



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

Select **Hotel/Motel Tax**
(Fig. 1)

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

Select **LOG IN**

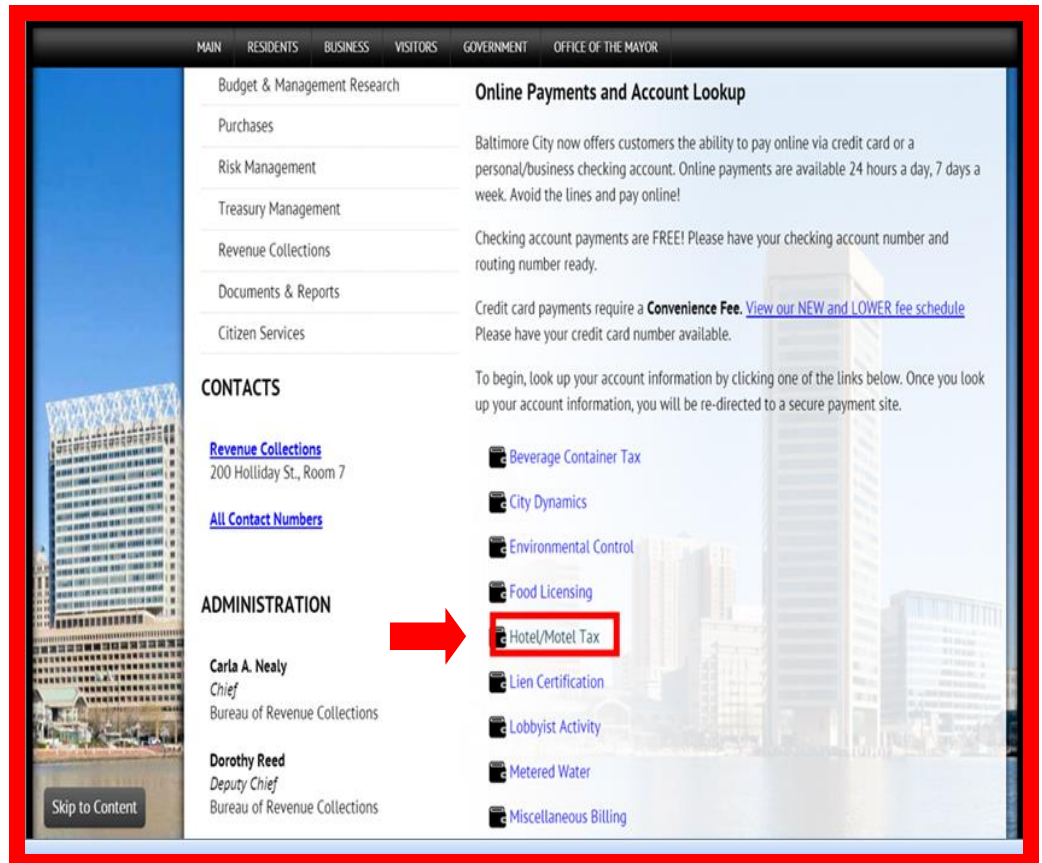


Figure 1.



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. Below the logo is the tagline "Identify. Authenticate. Empower." in a dark blue font. The main content area is enclosed in a white box with a light gray border. At the top of this box is the text "Sign in to your account". Below this are two input fields: "Email" and "Password". Under the "Password" field is a checkbox labeled "Remember me". Below the checkbox is a blue button labeled "SIGN IN". To the left of the "SIGN IN" button is a blue hyperlink labeled "Register for a new account", which is pointed to by a red arrow. At the bottom of the white box is a link labeled "Forgot password?". The entire screenshot is framed by a thick red border.

Figure 3.

