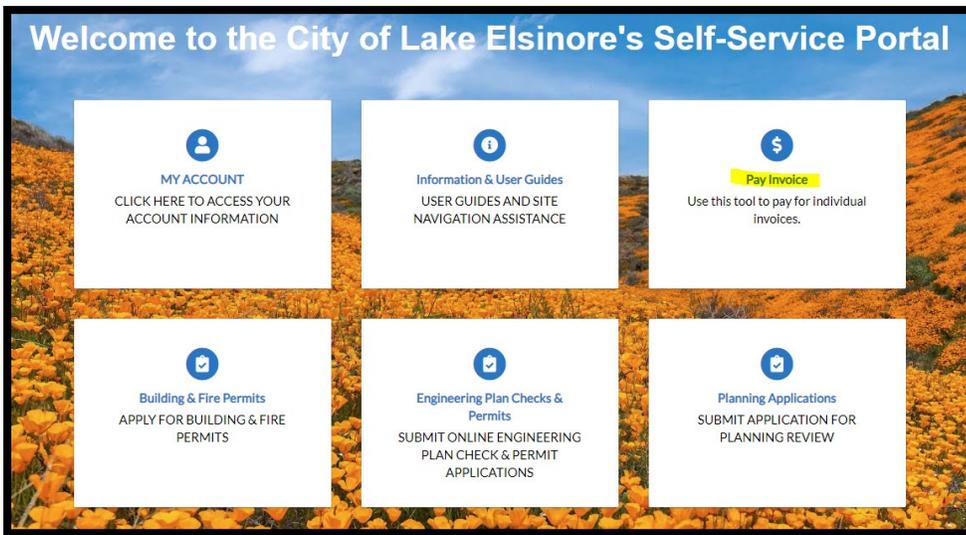


# CITY OF LAKE ELSINORE ONLINE CITIZEN SELF-SERVICE PORTAL USER GUIDE VIEWING AND PAYING INVOICES

## OVERVIEW

This guide will walk you through the simple steps necessary to view and pay for invoices from the City’s new online Citizens Self Service Portal (CSS Portal). Once you have logged into the site, click on the Pay Invoices tile from the home screen.

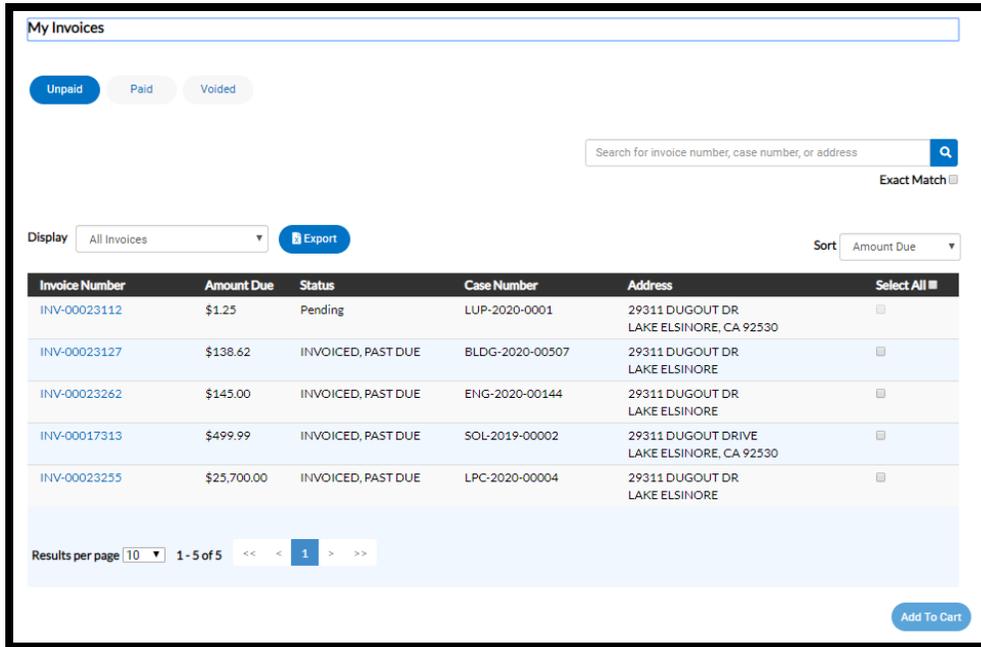


From your dashboard, you’ll see a summary of any invoices you have for your applications.

