



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

Select **Short Term Residential Rental Tax** (Fig. 1)

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

Select **LOG IN**

Accounting & Payroll

Budget & Management Research

Purchases

Risk Management

Treasury Management

Revenue Collections

Documents & Reports

Citizen Services

CONTACTS

[Revenue Collections](#)
200 Holliday St., Room 7

[All Contact Numbers](#)

ADMINISTRATION

Carla A. Nealy
Chief
Bureau of Revenue Collections

Dorothy Reed
Deputy Chief
Bureau of Revenue Collections

Online Payments and Account Lookup

Baltimore City now offers customers the ability to pay online via credit card or a personal/business checking account. Online payments are available 24 hours a day, 7 days a week. Avoid the lines and pay online!

Checking account payments are FREE! Please have your checking account number and routing number ready.

Credit card payments require a **Convenience Fee**. [View our NEW and LOWER fee schedule](#). Please have your credit card number available.

To begin, look up your account information by clicking one of the links below. Once you look up your account information, you will be re-directed to a secure payment site.

- Beverage Container Tax
- City Dynamics
- Environmental Control
- Food Licensing
- Hotel/Motel Tax
- Lien Certification
- Lobbyist Activity
- Metered Water
- Miscellaneous Billing
- Parking Garage/Lot Taxes
- Passenger for Hire (Taxi Tax)
- Permits, Licensing or Registration
- Personal Property
- Real Property
- Real Property Tax (Part Year)
- Short Term Residential Rental Tax**

Figure 1.

City of BALTIMORE Maryland

Baltimore City, MD Test Self Service

Home Welcome!

Baltimore Self Service

LOGIN

Figure 2.



All Customers must register for a new account

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

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

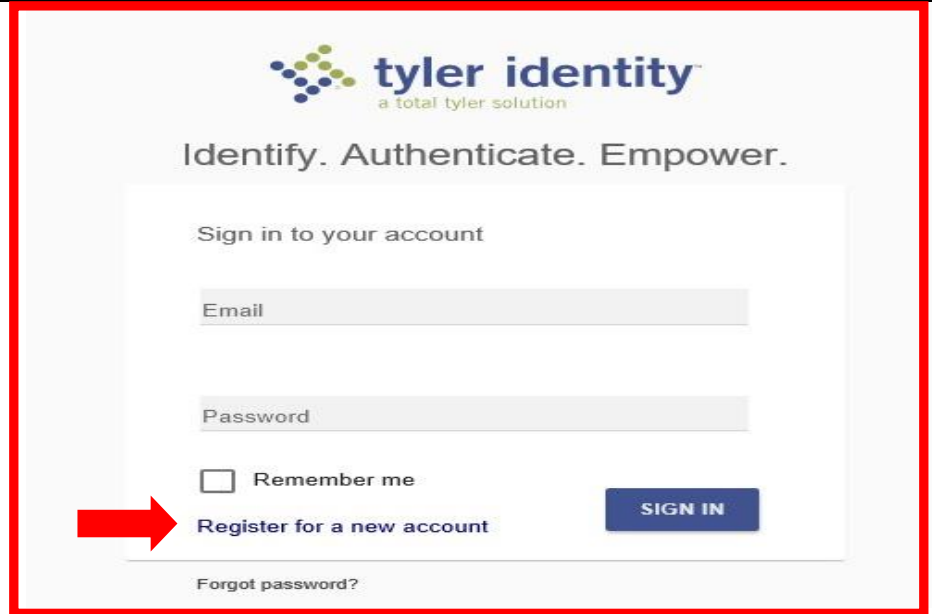


Figure 3.

