



Navigate to  
<http://cityservices.baltimorecity.gov/paysys/>

Select **Parking Garage/Lot Taxes** (Fig. 1)

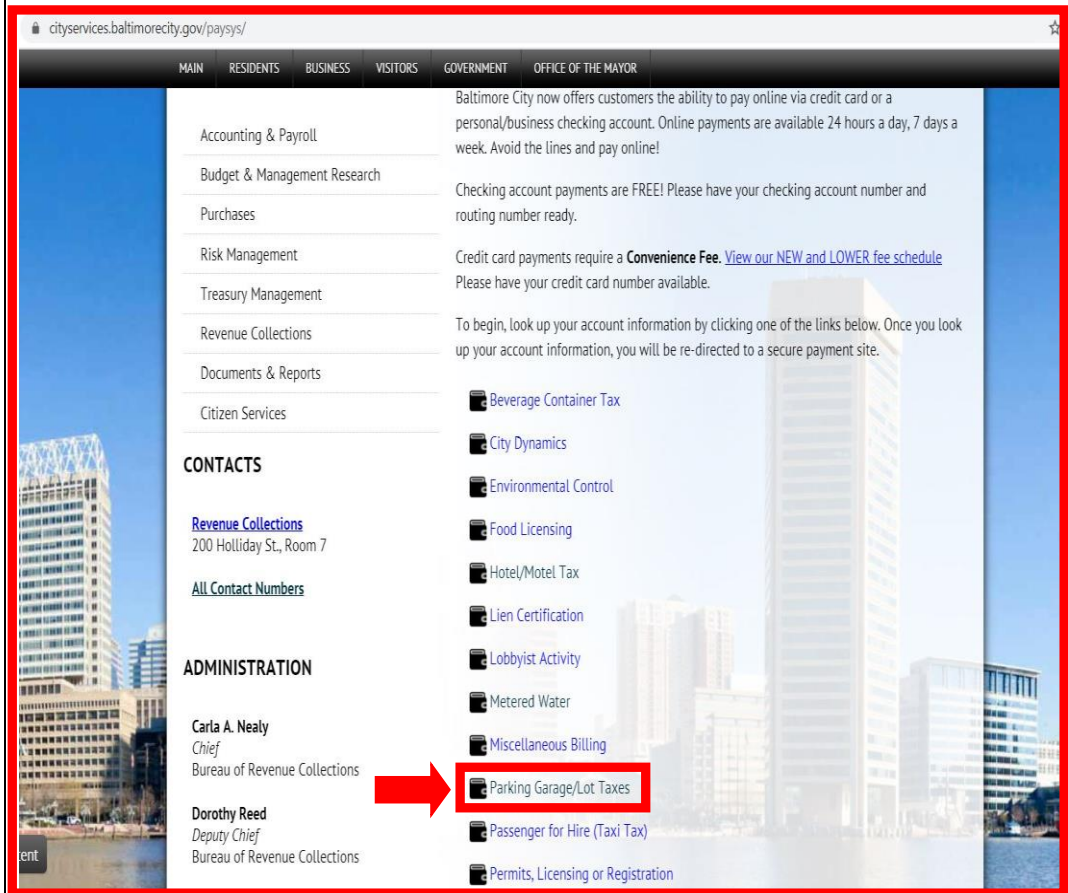


Figure 1.

You will be redirected to the  
**MUNIS Self Service**  
website (Fig.2)

Select **LOG IN**



Figure 2.



All Customers must register for a new account

Select the **Register for a new account** hyperlink (Fig. 3)

A screenshot of the Tyler Identity login and registration interface. The page has a white background with the Tyler Identity logo at the top, which consists of a cluster of green and blue dots followed by the text "tyler identity" and "a total tyler solution" below it. The main heading reads "Identify. Authenticate. Empower." Below this is a white box containing the login and registration options. At the top of the box is the text "Sign in to your account". There are two input fields: "Email" and "Password". Below these is a checkbox labeled "Remember me". To the right of the checkbox is a blue button labeled "SIGN IN". Below the "Remember me" checkbox is a blue hyperlink labeled "Register for a new account", which is pointed to by a red arrow. At the bottom of the box is a blue hyperlink labeled "Forgot password?". The entire screenshot is enclosed in a red border.

Figure 3.

The **User Self-Service** screen will appear (Fig. 4)

A screenshot of the "User Self-Service" registration screen. The page has a blue header with the text "User Self-Service" and a small icon to the left. Below the header is a white box titled "Register for a new account". Inside the box are four input fields: "Email \*", "First name \*", "Last name \*", "Password \*", and "Confirm password \*". At the bottom right of the box are two buttons: "CANCEL" and "REGISTER". The entire screenshot is enclosed in a red border.

