# Guide to Citizen Self Service Portal (CSS)

How to Pay for Individual Invoices
Queen Anne's County Planning & Zoning Department

At this time, you cannot pay an invoice online until the Planning and Zoning Department reviews and approves your applications

The Queen Anne's County's online Citizen Self Service Portal, CSS, will allow you to pay for individual invoices even if you do not have a CSS account. This guide will walk you through the process of paying for individual invoices using CSS.

1. Navigate to the CSS home page and click the "Pay Invoices" tile located in the center of the page.
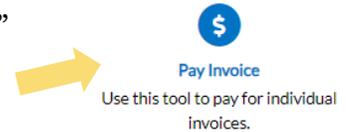
   Note: You will need the issued invoice number to continue

Pay Invoice
Use this tool to pay for individual invoices.

2. Enter the issued invoice number in the Invoice Search field and click "Search."
   - You must enter the entire invoice number, including all zeros

Invoice Search

Search for invoices using entire invoice number, including any prefixes or suffixes	🔍 Search

3. A copy of your invoice will be displayed, providing a detailed breakdown that includes the invoice total, due date, status, and a list of fees applied. When you are ready to proceed with payment, click "Pay Now" in the upper right corner.

Invoice Number: Pay Now   🖨️

Invoice Total:	$512.25				
Status:	Due	Invoice Date:	09/10/2024	Due Date:	10/10/2024
Description:	NONE				

Primary Fees   Misc Fees   Payments   Attachments   Contacts

Primary Fees   Sort Fee Name ⌄

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
COPIES AND MISC	$21.25	$21.25		Permit	(5) LETTER, (12) LEGAL
ELECT. ADMIN.	$10.00	$10.00		Permit	
ELECT. PERMIT	$176.00	$176.00		Permit	
SOLAR ARRAYS 1-50	$250.00	$250.00		Permit	
ZONING	$55.00	$55.00		Permit	

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For further assistance with online services, please contact staff directly by calling: (410) 758-1255
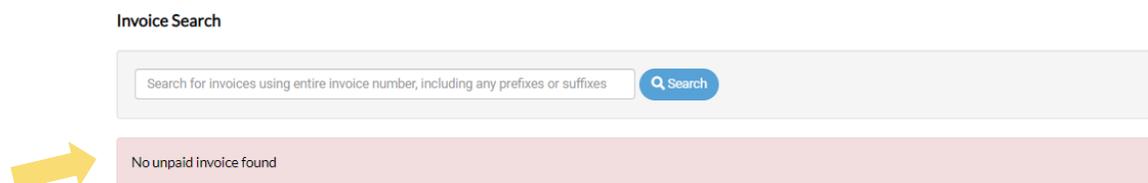
3a. If you see an error message that says, "No unpaid invoice found," this means you've entered an invalid invoice number, or the invoice has already been paid.

Invoice Search

| Search for invoices using entire invoice number, including any prefixes or suffixes | 🔍 Search |

No unpaid invoice found

4. When you reach the payment screen, you can choose to pay with a credit card or eCheck. You will need to provide the following information to complete your payment successfully.

Credit Card
    I.   Card Number
    II.   Expiration Date
    III.   Cardholder Name
    IV.   Billing Address
    V.   CVV Code

eCheck
    I.   Account Type
    II.   Bank Name
    III.   Account Number
    IV.   Routing Number
    V.   Name on Account

Enter your payment information

How are you going to pay?

⚪ Enter new credit card
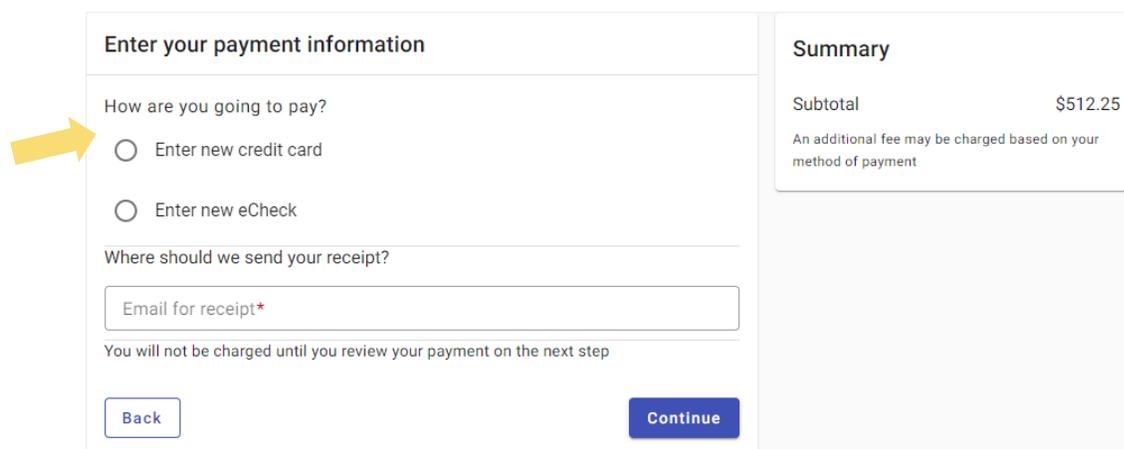
⚪ Enter new eCheck

Where should we send your receipt?

Email for receipt*

You will not be charged until you review your payment on the next step

Back   Continue

Summary

Subtotal $512.25

An additional fee may be charged based on your method of payment

NOTE: A service fee applied to all credit card and eCheck transactions, which is collected by our merchant for using this service.

Click here for more information on fees.

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5. After entering your credit card or eCheck information, please provide your email address to receive a payment receipt and notification, then click "Continue."

Enter your payment information

How are you going to pay?

○ Enter new credit card

○ Enter new eCheck

Where should we send your receipt?

| Email for receipt* |

You will not be charged until you review your payment on the next step

Back   Continue

Summary

Subtotal $512.25

An additional fee may be charged based on your method of payment

6. The last step is to review your payment information. If everything appears to be correct, click "Submit Payment" to complete your invoice payment.

Complete your payment

Review your payment method

Visa ending in
Expiration date

Summary of charges

	$512.25
Subtotal	$512.25
ⓘ Processing fee	$15.11
Total	**$527.36**

By clicking **Submit payment**, you agree to the following privacy policy and terms of use.

Back   Submit payment

Please allow up to 48-hours for this transaction to appear on your account statement.

Please allow 48-hours for payment transactions to appear on your account.

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