

Borough of Souderton

New Customer Portal User Guide



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Getting Started: Set up a New User – Step 1

The screenshot shows the web browser interface for the Borough of Souderton Portal. The address bar displays `souderton.billingdoc.net/login`. The page header includes the Borough of Souderton logo and a 'Create an Account' button. The main content area features a welcome message and two buttons: 'Create An Account' and 'One-Time Payment'. A callout box on the left, titled 'New Users:', contains the text 'Start by selecting 'Create An Account'' with a blue arrow pointing to the 'Create An Account' button. To the right, a login form is visible with fields for 'Email' and 'Password', a 'Remember me' checkbox, a 'Sign In' button, and links for 'Don't have an account?' (leading to 'Create An Account') and 'Forgot Password?'.

New Users:
Start by selecting 'Create An Account'

Borough of Souderton Portal
Welcome to the Borough of Souderton Portal
All payments processed after 7:30 pm will be credited to the next business day.

[Create An Account](#) [One-Time Payment](#)

Login Form:
Email Address
Password 6-30 characters
☐ Remember me
[Sign In](#)
Don't have an account?
[Create An Account](#)
[Forgot Password?](#)

Current branch: ~V1.1.0

Getting Started: Set up a New User – Step 2

New Users:

Making a new user account is easy! Simply enter your name, the email address you want to use, and a password.

Check Your Email

Once you fill in your information and hit submit, the system will send you an email confirmation code to confirm your email address.

Subject: Email Confirmation Code

From: support@billingdoc.net



The screenshot shows a web browser window with the URL souderton.billingdoc.net/register. The page features the Souderton Borough logo and a navigation bar with links like 'Create an Account' and 'Sign In'. The main content area displays a registration form with the following fields:

- Name:** A text input field with a person icon and placeholder text 'Enter Full Name'.
- Email Address:** A text input field with an envelope icon and placeholder text 'Enter Email'.
- Password:** A text input field with a lock icon and placeholder text 'Password 6-30 characters'.
- Confirm Password:** A text input field with a lock icon.

Below the fields are two buttons: 'Submit' (dark blue) and 'Cancel' (light blue). At the bottom, there is a link: 'Already have an account? [Sign In](#)'.

Getting Started: Set up a New User – Step 3

The screenshot shows the Borough of Souderton Portal login page. The browser address bar displays `souderton.billingdoc.net/login`. The page header includes the Borough of Souderton logo and a 'Create an Account' button. The main content area features the Borough of Souderton logo, a welcome message, and two buttons: 'Create An Account' and 'One-Time Payment'. A callout box titled 'New Users:' provides instructions and a list of features available after account creation. A blue arrow points from the callout box to the 'Create An Account' button on the right side of the page.

New Users:

Once you have created an account and confirmed your email address, you can log in to the payment portal and link your Utility Account(s).

With your account(s) linked you can:

- Sign up for eStatements
- View statement & payment History
- Save credit card & ACH Info
- Sign up for autopay

Create an Account

BOROUGH OF SOUDERTON

Welcome to the Borough of Souderton Portal

All payments processed after 7:30 pm will be credited

Create An Account **One-Time Payment**

BOROUGH OF SOUDERTON

Email Email Address

Password Password 6-30 character

☐ Remember me

Sign In

Don't have an account?
[Create An Account](#)

[Forgot Password?](#)

Current branch: ~V1.1.0

Link Utility Accounts to User Login – Step1

The screenshot shows a web browser window with the address bar displaying 'souderton.billingdoc.net'. The page title is 'Borough of Souderton Portal'. The left sidebar contains a menu with the following items: 'Pay My Bill', 'History', 'Payment Methods', 'Settings', and 'Log Out'. The main content area is titled 'Account Number Dashboard'. In the center of the dashboard is a large grey button with a white plus sign and the text 'Add Account Number'. A blue arrow points from a text box on the right towards this button. The text box contains the following text:

Account Setup:

Now that you've created an account and logged in, you can link your Utility Account(s) to this login.

Simply select 'Add Account Number.'

At the bottom of the page, there is a footer with the text: 'Borough of Souderton Portal | info@soudertonborough.org | 215-723-4371'. The current branch is noted as 'V1.1.0'.

Link Utility Accounts to User Login – Step 2

Borough of Souderton Portal

souderton.billingdoc.net/user_accounts

Dashboard / Add New Account Number

Add New Account Number

Fill in the form below to attach a new account.

