

# Citizen Self-Service

## *User Guide*

### How to Pay for an Invoice

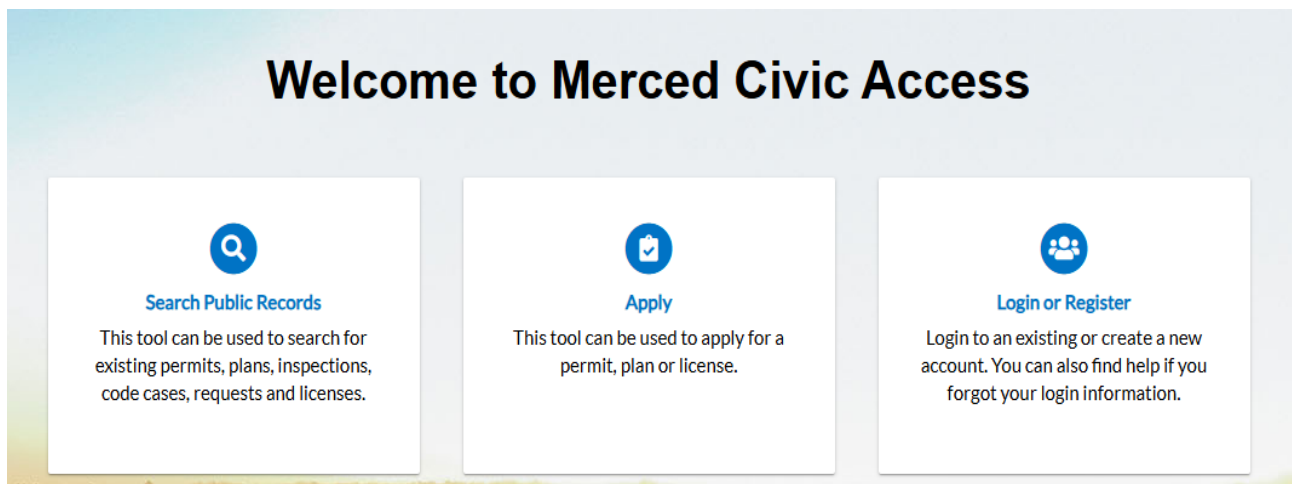
In order to pay an outstanding invoice(s) for a Permit, Plan or Business License, please follow the steps below. You must be a contact on the case and/or have the Invoice Number to pay for an invoice.

#### VIEW INVOICE VIA ACCOUNT

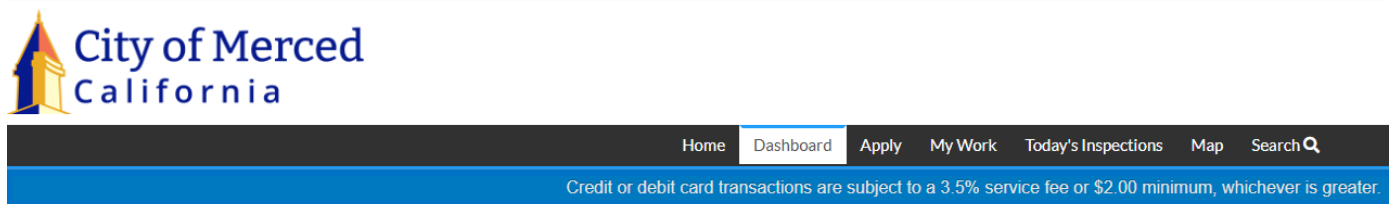
If you do not have the Invoice Number, you can view your Invoice(s) by logging into your account.

#### LOGIN TO City of Merced Civic Access portal

1. Click on the **Login or Register** tile from the Home page and enter your account information to Log In.



2. Select **Dashboard** in the navigation bar.



# CITY OF MERCED BUILDING DEPARTMENT

## CREATE & PAY INVOICE GUIDE

3. Find **My Invoices** toward the middle of the page.
  - a. To pay all invoices tied to your account directly, either Current, Past Due or both, select the **Add to Cart** button next to the desired option. This will direct you to your Shopping Cart where you can select **Check Out** and proceed to payment.