Figure 4.



**Enter the Required Fields:**

- Email address\*
- First Name\*
- Last Name\*
- Password\*
- Confirm Password\*

Select **Register** (Fig. 5)

**\*ALL ENTERED EMAIL ADDRESSES WILL BE VALIDATED\***

A **Registration Complete** notice will display (Fig. 6)

A confirmation link will be sent to your email address.

**\*NOTE:** Due to cybersecurity restrictions, it may take 15 minutes or more before you receive the *confirmation link*. Be sure to check your junk email. **DO NOT ATTEMPT TO RE-REGISTER.**

A screenshot of the "User Self-Service" registration page. The page title is "Register for a new account". It contains several input fields: "Email \*" with the value "audreyrosegemini@gmail.com", "First name \*" with "Audrey", "Last name \*" with "Bunce", "Password \*" with masked characters, and "Confirm password \*" with masked characters. A blue "REGISTER" button is located at the bottom right, with a red arrow pointing to it.

Figure 5.

A screenshot of the "User Self-Service" registration completion page. The page title is "Registration complete". The main content area displays the message: "Congratulations! You're registered." followed by "One last step. Click the confirmation link sent to audreyrosegemini@gmail.com.".

Figure 6.



Registered customers will receive a **[Tyler Identity] Account Created** email that includes the confirmation link (**Fig. 7**)

Select the [hyperlink](#) to confirm your email address (**Fig. 7**)

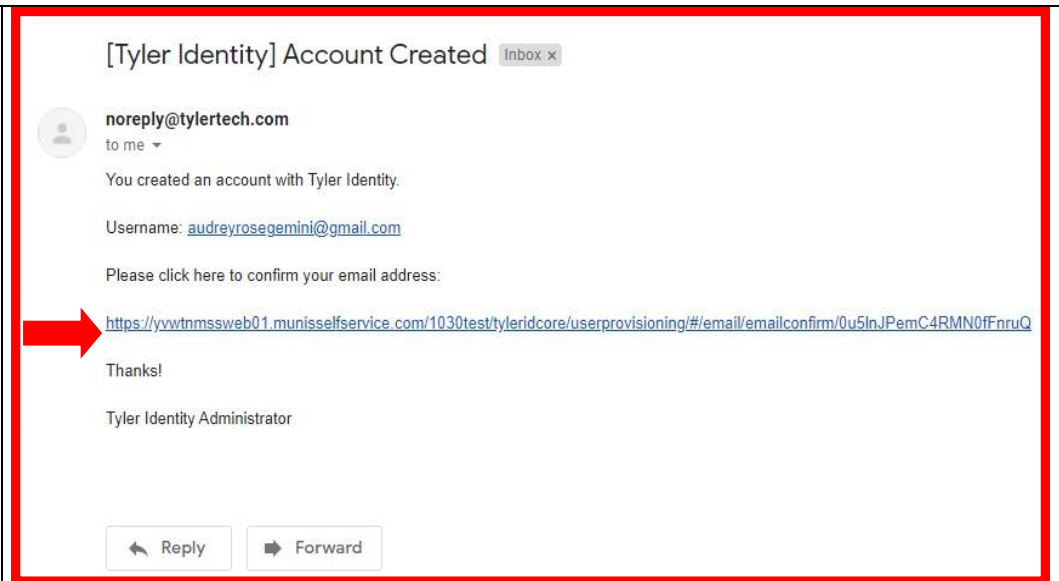


Figure 7.

You will be re-routed back to the User Self-Service screen (**Fig. 8**)

Select the [here](#) hyperlink to sign into the CSS Portal.

