HillsGovHub

User Guide

Pay Fees

![Hillsborough County Florida logo]

Contents

Pay fees

When a payment is due after the initial submission, an email will be sent to the contacts on the record. There are two methods to complete payments after the application.

Pay fees from "My Records"

1) Log in to the portal.

2) From the left-hand menu, select **Search** and select **My Records**.
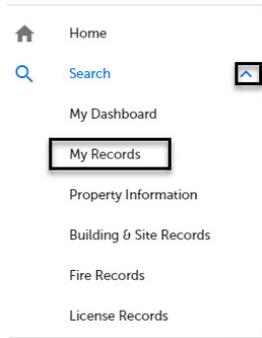
3) Select the **Pay Fees Due** link under the Action column to proceed to the **Application Fees** page.
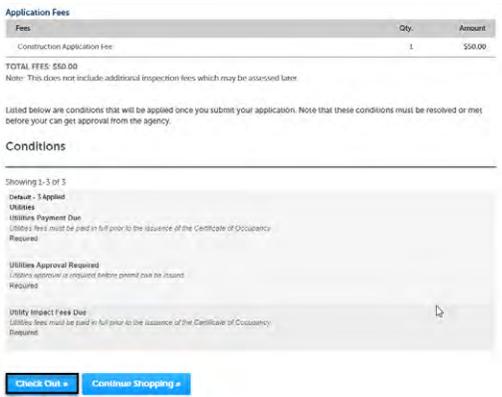
4) Select **Check Out**.

5) Select **Checkout**.
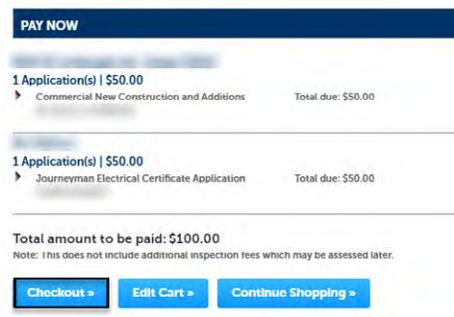
6) You will be redirected to the payment page. This may take a few moments. You can now pay by Credit Card or Electronic Funds Transfer (e-check).
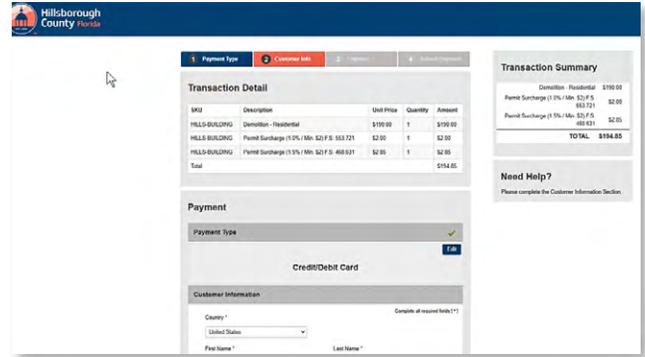
To pay by credit card:

