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## Guest Payments

In order to process a credit card payment for MSD services without registering for an account, you will need to know the application number. The Application number can be found on the email listing the charges and amount due.

msd  
Safe, clean waterways

Thank you for doing business with MSD. Our Site Disturbance Permit Project (SDP-21-1059) located at 3050 COMMERCE CENTER PL LOUISVILLE KY 40211-0000 ) has the following charges:

Date	Application #	Description	Quantity	Value	Amount
07/30/2021	SDP-21-1059	Review - SDP Easement	1.00	\$50.00	\$50.00
07/30/2021	SDP-21-1059	Review - SDP Plan Review	1.00	\$1,233.75	\$1,233.75
07/30/2021	SDP-21-1059	R			\$500.00
07/30/2021	SDP-21-1059	R			\$500.00
07/30/2021	SDP-21-1059	R			\$500.00
07/30/2021	SDP-21-1059	R			\$500.00
07/30/2021	SDP-21-1059	Review - Hydraulic - Downstream Capacity	1.00	\$500.00	\$500.00

**Total: \$3,783.75**

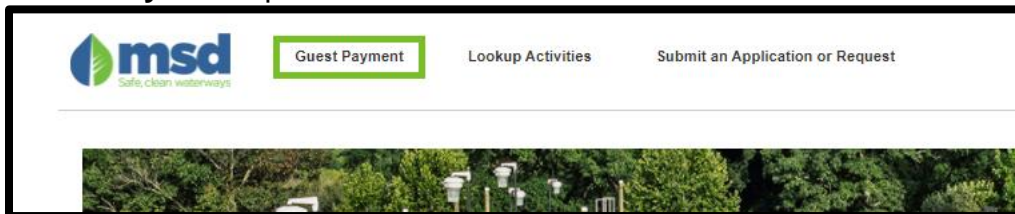
Please note that minimum / maximum charges may apply. Visit MSD's Development and Stormwater Permitting for more details.

**How to Pay**

**Online**

Visit MSD's ePortal to pay online. Sign in or create an account and pay with a credit card.

1. From the MSD eService portal page (<https://eservice.louisvillemsd.org/>), click the **Guest Payment** option.



2. Type the application number in the field, and click the search button.

3. Enter the **Payment Amount** in the field, and then click **Checkout**. Memo is option. **\*There will be a 3% transaction fee applied to the charge.**

The screenshot shows a 'Guest Payment' form. At the top, there is a link 'SDP-21-1059' (highlighted in red) for 'Site Disturbance Permit' at [redacted] LOUISVILLE KY 40211-0000. A green callout box points to this link with the text 'Clicking link will display the application information in a new window.' Below the link, a red box highlights the text 'Click Checkout to pay by credit card with a 3% transaction fee.' The form displays 'Unpaid Balance: \$3,783.75'. There is a 'Payment Amount' field containing '3783.75' (highlighted in green). Below it is a 'Memo' field with a placeholder 'Example' (highlighted in green) and a character count '293 characters left'. At the bottom right, there are 'Back' and 'Checkout' buttons, with the 'Checkout' button highlighted in green.

- a. **Partial Payments are not recommended** when paying as a guest because you cannot direct where the payment amount will be applied if there are multiple charges.
4. You will receive a Payment Processing popup. Click **OK** to be directed to the third party payment website.

The screenshot shows a 'Payment Processing' popup window. The title is 'Payment Processing' and the message reads: 'You are about to be redirected to an external hosted payment page. Once you complete the payment, you will be returned to our web site.' At the bottom, there are two buttons: 'CANCEL' and 'OK', with the 'OK' button highlighted in green.

## Credit Card Payment Processing

There is a **3% processing fee** charged for all credit card payments made through the third party Elavon.

- From the third party website click the **Checkout** button.

Service Fee separately charged by Elavon and is non-refundable. If you do not want to pay this fee, click **Cancel Payment** and pay by alternative means.


