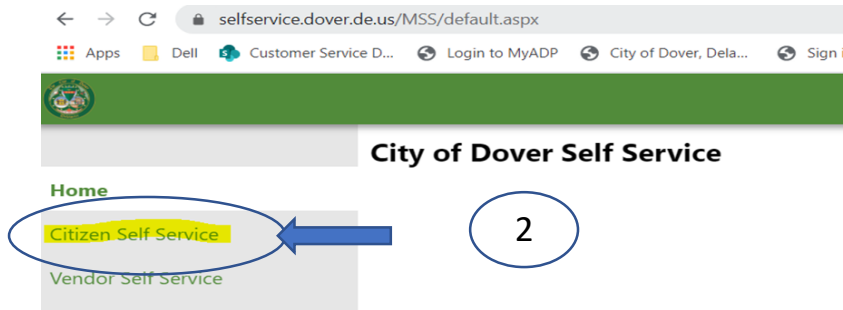


HOW TO SETUP AN ONLINE PAYMENT ACCOUNT.

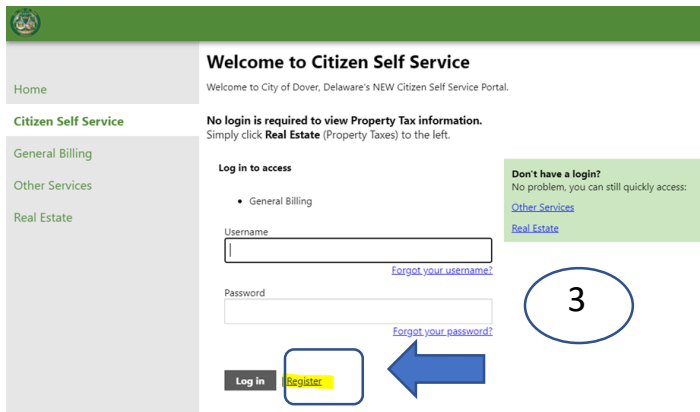
1. GO TO WWW.CITYOFDOVER.COM AND CLICK "PAY TAX BILL".



2. ON THE LEFT HAND SIDE CLICK "CITIZEN SELF SERVICE".



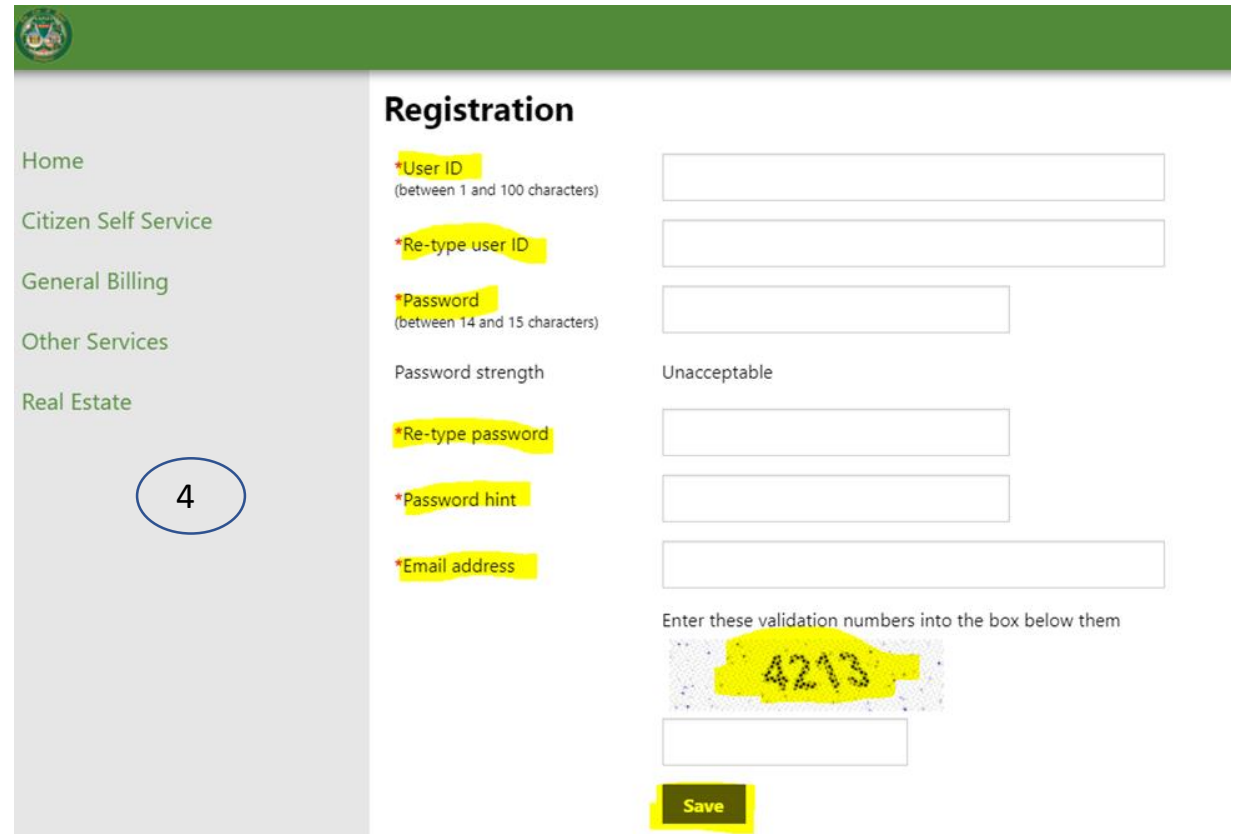
3. CLICK "REGISTER" TO REGISTER FOR AN ACCOUNT.