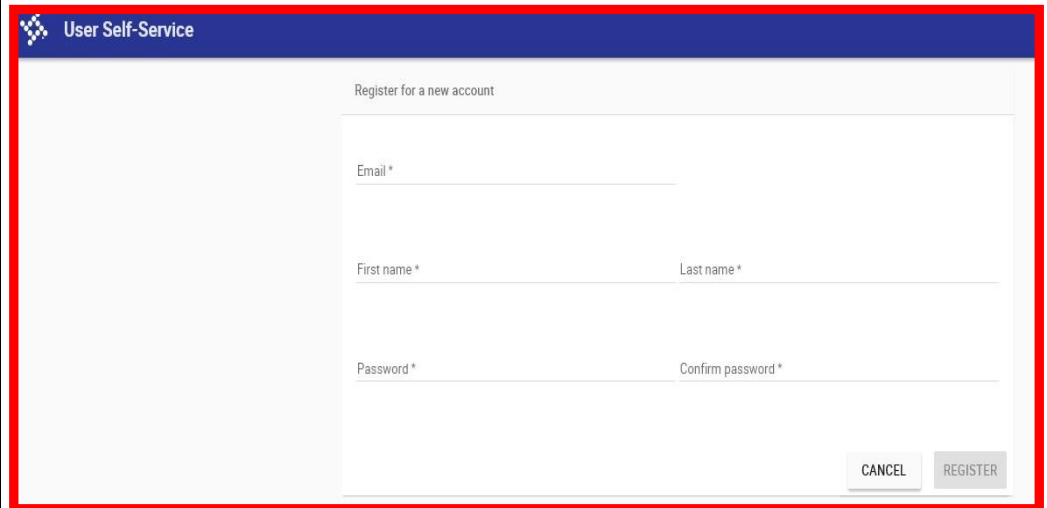


Figure 4.



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 form. The form is titled "Register for a new account" and contains several input fields: "Email *" with the value "aubunce@gmail.com", "First name *" with the value "Audrey", "Last name *" with the value "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 message. The message is titled "Registration complete" and contains the text "Congratulations! You're registered." and "One last step. Click the confirmation link sent to aubunce@gmail.com." The entire message is enclosed in a red border.

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**)

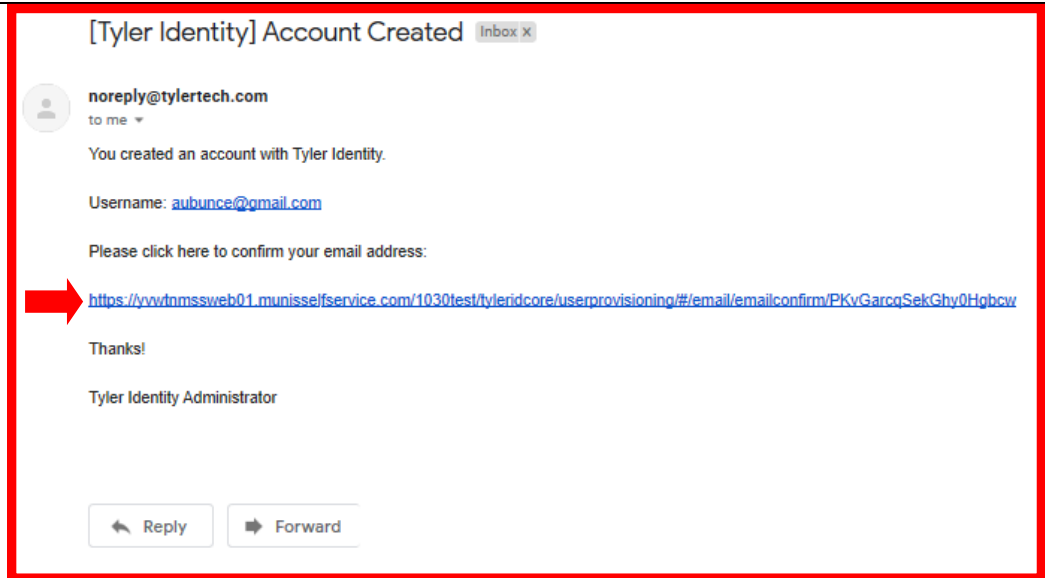


Figure 7.