**Order Section**

This payment will be processed as two separate payments (for Amount and Service Fee)

<b>Amount</b>	<b>3,783.75 USD</b>
<b>Service Fee (3%)</b>	<b>113.51 USD</b>
<b>Total of all charges and fees</b>	<b>3,897.26 USD</b>

Service fee is non-refundable.

CHECKOUT




- Enter the requested information to make the payment. Click the **Submit Payment** button when ready to confirm payment.

Service Fee separately charged by Elavon and is non-refundable. If you do not want to pay this fee, click **Back to Order Section** and then **Cancel Payment** on following screen and pay by alternative means.

<div style="background-color: #0070c0; color: white; padding: 5px;"><b>Order Section</b></div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Amount</td> <td style="text-align: right;">3,783.75 USD</td> </tr> <tr> <td>Service Fee (3%)</td> <td style="text-align: right;">113.51 USD</td> </tr> <tr> <td>Total of all charges and fees</td> <td style="text-align: right;">3,897.26 USD</td> </tr> </table>	Amount	3,783.75 USD	Service Fee (3%)	113.51 USD	Total of all charges and fees	3,897.26 USD	<div style="background-color: #0070c0; color: white; padding: 5px;"><b>Billing Address</b></div> <p>Company <input type="text"/></p> <p>First Name <input type="text"/> Last Name <input type="text"/></p> <p>Address1 <input type="text"/></p> <p>Address2 <input type="text"/></p> <p>City <input type="text"/> State/Province <input type="text"/> Postal Code <input type="text"/></p> <p>Country: United States</p> <p>Email Address <input type="text"/></p> <p>Phone <input type="text"/></p>
Amount	3,783.75 USD						
Service Fee (3%)	113.51 USD						
Total of all charges and fees	3,897.26 USD						

**Payment**

PAYMENT CARD


Change Card

Card Number\*

Expiration Date(MM/YY)\*

CVV2\*

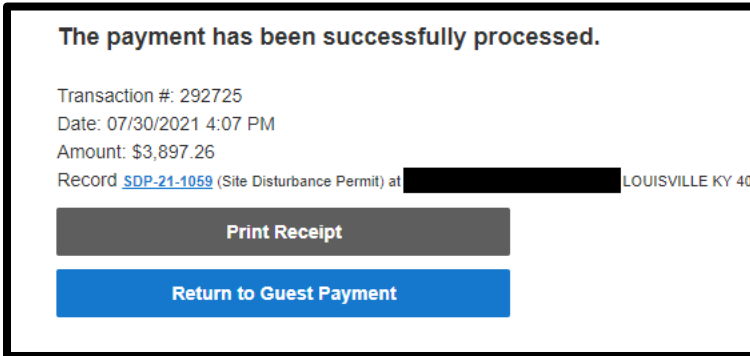
**Shipping Address**

Same as billing

agree to the [Terms and Conditions](#) of the charges applied

SUBMIT PAYMENT

- You will receive a **Payment Confirmation** if the payment was processed successfully.

