



## Village of Marshall Utilities

### Payment Service Network: Information Reference Guide

Updated: October 1, 2012

1. Go into Payment Service Network by using the [www.marshall-wi.com](http://www.marshall-wi.com) website link and click on "Make a Payment" or "View My Bill".
2. Customer Registration process: (1<sup>st</sup> time user)
  - a. Use First & Last Name – **and** – Account Number (as it shows on your bill)
  - 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 877.885.7968 and a rep will assist with their password needs.

Payment Service Network Office Hours: Monday – Friday, 7:00am – 6:00pm CST

4. Payments:
  - a. Online payments (a free service)
    - i. You can only use your Checking/Savings.
    - ii. Maximum Check/Savings payment is: \$15,000.00 Minimum: \$1.00
  - b. Phone payments have a convenience fee of \$2.99 to the payer:
    - i. You can use eCheck/eSavings and Credit Cards to make payments
    - ii. Maximum Check/Savings payment is: \$15,000.00 Minimum: \$1.00
    - iii. Maximum Credit Card Payment is: \$300.00, Minimum: \$5.00 (**Visa, MC & Discover**)

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. **Closer to due date is better.**
  - 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-Pay"
  - a. Make sure to click on the "Activate" button.
  - b. Choose the date when you wish deduction to occur
  - c. **Do Not** have the first date to also be the payment date. (Customer will have to make a one-time payment because system cannot pick up that payment that quickly if pull date and activation date are the same.)

- d. To pay balance in full leave field "0." This will pick up the full amount each month.
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 tab that says "Add Another Profile to New London Utilities (RT15286)"
  - e. **Have your account numbers that you wish to add to this profile handy! (Have all your statements available to see account numbers)**
  - f. FOLLOW PROMPTS ON THE RIGHT SIDE OF THE PAGE.
  - g. "Account Number," "First Name" then "Last Name." personal accounts
  - h. "Account Number" then "Business Name"
  - i. Click on "Find Customer" button
  - j. 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."
  - k. YOU HAVE SUCCESSFULLY LINKED A PROFILE TO YOUR PRIMARY ACCOUNT!

When making a payment the screen would look like this;

The screenshot shows a web browser window with the URL <https://www.renttopay.com/CustProfile/MultiCustPaymentPage.aspx?pm=Phone&>. The page displays account information for a City of West Bend customer.

**Account Information:**  
 Company ID: RT18370  
 Customer Name: CITY OF WEST BEND  
 Customer ID: 1308000

**Payment Methods:**  
 Available Methods: Please add a payment method below.  
 Account Type: --Select Type--

**Payment Details:**  
**Payment Account Profiles**

Customer ID	Account Name	Address	Description	Balance Due	Payment	Total	Schedule Date
1308000	CITY OF WEST BEND	1214 N 9TH AVE (WELL #12)	City of West Bend Utilities	\$0.00			7/25/2012
11181500	CITY OF WEST BEND	850 S SILVERBROOK DR	City of West Bend Utilities	\$18.70			7/25/2012
30262100	CITY OF WEST BEND	251 MUNICIPAL DR #B	City of West Bend Utilities	\$0.00			7/25/2012
27136500	CITY OF WEST BEND	925 KUESTER LN S	City of West Bend Utilities	\$0.00			7/25/2012
46109000	CITY OF WEST BEND	1600 BUCKINGHAM LN	City of West Bend Utilities	\$37.60			7/25/2012
16057500	CITY OF WEST BEND	1404 W OAK ST	City of West Bend Utilities	\$0.00			7/25/2012
46130000	CITY OF WEST BEND	1215 VOGT DR	City of West Bend Utilities	\$132.10			7/25/2012
34197000	CITY OF WEST BEND	1153 N MAIN ST	City of West Bend Utilities	\$0.00			7/25/2012
27144500	CITY OF WEST BEND	700 KUESTER LN N	City of West Bend Utilities	\$0.00			7/25/2012
<b>Grand Total:</b>							

Buttons: Continue, Cancel

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**Telephone Numbers for PSN (Payment Service Network)**

**Payments: 877.885.7968 (Customers should always use this number.)**

**Customer Service: 866.917.7368 (for Utility Use Only.)**