# Citizen Self-Service

## *User Guide*

## How to Pay for an Invoice

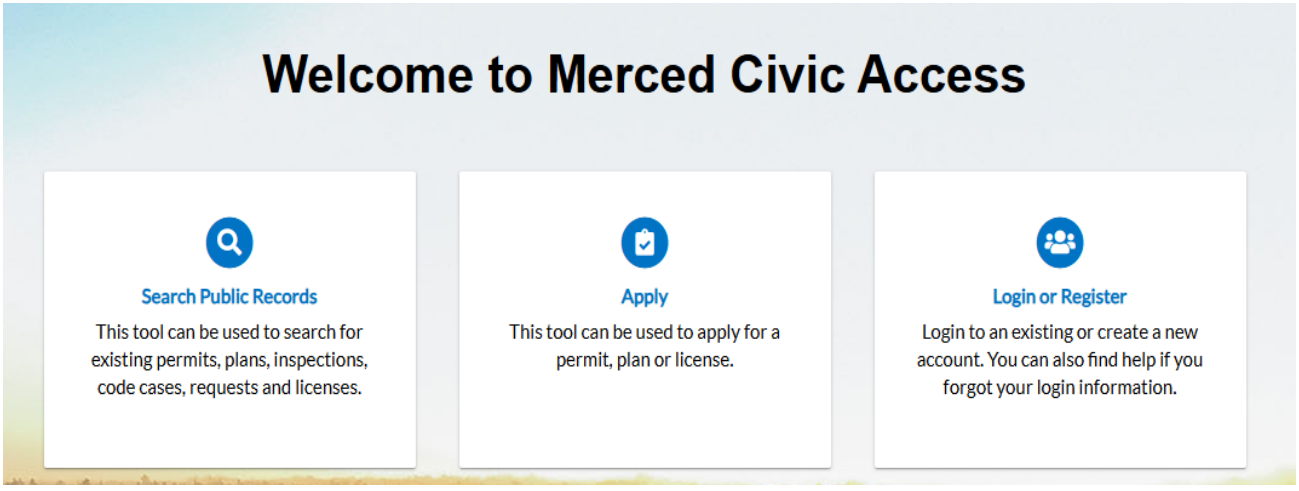
In order to pay an outstanding invoice(s) for a Permit, Plan or Business License, please follow the steps below. You must be a contact on the case and/or have the Invoice Number to pay for an invoice.

**VIEW INVOICE VIA ACCOUNT**

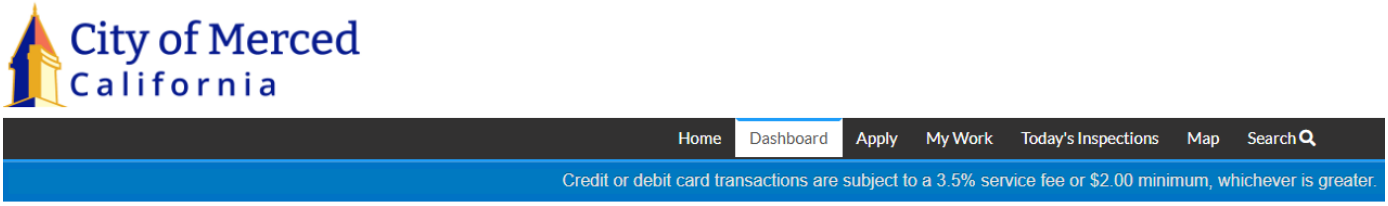
If you do not have the Invoice Number, you can view your Invoice(s) by logging into your account.

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

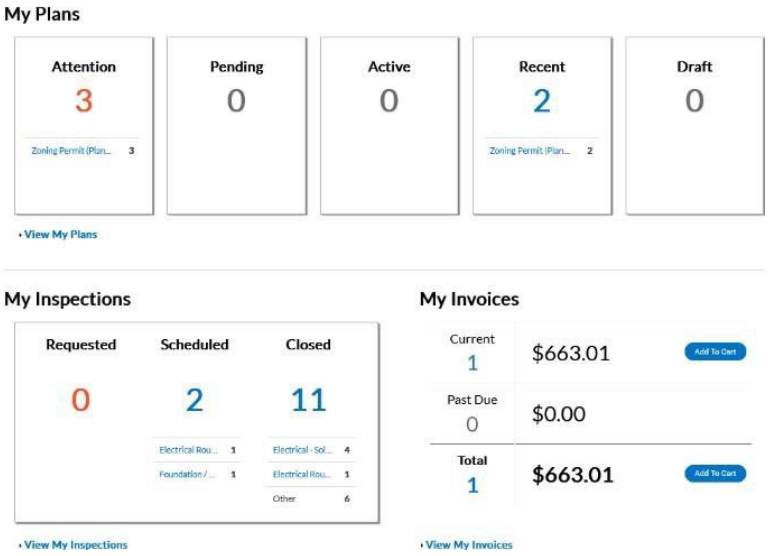
1. Click on the **Login or Register** tile from the Home page and enter your account information to Log In.




