23-01 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. Note that all payments made through the web portal will incur a 3.5% transaction fee.
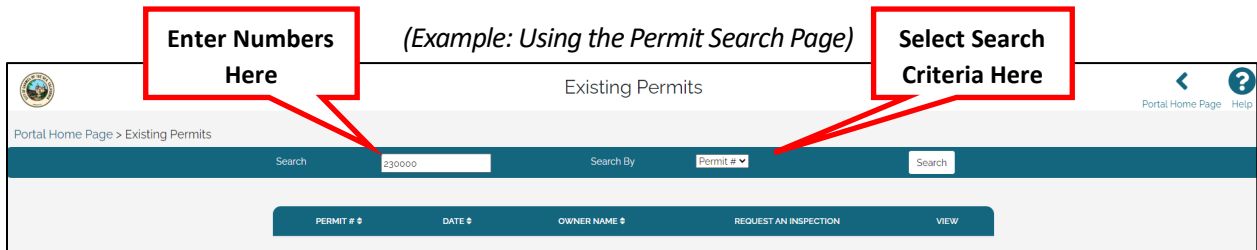
PROCESS:

1) To begin this process, access the application web portal via the link below. This portal is the hub for all permit types, including Building, Planning, Encroachment, and Forestry:

   - https://carmel.portal.iworq.net/portalhome/carmel.

2) Search for your permit under the appropriate colored section header listed below. Under each section header, click on the magnifying glass icon to search by permit number, or click on the globe icon to locate your property on an interactive map.

   - **Building = BLUE**
   - **Planning = PURPLE**
   - **Encroachments = ORANGE**
   - **Trees = GREEN**

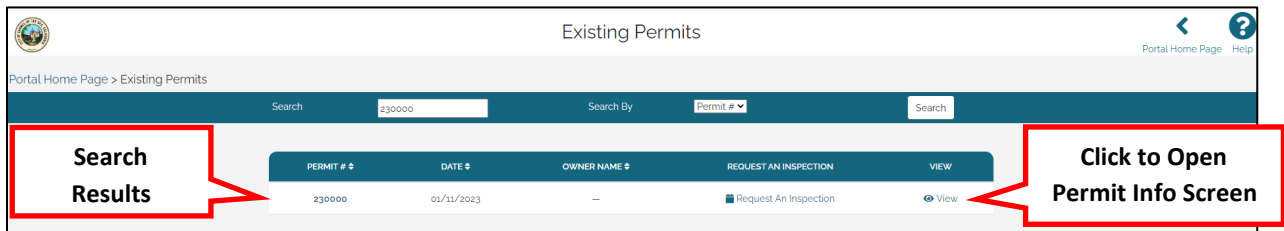*(Example: Searching via the Section Header – Building Permit)*

3) On the Permit Search Page, select the criteria that you would like to search by (permit or parcel number) and then enter the information into the "**Search**" field on the left hand side of the screen. Then, click on the search button.
- 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"

Enter Numbers Here

(Example: Using the Permit Search Page)

Select Search Criteria Here

Existing Permits

Portal Home Page | Help

Portal Home Page > Existing Permits

| Search | 230000 | Search By | Permit # ∨ | Search |

| PERMIT # ⬍ | DATE ⬍ | OWNER NAME ⬍ | REQUEST AN INSPECTION | VIEW |

4) If you have entered information to search for a valid permit application, it will populate on the Permit Search Page. If no results are shown, then there is likely no permit application in the system. If this happens, please contact the Planning and Building department at (831) 620-2010 for assistance.
5) Once your permit shows up in the search results, click the "**View**" button on the right side to open the Permit Info Screen. A new screen will open and provide you with the details of the selected permit.