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

A screenshot of the "User Self-Service" registration screen. The top of the screen has a dark blue header with a white diamond icon and the text "User Self-Service". Below the header is a white box with a light gray border containing the registration form. The form is titled "Register for a new account" and contains four input fields: "Email *", "First name *", "Last name *", "Password *", and "Confirm password *". The "First name" and "Last name" fields are side-by-side, as are the "Password" and "Confirm password" fields. At the bottom right of the white box are two buttons: "CANCEL" and "REGISTER". The entire screenshot is framed by a thick 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". The form contains several input fields: "Email *" with the value "audreyrosegemini@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 of the form, 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 the instruction "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**)

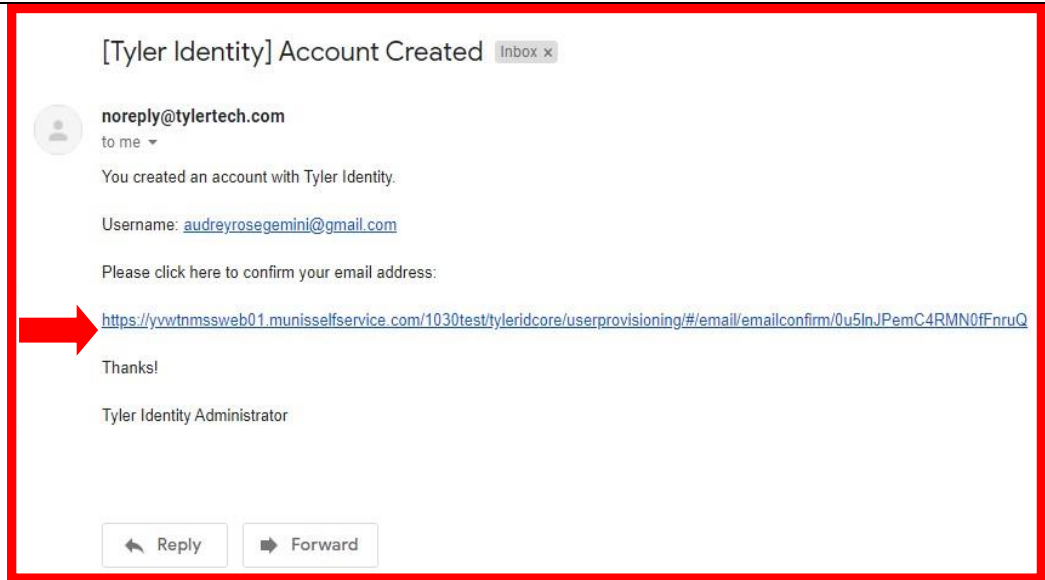


Figure 7.

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

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

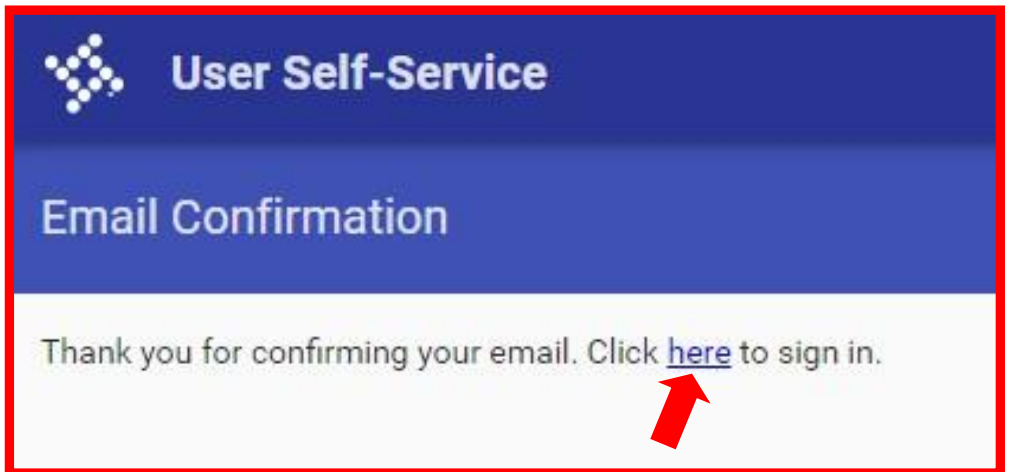


Figure 8.



