

# Civic Access – How to Pay an Invoice

To pay an invoice in Civic Access, first you need to log in to your account. Then, click on the **My Work** button, or use the **Search** button to directly input your permit number.



Once you're in **My Work**, you can either navigate directly to **My Invoices**, or to **My Permits**.

**My Invoices** will show you a list of all unpaid invoices, while **My Permits** will show you a list of all your permit records. If fees are invoiced and unpaid you will see a tag to the right under the State header that says **Unpaid Fees**.



## My Work

MY INVOICES    **MY PERMITS**    MY EXISTING INSPECTIONS    REQUEST INSPECTIONS

Permit Number	Project	Address	Permit Type	Status	State
<a href="#">23060510-COM-BLDG</a>		5400 S Dixie Hwy West Pal...	Addition - Commercial	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
<a href="#">23060427-COM-BLDG</a>		715 Kaye St West Palm Bea...	Misc - Commercial	Fees Due	Attention, Recent, Pending (On Hold, Unpaid Fees)
<a href="#">23060428-RES-MECH</a>		715 Kaye St West Palm Bea...	A/C Changeout - Residential	Fees Due	Attention, Recent, Pending (On Hold, Unpaid Fees)
<a href="#">23060419-RES-MECH</a>		2654 San Andros West Palm...	A/C Changeout - Residential	Fees Due	Active, Attention, Recent (On Hold, Unpaid Fees)
<a href="#">23050098-COM-MECH</a>		512 Clematis St West Palm ...	Mechanical Sub-Permit - Commercial	Issued	Active, Attention, Recent (Inspection Not Passed)

Only fees that have been invoiced can be paid. Please keep in mind that fees could be due at a later date and have not been invoiced yet on the staff side of the process.

In general, sub-permits and other turnaround permits will have all fees invoiced at once, after the permit application has been processed. Fees are due before the permit will be issued and therefore work can commence.

However, many permits that require plan review could have fees split in two – one invoice for plan review fees, due before plan review can commence; and one invoice for the permit fee, due at any time before permit issuance.

# Civic Access – How to Pay an Invoice

In order to pay an invoice on a particular permit or record, the best way to do so is to go into that record. However, Invoices receive their own record number, and if you click on an Invoice record you can view the singular invoice as well as print out a copy of it.

Invoice Number: INV-00000323

Add To Cart



Invoice Total: \$186.53

Status: Due

Invoice Date: 06/09/2022

Due Date: 07/09/2022

Description: NONE

Primary Fees

Misc Fees

Payments

Attachments

Contacts

## Primary Fees

Sort Fee Name ▾

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
1000B2 (Building Permit Fee)	\$180.00	\$180.00	22061285-RES-MECH	Permit	
1200B (DCA Surcharge)	\$2.00	\$2.00	22061285-RES-MECH	Permit	
1220B (DBPR Surcharge)	\$2.73	\$2.73	22061285-RES-MECH	Permit	
1230B (Training Surcharge)	\$1.80	\$1.80	22061285-RES-MECH	Permit	

If you click the **Add to Cart** button, it will take you to your **Shopping Cart**. You will also see your **Shopping Cart** logo in the top-right hand corner of the page update with how many invoices are currently in your Cart.

Good Afternoon, Jon M ▾ 1

Dashboard Home Apply My Work Today's Inspections Map Report Fee Estimator Search Calendar

[Back](#)

## Shopping Cart

Total \$186.53

Check Out

Invoice: INV-00000323

Description: 22061285-RES-MECH

Due Date: 07/09/2022

\$186.53

Remove

[Top](#) | [Main Menu](#)

Case Number	Project	Case Address	Amount Due
22061285-RES-MECH		401 Clematis St West Palm Beach FL 33401	\$186.53

Total \$186.53

Check Out

# Civic Access – How to Pay an Invoice

As stated earlier, you can instead navigate into an individual permit record. In this particular example, we waited to invoice the plan review fees and permit fees until after plan review was already completed. That is not normal, but we will ignore it for this example. At the top of the permit record page, if you have fees that have been invoiced, you will see the **Add to Cart** button to the right, like below.

Permit Number: 23060510-COM-BLDG

Add to Cart

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

<b>Type:</b> Addition - Commercial	<b>Status:</b> Submitted - Online	<b>Project Name:</b>
<b>IVR Number:</b> 105092	<b>Applied Date:</b> 06/21/2023	<b>Issue Date:</b>
<b>District:</b> District 5	<b>Assigned To:</b> Librarian, Permit	<b>Expire Date:</b>
<b>Square Feet:</b> 100,000.00	<b>Valuation:</b> \$1,000,000.00	<b>Finalized Date:</b>
<b>Description:</b> COM Addition Test		

Summary

Locations

Fees **!**

Reviews

Inspections

Attachments

Contacts

Sub-Records

More Info

Below the tabs in the middle of the screen, if you are on the Summary tab to the left you can see in order from left to right: your **Progress** graph, **Fees** box, **Workflow**, and **Available Actions** boxes. You can see under **Available Actions** that fees are ready to be paid, as well as see the **Fees** tab is flagged with a red exclamation point.