First 3 characters of the first or last name printed on your paper statement (example: jan)

Statement Name

Account Number

Account Number

Submit **Cancel**

Location of your account on your paper statement:

PLEASE PAY TRASH AND SEWER ON SEPARATE CHECKS
PLEASE RETURN THIS STUB WITH YOUR PAYMENT

Borough of Souderton
31 West Summit Street
Souderton, PA 18964

Due Date: 05/09/2025
Amount On or Before Due Date: \$127.00
Amount After Due Date: \$127.00

Make Check Payable: BOROUGH OF SOUDERTON
For Credit Card Payments, Please Visit www.soudertonborough.org

JANE DOE
123 EXAMPLE STREET
SOUDERTON, PA 18964

Account #: 00000.00

BOROUGH OF SOUDERTON
31 WEST SUMMIT STREET
SOUDERTON, PA 18964

Account Setup:

To link a Utility account, simply enter the first three (3) letters of the first or last name and account number printed on your utility bill. Then click 'Submit.'

Adding multiple accounts?

Repeat this process to add more accounts if necessary. You can link as many accounts as you need.

Current branch: V1.1.0

Add Payment Methods – Step1

The screenshot shows the 'Account Number Dashboard' for the Borough of Souderton, Montgomery County, PA. The left sidebar contains navigation links: Dashboard, Pay My Bill, History, Payment Methods (highlighted with a blue circle and an arrow pointing to the main content area), Settings, and Log Out. The main content area displays account information for 'ACCOUNT NUMBER 999999-000' with a service address of '123 MAIN ST'. It lists the account holder as 'JOHN SMITH', the statement date as '2024-04-15', and the total due as '\$100.00'. Below this information are four buttons: 'View Bill' (blue), 'Pay Bill' (green), 'Paperless' (green), and 'AutoPay' (green). A note at the bottom states: 'NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.' At the bottom of the page, it says 'Current branch: V1.1.0'.

Account Setup:

You now have a Utility Account linked to your user login.

Next you can save a payment method to your account to make payments and set up autopay.

Select 'Payment Methods.'

Add Payment Methods – Step 2

BOROUGH of SOUDERTON
MONTGOMERY COUNTY, PA

Dashboard / Payment Methods

Payment Methods

Payment Methods:

Select 'Add Payment Method'

The debit/credit cards accepted are Visa, Mastercard, Discover, and American Express.

Note: You can save as many payment methods as you need for your account(s).

Current branch: V1.1.0
<https://cdaid.billingdoc.net/paymentmethods>


Add Payment Methods – 3


Payment Methods

+

Add Payment Method

Add Payment Method

 Add Credit Card

 Add Check

Description (No Special Characters)

Credit Card Number

Type

Visa

Name on Credit Card

Zip Code (Postal Code)

Expiration Date

January


2024

Payment Methods:

You can save a Credit Card and/or ACH payment information. Enter all of the required information and select '**Save**' at the bottom.

Repeat this process to save more payment methods.

Set Up Autopay – Step 1



BOROUGH OF
SOUDERTON
MONTGOMERY COUNTY, PA

Dashboard

Pay My Bill

History


Payment Methods


Settings

Log Out


Payment Methods

Dashboard / Payment Methods

 CREDIT CARD #: ****7386



Description:
Brooks Credit
Name on Credit Card:
Brooks Ney
Expires on:
02/2027



Add Payment Method

Make Payments:

Now that you have payment method saved, you can make one-time payments and sign up for Autopay.


Note: You do not need to save a payment method to make a one-time payment.

To make a one-time payment select 'Pay My Bill'.

To set up Autopay select 'Settings'.

Current branch: V1.1.0

Set Up Autopay – Step 2

BOROUGH of
SOUDERTON
MONTGOMERY COUNTY, PA

Dashboard

Pay My Bill

History

Payment Methods


Settings


Log Out


Settings

Dashboard / Settings

\$ AutoPay

 Paperless


 Account

 Password

Update your AutoPay settings here: (Must have a Payment Method First).

Accepted credit cards: Visa, MasterCard, Discover and American Express.

Terms: By authorizing this transaction you agree to paying the amount listed. Disputing this service fee transaction will result in losing the ability to pay by credit or debit card.

Account Number	Payment Method	Next Payment	
999999-000	Not set	Not set	<div><div></div><div>Add Autopay</div></div>

Autopay:

To set up automatic recurring payments (also known as 'autopay'), select the [+] box.

Note: You must have at least one saved payment method to set up autopay.