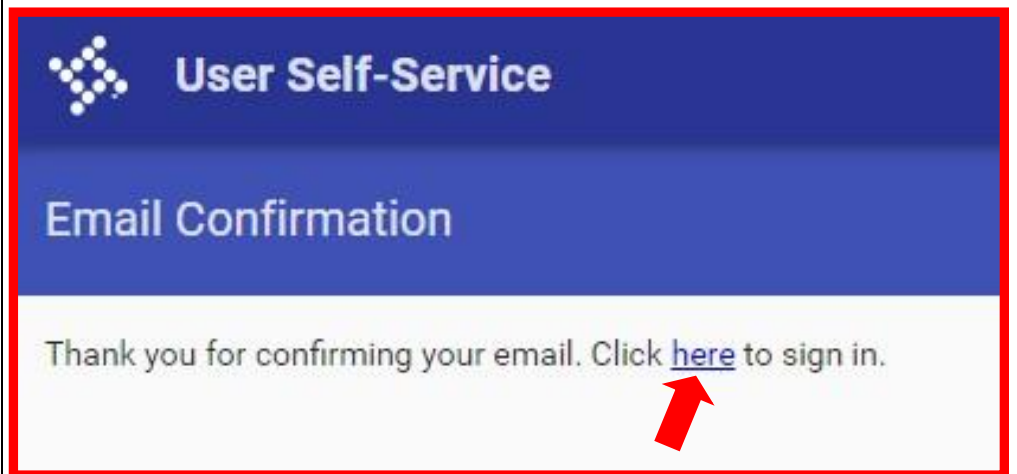


Figure 8.



Congratulations, your new Registration is complete!!!

Now, you will need to **Sign in to your account** to link your Hotel Tax account(s) in order to file your monthly reports (**Fig. 9**)

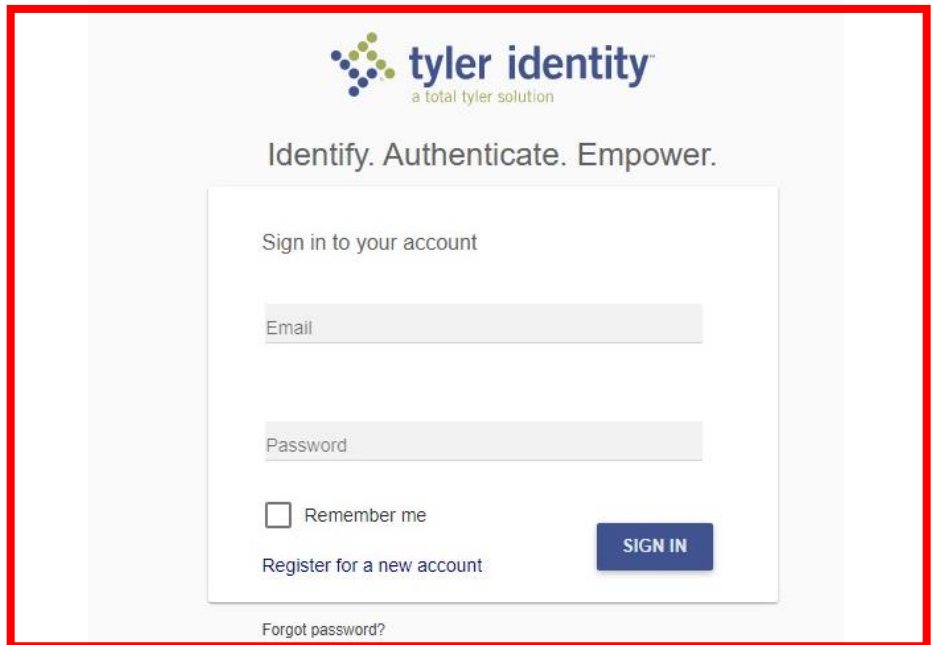


Figure 9.

Enter your registered email address and password

Select **SIGN IN** (**Fig. 10**)

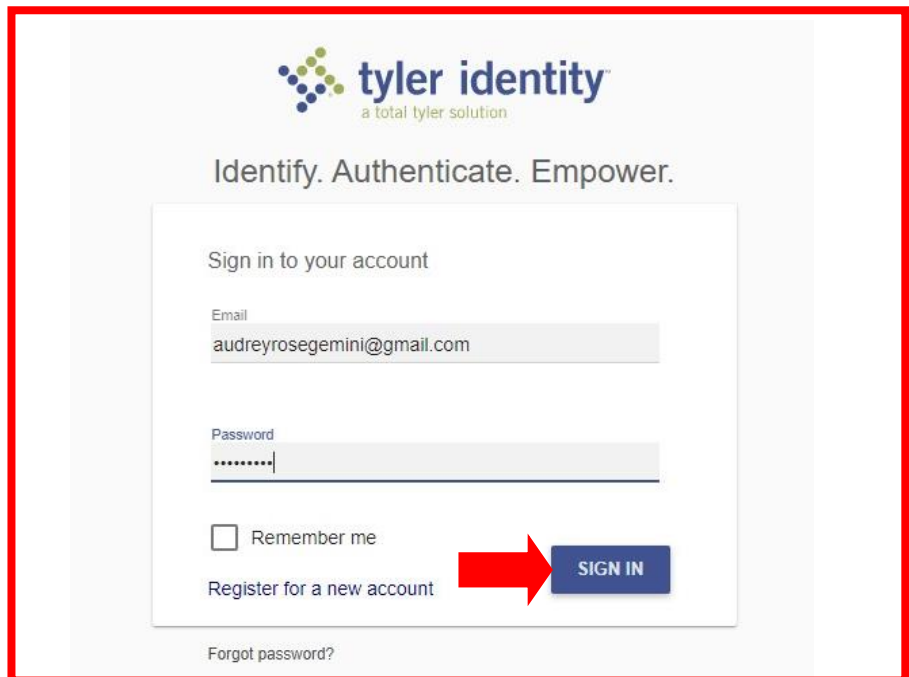


Figure 10.