### My Plans

Attention <b>3</b> Zoning Permit (Plan... 3	Pending <b>0</b>	Active <b>0</b>	Recent <b>2</b> Zoning Permit (Plan... 2	Draft <b>0</b>
<a href="#">View My Plans</a>				

### My Inspections

Requested <b>0</b>	Scheduled <b>2</b> Electrical Rou... 1 Foundation / ... 1	Closed <b>11</b> Electrical - Sol... 4 Electrical Rou... 1 Other 6
<a href="#">View My Inspections</a>		

### My Invoices

Current <b>1</b>	\$663.01	<a href="#">Add To Cart</a>
Past Due <b>0</b>	\$0.00	
Total <b>1</b>	\$663.01	<a href="#">Add To Cart</a>
<a href="#">View My Invoices</a>		

- b. To view all invoices and invoice detail, select **View My Invoices**.

### My Invoices

Current <b>1</b>	\$663.01	<a href="#">Add To Cart</a>
Past Due <b>0</b>	\$0.00	
Total <b>1</b>	\$663.01	<a href="#">Add To Cart</a>

### [View My Invoices](#)

- i. By default, all **Unpaid** Invoices will be listed. Select **Paid** or **Voided** to view other invoices.
- ii. To view an Invoice's detail, select the *hyperlinked* Invoice Number. (You can also select the checkbox for the specific invoices and click **Add to Cart** to pay the invoice(s) directly without viewing the details).

# CITY OF MERCED BUILDING DEPARTMENT

## CREATE & PAY INVOICE GUIDE

Display: All Invoices Export Sort: Amount Due

Invoice Number	Amount Due	Status	Case Number	Address	Select All
INV-00000586	\$175.00	Due	BUILD-000444-2019		

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

Add To Cart

- iii. Select **Primary Fees, Misc Fees, Payments, Attachments** or **Contacts** for more information related to the invoice.
  - iv. To pay the Invoice, select **Add to Cart**. This will direct you to your **Shopping Cart** where you can select **Check Out** and proceed to payment.
- \*Note:** Multiple Invoices can be added to the Shopping Cart before Checking Out to pay at once.

### Shopping Cart

Total \$175.00 Check Out

Invoice: INV-00000586		Description: NONE	
Due Date: 11/14/2019		Billing Contact: Smith, John	
Case Number	Project	Case Address	Amount Due
BUILD-000444-2019			\$175.00

Remove


Top | Main Menu

Total \$175.00 Check Out

After payment has been made, you will receive an email receipt, forward the email receipt for Building permits to [inspectionsservicesweb@cityofmerced.org](mailto:inspectionsservicesweb@cityofmerced.org)

RECEIPT@CITYOFMERCED.ORG  
City of Merced Receipt 3:49 PM

City of Merced Receipt  
RECEIPT@CITYOFMERCED.ORG

 Receipt\_Invoice\_000208\_0013.pdf  
53 KB

You don't often get email from [receipt@cityofmerced.org](mailto:receipt@cityofmerced.org). [Learn why this is important](#)

Dear City of Merced Customer,

Your payment has been successfully made. As a proof of your payment, the receipt is attached to this email in PDF format. This email address does not accept inbound messages. Should you need assistance please contact the number below.

Best regards,

City of Merced

678 W 18th Street

Merced, CA 95340

209-388-7900

[NOTICE: This message originated outside of City of Merced -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

# CITY OF MERCED BUILDING DEPARTMENT

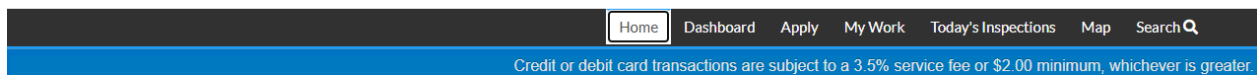
## CREATE & PAY INVOICE GUIDE

### VIEW INVOICE WITH INVOICE NUMBER

If you have an Invoice Number, you can pay for the invoice directly.