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

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

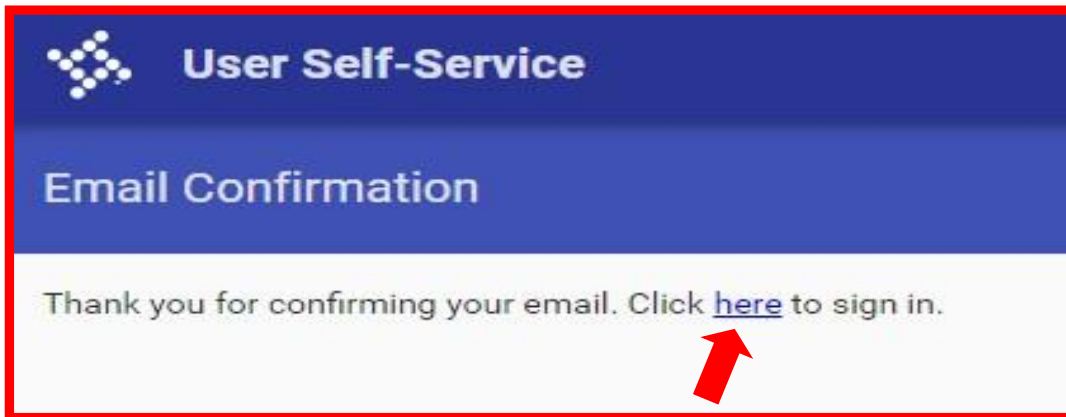


Figure 8.



Congratulations, your new Registration is complete!!!

Now, you will need to **Sign in to your account** to link your Short-Term Residential Rental Tax account(s), in order to file your monthly reports (**Fig. 9**)

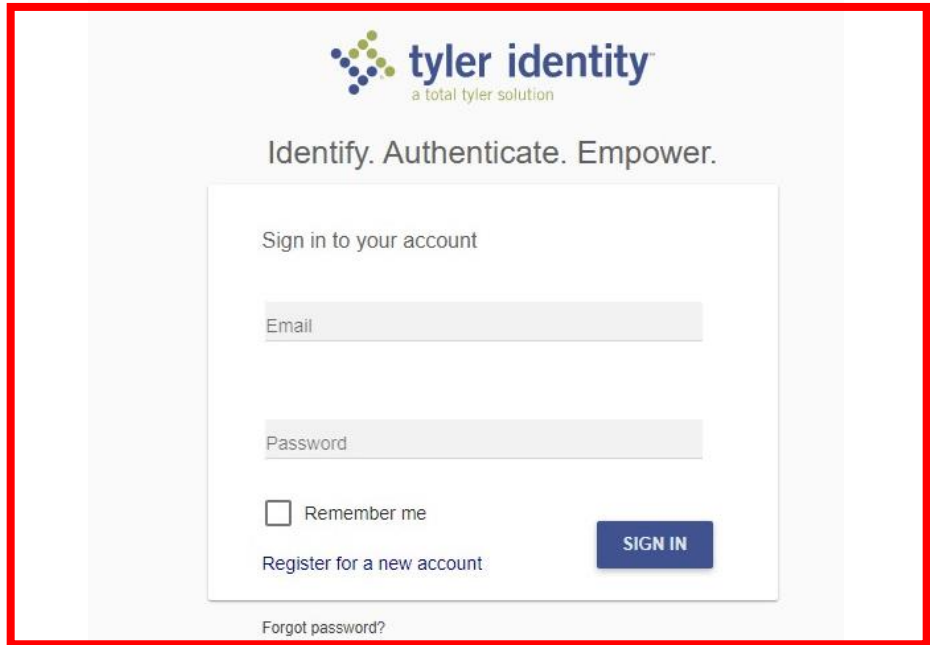


Figure 9.