Your **Account Settings** screen displays.

Select the [link to account](#) hyperlink to connect your Hotel Tax account(s) (**Fig. 11**)

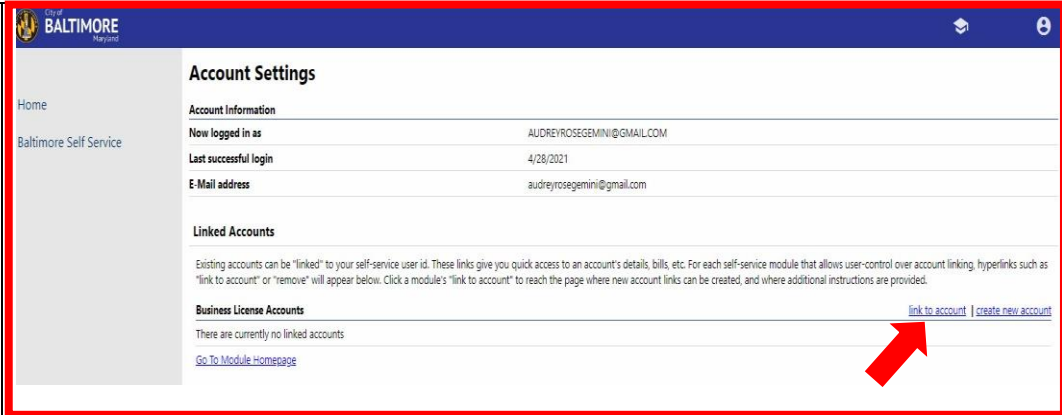


Figure 11.

The **Business License Account Link Setup** screen displays.

Enter Hotel Tax Account ID number associated with your business (**Fig. 12**)



Figure 12.

Select **Submit** (**Fig. 13**)

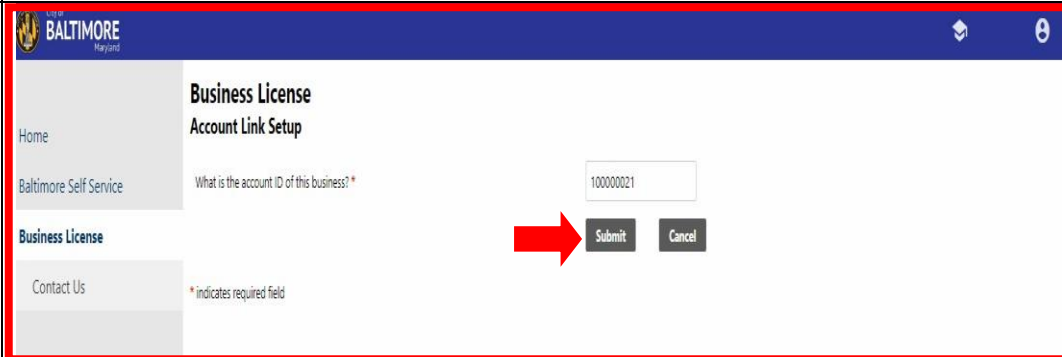


Figure 13.



The newly entered Hotel Tax Account ID appears under the **Business License Accounts** on the **Account Settings** screen (Fig. 14)

Repeat the [Link to Account](#) process for each additional Hotel Tax Account ID (if any)

Select the [Go To Module Homepage](#) hyperlink (Fig. 14)