Summary

Locations

Fees **!**

Reviews

Inspections

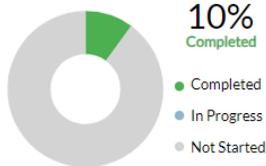
Attachments

Contacts

Sub-Records

More Info

## Progress



## Fees

\$21,699.83

View Details

Add to Cart

## Workflow

- Plan Review [BLDC | Addition] - Passed : 06/21/2023
- Plan Review [Prescreen] - Passed : 06/21/2023
- Confirm Invoice Created For Initial Permit Fees - Passed : 06/21/2023
- Create/Link - Building (Commercial) Roofing Sub-Permit
- Create/Link - Electrical (Commercial) Sub-Permit
- Create/Link - Mechanical (Commercial) Sub-Permit
- Create/Link - Plumbing (Commercial) Sub-Permit
- Create/Link - Certificate of Occupancy (Commercial)
- Confirm all Permit Fees Invoiced and Paid

## Available Actions

- Unpaid Fees \$15,550.00 07-21-2023 [Pay Now](#)
- Unpaid Fees \$6,149.83 07-21-2023 [Pay Now](#)

# Civic Access – How to Pay an Invoice

Clicking the Fees tab will show you the line item fees as well as which fees are on which invoice, should there be multiple invoices on a permit record. The Fees tab itself will also have an [Add to Cart](#) button.

[Fee Summary](#) | [Remaining Fees](#) | [Paid Fees](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

## Fee Summary

<b>Total Fees:</b> \$21,699.83	<b>Paid Fees:</b> \$0.00	<b>Unpaid Fees:</b> \$21,699.83	<a href="#">Add to Cart</a>
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## Remaining Fees

Sort

Fee	Invoice	Computed	Amount Due
1000B2 (Building Permit Fee)	<a href="#">INV-00001225</a>	\$15,550.00	\$15,550.00
1200B (DCA Surcharge)	<a href="#">INV-00001224</a>	\$195.93	\$195.93
1220B (DBPR Surcharge)	<a href="#">INV-00001224</a>	\$293.90	\$293.90
1230B (Training Surcharge)	<a href="#">INV-00001224</a>	\$155.50	\$155.50
FIREB (Fire Inspection/Review Fee)	<a href="#">INV-00001224</a>	\$1,555.00	\$1,555.00
PLANREVB2 (Building Plan Review)	<a href="#">INV-00001224</a>	\$3,887.50	\$3,887.50
ZONADDCOM (Zoning Commercial Review)	<a href="#">INV-00001224</a>	\$62.00	\$62.00

Results per page  1 - 7 of 7 << < 1 > >>

## Paid Fees

Sort

Fee	Invoice	Computed
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No records to display.

# Civic Access – How to Pay an Invoice

Click **Add to Cart**, which will take you to the **Shopping Cart** page, or navigate there from the **Shopping Cart** icon at the top right of the page next to your login. Civic Access allows you to pay multiple invoices at the same time, including from different permit records.

Here we see three invoices from two permit records – Invoice #1094 from Permit #23060419 and Invoices #1224 and #1225 from Permit #23060510. At the top you'll see the total of all invoices, as well as **Remove** buttons to the right of each invoice. If you want to pay all of them at once, you can click the **Check Out** button. For this example, we only want to pay the invoices for Permit #23060510, so we will click the **Remove** button next to the top record. This will remove Invoice #1094 from our **Shopping Cart**. We can pay it later.

## Shopping Cart

Total **\$21,855.60**

**Check Out**

Invoice: [INV-00001094](#)

Description: 23060419-RES-MECH

Due Date: 07/15/2023

**\$155.77**

Case Number	Project	Case Address	Amount Due
<a href="#">23060419-RES-MECH</a>		2654 San Andros West Palm Beach FL 33411	\$155.77

**Remove**

[Top](#) | [Main Menu](#)

Invoice: [INV-00001225](#)

Description: 23060510-COM-BLDG

Due Date: 07/21/2023

**\$15,550.00**

Case Number	Project	Case Address	Amount Due
<a href="#">23060510-COM-BLDG</a>		5400 S Dixie Hwy West Palm Beach FL 33405	\$15,550.00

**Remove**

[Top](#) | [Main Menu](#)

Invoice: [INV-00001224](#)

Description: 23060510-COM-BLDG

Due Date: 07/21/2023

**\$6,149.83**

Case Number	Project	Case Address	Amount Due
<a href="#">23060510-COM-BLDG</a>		5400 S Dixie Hwy West Palm Beach FL 33405	\$6,149.83

**Remove**

[Top](#) | [Main Menu](#)

Total **\$21,855.60**

**Check Out**

# Civic Access – How to Pay an Invoice

This is our new Shopping Cart page. The total amount due has updated. Now we'll click **Check Out**.