Enter your registered email address and password

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

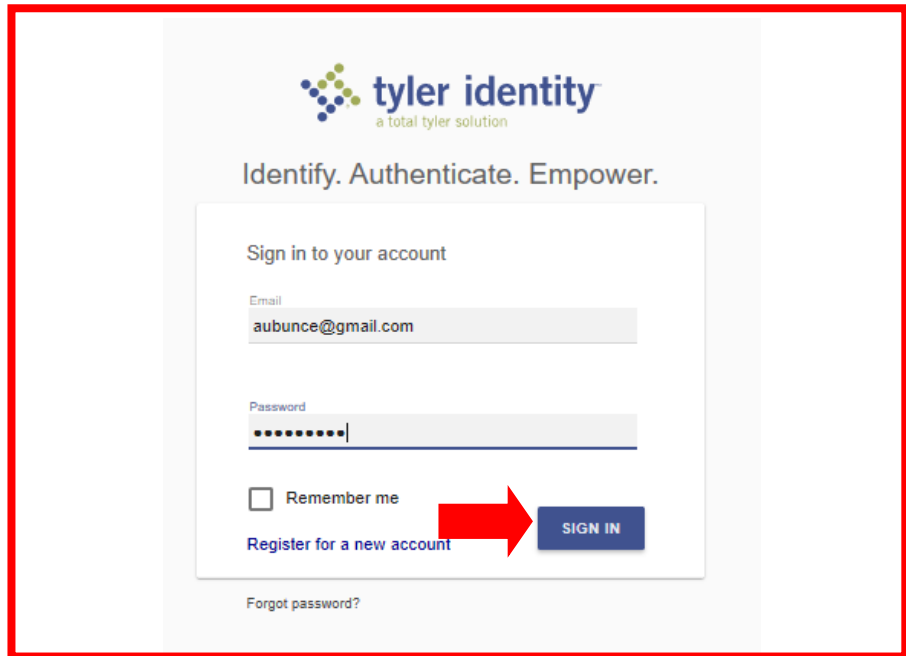


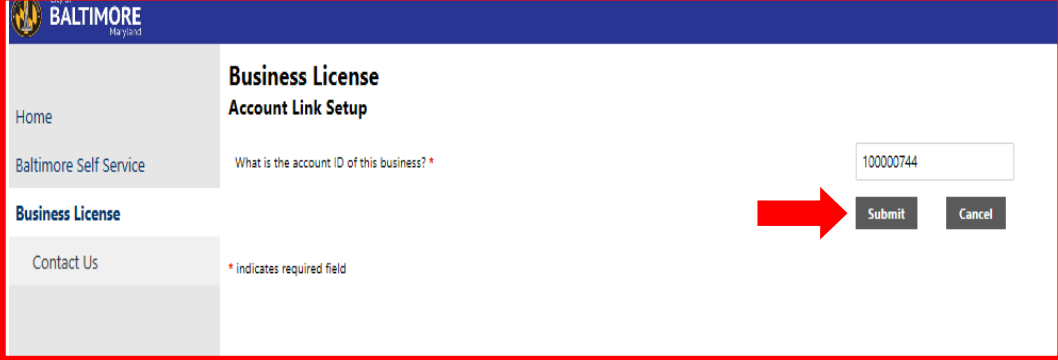


Figure 10.