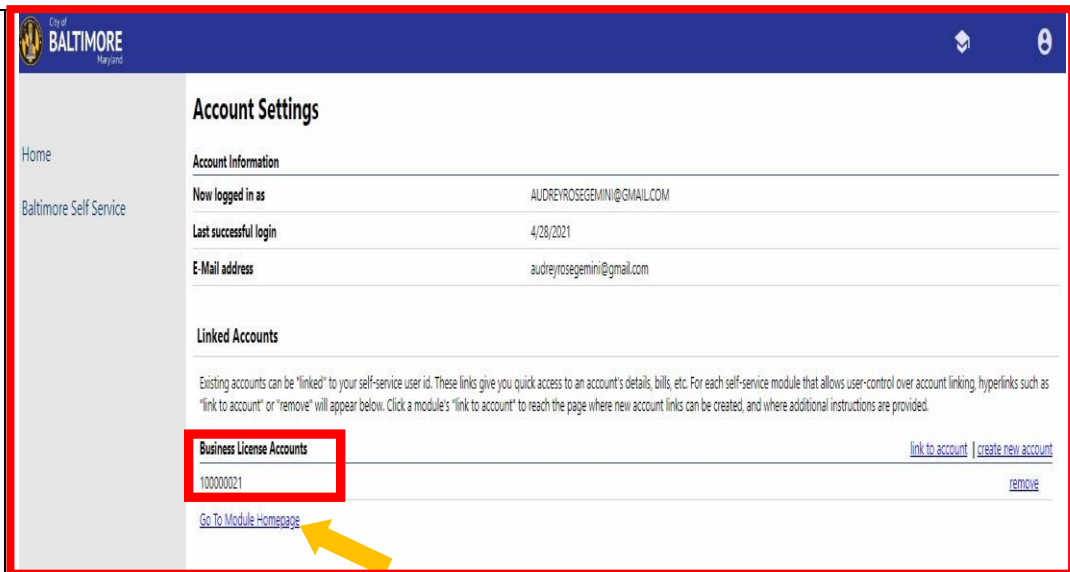


Figure 14.

**Business License Search Bills** screen displays (Fig. 15)

Select **Accounts**

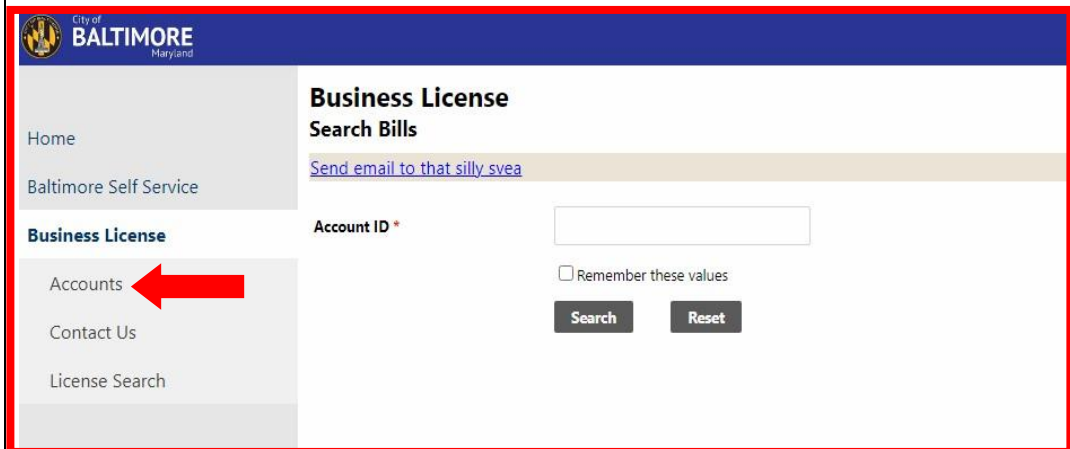


Figure 15.

**Business License Linked Accounts** screen displays (Fig. 16)

Select [Enter Filing](#) hyperlink to file your monthly Gross Receipts

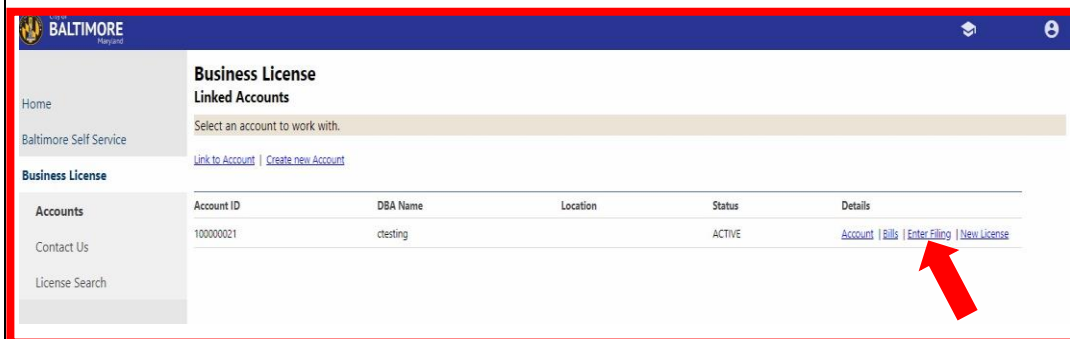


Figure 16.





