

Overview

At SJPermits.org you can pay the invoices for permit applications in different ways, whether you have a registered account or not. Invoices issued by the City of San Jose will be issued to an individual or organization indicated as either the “Billing Applicant” or “Applicant” in the permit application. This is regardless of whether the permit was initiated online through SJPermits or by City staff that received an application from the Applicant directly.

This guide will only cover the payments made through SJPermits and will not cover making payments at City Hall or Wire Transfer payments. This guide will show you the different ways to pay for the permits, however, it will not cover the payment option of paying for Code Enforcement Multiple Housing Fees.

This guide will cover the following topics:

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Section 1 – Unregistered User Payment

The method described in this section can be done by either an unregistered or registered user. To utilize this method, navigate to the SJPermits main page (Figure 1) or the SJPermits Account Login Page (Figure 2). Click on the button labeled “Pay Permit Fees,” under the “I Want To” section, or the “Unregistered User Payment” button, respectively.

When utilizing the method shown in Figure 1 below, you will be presented with two options: 1) to “Certify or Pay Fee for MH Permit”; or 2) to “Pay Fee for Other Permit.” For the purpose of this guide, you will click on the second option to proceed to the “Unregistered User Payment” page, as shown in Figure 3.

The screenshot displays the SJPermits.org homepage. On the left is a navigation menu with links: Log In or Register, Available Online Permits, FAQs, Resources, Get Development Updates, SjePlans, Privacy Policy, Feedback Form, and Contact Us. The main header reads 'WELCOME TO SJPERMITS.ORG'. Below the header is a message: 'Please read our FAQs if you are new to this website and need more information about online permits and other permit services.' A survey prompt follows: 'Please Take Our Survey. We are in the process of improving sjpermits.org. To help us serve you better, please take our short survey.' A yellow 'Take the survey' button is provided. The 'PERMIT AND PROPERTY INFORMATION' section includes a search icon and a list of viewable information: 1. Zoning designation, 2. Permit history, 3. Plan review status, 4. Property information, and 5. Proposed projects. The 'I WANT TO' section features four buttons: 'Apply for Online Permit', 'Log in | Register', 'Schedule an Inspection', and 'Pay Permit Fees'. The 'Pay Permit Fees' button is highlighted with a red border.

Figure 1 – SJPermits Main Screen Pay for Permit

LOGIN

Welcome to the new home for SJPermits.

An account is required to apply for an online permit. Online permits are for small projects that do not require plan review. See the list of [permits that are available online](#).

Login:
If you have already registered an account with SJPermits.org

Your Email Address *

Your Password *

Remember me on this computer

Sign in [Forgot Password](#)

Register:
To get started with the SJPermits.org, select the best option for you.

Option 1 New User Account Creation

Option 2 I do not have an SJPermits.org account, but I do have permit history OR I am a property owner.

For assistance, please visit:
[SJPermits FAQs](#)
[SJPermits Account Setup Guide](#)

Unregistered User Payment **Public Information Search** **Schedule Inspection**

Figure 2 – SJPermits Login Page Unregistered User Payment

From the “Unregistered User Payment” screen you will have one of three options to search for an invoice to pay. You will enter the information into the “Customer Identification Number” search box. Once you have entered the information, click on the “Search” button to retrieve the search results. The three invoice search options are:

1. **PeopleRSN (Customer No.)** – Utilizing this method will show you all unpaid invoices for the customer that you have entered. This method is primarily used if you are looking to pay multiple invoices across multiple permits.
2. **Invoice Number** – Utilize this method if you wish to pay for a specific invoice only.
3. **Permit/File Number** – Utilize this method if you wish to pay for multiple invoices in the same permit.

Please Note:

- Only one option must be used for the search. Putting information in each box and attempting a search will not result in a more refined search. The options themselves provide either a broad search or a more focused search as indicated below.
- To determine the PeopleRSN (Customer No.), Invoice Number or Permit/File Number, refer to [Index 1](#), for regular Development Services invoices, or [Index 2](#), for Public Utility Invoices.

