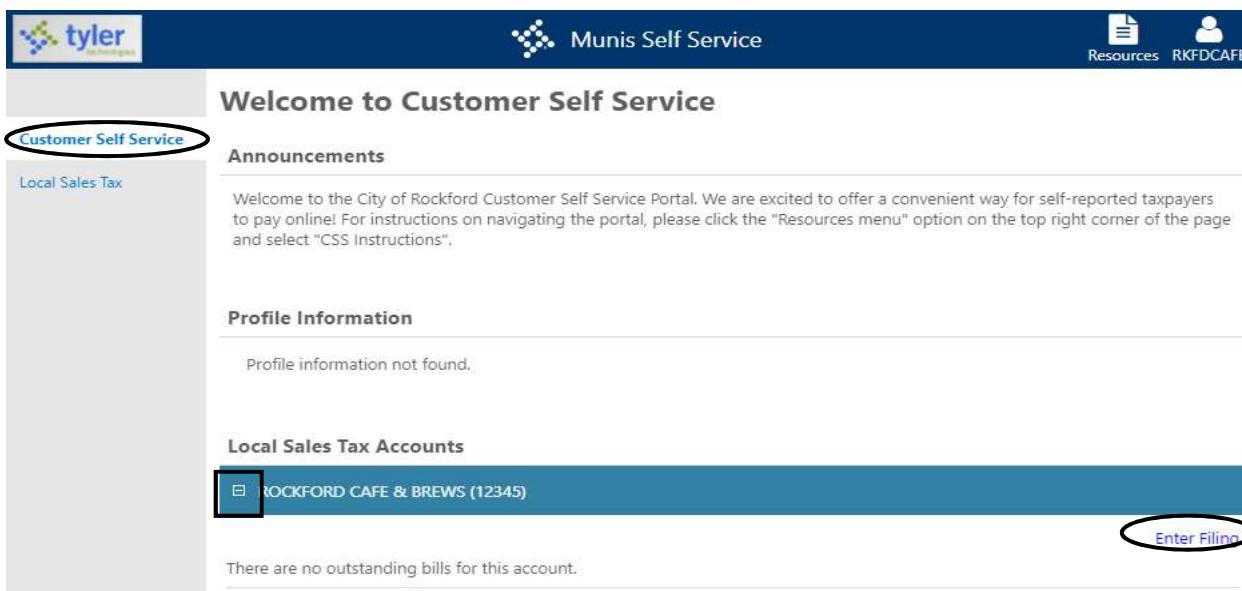


**Local Sales Tax**  
Linked Accounts  
Select an account to work with.

**Accounts** [Link to Account](#)

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

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



**Welcome to Customer Self Service**

**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".

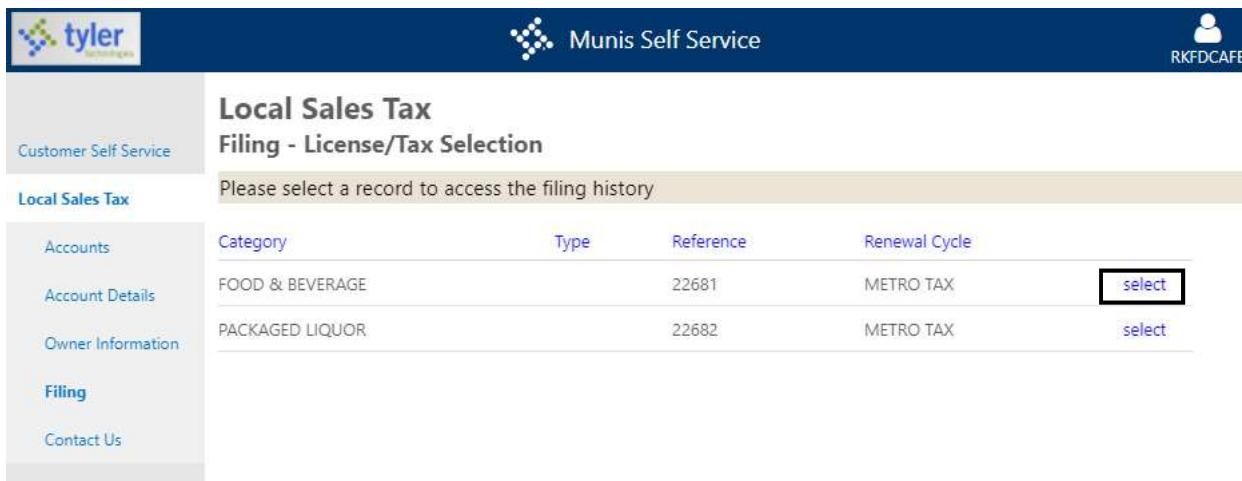
**Profile Information**  
Profile information not found.

**Local Sales Tax Accounts**

<input type="checkbox"/> <a href="#">ROCKFORD CAFE &amp; BREWS (12345)</a>	<a href="#">Enter Filing</a>
--	------------------------------

There are no outstanding bills for this account.