**Business License Filing-Date Selection** screen displays (Fig. 17)

Select the [Enter Filing](#) hyperlink for the month that you are filing *Gross Receipts*.

**EX:** If you are filing *Gross Receipts* for March 2021, select the [Enter Filing](#) hyperlink for **Month 3** row

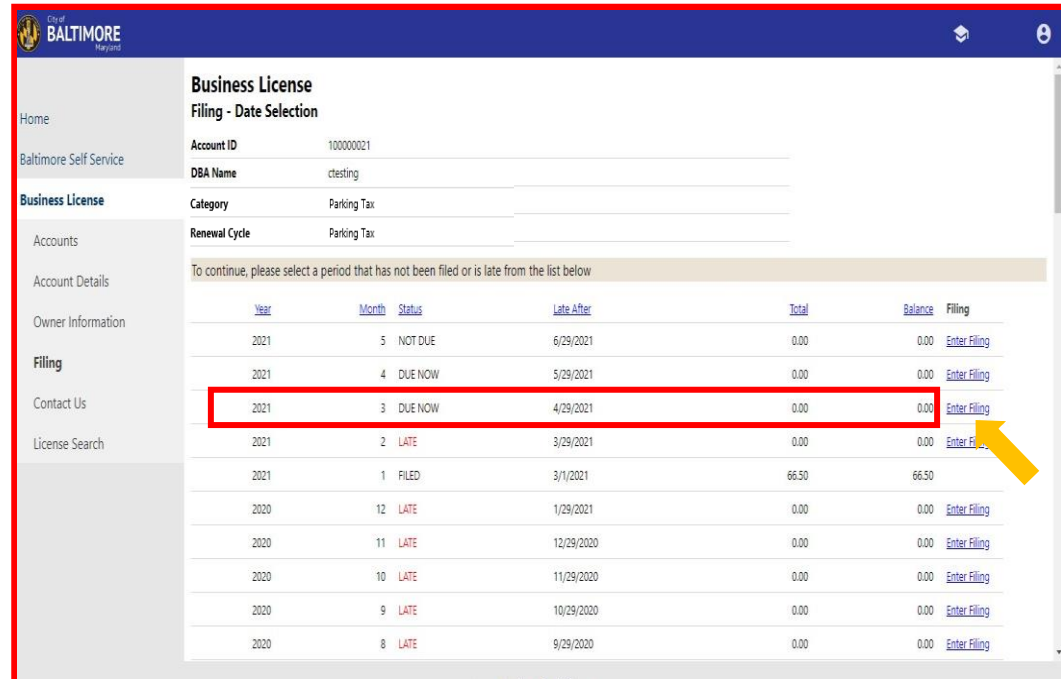


Figure 17.

**Business License Filing Amounts** displays (Figs. 18-19)

Enter Gross Receipts for:

- Parking Tax (PT)
- Parking Tax Metered/Honor Box (PTMHB)
- Parking Tax Monthly Contracts (PTMCNT)
- Parking Tax Monthly Contracts (PTMCNT)
- Parking Tax Number of Spaces (PTSPAC)
- Parking Tax Other Transient (PTAOT)
- Parking Tax Valet (PTVAL)