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**)

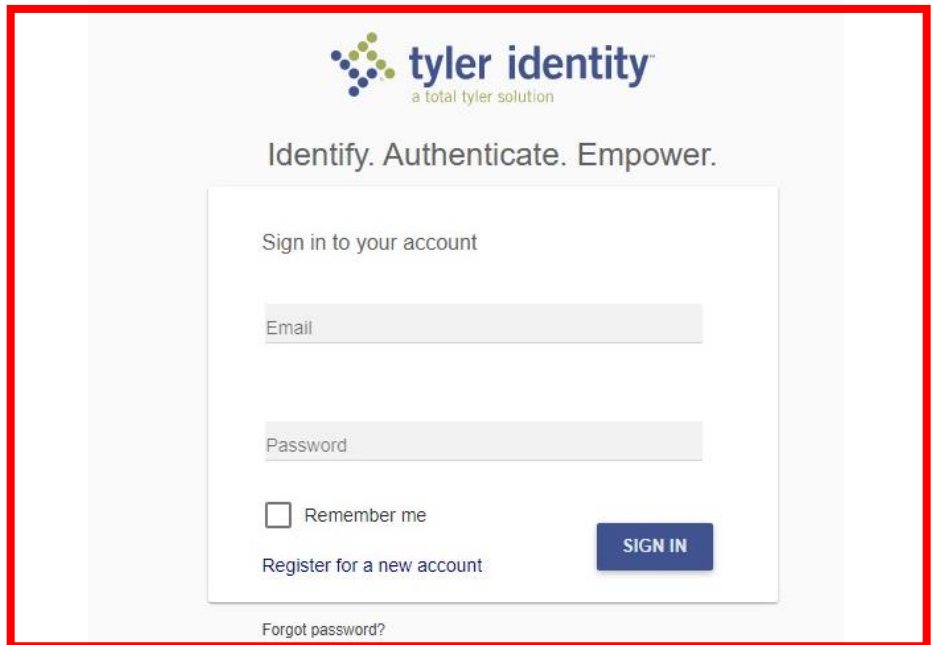


Figure 9.

Enter your registered email address and password

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

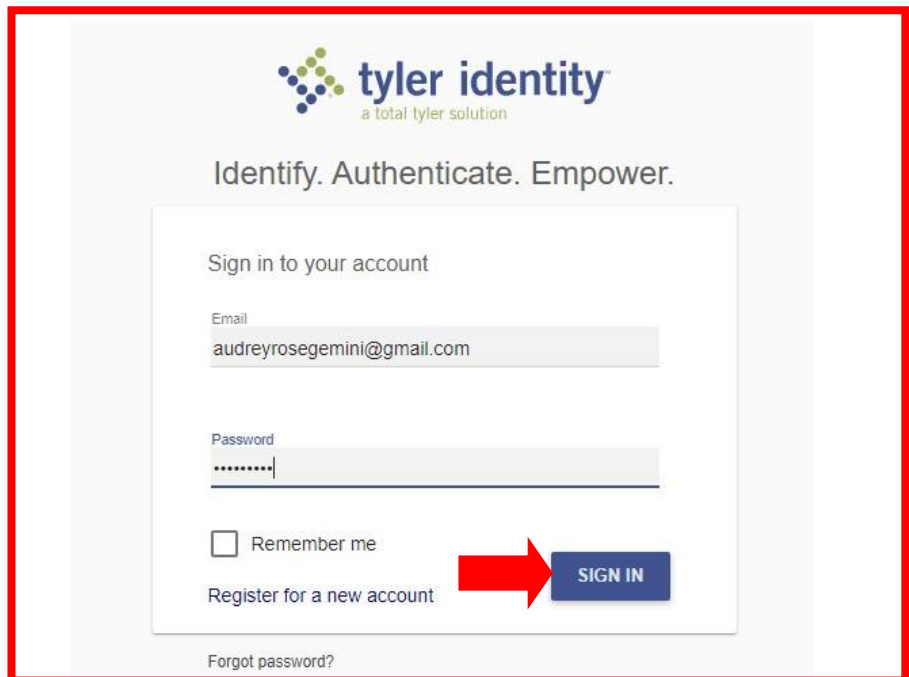


Figure 10.