UNREGISTERED USER PAYMENT

CUSTOMER IDENTIFICATION NUMBER

Enter the PeopleRSN from your invoice
OR the Invoice Number
OR the Permit/File Number.

For Permit Numbers include the full year and do not include dashes (e.g. 2019010101)
For File numbers include the dash (e.g. PD21-001)

Please enter only one of these search parameters.

1 PeopleRSN

2 Invoice Number

3 Permit/File Number (2019010101 or PD21-001)

Please double-check the invoice number being selected for payment as many invoices have the same fee amounts. **Payments cannot be transferred between Permits/Files if misapplied.**

By making payment online, I acknowledge that I am aware of the [cancellation and refund policies](#) for City of San Jose Development Services permits, per [San Jose Municipal Code](#).

Clear Search

Search

Figure 3 – Unregistered User Payment Screen

Once your search results have been retrieved, you will see the results of the search in the “Outstanding Invoices” box, located below the “Customer Identification Number” search box. From the search you will be able to:

1. Select the invoice(s) you want to pay by clicking on the check box located to the left of the invoice number.
2. Filter the results by utilizing the “Search” box on the upper right side of the “Outstanding Invoices” box. All data columns will be used when filtering the results.
3. Verify the total amount of the selected invoice(s)
4. Pay the selected invoice(s) by clicking on the “Pay Selected Fees Now” button.

OUTSTANDING INVOICES

2 Search:

	Invoice Number	Permit #	File #	Invoice Amount	Due Date
1	1523547	2022-654637	AP22-022	3,513.00	2022-04-19
<input checked="" type="checkbox"/>	1523582	2022-654712		4,930.00	2022-04-29
<input type="checkbox"/>	1523562	2022-654694	AP22-033	3,513.00	2022-04-22
<input type="checkbox"/>	1523583	2022-654712		520.00	2022-04-29

3 Total Fee Amount(for selected): \$3513.00

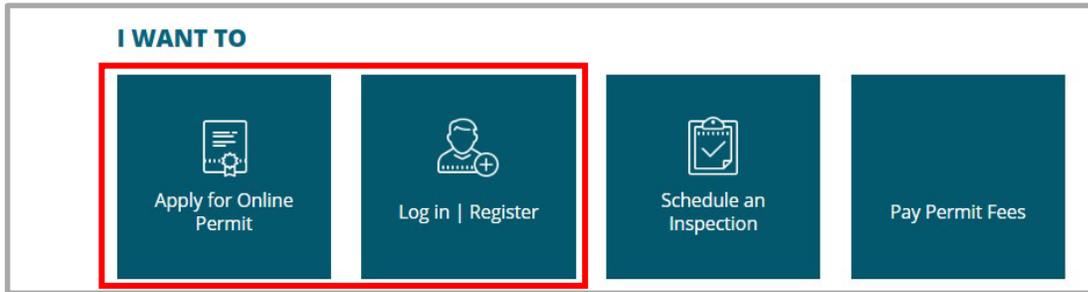
4 Pay Selected Fees Now

Note: Refer to [Index 3](#) For steps on making the payment after clicking on “Pay Selected Fees Now”

Section 2 – Registered User – Pay for All of My Permits

Overview - This section will go over how you can view the invoices for every permit application you are associated with, regardless of if you are the applicant, billing applicant or contact. Utilizing this method, you will be able to pay for multiple invoices over multiple permit applications. If you wish to only see the invoices associated with a specific permit application refer to [Section 3](#), entitled “Registered User – Pay Project Permit Specific Fees.”

Step 1 - From the SJPermits main page click on the “Apply for an Online Permit” or “Log In | Register” button from the “I Want To” section (Figure 1).



Step 2 - From the account log in page, you will need to log into your account. Once you have inputted your email and password click on the “Sign In” button, you will be directed to the My Services page.

