

# Citizen Self Service User Guide

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https://selfservice.greenvillenc.gov/

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Citizen Self Service

## City of Greenville Self Service

**If you are an employee...**  
If you are an employee of the City of Greenville and need to access the Employee Self Service (ESS) portal, please click the login link in the upper right corner of this page. If you are having trouble logging into the ESS portal, contact Frank Salvato at x4493.

**If you are a citizen...**  
Welcome! The Citizen Self Service (CSS) portal provides an additional option for citizens to pay their General Billing invoices. Click on the Citizen Self Service link on the left side of this page to access the CSS portal login page. If this is your first time visiting the CSS portal to manage your billing, you will need to create a self-service user id and then link it to your customer account. From the CSS portal login page, click on the Register link to start the Citizen Self-Registration process. Once your registration is completed, you will have the opportunity to link your self-service user id to your customer account. **You will need a copy of your current billing statement to complete the registration process.**

*Read the [Citizen Self Service User Guide](#) for more information on how to register, link to your account and manage your billing.*

If you are having trouble accessing the CSS portal, contact the Financial Services Collections division at [collections@greenvillenc.gov](mailto:collections@greenvillenc.gov) or 252-329-4884, Monday through Friday during the business hours of 8:00 AM to 5:00 PM and excluding holidays.

*Read the [City of Greenville's Privacy Policy](#) before using this site.*

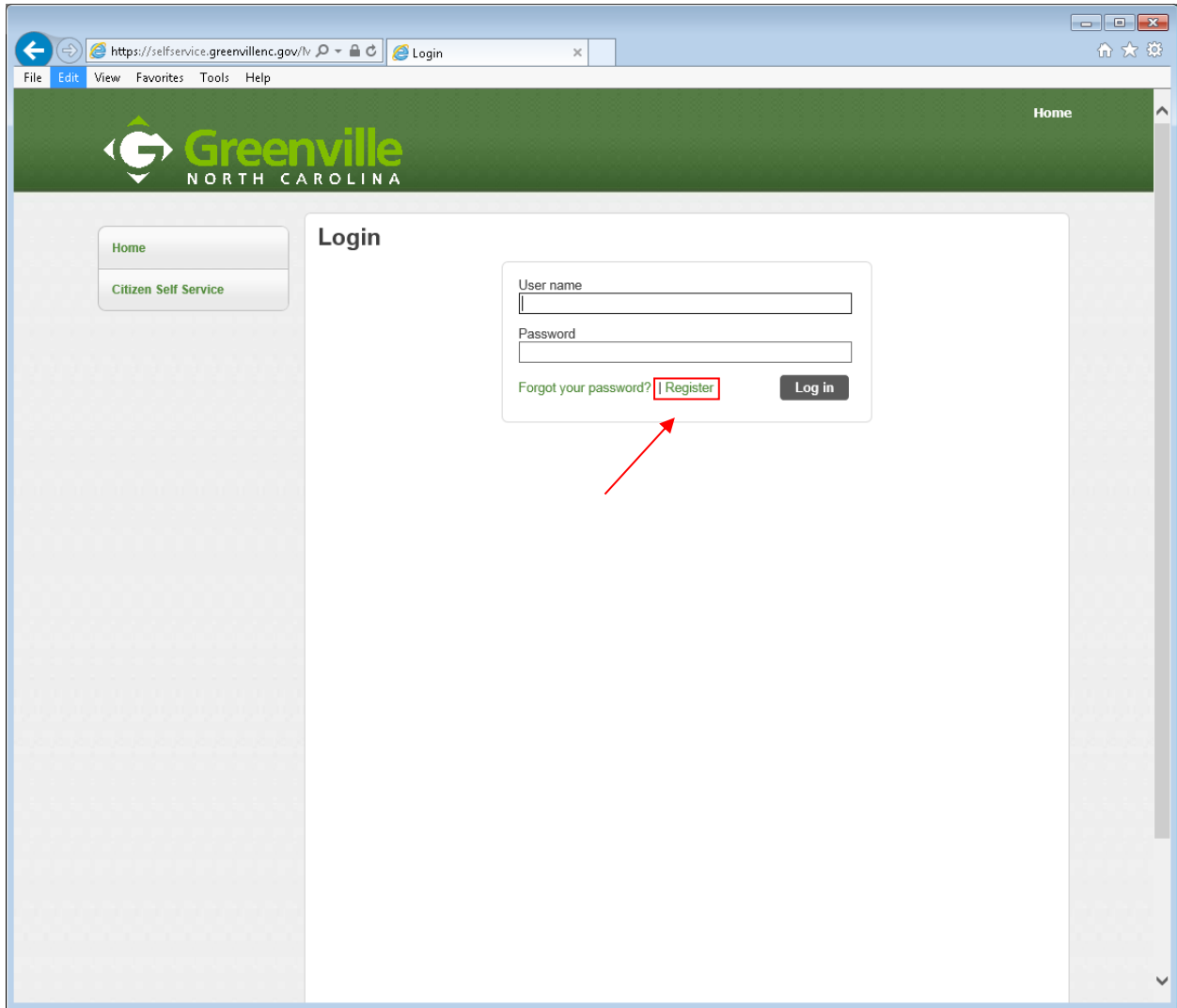
**Refund Policy**  
Payments rendered through this service are non-refundable. In the event of a duplicate payment, please contact the Financial Services Collections division at [collections@greenvillenc.gov](mailto:collections@greenvillenc.gov) or 252-329-4884.

