

# BS&A Online: Making a Payment

Questions? Call us at (855) 272-7638 and ask for the I.T. Team, or email [itsupport@bsasoftware.com](mailto:itsupport@bsasoftware.com).

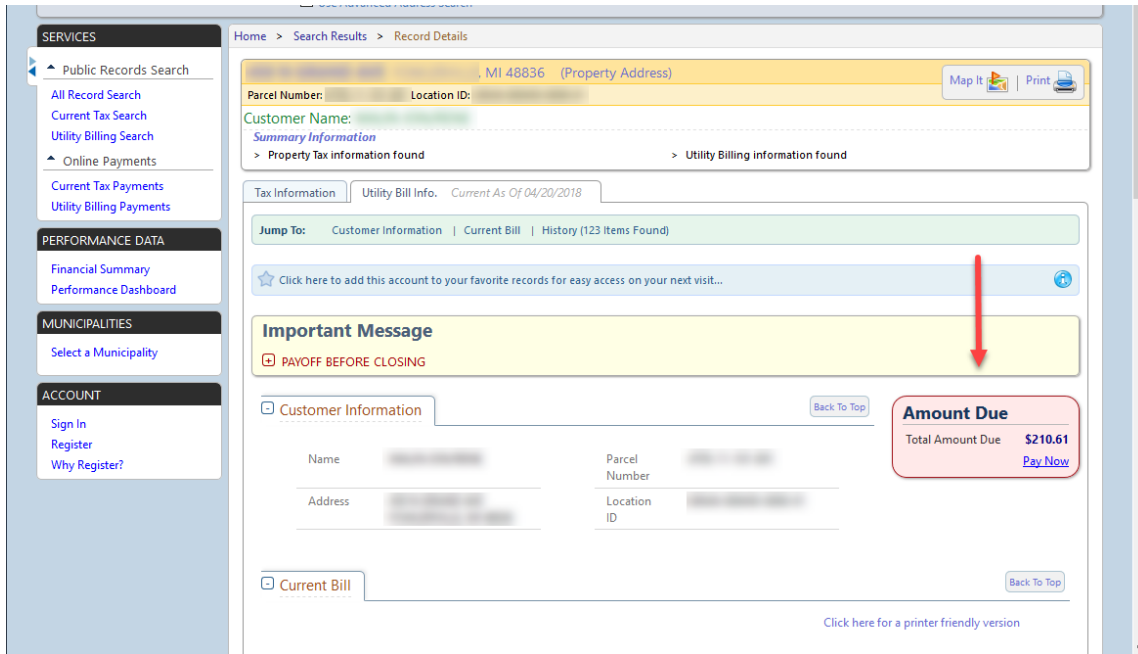
BS&A Online is a collection of municipal services that provides instant and convenient access to various kinds of important information held at your local government. This document is intended to help users of the site to make an online payment.

The example used in this document is of a Utility Billing payment. BS&A Online facilitates the taking of payments for property tax bills, delinquent tax bills, building permits, special assessments, utility bills, and miscellaneous receivables invoices. Note: not all municipalities accept online payments.

1. Login to BS&A Online with your user account. Please [click here](#) for instructions if you do not already have a user account.
2. Click the [type] Payments link on the left, beneath Services/Online Payments. This example uses Utility Billing.