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



**Local Sales Tax**  
**Filing - License/Tax Selection**

Please select a record to access the filing history

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

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



**Customer Self Service**

### Local Sales Tax Filing - Date Selection

<b>Local Sales Tax</b>	Account ID	12345			
<b>Accounts</b>	Category	FOOD & BEVERAGE			
<b>Account Details</b>	Type				
<b>Owner Information</b>	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	LATE	0.00	0.00	<a href="#">select</a>

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.

**Customer Self Service**

### Local Sales Tax Filing Amounts

<b>Local Sales Tax</b>	Account	12345		
<b>Accounts</b>	Category	FOOD & BEVERAGE		
<b>Account Details</b>	Type			
<b>Owner Information</b>	Cycle	METRO TAX		
<b>Filing</b>	Month	1		
<b>Contact Us</b>	Year	2021		
<table border="1"> <tr> <td><b>State ID</b></td> <td>9876-5432</td> </tr> </table>			<b>State ID</b>	9876-5432
<b>State ID</b>	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

[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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RKFDCAFE

**Customer Self Service**

**Local Sales Tax**

**Filing Amounts**

**Review**

Please review that the information is correct before submitting.

Accounts	12345	<a href="#">Revise this filing</a>
Account Details	FOOD & BEVERAGE	
Owner Information		
<b>Filing</b>		
Type		
Contact Us	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.

<p><b>Check the following box to signify acknowledgement</b></p>	<input type="checkbox"/> 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.

  Munis Self Service 

**Customer Self Service**

**Local Sales Tax**

**Filing Amounts**

**Confirmation**

Accounts **Thank you.** Your information has been successfully submitted.

Account Details [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).

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

**Upload** [Cancel](#)

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

After choosing you 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.



Customer Self Service

Local Sales Tax

Accounts

Account Details

Local Sales Tax

Confirmation

Thank you. Your information has been successfully submitted.

Pay this bill

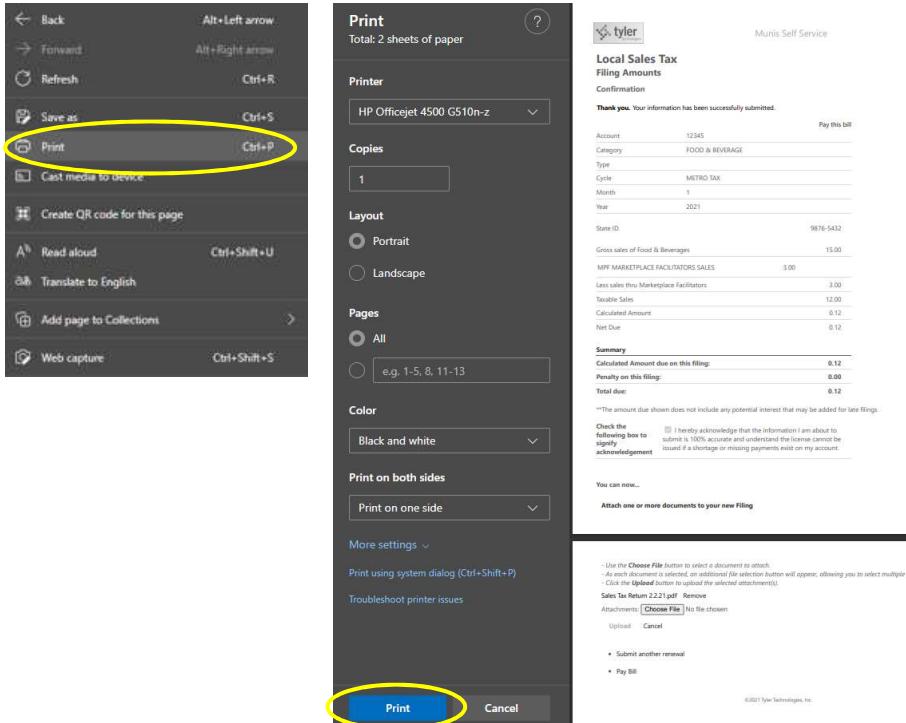
Attachments: [Choose File](#) No file chosen

**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](mailto: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 filling.



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.

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**Local Sales Tax**

**Filing Amounts**

**Confirmation**

**Customer Self Service**

**Local Sales Tax**

**Accounts**

**Account Details**

**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:  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.**

**tyler** **Munis Self Service** **Resources** **RKFDCAFE**

**Customer Self Service**

**Local Sales Tax**

**Accounts**

**Account Details**

**Owner Information**

**Filing**

**View Bill**

**Pay Bill**

**Payment History**

**License Details**

**Contact Us**

**Pay Bills**

**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.



(779) 348-7165

LocalSalesTax@rockfordil.gov

## BILLING INFORMATION

Time left: 7 minutes, and 55 seconds

(Must match the billing address for your credit card)

|              |                                                                                                                        |
|--------------|------------------------------------------------------------------------------------------------------------------------|
| Name:        | <input type="text" value="Marie Ann Frizzle"/>                                                                         |
| Address:     | <input type="text" value="123 S State St"/>                                                                            |
| Address:     | <input type="text"/>                                                                                                   |
| City:        | <input type="text" value="Rockford"/>                                                                                  |
| State / Zip: | <input style="width: 100px;" type="text" value="Illinois"/> / <input style="width: 100px;" type="text" value="61101"/> |
| Phone:       | <input type="text" value="779-123-4567"/>                                                                              |
| Email:       | <input type="text" value="drink@rockford.com"/>                                                                        |
| Total Amt:   | <input type="text" value=".12"/>                                                                                       |
| Description: | <input type="text"/>                                                                                                   |

