

PAYING FOR AN INVOICE

This Quick Reference Guide (QRG) provides instructions for registered and unregistered users to make payments in the *ePermitting* system. For registered users who have applied for permits, payment can be made directly from their account when logged in. Registered and unregistered users can make payments based on invoice number.

Section One: Making Permit Payments for Registered Users

This section of the QRG is for users registered with *ePermitting* and provides instructions on how to make payments for invoices attached to their accounts. Registered and unregistered users making payments for invoices not registered to their accounts should reference Section Two of this QRG.

1. [Navigate to the ePermitting Page](#)

This is the main page where all *ePermitting* functions are performed.

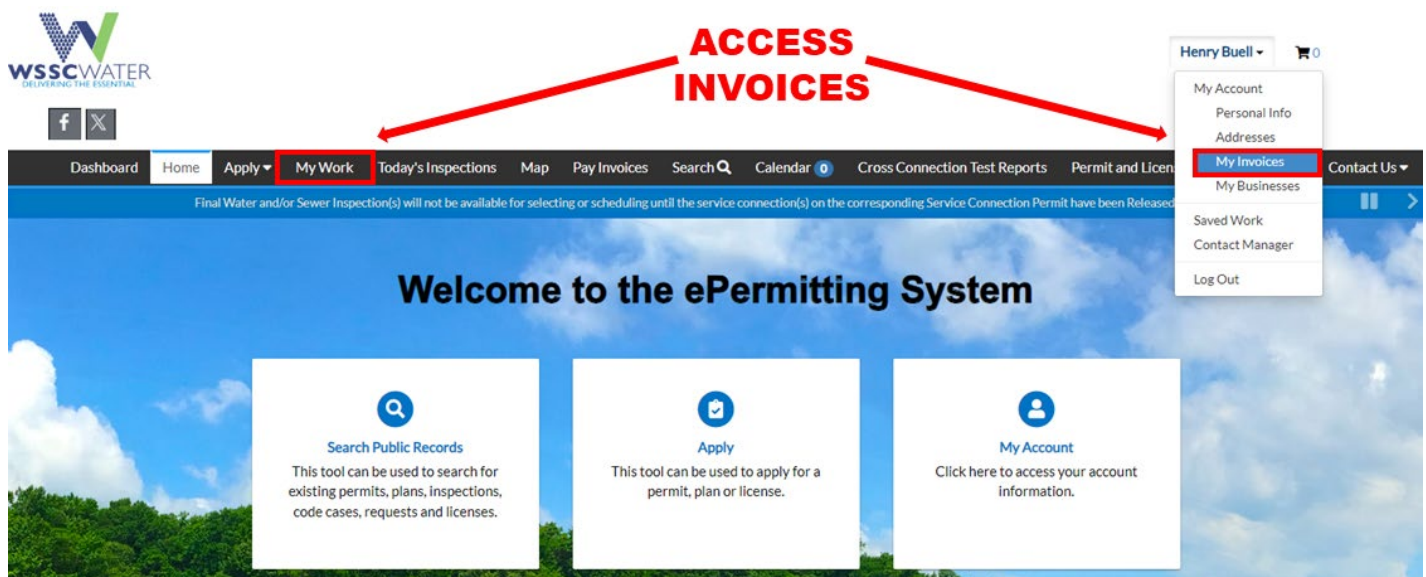
1. **Navigate** to the *ePermitting* web page and log into your account.

- If you are a registered user and logged in, your name will be shown in the top right of the page.
- If your name is not visible, **click** the [Login or Register](#) link to access your account.

2. [Access Invoices Associated with Your Account](#)

All registered users who apply for permits can easily access their invoices.

1. **Click** your name in the upper right-hand corner of the site and select 'My Invoices' from the drop-down menu or select 'My Work' from the menu bar with the black background and proceed to Step Three.



3. Select Invoices for Payment

The page will refresh, and a list of all unpaid invoices will be shown.

1. To select invoices for payment, **check** the boxes on the left of the invoice numbers.
2. Once the invoices you would like to pay have been selected, **press** the 'Add to Cart' button.
 - More than one invoice can be paid at the same time by **checking** multiple boxes.
 - Write down your 'Case Number' for each invoice while you're on this page. This number can be used in the search field of the main page to find copies of invoices and payment records. Once a payment is made, the 'Case Number' will change to a 'License Number' and can then be shared with others.

4. Check Out

The page will refresh, showing the invoices selected for payment, their amount, and the total.

1. **Pressing** the 'Remove' button at the end of any row will remove the associated invoice from your Shopping Cart. It will be returned to the list of unpaid invoices, and your total will be recalculated.
2. When you're ready to pay, there are 'Check Out' buttons at the top right and bottom right of the invoice list. **Press** either of the 'Check Out' buttons to proceed to the next step.
 - If you close or lose track of this page but are still logged in, you can return to where you were by **selecting** the 'Shopping Cart' icon next to your name in the top right-hand corner of the page. In the event of a disconnection from the system, you can log back in and **select** the 'Shopping Cart.' If this does not work, you can start the payment process again at any time from Step One of this QRG.

5. Confirm Invoice Details and Select Payment Type

The *ePermitting* Order Payment page will now show order details and allow for selection of a payment type.

1. **Select** 'Payment Type' from the drop-down box.
 - E-Check must be chosen if the total amount is greater than \$1,000.
2. **Check** the box agreeing to pay the total listed on the page.
3. **Press** the 'Continue' button.

6. Enter Payment Details

The *ePermitting* Order Payment page will update, and users will be able to enter bank and personal details to pay their invoices.