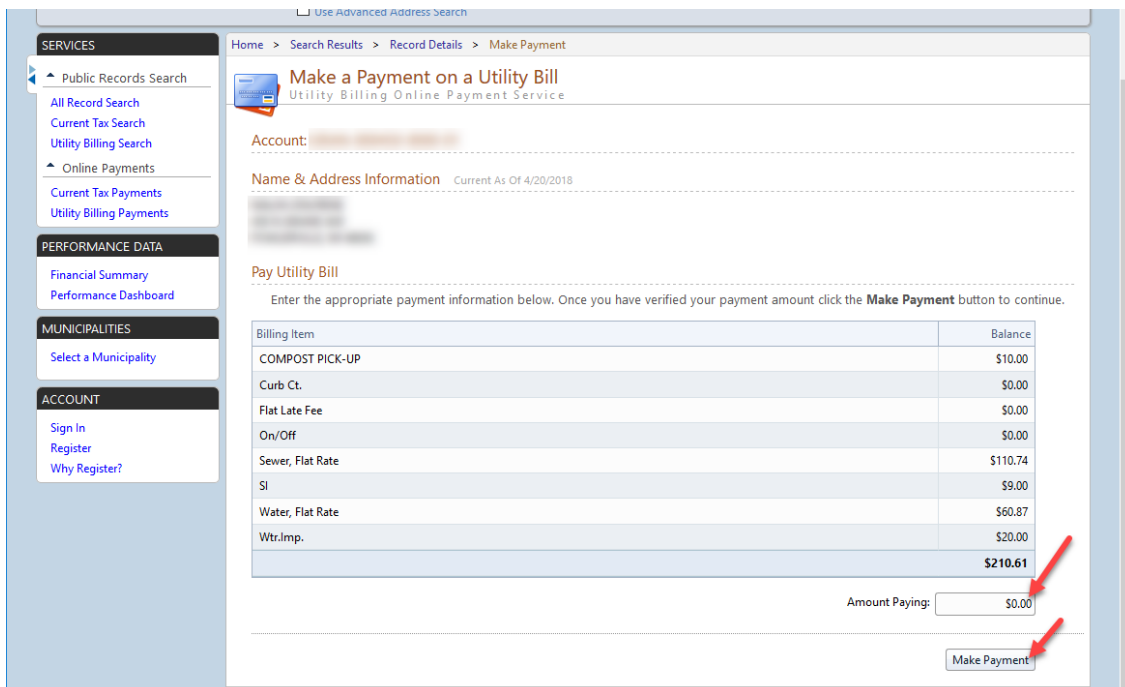
The screenshot displays the BS&A Online interface for the Village of Fowlerville. The top navigation bar includes 'Home', 'Services', 'Municipalities', and 'Favorite Records'. The main header identifies the user as 'Village of Fowlerville | Livingston County | MI' and notes it is 'powered by BS&A SOFTWARE'. A search bar is present with 'Search: All Records' and 'By: Name' options, and a text input field for 'Enter a name'. The left sidebar lists 'SERVICES' (Public Records Search, All Record Search, Current Tax Search, Utility Billing Search, Online Payments, Current Tax Payments, Utility Billing Payments), 'PERFORMANCE DATA' (Financial Summary, Performance Dashboard), 'MUNICIPALITIES' (Select a Municipality, Recent, Village of Fowlerville), and 'ACCOUNT' (Account Settings, Sign Off). A red arrow points to 'Utility Billing Payments' in the Services menu. The main content area is titled 'Utility Billing Online Payment Service' and includes a progress bar with three steps: 'Step 1: Search' (active), 'Step 2: Select Record', and 'Step 3: Make Payment'. Below the progress bar is a 'Getting Started...' section with a welcome message and three search options: 'Search by Location ID', 'Search by Name', and 'Search by Address'. Each search option includes a text input field and a 'Search' button. The 'Search by Name' option also includes a note: 'Last name only is the preferred search method. For a more refined search try including the first name (i.e. Last Name, First Name)'. The 'Search by Parcel Number' option is partially visible at the bottom.

- Search for the parcel using any of the available options. If there is an outstanding balance due, the Amount Due box displays it, along with a Pay Now link.



- Click the Pay Now link. The next page provides you with a summary of the parcel information and an area to type in the amount you wish to pay. Enter the payment amount and click the Make Payment\* button. You will be directed to the website of one of our participating credit card payment processors. From there, enter your credit card information and phone number.

\*For tax payments, you will see a Pay [season] Taxes button, not a Make Payment button.



- Once the process is complete, you will be given a receipt confirming payment. Please note that the payment may not be immediately reflected online; it is recommended you save this receipt for your records.