Online Planning Payments – When Agencies Elect to Disable

This is the process for the public user when attempting to pay for Planning fees for agencies who elect to not take online payments for their Planning module.

1. Search for Planning record.

![General Search](image1)

2. Select the record > click Payments > Fees.

![Record 995-18-000031-PLNG](image2)

3. The Pay Fees option is still available > click Pay Fees next to Invoiced fees.

![FEES](image3)
4. See fees again > Click **Continue Application**.

![Application Fees Table]

5. Enter credit **card information** > click **Submit Payment**.

![Credit Card Information]

6. Error message displays and payment **cannot** be submitted.

![Error Message]

Citizens cannot submit payment on Planning records for Omega Planning Department. Please contact Omega Planning Department for more information.