Online Payments for Permits & Business Licenses
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Section 1 - How to Access the Munis Self Service website

Step 1. Open an internet browser and type the URL https://mycity.hagerstownmd.org/mss/

or

Go to the City of Hagerstown homepage (www.hagerstownmd.org) and click on Online Bill Pay

The follow screen should appear

To create an account, go to page 7
Account exists; go to page 11 for paying a Permit, page 13 for a Business License
Section 2 – How to create a Login for Munis Self Service

**Step 1.** If you have no login for the Munis Self Service system, click on Citizen Self Service. If you have an account, go to **Step 6.**

**Step 2.** To create a Login, click on Register.
Step 3. Create a user account and click on Save.

* Make sure to write down the login and password information.

### Self-Registration

- **User ID**
  (between 1 and 20 characters)
- **Re-type user ID**
- **Password**
  (between 5 and 15 characters)
- **Re-type password**
- **Password hint**
- **Email address**

Enter these validation numbers into the box below them:

![Validation Number]

Save
Step 4. Once you click on Save, you will receive your account information along with Linked Accounts

Account Settings

Account Information
Now logged in as
Last successful login
Last failed login
Password last changed
Password expires in
E-Mail address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

<table>
<thead>
<tr>
<th>Customer Accounts</th>
<th>link to account</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are currently no linked accounts</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business License Accounts</th>
<th>link to account</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are currently no linked accounts</td>
<td></td>
</tr>
<tr>
<td>Go To Module Homepage</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Permits and Inspections Accounts</th>
<th>link to account</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are currently no linked accounts</td>
<td></td>
</tr>
<tr>
<td>Go To Module Homepage</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal Property Accounts</th>
<th>link to account</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are currently no linked accounts</td>
<td></td>
</tr>
<tr>
<td>Go To Module Homepage</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Utility Billing Accounts</th>
<th>link to account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>Customer</td>
</tr>
<tr>
<td>There are currently no linked accounts</td>
<td></td>
</tr>
<tr>
<td>Go To Module Homepage</td>
<td></td>
</tr>
</tbody>
</table>
**Step 5.** To return to the Home page, click on Home

Once Home is clicked, you will be on the Main Screen for Munis Self Service. You will be logged into this system automatically after the account has been successfully created. You can skip **Step 6.**

**Step 6.** Login to your account by using your User Name and Password. Click on Log In.
Section 3 – How to Find a Permit to Pay

Step 1. Click on Citizen Self Service

Step 2. Enter the information from the permit application. The application number will bring up the permit quickly. Then click on Search.

Permits and Inspections

You can search for permits and inspections by entering any known information in the different categories below. If you are looking for a specific permit, the quickest way to locate it is by entering the application number. Otherwise enter what you have and scroll through the records returned to locate the one you are searching for.

- Location
- Number
- Street name
- Owner/Contractor Name
- Owner/Contractor ID
- Parcel ID
- Application reference

Status
- Active Applications only
- Unperformed Inspections only
- Remember these values

Search Reset
Step 3. Once you typed in the search criteria, you will get the following screen. Click on details.

Permits and Inspections
Search Results
1 Application | 0 Inspections
Modify Search | New Search

Applications (1 found)

<table>
<thead>
<tr>
<th>Location / Subdivision</th>
<th>Owner/Contractor</th>
<th>Parcel</th>
<th>Status</th>
<th>Reference</th>
<th>Fees</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>394 EAST FIRST STREET STAT</td>
<td>MARI HOLDINGS MD LLC / MED-N CO CONSTRUCTION LLC</td>
<td>17014520091</td>
<td>ACTIVE</td>
<td>20171195</td>
<td>$19,463.75</td>
<td>$19,963.75</td>
</tr>
</tbody>
</table>

Details

Inspections * (0 found)
Found no Inspections matching the search criteria.

* List only includes inspections with no associated application.

Step 4. When the Details screen is displayed, all outstanding fees will be checked. Check the boxes for the fees to be paid and click on Pay at the bottom of the page.

Permits and Inspections
Application reference: 20171195
4 Permits | 5 Inspections

Permits (4 found)

<table>
<thead>
<tr>
<th>Permit Type</th>
<th>Status</th>
<th>Total Fees</th>
<th>Balance Due</th>
<th>Details</th>
<th>Alert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay BLD A C NR</td>
<td>REVIEWING</td>
<td>$15,555.00</td>
<td>$15,455.00</td>
<td>Details</td>
<td>Alert</td>
</tr>
<tr>
<td>Pay COO</td>
<td>REVIEWING</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Details</td>
<td>Alert</td>
</tr>
<tr>
<td>Pay FM REVIEW</td>
<td>FEE</td>
<td>$3,888.75</td>
<td>$3,888.75</td>
<td>Details</td>
<td>Alert</td>
</tr>
<tr>
<td>Pay TECH $28</td>
<td>FEE</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Details</td>
<td>Alert</td>
</tr>
</tbody>
</table>

Inspections (5 found)