👤
LOGIN

Welcome to the new home for SJPermits.

An account is required to apply for an online permit. Online permits are for small projects that do not require plan review. See the list of [permits that are available online](#).

Login:

If you have already registered an account with SJPermits.org

Your Email Address *

Your Password *

Remember me on this computer

Sign in [Forgot Password](#)

Register:

To get started with the SJPermits.org, select the best option for you.

Option 1 New User Account Creation

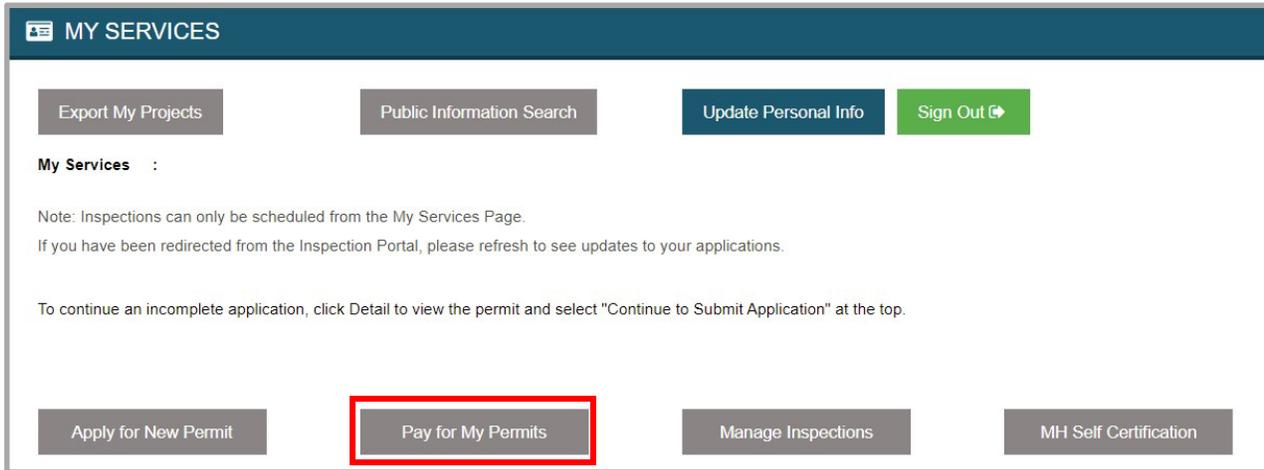
Option 2 I do not have an SJPermits.org account, but I do have permit history OR I am a property owner.

For assistance, please visit:

[SJPermits FAQs](#)