## PAYMENT INFORMATION

|                 |                                                                                                             |
|-----------------|-------------------------------------------------------------------------------------------------------------|
| Payment Method: | <input style="width: 100px;" type="text" value="Visa"/>                                                     |
| Card Number:    | <input style="width: 200px;" type="text" value="4123412341234123"/>                                         |
| Exp. Date:      | <input style="width: 40px;" type="text" value="10"/> / <input style="width: 40px;" type="text" value="22"/> |
| Security Code:  | <input style="width: 50px;" type="text" value="779"/> <a href="#">what is this?</a>                         |

I'm not a robot

reCAPTCHA  
[Privacy](#) • [Terms](#)

✓ MAKE PAYMENT
✗ CLEAR FORM
✗ CANCEL

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.

The logo for BridgePay Network Solutions. It features a blue circular icon on the left containing a stylized 'B' and 'P' intertwined. To the right of the icon, the word 'BridgePay' is written in a large, bold, blue sans-serif font. Below 'BridgePay', the words 'NETWORK SOLUTIONS' are written in a smaller, blue sans-serif font.

City Hall

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

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## Payment Details

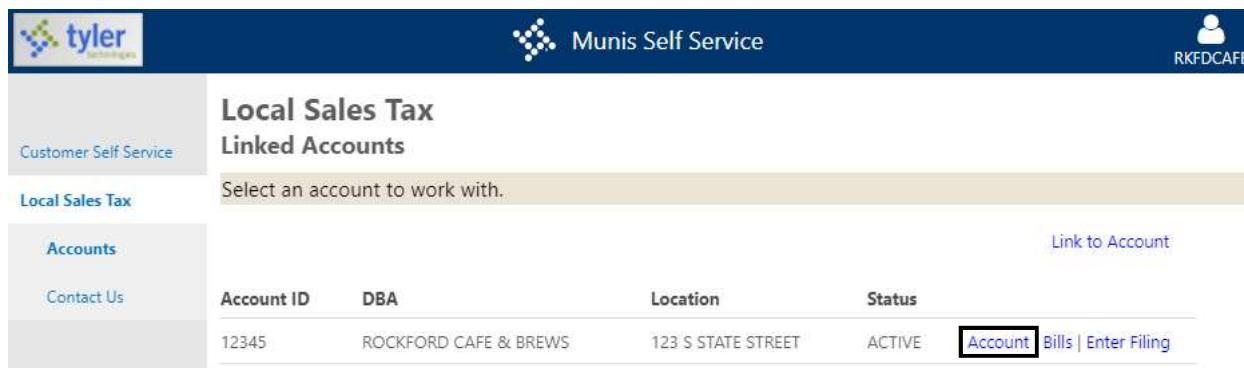
|                      |        |
|----------------------|--------|
| <b>Total Amount:</b> | .14    |
| <b>Description:</b>  |        |
| <b>Invoice No.:</b>  | 107003 |
| <b>Auth code:</b>    | 093019 |

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 your paid bill by going to the business account from your Linked Accounts screen and clicking the “Account” hyperlink,

