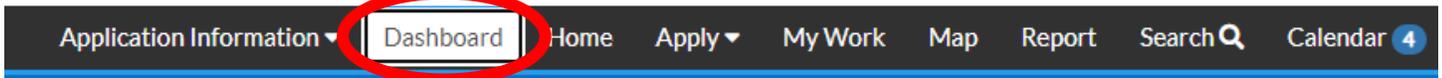


Town of Manchester Planning & Economic Development Department  
**How to Pay Application Fees**  
**in the Town of Manchester Citizen Self Service (CSS) Portal**

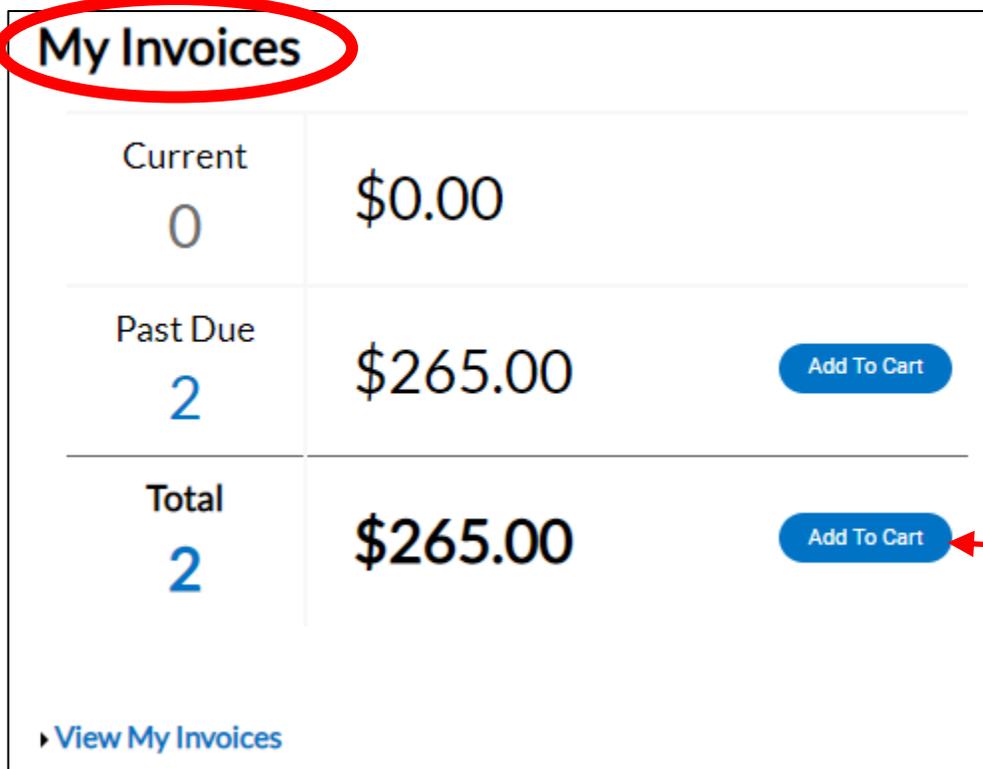
Once your application is submitted, Planning Department staff will check it for completeness, then send you an invoice for the appropriate fees.

You will get an email from [manchestercss@manchesterct.gov](mailto:manchestercss@manchesterct.gov) with an invoice. You can pay the fee online through the CSS Portal:

1. Go to the CSS webpage: [https://selfserve.townofmanchester.org/EnerGov\\_Prod/SelfService](https://selfserve.townofmanchester.org/EnerGov_Prod/SelfService)
2. In the menu bar at the top, click **Dashboard**:



3. Scroll down until you see **My Invoices**. Click **Add to Cart**:

A screenshot of the 'My Invoices' section in the CSS Portal. The title 'My Invoices' is circled in red. Below it is a table with three rows: 'Current' (0, \$0.00), 'Past Due' (2, \$265.00), and 'Total' (2, \$265.00). Each row has an 'Add To Cart' button. The 'Add To Cart' button for the 'Total' row is circled in red, and a red box with an arrow points to it containing the text 'Click Add to Cart'. At the bottom left, there is a link 'View My Invoices'.

4. Review the fees in your cart, then hit **Check Out** to begin paying the fees:

The screenshot shows a 'Review your cart items' section on the left and a 'Cart summary' section on the right. The cart item is a 'Plan' with a price of '\$100.00'. Below the item name are links for 'View details' and 'Remove'. The 'Cart summary' shows a 'Subtotal' of '\$100.00' and a note that 'Additional fees may be applied at checkout'. A prominent blue 'Check out' button is located below the summary. A red box with the text 'Review, then click Check Out' is positioned over the 'Check out' button, with a red arrow pointing to it.

5. Enter your payment information and email address, then hit **Continue**:

The screenshot displays a form titled 'Enter your payment information'. It asks 'How are you going to pay?' and offers three options: 'Mastercard' (selected with a radio button), 'Enter new credit card', and 'Enter new eCheck'. Below these options is a 'Security code' input field. The next section asks 'Where should we send your receipt?' and includes an 'Email for receipt\*' input field with the placeholder text '[Your Email Address]'. A disclaimer at the bottom states 'You will not be charged until you review your payment on the next step'. At the bottom left is a 'Back' button, and at the bottom right is a blue 'Continue' button. A red box with the text 'Enter your info, then click Continue' is positioned over the 'Continue' button, with a red arrow pointing to it.

6. Review the payment, then click **Submit Payment**:

### Complete your payment

Review your payment method

Mastercard ending in  
Expiration date

---

#### Summary of charges

Plan: [Plan Number] Invoice: INV-00000229 \$100.00

Subtotal \$100.00  
Processing fee \$0.00  
**Total \$100.00**

By clicking **Submit payment**, you agree to the following [terms and conditions](#).

[Back](#) **Submit payment**

Allow up to 48 hours for your payment to be reflected on your account statement.

**Review, then click Submit Payment**

7. A confirmation screen will appear, and you will also receive a confirmation email:

**Example Confirmation Screen:**

### Thank you for your payment

Allow up to 48 hours for your payment to be reflected on your account statement.

An email confirmation was sent to [Your Email Address]

---

Town of Manchester

---

#### Transaction details

Date: May 25, 2022 03:39 PM EDT

Plan: [Plan #] | Invoice: INV-00000229 \$100.00

**Total \$100.00**

### Payment information

test

Mastercard ending in

Confirmation number: DRKCQ6JN53

Transaction type: Purchase

---

[Return to ManchesterCTTrain](#)

## Example Confirmation Email:

Town of Manchester (Train) Payment Confirmation Inbox x

**Online Payments** <noreply@tylerportico.com>  
to [Your Email Address]

### Town of Manchester (Train) payment confirmation

Hi [Your Name]

Thanks for your payment. This email is your receipt.

This purchase will appear on the account statement for your Mastercard ending in

Confirmation #: DRKCQ6JN53

May 25, 2022 03:39 PM EDT

Description	Amount
Plan: [Plan #]   Invoice: INV-00000229	\$100.00
Subtotal	\$100.00
Processing fee	\$0.00
<b>Total</b>	<b>\$100.00</b>

Allow up to 48 hours for your payment to be reflected on your account statement. If you have questions, contact customer service for help.

[View this receipt online](#)