

Customer Self Service

Frequently Asked Questions and Answers



1. What is Customer Self Service (CSS)?

Customer Self Service (CSS) is an online portal that allows Rockford businesses to file and pay self-reported sales taxes quickly and conveniently online.

2. Who can use CSS?

CSS is for any business that pays self-reported sales taxes to the City of Rockford. Self-reported taxes received by the City include: food & beverage, package liquor, hotel/motel sales tax, and hotel/motel tourism tax. You will need your Business Account ID and Operator's CID.

3. What payment methods does CSS accept? What fees are involved?

Online payments can be made by credit card or eCheck. There is no fee for credit card payments made online. There is a \$1 convenience fee for payments made online with an eCheck. This fee is charged by the eCheck processor.

4. Will the City still accept paper filings and payments by mail or at City Hall?

Yes, CSS is a new online option, but businesses may elect to file paper returns and remit payments by mail or in-person at City Hall. If a business is electing to file and pay taxes in-person at City Hall, they will need to go directly to the third (3rd) floor. Businesses may also elect to file their returns online and remit payment by mail. If a business elects to do so, a print out of the electronically filed return **must** be sent with the payment.

5. How do I access CSS?

The website for CSS is mss.rockfordil.gov. The link to CSS is also found on the City of Rockford's Local Sales Tax webpage, rockfordil.gov/city-departments/finance/accounting/local-sales-tax/.

6. Are there instructions for logging into CSS?

Step-by-step instructions are found online at rockfordil.gov/city-departments/finance/accounting/local-sales-tax/ by clicking on the "Customer Self Service Instructions" link. These instructions are also available in the Resource Menu once logged into CSS and provided upon request from the Finance Department.

7. What do the cycle, category, and type abbreviations mean in CSS?

These are codes that the City uses to classify the several types of licenses and taxes. To view a complete list, see the list attached end of these FAQs.

8. Who can I contact with additional questions?

You may call the Local Sales Tax Section of the Finance Department at (779) 348-7165 or email LocalSalesTax@rockfordil.gov with questions.

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Finance Department
Local Tax Section

Abbreviation meanings:

Cycle

A = ANNUAL
AE = ADULT ENTRTNMNT
MT = MOVIE THEATER
MTAX = METRO TAX
SA = SEMI-ANNUAL
VG = VIDEO GAMING

Type

AA = CONSUMPTION-ANNUAL
ADEN = ADULT ENTERTAINMENT
AMUS = AMUSEMENT
ARA = AR-PKG/LIQUOR+SUN+PACKAGED
ARS = AR-PKG/LIQUOR+SUN+PACKAGED
ARVA = AR-VGT/LIQUOR+SUN+GAMING
ARVS = AR-VGT/LIQUOR+SUN+GAMING
AS = CONSUMPTION SEMI-ANNUAL
AUCT = AUCTION
BA = PKGD LIQ - ANNUAL - CLASS B LI
BCA = B/C-BINGO + CASINO
BOWL = BOWLING
BS = PKGD LIQ- SEMI CLASS B
BW50 = WB50 /WINE+BEER
BWPA = WB-PKG/WINE+BEER+PACKAGED
BWRV = WBR-VGT/WINE+BEER+SUN+GAMING
BWVS = WBR-VGT/WINE+BEER+SUN+GAMING
CA = C/CLUB
CH = CITY HALL
CS = C/CLUB
CTLA = CTR/CATERING-LIQUOR-ANNUAL
CTLS = CTR/CATERING-LIQR-SEMI ANNUAL
CTRA = CTR/CATERING-ANNUAL
CTRS = CATERER - SEMI-ANNUAL
DEAD = DEADLY WEAPONS
ER = ER/LIQUOR+SUNDAY
ERSA = ER-PKG-VGT/LIQ+SUN+PKG+GAMING
EWBS = ER-VGT/LIQUOR+SUN+GAMING
GA = GV/GOVT+PARK DISTRICT
GAS = PETROLEUM
GOB = WASTE HAULER/SCAVENGER
GOVA = GV/GOVERNMENT
GS = GOV/PK DIST - SEMI-ANNUAL
H50S = H50R-PKG/LIQUOR+SUNDAY+PKG
HDC = HORSE DRAWN CARRIAGE
JYRD = JUNK YARD
L50A = LIQUOR CONSUMPTION ANNUAL
L50S = L50 /LIQUOR
L5PS = L50R-PKG/LIQUOR+SUN+PACKAGED
L5RA = L50R /LIQUOR+SUNDAY
L5RS = L50R /LIQUOR+SUNDAY
L5S = L50-VGT/LIQUOR+GAMING

Category

FB = FOOD & BEVERAGE
HM = HOTEL/MOTEL
PL = PACKAGED LIQUOR
BUSI = BUSINESS
LIQR = LIQUOR
TOBA = TOBACCO

Type

L5VA = L50R-VGT/LIQUOR+SUN+GAMING
L5VS = L50R-VGT/LIQUOR+SUN+GAMING
LANI = LIQUOR ANNIVERSARY
LIQE = ER-VGT/LIQUOR+SUN+GAMING
MOVI = MOVIE THEATER
MSGE = MASSAGE ESTABLISHMENT
OTAD = OUTDOOR ADVERTISING
OTVH = OUTDOOR VEHICLE SALES
OUT = GOING OUT OF BUSINESS
POLI = POLICE REQUIRED
PWS = PAWN SHOPS
ROLL = ROLLER SKATING
RWRE = ROTATING WRECKER
S = SPECIAL
SHS = SECOND HAND STORE
SP = SPECIAL PUBLIC PROPERTY
TAXI = TAXICAB
TNC = TRANSPORTATION NETWORK COMPANY
TOBA = TOBACCO - ANNUAL
TOBH = TOBACCO-HOOKAH
TOW = TOWING
TRK = TRK/TRUCK STOP+PACKAGED
VG = VIDEO GAMING
W50A = WB50R /WINE+BEER+SUNDAY
W50S = WB50R /WINE+BEER+SUNDAY
W5RA = WB50R-VGT/WINE+BEER+SUN+GAME
W5RS = WB50R-VGT/WINE+BEER+SUN+GAME
W5P = WB50-PKG/WINE+BEER+PACKAGED
WBA = WB /WINE+BEER
WBRA = WBR /WINE+BEER+SUNDAY
WBRS = WBR /WINE+BEER+SUNDAY
WBS = WB /WINE+BEER
XMAS = CHRISTMAS TREE SALES
Z-C = A/LIQUOR
ZA = PKG/PACKAGED
Z-CP = CONSUMPTION & PKGD-A
ZCPS = A-PKG/LIQUOR+PACKAGED
Z-CS = A/LIQUOR
ZR = FULL LIQ SEMI-ANNUAL
ZR+S = AR-PKG-VGT/LIQ+SUN+PKG+GAME
ZRA = AR/LIQUOR +SUNDAY
ZR-A = AR-PKG-VGT/LIQ+SUN+PKG+GAME