Set Up Autopay – Step 3

Settings

Edit AutoPay for Account Number 999999-000

Dates chosen must be in future:

Day of Month
3

Month to Start
03/2024

Payment Method
Brooks Credit - MasterCard - X7386

Close Save AutoPay Plan

Account Number
999999-000

City of Coeur d'Alene Portal | finance@cdaid.org | 208-769-2223

Autopay:

Select the day of the month you want payments to come out, select the month that you want autopay to begin, and select the saved payment method that you wish to use for this Utility Account. Then hit 'Save Autopay Plan'.

Note: Once Autopay is set up, payments will automatically come out for the account balance, on the day of the month you that you selected.

Repeat this process to set up additional accounts on Autopay.

Return to the Dashboard

Set Up Paperless Statements – Step 1

The screenshot shows the 'Account Number Dashboard' for the Borough of Souderton, Montgomery County, PA. The dashboard displays account information for 'ACCOUNT NUMBER 999999-000' and 'SERVICE ADDRESS: 123 MAIN ST'. The user's name is 'JOHN SMITH'. The 'Statement Date' is '2024-04-15' and the 'Due Date' is '2024-04-15'. The 'Total Due' is '\$100.00'. A blue arrow points from the 'Statement Date' to the 'Paperless' button. The dashboard includes a sidebar with links to Dashboard, Pay My Bill, History, Payment Methods, Settings, and Log Out. A note at the bottom states: 'NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user a setup please login and see History for additional details.' Below the note are links for 'See Statement History' and 'See Payment History'.


Paperless Statements:


From the 'Dashboard' you can also sign up for eStatment notifications!


Rather than receiving a paper bill in the mail, you can choose to receive an email or text notification when a digital copy of your statement is available to view on the customer portal (cdaid.billingdoc.net).


To get started, select 'Paperless' on the customer dashboard page as shown above.


Set Up Paperless Statements – Step 2


**BOROUGH OF
SOUDERTON**
MONTGOMERY COUNTY, PA


 Dashboard

 Pay My Bill

 History

 Payment Methods

 **Settings**

 Log Out

Settings

Dashboard / Settings

AutoPay

 Paperless

Account

Pas

Update your Paperless settings here:

By checking the "Check for Notification" boxes on either email or text notifications you agree to receive notification that your bill is available on this site once you have logged on with your user name and password.

Current branch: V1.1.0

Paperless Statements:

To sign up for eStatement notifications simply check the box next to the utility account number you want to set up.

Note: You can set up email notifications for as many utility accounts as you want/need.

Alternatively, you can add a phone number and sign up for text notifications.

If you sign up for email or text notifications, you will no longer receive a paper bill.

Set Up Paperless Statements – Step 3

The screenshot shows the 'Account Number Dashboard' for the Borough of Souderton, Montgomery County, PA. The dashboard includes a sidebar with navigation links: Dashboard, Pay My Bill, History, Payment Methods, Settings, and Log Out. The main content area displays account information: ACCOUNT NUMBER 999999-000, SERVICE ADDRESS: 123 MAIN ST, Name: JOHN SMITH, Statement Date, Due Date: 2024-04-15, and Total Due: \$100.00. A row of buttons is visible: View Bill (highlighted with a blue arrow), Pay Bill, Paperless, and AutoPay. Below the buttons, a note states: 'NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.' At the bottom, there are links for 'See Statement History' and 'See Payment History'.


Paperless Statements:

Once you receive your eStatement notification, log in to your customer portal (cdaid.billingdoc.net), and select 'View Bill' to view your current statement.

The system will prompt you to download a pdf of your statement. You can then view a digital copy your bill and retain for your records, if desired.

Current branch: V1.1.0

Statement & Payment History – Step 1



BOROUGH of
SOUDERTON
MONTGOMERY COUNTY, PA

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Account Number Dashboard

Dashboard

ACCOUNT NUMBER 999999-000

SERVICE ADDRESS: 123 MAIN ST

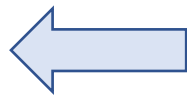
Edit Nickname

Name: JOHN SMITH	Statement Date:	Due Date: 2024-04-15
		Total Due: \$100.00

[View Bill](#) [Pay Bill](#) [Paperless](#) [AutoPay](#)

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

See Statement History
See Payment History



Statement & Payment History:


You can also access past statements, and payment history on the portal!

Select 'Statement History' or 'Payment History'.


Note: If you have multiple utility accounts you can access Statement/Payment History for each account.