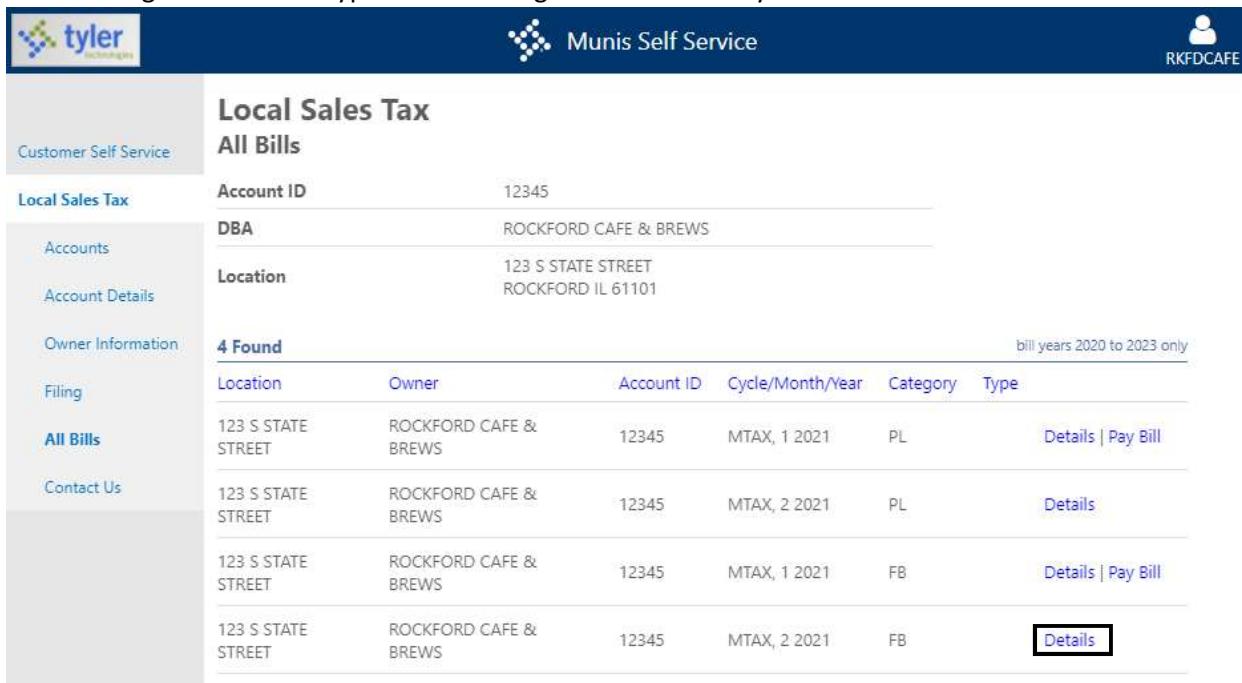


| Contact Us | Account ID | DBA                   | Location           | Status |                                                                              |
|------------|------------|-----------------------|--------------------|--------|------------------------------------------------------------------------------|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

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.

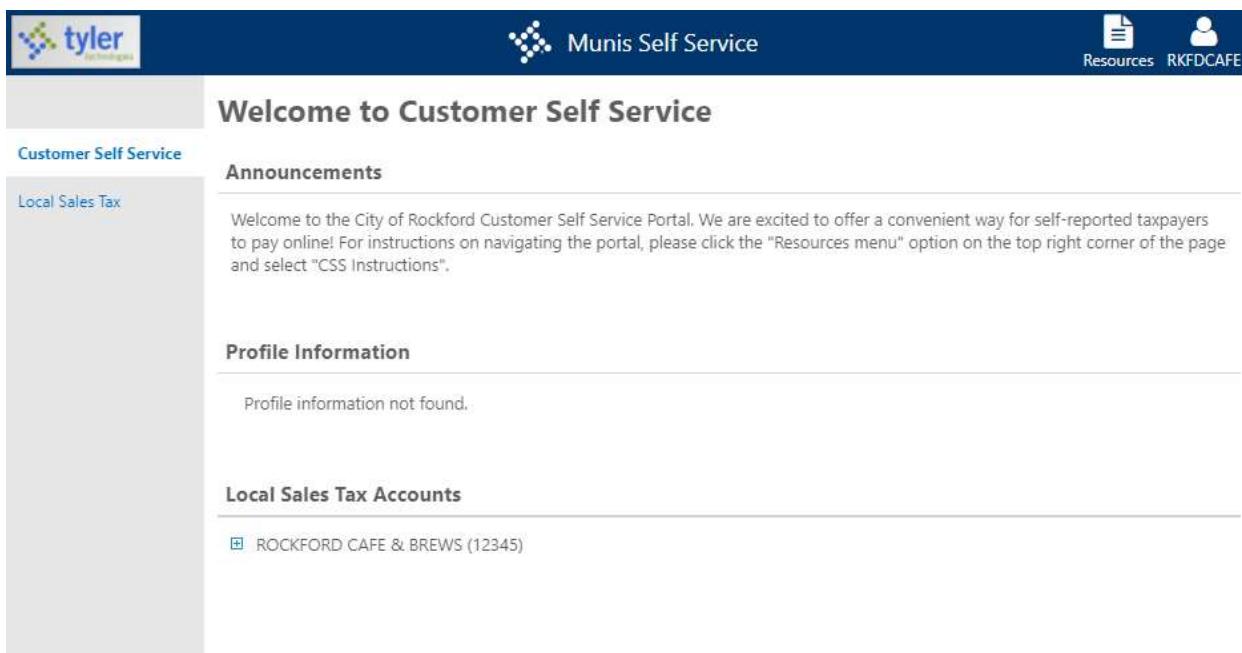


**Local Sales Tax**  
**All Bills**

| 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.