#### Navigate to the LOGIN TO City of Merced Civic Access portal

1. Select **Pay Invoices** in the navigation bar.



2. Enter the Invoice Number and select **Search**. The Invoice Number must be an exact match.

#### Invoice Search

A screenshot of the "Invoice Search" form. It has a light gray background. On the left, there is a text input field containing the placeholder text "INV-00000586" and a hint "ices using entire invoice number, including any prefixes or suffixes". To the right of the input field is a blue button with a white magnifying glass icon and the word "Search" in white text.

1. Once the invoice loads, review the various sections and verify the information to ensure it's the correct invoice.
2. Select **Pay Now** to be directed to the Payment Options and proceed to process the payment.

Once you have added invoices to your Shopping Cart and have selected Check Out OR have selected Pay Now directly from the Invoice, please follow the steps below to process a payment.

1. Under Payment Options, review the information and select your payment method.
2. Enter the Billing Information of the credit card holder or the account owner in the corresponding fields and click **Pay Now**

# CITY OF MERCED BUILDING DEPARTMENT

## CREATE & PAY INVOICE GUIDE

### PROCESS PAYMENT

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00000258	BDR-23-0150	1	\$663.01	\$663.01
			Item Total:	\$663.01
			Order Total:	\$663.01

#### Payment Details

\*all fields are required

Cardholder Name JOHN SMITH	Billing Street 100 GREGORY LN	Billing Zip Code 94523
Card Type Visa	Card Number 3784718029199827	Expiration Date 11 - Nov 2027
CVV Code 951		

Pay Now - \$663.01

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00000258	BDR-23-0150	1	\$663.01	\$663.01
			Item Total:	\$663.01
			Order Total:	\$663.01

Continue to site

You will receive an emailed invoice

#### INVOICE (INV-00000008) FOR USE TEXT BANK FOR A MUNICIPALITY\_NAME

##### BILLING CONTACT

IS Test  
City of Merced  
678 W 18th St.  
Merced, CA 95340



INVOICE NUMBER	INVOICE DATE	INVOICE DUE DATE	INVOICE STATUS	INVOICE DESCRIPTION
INV-00000008	01/24/2025	02/23/2025	Paid In Full	NONE

REFERENCE NUMBER	FEE NAME	TOTAL
OTC-2501-0004	Building Standards Fee (Inspection Services)	\$1.00
	Over-the-Counter Permit Fee-MEP	\$138.23
Testing Address	SUBTOTAL	\$139.23

REMITTANCE INFORMATION
Tyler Technologies 2160 Satellite Blvd NW Suite 300 Duluth, GA 30097

TOTAL \$139.23

# CITY OF MERCED BUILDING DEPARTMENT

## CREATE & PAY INVOICE GUIDE

After payment has been made, you will receive an email receipt, forward the email receipt for Building permits to [inspectionsservicesweb@cityofmerced.org](mailto:inspectionsservicesweb@cityofmerced.org)

RECEIPT@CITYOFMERCED.ORG  
City of Merced Receipt



3:49 PM

### City of Merced Receipt

RECEIPT@CITYOFMERCED.ORG



Receipt\_Invoice\_000208\_0013.pdf  
53 KB



You don't often get email from [receipt@cityofmerced.org](mailto:receipt@cityofmerced.org). [Learn why this is important](#)

Dear City of Merced Customer,

Your payment has been successfully made. As a proof of your payment, the receipt is attached to this email in PDF format. This email address does not accept inbound messages. Should you need assistance please contact the number below.

Best regards,

City of Merced

678 W 18th Street

Merced, CA 95340

209-388-7900

[NOTICE: This message originated outside of City of Merced -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]