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

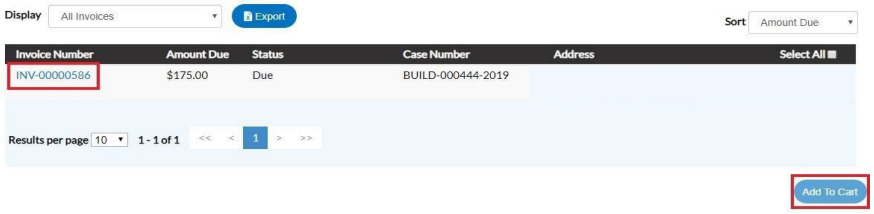


3. Find **My Invoices** toward the middle of the page.
    a. To pay all invoices tied to your account directly, either Current, Past Due or both, select the **Add to Cart** button next to the desired option. This will direct you to your Shopping Cart where you can select **Check Out** and proceed to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




    b. To view all invoices and invoice detail, select **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).

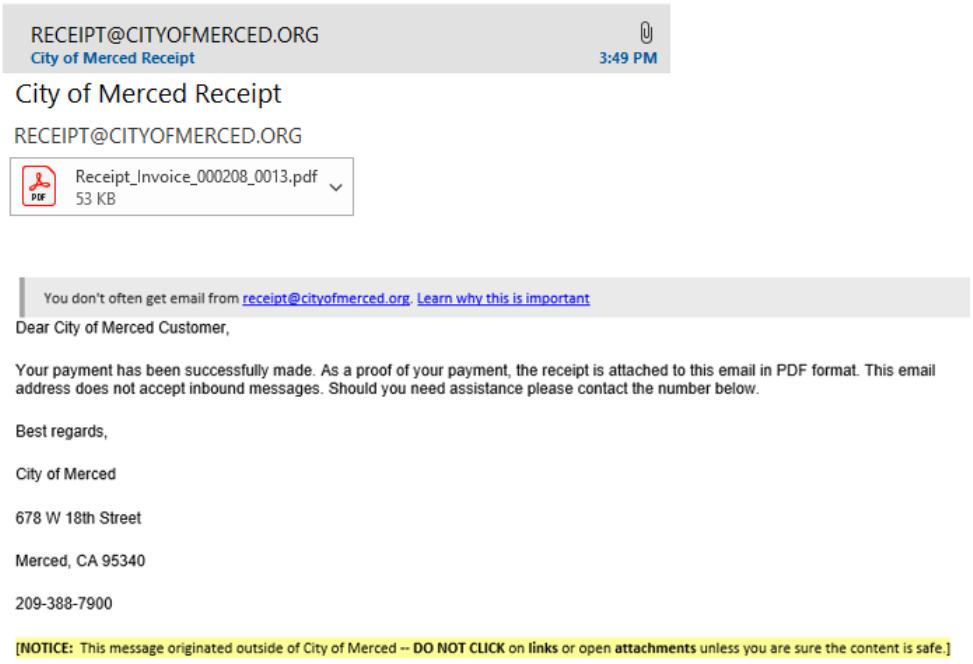



iii. Select **Primary Fees**, **Misc Fees**, **Payments**, **Attachments** or **Contacts** for more information related to the invoice.

**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.

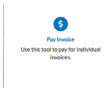
After payment has been made, you will receive an email reciept, forward the email receipt for Building permits to inspectionservicesweb@cityofmerced.org

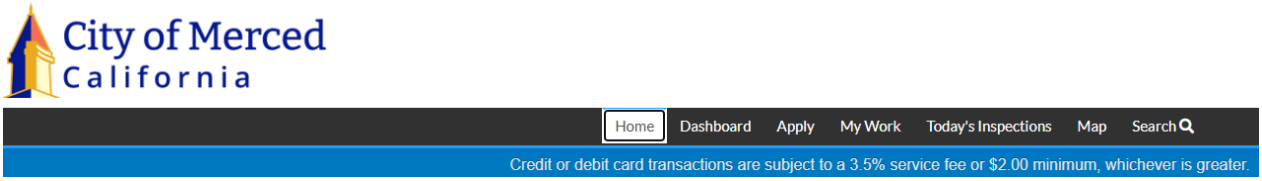


**VIEW INVOICE WITH INVOICE NUMBER**

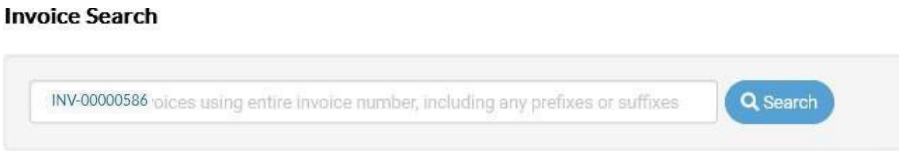
If you have an Invoice Number, you can pay for the invoice directly.