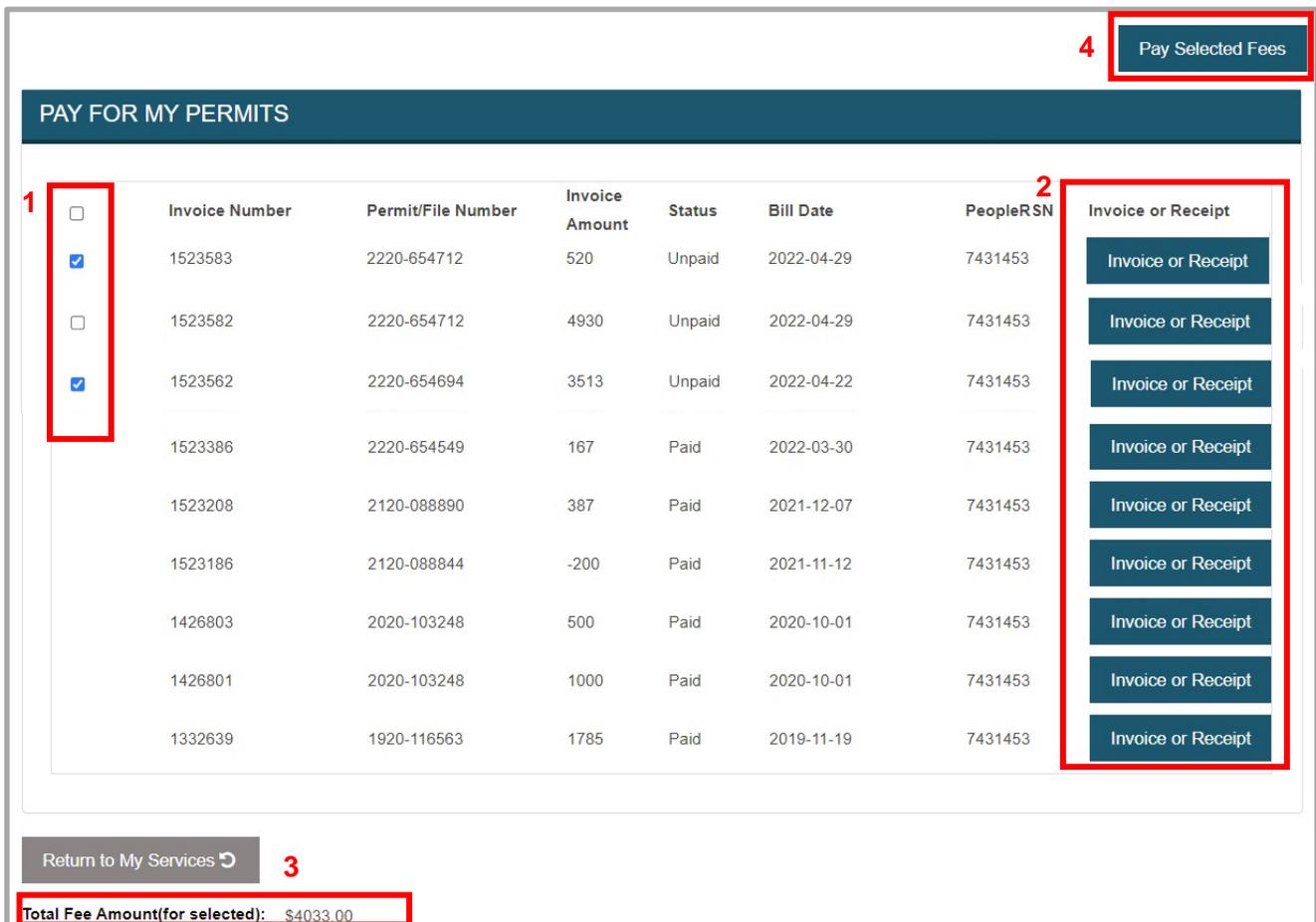
[SJPermits Account Setup Guide](#)

Step 3 - From the My Services page you will click on the “Pay for My Permits” button and you will be directed to the “Pay for my Permits” page.



Step 4 - From the “Pay for My Permits” page, you will see a listing of all your invoices for all permits your online account is associated with. From this page you will be able to do the following:

1. Select the invoice(s) you want to pay by clicking on the check box located to the left of the “Invoice Number” column (paid invoices will not have a check box next to them).
2. Print a copy of the Invoice or Receipt – this will allow you to see all line items associated with the invoice.
3. Verify the total amount of the selected invoice(s).
4. Pay the selected invoice(s) by clicking on the “Pay Selected Fees” button.



Note: Refer to [Index 3](#) For steps on making the payment after clicking on “Pay Selected Fee”

Section 3 – Registered User – Pay Project Permit Specific Fees

Overview - This section will go over how you can view and pay the invoices for a specific permit application you are associated with, regardless of if you are the applicant, billing applicant or contact. Utilizing this method, you will be able to pay for multiple invoices for the same permit applications. If you wish to pay for multiple invoices over several permit applications refer to [Section 2](#), entitled “Registered User – for All of My Permits.”