(Example: Permit Search Page showing results)

Existing Permits

Portal Home Page | Help

Portal Home Page > Existing Permits

| Search | 230000 | Search By | Permit # ∨ | Search |

Search Results

Click to Open Permit Info Screen

| PERMIT # ⬍ | DATE ⬍ | OWNER NAME ⬍ | REQUEST AN INSPECTION | VIEW |
| 230000 | 01/11/2023 | — | 🗓 Request An Inspection | 👁 View |

6) If choosing to use the Mapping Tool you will be presented with a map of the city with the option to either search a parcel or permit number on the right-hand side of the screen. You may search using this criteria, or drag and drop to select the property in question.

(Example: Mapping Tool page showing the Permit Search function)
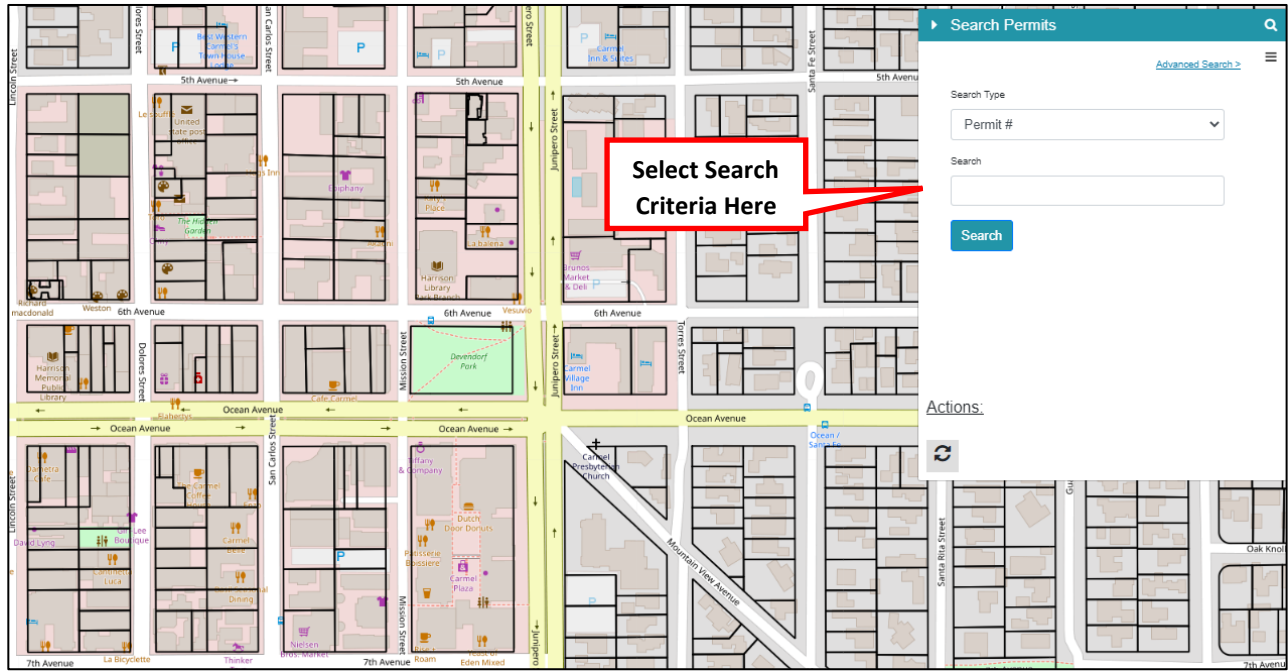
7) Once you have selected the property in question a list of permits will populate on the left side of the screen showing the permits open for the property. You may then select the appropriate permit to open the Permit Info Screen.