1. Provide ACH or Credit Information.
2. Provide a Billing Address.
 - Payment receipts will be available through the registered user account and sent to the email address on file. For this reason, users are asked to ensure they have entered a valid email address.
 - Users can enter a second email into the last field of the address section, which will provide an additional notice of payment to the second email address.
3. Confirm the information entered is correct, and **press** 'Continue' to navigate to the next page.

7. Confirm Payment Details

The *ePermitting* Order Payment page will update, displaying final payment details.

1. Confirm the payment information is correct and **press** the 'Submit Payment' button to continue.
 - If the system detects a problem with the information provided, it will inform the user. To update information, **select** 'Change' and **resubmit** the form once the information is updated.
2. A status bar will appear in the center of the window indicating the payment is processing, and then a message will be displayed indicating the transaction was successfully processed.

8. View Paid Invoices or Print Receipts

Once payment has been sent, users will be returned to the main *ePermitting* page.

1. Access the invoices page to confirm payment has been sent.
 - This is done by **clicking** your name in the upper right-hand corner of the site and **selecting** 'My Invoices' from the drop-down menu, or by **selecting** 'My Work' from the menu bar.
 - Alternatively, records can be located with the 'Search' function using the 'Case Number' from Step Three of this QRG, also referred to as a 'Description' during payment processing. The number can also be located at the bottom left of your invoice, under the 'Reference Number' title.
2. To view and print paid invoices from this screen, **change** the drop-down menu item over the invoices section from 'Unpaid' to 'Paid' and the window will refresh with a list of paid invoices.
3. **Select** the invoice you would like to view or print by **clicking** the number, and the window will update with detailed information about the selected invoice.
4. **Click** the print icon in the top right-hand corner of the invoice window, and the invoice will print.

Section Two: Making Permit Payments by Invoice Number or for Unregistered Users

This section provides details on how to make an invoice payment if you are not registered with the *ePermitting* system or are paying an invoice on behalf of someone else. If you are a registered user, please return to the beginning of Section One of this QRG, and follow the steps listed there.

1. Navigate to the ePermitting Page

This is the main page where all *ePermitting* functions are performed.

2. Navigate to the *ePermitting* web page.

- You do not need to be a registered user to make payments through this system.
 - If you would like to register an account, please refer to our QRG on how to register and log into the *ePermitting* system.

2. Locate the Invoice You Want to Pay or Print

Unregistered users can only pay or print one invoice at a time.

1. **Select** 'Pay Invoices' from the menu bar with the black background.
2. **Enter** the invoice number into the search field and **press** enter or **select** the "Search" button.
 - This will open a new window.

3. Pay or Print the Permit Invoice

Pay or print an invoice from this window.

1. To begin the process of invoice payment, **select** the 'Pay Now' button and proceed to Step Four.
 - Be sure to write down the invoice 'Case Number.' Once payment of an invoice is made, it will be listed as a 'License Number' and can be shared with other people.
2. To print an invoice, **select** the printer icon, located directly to the right of the 'Pay Now' button.
 - If you have elected to print, the invoice will appear in a new window and can be printed from there.

4. Confirm Invoice Details and Select Payment Type

The *ePermitting* Order Payment page will now show order details and allow for selection of a payment type.

1. **Select** 'Payment Type' from the drop-down box.
 - E-Check must be chosen if the total amount is greater than \$1,000.
2. **Check** the box agreeing to pay the total listed on the page.
3. **Press** the 'Continue' button.

5. Enter Payment Details

The *ePermitting* Order Payment page will update, and users can enter bank and personal details.

1. Provide ACH or Credit Information.
2. Provide a Billing Address.
 - Payment receipts will be sent to the email address on file. For this reason, users should provide a valid email address in the email field at the bottom of the form.
 - If an email is listed in the top right side of this window, a different email may be entered into the last field of the address section. A separate notice of payment will be sent to the other email address.
3. Confirm the information entered is correct, and **press** 'Continue' to navigate to the next page.

6. Confirm Payment Details

The *ePermitting* Order Payment page will update, displaying final payment details.

1. Confirm payment information is correct and **press** the 'Submit Payment' button to continue.
 - If the system detects problems with the payment information, a message will appear requesting corrected payment details. Select 'Change' and resubmit the form with updated information.
2. A status bar will now appear in the center of the window indicating the payment is processing. When the payment has been processed, a message will be displayed indicating the transaction was successful.

7. View Paid Invoice or Print Receipt

Once payment has been sent, users will be returned to the main *ePermitting* page. To confirm payment of the invoice or print a receipt, unregistered users will need to repeat the invoice search process.

1. **Select** the 'Search' option from the black menu bar of the *ePermitting* page.
2. **Enter** the 'Case Number' written down in Step Three of these instructions and **press** enter or **select** the 'Search' button.
 - This is the same as the 'Permit Number' issued when payment has been confirmed.
 - If you did not write down the 'Case Number' and do not have the 'Permit Number', please contact the individual who registered the request for a permit and obtain the number from them.
3. When the page refreshes, locate the 'License Number' field and **click** the link.
4. On the next page, **press** the 'Fees' button at the bottom of the page.
5. Scroll down and **select** the invoice number.
6. On the next screen, **select** 'Attachments' from the bottom row.
7. **Select** the PDF invoice or payment receipt you would like to view from the available files.
 - The file will download to your computer or open on your phone, and you may print it from there.
 - If you are working with multiple invoices, a registered account will offer greater access, control, and ease of use in managing permits. This process is described in our QRG on registering an account.