*There is a \$1.50 convenience fee on all credit card transactions processed via the Citizen Self Service site.*

## City of Greenville Self Service

Navigate to the web address <https://selfservice.greenvillenc.gov/MSS>

Click on the Citizen Self Service link on the left.



## Create User Account


As a first time user, you must create a Citizen Self Service User name and Password. Do this by selecting the "Register" link.

Home  
Citizen Self Service

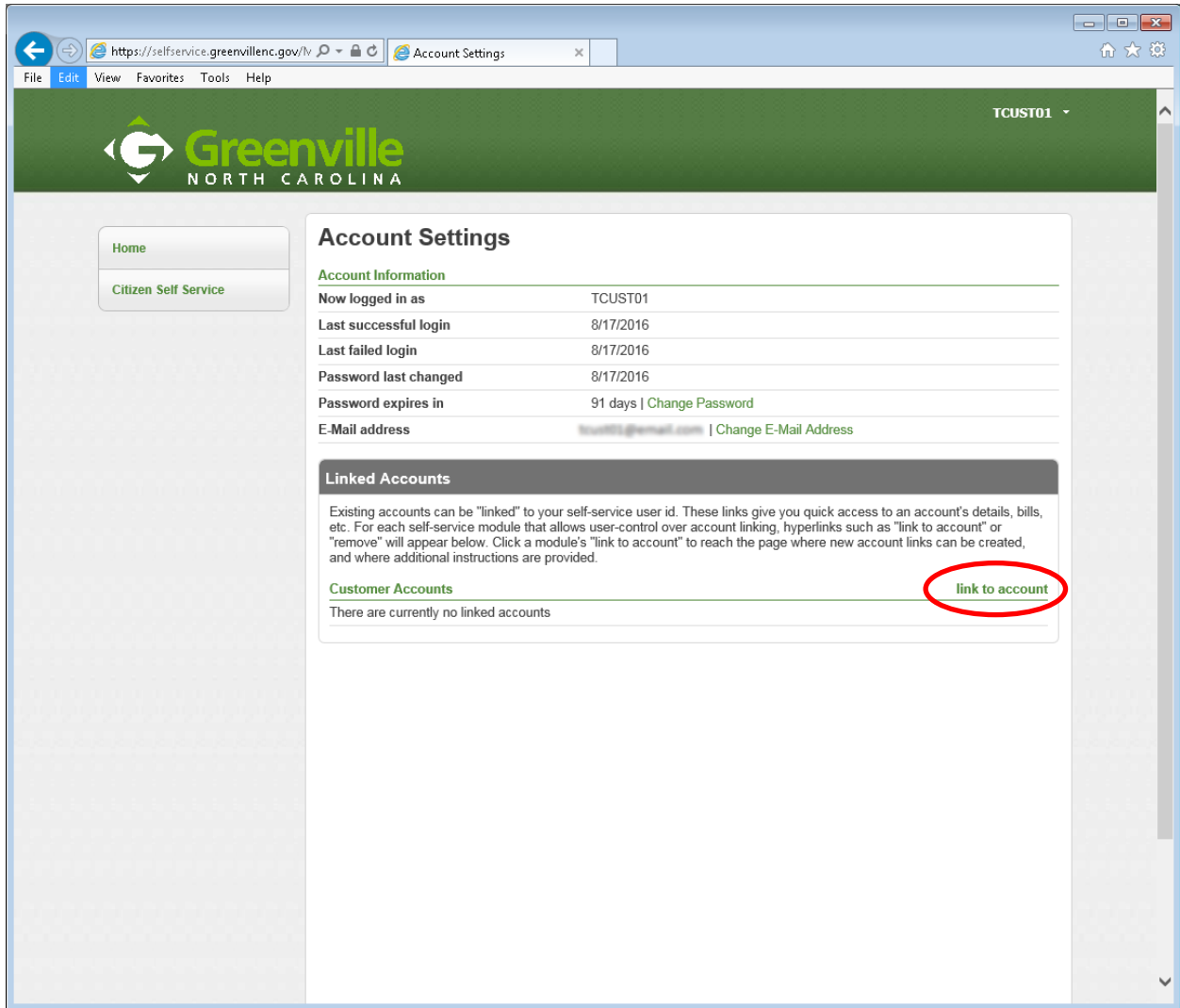
### Self-Registration

- \*User ID (between 1 and 20 characters)
- \*Re-type user ID
- \*Password (between 8 and 15 characters)
- \*Re-type password
- \*Password hint
- \*Email address

Enter these validation numbers into the box below them

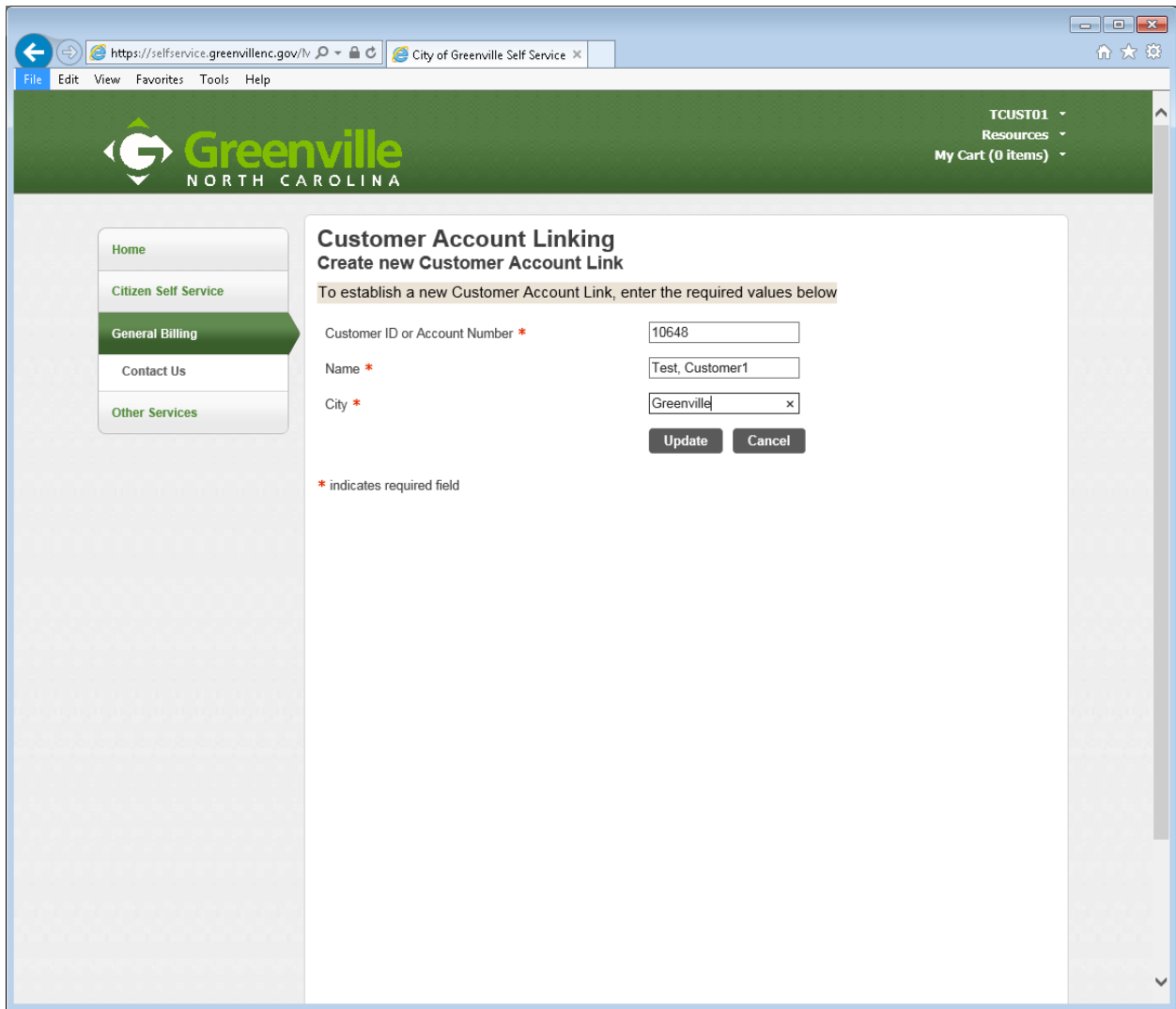


Enter your information and a unique validation number. Then click Save.