My Invoices		
Current	\$0.00	<a href="#">Add To Cart</a>
Past Due	\$26,483.61	<a href="#">Add To Cart</a>
<b>Total</b>	<b>\$26,483.61</b>	<a href="#">Add To Cart</a>

[View My Invoices](#)

Click on the View My Invoices link to view a list of your invoices.



**My Invoices**

Unpaid Paid Voided

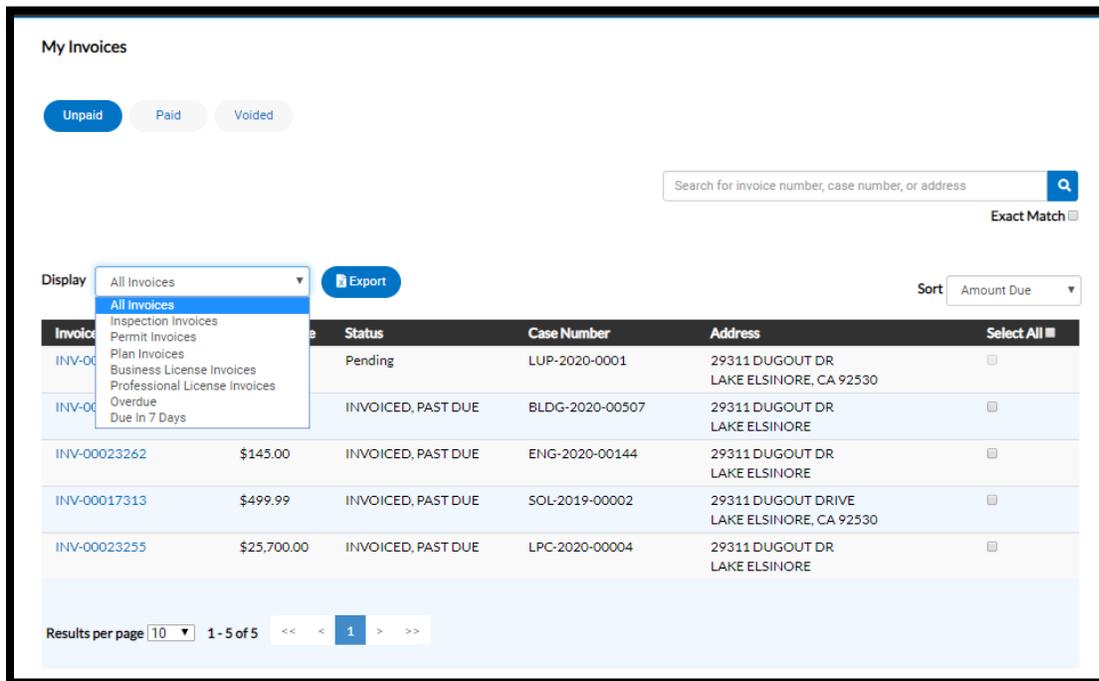
Search for invoice number, case number, or address    Exact Match

Display: All Invoices  Sort: Amount Due

Invoice Number	Amount Due	Status	Case Number	Address	Select All
<a href="#">INV-00023112</a>	\$1.25	Pending	LUP-2020-0001	29311 DUGOUT DR LAKE ELSINORE, CA 92530	<input type="checkbox"/>
<a href="#">INV-00023127</a>	\$138.62	INVOICED, PAST DUE	BLDG-2020-00507	29311 DUGOUT DR LAKE ELSINORE	<input type="checkbox"/>
<a href="#">INV-00023262</a>	\$145.00	INVOICED, PAST DUE	ENG-2020-00144	29311 DUGOUT DR LAKE ELSINORE	<input type="checkbox"/>
<a href="#">INV-00017313</a>	\$499.99	INVOICED, PAST DUE	SOL-2019-00002	29311 DUGOUT DRIVE LAKE ELSINORE, CA 92530	<input type="checkbox"/>
<a href="#">INV-00023255</a>	\$25,700.00	INVOICED, PAST DUE	LPC-2020-00004	29311 DUGOUT DR LAKE ELSINORE	<input type="checkbox"/>

Results per page: 10 1 - 5 of 5 << < 1 > >>

You can sort invoices by clicking on the Display bar and choosing which invoices you'd like to review.