Your **Account Settings** screen displays.

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

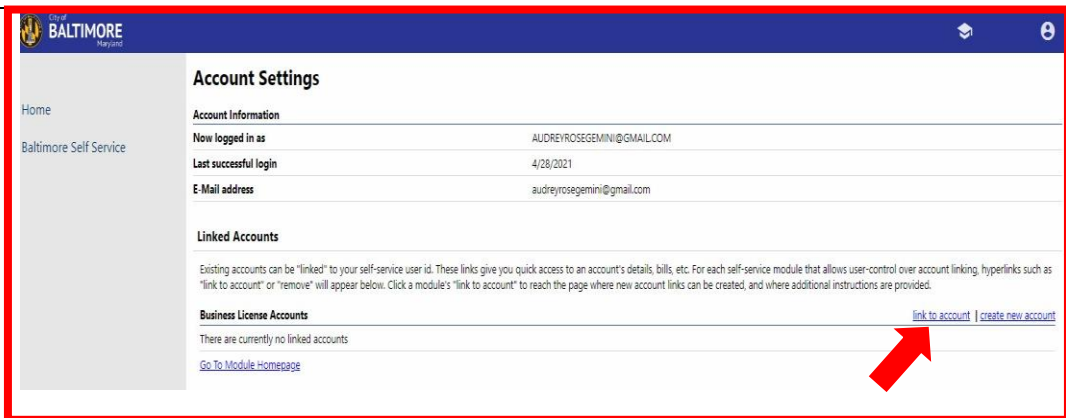


Figure 11.

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

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

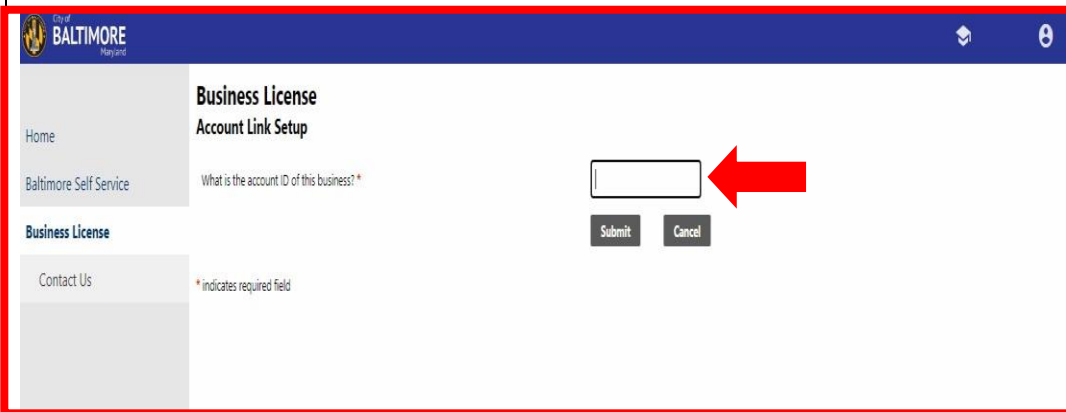


Figure 12.