**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.




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.

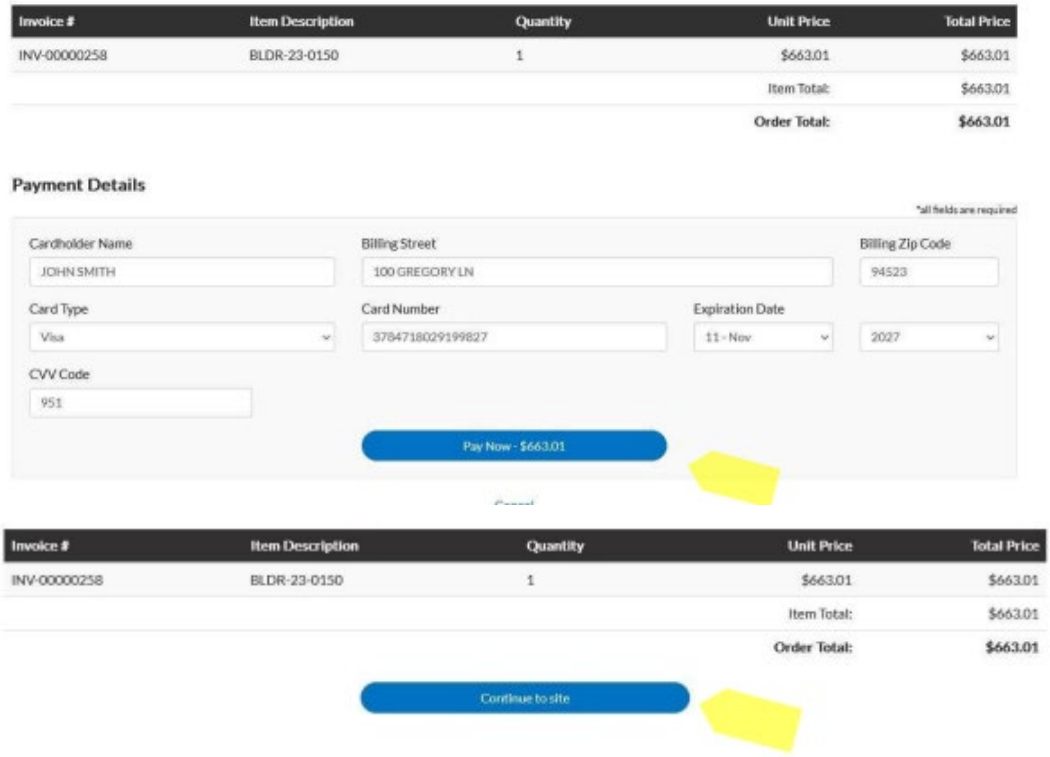
1. Under Payment Options, review the information and select your payment method.

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



## PROCESS PAYMENT



| Invoice # | Item Description | Quantity | Unit Price | Total Price |
|---|---|---|---|---|
| INV-00000258 | BLDR-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

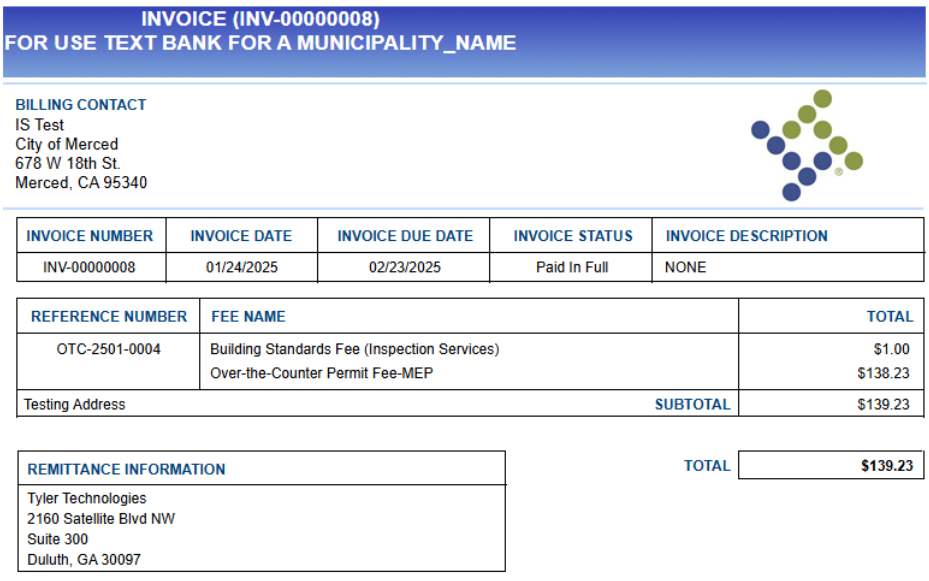
Pay Now - $663.01

Cancel

| Invoice # | Item Description | Quantity | Unit Price | Total Price |
|---|---|---|---|---|
| INV-00000258 | BLDR-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 |

