
PUCO Community User Guide – TRS & Assessment

Legal Disclaimer

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This publication is provided as is without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

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Statements or expressions of opinion herein do not bind the five-person Commission.

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Logging in to the PUCO Community

The **PUCO Community** is where you can submit a new confidential TRS report, edit an existing TRS report, and pay your TRS assessment invoice.

Steps

1. Navigate to the PUCO website: www.puco.ohio.gov.
2. Click PUCO Community in the menu bar.



- The **PUCO Community** page displays.

A screenshot of the PUCO Community page content. At the top is the heading "PUCO Community". Below it is a paragraph: "The PUCO Community offers regulated businesses a time-and money-saving online system that helps simplify business transactions with the PUCO. New features and functions are added frequently, so check this page for updates!". Below this is a light blue callout box with the text: "New login process for PUCO Community: As of Jan. 21, 2020, all users, **except motor carriers and drivers**, must log in to the PUCO Community using their OH|ID account." Below the callout box is another paragraph: "If you are a **motor carrier or driver**, there is no change to your log in or registration process. Please see [Motor Carrier Safety Online Services](#) to access the PUCO Community and for more information." At the bottom of the content area is a dark blue button with the text "PUCO Community login". Below the button is a note: "*Internet Explorer is not compatible with the PUCO Community. Please use Chrome, Edge or Firefox."/>

PUCO Community

The PUCO Community offers regulated businesses a time-and money-saving online system that helps simplify business transactions with the PUCO. New features and functions are added frequently, so check this page for updates!

New login process for PUCO Community: As of Jan. 21, 2020, all users, **except motor carriers and drivers**, must log in to the PUCO Community using their OH|ID account.

If you are a **motor carrier or driver**, there is no change to your log in or registration process. Please see [Motor Carrier Safety Online Services](#) to access the PUCO Community and for more information.

PUCO Community login

*Internet Explorer is not compatible with the PUCO Community. Please use Chrome, Edge or Firefox.

3. Click **PUCO Community login** button to log in to OH|ID. Users must access the PUCO Community using their OH|ID. Information how to create an OH|ID, how to request the PUCO Community tile in OH|ID or how to access the PUCO Community can be found [here](#).

PUCO Community

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New login process for PUCO Community: As of Jan. 21, 2020, all users, **except motor carriers and drivers**, must log in to the PUCO Community using their **OH|ID** account.

If you are a **motor carrier or driver**, there is no change to your log in or registration process. Please see [Motor Carrier Safety Online Services](#) to access the PUCO Community and for more information.

PUCO Community login

*Internet Explorer is not compatible with the PUCO Community. Please use Chrome, Edge or Firefox.

- The OH|ID login page displays.

OH|ID

Please login to access the Ohio ID Portal using your OH|ID Account.
Please click the link below to create your OH|ID Account in a few simple steps.

Create New Account >

OH|ID

Username:

Password:

Log In

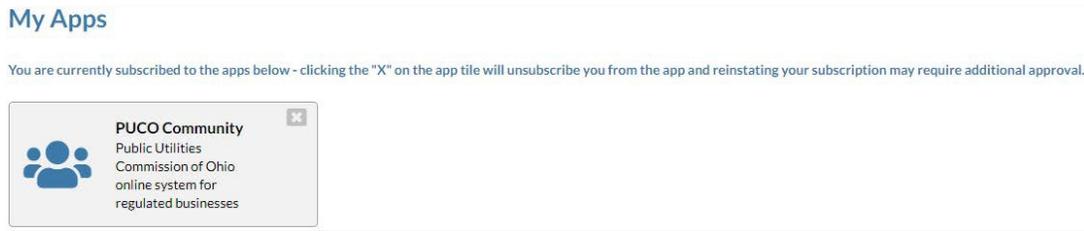
[Forgot username/password?](#)

[Need Help?](#)