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

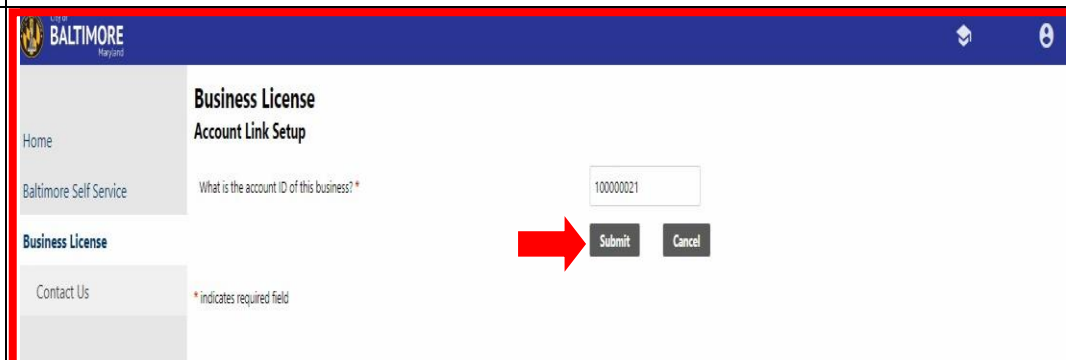


Figure 13.



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)

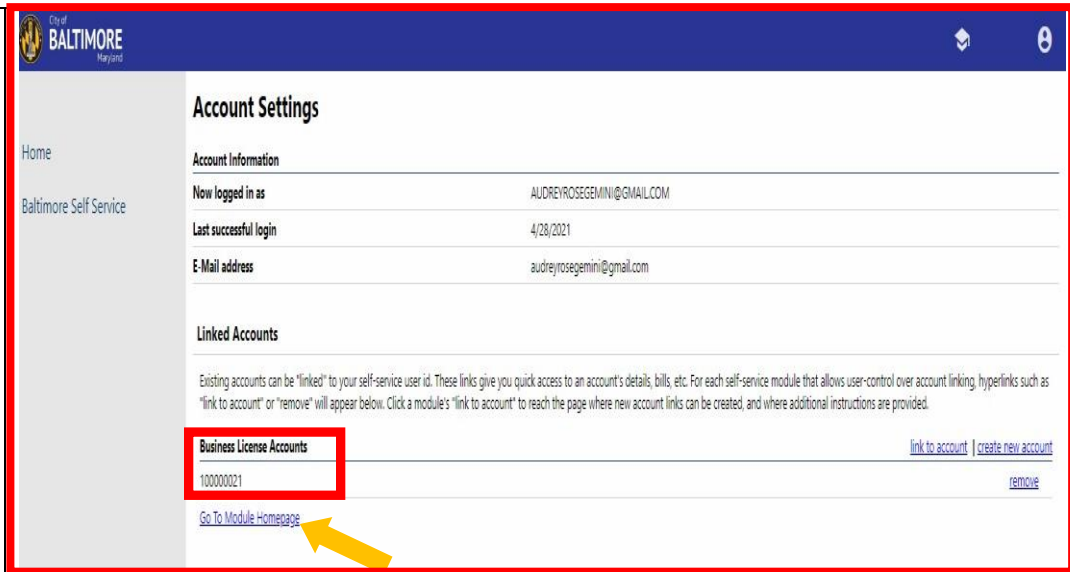


Figure 14.

Business License Search Bills screen displays (Fig. 15)