7) Scroll down and complete the required information and select **Next**.
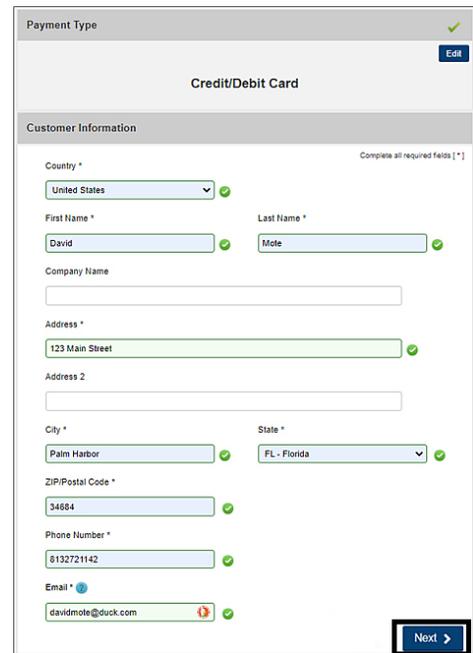
8) Complete the required payment information and select **Next**.
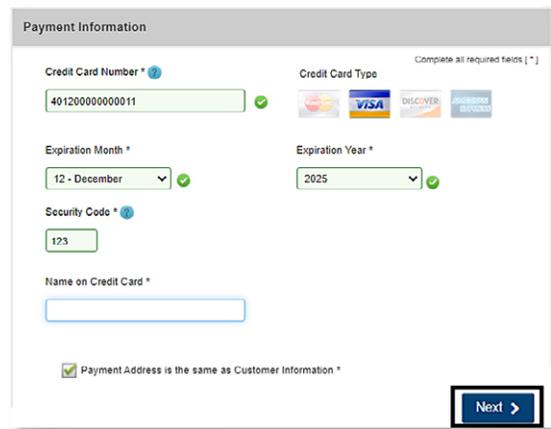
9) Check the CAPTCHA box and complete the CAPTCHA challenge if prompted. Then select **Submit Payment**.

10) Select **Print/View Receipt** to open the receipt.
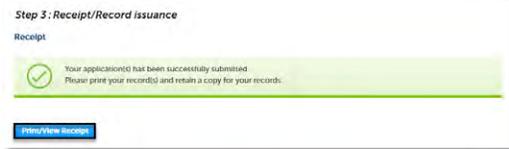
To pay by e-check (electronic funds transfer):

7) Under **Payment Type** select **Edit**.

8) Select **electronic check** from dropdown.

Please note*: Do **NOT** check the box next to the question that appears regarding a foreign source as this will trigger an error message.*

9) Select **Next** to continue.

10) Scroll down and complete the required customer information and select **Next**.
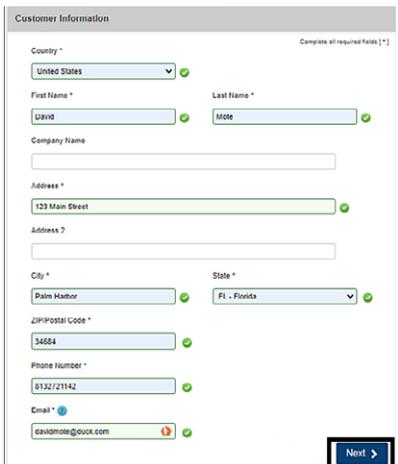
11) Complete the required payment information and select **Next**.
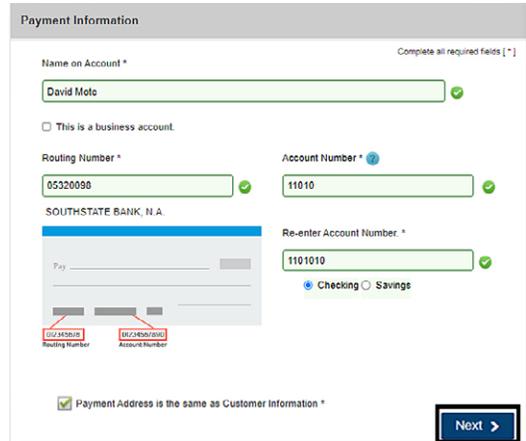
12) Complete the Terms & Conditions by first scrolling down and then checking the box next to "**YES. I authorize this transaction.**" Check the CAPTCHA box, and complete the CAPTCHA challenge if prompted. Then select **Submit Payment**.
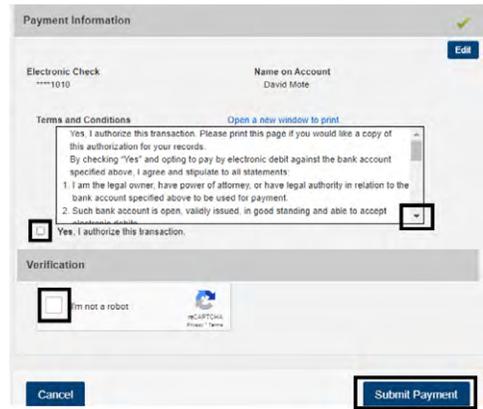
13) Select **Print/View Receipt** to open the receipt.
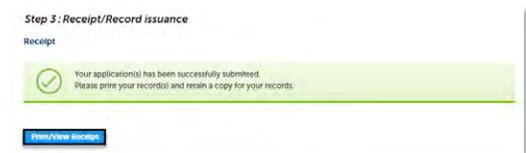
Pay fees from the Record