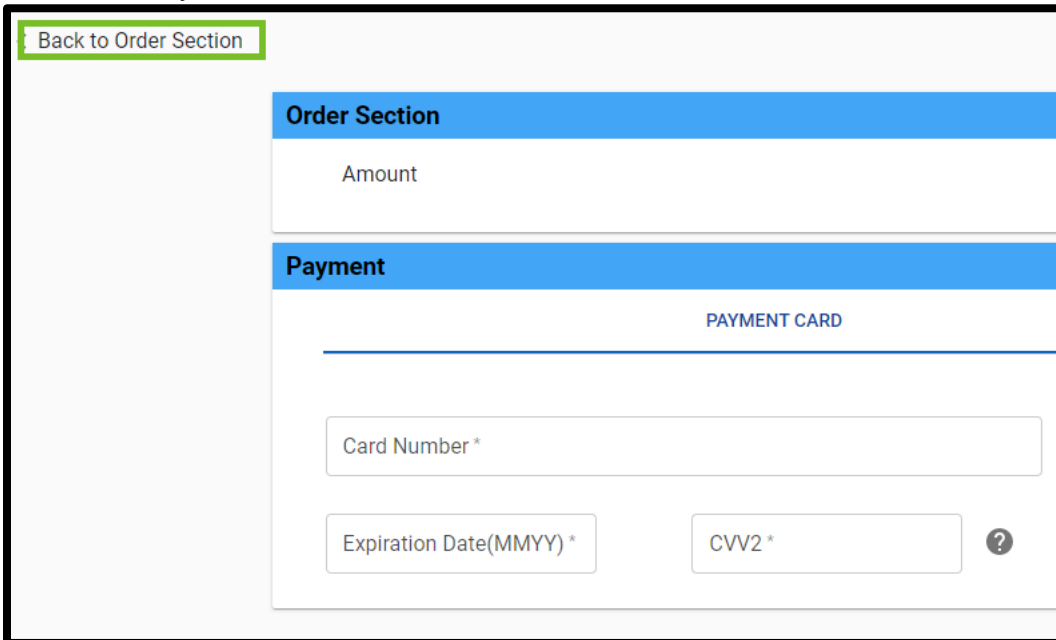


- Print Receipt** will print this confirmation page.
- Return to Guest Payment** window will return you to the application search menu.

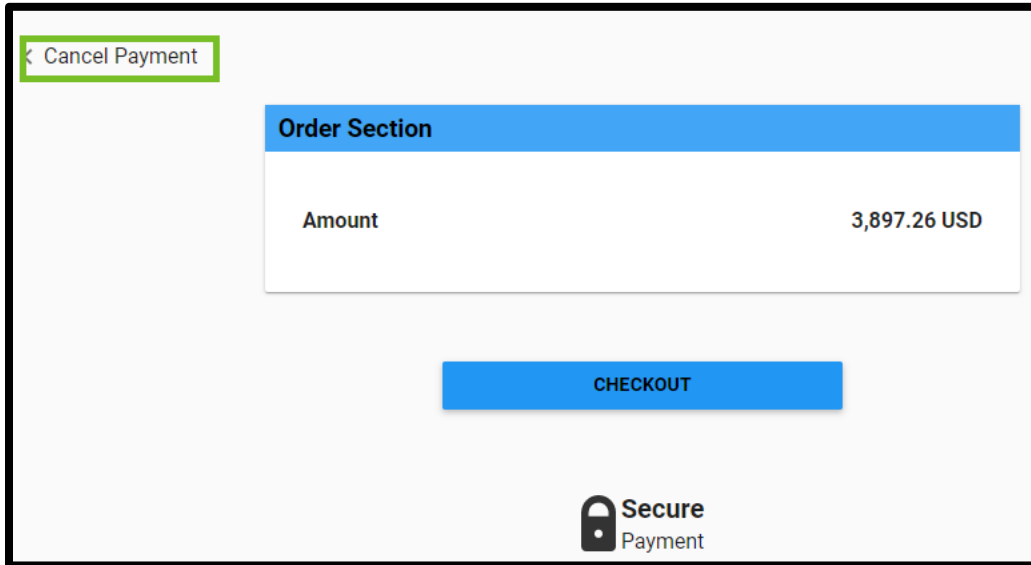
## Cancel Payment

Before completing the payment you have the option to cancel.

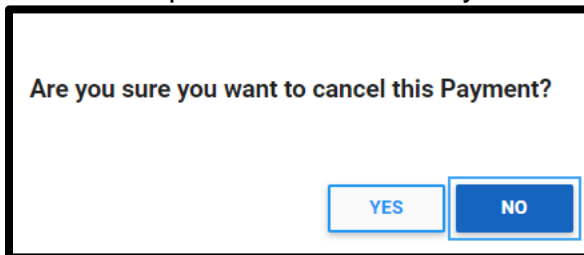
- From the Payment window, click the **Back to Order Section** button.



2. In the next window, click the **Cancel Payment** button.



3. You will be promoted to confirm your selection.



- a. Yes: stay on the eService Portal page, and you can search for another application.
- b. No: stay you will stay on the page.