<p>Your Account Settings screen displays.</p> <p>Select the link to account hyperlink to connect your Short-Term Residential Rental account(s) (Fig. 11)</p>	 <p>Figure 11.</p>
<p>The Business License Account Link Setup screen displays.</p> <p>Enter the Short-Term Residential Rental Account ID number that is associated with your business (Fig. 12)</p>	 <p>Figure 12.</p>
<p>Select Submit (Fig. 13)</p>	 <p>Figure 13.</p>



The newly entered Short-Term Residential Rental Account ID appears under the **Business License Accounts**, on the **Account Settings** screen (Fig. 14)

Repeat the [Link to Account](#) process for each additional Short-Term Residential Rental Account ID (if any)

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

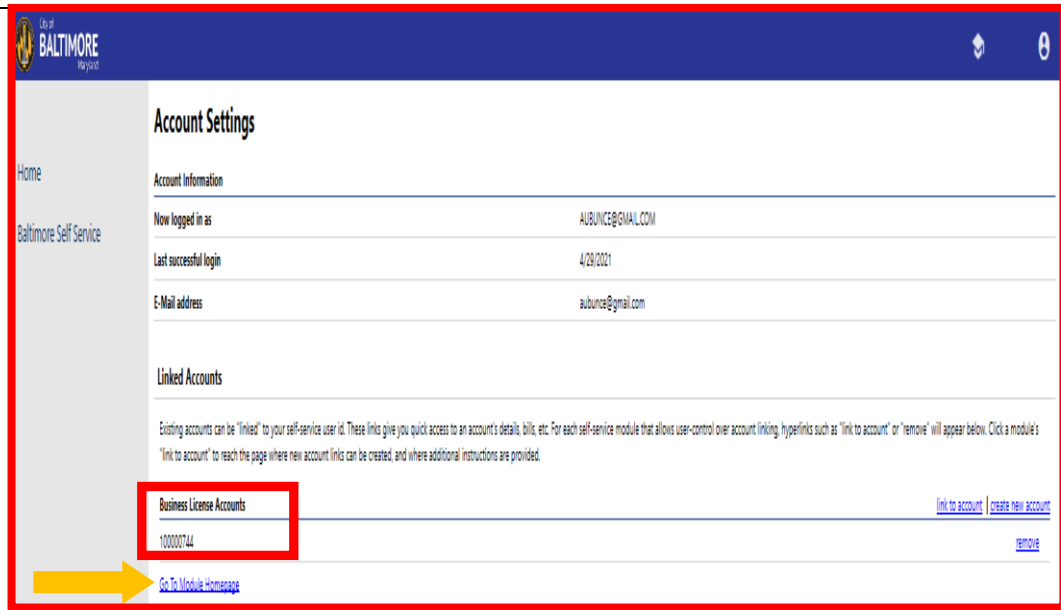


Figure 14.

Business License Search Bills screen displays (Fig. 15)

Select **Accounts**

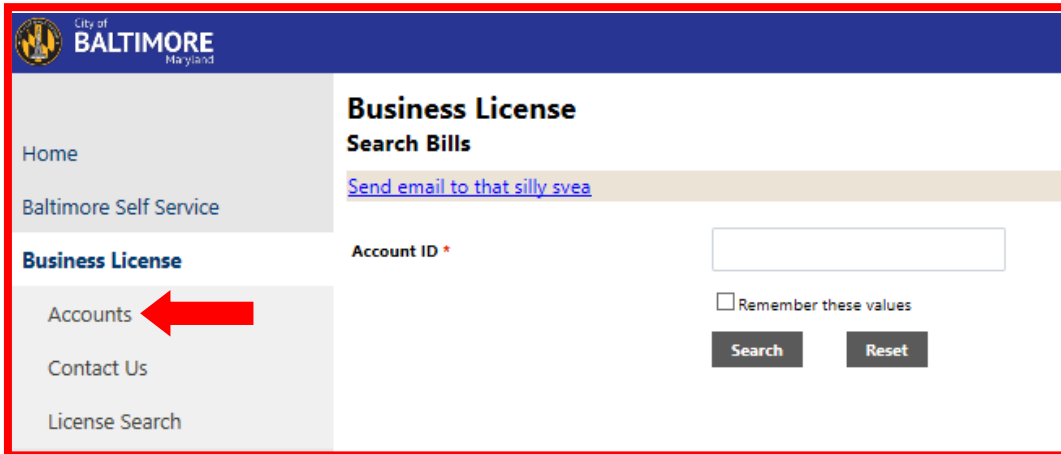
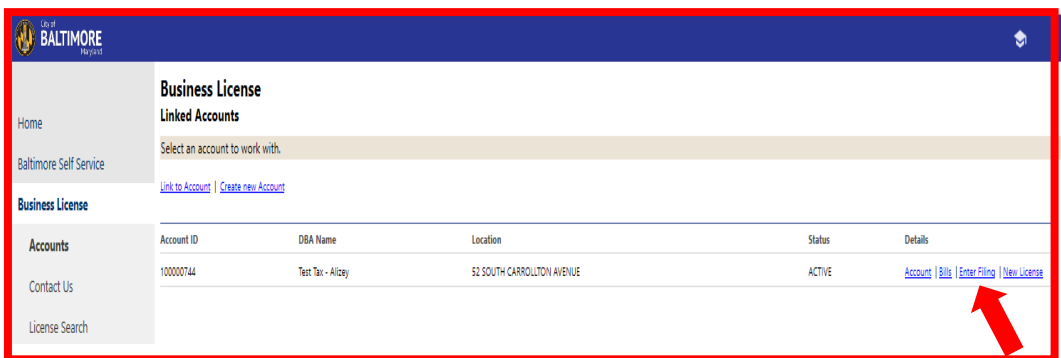


