

How to Complete a Payment Using the Citizen Self-Service Portal

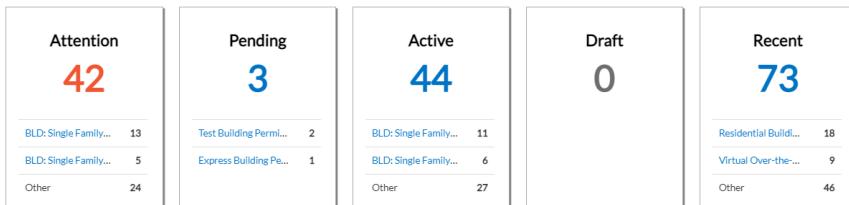
1. Click on Dashboard

Good Afternoon, [Test User](#) [Logout](#) [Cart \(0\)](#)

AM/PM inspection requests are only noted as a preference and **cannot** be guaranteed. Please expect a phone call from your inspector before 9:00 am the morning of your inspection, at which point you will receive your 2-hour inspection window and confirmation of either an in-person or virtual inspection. Any next business day inspection requests **must** be scheduled online before 3:00 pm.

Customer Paid Credit Card Service Fees: As of July 1, 2020, all credit or debit card payments are subject to service fees. Credit and debit card processing companies typically charge 2-3% of the billed amount which is paid directly to the company, not the City. You can avoid these fees by paying with cash, check, or e-check.

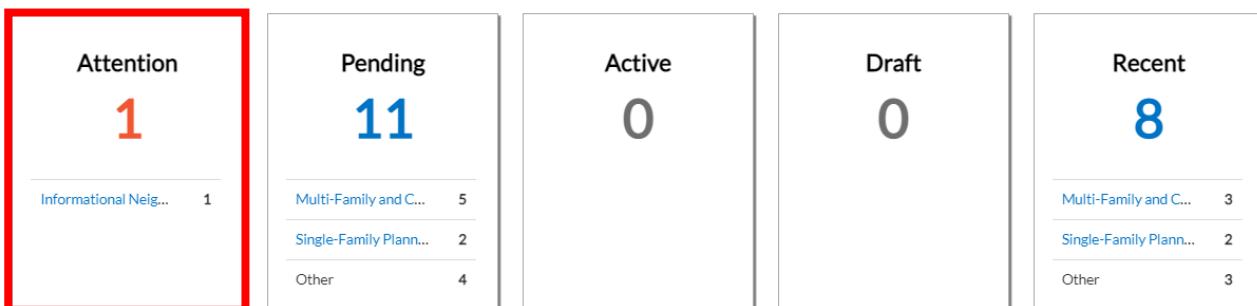
My Permits



[View My Permits](#)

2. Click on Attention

My Plans



[View My Plans](#)

3. Click on Unpaid Fees

My Work

MY PERMITS		MY PLANNING APPLICATIONS		MY SCHEDULED/COMPLETED INSPECTIONS		REQUEST A BUILDING INSPECTION	
Search...							
Display	Attention	▼	▼	▼	▼	▼	▼
Plan Number	Project	▼	Address	▼	Plan Type	▼	Status
NIN-2020-028			330 W 20TH AVE SAN MATEO, CA 94403-133		Informational Neighborhood Meeting Labels		Attention, Pending
							Unpaid Fees

4. Click on Add to Cart

Summary Locations Fees **1** Inspections eReviews Attachments Contacts Sub-Records More Info

[Fee Summary](#) | [Remaining Fees](#) | [Paid Fees](#) | [Next Tab](#) | [Plan Details](#) | [Main Menu](#)

Fee Summary

Total Fees: \$300.00 Paid Fees: \$0.00 Unpaid Fees: \$300.00

Add to Cart

Remaining Fees

Sort Fee ▾

Fee	Invoice	Computed	Amount Due
Informational Neighborhood Mtg	00072581	\$300.00	\$300.00
Public Notice List			