1) Log in to the portal.

2) Search and open the record.

3) Select **Fees** from the **Payments** drop-down menu.
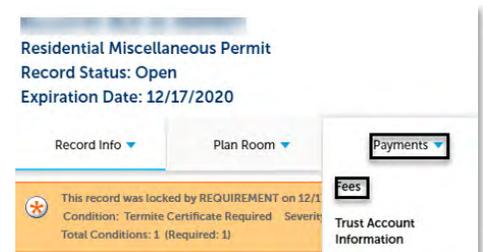
4) Select **Pay Fees** to review the fees.

5) Select **Check Out** to proceed to the **Select item to pay** page.

6) Select **Check Out**.

7) Select **Checkout**.

8) You will be redirected to the payment page. This may take a few moments. You can now pay by Credit Card or Electronic Funds Transfer (e-check).

To pay by credit card:

9) Scroll down and complete the required information and select **Next**.

10) Complete the required payment information and select **Next**.

11) Check the CAPTCHA box and complete the CAPTCHA challenge if prompted. Then select **Submit Payment**.

12) Select **Print/View Receipt** to open the receipt.

To pay by e-check (electronic funds transfer):

7) Under **Payment Type** select **Edit**.

8) Select **electronic check** from dropdown.

Please note: *Do* **NOT** *check the box next to the question that appears regarding a foreign source as this will trigger an error message.*

9) Select **Next** to continue.

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10) Scroll down and complete the required customer information and select **Next**.

11) Complete the required payment information and select **Next**.

12) Complete the Terms & Conditions by first scrolling down and then checking the box next to "**YES**. I authorize this transaction." Check the CAPTCHA box, and complete the CAPTCHA challenge if prompted. Then select **Submit Payment**.

13) Select **Print/View Receipt** to open the receipt.

Paying Impact Fees

There are certain situations that apply only when paying impact fees. Detailed instructions for these situations are covered below.

If you have any questions, contact the Impact Fee Program at (813)276-8319, or via email at impactfees@HCFLGov.net.

Please Note – *This is not for refund requests, refunds should be submitted following the appropriate instructions*.

Pay Later

Impact fees can be paid later utilizing the **Pay Later** option.

1) Search and open the record.

2) Select **Pay Fees Due** from the record list.

3) Review fees due and select **Check Out**.

4) Select **Edit Cart** to remove the impact fees.

5) Select **Pay Later** for each fee to pay later and select **Save and Close** once **Pay Later** is selected for the desired fees.
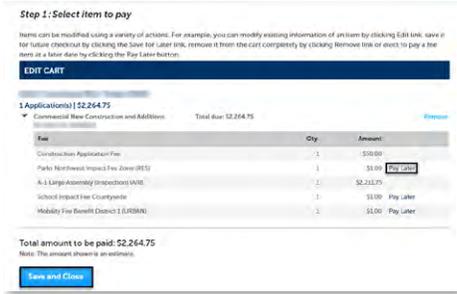
Paying Your Impact Fees with a Trust (Offset) Account

To pay Impact Fee using a Trust (Offset) Account, follow the steps below to upload your Notarized Assignment Letters to your project.