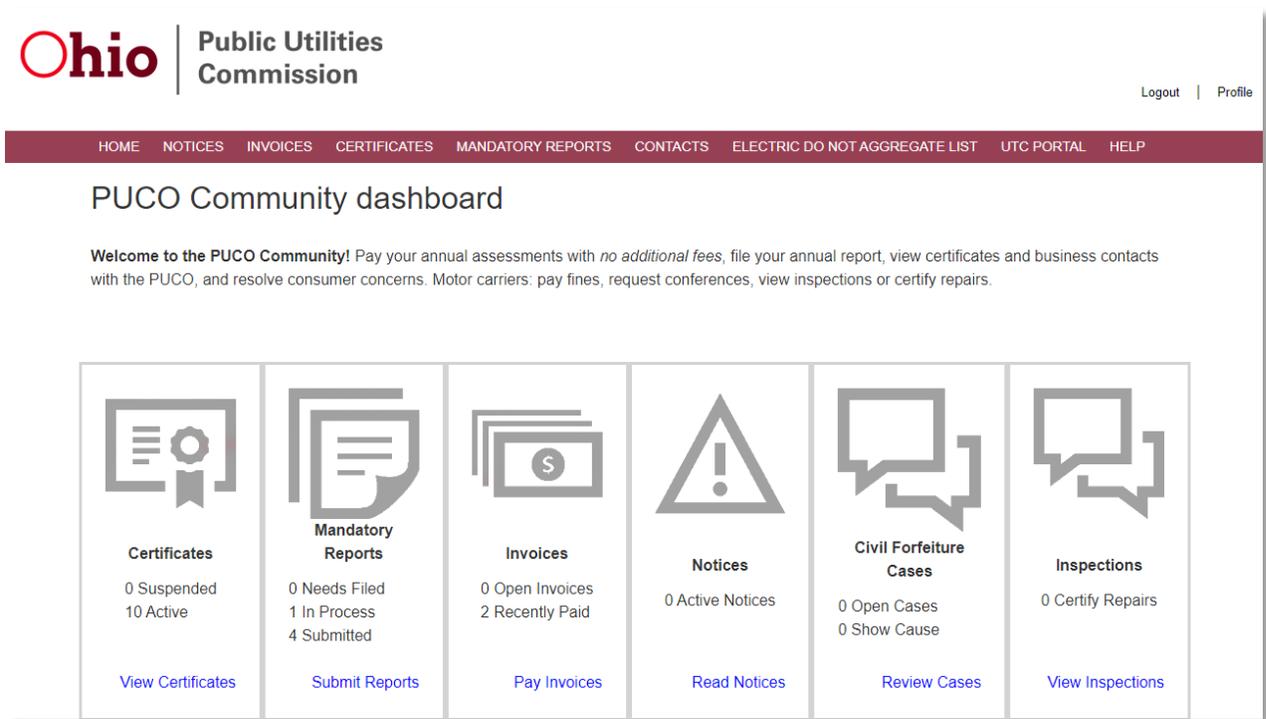
4. Enter your OH|ID user name and password.
5. Click **Log In**.



6. Select the PUCO Community tile from the My Apps section. If the PUCO Community tile does not appear in your My Apps section, click here for information on how to request the tile.



- The PUCO Community Dashboard page displays.



PUCO Community Roles

The PUCO Community offers regulated businesses an online system that helps simplify business transactions with the PUCO. Each authorized contact is assigned a specific role, granting different levels of authority to perform tasks or transact business with the PUCO.

Therefore, what you can see or do in the Community will depend upon the role assigned to you. You may be assigned one or more roles, depending upon what business you need to conduct with the PUCO.

Example of How PUCO Community Roles Work

The Annual Reports Filer can file an annual report, but cannot pay the fiscal assessment invoice, unless they are also the Annual Report Fiscal Contact.

Account Administrator – The person the regulated company designates to have administration rights in the PUCO Community to change and update contacts/roles (e.g. Annual Report Filer, Annual Report Fiscal Contact).



Currently, this role is informational and can only view certificates, active notices, and activities on the PUCO Community Dashboard.

President/Primary Official – The person who is the president, principal officer or partner of the company, or authorized primary official of a government aggregator – the municipal corporation, the board of township trustees, or a board of county commissioners that have formed a government aggregation pursuant to R.C. 4928.20.



Currently, this role is informational and can only view certificates, active notices, and activities on the PUCO Community Dashboard.

***TRS Report Filer** – The person the company designates to complete and file the TRS report for fiscal assessment pursuant to R.C. 4905.14. This person can be an employee or a third party agent.



Someone at each company MUST be designated in this role to file the required TRS report before the April 30, 2020 deadline.

***TRS Report Fiscal Contact** – The person who has the authority to receive, process and pay the TRS fiscal assessment. The TRS Report Fiscal Contact role does not automatically have access to file the TRS report, unless the person is also designated for the role of TRS Report Filer.



Docketing Contact – The person who will receive service of all entries and orders electronically from the PUCO Docketing Division. This individual will receive official legal notice or service of process on behalf of the entity.



This contact does not have an active role in the PUCO Community. This contact is collected during the TRS report filing to be used in the Docketing Information System (DIS).

**These contacts must be updated to ensure proper access in the PUCO Community. To update contacts, please call the PUCO Call Center at (800) 686-PUCO (7826).*

Registration is required to access the PUCO Community and file a TRS report

To register for the PUCO Community, review the information on the [PUCO Community page](#).

For questions about the registration process: Call the PUCO Call Center at (800) 686-PUCO (7826) between 8:00 a.m. to 5:00 p.m. (EST).

Informational roles in the PUCO Community

The following roles are currently informational only in the PUCO Community and have “view only” access to see company certificates, previously filed mandatory reports, invoices and contacts. The dashboard will provide a convenient summary showing the status of your company’s activities with the PUCO.

- Account Administrator
- President/Primary Official
- Docketing Contact

For example, these contacts can view the status of how many Mandatory Reports, such as TRS reports, have been submitted or need to be filed with the PUCO. However, they will not be able to file the TRS report, as that functionality is only authorized for someone with the role of TRS Report Filer.

Ohio | Public Utilities Commission

Logout | Profile

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PUCO Community dashboard

Welcome to the PUCO Community! Pay your annual assessments with *no additional fees*, file your annual report, view certificates and business contacts with the PUCO, and resolve consumer concerns. Motor carriers: pay fines, request conferences, view inspections or certify repairs.

