

Paying Fees Online with Accela Citizen Access

Standard Operation Procedure for Citizen

5/27/2020

Last Updated by: SML

How to Pay for Fees Online in Accela Citizen Access

IMPORTANT NOTE: If you have an ACH BLOCK with your financial institution you need to provide this number 9044048155 to your financial institution so that your ACH/Check transaction can be processed.

Step 1: search the permit number in the search box

Step 2: create your application or search for the existing application that fees need to be paid on

Step 3: from record details, choose payments, in the drop down, choose fees

The screenshot displays the Accela Citizen Access web application interface. At the top, there is a navigation menu with options: Home, Development (selected), Fire, Gas Well, Planning, Licenses, Street Use, and more. Below this is a secondary menu with 'Apply for Permit', 'Search Applications and Permits', and 'Schedule an Inspection'. The main content area shows a record for a 'Residential New Building Permit' with a status of 'Awaiting Client Reply'. A dropdown menu is open under the 'Record Info' section, with 'Payments' selected, and a sub-menu is visible with 'Fees' highlighted. A red box and arrow point to the 'Fees' option. Other elements include 'Conditions 1', 'Custom Component', a 'View Condition' button, and sections for 'Work Location' and 'Record Details'.

The fees will be displayed.

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Step 4: choose pay fees

Fees		
Outstanding:		
Date	Invoice Number	Amount
04/09/2020	1175604	\$100.00
04/09/2020	1175604	\$100.00
04/09/2020	1175604	\$100.00
04/09/2020	1175604	\$25.00
04/09/2020	1175604	\$76.86
Total outstanding fees: \$401.86		
Paid:		
Date	Invoice Number	Amount
02/20/2020	1175581	\$660.00
02/20/2020	1175581	\$869.51
02/20/2020	1175581	\$25.00
02/20/2020	1175581	\$25.00
02/20/2020	1175581	\$5.00
Total paid fees: \$1,584.51		

Pay Fees

Step 5: choose Check Out

Home **Development** Fire Gas Well Planning Licenses Street Use more ▾

Apply for Permit Search Applications and Permits Schedule an Inspection

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Building Trade Fee	1	\$100.00
Mechanical Trade Fee	1	\$100.00
Plumbing Trade Fee	1	\$100.00
Application Fee	1	\$25.00
Building Permit (U - All Other Uses)	1	\$76.86

TOTAL FEES: \$401.86

Note: This does not include additional inspection fees which may be assessed later.

Check Out »

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Step 6: confirm by choosing Checkout, Edit Cart or Continue Shopping if you have other permits to add to your cart. For this tutorial we are going to Checkout.

Cart

1 Select item to pay	2 Payment information	3 Receipt/Record issuance
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Step 1: Select item to pay

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.

PAY NOW

Total due: \$401.86

Total amount to be paid: \$401.86
Note: This does not include additional inspection fees which may be assessed later.

[Checkout »](#) [Edit Cart »](#) [Continue Shopping »](#)

From here you will now see two payment options.

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Please make sure when you enter your driver license information that you have the two digit state included in the number. Example is shown below:

Bank Account Information:

* Processing Method:

* Account Type:

Provide the following:

* Driver's License Number:
* Routing Number: * Check

DATE: _____

Help: x

Two letter state plus DL number (e.g. TX1234568)

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Pay with Check: you will then enter your checking information and authorize the payment.

Bank Account Information:

• Processing Method:
Checking ▾

• Account Type:
Personal ▾

Provide the following:

• Driver's License Number: ⓘ
12345678

• Routing Number: ⓘ • Check Number: • Account Number: ⓘ
123456789 1234 123456789123456

DATE: 1335

PAY TO THE ORDER OF: \$ _____ DOLLARS

Routing Number: 123456789 Check Number: 1234 Account Number: 123456789123456

Account Holder Information:

Auto-fill with Misty Leeper ▾

Country:
United States ▾

• Name:

• Street Address:
200 Texas St

• City: • State: • Zip:
FORT WORTH TX 76102

• Phone:
817-392-0000

• E-mail:

Authorize >

Pay with Credit Card: you would enter credit card information here and then authorize the payment.

NOTE: The credit card maximum limit is \$25,000.

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Credit Card Information:

* Card Type *: * Card Number: * Security Code: [?](#)

* Name on Card: * Exp. Date:

Credit Card Holder Information:

Auto-fill with

Country:

* Street Address:

* City: * State: * Zip:

* Phone:

E-mail:

Authorize »

Once you authorize your payment, you will then proceed to checkout.

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Step 7: You will receive a copy of your receipt for payments processed by choosing Print/View Receipt.

1 Select item to pay 2 Payment information **3 Receipt/Record issuance**

Step 3 : Receipt/Record issuance

Receipt

 Your application(s) has been successfully submitted.
Please print your record(s) and retain a copy for your records.

[Print/View Record](#) **[Print/View Receipt](#)** [Print/View Summary](#)

No Address

 [View Record](#) [View Receipt](#) [View Summary](#)