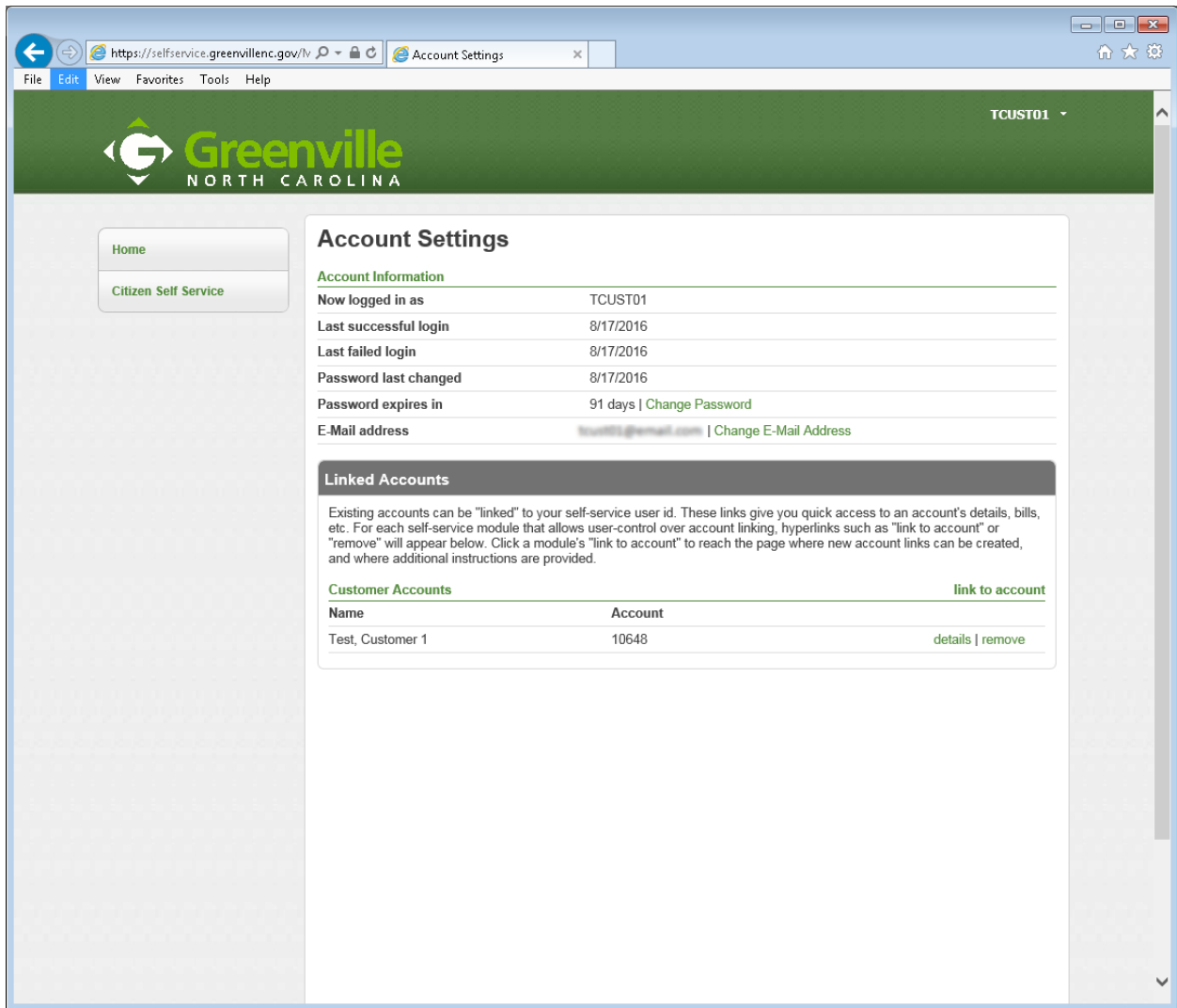


## Link To Account

You will see your account settings once the registration is complete. Now you can link to an account. Click the "link to account" link.