1) Log in to the portal.
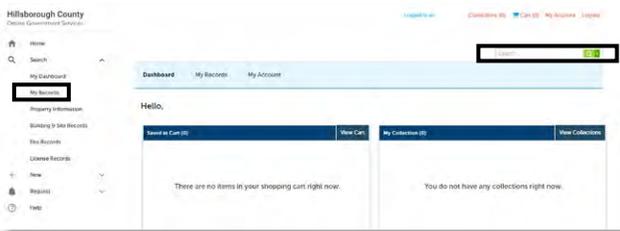
2) Search and open the record or locate it using **My Records.**

3) Select **Record Info** to open the menu and select **Attachments.**

4) In the **Attachments** section, select **Add**.
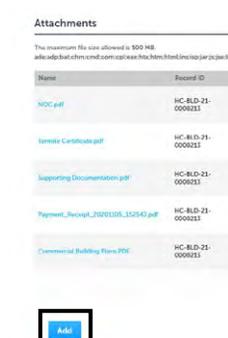
5) Choose **Add** when the File Upload Window appears and select your Trust Account Notarized Assignment Letter. Select **Open**.
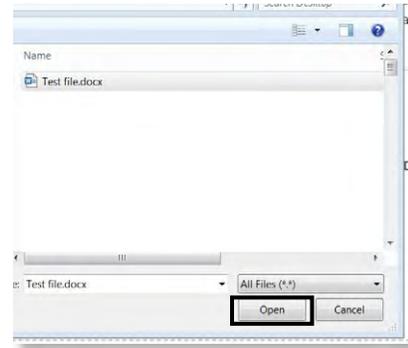
6) Select **Continue**.

7) Select **Trust Account Documentation** from the Type menu.

   a. Enter the following description in the **Description** field: "Request for use of offset to pay [Fee Type – Mobility, Parks, School, or Fire] Fees."
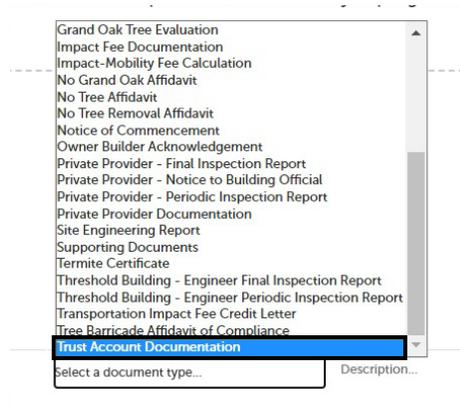
   b. Select **Save**.

8) Your submission is complete. Staff will review and process your request or notify you if any additional information is needed.

Requesting Impact Fee Adjustments (Prior Structure Credit, Grandfathering, Approved Exemption, etc.)

If you believe your impact fees were not provided an eligible adjustment, you can upload documents that will support your request for review and adjustment. This may be a project that is approved for Grandfathered rates, should have received credit for a prior structure, an Approved Exemption (via a Community for Older Persons, etc.), or some other adjustment type.

These instructions illustrate how to upload your Impact Fee Documentation to your project so that a review and potential update or adjustment to your impact fee assessments can take place.

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1) Log in to the portal.

2) Search and open the record or locate it using **My Records.**
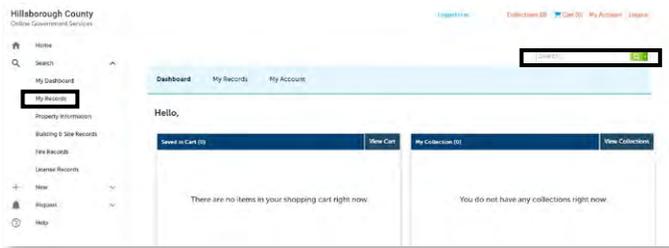
3) Select **Record Info** to open the menu and select **Attachments.**

