How to Pay Fees

Overview

After submitting a permit/application, and the applicable program reviews your submission there could be a fee associated with it before you can get your permit/license. This guide will walk you through the process to pay the associated fees.

This is applicable across all applications and permits.

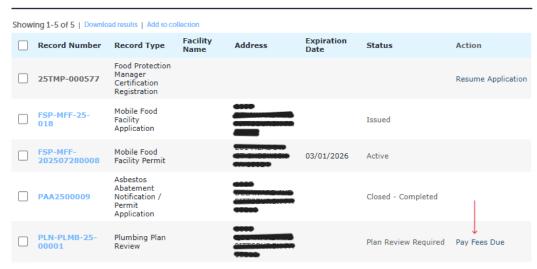
Prerequisites/Requirements

- User account
- Completed and submitted permit/application

Step by Step (with screenshots)

- 1. After your permit/application is reviewed by the appropriate program, you will be notified by Auto Sender@accela.com about the current status of your permit/application and if any fees that need to be paid.
 - **NOTE:** It's important to add <u>Auto Sender@accela.com</u> to your address book so the emails do not get marked as Spam.
- 2. After logging in to the application portal, navigate to 'My Records'. You're looking for the permit/application that has, "Pay Fees Due" in the "Action" column

▼ Environmental Health



Clicking on "Pay Fees Due", takes you to this screen where you will review all fees that have been assessed.

Home Environmental Health Professional Licenses

Search Permitted Facilities 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 |
|-----------------|------|---------|
| Plan Review Fee | 1 | \$85.00 |

TOTAL FEES: \$85.00

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

Continue Application »

4. Clicking "Continue Application >>" will take you to the screen where you select the method of how you will pay

| Home Environmental Health | Professional Licenses | |
|-----------------------------|-----------------------------|------------------------|
| Create a Permit Application | Search Permitted Facilities | Schedule an Inspection |
| | | |

Please select a payment method and then fill in all required information.

The available payment method is:

Credit Card

Use the dropdown menu to change the payment type.

* indicates a required field.

Payment Options

Amount to be charged: \$85.00 Convenience Fee: \$2.00 Total Amount: \$87.00

Pay with credit/debit or PayPal

Pay with Credit Card

O Pay with Bank Account

Submit Payment »

5. When you make your selection and click "**Submit Payment >>**" you will be taken to the Intellipay payment screen.



| Resident Information | | Payment Information | | ATTENTION |
|----------------------|-------------------------------|---------------------|--|--|
| Account Number: | 7593 | Payment Method | Credit Card | Allegheny uses GovTeller to process payments. GovTeller charges the following fees: |
| | Individual | Name on Card | Required | Visa/MC/Disc/Amex: 4% ACH/Echeck: \$1.50 |
| First Name | Required | | | Please note that Allegheny County does NOT |
| Last Name | Required | Card Number | Required | receive any of these fees. All service fees go to |
| Country | United States of America | Expiration Date | Month ✓ Year ✓ | GovTeller. There will be two items on your statement. The first is the amount due, which |
| Ť | Office Outes of Afficiate | Billing Zip Code | Required | comes to us. The second is the service fee amount |
| Address 1 | | CVV Code | What's this? | and that goes to GovTeller. |
| Address 2 | | | 3 | If you have any questions or would like to talk to |
| City | | | AMERICAN VISA MasterCard DISCOVER | someone in customer support, please call (949) 555-1212 during standard business hours: Monday |
| State | Select a State | | | through Friday 9 am – 5 pm Eastern Standard |
| | Solder a State | Payment Amount | 85.00 | Time. |
| Zip Code | | · | to 10 | TERMS AND CONDITIONS By checking the box and |
| Email | lan.Munroe@AlleghenyCounty.US | Service Fee | \$3.40 | submitting payment information through this Service you agree to the terms and conditions of |
| Phone | | Total Amount | \$88.40 | this Agreement. You make select the link and view |
| | | | I Accept the Service Fee and its Terms and Conditions | the Terms and Conditions if you have questions. |
| | | | Terms and Conditions | PRIVACY POLICY Personal Information: We do not |
| | | Comments | | sell, trade, rent or otherwise share for marketing |
| | | | 6 | purposes your Personal Information with third parties. In general, the Personal Information you |
| | | | | provide to us is used to help us communicate with |
| | | | | you or provide reasonable safeguards to verify identity. Non-Personal Information: In general, we |
| | | | | use Non-Personal Information to help us improve |
| | | | | the Service and customize the user experience. We |
| | | I'm not | a robot | also aggregate Non-Personal Information in order to track trends and analyze use patterns on the |
| | | | Privacy - Terms | Site. |
| | | Su | bmit Payment | |
| | | | Cancel | |

6. At this screen you will fill out all the fields, click the captcha button, and then the green "Submit Payment" at the bottom.

NOTE: If your payment is unsuccessful, you be alerted as such and you'll be prompted to enter in another form of payment.

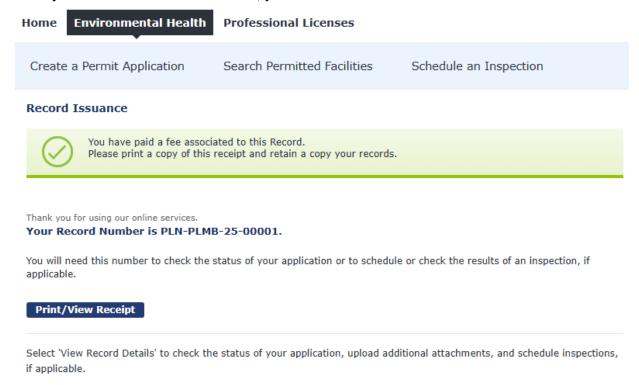
7. Upon completion of that you moved to the Reciept screen:



And you will receive an email from <u>Auto Sender@accela.com</u> and Intellipay with your receipt. At this point, click "Return to Home" in the upper right hand corner of the screen.

8. Once you click on "Return to Home", you will see this screen:

View Record Details »



Expected Outcome

You will have the knowledge how to pay fees or the applicable permit/application.

Troubleshooting Tips

Q: I didn't get my receipt, where is it, and can I email for a copy?

A: First, review the steps outlined above. Was your payment successful? If it was, and you didn't get a receipt, you can reach out to the Service Desk and we will be able to provide you another receipt from the system.

Q: Can I pay cash?

A: Sorry, but we're not accepting cash payments at this time.

Q: If I'm out and about, can I pay in-office rather than online?

A: Depending on the program, that option is available. Please reach out to the Service Desk and see what other options are available.

Links