**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”.

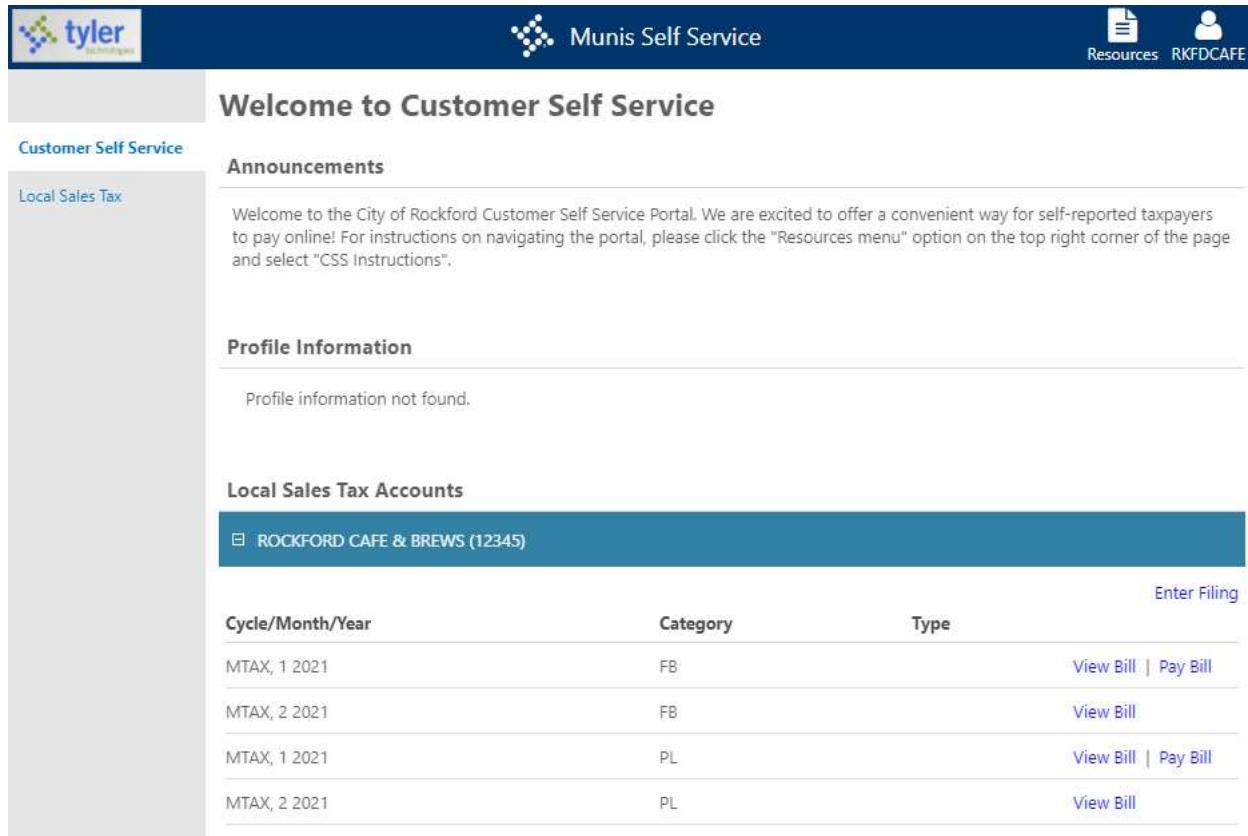
**Profile Information**

Profile information not found.

**Local Sales Tax Accounts**

ROCKFORD CAFE & BREWS (12345)

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



**Welcome to Customer Self Service**

**Customer Self Service**

**Local Sales Tax**

**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.

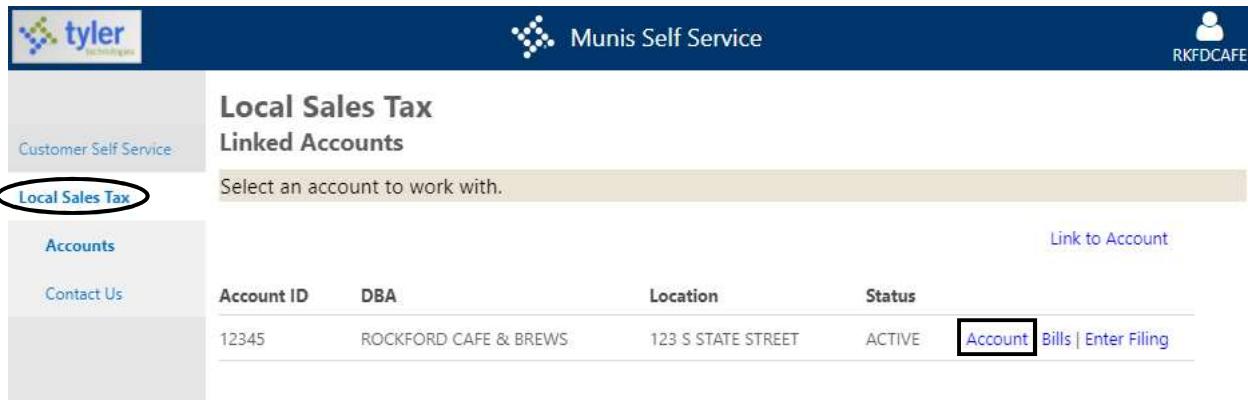
**Local Sales Tax Accounts**

**ROCKFORD CAFE & BREWS (12345)**

**Enter Filing**

| 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.