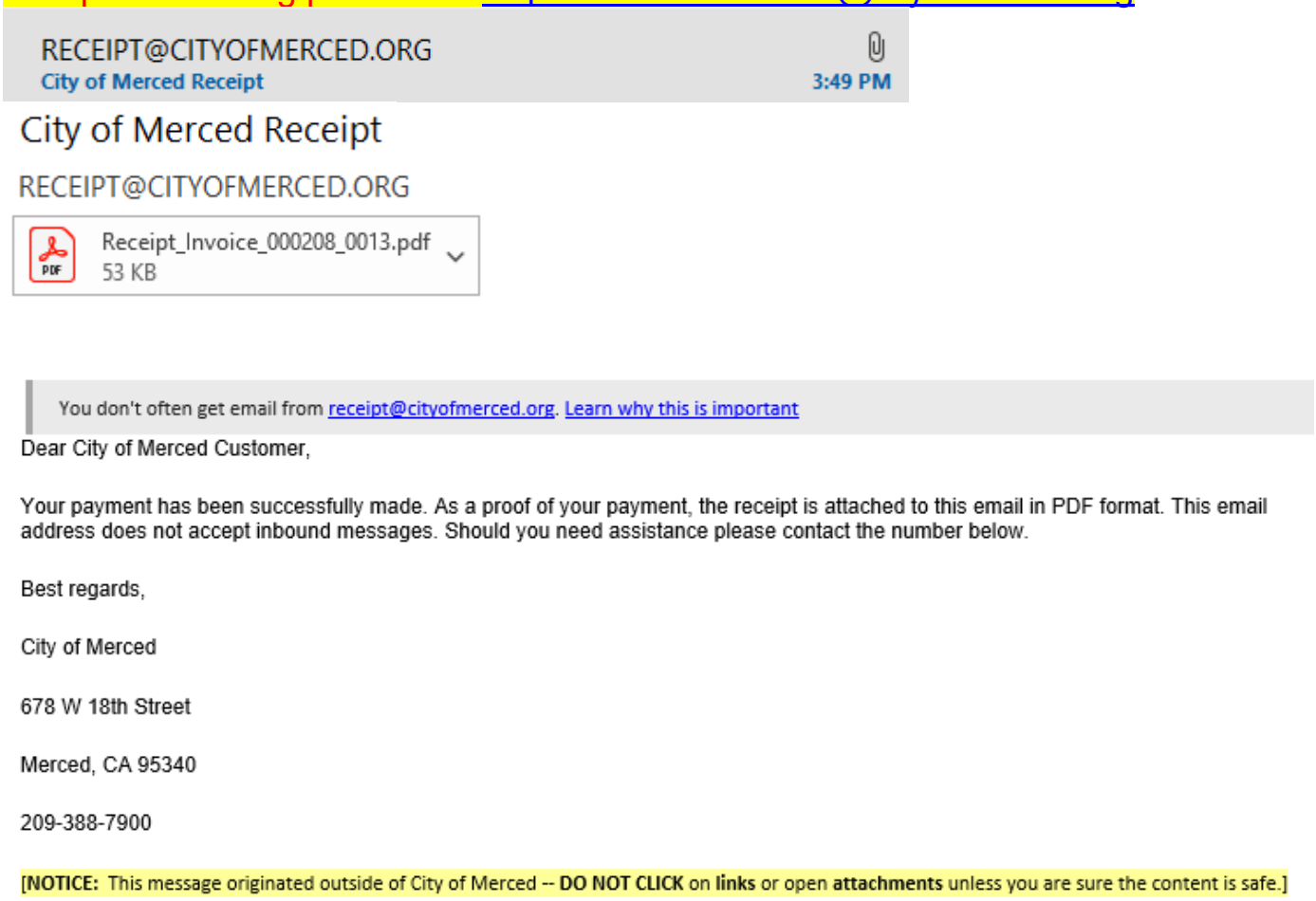
| REMITTANCE INFORMATION |
|---|
| Tyler Technologies<br>2160 Satellite Blvd NW<br>Suite 300<br>Duluth, GA 30097 |

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 inspectionservicesweb@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. 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.]