



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 website link and click on "Make a Payment" or "View My Bill".
2. First time users –
 - a. Select "Start Your Payment".
 - b. Search for Payment Account screen appears. Use Business ID: RT18880 or Business name: Village of Marshall.
 - c. Village of Marshall will appear at bottom of screen. Select "Register to Make a Payment".
3. Customer Registration process: (1st 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."**

4. 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

5. 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.

6. 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."

7. **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.**
8. **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;

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

Grand Total:

Continue Cancel

Security | Privacy Policy | Contact Us | Log Off

Home | About Us | Solutions

Please send comments about this website to Webmaster
 Copyright and disclaimer © 2012:7:114, Payment Service Network Inc.

Secured by Thawte
 2012-07-25



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.)