**Customer Self Service**

**Local Sales Tax**

**Linked Accounts**

Select an account to work with.

**Local Sales Tax**

**Accounts**

**Contact Us**

**Account ID**   **DBA**   **Location**   **Status**

12345   ROCKFORD CAFE & BREWS   123 S STATE STREET   ACTIVE

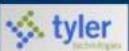
**Link to Account**



(779) 348-7165

LocalSalesTax@rockfordil.gov

**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.


Munis Self Service
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Customer Self Service

## Local Sales Tax Account Review

[Return to Accounts](#)

| <b>Local Sales Tax</b> | ROCKFORD CAFE & BREWS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |                         |       |  |                   |              |                    |                         |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------|-------|--|-------------------|--------------|--------------------|-------------------------|
| Accounts               | <p><b>Account ID</b> 12345</p> <p><b>Status</b> ACTIVE</p> <p><b>DBA</b> ROCKFORD CAFE &amp; BREWS</p> <p><b>Location</b> 123 S STATE STREET<br/>ROCKFORD IL 61101</p> <p><b>Business owner name</b> ROCKFORD CAFE &amp; BREWS</p> <p><b>Agent operator name</b> ROCKFORD CAFE &amp; BREWS</p> <p><b>Business contact name</b> MARIE ANN FRIZZLE</p> <p><b>Business phone number</b> 779-123-4567</p> <p><b>Alternate phone number</b></p> <p><b>Fax number</b></p> <p><b>Email</b> DRINK@ROCKFORD.COM</p> <p><b>Website</b></p> |                    |                         |       |  |                   |              |                    |                         |
| <b>Account Details</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                    |                         |       |  |                   |              |                    |                         |
| Owner Information      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                    |                         |       |  |                   |              |                    |                         |
| Filing                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                    |                         |       |  |                   |              |                    |                         |
| All Bills              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                    |                         |       |  |                   |              |                    |                         |
| Contact Us             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                    |                         |       |  |                   |              |                    |                         |
| <b>Contacts</b>        | <table border="1"> <thead> <tr> <th>Name</th> <th>Phone</th> <th>Email</th> <th></th> </tr> </thead> <tbody> <tr> <td>MARIE ANN FRIZZLE</td> <td>779-123-4567</td> <td>DRINK@ROCKFORD.COM</td> <td><a href="#">details</a></td> </tr> </tbody> </table>                                                                                                                                                                                                                                                                          | Name               | Phone                   | Email |  | MARIE ANN FRIZZLE | 779-123-4567 | DRINK@ROCKFORD.COM | <a href="#">details</a> |
| Name                   | Phone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Email              |                         |       |  |                   |              |                    |                         |
| MARIE ANN FRIZZLE      | 779-123-4567                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | DRINK@ROCKFORD.COM | <a href="#">details</a> |       |  |                   |              |                    |                         |
| <b>Licenses</b>        | 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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**Customer Self Service**

## Local Sales Tax

### Owner Information

**Local Sales Tax**

[Accounts](#)

[Account Details](#)

**Owner Information**

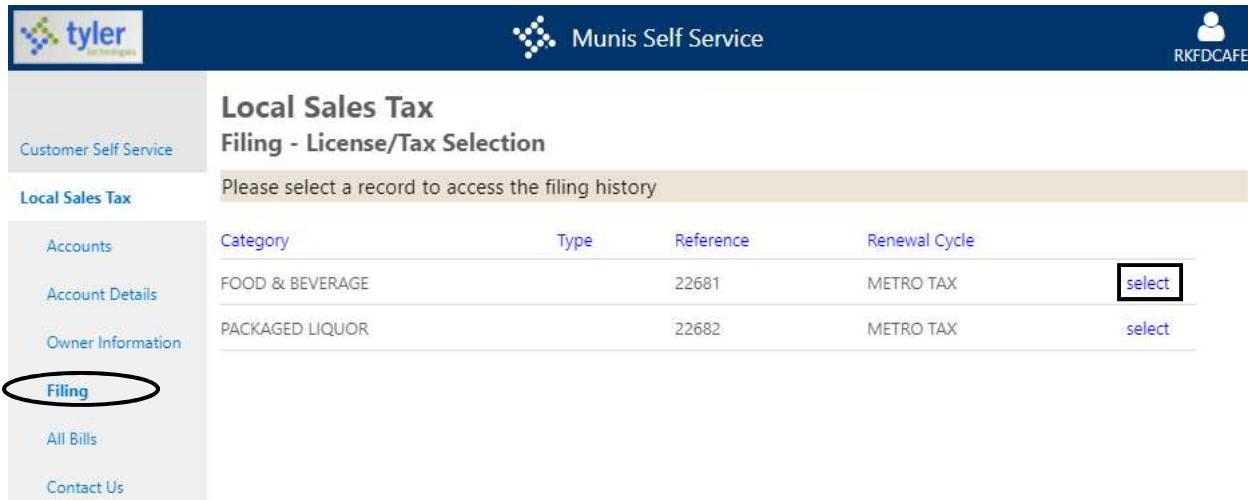
[Filing](#)

[All Bills](#)

[Contact Us](#)

| 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.