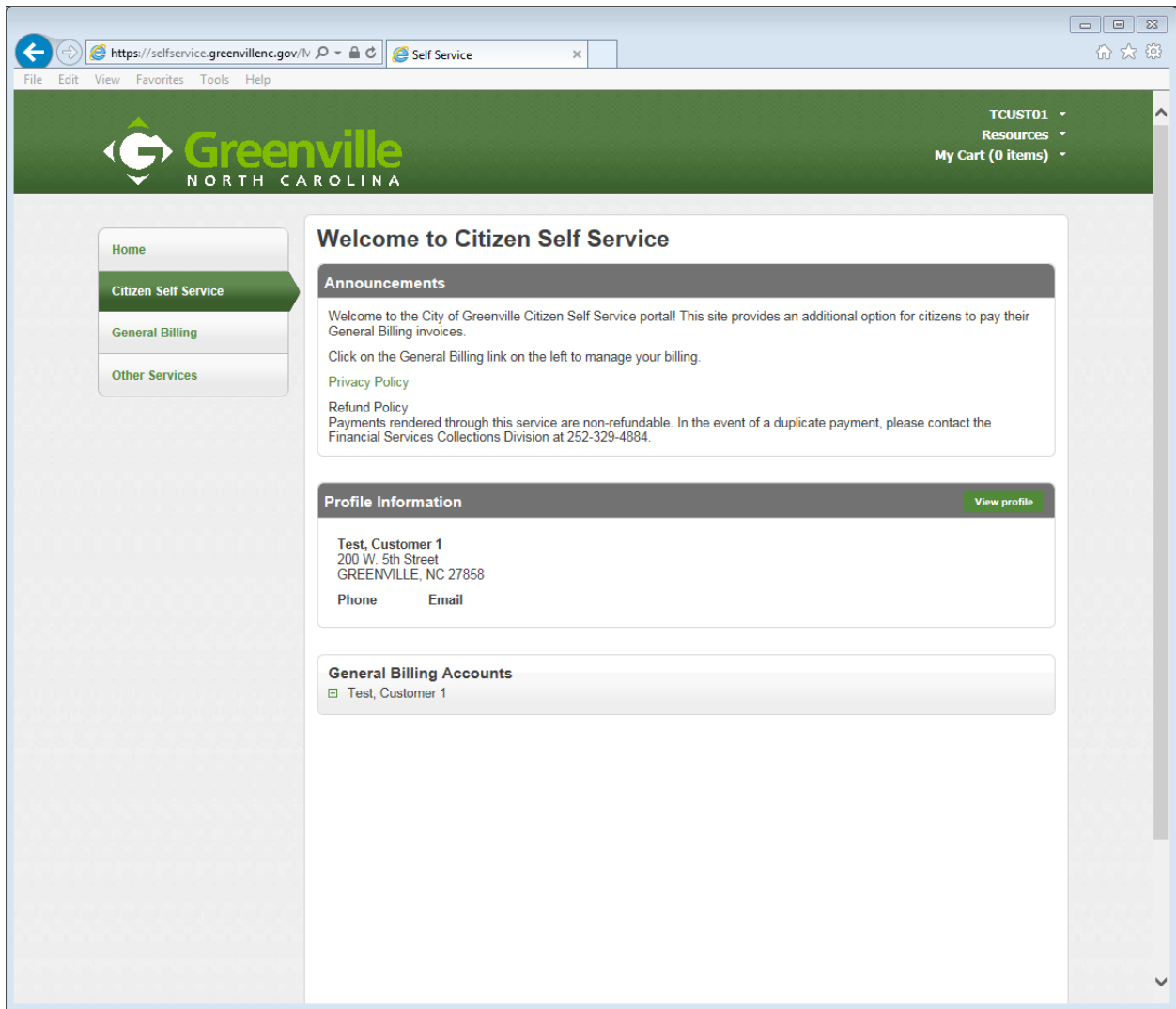


Enter your information just as it is listed on your statement or invoice. Click Update.



Your account is now linked to your self-service user id. If you need to link additional accounts, click the "link to account" link and repeat the process.

Click on the Citizen Self Service link on the left to return to the Citizen Self Service main page.



## Manage Bills

To pay a bill, click on the General Billing link on the left.