**My Invoices**

Unpaid Paid Voided

Search for invoice number, case number, or address    Exact Match

Display: 

- All Invoices
- Inspection Invoices
- Permit Invoices
- Plan Invoices
- Business License Invoices
- Professional License Invoices
- Overdue
- Due In 7 Days

 Sort: Amount Due

Invoice	Amount Due	Status	Case Number	Address	Select All
<a href="#">INV-00023112</a>	\$1.25	Pending	LUP-2020-0001	29311 DUGOUT DR LAKE ELSINORE, CA 92530	<input type="checkbox"/>
<a href="#">INV-00023127</a>	\$138.62	INVOICED, PAST DUE	BLDG-2020-00507	29311 DUGOUT DR LAKE ELSINORE	<input type="checkbox"/>
<a href="#">INV-00023262</a>	\$145.00	INVOICED, PAST DUE	ENG-2020-00144	29311 DUGOUT DR LAKE ELSINORE	<input type="checkbox"/>
<a href="#">INV-00017313</a>	\$499.99	INVOICED, PAST DUE	SOL-2019-00002	29311 DUGOUT DRIVE LAKE ELSINORE, CA 92530	<input type="checkbox"/>
<a href="#">INV-00023255</a>	\$25,700.00	INVOICED, PAST DUE	LPC-2020-00004	29311 DUGOUT DR LAKE ELSINORE	<input type="checkbox"/>

Results per page: 10 1 - 5 of 5 << < 1 > >>

You can also view invoices based on status by selecting the option you prefer from the top of the page. Once you find the invoice you want to process, click on the invoice number hyperlink.

**My Invoices**

Unpaid **Paid** Voided

Search

Display: All Invoices 

Invoice Number	Amount Paid	Payment Date	Case Number
INV-00013870	\$25.00	06/21/2018	LUP-2018-0147
INV-00017246	\$25.00	01/07/2019	LUP-2019-0003

Results per page: 10 1 - 2 of 2 << < 1 > >>

You can view and print the invoice by clicking on the print icon in the upper-right corner.

← Back

Invoice Number: INV-00023112 

Invoice Total: \$1.25

Status: Pending Invoice Date: 03/21/2020 Due Date: 03/21/2020

Description: NONE

Primary Fees | Misc Fees | Payments | Attachments | Contacts

Primary Fees Sort: Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
ANNUAL FISHING PASS - RESIDENT	\$1.25	\$1.25	LUP-2020-0001	Permit	

