



# City of Florence

324 W. Evans St  
Florence, SC 29501

## Citizen Self-Service (CSS)—Hospitality Tax Reporting

Hospitality remittance payments are due on the 20th of each month following the month the taxes are collected.

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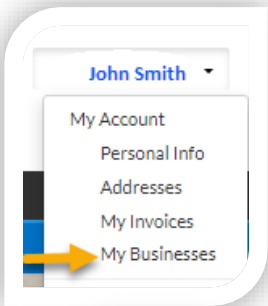
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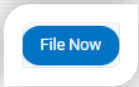
### Locating your Hospitality Tax Account

1. Login to your Citizen-Self Service (CSS) account. <https://cityofflorencesc-energovweb.tylerhost.net/apps/selfservice>

2. Select your name in the top right corner of the browser window → Select My Businesses



3. If there is an open bill period there will be a blue File Now button next to the business name. Select File Now



4. Please complete the Gross Amount and Exempt Amount (if applicable) fields.  
a. You can use the Report Zero toggle to report zero earnings.

Gross Amount	Exempt Amount	Amount Reported	Report Zero
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="checkbox"/>

5. Select the blue Next button at the bottom of the page.



6. Review the Fee Summary and select Submit.



## Paying the Invoice

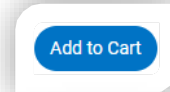
The CSS Portal creates the invoice immediately and allows you to submit the payment right away. You can pay online via credit card.

### Pay online via Credit Card

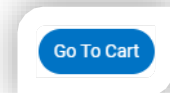
7. You can save or print a copy of the invoice by clicking the blue printer icon. This will open the invoice document as a .pdf in a new browser window.



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8. When you are ready to pay your invoice, select the Add to Cart button.



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9. A pop-up message will notify you that an item has been added to the cart. If you have no other invoices in the CSS Portal to pay, select the Go to Cart button.



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10. The system redirects you to the secure payment portal where you will check out and enter your payment information.
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