The screenshot shows a web browser window with the URL <https://selfservice.greenvillenc.gov/>. The page header includes the Greenville North Carolina logo and navigation links for 'Home', 'Citizen Self Service', 'General Billing', 'Accounts', 'Contact Us', and 'Other Services'. The main content area is titled 'General Billing Linked Accounts' and contains a table of linked accounts. The table has columns for 'Customer ID', 'Name', and 'Location'. A single row is visible with the following data: Customer ID: 10648, Name: Test, Customer 1, Location: GREENVILLE. To the right of this row is a 'Link to Account' section containing a 'Manage Bills' link, which is highlighted with a red rectangular box. A red arrow points upwards from below the table towards the 'Manage Bills' link.

Customer ID	Name	Location	Link to Account
10648	Test, Customer 1	GREENVILLE	<a href="#">Manage Bills</a>

Click the "Manage Bills" link to the right of a linked account.

https://selfservice.greenvillenc.gov/iv City of Greenville Self Service

TCUST01 My Cart (0 items)

Home  
Citizen Self Service  
**General Billing**  
Accounts  
Contact Us  
Manage Bills  
Customer Information  
Other Services

### General Billing Manage Bills

Customer Test, Customer 1  
Address 200 W. 5th Street  
GREENVILLE, NC 27858  
Customer number 10648

2 Found bill years 1989 to 2017 only

Bill	Type	Pay By	Total Unpaid	Balance Due	
<input checked="" type="checkbox"/>	63863	Misc. Billing	9/11/2016	\$1.00	\$1.00 Details
<input type="checkbox"/>	63855	Misc. Billing	9/9/2016	\$0.00	\$0.00 Details

As of

Total Unpaid 1.00  
Total Balance Due 1.00

Add to Cart

Select the bill in which you wish to pay by checking the box to the left. The item will be added to your cart.

City of Greenville Self Service

TCUST01

My Cart (1)

Home

Citizen Self Service

General Billing

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Manage Bills

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Other Services

### General Billing

#### Manage Bills

✓ Misc. Billing 63863 was added to your shopping cart.  
To proceed with payment, click "My Cart" then click "Checkout".

Customer: Test, Customer 1

Address: 200 W. 5th Street  
GREENVILLE, NC 27858

Customer number: 10648

2 Found bill years 1989 to 2017 only

	Bill	Type	Pay By	Total Unpaid	Balance Due	
<input checked="" type="checkbox"/>	63863	Misc. Billing	9/11/2016	\$1.00	\$1.00	Details
<input type="checkbox"/>	63855	Misc. Billing	9/9/2016	\$0.00	\$0.00	Details

As of:

Total Unpaid: 1.00

Total Balance Due: 1.00

**Add to Cart**

Click "Add to Cart". Details of your cart will be shown in the upper right corner of the screen.

TCUST01

**Greenville**  
NORTH CAROLINA

Home  
Citizen Self Service  
**General Billing**  
Accounts  
Contact Us  
Manage Bills  
Customer Information  
Other Services

### General Billing Manage Bills

✓ Misc. Billing 63863 was added to your shopping cart.  
To proceed with payment, click "My Cart" then click "Checkout".

Customer: Test, Customer 1  
Address: 200 W. 5th Street, GREENVILLE, NC 27858  
Customer number: 10648

2 Found bill years 1989 to 2017 only

	Bill	Type	Pay By	Total Unpaid	Balance Due	
<input checked="" type="checkbox"/>	63863	Misc. Billing	9/11/2016	\$1.00	\$1.00	Details
<input type="checkbox"/>	63855	Misc. Billing	9/9/2016	\$0.00	\$0.00	Details

As of: 8/17/2016

Total Unpaid: 1.00  
Total Balance Due: 1.00

Add to Cart

My Cart (1)  
Misc. Billing 63863 \$1.00  
Total: \$1.00  
Review Cart Checkout

## Review Cart

Click the "Review Cart" link and complete your payment.