Certificates	Mandatory Reports	Invoices	Notices	Civil Forfeiture Cases	Inspections
0 Suspended 10 Active	2 Needs Filed 1 In Process 2 Submitted	1 Open Invoices 1 Recently Paid	0 Active Notices	0 Open Cases 0 Show Cause	0 Certify Repairs
View Certificates	Submit Reports	Pay Invoices	Read Notices	Review Cases	View Inspections

Submitting a New TRS Report

[R.C. 4905.84](#) provides that the PUCO shall collect from each service provider that is required under federal law to provide its customers' access to TRS an annual assessment to pay for the costs incurred by the TRS provider for providing TRS in Ohio.

For purposes of calculating the TRS annual assessment, [Ohio Adm.Code 4901:1-6-36](#) instructs applicable service providers to submit to PUCO staff a completed form, as prescribed by PUCO staff, which contains the number of the service provider's retail customer access lines or their equivalent. This form is to be utilized by all service providers that are required under federal law to provide its customer's access to TRS, including:

- telephone companies,
- commercial mobile radio service (CMRS) providers, sometimes referred to as wireless providers, and
- providers of advanced services or internet protocol-enabled services that are competitive with or functionally equivalent to voice-grade, end user access lines.

Advanced services and internet protocol-enabled services have the meanings ascribed to them by federal law, including federal regulations. The form is to be submitted using access line or equivalent count data as reported to the Federal Communications Commission Form 477, 499, or other equivalent FCC form as of December 31.

Following the PUCO calculating the assessment based on the TRS forms, TRS filers will be invoiced and will be given a 60 day notice to pay the TRS annual assessment, which is used to pay the cost incurred by the TRS provider for providing TRS service in Ohio.



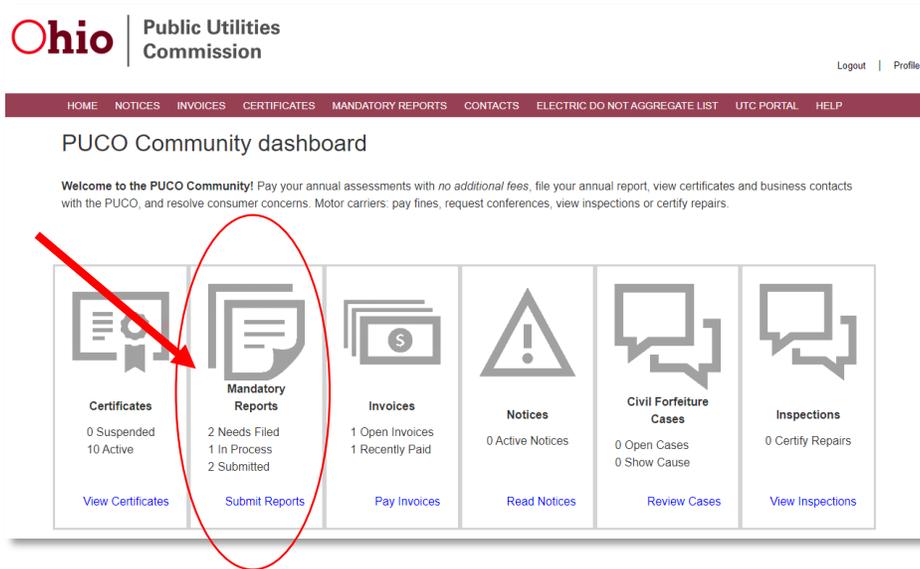
Please note that this report is confidential and will be treated confidential. Make sure that you have all the required information before beginning to file.

Steps

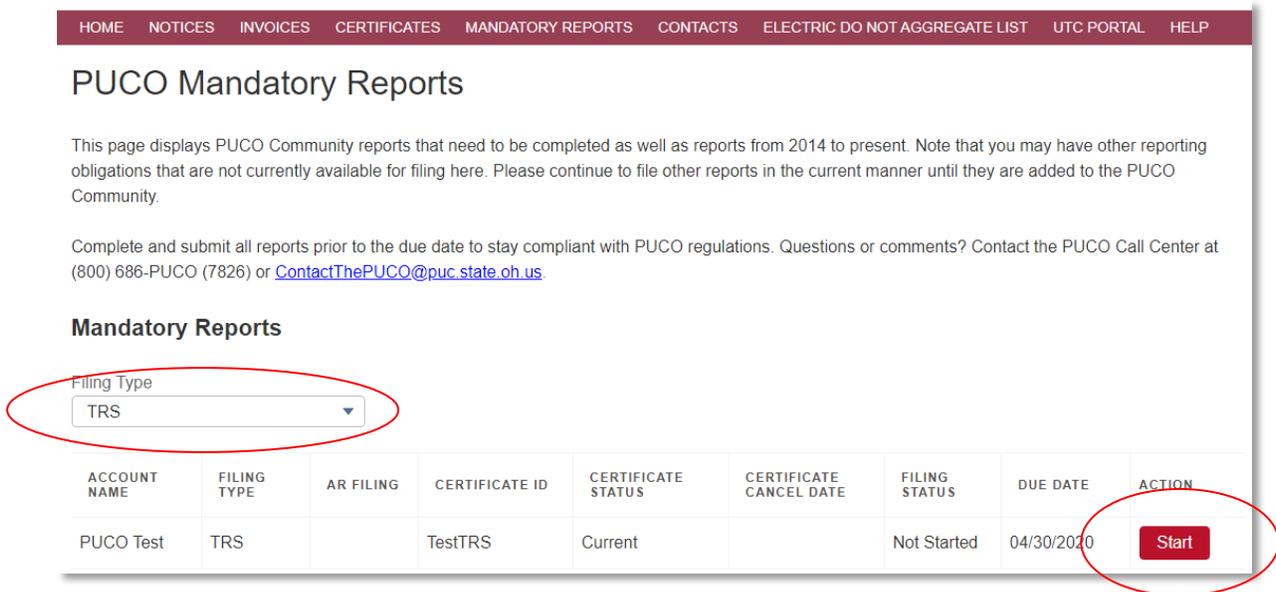
1. Log in to the **PUCO Community** using your OH|ID account. For information on how to do so, click [here](#).
- The PUCO Community Dashboard page displays.