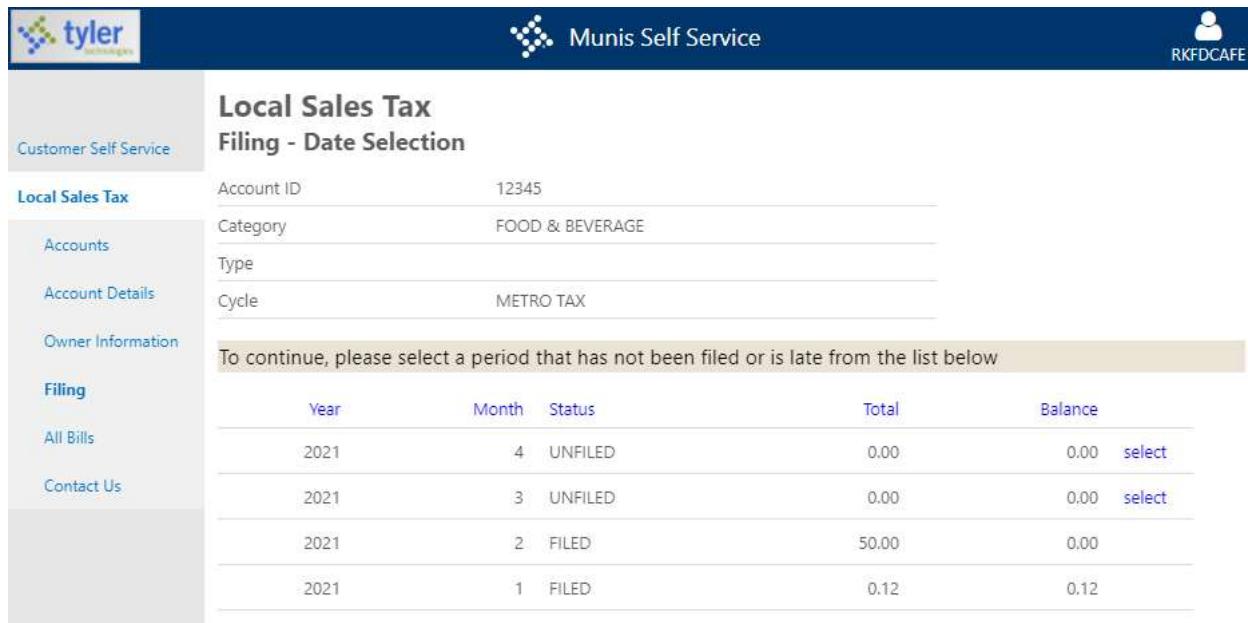


**Local Sales Tax**  
**Filing - License/Tax Selection**

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.



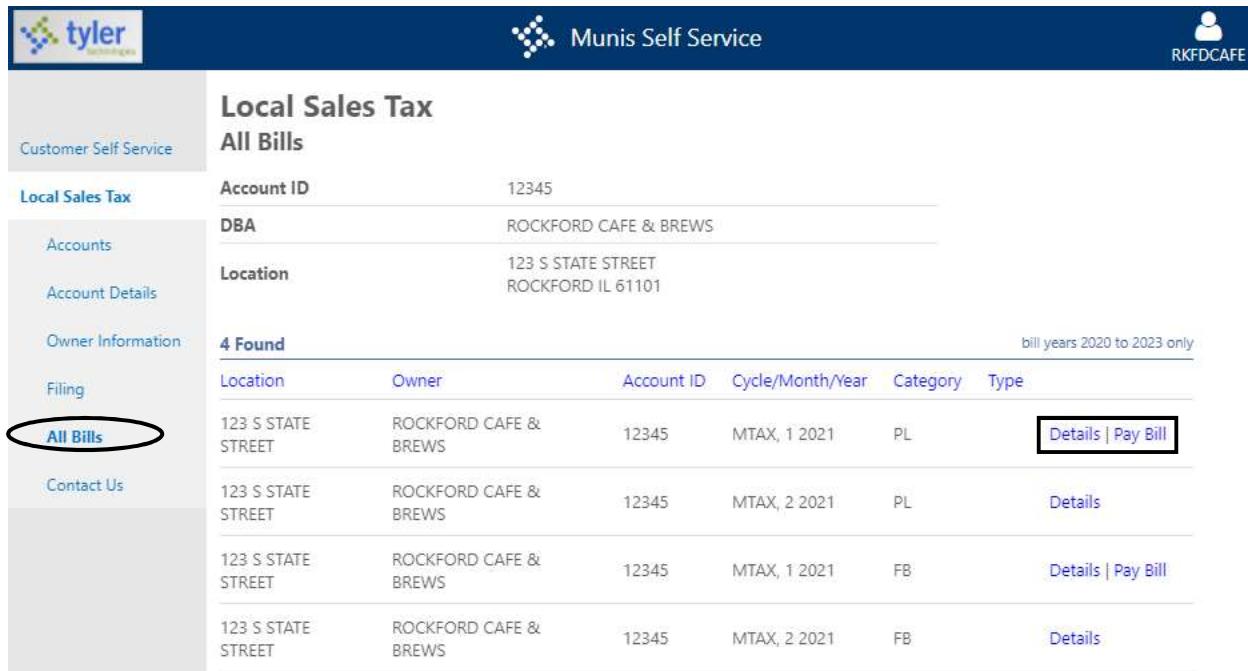
**Local Sales Tax**  
**Filing - Date Selection**