TCUST01

My Cart (1)  
Misc. Billing 63863 \$1.00  
Total: \$1.00  
Review Cart Checkout

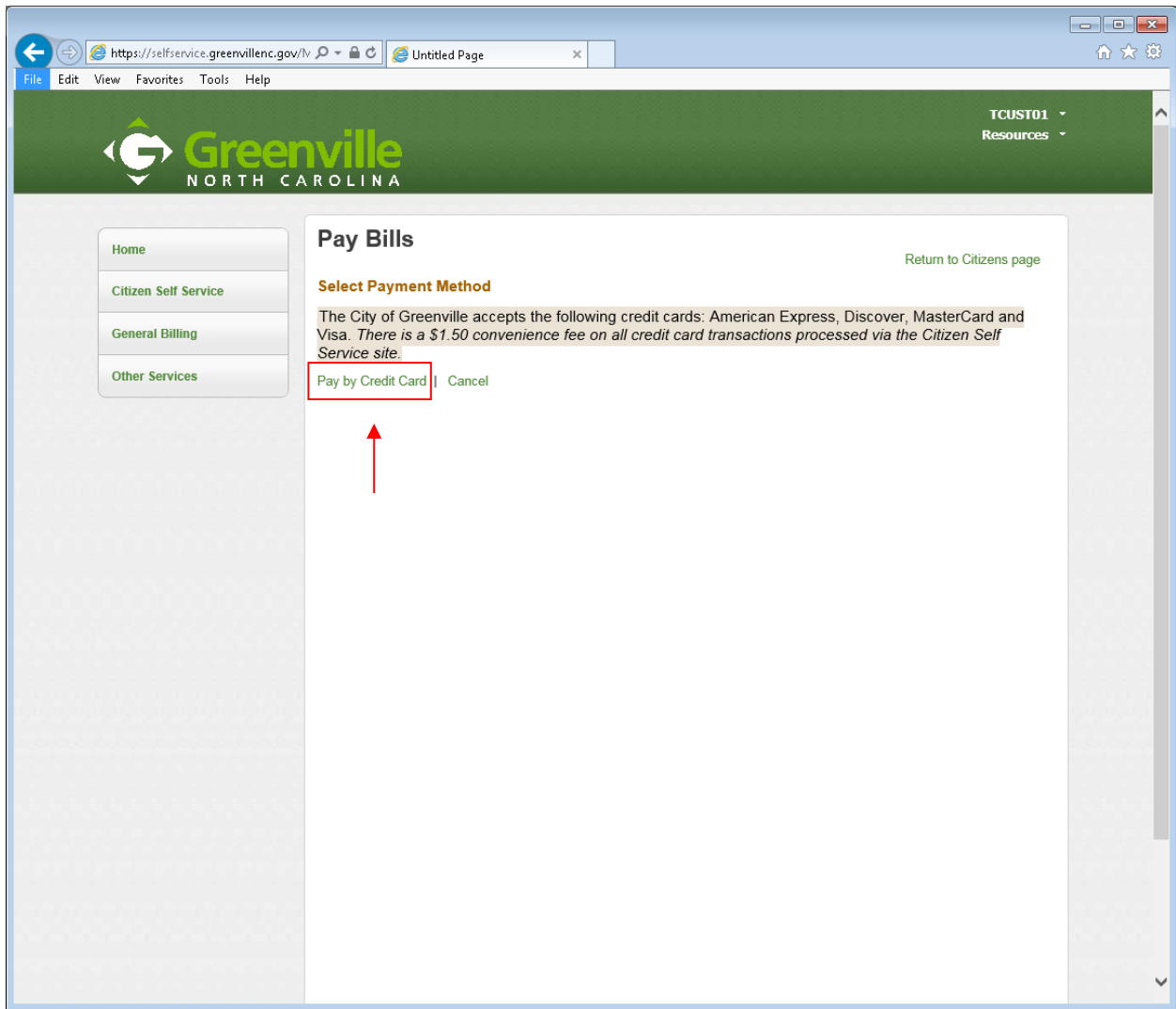
The screenshot shows a web browser window with the URL <https://selfservice.greenvillenc.gov/>. The page header includes the Greenville North Carolina logo and the text "TCUST01 Resources". A left sidebar contains navigation links: Home, Citizen Self Service, General Billing, and Other Services. The main content area is titled "Shopping Cart Review" and "Cart Contents". It features a table with the following data:

	Due	Being Paid	
<b>GENERAL BILLING &amp; MISC CASH</b>			
Misc. Billing 63863	\$1.00	\$1.00	<a href="#">remove</a>
<b>Subtotal</b>	\$1.00	\$1.00	
<b>Total</b>	\$1.00	\$1.00	

Below the table are two buttons: "Close" and "Pay". The "Pay" button is highlighted with a red box, and a red arrow points to it from below.

## Make Payment

Click "Pay".