To begin, follow Steps 1 through 3 from the previous section to navigate to the My Service page of your account. From the My Services page, you will find the permit that contains the invoices you wish to pay by either:

1. By inputting information in the “Search” box at the top left of the “Folder Details” box (preferred). You can filter by any of the information in the columns, however, the columns that would provide the best results would be the “Permit #” or “Ref File #.” Refer to [Index 1](#) for Development Services or [Index 2](#) for Public Utilities to help you determine the Permit and / or Reference File number from the printed or PDF version of the invoice itself.
2. Scrolling through the list of available permits (not preferred).

Once you have found the permit you wish to pay the fees for, click on the “Detail” button.

FOLDER DETAILS

Permit #	Ref File #	Property Address	Permit Type	Sub Type Work Type	Folder Name	Status	Application Status	Expiry Date	Detail
2022-654732-DW	3-123456	1 Test Central San Jose, CA	Driveway Permit	Combination	1 Test Central	Under Review	Submitted		Detail

Showing page 1 of 1 (filtered from 83 total entries)

Previous 1 Next

From the My Application Detail page you will scroll down to the bottom of the page to the “My Outstanding Payment Details. From this section click on the “View//Make Payments” button to go to the “Payment Details” page.

\$ OUTSTANDING PAYMENT DETAILS

Your Outstanding Balance is: \$ 482.0

[View/Make Payments](#)

On the “Payment Details” page you will be able to do the following:

1. Select the invoice(s) you want to pay by clicking on the check box located in the “Select” column (paid invoices will not have a check box next to them).
2. Print a copy of the Invoice or Receipt – this will allow you to see all line items associated with the invoice.
3. Verify the total amount of the selected invoice(s).
4. Pay the selected invoice(s) by clicking on the “Pay Selected Fees” button.
5. Pay the fees later and return to the Permit Details page.

PAYMENT DETAILS

Detailed Information for Application #: 22 654549 000 00 RV

Application Type : RV/D-Miscellaneous/

Property Address Information : 297 COMMERCIAL ST SAN JOSE, CA 95112-4402

People Information : JOE DYKE/COMCAST

PAYMENTS

1 Select	Invoice No.	Amount	Status	Receipt No	2 Invoice or Receipt
<input type="checkbox"/>	1523385	\$19,767	Unpaid		Print Invoice
<input type="checkbox"/>	1523386	\$167	Paid	1445189	Print Receipt
<input type="checkbox"/>	1523387	\$1,219	Unpaid		Print Invoice

3 **Total Fee Amount(for selected):** \$21,153

4 **Pay Selected Fees** 5 **Pay Later**

Note: Refer to [Index 3](#) For steps on making the payment after clicking on “Pay Selected Fees”

Index 1 – Development Services Invoice

When doing a search as an unregistered user or registered user to pay for an outstanding invoice online refer to the image below to help you determine the following:

1. **PeopleRSN (Customer No.)**
2. **Invoice Number**
3. **Permit Number**
4. **File Number**



2 Invoice: 1523582

3 For: 2022-654712-RV D-Miscellaneous

Project Location: 297 COMMERCIAL ST

Project Name: 297 COMMERCIAL STREET

4 Reference File No: 3-123456

Date Printed: April 29, 2022

Prepared For:
COMCAST (Mr. JOHN SMITH)
200 EAST SANTA CLARA SAN
JOSE , CA
95110

Prepared By:
John Smith
200 East Santa Clara Street
San Jose, CA 95113-1905
(408) 555-1234

1 Customer No (RSN): 7431453

Service Fees	
PW-Record Retention Fee.....	\$209.00
PW-Revocable Encroachment Permit Fee.....	\$4,721.00
<i>Service Fees Subtotal</i>	\$4,930.00
Total due by: April 29, 2022	\$4,930.00

 Track your project progress online

Scan this QR Code with your SmartPhone and you can access our SJ Permits online permitting system where you can see the status of the review of your project by the City staff. You can also see a chart view of your permits progress showing what items are with the city and what is with the project design team.

