



Guide to Citizen Self Service Portal (CSS)

How to Pay Fees Online

Queen Anne's County Planning & Zoning Department

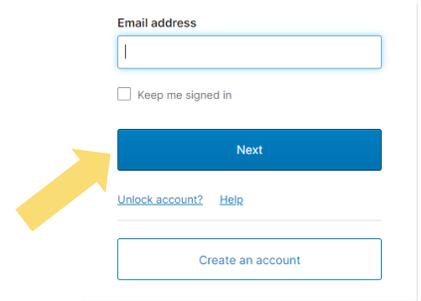
At this time, you cannot pay an invoice online until the Planning and Zoning Department reviews and approves your application

The Queen Anne’s County’s online Citizen Self Service Portal, CSS, will allow you to pay for various Planning and Zoning-related fees online. In this guide, we will explain how to pay for your fees online after your application has been submitted.

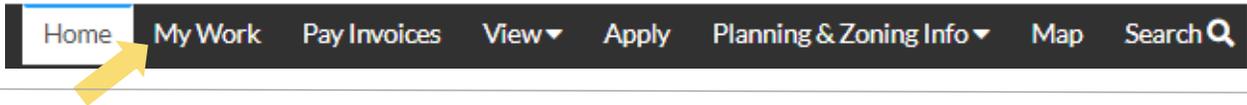
1. Navigate to the [CSS homepage](#) and click the “Login or Register” link in the top right of the screen.



2. Enter your account email address and click “Next.”



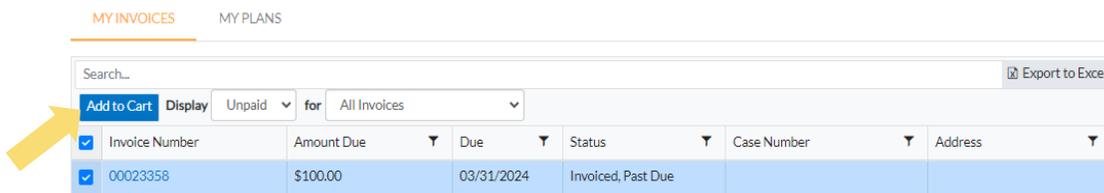
3. Once logged into your CSS profile, click on “My Work” within the black banner.



4. Select the tab corresponding with the type of record to manage.



- 4a. If you know the invoice number, you can use the “My Invoices” tab to select which invoice to pay. Once you have the invoice selected, click “Add to Cart.”



- 4b. If you don't know the invoice number, you can use the "My Plans" or "My Permits" tab. You can look up your plan or permit number or scroll through your list of projects. Once the record is found, click on the link provided under the first column.

MY INVOICES **MY PLANS**

Search... Export to Excel

Display: All Records: Updated In: Last 1 Year

Plan Number	Project	Address	Plan Type	Status	State
ATE-24-03-0005			AMENDMENT TO EASEMENT ADMIN	WITHDRAWN	Pending
ATE-24-03-0004			AMENDMENT TO EASEMENT ADMIN	WITHDRAWN	Pending

- 4c. Click on the "Fees" tab in the middle of the page to display a breakdown of your fees for the selected project. If fees are due, you will select the applicable fee(s) and click "Add to Cart."

Summary Locations **Fees** Attachments Contacts Sub-Records More Info

Fee Summary | Remaining Fees | Paid Fees | Next Tab | Plan Details | Main Menu

Fee Summary

Total Fees: \$0.00 Paid Fees: \$0.00 Unpaid Fees: \$0.00 [Add to Cart](#)

Remaining Fees Sort: Fee

Fee	Invoice	Computed	Amount Due
No records to display.			

Paid Fees Sort: Fee

Fee	Invoice	Computed
No records to display.		

5. If you want to add more invoices to your cart, click "Continue." If you are ready to check out, click "Go To Cart."

Add cart result

1 item(s) added to cart

[Continue](#) [Go To Cart](#)

6. Review your cart items before clicking “Check Out.”

Review your cart items		Cart summary	
	Miscellaneous: Miscellaneous Invoice: 00023358	Subtotal	\$100.00
View details	Remove	Additional fees may be applied at checkout	
		Check out	
		Find more items to pay	
		Return to EnerGovProd	

7. 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		Summary	
How are you going to pay?		Subtotal	\$100.00
<input type="radio"/>	Enter new credit card	An additional fee may be charged based on your method of payment	
<input type="radio"/>	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		

*****NOTE: A service fee is 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.

8. 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

9. 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 and 1-3 minutes to reflect in CSS.