

Dear Sir or Madam:

On August 1, 2018, CREC launched our online bill payment option – Customer Self-Serve (CSS). This has been a huge success and was especially helpful for customers during the past year.

The system allows customers to go online to view and/or pay your invoices instantly using E-Check or a credit/debit card. **A minimal flat fee will be added to the total when choosing E-Check. A percent of the total payment** will be added as a processing fee when using a credit/debit card.

The instruction guidelines on how to use CSS are enclosed. Simply follow the instructions to register your account. It's as easy as 1, 2, 3!

Take advantage of our online bill payment system to help streamline your process and make paying your invoices easier!

If you have any question or concerns please email [AR.QUESTIONS@crec.org](mailto:AR.QUESTIONS@crec.org) or call (860) 524-4067.

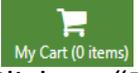
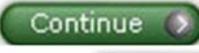
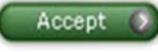
Sincerely,

CREC Business Services  
Accounts Receivable

## MUNIS – CUSTOMER SELF SERVICE (CSS)

1. **Register** to create an account. (<https://munisess.crec.org/MSS/citizens/>)
2. Once registered, On Left side – Click on **General Billing**
  - **Customer Number\***: Type your Customer Number as seen on the upper right side of CREC’s Invoice.
  - **Zip\***: Type your **EXACT** Zip Code as seen on CREC’s Invoice. (i.e. 06106 or 06106-3199).
  - **Bill Number\***: same as Invoice Number as seen on upper right side of our Invoice. There should be 6 or 8 digits. (i.e. 187544 or 18754401)
  - **Exclude paid bills**: Check  the box directly across. Below that is another check box “**Remember these Values**” - by checking this box once, all bills with a zero balance will not be seen and you will not need to enter your customer number, zip code or invoice number again.

### \*Required information.

3. All unpaid invoices will emerge with a check  in the box. Uncheck the ones you are not paying today. Click on “Add to Cart” at the bottom. Your shopping cart  (top right corner) will state the number of invoices you are paying for and total amount\*.
4. **Shopping Cart**: By clicking on your shopping cart (upper right corner ) a small box will emerge showing what you are paying for with a total amount\*. Click on “Review” which takes you to your **Shopping Cart Review** showing exactly what you have chosen to pay. Proceed to click “Pay”.
5. **Pay**: A total\* is now calculated with the invoices you have chosen to pay. If you desire to make a partial payment, please change the amount under **Payment Amount** at this point. If you have selected multiple invoices/bills and want to partially pay them, update the amount and then click [CALCULATE SUBTOTAL](#) to update the total\*. Next click on “Continue” to proceed forward to the Official Payment page. Here you have the choice to pay via Visa/MasterCard Debit, E-Check or Visa/Mastercard/Discover Credit Card. Click  to complete paying the selected invoices.
6. **Checkout**: Review what you are paying. Click Continue to proceed.
7. **Official Payments**: Choose which payment method you prefer. Click on . Your payment amount, **service fee**, and total payment will display. Click  to agree to terms and conditions and then continue. Enter the information required, click on Continue. You will receive an email confirmation. You will automatically be redirected back to CREC’s CSS (Customer Self Service) log-in page.