Category	Count	Action
Certificates	0 Suspended, 10 Active	View Certificates
Mandatory Reports	2 Needs Filed, 1 In Process, 2 Submitted	Submit Reports
Invoices	1 Open Invoices, 1 Recently Paid	Pay Invoices
Notices	0 Active Notices	Read Notices
Civil Forfeiture Cases	0 Open Cases, 0 Show Cause	Review Cases
Inspections	0 Certify Repairs	View Inspections

2. Click **Mandatory Reports**.



- The **PUCO Mandatory Reports** page displays. Select TRS as the Filing Type.



- 3. Click the **Start** button to begin filling out the report.

- The applicable **TRS Report** page displays.

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Telephone Relay Service Reporting Form
Filing Year: CY2019

Filing Status:
Not Started

Law and Filing Requirements

Pursuant to [R.C. 4905.84](#), all telephone relay service (TRS) providers, providing such service in Ohio, that are required under federal law to provide its customers access to telephone relay service, including telephone companies, wireless providers, and providers of advanced services or internet protocol-enabled services that are competitive with or functionally equivalent to voice-grade, end user access lines, are required to annually report the number of retail intrastate customer access lines or their equivalent and pay the TRS assessment. Advanced services and internet protocol-enabled services have the meanings ascribed to them by federal law. This form is to be submitted using access line or equivalent count data as of December 31, as reflected on Federal Communications Commission (FCC) Form 477, reported by March 1 of the following year, if applicable. Any service provider that does not currently file FCC Form 477 should provide the most recent information available.

4. Scroll down and verify your **Company Information**.

Company Information

For those companies regulated by the PUCO, changes in company information or corporate structure (e.g. company name, mergers, ownership, etc.) require the appropriate filings made with the PUCO Docketing Division. (See Ohio Adm. Code [4901.1-6-29](#))

To report changes to company address or president, please contact the PUCO Docketing Division at (614) 466-4095 or docketing@puc.ohio.gov.

Company Name: PUCO Test	President/Primary Official:
Address: 180 East Broad Street Columbus, Ohio 43215 United States	Certificate#: TestTRS Certificate Status: Current Industry: Telecommunications Sub-Industry:



If any of your Company Information is incorrect, please contact the PUCO Docketing Division as referenced.

5. Scroll down and confirm the TRS Fiscal and Docketing Contacts listed.

Contacts

Confirm or add docketing and fiscal contact information.

- To select a different fiscal or docketing contact, click in the dropdown box and select another name.
- If the contact you are adding is new and is not in this list, click Add New Docketing Contact or Add New Fiscal Contact and enter their contact information.
- If you need to update the contact information for an existing contact, such as telephone number, mailing address or email, please contact the PUCO Docketing Division at (614) 466-4095 or docketing@puco.ohio.gov.

It is important that company contacts be kept up-to-date.

The **TRS fiscal contact** should be someone who has the authority to receive, process, and pay the annual TRS fiscal assessment or other invoices from the PUCO.

The **docketing contact** will receive service of Docketing Division as the individual to receive official legal notice or service on behalf of the TRS filer. TRS filers should also subscribe to applicable industry service lists to ensure you receive notices of rule making and other industry-specific communications. Companies should subscribe multiple addresses to the industry service lists and take appropriate actions to ensure that electronic mail service from the PUCO is not blocked or disabled. To continue receiving paper service from the PUCO's Docketing Division you must submit a Request for Paper Service form.

Fiscal Contact

Docketing Contact



If the fiscal or docketing contacts are not current, you may select another contact from the dropdown list(s) or add a new contact. To add a new contact, click on either **Add New Fiscal Contact or **Add New Docketing Contact**.**

6. Scroll down and enter the required **Access Lines or Equivalents Information**.

Access Lines or Equivalents Information	
Instructions: If FCC Form 477 was filed, mirror the data provided on that form. Any service provider that does not currently file FCC Form 477 should provide the most recent information available. Please enter the exact number of access lines or equivalents for the type of service listed to the right. Enter 0 for none. The total will be automatically updated. <i>Blank or empty access line entries will be treated as a value of 0.</i> The data entered below is considered confidential and will not be published by the PUCO. The Print/Preview option below enables you to download and save the report for your records.	
Number of Access Lines or Equivalents	Service Provider Type
<input type="text" value="0"/>	Ohio Voice Grade, End User Access Lines (ILEC/CLEC)
<input type="text" value="0"/>	Ohio Voice Grade Lines and Channels You Purchase from Facilities Based Carriers (CLEC)
<input type="text" value="0"/>	Ohio Telephone Subscribers (Wireless)
<input type="text" value="0"/>	Ohio Voice Over Internet Protocol Service Subscribers (VoIP)
<input type="text" value="0"/>	Ohio Lines or Equivalents (Other)
<input type="text" value="0"/>	Ohio Voice Grade Lines or Voice Grade Line Equivalents (AOS/IXC/Other)
<input type="text" value="0"/>	Total Ohio Access Lines or Equivalents in Service



Please note that this information is confidential and will be treated confidential.

