

BUSINESS RATES ONLINE – VIEWING ACCOUNT INCLUDING PAYMENT HISTORY, INSTALMENTS AND BILLS

Introduction

This guide provides a step by step instruction on how to use the my business rates service to view your account, including payments, instalments and bills. This guide also includes a [troubleshooting guide](#) at the end to help with any problems you may encounter. Please note to use this service are required to have created your my business rates user account.

To do this you will need:-

- ✓ Your my business rates login and password

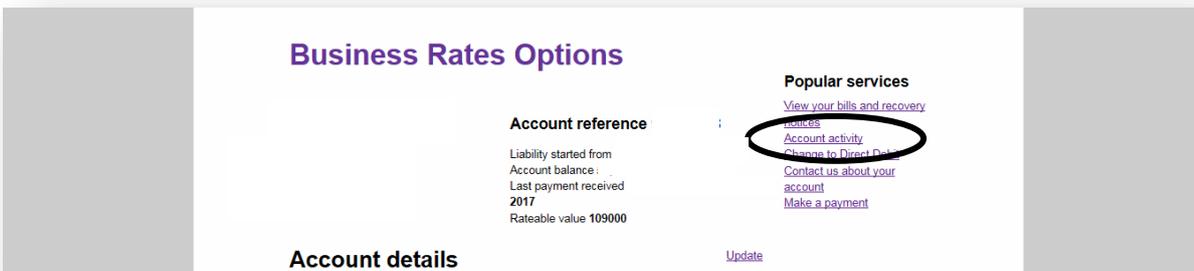
Or

- ✓ Your business rates account number as shown on your bill
- ✓ Your business rates bill
- ✓ A valid email address
- ✓ The last 3 digits of the bank account number used to pay your business rates, or the last 3 digits of the latest phone number provided to the business rates office.

How to view your account including payment history, instalments and bills

Step 1 – If you have not already set up your my business rates user account then you should visit www.chichester.gov.uk/myaccount, and click my business rates, and follow the online instructions to register for an account. There is also a user guide available for this process (user guide setting up user account).

Step 2 – Once logged in, select the option “account activity”



Business Rates Options

Account reference :

Liability started from
Account balance :
Last payment received
2017
Rateable value 109000

Account details [Update](#)

Popular services

- [View your bills and recovery notices](#)
- [Account activity](#)
- [Change to Direct Debit](#)
- [Contact us about your account](#)
- [Make a payment](#)



Step 3 - Select the financial year that you want to view.

Select the financial year that you want to view

Year
2017/2018

Account details
Account period Liability started from 01/04/1993

Step 4 - You can view an account overview, how you pay your business rates, your outstanding balance, payments received & instalments due

Account details
Account period Liability started from 01/04/1993
Account address

Overall summary

Current arrears or credits	€0.00
Outstanding balance	€0.00

Annual summary

Balance brought forward	€0.00
Liabilities	€1,447.84
Payments	-€1,447.84
Outstanding balance	€0.00

Payment details

Payment method	Direct Debit
Payment frequency	Monthly

Outstanding balance

Current payment method

Scroll down to view your instalments and payments made.

Instalments

Instalment date	Instalment amount
01/09/2017	€134.00
01/10/2017	€161.59
01/11/2017	€161.00
01/12/2017	€161.00
01/01/2018	€161.00

1 - 5

Payment made

Payment processed date	Description	Amount
03/04/2017	Direct Debit	-€133.25
02/05/2017		-€134.00
01/06/2017		-€134.00
03/07/2017		-€134.00
01/08/2017		-€134.00

1 - 5

Instalment dates and amounts

Date of payment received, payment method & payment amount



Step 5 – To view bills and recovery notices, click “back” and then click “view your bills and recovery notices”.

Account reference
Liability started from 01.04.1993
Account balance £0.00
Last payment received £161.00 on 02-JAN-2018
Property band C

Account details

Update

Popular services
View your bills and recovery notices
Account summary
Change to Direct Debit
Contact us about your account
Make a payment
View my benefits

Step 6 – You can then choose to view and print any bill issued within the last 12 months, or view your previous recovery notices.

Bills, reminders, finals and summons for

You can view all of your new and existing bills, notices, finals and summons.

New notices are indicated by this symbol

Bills Reminders Finals Summons

Date	Year	Amount	Notice Type	
15/03/2018	2018/19	£53,737.00	Bill	View Bill
16/03/2017	2017/18	£52,211.00	Bill	View Bill
11/03/2016	2016/17	£49,700.00	Bill	View Bill

Select other recovery notices to view

Click here to view a bill

Troubleshooting

Q. I recently made a payment and it is not showing on my account

A. Payments can take up to 5 working days to show on your account. If the payment is not showing after 5 days then please contact the taxation office with details of your payment, including how and when the payment was made.

Q. My outstanding balance appears to be incorrect

A. You should check that the payments received on your account, match the payments that you have made. If there appears to be a payment missing you should contact the taxation.

Q. Can I view all previous bills that have been sent to me?

A. You can only view (and print) bills that have been issued within the last 12 months.