Results per page **10** ▾ 1 - 1 of 1 << < 1 > >>

5. Click on Check Out

Shopping Cart



Invoice: 00072581 Description: NIN-2020-028

Due Date: 09/29/2020

Case Number	Project	Case Address	Amount Due
NIN-2020-028		330 W 20TH AVE SAN MATEO CA 94403-1338	\$300.00

Total \$300.00

Check Out

\$300.00

Remove

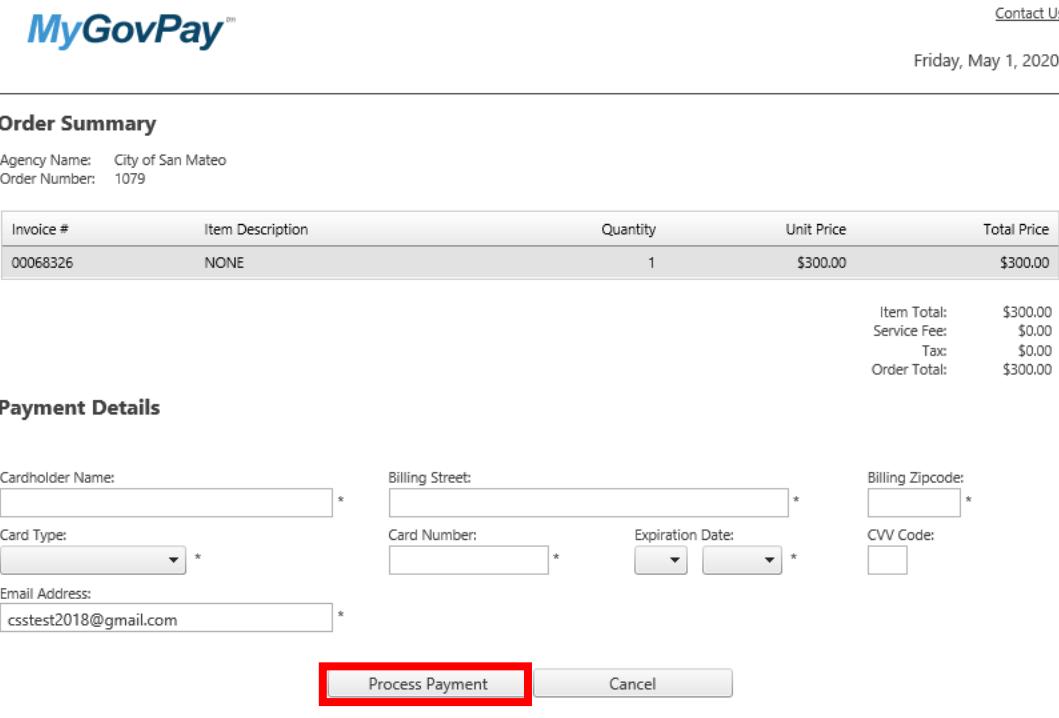
Top | Main Menu

Total \$300.00

Check Out

OR

6. Enter your payment information, and click on Process Payment



[Contact Us](#)

Friday, May 1, 2020

Order Summary

Agency Name: City of San Mateo
Order Number: 1079

Invoice #	Item Description	Quantity	Unit Price	Total Price
00068326	NONE	1	\$300.00	\$300.00

Item Total: \$300.00
Service Fee: \$0.00
Tax: \$0.00
Order Total: \$300.00

Payment Details

Cardholder Name: * Billing Street: * Billing Zipcode: *

Card Type: * Card Number: * Expiration Date: * CVV Code:

Email Address: * csstest2018@gmail.com

Process Payment **Cancel**

7. Once you click on Process Payment, you will see a confirmation page and an emailed receipt. Click on Return to Citizen Portal.



Friday, May 1, 2020

Congratulations! Your order has been processed successfully!				
<i>Please print this page for your records.</i>				
Invoice #	Item Description	Quantity	Unit Price	Total Price
00068326	NONE	1	\$300.00	\$300.00
			Item Total:	\$300.00
			Service Fee:	\$0.00
			Tax:	\$0.00
			Order Total:	\$300.00

[Return to Citizen Portal](#)

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