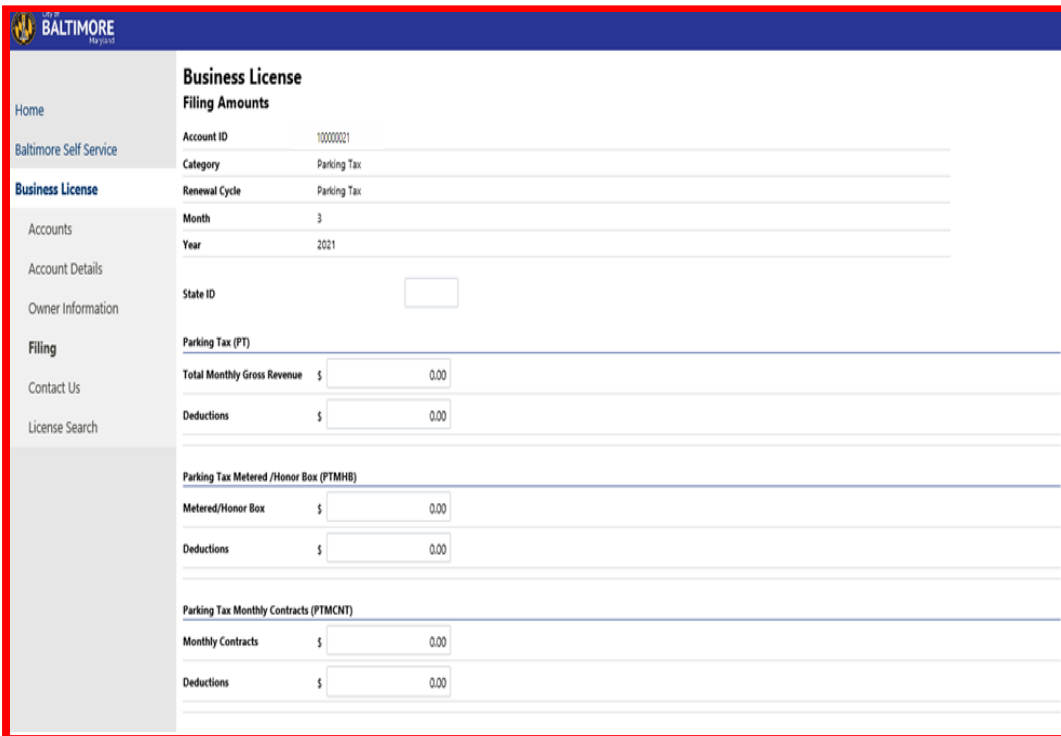


Figure 18.





- Parking Tax Validation Receipts (PTVREC)

Select **Continue**

The **Business License Filing Amounts (Fig. 20)** updates to include:

- Deductions (if any)
- Taxable Sales
- Calculated Amount
- Interest (if any)
- Net Due

Review all entered information. If there are any errors, select the **Revise this filing** hyperlink to correct (Fig. 20).

Figure 19.

Business License Filing Amounts	
Account ID	100000021
DBA Name	ctestng
Category	Hotel Tax
Renewal Cycle	Hotel Tax
Month	3
Year	2021
State ID	
Hotel Tax HT Actual	
Gross Receipts	1000.00
Deductions	100.00
Taxable Sales	900.00
Calculated Amount	85.50
Interest	0.00
Net Due	85.50

Figure 20.



At the bottom of the **Business License Filing Amounts** screen, there is a statement regarding the 100% accuracy of the information provided (**Fig. 21**)

Home	<b>Hotel Tax Loyalty Points Program HTLTY Actual</b>
Baltimore Self Service	Gross Receipts 1000.00
	Deductions 100.00
<b>Business License</b>	Taxable Sales 900.00
Accounts	Calculated Amount 85.50
Account Details	Interest 0.00
Owner Information	Net Due 85.50
<b>Filing</b>	<b>Summary</b>
Contact Us	Calculated Amount due on this filing: 171.00
License Search	Interest on this filing: 0.00
	Penalty on this filing: 0.00
	<b>Total due: 171.00</b>

\*\*The amount due shown does not include any potential interest that may be added for late filings.

Check the following box to signify acknowledgement  I hereby acknowledge that the information I am about to submit is 100% accurate and understand the license cannot be issued if a shortage or missing payments exist on my account.

Cancel Submit Filing

Figure 21.

You must **Check the following box to signify acknowledgement\*** of 100% accuracy of information submitted (**Fig. 22**).

Calculated Amount due on this filing:	171.00
Interest on this filing:	0.00
Penalty on this filing:	0.00
<b>Total due:</b>	<b>171.00</b>

\*\*The amount due shown does not include any potential interest that may be added for late filings.

Check the following box to signify acknowledgement  I hereby acknowledge that the information I am about to submit is 100% accurate and understand the license cannot be issued if a shortage or missing payments exist on my account.

Submit Filing

Figure 22.

If there are not any changes, select **Submit Filing** to process your filing (**Fig. 22**).

**\*Note:** If the box for **acknowledging 100% accuracy** is not checked, your filing will not be processed.



The **Business License Filing Amounts** screen displays (Fig. 23).

A **Confirmation Thank You** message displays that your information has been successfully submitted (Fig. 23).

Select the **Make a payment** hyperlink to prepare your filing for the balance due (Fig. 23).

Figure 23.

The **Business License Account Bill Summary** screen displays (Fig. 24).

Select the **Pay Now** hyperlink to submit your payment (Fig. 24).

Figure 24.