4. ENTER A USER ID, PASSWORD, AND PASSWORD HINT THAT YOU WILL REMEMBER. A VALID EMAIL ADDRESS IS REQUIRED.

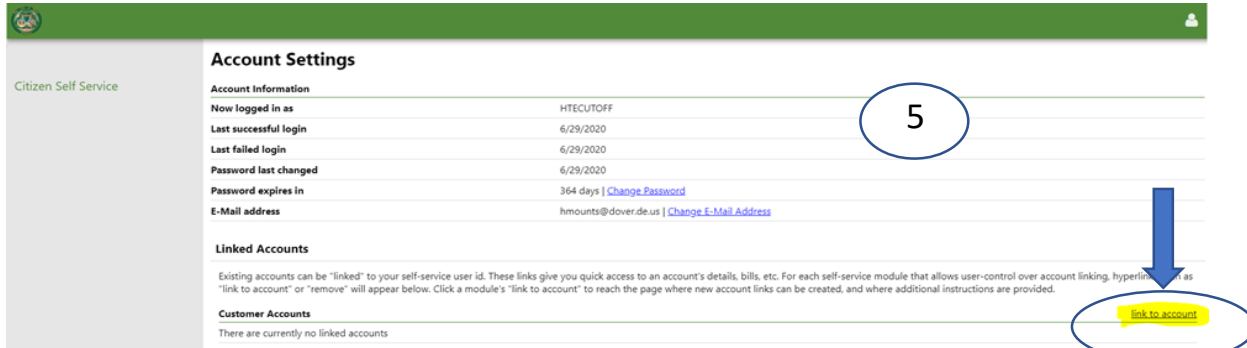
ONCE COMPLETE, ENTER THE VALIDATION CODE. CLICK **SAVE**.

KEEP YOUR LOG IN INFORMATION FOR LATER USE.



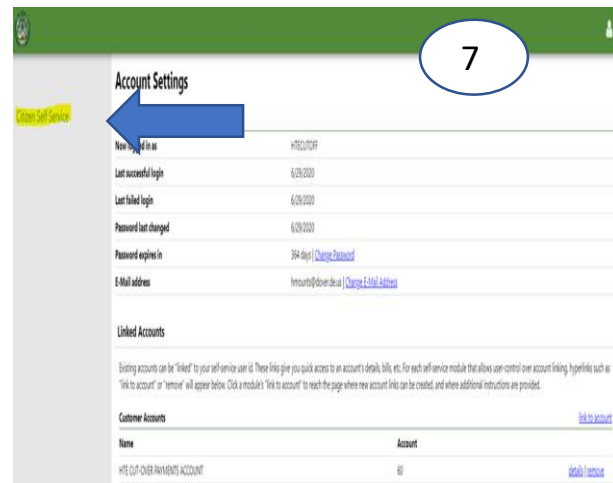
HOW TO SETUP AN ONLINE PAYMENT ACCOUNT.