7. Scroll down to **e-Signature**.

8. Read the e-signature requirements to certify that the provided information contained in the TRS report is true, accurate and complete. Check the box, when your report is finalized, and click on the **Submit** button. Your e-signature will be recorded in the system with the user name, date and timestamp of submission.

e-Signature			
<input checked="" type="checkbox"/>	As authorized representative for the above company, I certify that all of the information contained in this report is true, accurate and complete. I also understand that failure to report completely and accurately may result in penalties or other legal actions, including the assessment of a forfeiture for failure to comply pursuant to section R.C. 4905.54 . This submission constitutes an electronic signature pursuant to R.C. 1306.06 .		
<input type="button" value="Save"/>	<input type="button" value="Submit"/>	<input type="button" value="Print / Preview"/>	<input type="button" value="Cancel"/>

- The **Success** message displays.



- If you need more time to get information to complete your report, click on the **Save** button to return and complete the report later (prior to the deadline of April 30).
- Once the TRS report has been saved or submitted, to download or print a PDF of your TRS report, click on the **Print/Preview** button.



9. Return to the **Mandatory Reports** page to verify the status of your report has changed to "Submitted".

PUCO Mandatory Reports

This page displays PUCO Community reports that need to be completed as well as reports from 2014 to present. Note that you may have other reporting obligations that are not currently available for filing here. Please continue to file other reports in the current manner until they are added to the PUCO Community.

Complete and submit all reports prior to the due date to stay compliant with PUCO regulations. Questions or comments? Contact the PUCO Call Center at (800) 686-PUCO (7826) or ContactThePUCO@puc.state.oh.us

Mandatory Reports

Filing Type

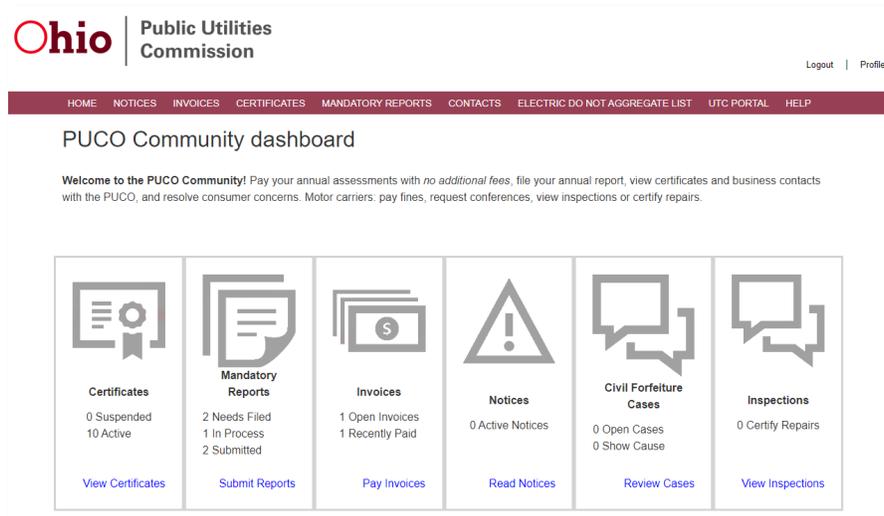
ACCOUNT NAME	FILING TYPE	AR FILING	CERTIFICATE ID	CERTIFICATE STATUS	CERTIFICATE CANCEL DATE	FILING STATUS	DUE DATE	ACTION
PUCO Test	TRS		TestTRS	Current		Submitted	04/30/2020	Edit

Editing a TRS Report

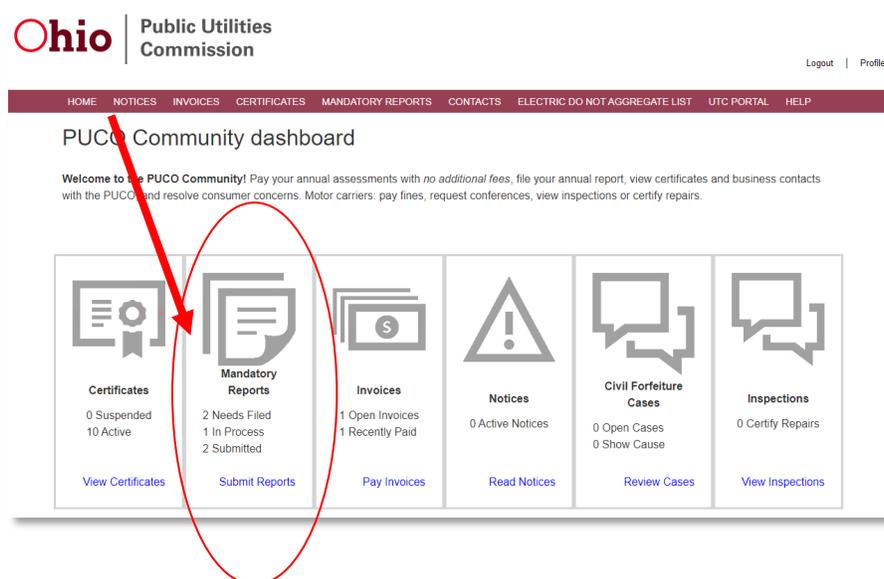
You may edit a submitted TRS report at any time prior to the filing deadline of April 30. After this deadline, the Edit button will no longer be available. After April 30, please contact the PUCO Consumer Call Center at (800) 686-PUCO (7826) and demonstrate good cause in requesting to file a late report or amend a previously filed report. Please refer to guidance provided on our website at <https://www.puco.ohio.gov/puco-forms/telecommunications-relay-service-trs-form/>.