2 Invoice # 1523582

Page 1 of 1

Index 2 – Public Utilities Invoice

When doing a search as an unregistered user or registered user to pay for an outstanding invoice online refer to the image below to help you determine the following:

1. **PeopleRSN (Customer No.)**
2. **Invoice Number**
3. **File Number**

**City of San Jose
Public Works**
200 E Santa Clara St, 3rd Floor
San Jose, CA 95113

ATTN: JOHN SMITH
COMCAST
200 E Santa Clara
San Jose, CA
95110

1 → Customer No. : 7431453
Project No. : H220001E
3 → Utility Job No. : PM 12345678
2 → Invoice No. : 1287401
Invoice Date : 04/01/2022

TERM NET- PAYMENT BECOMES DELINQUENT 30 DAYS AFTER INVOICE DATE UNLESS OTHERWISE NOTED. FAILURE TO PAY THE TOTAL AMOUNT DUE BY THE DUE DATE CAN BE SUBJECT TO PENALTIES, INTEREST, AND FEES.

INVOICE FOR THE PAYMENT OF PERMIT FEES ASSOCIATED WITH YOUR COMPANY'S PLANS SUBMITTED TO THE CITY OF SAN JOSE PUBLIC WORKS-UTILITIES SECTION FOR PERMITTING. THE PERMIT FEES INCLUDE STAFF TIME SPENT ON PLAN REVIEW, PERMIT ISSUANCE, AND INSPECTION SERVICES FOR
MAY 2022
PAYMENT DUE 30 DAYS FROM INVOICE DATE

Account: Public Works

FEE DESCRIPTION	BALANCE AMOUNT
Major Utility Std. / Emerg. Permit Fee	1,800.00
Major Utility Std. / Emerg. Permit Revision Fee	450.00
Major Utility Std. / Emerg. Permit Extension Fee	600.00

Questions Regarding the Bill Call: (408) 975-7455
Questions Regarding Payment Call: (408) 975-7455

Please return this portion with your payment in the enclosed envelope



CITY OF
SAN JOSE
CAPITAL OF SILICON VALLEY

Payment Options:
By Mail: 200 E Santa Clara St - 3rd Floor, Attn: Utility Section, San Jose, CA 95113
Make check payable to: *City of San Jose*
In Person: City Hall 200 E. Santa Clara Street, Tower, 1st Floor. Cashier's Window
By Phone: 408-535-7055 Credit or Debit Cards accepted

Customer No. : 7431453

ATTN: JOE DYKE
COMCAST
200 E Santa Clara
San Jose, CA
95110

Amount Enclosed

Invoice No.	Citation No.	Amount Due	
1287401		2,850.00	

Index 3 – Processing Payment

Overview – As a customer of the City of San Jose you have several options available to pay your permit application invoices. These include: 1) Paying by credit card or ACH/eCheck online on SJPermits using the methods described in the earlier sections; 2) Paying in person at City Hall; 3) Paying by credit card over the phone, by calling (408) 535-3555; or 4) Wire transfer. This guide will cover option 1 and will take you through the process of paying your invoice online.

To pay an outstanding invoice online follow the steps, outlined earlier in this guide, in either Section 1, 2 or 3. After you click on the button labeled as “Pay Selected Fees” you will be taken to the “Payee Detail” page. The first step will be to authorize the payment by selecting to pay either by credit card or ACH/eCheck by clicking on the applicable radio button as shown below. Once you select the payment type the page will briefly reload and the applicable payment button will display. To proceed with instructions for credit card payment, refer to [Index 3.1](#). For instructions on ACH/eCheck payment, refer to [Index 3.2](#).

PAYEE DETAIL

When submitting a credit card payment, a **non-refundable service fee of 2.4%** will be collected by a third party (Wells Fargo Merchant Services) to cover transaction processing fees. To avoid this fee you have the option to pay online via ACH/eCheck, or you may mail a check, or you may pay in person with cash or check. **Note:** the City is not able to accept in-person payments when City Hall is closed to the public.