(Example: Mapping Tool page showing the Permit Results Function)
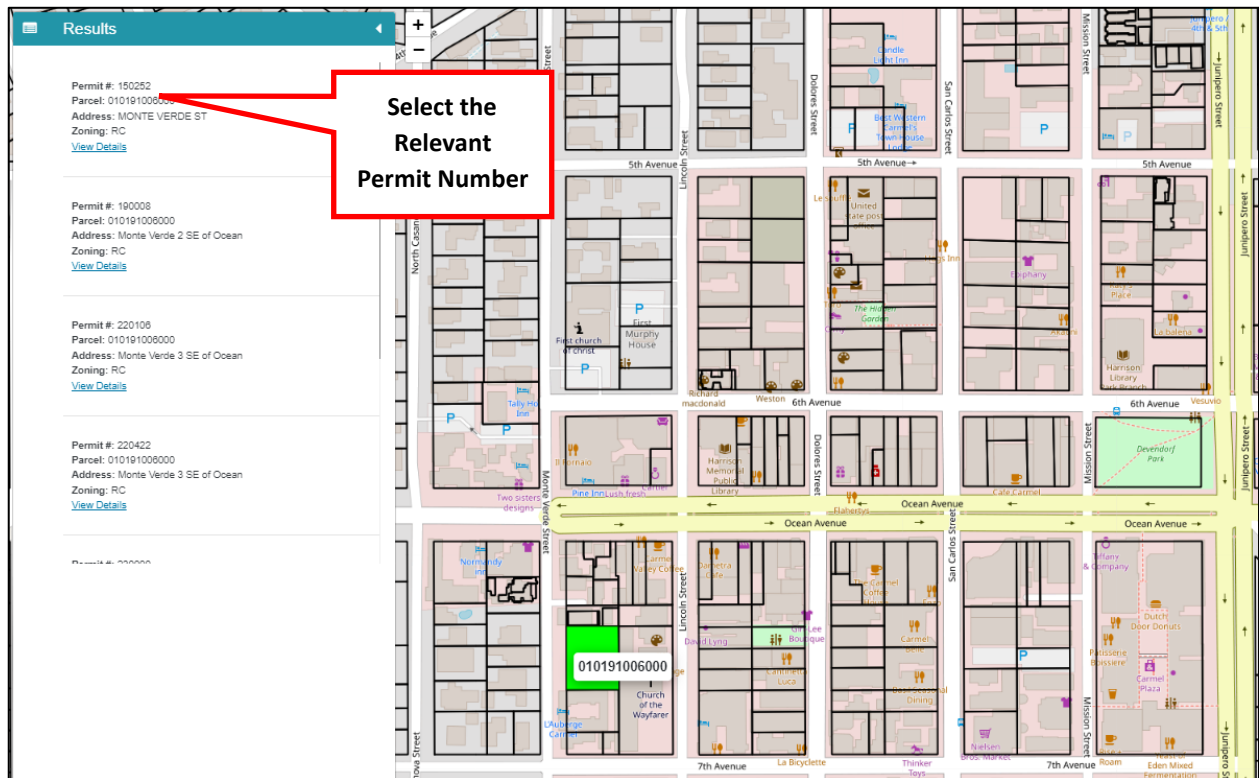
8) On the Permit Info Screen, scroll down to the bottom to view the outstanding fee balance and click on the button that reads "**Submit Payment**" to access the Payment Center. If no balance is shown, there are no outstanding fees to be paid for the selected project.

(Example: Permit Info Screen showing an outstanding balance due)

Fees:

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
Total Fees:	$339.71
Amount Due:	**$339.71**

Click to Access Payment Center

Submit Payment

9) After clicking "Submit Payment" you will be taken to the Payment Center. Here, you will see a summary of the fees due. Review the fee balance, and then click "**Select Fees**" to continue.

(Example: Review itemized fee 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

Review Fees

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

Click to Continue

SELECT FEES

10) 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 proceed.

(Example: Entering Payment and Contact Information to Submit 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

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

Click to Submit Payment

MAKE PAYMENT

11) Once "Make Payment" is selected, you will be presented with the Credit Card Payment screen in which payment information can be entered. All major credit cards are accepted and are assessed the 3.5% transaction fee. Note that all billing information entered on the previous screen will automatically populate on the Credit Card payment screen.

(Example: Credit Card Payment Screen with Service Charge)

12) Once the card and billing information is completed, scroll to the bottom of the screen to ensure the email address is valid as you will be receiving your receipt at the email listed. After confirming this is correct, select the "Process" button at the bottom of the form.

(Example: Credit Card Payment Screen with Email Confirmation and Process Option)