Choose the payment type. Click "Pay by Credit Card".

https://selfservice.greenvillenc.gov/iv Bill To

File Edit View Favorites Tools Help

TCUST01 Resources

**Greenville**  
NORTH CAROLINA

Home  
Citizen Self Service  
General Billing  
Other Services

### Pay Bills

#### Billing Address

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

First name \*

Last name \*

Address line 1 \*

Address line 2

City \*

State \* two letter abbreviation

Zip code \*

Contact phone number \*

E-Mail \* for your e-mail confirmation

Remember these values

\* indicates required field

## Pay by Credit Card

Enter your billing information exactly as it appears on your credit card statement. Press "Continue".

Payment Processing: enter values as prompted below

Total Amount (\$): \$2.50

General billing Bill: 63863

### Card Information

Card Number: \* 1111222233334444

Expiry Date: \* 1 2019

CVV: ? 123

### Customer Information

Customer Title:

First Name: \* Test

Middle Name:

Last Name: \* Customer1

Company Name:

Address One: 123 Main St.

Address Two:

City: GREENVILLE

Country:

State or Province: NC

Postal Code: 27858

Enter your credit card information and click "Make Payment".



The screenshot shows a web browser window with the URL <https://selfservice.greenvillenc.gov/N>. The page title is "Payment Confirmation". The header features the Greenville, North Carolina logo and the user ID "TCUST01".

**Pay Bills**

✔ Your payment has been successfully processed  
Your Confirmation Number is 607324076  
Your Authorization Code is 015591  
Thank you for scheduling your payment. Your payment will be updated within 24 hours after the scheduled payment date.

You may want to print this page for your records.

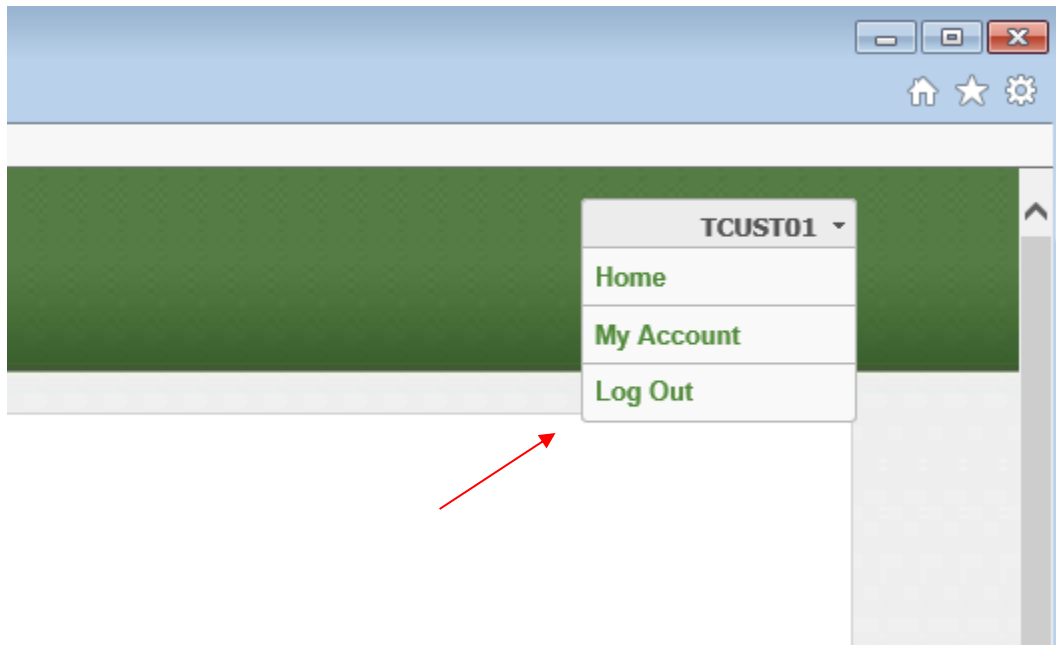
**Payment Amount**

Bill Description	Due Now	Payment Amount
Misc. Billing 63863	\$1.00	\$1.00
<b>Subtotal</b>		<b>\$1.00</b>
<b>Convenience Fee</b>		<b>\$1.50</b>
<b>Total</b>		<b>\$2.50</b>

**Billing Address**

Name	Test Customer1
Address	123 Main St. GREENVILLE, NC, 27858
Phone Number	2521234567
E-mail	tcust01@gmail.com

Once the payment has been made, you will receive a payment receipt screen.



If you have finished managing your billing, select Log Out in the drop down list in the upper right corner of the screen.