Current branch: V1.1.0


Statement & Payment History – Step 2





**BOROUGH of
SOUDERTON**
MONTGOMERY COUNTY, PA


 Dashboard

 Pay My Bill

 **History**


 Payment Methods


 Settings

 Log Out

History


Dashboard / History

 Statement History

 Payment History

Show entries

Search:

Date	Account Number	
2024-03-21	999999-000	 Download


Showing 1 to 1 of 1 entries

Previous

Statement History:
On the 'Statement History Tab', customers can download and view past statements.

Current branch: V1.1.0

Statement & Payment History – Step 3

**BOROUGH of
SOUDERTON**
MONTGOMERY COUNTY, PA

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

History

Statement History

Payment History

Show 10 entries

Search:

#	Created	Account Number	Type	Total	Fee Transaction Id	Balance Transaction Id	Mask
No data available in table							

0 of 0 entries

PreviousNext

Payment History:

On the Payment History Tab, you can review past payments made by Credit Card or eCheck.

(Payments made after 04/01/2024.)


Update Account Info & Add Phone # - Step 1

The screenshot shows the 'Account Number Dashboard' for the Borough of Souderton. The left sidebar contains navigation links: Dashboard, Pay My Bill, History, Payment Methods, Settings (highlighted with a blue circle and an arrow), and Log Out. The main content area displays account details: ACCOUNT NUMBER 9999999-000, SERVICE ADDRESS: 123 MAIN ST, Name: JOHN SMITH, Statement Date, Due Date: 2024-04-15, and Total Due: \$100.00. Below this are buttons for View Bill, Pay Bill, Paperless, and AutoPay. A note at the bottom states: 'NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.' A callout box on the right, titled 'View & Update Account Info:', contains the text: 'To view your Login account info, select 'Settings', and go the 'Account' tab.'

View & Update Account Info:

To view your Login account info, select 'Settings', and go the 'Account' tab.

Update Account Info & Add Phone # - Step 2



Dashboard

Pay My Bill


History


Payment Methods


Settings

Log Out

\$ AutoPay


 Paperless

 **Account**

 Password

Update your account settings here:

Name




John Smith

NOTE: On email address changes all AutoPay settings as well as Paperless email notification settings will be removed.

Email Address


bney@valli.com



OPTIONAL new email address

NOTE: On phone number changes Paperless text notification settings will be removed.

Phone Number (Phone number for text messaging.)



OPTIONAL ###-###-####

Update

View & Update Account Info:

On the 'Account' tab you can update your name and change the email address associated with your account.

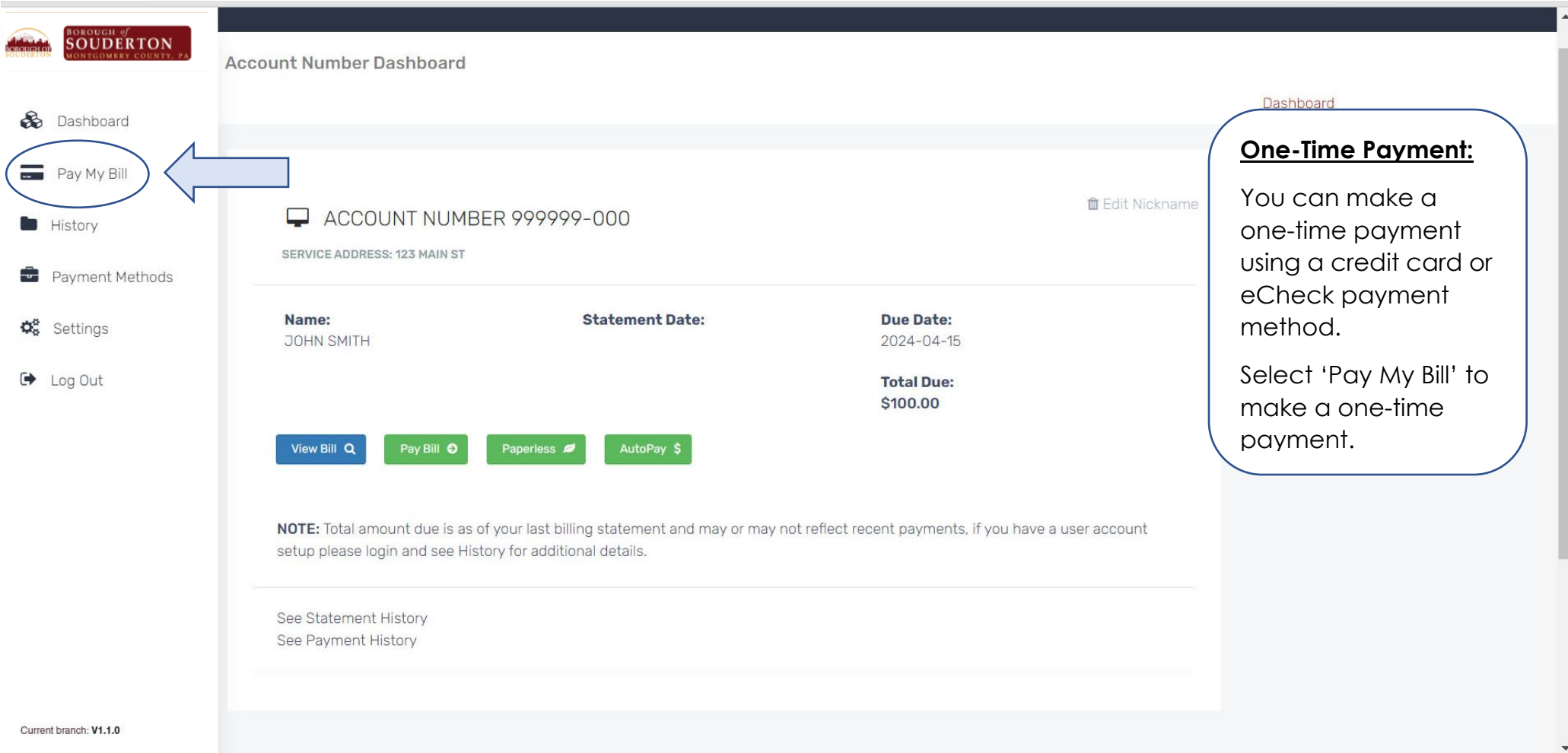
You can also add a cell phone number to receive text eStatement notifications.