Figure 15.

Business License Linked Accounts screen displays (Fig. 16)

Select the [Enter Filing](#) hyperlink to file your monthly gross receipts





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 the **Month 3** row

Business License Filing Amounts displays (Fig. 18)

Figure 16.

Year	Month	Status	Late After	Total	Balance	Filing
2021	5	NOT DUE	6/28/2021	0.00	0.00	Enter Filing
2021	4	DUE NOW	5/28/2021	0.00	0.00	Enter Filing
2021	3	DUE NOW	4/28/2021	0.00	0.00	Enter Filing
2021	2	FILED	3/28/2021	470.25	470.25	Enter Filing
2021	1	FILED	3/1/2021	4731.00	4731.00	Enter Filing
2020	12	LATE	1/28/2021	0.00	0.00	Enter Filing
2020	11	FILED	12/29/2020	180.50	180.50	Enter Filing
2020	10	LATE	11/28/2020	0.00	0.00	Enter Filing
2020	9	LATE	10/28/2020	0.00	0.00	Enter Filing
2020	8	LATE	9/28/2020	0.00	0.00	Enter Filing
2020	7	LATE	8/28/2020	0.00	0.00	Enter Filing
2020	6	LATE	7/28/2020	0.00	0.00	Enter Filing
2020	5	LATE	6/28/2020	0.00	0.00	Enter Filing
2020	4	LATE	5/28/2020	0.00	0.00	Enter Filing
2020	3	FILED	4/28/2020	142.50	142.50	Enter Filing
2020	2	FILED	3/28/2020	600.00	600.00	Enter Filing
2020	1	FILED	2/28/2020	2470.00	0.00	Enter Filing

Figure 17.

Business License Filing Amounts

Account ID: 100000744
 DBA Name: Test Tax - Alicey
 Category: Short-Term Tax
 Renewal Cycle: Short-Term Tax
 Month: 3
 Year: 2021
 State ID: 1156790

Short-Term Residential Tax (STT)
 Gross Receipts: \$ 0.00
 Deductions: \$ 0.00

Cancel Continue

Figure 18.



Enter *Gross Receipts* for **Short-Term Residential Tax (STT)** (Fig. 19)

If applicable, enter any *Deductions*

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).

Business License Filing Amounts

Account ID: 100000744
 DBA Name: Test Tax - Alizey
 Category: Short-Term Tax
 Renewal Cycle: Short-Term Tax
 Month: 3
 Year: 2021
 State ID: 1156790

Short-Term Residential Tax (STT)

Gross Receipts	\$	5000.00
Deductions	\$	50.00

[Continue](#)

Figure 19.