Steps

1. Log in to the **PUCO Community** using your OH|ID. ([How to log in](#))
 - The **PUCO Community Dashboard** page displays.



2. Click **Mandatory Reports**.



- The **PUCO Mandatory Reports** page displays.

PUCO Mandatory Reports

This page displays PUCO Community reports that need to be completed as well as reports from 2014 to present. Note that you may have other reporting obligations that are not currently available for filing here. Please continue to file other reports in the current manner until they are added to the PUCO Community.

Complete and submit all reports prior to the due date to stay compliant with PUCO regulations. Questions or comments? Contact the PUCO Call Center at (800) 686-PUCO (7826) or ContactThePUCO@puc.state.oh.us.

Mandatory Reports

Filing Type

ACCOUNT NAME	FILING TYPE	AR FILING	CERTIFICATE ID	CERTIFICATE STATUS	CERTIFICATE CANCEL DATE	FILING STATUS	DUE DATE	ACTION
PUCO Test	TRS		TestTRS	Current		Submitted	04/30/2020	Edit

3. Click the **Edit** button next to the report you need to change.

PUCO Mandatory Reports

This page displays PUCO Community reports that need to be completed as well as reports from 2014 to present. Note that you may have other reporting obligations that are not currently available for filing here. Please continue to file other reports in the current manner until they are added to the PUCO Community.

Complete and submit all reports prior to the due date to stay compliant with PUCO regulations. Questions or comments? Contact the PUCO Call Center at (800) 686-PUCO (7826) or ContactThePUCO@puc.state.oh.us.

Mandatory Reports

Filing Type

ACCOUNT NAME	FILING TYPE	AR FILING	CERTIFICATE ID	CERTIFICATE STATUS	CERTIFICATE CANCEL DATE	FILING STATUS	DUE DATE	ACTION
PUCO Test	TRS		TestTRS	Current		Submitted	04/30/2020	Edit

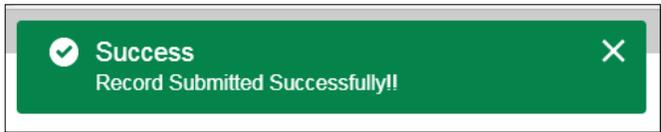


- 4. Make the needed changes.
- 5. Scroll down to check the **e-Signature** box.
- 6. Click **Submit**.

e-Signature

As authorized representative for the above company, I certify that all of the information contained in this report is true, accurate and complete. I also understand that failure to report completely and accurately may result in penalties or other legal actions, including the assessment of a forfeiture for failure to comply pursuant to section [R.C. 4905.54](#). This submission constitutes an electronic signature pursuant to [R.C. 1306.06](#).

- The **Success** message displays.



- If you need more time to get information to complete your report, click on the **Save** button to return and complete the report later (prior to the deadline of April 30).
- Once the TRS report has been saved or submitted, to download or print a PDF of your TRS report, click on the **Print/Preview** button.

- 7. Return to the **Mandatory Reports** page to verify the status of your report is still **“Submitted.”**

PUCO Mandatory Reports

This page displays PUCO Community reports that need to be completed as well as reports from 2014 to present. Note that you may have other reporting obligations that are not currently available for filing here. Please continue to file other reports in the current manner until they are added to the PUCO Community.

Complete and submit all reports prior to the due date to stay compliant with PUCO regulations. Questions or comments? Contact the PUCO Call Center at (800) 686-PUCO (7826) or ContactThePUCO@puc.state.oh.us.

Mandatory Reports

Filing Type

All

ACCOUNT NAME	FILING TYPE	AR FILING	CERTIFICATE ID	CERTIFICATE STATUS	CERTIFICATE CANCEL DATE	FILING STATUS	DUE DATE	ACTION
PUCO Test	TRS		TestTRS	Current		Submitted	04/30/2020	<input type="button" value="Edit"/>