5. CLICK ON "LINK TO ACCOUNT" IN THE RIGHT BOTTOM CORNER.

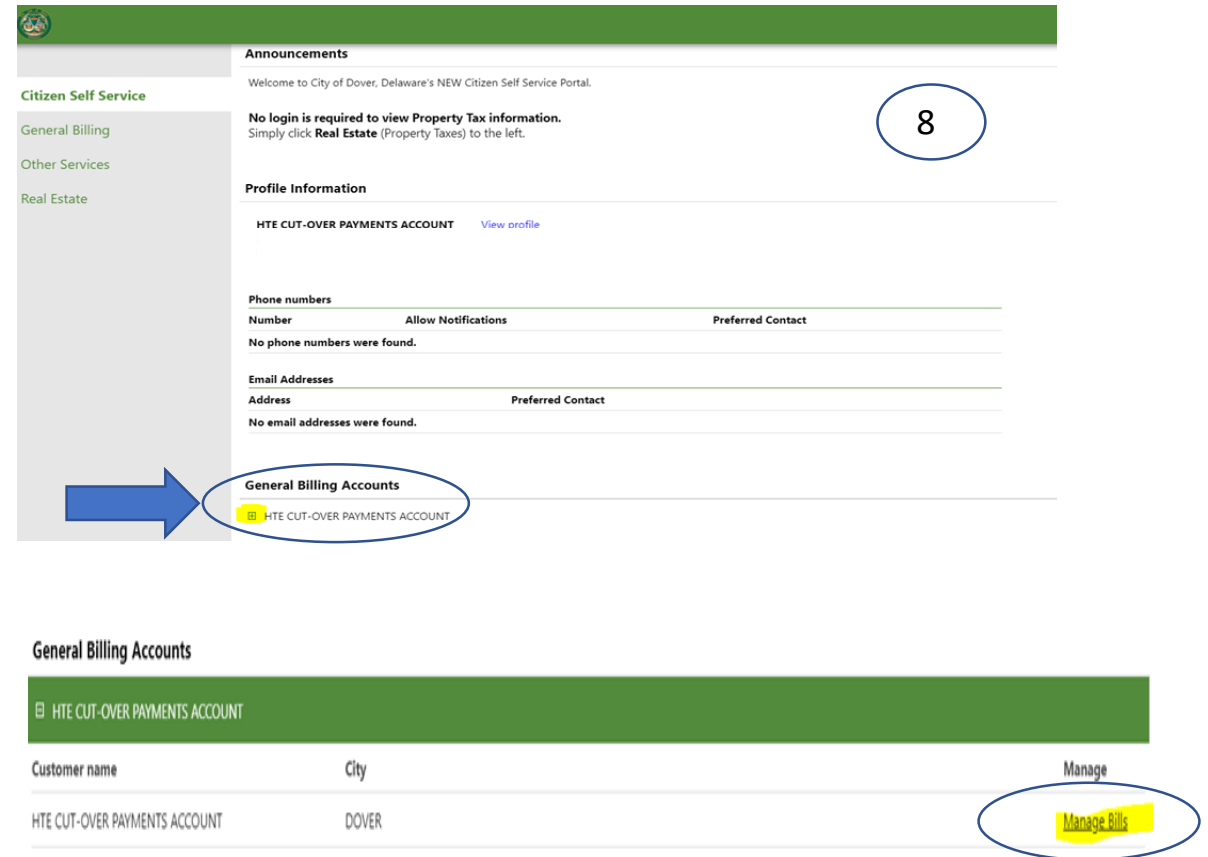


6. ENTER YOUR CUSTOMER ID AND CLICK SUBMIT.
(IF YOU DO NOT HAVE YOUR ID, CALL CUSTOMER SERVICE AT 736-7035.)

7. CLICK ON CITIZEN SELF SERVICE ON THE LEFT SIDE BAR.



8. UNDER GENERAL BILLING ACCOUNTS CLICK THE PLUS (+) LOCATED TO THE LEFT OF THE ACCOUNT, CLICK ON MANAGE BILLS.



General Billing Accounts

HTE CUT-OVER PAYMENTS ACCOUNT		Manage
Customer name	City	
HTE CUT-OVER PAYMENTS ACCOUNT	DOVER	Manage Bills

HOW TO MAKE A LODGING TAX PAYMENT

1. ONCE LOGGED INTO YOUR ACCOUNT, SELECT THE BILL THAT SHOWS A PENNY (\$0.01) DUE AND ADD TO CART.

General Billing
Manage Bills

Customer name: HTE CUT-OVER PAYMENTS ACCOUNT

Address: [Redacted]

Customer number: [Redacted]

Pay	Bill Number	Bill Type	Pay By	Total Unpaid	Balance Due	Details
<input checked="" type="checkbox"/>	431	CUSTOMER SERVICE	7/30/2020	\$0.01	\$0.01	

As of Date: 6/30/2020

Total Unpaid: 0.01

Total Balance Due: 0.01

[Add to Cart](#)

4. ENTER THE PAYMENT AMOUNT AND CLICK CONTINUE.

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
CUSTOMER SERVICE	2020	6/30/2020	431	7/30/2020	\$0.01	\$0.01	\$ 0.01

[Continue](#) [Cancel](#)

2. CLICK ON THE SHOPPING CART IN UPPER RIGHT HAND CORNER AND CLICK "CHECKOUT."

General Billing
Manage Bills

CUSTOMER SERVICE 431 was added to your shopping cart.

[Review Cart](#) [Checkout](#)

3. CLICK ON YOUR PAYMENT METHOD.

Pay Bills

Select Payment Method

Credit Card is an actual card and E-Check is electronic check

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

Order Information * Required Fields

Total: \$588.47 (USD)

Payment Information

Card Number: [Input] (enter number without spaces or dashes)

Expiration Date: [Input] (mmyy)

Billing Information

Customer ID: 15706

First Name: [Input] Last Name: [Input]

Company: [Input]

Address: [Input]

City: [Input]

State/Province: [Input] Zip/Postal Code: [Input]

Country: [Input]

Email: [Input]

Phone: [Input]

[Pay Now](#)