You will be redirected to the **Online Payments and Account Lookup** webpage (**Fig. 25**)

**Verify the following:**

- Tax ID
- Tax Month & Year
- Amount Due
- Payment Amount

Select one of the Pay  
With options:

- Checking Account (Free)
- Credit Card (has Fee)

Select **Continue and Make Payment**

The screenshot shows the 'ONLINE PAYMENTS AND ACCOUNT LOOKUP' page for the City of Baltimore. At the top, there is a navigation menu with links for MAIN, RESIDENTS, BUSINESS, VISITORS, GOVERNMENT, and OFFICE OF THE MAYOR. The page title is 'ONLINE PAYMENTS AND ACCOUNT LOOKUP' with the Mayor's name, Bernard C. 'Jack' Young. A search bar is present with the text 'Keyword or Search'. A red warning banner states 'PAYSYS IS IN TEST MODE Currently Testing ( Hotel/Motel Tax )' and asks the user to 'Please review your payment details, then select Continue'. The form contains the following fields: Tax ID (100000021), Location (empty), Tax Month & Year (032021), Amount Due (258.78), and Payment Amount (Specified Amount: 258.78). The 'Pay With' section has radio buttons for 'Checking Account (Free)' (selected) and 'Credit Card (Has Fee)'. A red arrow points from the 'Cancel' button to the 'Continue and Make a Payment' button. A note at the bottom of the form states '\* = a required field. Paying with a checking account is free'. The left sidebar contains a 'Finance Menu' with links to Accounting & Payroll, Budget & Management Research, Purchases, Risk Management, Treasury Management, Revenue Collections, Documents & Reports, and Citizen Services. Below the menu are 'CONTACTS' for Revenue Collections (200 Holliday St., Room 7) and 'ADMINISTRATION' for Carla A. Nealy, Chief of the Bureau of Revenue Collections.

Figure 25.



The **Payment Information** screen displays (**Fig. 26**).

Select one of the Required **Payment Information** options:

- Personal Checking
- Personal Savings
- Business Checking
- Business Savings

Select **Continue**

The screenshot shows the "Payment Information" screen. At the top, it displays the account number "10000021" and a "Print" button. Below this is a section titled "Enter Your Payment Information" with instructions: "To schedule your one time payment enter your banking and payment information below and then click 'Continue.'" A form field shows "Payment Amount: \$ 258.78" and "Date: 04/20/2021". A red asterisk note states "\* Indicates a required field". The "Remit Information" section includes "\* Bill Type : Parking Taxes", "Amount Due: \$ 258.78", "Location:", and "Tax Month & Year: 032021". The "Payment Information" section has a dropdown for "\*Bank Account Type:" with options: "Personal Checking" (selected), "Personal Savings", "Business Checking", and "Business Savings". At the bottom are "Continue" and "Cancel" buttons. A "Contact Us" link is visible in the top right corner.

Figure 26.



The **Payment Information** screen continues (*Fig. 27*).

**Enter the Required Fields:**

- Name on Funding\*
- Bank Routing Number\*
- Bank Account Number\*
- Select the Account Holder State\*
- Account Holder Zip\*
- Select Payment Date\*

If you want to receive an **Email Confirmation:**

- Enter your email address
- Re-enter the same email address

**\*NOTE:** If an email address is not provided, be sure to check the box indicating that **you decline to provide an email address**.

**Select Continue** to proceed with payment process.

Figure 27.





You will be re-directed to an updated **Payment Information** screen. Be sure to verify the provided information (*Fig. 28*).

Check the box to confirm that **you have read and agreed to the Terms & Conditions and Privacy Policy** (*Fig. 29*)

Select **Confirm**.

**Your payment process is completed!!**

You will receive a confirmation number on screen. Be sure to print a copy for your records.

A screenshot of the "Payment Information" screen in the MUNIS CSS system. The screen displays account details for account number 1100000021. It includes a "Verify Payment Information" section with a "Payment Amount" of \$258.78 and a "Date" of 04/20/2021. Below this is the "Remit Information" section, showing "Bill Type: Parking Taxes", "Amount Due: 258.78", "Location:", and "Tax Month & Year: 032021". The "Payment Information" section lists "Name on Account: JAMES ALLEN", "Routing Number (ABA): \*\*\*\*\*0021", "Bank Account Number (DDA): \*\*\*\*\*1533", "Account Holder State: MD", and "Account Holder Zip: 21201". It also shows "Payment Date: 04/20/2021" and "Amount: \$ 258.78". At the bottom, it displays "Total Amount: \$258.78" and "Email Address: james@gmail.com". There are "Print" and "Contact Us" links in the top right corner.

Figure 28.

A screenshot of the confirmation screen in the MUNIS CSS system. It features a checked checkbox next to the text "I have read and agree to the [Terms & Conditions](#) and [Privacy Policy](#)". Below this is a text box containing the message: "By clicking confirm, you authorize us to initiate an automated clearing house (ACH) one-time debit in your name to your bank account. The amount of this transaction as noted above will be presented to your bank on or after today for immediate payment." At the bottom of the screen, there are three buttons: "Confirm", "Modify", and "Cancel".

Figure 29.