Select **Accounts**

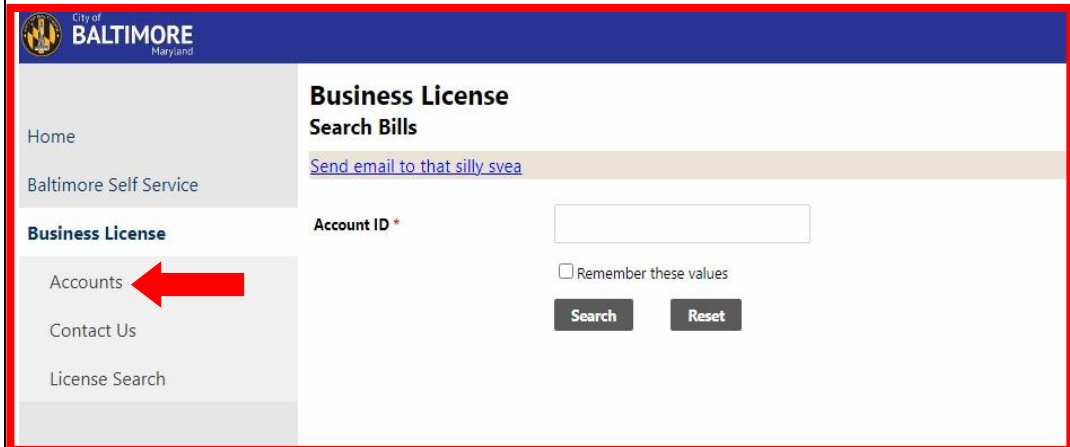


Figure 15.

Business License Linked Accounts screen displays (Fig. 16)

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

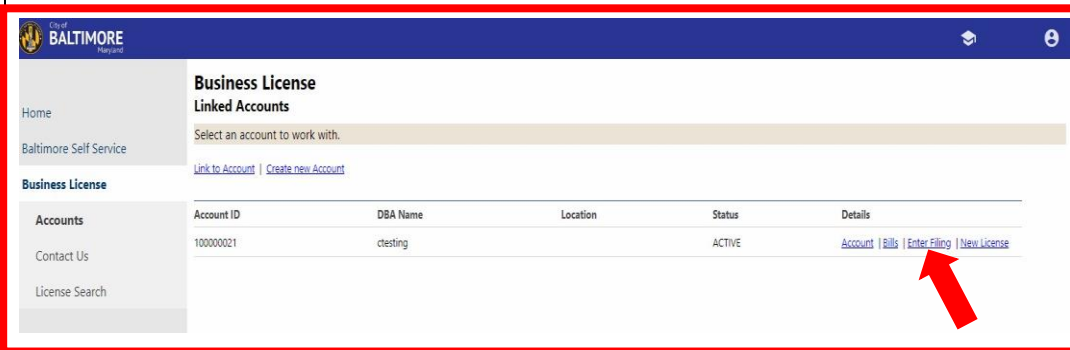


Figure 16.



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

Year	Month	Status	Late After	Total	Balance	Filing
2021	5	NOT DUE	6/29/2021	0.00	0.00	Enter Filing
2021	4	DUE NOW	5/29/2021	0.00	0.00	Enter Filing
2021	3	DUE NOW	4/29/2021	0.00	0.00	Enter Filing
2021	2	LATE	3/29/2021	0.00	0.00	Enter Filing
2021	1	FILED	3/1/2021	66.50	66.50	
2020	12	LATE	1/29/2021	0.00	0.00	Enter Filing
2020	11	LATE	12/29/2020	0.00	0.00	Enter Filing
2020	10	LATE	11/29/2020	0.00	0.00	Enter Filing
2020	9	LATE	10/29/2020	0.00	0.00	Enter Filing
2020	8	LATE	9/29/2020	0.00	0.00	Enter Filing

Figure 17.

Business License Filing Amounts displays (Fig. 18)

Enter Gross Receipts for *Hotel Tax (HT)* and *Baltimore Tourism Assessment (BHTT)* tax.

If applicable, enter the Gross Receipts for Hotel Tax Loyalty Points Program (HTLTY)

***NOTE:** All Hotel Tax customers must file Gross Receipts for *Hotel Tax (HT)* and *Baltimore Tourism Assessment (BHTT)* Tax.

Select **Continue**

Hotel Tax (HT)

Gross Receipts \$ 1000.00

Deductions \$ 100.00

Baltimore Tourism Assessment (BHTT)

Gross Receipts \$ 1000.00

Deductions \$ 100.00

Hotel Tax Loyalty Points Program (HTLTY)

Gross Receipts \$ 1000.00

Deductions \$ 100.00

[Continue](#)

Figure 18.