## Shopping Cart

Total **\$21,699.83**

[Check Out](#)

Invoice: [INV-00001225](#)  
Due Date: 07/21/2023

Description: 23060510-COM-BLDG

**\$15,550.00**

Case Number	Project	Case Address	Amount Due
<a href="#">23060510-COM-BLDG</a>		5400 S Dixie Hwy West Palm Beach FL 33405	\$15,550.00

[Remove](#)

[Top | Main Menu](#)

Invoice: [INV-00001224](#)  
Due Date: 07/21/2023

Description: 23060510-COM-BLDG

**\$6,149.83**

Case Number	Project	Case Address	Amount Due
<a href="#">23060510-COM-BLDG</a>		5400 S Dixie Hwy West Palm Beach FL 33405	\$6,149.83

[Remove](#)

[Top | Main Menu](#)

Total **\$21,699.83**

[Check Out](#)

Clicking **Check Out** will take you to the City's third-party payment platform, Paymentus. **Paymentus has a \$50,000 maximum payment.** Click **Continue**.



### Transaction Information

Payment Type

 DS Payments

The transaction ID number is a unique identifying number representing all items added in your shopping cart. After completing your payment you can click on Back to Home and look at your Invoices in Paid status.

Transaction ID Number 421

[Continue](#)

## Paymentus

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## Civic Access – How to Pay an Invoice

On the next page, enter in all your information, as well as your payment method. Paymentus will accept Visa and Mastercard debit card payments as well as Visa, Mastercard, American Express, and Discover credit cards. Again, the maximum allowable payment is \$50,000.00. Payments over this amount must currently be paid via check. Once you're done, click [Continue](#).



### Enter Payment Information

All fields are required unless labeled as optional.

<b>First Name</b>	<b>Last Name</b>
<input type="text"/>	<input type="text"/>

**ZIP Code**

<b>Email</b> 	<b>Re-Enter email</b>
<input type="text" value="Enter email address"/>	<input type="text" value="Re-enter email address"/>

**Pay this Amount \$**

**Payment Method**

<input type="radio"/>	 	Debit Card
<input type="radio"/>	   	Credit Card

# Paymentus

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## Civic Access – How to Pay an Invoice

You will then be asked to confirm your payment. If you're sure and your information is correct, click the checkmark box to authorize the payment and click the Pay button.

 **Confirm Payment**

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**Payment Method**  \*\*\*\*\*0005

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**Payment Date** Now (06/21/2023)

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**Payment Amount** **\$21,699.83**

[Click to read the Payment Authorization Terms](#)

I authorize payment and agree to the Payment Authorization Terms

Click the **PAY** button to complete your payment.

< Back **Pay \$21,699.83**

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## Civic Access – How to Pay an Invoice

You will then get a payment receipt on the next page which you can print, but you will also receive an emailed receipt within a few minutes. Click the [Back to home](#) button, which will take you back to the Civic Access [Dashboard](#) page.



### Payment Receipt

**Your payment has been accepted.**

Confirmation #	1046625016
Payment Type	DS Payments
Transaction ID #	421
Status	ACCEPTED
Payment Date	Jun 21, 2023 – 4:22:33 PM
Payment Method	American Express *****0005
Payment Amount	\$21,699.83

[Print](#) [Back to home](#)

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# Civic Access – How to Pay an Invoice

The emailed receipt with confirmation number:

## Payment Confirmation



BillPay@paymentus.com

To  Jonathon Marchant

**Dear JON M,**

We are pleased to confirm your payment with West Palm Beach DS Payments. Below is the summary of your payment transaction. Your payment has been received and will be reflected in your account within 24 hours of the payment date shown. Thank you for your continued relationship with West Palm Beach DS Payments.

Confirmation number: **1046625016**  
Payment date: **Jun 21, 2023, 4:22:33 PM**  
Payment amount: **\$21,699.83**

Payment status: **ACCEPTED**

### Contact Information

First name: **Jon**  
Last name: **M**

ZIP Code: **33401**  
Email: [imarchant@wpb.org](mailto:imarchant@wpb.org)

### Transaction Information

Payment type: **DS Payments**  
Transaction ID Number: **421**  
Payment method: **Credit Card**  
Date due: **Jun 21, 2023**

### Payment Method Information

Card type: **American Express**  
Card number: **\*\*\*\*\*0005**  
Card holder name: **J M**

If you have any additional questions or issues with making a payment in Civic Access, please call our main number at 561-805-6700.