Results per page: 10 1 - 1 of 1 << < 1 > >>

**INVOICE**

**BILLING CONTACT**  
Matt Woods  
MWOODS TEST CO.  
29311 Dugout Dr Dr  
Lake Elsinore, CA 92530

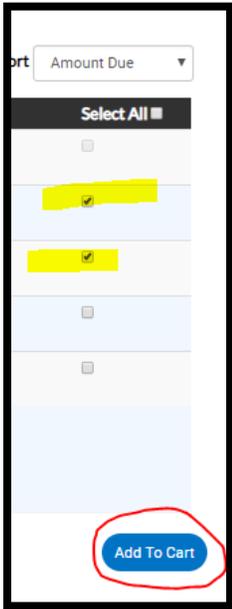


CITY OF LAKE EL SINORE  
130 SOUTH MAIN STREET  
LAKE EL SINORE, CA 92530  
(951) 674-3124

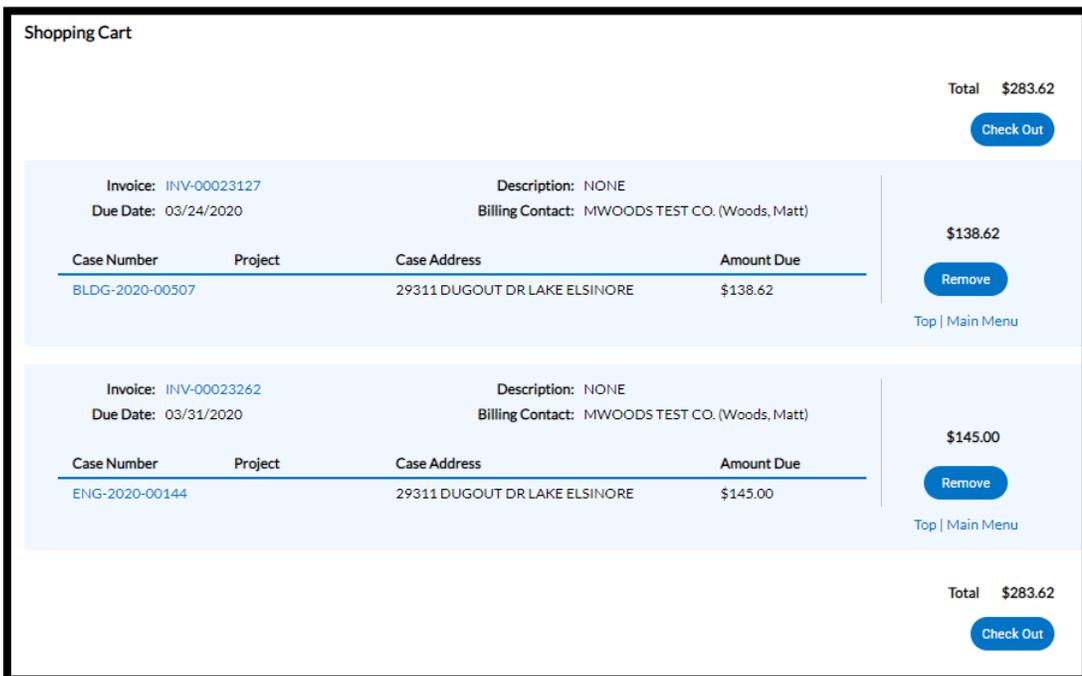
INVOICE NUMBER	INVOICE DATE	INVOICE DUE DATE	INVOICE STATUS	INVOICE DESCRIPTION
INV-00023112	03/21/2020	03/21/2020	INVOICED, PAST DUE	NONE

REFERENCE NUMBER	FEE NAME	TOTAL
LUP-2020-0001	ANNUAL FISHING PASS - RESIDENT	\$1.25
	ANNUAL FISHING PASS - RESIDENT	\$1.25
29311 Dugout Dr Lake Elsinore, CA 92530		<b>SUB TOTAL</b>
		<b>TOTAL</b>

When you are ready to pay your invoice or invoices, check the box to the right of the invoice and click on the Add To Cart button at the bottom of the page.



From your shopping cart, you'll have the option to view and confirm the fees you want to pay before you check out.



Once you click the check out button, the payment window will launch, where you can enter your credit card payment. Once you click on the process payment button, your credit card will be charged and you will receive a confirmation email informing you of your successful payment.

### Order Summary

Agency Name: City of Lake Elsinore  
Order Number: 134

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00023127	NONE	1	\$138.62	\$138.62
INV-00023262	NONE	1	\$145.00	\$145.00

Item Total: \$283.62  
Service Fee: \$9.33  
Tax: \$0.00  
Order Total: \$292.95

### Payment Details

Cardholder Name:  \*      Billing Street:  \*      Billing Zipcode:  \*

Card Type:  \*      Card Number:  \*      Expiration Date:  \*      CVV Code:

Email Address:  \*

**NOTE\*** THE CITY CHARGES A 2.75% CONVENIENCE FEE FOR ALL CREDIT CARD CHARGES. THIS FEE APPLIES TO ALL ONLINE TRANSACTIONS AND ANY TRANSACTIONS CONDUCTED IN PERSON AT ANY CITY LOCATION.

THERE IS AN ADDITIONAL 0.54% PROCESSING FEE APPLIED BY THE ONLINE PORTAL PAYMENT GATEWAY VENDOR. THAT FEE IS ONLY CHARGED TO TRANSACTIONS PROCESSED ON THE PORTAL.

**You can call City CSS Portal support staff with any questions you have concerning the registration or use of the CSS Portal site. That number is (951) 674-3124 x 321**