People Name : JOHN SMITH

Organization Name : COMCAST

Address Line1 : 200 E SANTA CLARA ST

City : SAN JOSE

State : CA

Country : USA

Bill amount : \$ 482.00

Postal Code : 95110

Payment Authorization

authorize the city to charge my credit card the amount listed above subject to the terms of my credit card issuer.

authorize the city to collect this fee by Electronic Fund Transfer from my checking account. I understand that my ACH/eCheck payment will be processed within 1-2 banking days. If the payment returns unpaid, I authorize you or your service provider to collect the payment and my state's return item fee and, if applicable, costs, by EFT(s) or draft(s) drawn from my account. [Click here to view your state's returned item fee and, if applicable, costs](#) I understand that this authorization will remain in full force and effect until I notify you that I wish to revoke it by calling (408) 535-3555 and allow you reasonable opportunity to act on my notice.

Cancel Payment

If you wish to cancel the payment click on the “Cancel Payment” button. On the following page you will have the option to do one of the following:

1. Return to the “My Services” main page by clicking the “Yes, Cancel My Payment” button.
2. Return to the “Payee Detail” page by clicking on the “No, Return to my Application” button.

CANCEL PAYMENT

Are you sure you want to cancel your payment?

1
Yes, Cancel My Payment

2
No, Return to my Application

Index 3.1 – Credit Card Payment

To pay by credit card you will select the first radio button from the “Payee Detail” screen. As indicated earlier, the page will briefly reload, and a new button will appear entitled “Pay by Credit Card.” Click on this button to proceed to the next step.

Payment Authorization

I authorize the city to charge my credit card the amount listed above subject to the terms of my credit card issuer.

I authorize the city to collect this fee by Electronic Fund Transfer from my checking account. I understand that my ACH/eCheck payment will be processed within 1-2 banking days. If the payment returns unpaid, I authorize you or your service provider to collect the payment and my state’s return item fee and, if applicable, costs, by EFT(s) or draft(s) drawn from my account. [Click here to view your state’s returned item fee and, if applicable, costs](#) I understand that this authorization will remain in full force and effect until I notify you that I wish to revoke it by calling (408) 535-3555 and allow you reasonable opportunity to act on my notice.

On the payment page you will need to fill in all items listed with an asterisk. The address you fill in should match the billing address for the credit card itself. Once you fill in all the required information click on the “Pay” button to begin processing your payment. **Note:** We currently only accept Visa or Mastercard payments.

Billing Information

* Required field

First Name *

Last Name *

Company Name

Address Line 1 *

City *

Country/Region *

State/Province *

Zip/Postal Code *

Email *

Your Order

Total amount	\$482.00
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Payment Details

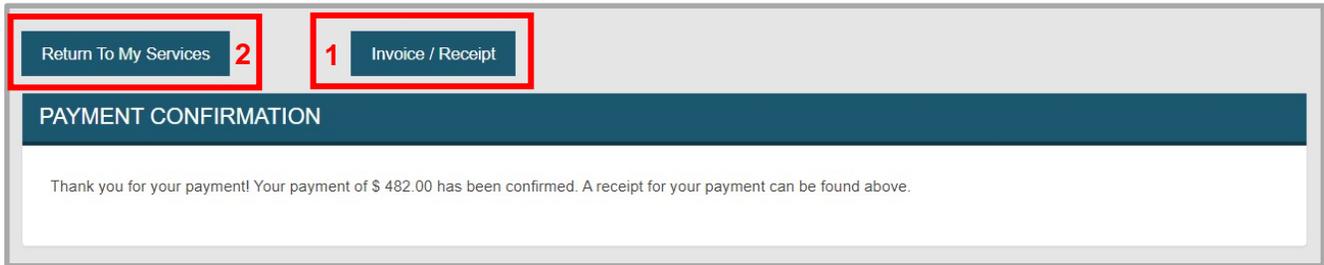
Card Type * Visa Mastercard

Card Number *

Expiration Month * Expiration Year *

CVN This code is a three or four digit number printed on the back or front of credit cards.

