

# Customer Self Service

## Frequently Asked Questions and Answers



Finance Department  
Local Tax Section

### 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 (3<sup>rd</sup>) 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](http://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/](http://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/](http://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](mailto:LocalSalesTax@rockfordil.gov) with questions.

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### Abbreviation meanings:

<u>Cycle</u>	<u>Category</u>
A = ANNUAL	FB = FOOD & BEVERAGE
AE = ADULT ENTRTNMNT	HM = HOTEL/MOTEL
MT = MOVIE THEATER	PL = PACKAGED LIQUOR
MTAX = METRO TAX	BUSI = BUSINESS
SA = SEMI-ANNUAL	LIQR = LIQUOR
VG = VIDEO GAMING	TOBA = TOBACCO

  

<u>Type</u>	<u>Type</u>
AA = CONSUMPTION-ANNUAL	L5VA = L50R-VGT/LIQUOR+SUN+GAMING
ADEN = ADULT ENTERTAINMENT	L5VS = L50R-VGT/LIQUOR+SUN+GAMING
AMUS = AMUSEMENT	LANI = LIQUOR ANNIVERSARY
ARA = AR-PKG/LIQUOR+SUN+PACKAGED	LIQE = ER-VGT/LIQUOR+SUN+GAMING
ARS = AR-PKG/LIQUOR+SUN+PACKAGED	MOVI = MOVIE THEATER
ARVA = AR-VGT/LIQUOR+SUN+GAMING	MSGE = MASSAGE ESTABLISHMENT
ARVS = AR-VGT/LIQUOR+SUN+GAMING	OTAD = OUTDOOR ADVERTISING
AS = CONSUMPTION SEMI-ANNUAL	OTVH = OUTDOOR VEHICLE SALES
AUCT = AUCTION	OUT = GOING OUT OF BUSINESS
BA = PKGD LIQ - ANNUAL - CLASS B LI	POLI = POLICE REQUIRED
BCA = B/C-BINGO + CASINO	PWS = PAWN SHOPS
BOWL = BOWLING	ROLL = ROLLER SKATING
BS = PKGD LIQ- SEMI CLASS B	RWRE = ROTATING WRECKER
BW50 = WB50 /WINE+BEER	S = SPECIAL
BWPA = WB-PKG/WINE+BEER+PACKAGED	SHS = SECOND HAND STORE
BWRV = WBR-VGT/WINE+BEER+SUN+GAMING	SP = SPECIAL PUBLIC PROPERTY
BWVS = WBR-VGT/WINE+BEER+SUN+GAMING	TAXI = TAXICAB
CA = C/CLUB	TNC = TRANSPORTATION NETWORK COMPANY
CH = CITY HALL	TOBA = TOBACCO - ANNUAL
CS = C/CLUB	TOBH = TOBACCO-HOOKAH
CTLA = CTR/CATERING-LIQUOR-ANNUAL	TOW = TOWING
CTLS = CTR/CATERING-LIQR-SEMI ANNUAL	TRK = TRK/TRUCK STOP+PACKAGED
CTRA = CTR/CATERING-ANNUAL	VG = VIDEO GAMING
CTRS = CATERER - SEMI-ANNUAL	W50A = WB50R /WINE+BEER+SUNDAY
DEAD = DEADLY WEAPONS	W50S = WB50R /WINE+BEER+SUNDAY
ER = ER/LIQUOR+SUNDAY	W5RA = WB50R-VGT/WINE+BEER+SUN+GAME
ERSA = ER-PKG-VGT/LIQ+SUN+PKG+GAMING	W5RS = WB50R-VGT/WINE+BEER+SUN+GAME
EWBS = ER-VGT/LIQUOR+SUN+GAMING	WB5P = WB50-PKG/WINE+BEER+PACKAGED
GA = GV/GOVT+PARK DISTRICT	WBA = WB /WINE+BEER
GAS = PETROLEUM	WBRA = WBR /WINE+BEER+SUNDAY
GOB = WASTE HAULER/SCAVENGER	WBRS = WBR /WINE+BEER+SUNDAY
GOVA = GV/GOVERNMENT	WBS = WB /WINE+BEER
GS = GOV/PK DIST - SEMI-ANNUAL	XMAS = CHRISTMAS TREE SALES
H50S = H50R-PKG/LIQUOR+SUNDAY+PKG	Z - C = A/LIQUOR
HDC = HORSE DRAWN CARRIAGE	ZA = PKG/PACKAGED
JYRD = JUNK YARD	Z-CP = CONSUMPTION & PKGD-A
L50A = LIQUOR CONSUMPTION ANNUAL	ZCPS = A-PKG/LIQUOR+PACKAGED
L50S = L50 /LIQUOR	Z-CS = A/LIQUOR
L5PS = L50R-PKG/LIQUOR+SUN+PACKAGED	ZR = FULL LIQ SEMI-ANNUAL
L5RA = L50R /LIQUOR+SUNDAY	ZR+S = AR-PKG-VGT/LIQ+SUN+PKG+GAME
L5RS = L50R /LIQUOR+SUNDAY	ZRA = AR/LIQUOR + SUNDAY
L5S = L50-VGT/LIQUOR+GAMING	ZR-A = AR-PKG-VGT/LIQ+SUN+PKG+GAME