Current branch: V1.1.0

<https://souderton.billingdoc.net/login>

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Make a One-Time Payment – Step 1



The screenshot displays the 'Account Number Dashboard' for the Borough of Souderton, Montgomery County, PA. The left sidebar contains navigation links: Dashboard, Pay My Bill (highlighted with a blue circle and an arrow), History, Payment Methods, Settings, and Log Out. The main content area shows account details for 'ACCOUNT NUMBER 999999-000' and 'SERVICE ADDRESS: 123 MAIN ST'. It includes fields for Name (JOHN SMITH), Statement Date, Due Date (2024-04-15), and Total Due (\$100.00). Below these are buttons for View Bill, Pay Bill, Paperless, and AutoPay. A note at the bottom states: 'NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.' Links for 'See Statement History' and 'See Payment History' are also present.

Dashboard

One-Time Payment:

You can make a one-time payment using a credit card or eCheck payment method.

Select 'Pay My Bill' to make a one-time payment.

Current branch: V1.1.0

Make a One-Time Payment – Step 2



Pay My Bill

Dashboard / Pay My Bill

Update amounts if necessary and click Next to review and pay:

Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

Account Number	Total Due	Want To Pay
999999-000	\$100.00 (Paid \$0.00)	\$ <input type="text" value="100.00"/>



Next →

One-Time Payment:


On the 'Pay My Bill' tab, customers will see their current balance due, for each utility account you have linked to your user login.

Simply enter in the amount you wish to pay and select 'Next.'

Note: You can pay towards multiple accounts in the same transaction.

Current branch: V1.1.0

Make a One-Time Payment – Step 3



Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Pay My Bill

Dashboard / Pay My Bill


Review Amounts, Choose payment method and click Pay to complete transaction:


Account Number	Current Due	Past Due	Total Due	Want To Pay
999999-000	\$100.00	\$0.00	\$100.00 (Paid \$0.00)	\$100.00


Total Amount from Above:	\$100.00
(2.35% Minimum \$2.00) Fee:	\$2.35
Final Total To Pay:	\$102.35

Accepted credit cards: Visa, MasterCard, Discover and American Express.

Terms: By authorizing this transaction you agree to paying the amount listed. Disputing this service fee transaction will result in losing the ability to pay by credit or debit card.

 Pay with Credit Card

 Pay with Check

 Pay by Card Method

Credit Card Number

Name on Credit Card

One-Time Payment:

Once you have selected the utility account(s) you wish to make a payment for, the system will prompt you to make the payment using a credit card or eCheck.

Simply select a payment type, and enter the required information to make a payment.

You can also pay using a saved payment method, if you have a saved payment method.