Once the payment has been processed you will be taken to the payment confirmation page. From here you will be able to 1) Print a copy of your receipt; or 2) Return to the “My Services” main page.



Return To My Services 2

1 Invoice / Receipt

PAYMENT CONFIRMATION

Thank you for your payment! Your payment of \$ 482.00 has been confirmed. A receipt for your payment can be found above.

Index 3.2 – eCheck/ACH Payment

To pay by eCheck/ACH payment you will select the second radio button from the “Payee Detail” screen. As indicated earlier, the page will briefly reload, and a new button will appear entitled “Pay by eCheck.” Click on this button to proceed to the next step.

Payment Authorization

I authorize the city to charge my credit card the amount listed above subject to the terms of my credit card issuer.

I authorize the city to collect this fee by Electronic Fund Transfer from my checking account. I understand that my ACH/eCheck payment will be processed within 1-2 banking days. If the payment returns unpaid, I authorize you or your service provider to collect the payment and my state's return item fee and, if applicable, costs, by EFT(s) or draft(s) drawn from my account. [Click here to view your state's returned item fee and, if applicable, costs](#) I understand that this authorization will remain in full force and effect until I notify you that I wish to revoke it by calling (408) 535-3555 and allow you reasonable opportunity to act on my notice.

The first section you will need to fill out will be the “Billing” section. You will need to fill out this section match the information the bank has on record for the account (i.e., name, address, etc.). Once you have filled in this information, click on the “Next” button to continue.

Billing
Payment
Review
Receipt

Billing Information

* Required field

First Name *

Last Name *

Company Name

Address Line 1 *

City *

Country/Region *

State/Province *

Zip/Postal Code *

Phone Number *

Email *

Your Order

Total amount	\$482.00
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On the “Payment” section you will need to enter your accounts:

1. Routing Number – These are the first set of 9 numbers on the lower left corner of a check is the routing number. **Note:** The character symbol surrounding the numbers is not part of the routing number on a check.
2. Account Number - The second set of numbers following the character symbol immediately after your routing number is your account number. **Note:** Occasionally, the account number maybe switched with the check number. To determine your account number, simply choose the longer number. This number is unique to your bank account and you’ll find it on your personal checks or by signing into your online account.
3. Account Type – You will have three options. If you are unsure what type of account you have, please contact your bank.

Refer to the example check shown below to help you determine the routing and account number. Once you are done filling in the information, click on the “Next” button to continue to the “Review” screen. If you need to do any revisions on the billing data, click on the “Back” button to fix any incorrect data.

Payment Screen

Example Check

On the “Review” screen you will review the information you provided one last time. Here you will determine if all the information looks correct or needs revisions. If the information looks correct, click on the “Pay” button to begin processing the payment. If the payment information needs corrections, then click on the “Back” button to go back the previous screen to fix the incorrect data.

Review your Order

Billing Address

JOHN SMITH
COMCAST
xxx E SANTA CLARA ST
SAN JOSE
California
95110
United States of America

Payment Details

Routing Number: xxxxx0439
Account Number: xxxx5678
Account Type: Checking

Your Order

Total amount: \$482.00

By clicking Pay, I agree to the [Electronic Check Terms & Conditions](#)

[Back](#) [Pay](#)

[Cancel Order](#)

Once the payment has been processed you will be taken to the payment confirmation page. From here you will be able to 1) Print a copy of your receipt; or 2) Return to the “My Services” main page.

[Return To My Services](#) **2** [Invoice / Receipt](#) **1**

PAYMENT CONFIRMATION

Thank you for your payment! Your payment of \$ 482.00 has been confirmed. A receipt for your payment can be found above.