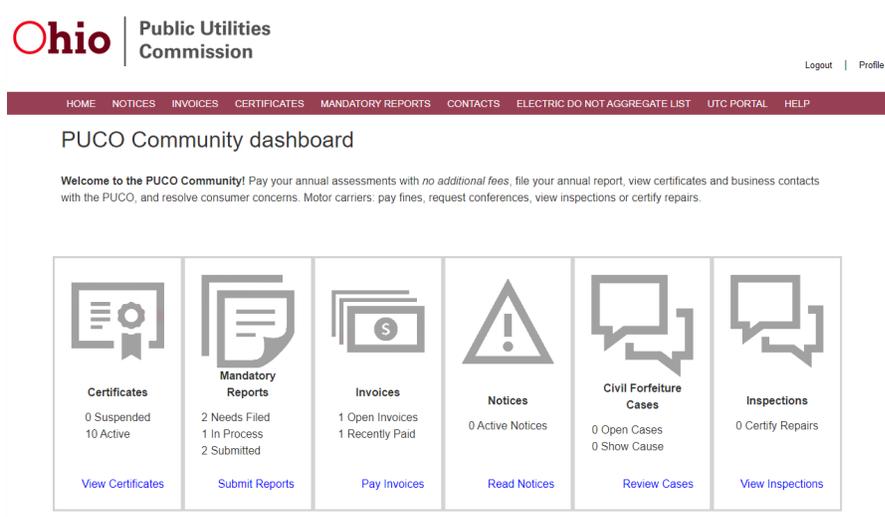
Paying an Invoice

When an assessment invoice is created, the designated TRS Report Fiscal Contact for your company will receive an email notification with instructions.

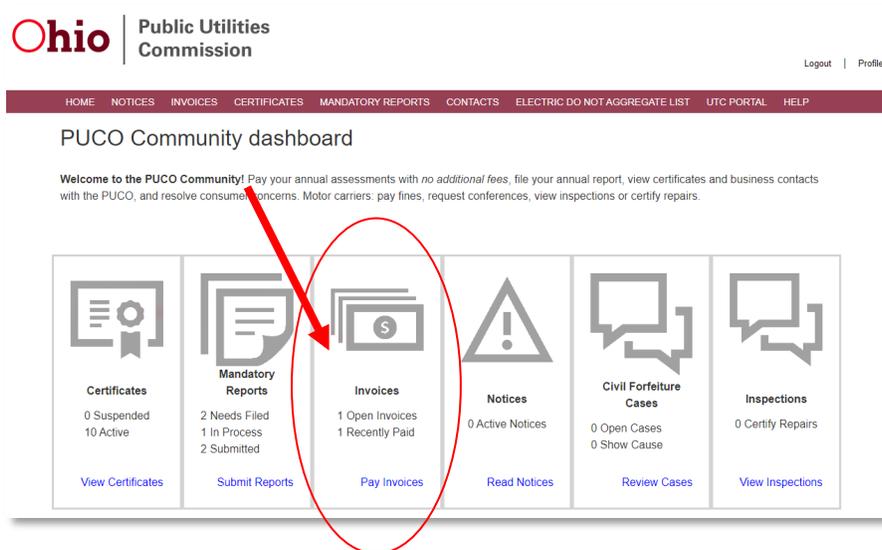
Steps

1. Log in to the **PUCO Community**. ([How to log in](#))

 - The **PUCO Community Dashboard** page displays.



2. Click **Invoices**.



- The **Open Invoices** page displays. Any open, unpaid invoices will appear in the top section of the page.

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Open invoice items

Select one or more invoices to pay, choose your payment method and click on the "Pay Selected Invoices" button. To view details of an invoice, click on the invoice number.

Questions regarding motor carrier invoices? Please contact the Transportation department at (614) 466-3392, option 2, or MCRegistration@puco.ohio.gov

Questions regarding assessment invoices? Please contact the Finance department at (614) 644-7787 or PUCOFiscalSupport@puco.ohio.gov

Note: only one payment type can be used per transaction and partial payments of an invoice are not accepted.

<input type="checkbox"/>	Account Name	Invoice #	Civil Forfeiture Case Number	Type	Due Date	Balance Due
<input checked="" type="checkbox"/>	PUCO Test	00029922		Annual Assessment - Fall	11/1/2020	\$100.00

Payment Method
Credit Card

Pay Selected Invoices

3. Select the **checkbox(es)** next to the invoice(s) you'd like to pay. You can pay for multiple invoices at the same time if you will be using the same payment method.
4. In the **dropdown box**, select the **Payment Method** (eCheck or Credit Card).
5. Click the **Pay Selected Invoices** button.

HOME NOTICES INVOICES CERTIFICATES MANDATORY REPORTS CONTACTS ELECTRIC DO NOT AGGREGATE LIST UTC PORTAL HELP

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Questions regarding assessment invoices? Please contact the Finance department at (614) 644-7787 or PUCOFiscalSupport@puco.ohio.gov

Note: only one payment type can be used per transaction and partial payments of an invoice are not accepted.

<input type="checkbox"/>	Account Name	Invoice #	Civil Forfeiture Case Number	Type	Due Date	Balance Due
<input checked="" type="checkbox"/>	PUCO Test	00029922		Annual Assessment - Fall	11/1/2020	\$100.00

Payment Method
Credit Card

Pay Selected Invoices



There are no additional fees for online payments. If you choose to remit with a paper check, please understand there will be a delay in processing your payment and it may not be processed by the required due date.

- The **Payment Confirmation - Selected Invoices** page displays.

Payment confirmation - selected items

Account Name	Invoice #	Civil Forfeiture Case Number	Formula	Type	Due Date	Balance Due
PUCO Test	00029922			Annual Assessment - Fall	11/1/2020	\$100.00

Submit Payment for Selected Invoice Items
Cancel

- To confirm the invoices to be paid on the next page, click **Submit Payment for Selected Invoice Items**. To return and select a different invoice, click the **Cancel** button.
- At this point you will be transferred to a secure payment processor to make your payment. Your Credit Card or eCheck information will be secured and not shared with the PUCO.

