


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

## 1. Click on Dashboard

**CITY OF SAN MATEO CALIFORNIA** Citizen Self-Service Portal  
Tracking Permits, Inspections, Planning Applications, Code Enforcement Cases, and Business Tax

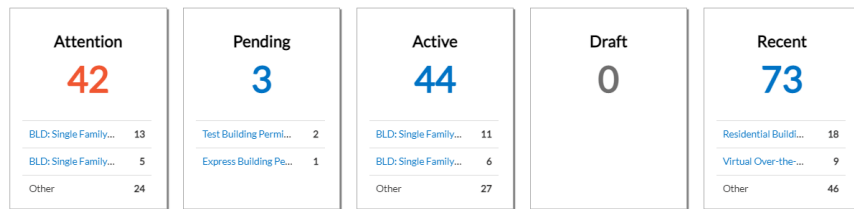
Good Afternoon, [Test User](#) 

[Dashboard](#) [Home](#) [User Guides & Links](#) [Apply](#) [My Work](#) [Maps](#) [Pay Invoices](#) [Search](#)

**\*\*\* Notice Regarding Building Inspections \*\*\***  
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.

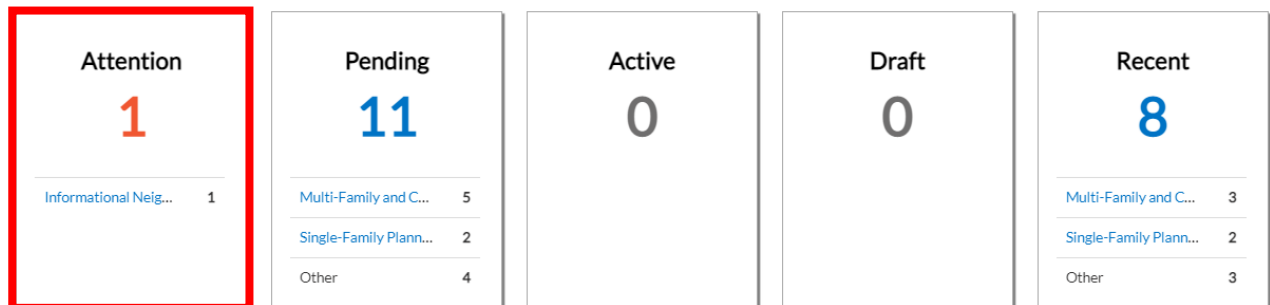
### My Permits



[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	Export to Excel
Plan Number	Project	Address	Plan Type	Status	Attention Reason	
NIN-2020-028		330 W 20TH AVE SAN MATEO, CA 94403--133	Informational Neighborhood Meeting Labels	Attention, Pending	<a href="#">Unpaid Fees</a>	

### 4. Click on Add to Cart

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

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

#### Fee Summary

<b>Total Fees:</b> \$300.00	<b>Paid Fees:</b> \$0.00	<b>Unpaid Fees:</b> \$300.00	<a href="#">Add to Cart</a>
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#### Remaining Fees

Sort Fee

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

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

5. Click on Check Out

Shopping Cart

Total \$300.00  
**Check Out**

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

**\$300.00**

**Remove**

[Top | Main Menu](#)

OR

Total \$300.00  
**Check Out**

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!**

*Please print this page for your records.*

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

[Return to Citizen Portal](#)