



**City of Carmel-by-the-Sea  
Building Safety Division  
Standard Operating Guidance**

## 23-02 Online Payments




**BACKGROUND:**

The City of Carmel has now made online payments available for all application types. These payments can be made at your convenience with every major credit card type through our web portal located here: <https://carmel.portal.iworq.net/portalhome/carmel>. Note that all payments made through the web portal will incur a 3.5% transaction fee.

**PROCESS:**

- 1) To begin this process you may access the web portal link found here: <https://carmel.portal.iworq.net/portalhome/carmel>. This link is a hub for all permit types, including Building, Planning, Encroachment, and Forestry permits.
- 2) Search for your permit using the appropriate permit search tool, which can be found under the application submittal link. *Ensure that you are using the appropriate search tool as Building, Planning, Encroachment, and Forestry permit applications each have their own search tool.*
- 3) Click on the magnifying glass icon that states “**Click here to find your permit**” and you will be redirected to a new screen.


*(Sample of building application and search section)*

<b>Building Permit Application Submittal</b>		
<p>Click here to apply</p> 	<p>Building Department approval is required before conducting any structural, electrical, mechanical, or plumbing work. In some cases, Planning approval is required before submitting for a building permit. Please use the link below to review our informational handouts and submittal requirements to assist with preparing a complete application:</p> <p style="text-align: center;"><a href="https://ci.carmel.ca.us/post/applications-informational-handouts-0">https://ci.carmel.ca.us/post/applications-informational-handouts-0</a></p> <p>For assistance with submitting a Building Permit Application, please contact the Building Department at (831) 620-2059 or <a href="mailto:building@ci.carmel.ca.us">building@ci.carmel.ca.us</a>.</p>	<p>Instructions</p> <ol style="list-style-type: none"> <li>1 Gather all information before beginning application</li> <li>2 Fill out application and upload any additional documents at the bottom of the application</li> <li>3 Submit the application and wait for the City to contact you.</li> </ol>
<b>Permit Search</b>		
<p>Click here to find your permit</p> 	<p>This is a building permit search tool. Use this search to find your permit and upload additional files, request inspections, pay fees, and print the permit once it has been approved.</p>	<p>Instructions</p> <ol style="list-style-type: none"> <li>1 Search by Permit #, or Parcel #</li> </ol>
<b>View From The Map</b>		
<p>Click here to open the Map</p> 	<p>Search and view Building Permits from the map</p>	<p>Instructions</p> <ol style="list-style-type: none"> <li>1 Search by Permit #, or Parcel #</li> </ol>

(Sample of planning application and search section)

**Planning Application Submittal**

Click here to Apply



Approval from the Planning Department is required for most projects in Carmel. Please use the link below to review our informational handouts and submittal requirements to assist with preparing a complete application:  
<https://ci.carmel.ca.us/post/applications-informational-handouts>

If your project involves multiple application types (example: a Design Study and a Variance), please submit a separate application for each application type. For assistance with submitting a Planning Application, please contact the Planning Department at (831)620-2010 or [planning@ci.carmel.ca.us](mailto:planning@ci.carmel.ca.us).


Instructions

- 1 Gather all information before beginning the application. Plans must be available for upload.
- 2 Fill out the application and upload all documents at the bottom of the application.
- 3 Submit the application.

---

**Planning Application Search**

Click here to Find your Permit



This is a plan review search tool. You may utilize this tool to find your plan, upload additional files, print plan approvals or other necessary documents once approved.