|            |                 |  |  |  |
|------------|-----------------|--|--|--|
| 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    |                        |

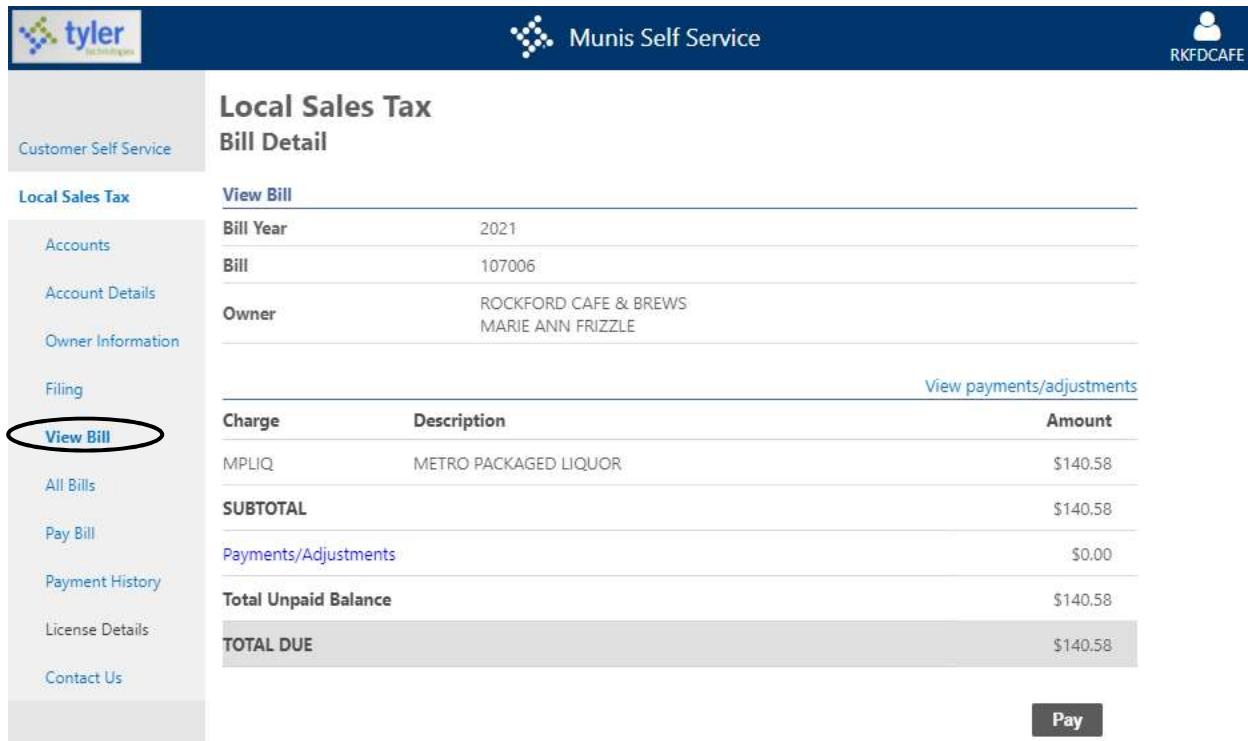
**All Bills** will take you to a screen showing the history and details of past bills, including showing a hyperlinked “Pay Bill” option, if a bill is not yet paid. Click the “Details” hyperlink to view the details of the selected bill.



**Local Sales Tax**  
**All Bills**

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



**Local Sales Tax**  
**Bill Detail**

| Charge                      | Description           | Amount   |
|-----------------------------|-----------------------|----------|
| MPLIQ                       | METRO PACKAGED LIQUOR | \$140.58 |
| <b>SUBTOTAL</b>             |                       | \$140.58 |
| <b>Payments/Adjustments</b> |                       | \$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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## 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 |

**Customer Self Service**

- [Local Sales Tax](#)
- [Accounts](#)
- [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.



Munis Self Service

LARSEN, DE'ANNA M

## Local Sales Tax / Business License

### Contact Us

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

**Customer Self Service**

- [Home](#)
- [Customer Self Service](#)
- [Local Sales Tax / Business License](#)
- [Accounts](#)
- [Contact Us](#)