4) In the **Attachments** section, select **Add**.
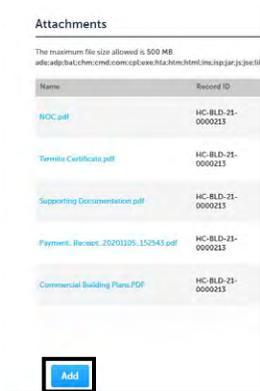
5) Choose **Add** when the File Upload Window appears and select your relevant impact fee backup document. Select **Open**.
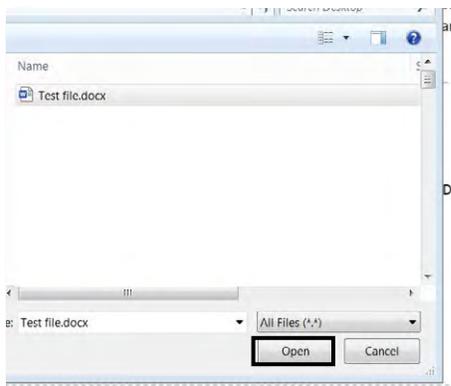
6) Select **Continue**.

7) Select **Impact-Mobility Fee Calculation** from the Type menu.

   a. Enter the following description in the **Description** field: "Request for adjustment of impact fees based on [reason, i.e. Grandfathered Project, or School Exempt]."
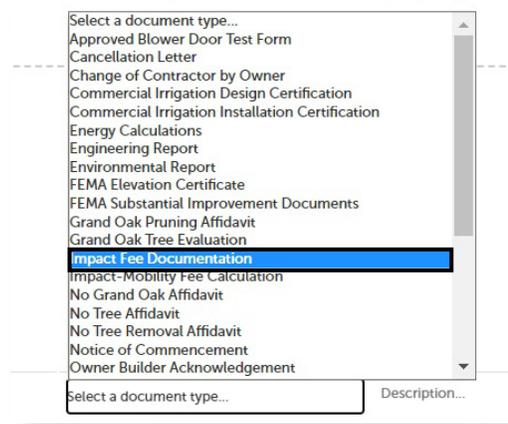
   b. Select **Save**.

8) Your submission is complete. Staff will review and process your request or notify you if any additional information is needed.

View and Print Receipt

1) Log in to the portal.
   Please note: *You will not be able to view your receipt if you are not logged in to your account.*

2) Select **Search** and select **My Records** from the left-hand menu.
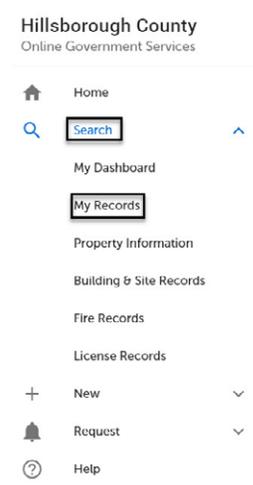
3) Select the record number to enter into the record.

4) Select **Payments** and select **Fees**.

5) Select **View Details** link next to the fee, receipt will generate.

6) Select the download option to download and save.
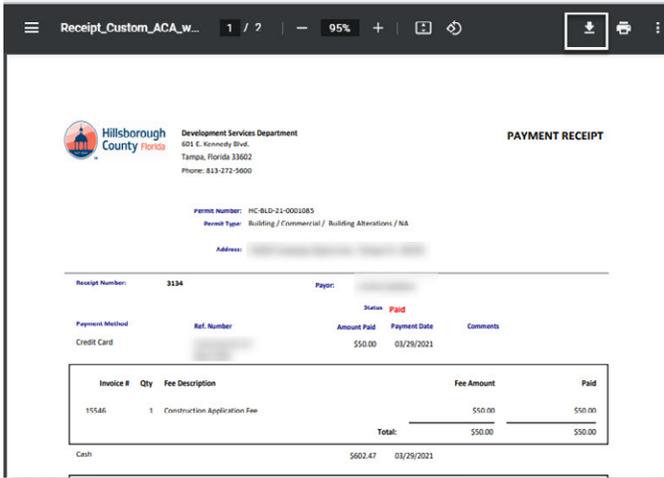
Please note: *Your payment type will appear as 'CC' for credit card payments or 'ACH' for e-check payments.*