Instructions

- 1 Search by Permit #, or Parcel #

---

**View From The Map**

Click here to open the Map




Search and view Planning Permits from the map

Instructions

- 1 Search by Permit #, or Parcel #

- 4) Once on the Permit Search page, you may then search for your permit application utilizing one of two different search criteria, either the permit number or the parcel number. Select the criteria that you would like to search by and then enter the information into the “**Search**” field on the left hand side of the screen. Then, click on the search button.
  - a. Search criteria must be inputted as follows to identify a permit
    - i. **Parcel number** should be listed as a twelve-digit number string with no dashes or spaces i.e. “123456789012”
    - ii. Permit number as a six-digit number for **Building and Encroachment** permits i.e. “230123”
    - iii. Permit number as a five-digit number for **Planning and Forestry** permits i.e. “23123”

(Permit Search function)


Existing Permits
Portal Home Page [Help](#)

Portal Home Page > Existing Permits

Search


Search By

Permit # ▼

Search

PERMIT #	DATE	OWNER NAME	REQUEST AN INSPECTION	VIEW

(Permit Search function showing results)


Existing Permits
Portal Home Page [Help](#)

Portal Home Page > Existing Permits

Search

Search By

Permit # ▼

Search

PERMIT #	DATE	OWNER NAME	REQUEST AN INSPECTION	VIEW
230000	01/11/2023	—	<a href="#">Request An Inspection</a>	<a href="#">View</a>

- 5) If you have entered a permit number or parcel number for a valid permit application, it will populate on the screen. If no permit application shows, then no permit application is valid with the information provided. If this happens, please contact the Planning and Building department at (831) 620-2010 for additional assistance or refer to the step above for clarification.
- 6) Once your permit is identified and populates in the middle of the screen, click the “**View**” button to open the permit information screen. This is a new screen which will provide you with the details of the selected permit.

- 7) Once on the permit information screen, scroll down to the bottom of the screen to view the outstanding fee balance and click on the button that reads **“Submit Payment”**. If no balance is shown, there are no outstanding fees to be paid for the selected project.

*(Permit showing an outstanding balance due)*

<b>Fees:</b>	
General Plan Update:	\$11.17
BPRF:	\$1.00
SMIP- Residential:	\$0.50
TECHNOLOGY SURCHARGE:	\$8.00
Title 15 Permit 1-56000:	\$193.36
Title 15 Plan Check:	\$125.68
<b>Total Fees:</b>	<b>\$339.71</b>
<b>Amount Due:</b>	<b>\$339.71</b>
<input type="button" value="Submit Payment"/>	

- 8) On the Submit Payment you will see a title stating “Welcome to City of Carmel-by-the-Sea Online Payment Center”. Here you will see a summary of the fees due and their cost by item break down. You may review the fee balance and then click the “Select Fees” button once ready to continue.

*(Review itemized breakdown before proceeding to payment)*

**Welcome to CITY OF CARMEL-BY-THE-SEA Online Payment Center**

---

Payment to:  
 CITY OF CARMEL-BY-THE-SEA  
 Monte Verde St & Between Ocean and 7th Avenues  
 CARMEL BY THE SEA , CA 93921  
 USA

**Select fees to pay**

---

	Fee	Amount	Unpaid
✓	General Plan Update	\$11.17	\$11.17
✓	BPRF	\$1.00	\$1.00
✓	SMIP- Residential	\$0.50	\$0.50
✓	TECHNOLOGY SURCHARGE	\$8.00	\$8.00
✓	Title 15 Permit 1-56000	\$193.36	\$193.36
✓	Title 15 Plan Check	\$125.68	\$125.68

- 9) The next screen will ask you to enter your payment details and contact information. Enter your information and confirm that it is correct, once confirmed, select “Make Payment” to complete the transaction.

**Welcome to CITY OF CARMEL-BY-THE-SEA Online Payment Center**

---

Payment to:  
CITY OF CARMEL-BY-THE-SEA  
Monte Verde St & Between Ocean and 7th Avenues  
CARMEL BY THE SEA , CA 93921  
USA

First Name:

Last Name:

Address:

City:

State:

Zip:

Phone:

Email:

**Fee Summary**

---

BPRF	\$1.00
General Plan Update	\$11.17
SMIP- Residential	\$0.50
TECHNOLOGY SURCHARGE	\$8.00
Title 15 Permit 1-56000	\$193.36
Title 15 Plan Check	\$125.68

**MAKE PAYMENT**

- 10) Upon completion of the transaction, a receipt will be emailed to the email listed on the previous screen and the City will be automatically notified of the payment being submitted. This process is then considered complete.