<table>
<thead>
<tr>
<th>Inspection Type</th>
<th>Owner/Contractor</th>
<th>Scheduled</th>
<th>Result</th>
<th>Fee</th>
<th>Balance Due</th>
<th>Details</th>
<th>Alert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay BC FRAMING</td>
<td>MARI HOLDINGS MD LLC</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Details</td>
<td>Alert</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay BC INSULATION</td>
<td>MARI HOLDINGS MD LLC</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Details</td>
<td>Alert</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay BC FIRE SEPARATION</td>
<td>MARI HOLDINGS MD LLC</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Details</td>
<td>Alert</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay BC BUILDING FINAL</td>
<td>MARI HOLDINGS MD LLC</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Details</td>
<td>Alert</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay FIRE MARSHAL FINAL</td>
<td>MARI HOLDINGS MD LLC</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Details</td>
<td>Alert</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

select Permits/Inspections you would like to pay

* Indicates pending web payments exist that are not reflected in the Payments/Credits amount at this time. Additional payments cannot be made until pending payments have been processed.

Go to Page 15 for How to Pay Fees.
Section 4 – How to Find a Business License to Pay

Step 1. Enter in the information known. Reminder, if search by address, only put in the street name, not the suffix. The bill year would be for the start of the license year. Click on search.

Example - 1 E. Franklin St. would be ...
The following screen will appear after clicking on Search.

**Business License**

**Search Results**

*Modify Search | New Search*

1 Found

<table>
<thead>
<tr>
<th>Location</th>
<th>Owner</th>
<th>Account ID</th>
<th>Cycle/Month/Year</th>
<th>Category</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>229 WAKEFIELD</td>
<td>A VIRGINIA MOYER</td>
<td>02496</td>
<td>RENT, 6 2017</td>
<td>RENT</td>
<td>RENT</td>
</tr>
</tbody>
</table>

If you click on Details, see below.

If you click on Pay Bill, go to page 15.

The following screen appears once Detail is clicked

**Business License**

**Bill Detail**

*View Bill*

- Bill Year: 2017
- Bill: 20171211
- Owner:

<table>
<thead>
<tr>
<th>Charge</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>RLATE</td>
<td>RENTAL LICENSE LATE FEE</td>
<td>$50.00</td>
</tr>
<tr>
<td>RLATE</td>
<td>RENTAL LICENSE LATE FEE</td>
<td>$50.00</td>
</tr>
<tr>
<td>RLUNIT</td>
<td>RENTAL UNIT CHARGE</td>
<td>$75.00</td>
</tr>
<tr>
<td></td>
<td>SUBTOTAL</td>
<td>$175.00</td>
</tr>
<tr>
<td>Fees</td>
<td></td>
<td>$100.00</td>
</tr>
</tbody>
</table>

**Payments/Adjustments**

- $0.00

**Total Unpaid Balance**

- $175.00

**TOTAL DUE**

- $175.00

To pay the license fee, click on the Pay button. Go to page 15 for How to Pay Fees.
Section 5 – How to Pay Fees

Step 2. Enter the required information and click on Continue.  
(Step 1 was identifying which fee to pay)

Pay Bills
Step 2 of 4: Please enter the payment information
Enter the details needed to process this payment.

Credit card
Card type
Discover
Card number
Card ID (CVV) number
Expiration date
Month
Year

Continue
Cancel

Step 3. Enter the billing information and click Continue.

Pay Bills
Step 3 of 4: Billing address
Please enter your billing information exactly as it appears on your credit card or bank statement.

First name
Last name
Address line 1
Address line 2
City
State
Zip code
Contact phone number
E-Mail

Continue
Cancel

* Indicates required field
Step 4. Verify the information is correct and click submit.

Permits Payment Review

Pay Bills

Step 4 of 4: Review

Please review the information below. Make changes if necessary, then submit your payment request.

<table>
<thead>
<tr>
<th>Bill Description</th>
<th>Due Now</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit fee: BLD A C NR 20171195</td>
<td>$15,455.00</td>
<td>$15,455.00</td>
</tr>
<tr>
<td>Permit fee: FM REVIEW 20171195</td>
<td>$3,888.75</td>
<td>$3,888.75</td>
</tr>
<tr>
<td>Permit fee: TECH $20 20171195</td>
<td>$20.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td>$19,363.75</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$19,363.75</td>
</tr>
</tbody>
</table>

Payment Method: Visa

Billing Address

Name
Address

Phone Number
E-mail

Submit  Cancel

Business License Payment Review

Pay Bills

Step 4 of 4: Review

Please review the information below. Make changes if necessary, then submit your payment request.

<table>
<thead>
<tr>
<th>Bill Description</th>
<th>Due Now</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business License 20171211</td>
<td>$175.00</td>
<td>$175.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td>$175.00</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$175.00</td>
</tr>
</tbody>
</table>

Payment Method: Visa

Billing Address

Name
Address

Phone Number
E-mail

Submit  Cancel