The **Business License Filing Amounts (Fig. 19)** 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. 19).

At the bottom of the **Business License Filing Amounts** screen, there is a statement regarding the 100% accuracy of the information provided (Fig. 20)

You must **Check the following box to signify acknowledgment*** of 100% accuracy of information submitted (Fig. 21).

If there are not any changes, select **Submit Filing** to process your filing (Fig. 21).

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

Business License Filing Amounts

Review

Please review that the information is correct before submitting.

[Revise this filing](#)

Account ID	100000021
DBA Name	ctesting
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 19.

Hotel Tax Loyalty Points Program HTLTY Actual

Gross Receipts	1000.00
Deductions	100.00
Taxable Sales	900.00
Calculated Amount	85.50
Interest	0.00
Net Due	85.50
Summary	
Calculated Amount due on this filing:	171.00
Interest on this filing:	0.00
Penalty on this filing:	0.00
Total due:	171.00

**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 20.

Calculated Amount due on this filing:	171.00
Interest on this filing:	0.00
Penalty on this filing:	0.00
Total due:	171.00

**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 21.



The **Business License Filing Amounts** screen displays (Fig. 22).

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

[Make a payment](#)

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

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Figure 22.

The **Business License Account Bill Summary** screen displays (Fig. 23).

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

Business License Account Bill Summary

Account ID: 100000021
DBA: ctestng
Location:

Category	Type	Reference	Bill Count	Due Now
Hotel Tax		1891	2	\$258.78

[Pay Now](#)

Figure 23.



You will be redirected to the **Online Payments and Account Lookup** webpage (**Fig. 24**)

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 are navigation tabs 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 banner indicates 'PAYSYS IS IN TEST MODE Currently Testing (Hotel/Motel Tax)' and asks the user to review payment details. The form fields include: Tax ID (H100000021), 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. The page also features a 'Finance Menu' with links to Accounting & Payroll, Budget & Management Research, Purchases, Risk Management, Treasury Management, Revenue Collections, Documents & Reports, and Citizen Services. There is also a 'CONTACTS' section for Revenue Collections and an 'ADMINISTRATION' section for Carla A. Nealy, Chief of the Bureau of Revenue Collections.

Figure 24.



The **Payment Information** screen displays (**Fig. 25**).

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 "Account Number: H10000021" with a "Print" icon. Below this is a section titled "Enter Your Payment Information" with the instruction: "To schedule your one time payment enter your banking and payment information below and then click 'Continue.'" A form contains "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 : Hotel/Motel Tax", "Amount Due: \$ 258.78", "Location:", and "Tax Month & Year: 032021". The "Payment Information" section has "*Bank Account Type:" with a dropdown menu showing "Choose One" and four radio button 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 25.



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

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 26.



You will be re-directed to an updated **Payment Information** screen. Be sure to verify the provided information (**Fig. 27**).

Check the box to confirm that **you have read and agreed to the Terms & Conditions and Privacy Policy** (**Fig. 28**)

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 H10000021. It includes a "Verify Payment Information" section with a payment amount of \$258.78 and a date of 04/20/2021. Below this, there is a "Remit Information" section showing "Hotel/Motel Tax" with an amount due of 258.78. The "Payment Information" section lists the name on account as JAMES ALLEN, routing number as ****0021, and bank account number as ****1533. The account holder state is MD and the zip code is 21201. The payment date is 04/20/2021 with an amount of \$258.78. A green bar at the bottom shows the "Total Amount" as \$258.78 and the email address as james@gmail.com. There are "Print" and "Contact Us" links in the top right corner.

Figure 27.

A screenshot of the confirmation screen. At the top, there is 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 following text: "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" (highlighted in yellow), "Modify", and "Cancel".

Figure 28.