Business License Filing Amounts

Please review that the information is correct before submitting.

[Revise this filing](#)

Account ID: 100000744
 DBA Name: Test Tax - Alizey
 Category: Short-Term Tax
 Renewal Cycle: Short-Term Tax
 Month: 3
 Year: 2021
 State ID: 1156790

Short-Term Residential Tax STT Actual

Gross Receipts	5000.00
Deductions	50.00
Taxable Sales	4950.00
Calculated Amount	470.25
Interest	0.00
Net Due	470.25

Summary

Calculated Amount due on this filing:	470.25
Interest on this filing:	0.00
Penalty on this filing:	0.00
Total due:	470.25

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 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**)

Business License Filing Amounts	
Account ID	100000744
DBA Name	Test Tax - AllDay
Category	Short-Term Tax
Renewal Cycle	Short-Term Tax
Month	3
Year	2021
State ID	1156790
Short-Term Residential Tax STT Actual	
Gross Receipts	5000.00
Deductions	50.00
Taxable Sales	4950.00
Calculated Amount	470.25
Interest	0.00
Net Due	470.25
Summary	
Calculated Amount due on this filing:	470.25
Interest on this filing:	0.00
Penalty on this filing:	0.00
Total due:	470.25

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.

Figure 21.

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

Summary	
Calculated Amount due on this filing:	470.25
Interest on this filing:	0.00
Penalty on this filing:	0.00
Total due:	470.25

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.

***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.

Select the **Make a payment** hyperlink to prepare your filing for the balance due.

Business License Filing Amounts

Confirmation
Thank you. Your information has been successfully submitted.

You can now...

- Attach a document to your new filing
- Submit another renewal

Account ID	100000744
DBA Name	Test Tax - Alzey
Category	Short-Term Tax
Renewal Cycle	Short-Term Tax
Month	3
Year	2021
State ID	1156790

Short-Term Residential Tax STT Actual	
Gross Receipts	5000.00
Deductions	50.00
Taxable Sales	4950.00
Calculated Amount	470.25
Interest	0.00
Net Due	470.25

Summary	
Calculated Amount due on this filing:	470.25
Interest on this filing:	0.00
Penalty on this filing:	0.00
Total due:	470.25

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.

[Make a payment](#)

Figure 23.

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

Select the **Pay Now** hyperlink to submit your payment.

Business License Account Bill Summary

Account ID	100000744
DBA	Test Tax - Alzey
Location	52 SOUTH CARROLLTON AVENUE BALTIMORE MD 21223

Category	Type	Reference	Bill Count	Due Now
Short-Term Tax		2000	6	\$9,245.62

[Pay Now](#)

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 bar 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 placeholder 'Keyword or Search'. A red banner at the top right states 'PAYSYS IS IN TEST MODE Currently Testing (Short Term Residential Rental Tax)' and asks the user to review payment details and select 'Continue'. The form fields include: Tax ID (J10000744), Location (52 SOUTH CARROLLTON AVENUE), Tax Month & Year (032021), Amount Due (\$245.62), and Payment Amount (Selected: Specified Amount \$245.62). Under 'Payment Amount', there are radio buttons for 'Minimum Amount (\$3.00)', 'Maximum Amount (\$999999.99)', and 'Specified Amount'. The 'Pay With' section has radio buttons for 'Checking Account (Free)' (selected) and 'Credit Card (Has Fee.)'. A note below states '* = a required field.' and 'Paying with a checking account is free'. At the bottom of the form are two buttons: 'Cancel' and 'Continue and Make a Payment', with a red arrow pointing to the latter. 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 Holiday St., Room 7) and 'ADMINISTRATION' for Carla A. Nealy, Chief of Bureau of Revenue Collections. The footer includes links for Privacy Policy, Terms of Use, and Webmaster.

Figure 25.