Sample Credit Card Entry

Enter Payment Information

Please enter your credit card payment and billing information below. All of the fields marked with an asterisk are required.
The following link provides information regarding the [card security code](#).

PUCO - Assessments Payment Summary

Items:	Quantity: 1	Description: Invoice No.: 17-00000002	TRS Assessment	Price: \$100.00	Total: \$100.00
	Quantity: 1	Description: Invoice No.: 17-00005250	TRS Assessment	Price: \$100.00	Total: \$100.00
Total: \$200.00					

Payment Information

* Credit Card Number: <input type="text"/>	* Credit Card Type: <input type="text"/>
* Expiration Month: <input type="text"/>	* Expiration Year: <input type="text"/>
* Card Security Code: <input type="text"/>	

Billing Information

First Name: <input type="text" value="John"/>	Middle Name: <input type="text"/>
* Last/Business Name: <input type="text" value="Smith"/>	* Phone: <input type="text" value="(313) 555-1212"/>
* Address Line 1: <input type="text" value="123 Main St."/>	Address Line 2: <input type="text"/>
* City: <input type="text" value="New York"/>	* State/Province/Region: <input type="text" value="New York"/>
* Zip/Postal Code: <input type="text" value="31349"/>	* Country: <input type="text" value="United States"/>
Email: <input type="text" value="alekhya@sevenpoints.co"/>	Email Receipt: <input checked="" type="checkbox"/>

Cancel
Continue

Sample eCheck Entry

PUCO - Assessments Payment Summary				
Items:	Quantity: 1	Description: Invoice No.: 17-00000002	TRS Assessment	Price: \$100.00 Total: \$100.00
	Quantity: 1	Description: Invoice No.: 17-00005250	TRS Assessment	Price: \$100.00 Total: \$100.00
Total: \$200.00				
Payment Information				
* Bank Routing Number:	<input type="text"/>	* Confirm Routing Number:	<input type="text"/>	
* Bank Account Number:	<input type="text"/>	* Confirm Account Number:	<input type="text"/>	
* Bank Account Type:	<input type="text"/>			
Billing Information				
First Name:	<input type="text" value="John"/>	Middle Name:	<input type="text"/>	
* Last/Business Name:	<input type="text" value="Smith"/>	* Phone:	<input type="text" value="(313) 555-1212"/>	
* Address Line 1:	<input type="text" value="123 Main St."/>	Address Line 2:	<input type="text"/>	
* City:	<input type="text" value="New York"/>	* State/Province/Region:	<input type="text" value="New York"/>	
* Zip/Postal Code:	<input type="text" value="31349"/>	* Country:	<input type="text" value="United States"/>	
Email:	<input type="text" value="alekhya@sevenpoints.co"/>	Email Receipt:	<input checked="" type="checkbox"/>	
<input type="button" value="Cancel"/>			<input type="button" value="Continue"/>	

- Enter the required payment information.
 - Click the **Continue** button and confirm your payment.
- You will receive an email payment confirmation from the payment processor.
 - If your payment was processed successfully, the invoice will be marked as Closed-Paid, under Invoice History on the **Open invoice items** page.

Invoice history

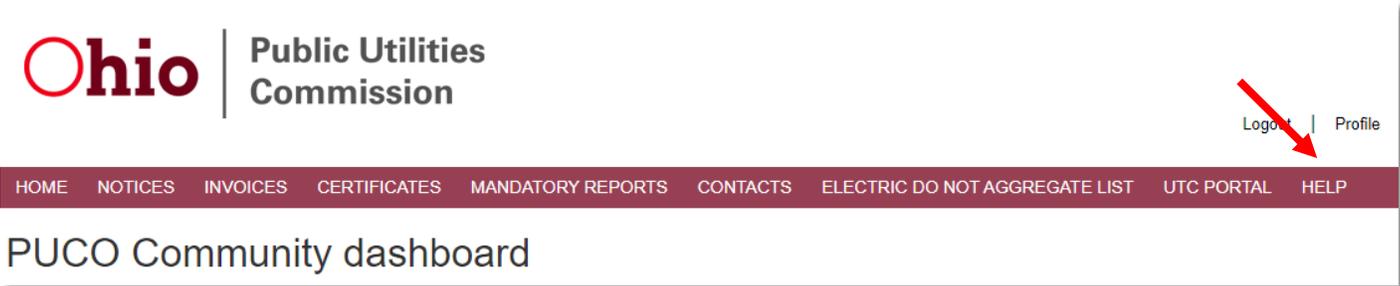
To view the details of an invoice, click on the invoice number.

Account Name	Invoice #	Status	Due Date	Payments Received
PUCO Test	20-00029922	Closed - Paid	11/1/2020	\$100.00



Getting help / Contacting PUCO

For links to helpful PUCO web pages, FAQs, or help, click on the **Help** tab in the upper menu bar.



To change your **company contact information**, please contact the **PUCO Call Center**.

PUCO Call Center: **(800) 686-PUCO (7826)** ContactThePUCO@puco.ohio.gov

